



FortisAlberta Inc.

SERVICE QUALITY AND RELIABILITY
PERFORMANCE, MONITORING AND REPORTING PLAN

ANNUAL REPORT
For the Year Ended 2006

February 28, 2007

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INTRODUCTION

FortisAlberta Inc. ("FortisAlberta") is an owner of an electric distribution system and provides the following submission in respect of the Service Quality and Reliability Performance, Monitoring and Reporting Plan (the "Plan") for the Year Ended 2006, pursuant to EUB Directive 002 (dated December 18, 2003) applicable to Electric Distribution System Owners. The format of the report aligns with the template provided by the EUB on February 27, 2004.

FortisAlberta's measurement protocols and internal reporting methods used to obtain the data are explained in each of the following sections, which correspond to those same sections in Directive 002. Many components of this report are unchanged relative to what was reported in prior years, pursuant to Decision U99099.

Attached in the appendix is additional raw data supporting the numbers reported in the body of this report.

A discussion of any missing data or other events that could reasonably affect the quality of the data, if necessary, is provided in each of the relevant sections of the report.

The EUB template for this report indicates this section is to "include any request by the Wire Owner to waive any applicable performance standard and the exceptional circumstances that lead to the failure to meet the standard". In this regard, FortisAlberta believes all reported values are either within tolerance, or, where they appear to be out of tolerance, have been sufficiently explained in the pertinent sections, and thus no waivers are required.

QUALITY OF SERVICE MEASURES

The numbers used to label the following sections correspond to the numbering in Directive 002.

3.1 Meter Reading Performance Measures

3.1.1 Percentage of Cumulative Meters with Readings Less Than or Equal to 65 Days

Reporting Period: Year Ended 2006

Standard: Settlement System Code, Appendix B 4.1.1

Equal to or greater than 98%

<u>Month</u>	<u>% Cumulative Meters Read</u>
January 2006	97.3%
February 2006	96.8%
March 2006	97.3%
April 2006	97.4%
May 2006	97.5%
June 2006	97.0%
July 2006	97.3%
August 2006	96.7%
September 2006	97.6%
October 2006	96.8%
November 2006	95.4%
December 2006	91.6%
Annual Average	96.6%

Explanation of Results:

For 2006 overall, FortisAlberta achieved an annual average 96.6% cumulative meters read over 65-days. Poor winter weather was a major hindrance to meter readers during the last months of 2006. In particular extreme snow and cold conditions in November 2006 provided challenges for meter readers to getting meter reads on time. In addition, the competitive Alberta labour market contributed to the difficulty of attracting and retaining meter reading staff throughout the year. In response, FortisAlberta has provided additional incentives on top of our operational commitments to help address these challenges. Olameter (FortisAlberta's meter reader contractor) and FortisAlberta continue to work closely together to stabilize the meter reading workforce and improve performance.

Action Plans and Comments:

For the purposes of this section, a standardized report has been created using data captured from SAP, FortisAlberta's integrated business system, which receives meter read information. The above values are calculated from the following raw data:

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- Number of cumulative meters with readings less than or equal to 65 days
- Total number of active and enrolled sites with cumulative meters as of the 12th business day after the end of the month.

Please see Table 3.1.1 in the appendix for additional supporting data.

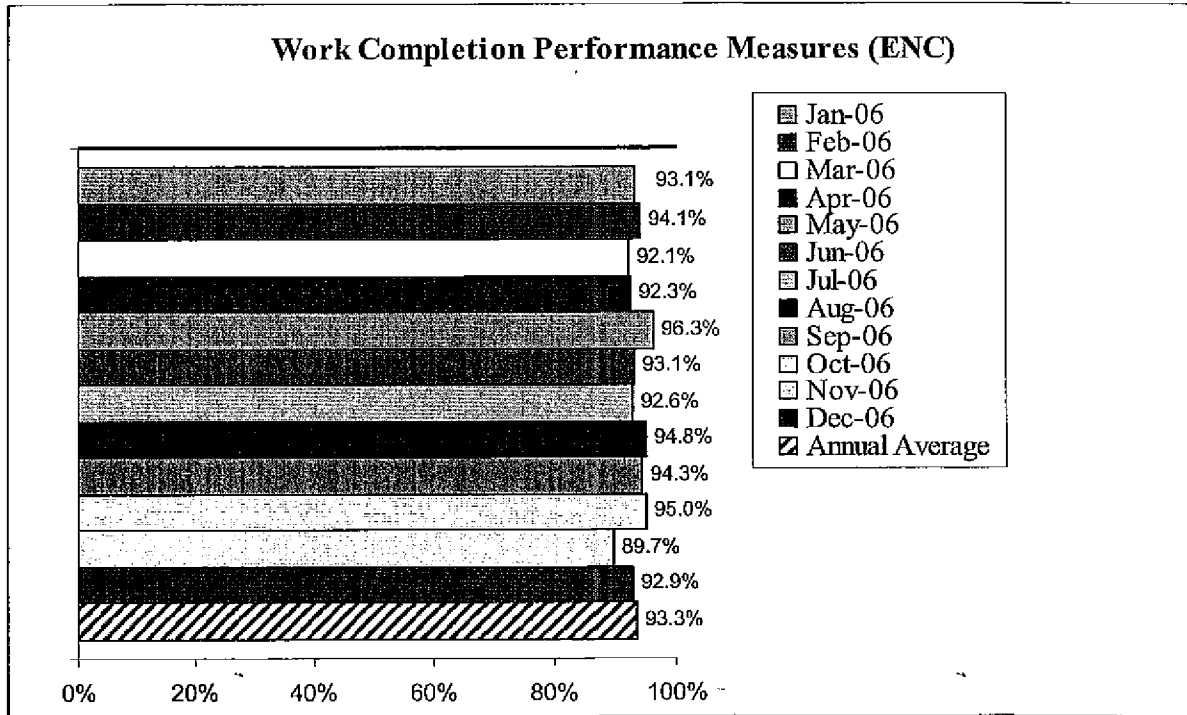
3.2 Work Completion Performance Measures

