

**Q. What is the expected improvement in customer service and reliability as a result of the proposed 2007 capital program?**

A. It is often not possible to quantify the impact of a specific capital expenditure on the overall level of customer service or reliability. Many factors have impacts on both customer service and reliability. For example, reliability is impacted by the overall quality of the electrical system, weather and planned outages for maintenance work.

However, the following examples illustrate some anticipated improvements in customer service and reliability expected as a result of the projects proposed in the 2007 Capital Budget Application.

The rebuild of Transmission Line 110L, which is part of the Transmission Line Rebuild project, will help to improve reliability on that transmission line. Since 2001, several outages to customers have occurred on this line due to wind and icing causing conductors to slap together, resulting in conductor damage or failure. Rebuilding this line will minimize outages experienced by customers, improving reliability.

The Customer Service Internet project, which is part of the Application Enhancements project, will help to improve customer service. This project will enhance self-service options on the Company's Internet website particularly for landlords and contractors. Landlords and contractors will have the ability to see the up-to-date status of their premises and jobs respectively, at their convenience.