

ABD Services		Contractor (1)		AEPS	TCC	Affiliate	System	Discretionary	Competitive Work (2)
CSA, SR CSA, Lead CSA				yes	no	no	yes	yes	no
Admin Assoc- Admin Assoc III				yes	yes	yes	yes	yes	no
Billing Specialist I-III				yes	no	no	yes	yes	no
Pricing/Costing Analyst I-III				yes	no	no	yes	yes	no
Market Transaction Coordinator				yes	no	no	yes	yes	no
Engineer I - IV				yes	yes	yes	yes	yes	yes
Supervisor				yes	yes	yes	yes	yes	yes
MV-90 Analyst				yes	no	no	yes	yes	no
Load Research Data Analyst I-III				yes	no	no	yes	yes	no
General Servicer (union position)				no	yes	yes	yes	yes	yes
Meter Electrician (union position)--Meter Electrician A				no	yes	yes	yes	yes	yes
Field Operations Specialist (union)				no	yes	yes	yes	yes	yes
Meter Reader (nonunion)				no	yes	yes	yes	yes	no

(1) The company does not track job titles of employees used by contractors hired by the Company.

(2) Employee classifications noted with a yes indicate that the job classification would be available to perform emergency repair services as defined in the PUCT rules.

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS	§	
	§	BEFORE THE STATE OFFICE
CENTRAL COMPANY FOR	§	
	§	OF
AUTHORITY TO CHANGE RATES	§	
	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 7:

Reference Crowder p. 33 lines 9-20.

- a. What annual growth rates for ABD services is AEP or TCC projecting to occur through 2008?
- b. Provide all projections of revenue through 2008.
- c. Provide all projections of profit margin (by project or project type) through 2008.
- d. Provide all projections of cost (by project or project type).
 - (1) For each cost projection, include detail of per unit costs and quantity of each input.
 - (2) For labor inputs, provide salary calculations by Job Title, number of hours and wage rate.
 - (3) Explicitly identify all overhead loadings for labor and for all other project inputs.
- e. Provide sufficient detail of cost and revenue projections so that profit margin projections may be derived.

Response No. 7:

- a.-e. Below is the forecast of revenues, expenses and margins for ABD services. Forecasts for ABD services other than LCRA are only done for one year out (2004). LCRA forecasts extend through 2007. Detailed projections of costs are not available.

Forecast of ABD Revenue, Expense and Margin
 (000)

	2004	2005	2006	2007
Revenue				
LCRA - TCC	\$15,215	\$46,371	\$45,500	\$36,973
Sharyland	\$4,000			
City PS San Antonio	\$500			
City of Austin	\$500			
Trans - O&M	\$100			
Distr - O&M	\$50			
Preplanning				
Total	\$20,365	\$46,371	\$45,500	\$36,973
Expense				
LCRA - TCC	\$14,354	\$43,541	\$42,723	\$34,716
Sharyland	\$3,600			
City PS San Antonio	\$450			
City of Austin	\$450			
Trans - O&M	\$90			
Distr - O&M	\$40			
Preplanning	\$220			
Total	\$19,204	\$43,541	\$42,723	\$34,716
Margin				
LCRA - TCC	\$861	\$2,830	\$2,777	\$2,257
Sharyland	\$400			
City PS San Antonio	\$50			
City of Austin	\$50			
Trans - O&M	\$10			
Distr - O&M	\$10			
Preplanning	-\$220			
Total	\$1,161	\$2,830	\$2,777	\$2,257

Prepared By: Larry C. Foust

Title: Regulatory & Issues Manager

Sponsored By: J. Calvin Crowder

Title: Managing Director, External
 Affairs

Mark A. Bailey

VP, Transmission Asset
 Management

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS CENTRAL COMPANY FOR AUTHORITY TO CHANGE RATES	§ § § § § §	BEFORE THE STATE OFFICE OF ADMINISTRATIVE HEARINGS
--	----------------------------	--

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 8:

Follow up AEP Response to Cities RFI 7-50:

- a. Please provide the net change in TCC Field Service employees for each year in 2000, 2001, 2002 and 2003.
- b. Please provide job titles for all TCC Field Service employees.
- c. For each of the six field service employees transferred from TCC to AEPSC, please provide the:
 - (1) TCC job description at transfer
 - (2) AEPSC job description assumed
 - (3) reasons for transfer
- d. For each TCC Field Service job title, please provide the total number of TCC Field Service personnel (employee or contractor) by job title in 2000, 2001, 2002, and 2003.
- e. For each TCC Field Service job title, please provide the total number of TCC Field Service personnel (employee or contractor) by job title in 2000, 2001, and 2003, who were:
 - (1) not full time employees
 - (2) contractors rather than employees of TCC

Response No. 8:

Please refer to Attachment 1 for responses for Cities' 29th Request for Information, Question No. 8 parts a through e. See also Attachments 2 and 3 for job descriptions for part (c).