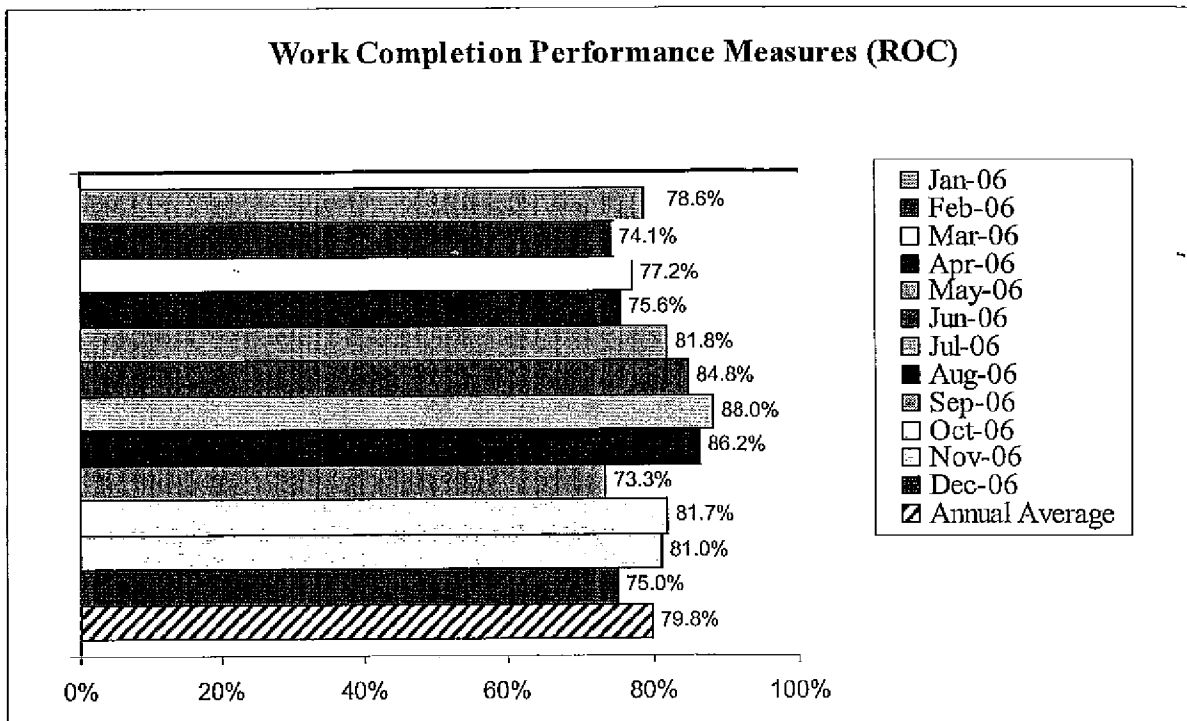
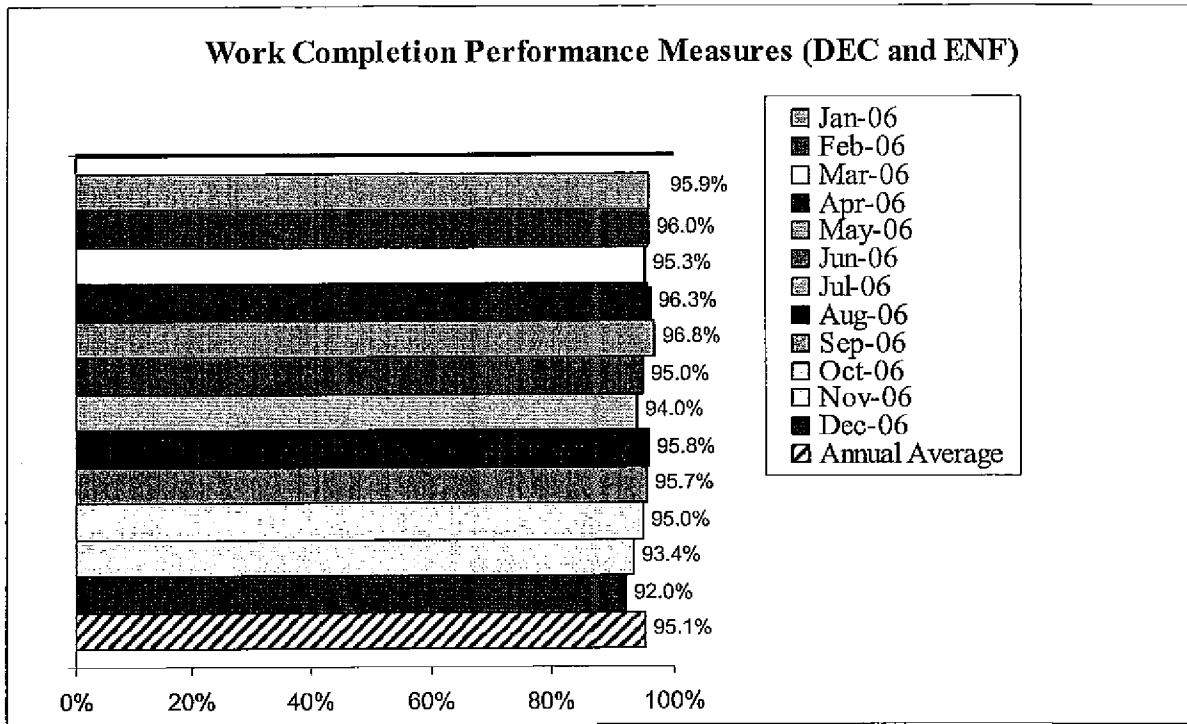
3.2.1 Percentage of Retailer-Requested Work Completed Within the Suggested Timing Notification of the *Settlement System Code*

Reporting Period: Year Ended 2006

Standard: Settlement System Code, Section B.8

Energize Completion to Retailer (ENC and ENF), De-energize Completion to Retailer (DEC and DEF), Request for Off-Cycle Meter Read Completion (ROC) Transactions





Explanation of Results:

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ENC and ENF within timelines – YTD 93.3%:

The completions of energize requests were impacted by the following:

- Order completions were delayed when customers were not ready for energization to occur (ie: completion of required construction).
- Transaction completions were sometimes delayed when specialized work by a meter technician was required.
- Transactions were delayed when the dispatch system changes required a manual cross-reference between the new system (InService) and the old (MDSI). The field work was typically completed within the expected timeframes, with only the transaction generation being delayed.

