

In reference to Schedule “B”, page 77 of 82, Outage Management, project cost \$284,000.00:

Q. Please inform as to what the customer trouble call response time is now.

A. The Company’s target response time for customer trouble calls is 2 hours. In 2001, approximately 85% of all customer trouble calls were responded to within this target, with the average response time being less than 1.5 hours.