Prepared By: Teresa J. Kraske
Sponsored By: Randall W. Hamlett

Title: Accounting Consultant
Title: Manager, Regulatory Accounting
Services

AEP Texas Central Company
Rate Case for Year Ending 6/30/03
Cities 29th, Question 8
Part (a)

	<u>Inception August 2000</u>	<u>End 2000</u>	<u>End 2001</u>	<u>End 2002</u>	<u>End 2003</u>
Count	154	151	155	156	157
Net Change		-3	4	1	1

AEP Texas Central Company
Rate Case for Year Ending 6/30/03
Cities 29th, Question 8
Part (b)

JobCode	Title
30546	MGR FIELD SERVICES I
30553	SUPV FIELD COMMUNICATIONS
30554	Supv Field Services
31112	Field Revenue Specialist
31114	Lead Field Revenue Spclst X
31123	Meter Reader
31126	Lead Meter Reader X
D0310	CONNECT/DISCONNECT REPR
D0657	FIELD COMMUNICATIONS REP I
D0658	FIELD COMMUNICATIONS REP II
D0856	LEAD CONNECT/DISCONNECT REPR
D0865	LEAD METER READER
D0882	LINE TECH TRAINEE
D0993	METER READER I
D0997	METER READER II
D1517	SERVICE TECH TRAINEE
D1833	SUBSTATION TECH TRAINEE

AEP Texas Central Company
Rate Case for Year Ending 6/30/03
Cities 29th, Question 8
Part (c)

Trans. From	Trans. To	Effective Dt	TCC Job Title	AEPSC Job Title
CC	61	2/17/2002	FIELD COMMUNICATIONS REP II	FIELD COMMUNICATIONS REP II
CC	61	2/17/2002	FIELD COMMUNICATIONS REP I	FIELD COMMUNICATIONS REP I
CC	61	2/17/2002	FIELD COMMUNICATIONS REP I	FIELD COMMUNICATIONS REP I
CC	61	2/17/2002	FIELD COMMUNICATIONS REP I	FIELD COMMUNICATIONS REP I
CC	61	2/17/2002	FIELD COMMUNICATIONS REP I	FIELD COMMUNICATIONS REP I
CC	61	2/17/2002	FIELD COMMUNICATIONS REP I	FIELD COMMUNICATIONS REP I

For job descriptions see Word documents entitled 'Field Comm Rep I' and 'Field Comm Rep II

Job Titles did not change when the employees transferred from TCC to AEPSC. The reason for the transfers was because the employees were now covering this function for multiple business units and not just TCC.

AEP Texas Central Company
 Rate Case for Year Ending 6/30/03
 Cities 29th, Question 8
 Part (d)

	End 2000	End 2001	End 2002	End 2003
30546 MGR FIELD SERVICES I	0	0	0	0
30553 SUPV FIELD COMMUNICATIONS	0	0	0	0
30554 Supv Field Services	6	6	6	6
31112 Field Revenue Specialist	0	0	57	57
31114 Lead Field Revenue Spclst X	0	0	4	4
31123 Meter Reader	0	0	85	87
31126 Lead Meter Reader X	0	0	4	3
D0310 CONNECT/DISCONNECT REPR	49	51	0	0
D0657 FIELD COMMUNICATIONS REP I	3	5	0	0
D0658 FIELD COMMUNICATIONS REP II	2	1	0	0
D0856 LEAD CONNECT/DISCONNECT REPR	3	4	0	0
D0865 LEAD METER READER	5	6	0	0
D0882 LINE TECH TRAINEE	0	0	0	0
D0993 METER READER I	19	29	0	0
D0997 METER READER II	64	53	0	0
D1517 SERVICE TECH TRAINEE	0	0	0	0
D1833 SUBSTATION TECH TRAINEE	0	0	0	0
TOTAL	151	155	156	157

AEP Texas Central Company
Rate Case for Year Ending 6/30/03
Cities 29th, Question 8
Part (e)

(1) All employees were full time employees.