DEC and DEF within timelines - YTD 95.1%:

The completions of de-energize requests were impacted as follows:

- Delays were caused by customers weighing their options to keep active, put service on idle billing or salvage completely.
- Other delays resulted when the lineman was unable to access the site to de-energize the meter.
- Transactions were delayed when the dispatch system changes required a manual cross-reference between the new system (InService) and the old (MDSI). The field work was typically completed within the expected timeframes, with only the transaction generation being delayed.

ROC – YTD 79.8%:

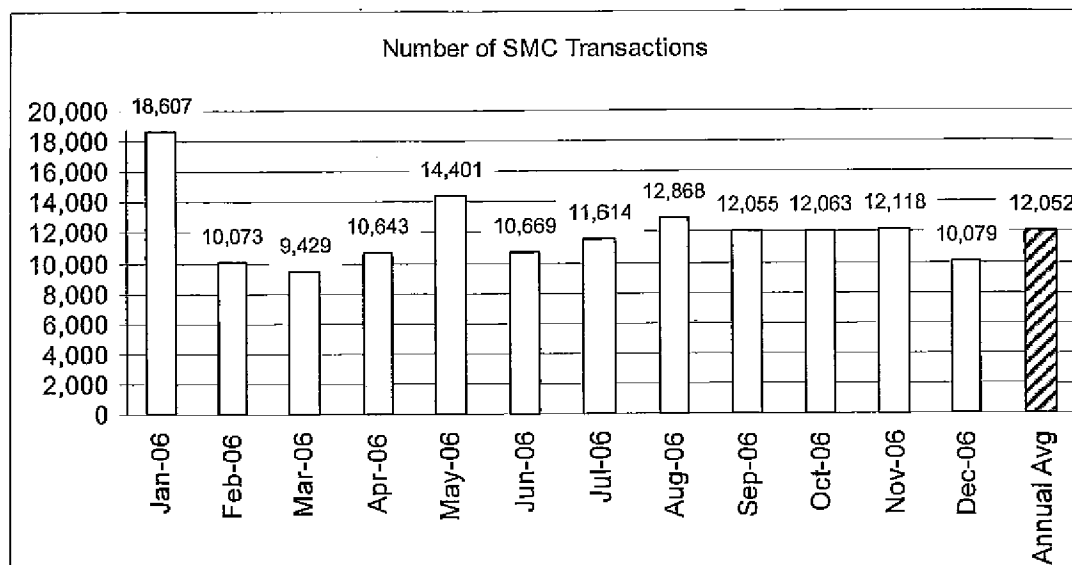
The completions of off-cycle meter reads were impacted by Olameter experiencing a number of staff vacancies. They have since filled most of these vacancies, but the focus of the new readers has been to complete the routes on time, then complete the service orders. Once the new readers gain more experience and therefore more efficiency, we should see a significant improvement in the off-cycle / ROC stats. FortisAlberta continues to work with the vendor to improve performance.

Action Plans and Comments:

SAP is the source of data for calculating the related Work Completion Measures. Reports are generated by counting the number of transactions requested by retailers, as well as the number of transactions completed within the Settlement System Code guideline 5 days. This report is completed on a monthly basis.

More detailed data can be found in Table 3.2.1 in the attached appendix.

Site Metering Characteristics (SMC) Transactions



Explanation of Results:

Results are consistent with the volume of enrollments and meter exchanges in each month.

Action Plans and Comments:

SAP is the source of SMC data used for calculating the number of site meter characteristic changes per month. This report generates the total number of transactions in a defined time period (one month) where the metering configuration has changed.

Note that the SMC figures above include sites where a customer switched retailers, but no actual physical “change” occurred to their site.

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3.3 Worker Safety Performance Measures

Reporting Period: Year Ended 2006

Standard: N/A

<u>Worker Safety Measure</u>	<u>Total (3-year Average)</u>
All Injury/Illness Frequency Rate	2.45
Motor Vehicle Accident Frequency Rate	2.38

Explanation of Results:

- Results reported based on the CEA Incident Statistics Reporting Standard A-2-2004.
- All Injury Frequency Rate = (# of medical aid and lost time Incidents x 200,000 Hours) / Exposure Hours
- Vehicle Incident Rate = (Number of Recordable Vehicle Incidents x 1,000,000 kilometers) / Total kilometers Driven. The 3 year averages for previous years are 3.59, 3.66, and 3.12 for 2003, 2004 and 2005 respectively.
- All Injury Frequency Rates reported are based on a three year average. FortisAlberta has realized positive trending each year since 2003. The 3 year averages for previous years are 3.66, 3.07, and 2.78 for 2003, 2004 and 2005 respectively.
- The All Injury Frequency Rate for 2006 was 1.98

Action Plans and Comments:

- Safety performance improved 29% in 2006 compared to the three year average. This improvement came in a year where more than 200 employees were hired or changed roles and FortisAlberta completed record amounts of construction and maintenance work.
- The 2006 improvement was due to improved work methods and equipment, improved training, and a renewed focus on field safety.

3.4 Reliability Performance Measures

Part A) SAIDI, SAIFI & CAIDI INDICES

Reporting Period: Year Ended 2006

Standard: N/A

<u>Service Continuity Measure</u>	<u>Total (5-year average)</u>
System Average Interruption Duration Index (SAIDI)	3.47
System Average Interruption Frequency Index (SAIFI)	1.84
Customer Average Interruption Duration Index (CAIDI)	1.89

Explanation of Results:

- Results include Loss of Supply due to transmission outages.
- Results do not reflect the 2.5 Beta normalization.

