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PUBLIC UTILITY COMMISSION
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Service Quality Report
To The
Public Utility Commission of Texas
In Accordance With
Substantive Rule §25.81
2002 Reporting Year

Sharyland Utilities, L.P.

Project 27270

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Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities, L.P.

System SAIFI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2002	0.38	0.00	0.00	0.02	0.00	0.00	0.00	0.00	0.01	0.30	0.00	0.02	0.00
Scheduled													
2002	0.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.30	0.01	0.00
Outside Causes													
2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Major Events													
2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities, L.P.

System SAIDI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2002	14.60	0.00	0.00	3.36	0.00	0.00	0.00	0.00	0.92	8.12	0.00	1.66	0.00
Scheduled													
2002	21.05	0.00	0.00	0.00	0.26	0.00	0.00	0.00	1.36	0.00	16.22	1.16	0.00
Outside Causes													
2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Major Events													
2002	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Service Quality Report to the Public Utility Commission of Texas

Distribution Feeder Indices for Forced Interruptions

List all Distribution Feeders on Texas System

Total Number of Feeders

With More Than 10 Customers

Add or Delete Rows as Necessary

Sharyland Utilities, L.P.

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2002 SAIFI Value
1	1	Taylor	111	342	0.69
2	3	Taylor	114	405	0.02
3	2	Taylor	115	6	0
4					
5					
6					

Service Quality Report to the Public Utility Commission of Texas

Distribution Feeder Indices for Forced Interruptions

List all Distribution Feeders on Texas System

Total Number of Feeders

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Sharyland Utilities, L.P.

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2002 SAIDI Value
1	1	Taylor	111	342	24.54
2	3	Taylor	114	405	2.55
3	2	Taylor	115	6	0
4					
5					
6					

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities, L.P.

INTERRUPTION CAUSES

Provide the percentage of interruptions attributable to each cause.

2002 Reporting Year

Causes of Forced Interruptions	Percentage
Weather (Including Lightning)	78.00%
Vegetation	
Animals and Birds	
People (Including cars and farm equip)	
Utility-owned Equipment	20.00%
Other	2.00%
Unknown	