(2)	Field Service Contractors:			
Title	2000	2001	2002	2003
	36	36	36	36



Position Description

Effective Date: 06/01/2000

Title: Field Communications Rep II
Location: Varies

Business Unit: ENERGY DELIVERY
Department: CUSTOMER OPERATIONS

Position Summary: Dispatch scheduled and nonscheduled service orders in a safe and efficient manner utilizing radio and computer communications technologies. Monitor and adjust work load amount available field resources.

Principal Accountabilities:

1. Monitor and adjust service work schedules. Prioritize and schedule service work.
2. Monitor and operate multiple frequency/channel radio consoles to call out service orders.
3. Respond to complex and emergency situations.
4. Utilize current customers systems to update service orders based on field requests.
5. Schedule customer appointments as needed.
6. Provide liaison services between the field and customer services operations.
7. Provide support for minor work management failures in work locations where that system is used.

Minimum Requirements: High School diploma or equivalent. Two years work experience in service dispatch. Must be able to distinguish colors to determine equipment status. Basic PC skills. Work rotating shifts and both scheduled and nonscheduled overtime as required.



Position Description

Effective Date: 06/01/2000

Title: Field Communications Rep I
Location: Varies

Business Unit: ENERGY DELIVERY
Department: CUSTOMER OPERATIONS

Position Summary: Dispatch scheduled and nonscheduled service orders in a safe and efficient manner utilizing radio and computer communications technologies. Monitor and adjust work load amount available field resources.

Principal Accountabilities:

1. Monitor and adjust service work schedules. Prioritize and schedule service work.
2. Monitor and operate multiple frequency/channel radio consoles to call out service orders.
3. Respond to complex and emergency situations.
4. Utilize current customers systems to update service orders based on field requests.
5. Schedule customer appointments as needed.
6. Provide liaison services between the field and customer services operations.
7. Provide support for minor work management failures in work locations where that system is used.

Minimum Requirements: High School diploma or equivalent. Four years work experience in service dispatch.

SOAH DOCKET NO. 473-04-1033

PUC DOCKET NO. 28840

APPLICATION OF AEP TEXAS	§	BEFORE THE STATE OFFICE
	§	
CENTRAL COMPANY FOR	§	OF
	§	
AUTHORITY TO CHANGE RATES	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 9:

Follow up to AEP Response to Cities 2-100, attachment page 1 of 19:

- a. Please fully describe the term MSI invoices, their function and why the rejection by CRs required fixing.
- b. Please provide the referenced business case analysis for the project to correct MSI invoices issued in error. Fully explain all abbreviations used in the business case analysis.
- c. Please identify the individual approving the business case and that individual's position in TCC or AEP.
- d. For this type of correction, what level of authority must provide approval for implementation?
- e. Explain fully AEP requirements for approval in the case of this project and contrast these approval requirements with those for other type of projects.
- f. For actions that can improve service quality to REPs, provide all documents used by AEP personnel to identify the required approval process for implementation of improvements.

Response No. 9:

- a. MSI (Miscellaneous Service Invoices) represent customer-incurred charges that are not otherwise included in the wires energy billing. These PUCT-approved charges include such items as connect fees, disconnect fees, special read fees, etc. and are presented to the CR via EDI billing consistent with established TX SET protocols. CRs generally prefer to have MSI invoices held and presented with the regular cycle billing rather than to receive separate electronic billings within the cycle. In some cases, CRs rejected the separate billings which created special handling and manual intervention by both parties. By making the programmatic changes described, CRs received the billing information in their desired format and both AEP and CRs avoided unnecessary manual costs.