Action Plans and Comments:

FortisAlberta has ongoing maintenance and vegetation management programs in place to improve reliability. FortisAlberta also has feeder improvement programs such as the Worst Performing Feeder Program. The Worst Performing Feeder Program ranks all the feeders on the system by reliability performance and implements repairs on a minimum of 15 feeders each year, 3% of overall number of feeders.

Part B) Worst-Performing Circuits on the System

Reporting Period: Year Ended 2006

Standard: N/A

Substation /Feeder Identification	Driver	MW Load	Overall SAIDI	Number of Affected Customers	Previous Times on List	Comments
Pincher Creek 396S-41LE	Lightning, Weather Related Equipment failures	3.9	7.53	1715	2004	Bird protection installed in 2004
Picture Butte 492S-454LE	Lightning	2.7	7.41	963		
Lac La Biche 353S-2073L	Equipment	4.4	7.29	546		
Pincher Creek 502S-425LS	Equipment	6.1	6.57	318		
Sylvan Lake 534S-254LN	Equipment	7.4	5.03	597		
Lac La Biche 72S-319LE	Momentary Interruptions	1.4	4.79	156		
Tofield 395S-44LW	Equipment, Lightning	5.8	4.54	2052	2005	Equipment failures in 2005, repairs made.
High River 65S-16LE	Lightning	9.7	3.9	1845		
Okotoks 678S-81LE	Birds	8.1	3.8	2322		
Cardston 385S-112LS	Equipment	7.6	3.48	824		
Mayerthorpe 443S-444LW	Momentary Interruptions	5.6	3.34	1604		Breaker and reclosers with high trip counts.
Raymond 67S-19LW	Equipment, Lightning	6.5	3.26	2262	2002, 2005	Birds in 2002, Public Interference and Weather in 2005
Black Diamond 392S-121LW	Contamination, Equipment	5.1	2.78	1698		
Wetaskiwin 40S-28LN	Falling Trees	11.7	2.68	3424		
Boyle 56S-134LN	Equipment, Lightning	4.6	2.55	2009	2002	Birds and Lightning in 2002.

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Explanation of Results:

- Major Event Days are excluded from the Worst Performer analysis.
- Feeders with good SAIDI are on the list due to outage frequency or the number of momentary outages.

Action Plans and Comments:

- These feeders poor performance has been analyzed by office and field staff. All the feeders on the list will be worked on in 2007 to improve their reliability.

3.5 Call Answer Performance Measures

3.5.1 Call Answering Service Level

Reporting Period: Year Ended 2006

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
January 2006	93.4%
February 2006	89.3%
March 2006	89.9%
April 2006	83.6%
May 2006	77.8%
June 2006	72.5%
July 2006	66.5%
August 2006	69.1%
September 2006	49.6%
October 2006	59.8%
November 2006	68.3%
December 2006	82.1%
Annual Average	75.1%

Explanation of Results:

Historically, call service levels are lower for July and August due to high call volumes as a result of summer lightning storms. July and August 2006 proved to be a typical summer storm season and this was reflected in the lower service levels. Typically the service levels during September to November are higher and would in turn increase the year end average service level. In 2006, FortisAlberta experienced Call Answering Service Levels below normal levels as a result of increased call volumes due to a large storm in the central Alberta and Pincher Creek areas in mid September and a large scale wind storm in southern Alberta in November. This period was also affected by low staffing levels due to attrition, higher than normal absenteeism due to illness and system configuration issues with how calls were directed to the High Volume Call Answering (HVCA) system. From September until mid November calls were not being directed to the HVCA and the majority of customer trouble calls were held for response by an agent significantly lowering the service level. There were also problems with the system not providing customers with the Avoidance message, which informs customers of known outages and reduces calls waiting for agents.

Action Plans and Comments:

To address the High Volume Call Answering (HVCA) issues the system was reconfigured to redirect calls to the HVCA at a lower call level. This reduces the number of calls waiting for an agent while insuring customers are informed of outages in their areas. The Avoidance message system is being simplified and once information is known about an outage customers can be

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informed at the beginning of their call, reducing the number of customers who need to talk to an agent.

Data for calculation purposes is generated within FortisAlberta's Automated Call Distribution (ACD) system. The numbers used to calculate the above reported percentages are:

- The total number of calls picked up by an agent within 30 seconds once the caller has chosen to speak to an agent from the interactive voice response (IVR) system.
- The total number of attempts to reach an agent once the caller has chosen to speak to an agent from the IVR.
- Call process for customers -- after calling '310-wire', the customer makes a selection based on the reason for their call (1 for Power Outage, 2 for Construction, 3 for Meter Reads, etc.). This is the point at which the timer starts, and is also the point at which FortisAlberta starts recording the service levels.

The quarterly average is a weighted value, meaning the number of calls in each month will affect the end result (i.e. a month with more calls will have more of an impact on the average).

More detailed supporting numbers relating to those reported above can be found in Table 3.5 in the appendix.

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3.5.2 Abandon Rate

Reporting Period: Year Ended 2006

Standard: 5.0% or less

January 2006	0.9%
February 2006	1.5%
March 2006	1.1%
April 2006	1.5%
May 2006	2.0%
June 2006	2.8%
July 2006	3.9%
August 2006	3.4%
September 2006	7.8%
October 2006	5.1%
November 2006	4.2%
December 2006	2.5%
Annual Average	3.1%

Explanation of Results:

Like the Call Answer Performance, Abandon Rate results were affected from September to end of November by the system issues. The long wait times due to the configuration issues with the High Volume Call Answering (HVCA) system and avoidance messaging caused more customers to abandon their call.

Action Plans and Comments:

The system re-configuration of the High Volume Call Answering (HVCA) and Avoidance message system simplification addressed the abandonment rate issues as reflected in the December numbers returning to expected normal level.

The automated outage management program – High Volume Call Answering (HVCA) continues to play an integral role in communicating outage information to customers. This program plays messages (recorded by FortisAlberta) to advise customers of an outage, the reason, estimated time of restoration, date and time, and other pertinent information. The Contact Centre diligently manages this program 24 hours per day; 7 days per week to ensure customers who call receive the most up-to-date information about outages in their area. A customer who is satisfied with the updates in the outage management program has the option to abandon the queue. If customers know the reason for an outage or if it is an emergency (as selected by the customer), they are routed into the queue to speak to an agent.

Data for calculation of the above values are generated from FortisAlberta's Automated Call Distribution (ACD) system. The figures used are:

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- The total number of calls abandoned before an agent responds to the caller, once the caller has chosen to speak to an agent from the IVR.
- The total number of attempts to reach an agent once the caller has chosen to speak to an agent from the IVR.

The quarterly average is a weighted value. Each month will affect the end result depending on the number of calls that came in on that month (a month with more calls will have more of an impact on the average).

More detailed supporting numbers relating to those reported above can be found in Table 3.5 in the appendix.

3.6 Customer Satisfaction Measures – Transaction Survey

3.6.1 Percentage of Customer Satisfaction Following Customer-Initiated Contact with the Wire Owner

Reporting Period: Year Ended 2006

Standard: 75% or more of the customers satisfied with their last transaction with the Wire Owner

	<u>Measure</u>
Annual Average	80.2%

Explanation of Results:

The annual average was based on five customer satisfaction measures:

- access to the wire owner,
- employee courtesy,
- employee knowledge,
- promptness & timeliness of the wire owner’s response, and
- overall customer satisfaction.

In each of the above customer satisfaction measures, customers were asked to rate FortisAlberta on a scale of one to ten.

Comments:

The percentage of customer satisfaction following a customer-initiated contact with the wire owner was determined based on an inbound transaction survey performed one week after customers contacted FortisAlberta’s Contact Centre. For the inbound transactional customers, 34 surveys were completed per month for 2006, for a total of 408 in 2006.

More detailed supporting numbers relating to those reported above can be found in Table 3.6.1 in the appendix.

3.6.2 Customer Satisfaction Measures - Inquiry Response

PART A: Inquiry Reports to EUB

Reporting Period: Year Ended 2006

Standard: 80% of inquiries in any given month investigated and Inquiry Report provided within 14 calendar days, 100% of inquiries in any given month investigated and Inquiry Report provided within 30 calendar days

<u>Month</u>	<u>14-day deadline</u>	<u>30-day deadline</u>
January 2006	84.1%	95.7%
February 2006	87.3%	95.6%
March 2006	90.0%	96.5%
April 2006	87.3%	97.3%
May 2006	92.0%	98.7%
June 2006	91.6%	97.9%
July 2006	92.6%	100%
August 2006	91.7%	99.4%
September 2006	94.8%	99.5%
October 2006	95.3%	99.6%
November 2006	90.9%	97.1%
December 2006	90.6%	97.1%
Annual Average	90.7%	97.9%

Explanation of Results:

See Part B

Action Plans and Comments:

See Part B

PART B: Wire Owner Escalation Reports

Reporting Period: Year Ended 2006

Standard: N/A

<u>Month</u>	<u>Number of Inquiries</u>	<u>Number Unresolved Within 30 Days</u>
January 2006	258	11
February 2006	252	11
March 2006	339	12
April 2006	291	8
May 2006	389	5
June 2006	335	7
July 2006	390	0
August 2006	508	3
September 2006	420	2
October 2006	511	2
November 2006	419	12
December 2006	277	8
Annual Average	366	7

Explanation of Results:

FortisAlberta experienced a significant volume of activity in 2006, particularly new construction through the service territory. FortisAlberta anticipates that a small percentage of inquiries will be resolved outside of 30-day timeline on an ongoing basis due to the complexity of some concerns, challenges arranging times with external parties to discuss or set up site visits with customers or retailers, and/or waiting for necessary information from external parties.

Action Plans and Comments:

Data for reporting is captured from FortisAlberta's general tracking software (GTS). Standard queries have been generated to report the number of inquiries resolved in 0 – 14 days and 14 – 30 days. A standard query has been generated to report the number of inquiries that remain outstanding 30 days after being reported.

The supporting numbers can be found in Table 3.6.2 in the appendix.

3.7 Overall Customer Satisfaction Measures

3.7.1 Customer Satisfaction With The Wire Owner

Reporting Period: Year Ended 2006

<u>Performance Measure</u>	<u>Results</u>
Reliability Performance of the Wire Owner, including service restoration after a power outage	79.3%
Performance and satisfaction with customer service (access to the Wire Owner)	78.3%
Employees who are understanding, courteous and informative	72.4%
Overall Satisfaction	76.6%

Explanation of Results:

FortisAlberta measures service satisfaction at two levels: with electricity overall and with FortisAlberta's people, processes and actions among those familiar with the company.

The overall customer satisfaction annual average was based on three customer satisfaction measures:

- reliability performance including service restoration,
- performance and satisfaction with customer service, and
- employees who are understanding, courteous and informative.

Customers were asked to rate categories on a scale of one to ten and a measure of customer satisfaction is determined by the number of respondents who ranked the categories six or above.

Action Plans and Comments:

For the purposes of this section, FortisAlberta conducted two surveys: Inbound Transaction Monthly Tracking and Quarterly Customer Satisfaction Tracking Survey. For the Inbound Transactional Customers, 34 surveys were completed per month for the entirety of the year for a total of 408 in 2006. For the Quarterly Customer Satisfaction Tracking Survey, a total of 300 Mass Customers are surveyed each quarter, for a total of 1,200 per year.

To facilitate the translation of research findings into business actions, FortisAlberta team members meet quarterly to discuss survey results and trends, service quality issues, and industry issues that may impact results.

Customers continue to make it clear that they want their bills reflect actual consumption, rather than estimates. Surveys indicate that their top priorities are:

- accuracy of meter reading/accuracy of billing
- Price paid for electricity.