- b. The business case was provided in AEP's response to Cities' 16th Request for Information, Question No. 18 as Attachment 1. The following abbreviations are utilized in the business case:

CCO - Customer Choice Operations (department within Customer Operations)

CCPR/L - Customer Choice Priority/Large

TX - Texas

CR - Competitive Retailer

Misc. - Miscellaneous

Acct - Account

CHG 709265 - Project reference number with CHG representing "change"

BU - Business Unit

IT - Information Technology (reference to department)

I220 - Internal electronic message between internal applications and the outsourced service provider Market Data ClearingHouse

PRD - Period Billing

MSI - Miscellaneous Service Invoice

- c. Jeffry Laine, Director, Customer Choice Operations.
- d. Director level approval is required for this magnitude of request.
- e. For this situation, the correction implemented was a change to IT systems. The approval level for the commitment of IT resources to implement a change is based on the number of staff-hours and expenditure for the project. The IT approval procedures are outlined in Attachment 1. For non-IT projects the approval process is similar.
- f. AEP has no such documents.

Prepared By: James H. Sorrels

Title: Manager, Customer Choice
Operations

Sponsored By: Jeffry L. Laine

Title: Director, Customer Choice Ops

Process for IT Work Requests
06/05/2003

"Small" Support Requests: Less than 20 Hours

For small support requests, IT generated SPUI queries, enhancements or any other request that fall into the "support" bucket and require less than 20 work-hours of IT effort (based upon high-level IT estimate), and less than \$10,000 total IT cost, the following process applies:

- Request comes to the CCBA from either Functional Reps (role from existing prioritization process), or from the Business Unit Managers.
(Business Unit Designee --> Customer Care Business Analyst)
- Request will be documented in Remedy by the CCBA.
(Customer Care Business Analyst)
- CCBA will discuss request with IT lead to determine category (small, medium, large).
(Customer Care Business Analyst ----> IT Lead)
- CCBA to approve small requests that meet business justification criteria.
(Customer Care Business Analyst)
- No formal proposal required for request of this size.
- IT Team Lead includes request in weekly bundle (Wednesday) for the IT Sr. Leadership Approval.
(IT Lead ----> Bill Daugherty ----> IT Sr. Leadership)
- IT SR. Leadership approves, Customer Operations Director signs
(IT Sr. Leadership ----> IT Account Manager (Karen Sloneker) ----> Customer Ops Director)
- IT Account Manager informs IT Lead that request is approved.
(Karen Sloneker ----> Bill Daugherty ----> IT Lead).
- IT Lead incorporates new request within existing team workload.

"Medium" Support Requests: 20 – 80 Hours

For the same type of requests that require anywhere from 20 - 80 work-hours of IT effort (based upon high-level IT estimate), and less than \$10,000 total IT cost, the following process applies:

- Request comes to the CCBA from either Functional Reps (role from existing prioritization process), or from the Business Unit Managers.
(Customer Care Business Analyst ----> Business Unit Designee)
- Business Unit provides cost/benefit justification for the request, soliciting assistance from CCBA as needed.
(Customer Care Business Analyst ----> Business Unit Designee)
- Request will be documented in Remedy by CCBA.
(Customer Care Business Analyst)
- CCBA will discuss request with IT lead to determine category (small, medium, large).
(Customer Care Business Analyst ----> IT Lead)

- CCBA then reviews request having appropriate business justification with Business Unit Management for written approval.
(Customer Care Business Analyst ----> Business Unit Designee)
- IT Lead prepares proposal
(IT Lead)
- IT Team Lead sends proposal and Overview form to IT Account Manager for the IT Sr. Leadership approval and copies CCBA
(IT Lead → CCBA → Bill Daugherty → IT Account Manager (Karen Sloneker) → IT Sr. Leadership)
- IT Senior Leadership approves, Customer Operations Director signs
(IT Sr. Leadership → IT Account Manager (Karen Sloneker) → Customer Ops Director → Prioritization minutes)
- IT Lead incorporates new request within existing team workload.

"Large" Support Requests: Over 80 Hours

For requests that require over 80 work-hours of IT effort (based upon high-level IT estimate), the following process applies:

- Request comes to the CCBA from either Functional Reps (role from existing prioritization process), or from the Business Unit Managers.
(Customer Care Business Analyst ----> Business Unit Designee)
- Business Unit provides cost/benefit justification for the request, soliciting assistance from CCBA as needed.
(Business Unit Designee ----> CCBA)
- Request will be documented in Remedy by CCBA.
(CCBA)
- CCBA will discuss request with IT lead to determine category (small, medium, large).
(CCBA ----> IT Lead)
- CCBA then reviews request having appropriate business justification with Business Unit Director for approval.
(CCBA ----> Business Unit Director)
- Director submits the request at the Directors Prioritization meeting.
(Business Unit Director ----> Directors Prioritization Meeting)
- Directors discuss and approve IT proposal for request.
(Business Unit Director ----> Directors Prioritization Meeting)
- IT Lead prepares full PSA project proposal.
(IT Lead)
- CCBA receives the completed proposal and reviews it with appropriate Business Unit Manager
(CCBA ----> Business Unit Manager/Director)
- Directors review proposal with business justification and IT costs in subsequent Directors prioritization meeting.
(Business Unit Director ----> Directors Prioritization Meeting)
- Directors approve proposal to be worked.

(Directors Prioritization Meeting)

- IT Manager notifies IT teams of approved proposals.
(Prioritization Minutes ---->IT Lead ----> CCBA)
- IT Lead incorporates new request within existing team workload.

*** Weekly Reports**

Approved requests will be reported weekly, to include the following information:

- Who initiated the requests
- Approved Requests – summary with business justifications
- IT hours required to complete request
- Update on work in progress, completed requests

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS	§	
	§	BEFORE THE STATE OFFICE
	§	
CENTRAL COMPANY FOR	§	OF
	§	
AUTHORITY TO CHANGE RATES	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 10:

Follow up to AEP Response to Cities 2-100, attachment page 2 of 19: Please describe the meaning of the rejected invoice code 82.

Response No. 10:

A Code 82 Reject is also known as a "hard" reject or one where the receiving party expects the sending party to resend. The Code 82 reject can be used on both invoices (810s) and usage (867s).

Prepared By: David L. Hooper
Sponsored By: David L. Hooper

Title: Mgr. Customer Service I
Title: Mgr. Customer Service I

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS	§	BEFORE THE STATE OFFICE
	§	
CENTRAL COMPANY FOR	§	OF
	§	
AUTHORITY TO CHANGE RATES	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 11:

Follow up to AEP Response to Cities 2-104, page 10 of 36: Please provide a legible copy of the entries under the Texas Column.

Response No. 11:

Please see attachment.

Prepared By: Cynthia J. Stewart
Sponsored By: Harry R. Gordon

Title: Manager, Business Improvement
Title: VP, Distribution Region Ops

Texas Quality of Service 2001

SOAH DOCKET NO. 473-04-1033
PUC Docket No. 28840
CITIES' 29th, Q. # 11
Attachment

<u>Measure Name</u>	<u>Year</u>	<u>Month</u>	<u>TEXAS</u>	<u>TEXAS TARGET</u>	<u>Annual Average</u>
ASA YEAR TO DATE	2001	12	56.3	60	
BILLADJ YEAR TO DATE	2001	12	99.79	99	
LIGHTREPL <i>Monthly</i>	2001	1	82.65	95	83.37
		2	83.82	95	
		3	85.69	95	
		4	84.19	95	
		5	85.35	95	
		6	81.94	95	
		7	83.51	95	
		8	86.17	95	
		9	84.69	95	
		10	83.4	95	
		11	81.12	95	
		12	77.93	95	
NEWSERVICE QUARTER TO DATE	2001	3	96.99	95	97.01
		6	96.72	95	
		9	97.12	95	
		12	97.19	95	
NONSTD QUARTER TO DATE	2001	3	100	90	99.00
		6	98	90	
		9	100	90	
		12	98	90	
STANDARD QUARTER TO DATE	2001	3	95	90	94.75
		6	95	90	
		9	95	90	
		12	94	90	

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS	§	
	§	BEFORE THE STATE OFFICE
	§	
CENTRAL COMPANY FOR	§	OF
	§	
AUTHORITY TO CHANGE RATES	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 12:

Follow up to AEP Response to Cities 2-104, page 22 of 36 and Attachment 2:

- a. Is the accounting system referenced on page 22 as unable to differentiate between standard and non-standard lighting replacement activities (as of the report date) now able to provide this differentiation?
- b. Please provide the business case analysis or analyses which described the necessary change(s). Explain why or why not the change(s) have been made.
- c. Please fully describe all improvements made to work order reporting since January 2002 and provide the business case analyses.
- d. Please identify and fully describe workarounds eliminated since March 2002, and provide the business case analyses.
- e. Please identify and fully describe workarounds not eliminated since March 2002 and provide the business case analyses.