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APPENDIX



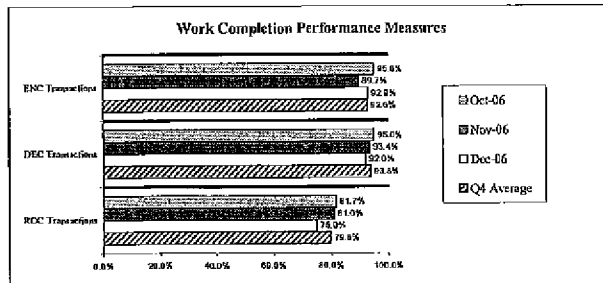
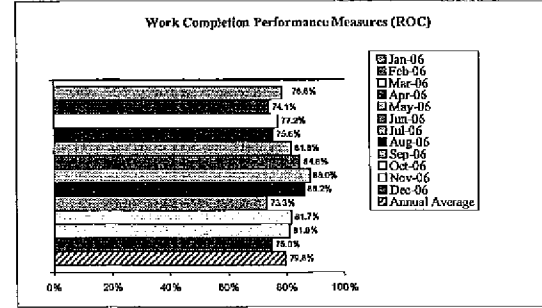
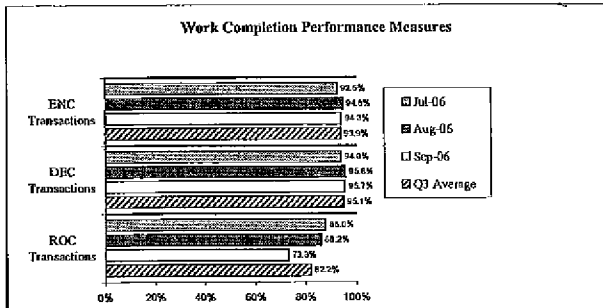
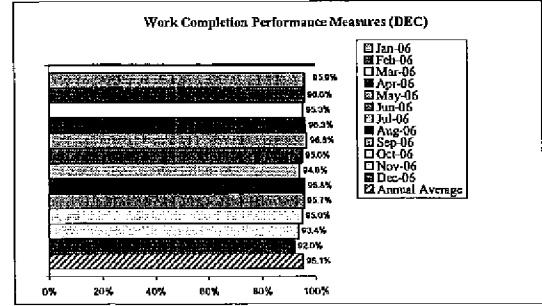
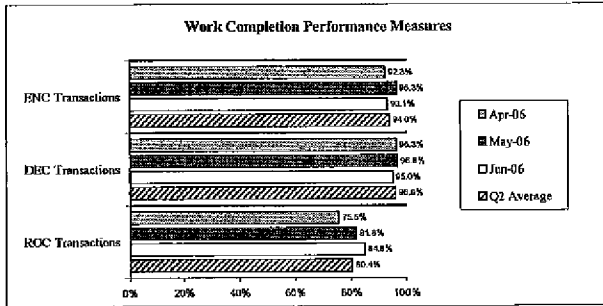
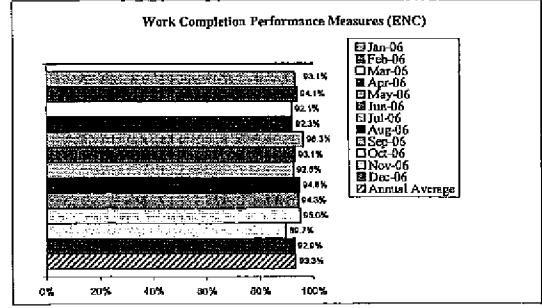
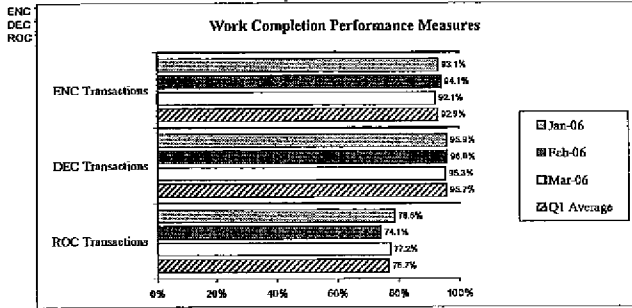
FAI 2006 Annual
SQR Appendix

Percentage of Cumulative Meters with Readings Less Than or Equal to 65 Days Old
 (Standard Equal to or Greater than 98%)

Line No.	Month	A	B	C
		Number of Cumulative Meters w/ Readings	Number of Cumulative Meters	Percent Cumulative Meters Read (%)
1	Jan-06	391,632	402,574	97.3%
2	Feb-06	389,200	402,024	96.8%
3	Mar-06	393,489	404,281	97.3%
4	Q1 Average	391,440	402,960	97.1%
5	Apr-06	394,314	404,789	97.4%
6	May-06	394,545	404,825	97.5%
7	Jun-06	397,870	410,032	97.0%
8	Q2 Average	395,576	406,549	97.3%
9	Jul-06	398,803	409,672	97.3%
10	Aug-06	397,455	410,925	96.7%
11	Sep-06	398,543	408,218	97.6%
12	Q3 Average	398,267	409,605	97.2%
13	Oct-06	402,511	415,604	96.8%
14	Nov-06	397,376	416,622	95.4%
15	Dec-06	382,881	417,880	91.6%
16	Q4 Average	394,256	416,702	94.6%
	Annual Average			96.6%