Response No. 12:

- a. No, the order tracking system is still unable to differentiate standard versus nonstandard lighting replacement activities.
- b. There has not been a business case analysis because the system can only differentiate nonstandard lighting if the person placing the order knows what is required to correct the lighting problem. This requires a service technician to investigate the problem in order to know what restoration activities are required. In 2001, a TCC team determined a procedural change to accommodate nonstandard lighting requests. This change, however, relied on functionality that became available with the implementation of the new Distribution Work Management System. The procedural change will be implemented during 2004 and TCC's reported performance should reflect its actual performance by the last quarter reporting period for 2004.

c. There have been no improvements made to the reporting systems for this measure as the solution is procedural in nature, since the person reporting the street light outage is generally unable to provide information that would be necessary to code an order as standard verses nonstandard. Also, please refer to part (b) above.

d.-e. Please refer to part (b) above.

Prepared By: Cynthia J. Stewart
Charles R. Brower

Title: Manager, Business Improvement
Manager, Region Engineering

Sponsored By: Harry R. Gordon

Title: VP, Distribution Region Ops

**SOAH DOCKET NO. 473-04-1033
PUC DOCKET NO. 28840**

APPLICATION OF AEP TEXAS	§	BEFORE THE STATE OFFICE
	§	
CENTRAL COMPANY FOR	§	OF
	§	
AUTHORITY TO CHANGE RATES	§	ADMINISTRATIVE HEARINGS

**AEP TEXAS CENTRAL COMPANY'S RESPONSE TO
CITIES' TWENTY-NINTH REQUEST FOR INFORMATION**

Question No. 13:

Follow up to AEP Response to Cities 2-104, Attachment 3: Please provide all correspondence, memos and documents related to AEP's pledge to "continue to investigate and evaluate our reporting methodology to more clearly capture this information in the future."

Response No. 13:

The statement quoted in this question refers to TCC's ongoing efforts to improve the accuracy of its reporting relating to the completion of new service installations requiring standard construction, so as to have an accurate measure of the Company's compliance with the ISA's standard for completing these types of installations. As indicated in the attached documents, TCC believes that changes in the percentage of installations meeting the ISA standard are the result of difficulties in obtaining accurate reporting of start and/or completion dates, rather than a failure to timely complete the required installation.

TCC has been investigating this issue since it became known that some completed service orders were not completely processing through the systems. Problems could be grouped into several categories; market issues, system interfaces, and training. The planned implementation of a new customer information system, a new Distribution Work Management System (DWMS) and the associated training along with improvements in the ERCOT system have mitigated the problem.

Please find attachments with requested documents below.

Attachment 1:	Email chain providing specific examples of the reporting problem.
Attachment 2:	Email chain documenting the drop in reported numbers.
Attachment 3:	AEP's filing on 2/28/03 to PUC Docket No. 25157 containing Quality of Service Reports, Customer Surveys and discussion of the reporting problems.

Attachment 4: Email documenting the problem of "hung orders" and DWMS.
Attachment 5: Email chain discussing the impact of storm days on new service performance and the normal means of correcting this.

Prepared By: Cynthia J. Stewart
Charles R. Brower
Sponsored By: Harry R. Gordon

Title: Manager, Business Improvement
Manager, Region Engineering
Title: VP, Distribution Region Ops

Bradley H Lenz

11/04/2002 08:37 AM

To: Charles R
Brower/AEPIN@AEPIN
cc: Jimmy D
Paige/AEPIN@AEPIN, David Dawson/AEPIN@AEPIN
Subject: Re: Texas Quality of Service
Measures

You are correct. We had another call with Dan Snider last week. We told him we need some help getting the Spectrum posting issued resolved or we could be out of compliance or trying to prove that we are not out of compliance every month from now on. I will let you know when I have more information. Thanks for the help.

Bradley H. Lenz
Supervisor
Business Support
Corpus Christi, Region Support
361-881-5455
Audinet 8-730-5455
Fax 361-693-2589
Audinet 8-732-2589
Cellular 361-215-5936
E-mail: bhlenz@aep.com

Charles R Brower

11/01/2002 11:40 AM

To: Bradley H
Lenz/AEPIN@AEPIN
cc: Harry R
Gordon/AEPIN@AEPIN, Samuel J Silva/AEPIN@AEPIN, David
Dawson/AEPIN@AEPIN, Steven F Baker/AEPIN@AEPIN, Mark A
Baker/AEPIN@AEPIN, Leon J Grones/AEPIN@AEPIN, Charles R
Brower/AEPIN@AEPIN, Paul Frizzell/AEPIN@AEPIN, Bailey H Dunlap
IV/AEPIN@AEPIN, Curtis R Proske/AEPIN@AEPIN
Subject: Re: Texas Quality of Service
Measures

It looks like based on the report that our printer spit out this morning that we will show as out of compliance for October as well. I just took the first page and had Laura look up the order that showed most out of compliance at 138 days past the deadline. It shows:

Cust Ready Date - 3/02/02

Last Customer Requirement cleared - 3/4/02 (this should start the clock on a standard order)
Physical work Completed Date - 10/05/02 (this would be the end date for this order in the system)

Laura looked up the order #940034672 and found a related IO50 (miscellaneous) order (our old workaround process for orders not routing) that indicated the work had been preformed 3/6/02 which would have been in compliance with the 10 day rule for a standard order.

Bradley H Lenz

10/25/2002 02:30 PM

To: Jimmy D

Paige/AEPIN@AEPIN

cc:

David L

Hooper/AEPIN@AEPIN, Harry R Gordon/AEPIN@AEPIN, Samuel J

Silva/AEPIN@AEPIN, David Dawson/AEPIN@AEPIN, Steven F

Baker/AEPIN@AEPIN, Mark A Baker/AEPIN@AEPIN, Leon J

Grones/AEPIN@AEPIN, Charles R Brower/AEPIN@AEPIN, Paul

Fritzell/AEPIN@AEPIN, Bailey H Dunlap IV/AEPIN@AEPIN, Curtis R

Proske/AEPIN@AEPIN

Subject:

Re: Texas Quality of Service

Measures

I will forward it to the MDSs, but we do not know at this time if we are out of compliance or not yet. If Spectrum retained the day they completed the order and it was within the 10 days. Then we may not be out compliance. I am working on that proof currently. Thanks.

MDS's can you get this information to those that might be posting orders, other than the coordinators? Thanks.

Bradley H. Lenz

Supervisor

Business Support

Corpus Christi, Region Support

361-881-5455

Audinet 8-730-5455

Fax 361-693-2589

Audinet 8-732-2589

Cellular 361-215-5936

E-mail: bhlenz@aep.com

Jimmy D Paige

10/25/2002 11:41 AM

To:

Lenz/AEPIN@AEPIN, Sam Silva, David Hooper

cc:

Gordon/AEPIN@AEPIN

Subject:

Measures

Bradley H

Harry R

Texas Quality of Service

We need this information disseminated the Distribution management and Customer Retail Relations Personnel, MDS, SDS, etc within CC Region... We already passed to information to distribution coordinators that are manually posting orders daily; making account level corrections to the "slag" other applications leave in systems....

Can you take care of this?

Let me know...

David Dawson

10/25/2002 11:20 AM

To: Angela B
Garza/AEPIN@AEPIN, Blake A Gross/AEPIN@AEPIN, Cheryl L
Ring/AEPIN@AEPIN, Elena V Luna/AEPIN@AEPIN, Elizabeth C
Ruiz/AEPIN@AEPIN, Gwendolyn J Dyess/AEPIN@AEPIN, Jimmy D
Paige/AEPIN@AEPIN, Kathy S Sayles/AEPIN@AEPIN, Melissa A
Jordan/AEPIN@AEPIN, Nellie T Delgado/AEPIN@AEPIN, Susan
Cade/AEPIN@AEPIN, Sylvia R Pedraza/AEPIN@AEPIN
cc: Paul F
McCloskey/OR3/AEPIN@AEPIN, Julie A Stone/OR1/AEPIN@AEPIN, Blake A
Gross/AEPIN@AEPIN, Maureen S Clanton/AEPIN@AEPIN, Robert S
Miller/AEPIN@AEPIN, Leticia A Gustafson/AEPIN@AEPIN, Roberto G De
Leon/AEPIN@AEPIN, Charles D Via/OR2/AEPIN@AEPIN
Subject: Texas Quality of Service
Measures

PLEASE FORWARD THIS NOTE TO ALL DISTRIBUTION STAFF ASSOCIATES IN YOUR AREA (or anyone else who needs to know)

The news has reached us that AEP-Texas is liable for about \$40,000 in customer payment for missing the 90% criteria for Quality of Service measurements (although this is currently being pleaded to the PUC).