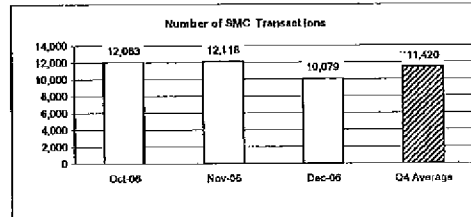
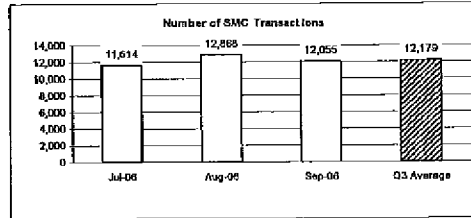
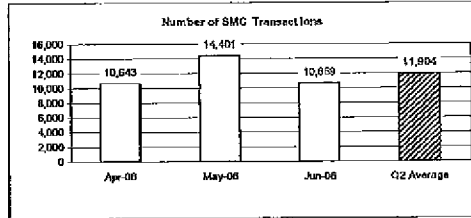
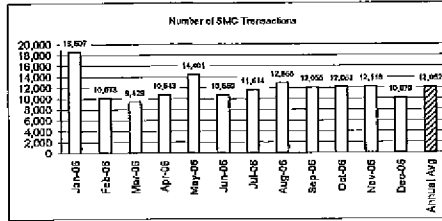
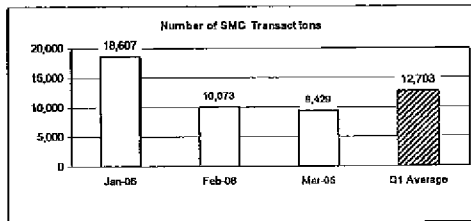
Percentage of Retailer-Requested Work Completed Within the Suggested Notification Requirements of the Settlement System Code

Line No.	Month	Percentage ENC and ENR Transactions Completed within guidelines (%)			Percentage DEC and DEF Transactions Completed within guidelines (%)			Percentage ROC Transactions Completed within guidelines (%)		
		Number of Transactions Requested	Number of Transactions Completed within guidelines	Percentage	Number of Transactions Requested	Number of Transactions Completed within guidelines	Percentage	Number of Transactions Requested	Number of Transactions Completed within guidelines	Percentage
1	Jan-06	1,080	1,750	93.1%	2,108	2,021	95.8%	117	92	78.8%
2	Feb-06	1,034	1,725	94.1%	2,271	2,180	96.0%	100	80	74.1%
3	Mar-06	2,651	2,441	92.1%	2,387	2,270	95.0%	169	125	77.2%
4	Q1 Average	2,122	1,972	92.9%	2,165	2,109	97.2%	229	92	78.7%
5	Apr-06	2,977	2,470	92.3%	3,351	3,227	96.3%	131	90	75.0%
6	May-06	2,944	2,838	96.3%	3,113	3,012	96.8%	159	110	81.8%
7	Jun-06	2,859	2,764	93.1%	3,500	2,940	84.0%	92	75	81.5%
8	Q2 Average	2,970	2,597	94.0%	3,113	2,942	94.5%	147	102	80.4%
9	Jul-06	3,105	2,859	92.0%	4,049	3,808	94.0%	117	103	88.0%
10	Aug-06	3,450	3,271	94.8%	3,404	3,280	96.4%	152	131	86.2%
11	Sep-06	3,173	2,991	94.3%	2,895	2,780	95.7%	148	107	78.3%
12	Q3 Average	3,241	3,047	93.9%	3,416	3,279	96.1%	153	114	82.0%
13	Oct-06	3,528	3,380	95.8%	3,000	2,851	95.0%	131	107	81.7%
14	Nov-06	2,997	2,897	96.7%	2,340	2,195	93.8%	116	94	81.0%
15	Dec-06	2,565	2,392	93.3%	1,670	1,538	92.0%	80	60	75.0%
16	Q4 Average	3,039	2,899	95.4%	2,337	2,181	93.3%	100	87	87.0%
17	Annual Average			93.3%			95.1%			79.8%



Number of Changes in Metering Configuration at a Site (SMC Transaction)

Line No.	Month	Number of SMC Transactions
1	Jan-06	18,607
2	Feb-06	10,073
3	Mar-06	8,429
4	Q1 Average	12,703
5	Apr-06	10,643
6	May-06	14,401
7	Jun-06	10,859
8	Q2 Average	11,984
9	Jul-06	11,614
10	Aug-06	12,888
11	Sep-06	12,055
12	Q3 Average	12,118
13	Oct-06	12,063
14	Nov-06	12,118
15	Dec-06	10,079
16	Q4 Average	11,420
17	Annual Avg	12,152



Call Answer Performance Measures

Line No.	Month	A	B	C	D	E	F
		Number of Attempts to Reach Representative	Number of Abandoned Calls	Percentage Abandoned Calls (%) [B]/[A]	Number of Calls reaching agent [A] - [B]	Number of Calls reaching agent in 30 sec.	Number of Calls reaching agent in 30 sec. (%) [E]/[D]
1	Jan-06	8,646	76	0.9%	8,570	8,008	93.4%
2	Feb-06	8,546	131	1.5%	8,415	7,513	89.3%
3	Mar-06	10,747	121	1.1%	10,626	9,552	89.9%
4	Q1 Average	9,313	109	1.2%	9,204	8,358	90.8%
5	Apr-06	12,818	186	1.5%	12,632	10,560	83.6%
6	May-06	18,663	369	2.0%	18,294	14,224	77.8%
7	Jun-06	17,884	494	2.8%	17,390	12,602	72.5%
8	Q2 Average	16,455	350	2.1%	16,105	12,462	77.4%
9	Jul-06	23,486	908	3.9%	22,578	15,014	66.5%
10	Aug-06	20,417	704	3.4%	19,713	13,612	69.1%
11	Sep-06	16,075	1,258	7.8%	14,817	7,349	49.6%
12	Q3 Average	19,993	957	4.8%	19,036	11,992	63.0%
13	Oct-06	14,019	721	5.1%	13,298	7,947	59.8%
14	Nov-06	13,151	551	4.2%	12,600	8,608	68.3%
15	Dec-06	8,949	227	2.5%	8,722	7,157	82.1%
16	Q4 Average	12,040	500	4.2%	11,540	7,904	68.5%
17	Annual Average	14,450	479	3.1%	13,971	10,179	75.1%

Percentage of Customer Satisfaction Following Customer-Initiated Contact with Wire Owner

Line No.	Month	A	B	C	D	E	F	G	G
		Access to the Wire Owner	Employee Courtesy (a)	Employee Courtesy (b)	Employee Courtesy [B,C]	Employee knowledge	Promptness & Timelines of the Wire Owner's Response	Customer Satisfaction with the Interaction	Total Customer Satisfaction [A,D,E,F,G]
1	Jan-06	69%							69%
2	Feb-06	69%	94%	92%	93%	88%	88%	82%	84%
3	Mar-06	69%	90%	86%	88%	75%	77%	80%	78%
4	Q1 Average	69%	92%	89%	91%	82%	83%	81%	77%
5	Apr-06	64%	88%	88%	88%	71%	77%	59%	72%
6	May-06	64%	85%	91%	88%	88%	79%	77%	79%
7	Jun-06	64%	100%	100%	100%	74%	94%	91%	85%
8	Q2 Average	64%	91%	93%	92%	78%	83%	76%	79%
9	Jul-06	66%	91%	89%	90%	77%	89%	94%	83%
10	Aug-06	66%	100%	97%	99%	80%	97%	89%	86%
11	Sep-06	66%	91%	94%	93%	86%	80%	83%	82%
12	Q3 Average	66%	94%	93%	94%	81%	89%	89%	84%
13	Oct-06	69%	94%	94%	94%	79%	85%	79%	81%
14	Nov-06	69%	97%	97%	97%	82%	85%	79%	82%
15	Dec-06	69%	91%	91%	91%	85%	82%	79%	81%
16	Q4 Average	69%	94%	94%	94%	82%	84%	79%	82%
	Annual Average	68%	93%	93%	93%	80%	85%	81%	80.2%

Complaint Response to EUB

Line No.	Month	A	B	C	D	E	F	Comments
		Number of Complaints addressed within 14 Days	Number of Complaints addressed within 30 Days	Number Unresolved Within 30 Days	Total Number of Complaints	Number of Complaints addressed within 14 Days (%)	Number of Complaints addressed within 30 Days (%)	
1	Jan-06	217	30	11	258	84.1%	95.7%	
2	Feb-06	220	21	11	252	87.3%	95.6%	
3	Mar-06	305	22	12	339	90.0%	96.5%	
4	Q1 Average	247	24	11	283	87.4%	96.0%	
5	Apr-06	254	29	8	291	87.3%	97.3%	
6	May-06	358	26	5	389	92.0%	98.7%	
7	Jun-06	307	21	7	335	91.6%	97.9%	
8	Q2 Average	306	25	7	338	90.5%	98.0%	
9	Jul-06	361	29	0	390	92.6%	100.0%	
10	Aug-06	466	39	3	508	91.7%	99.4%	
11	Sep-06	398	20	2	420	94.8%	99.5%	
12	Q3 Average	408	29	2	439	92.9%	99.6%	
13	Oct-06	487	22	2	511	95.3%	99.6%	
14	Nov-06	381	26	12	419	90.9%	97.1%	
15	Dec-06	251	18	8	277	90.6%	97.1%	
16	Q4 Average	373	22	7	402	92.7%	98.2%	
17	Annual Average			7	366	90.7%	97.9%	

Customer Satisfaction with Wire Owner

Line No.	Month	A	B	C	D	E	F	G	H	I	J	K
		Reliability performance of the Wire Owner, inc. service restoration after a power outage (a)	Reliability performance of the Wire Owner, inc. service restoration after a power outage (b)	Reliability performance of the Wire Owner, inc. service restoration after a power outage (c)	Reliability performance of the Wire Owner, inc. service restoration after a power outage (d)	Reliability performance of the Wire Owner, inc. service restoration after a power outage (A,B,C,D)	Performance & Satisfaction with Customer Service	Employees who are understanding, courteous, and informative (a)	Employees who are understanding, courteous, and informative (b)	Employees who are understanding, courteous, and informative (c)	Employees who are understanding, courteous, and informative (G,H,I)	Overall Customer Satisfaction (E,F,J)
1	2004 - Q1 Average	80.0%	76.0%			78.0%	58.0%					68.0%
2	2004 - Q2 Average											
3	2004 - Q3 Average	84.0%	85.0%			84.5%	75.0%	59.0%	80.0%	78.0%	72.3%	77.3%
4	2004 - Q4 Average	83.0%	84.0%	73.0%	84.0%	81.0%	73.0%	66.0%	87.0%	80.0%	77.7%	77.2%
5	2004 Average	82.3%	81.7%	73.0%	84.0%	81.2%	68.7%	62.5%	83.5%	79.0%	75.0%	74.2%
6												
7	2005 - Q1 Average	86.0%	86.0%	78.0%	75.0%	81.5%	73.0%	61.0%	77.0%	77.0%	71.7%	75.4%
8	2005 - Q2 Average	86.0%	86.0%	76.0%	71.0%	79.8%	78.0%	69.0%	84.0%	75.0%	76.0%	77.9%
9	2005 - Q3 Average	84.0%	85.0%	71.0%	76.0%	79.0%	77.0%	53.0%	80.0%	66.0%	69.7%	75.2%
10	2005 - Q4 Average	86.0%	87.0%	71.0%	74.0%	79.5%	75.0%	67.0%	80.0%	67.0%	71.3%	75.3%
11	2005 Average	85.5%	86.0%	74.3%	74.0%	79.9%	75.8%	65.0%	80.3%	71.3%	72.2%	76.0%
12												
13	2006 - Q1 Average	90.0%	87.0%	72.0%	68.0%	79.3%	75.0%	58.0%	72.0%	71.0%	67.0%	73.8%
14	2006 - Q2 Average	80.0%	84.0%	78.0%	78.0%	80.0%	76.0%	50.0%	76.0%	72.0%	69.3%	75.1%
15	2006 - Q3 Average	80.0%	83.0%	72.0%	79.0%	78.5%	81.0%	67.0%	84.0%	74.0%	75.0%	78.2%
16	2006 - Q4 Average	89.0%	90.0%	64.0%	74.0%	79.3%	81.0%	73.0%	86.0%	76.0%	78.3%	79.5%
17	2006 Average	84.8%	86.0%	71.5%	74.8%	79.3%	78.3%	64.5%	79.5%	73.3%	72.4%	76.6%