Most probably, we are in compliance with the standards as far as the physical work is concerned but we do not understand how to tell MACSS the true story to properly support the measurement process when posting the orders from green screens.

We are allowed 10 business days to perform meter installs where construction work is "standard". Standard means 900 feet of overhead service for CPL and 1,320 feet of overhead for WTU or 300 feet of underground service for either company. We are allowed 90 business days to perform non-standard work.

The clock begins with the Customer Ready Date, not to be confused with the Original Customer Request Date. The Customer Ready Date is set by the system to the date the last requirement is completed on TRQU (which, of course, also changes the order status from PH to PA). You don't key in or change this date - the system does it for you!

Note:

Any time you find it necessary to move an order to a dummy pending que of Work2000, you should add the appropriate requirement (ECUR, etc.) to change the status to PH. If you move an order to the dummy que while in PA status, this penalizes AEP unfairly.

The clock stops with the Physical Work Completion Date, not to be confused with the current date the order is posted to the system.

The difference between the clock start date and clock end date is evaluated to determine if we "pass" or "fail" the QOS

CNFU OSP212 97 80039 CONSTRUCTION REV/UPDATE 10/25/02 11:59:38
SUB 196 ORDER 974736982 TYPE N101 NEW INST - METER & SERVICE XREF CC
STATUS PW PHYS WORK COMPL CS MKTG ENGN L LINE R MTR LNK RMK Y
CUST CONTACT: NM CROCKETT COUNTY PH 915 392 3212 B
CUST NM1 WTU PH 9 RM ER
CUST NM2 PH 915 392 3212 B
SERV ADDR 207A N COLLINS ST TX ZIP 76943 RR:TY NO BOX
CITY OZONA LOT WELL4
RQST/READY DATE 10/14/02 RQST/COMPL DATE 08/23/02
ACCT: NO 979 755 665 0 STATUS P TYPE E CC --
DESC: BUILDING CATEGORY: NON-RESIDENTIAL/SERVICE TYPE: OVERHEAD/SERVI
CE_LOAD_SIZE: ??? AMPS CONTACT: CROCKETT COUNTY_CONTACT_PHONE: 9
ORDER COMPLETE N
RVCL CD 211 TARIFF 829 RLTD PREM
OTHER NM 1 P PH
OTHER NM 2 PH
POLE NO: SRVC 999999999999 XFMR 999999999999 EXCEPTN REVIEW -
TRUCK/SITE -
LINE: SCHED START DATE 10/25/02 ACT START DATE 10/25/02 NEXT RDG DT
PHYS WORK COMPL DATE 10/25/02 COMPL BY W001061_EFFECTIVE DATE
REPS: CS MKTG ENGN LINE CHILDRM MTR
REQS: CS WORK MKTG WORK ENGN WORK LINE WORK C MTR WORK
NEXT DATA 06-M/B INFO 07-METER 08-ADDLENG 11-NICKNAME
03-END

PLEASE BE CAREFUL WHEN POSTING BACK-LOGGED ORDERS TO ENSURE YOU POST ACCURATE DATES.

Thanks,

W. David Dawson
AEP Business Systems Support - West
Shreveport, LA
Phone: Shreveport {net} 8-750-3282
{outside} 318-673-3282
{fax} 318-673-3122
Corpus Christi {net} 8-730-6193

Bradley H Lenz

07/31/2003 08:12
AM

To:

Mark A Baker/AEPIN@AEPIN, Steven F Baker/AEPIN@AEPIN, Timothy I Liles/AEPIN@AEPIN, Paul
Frizzell/AEPIN@AEPIN, Bailey H Dunlap IV/AEPIN@AEPIN, Curtis R Proske/AEPIN@AEPIN, Harry R
Gordon/AEPIN@AEPIN

cc:

Charles R Brower/AEPIN@AEPIN, Leticia A
Gustafson/AEPIN@AEPIN, Roberto G De Leon/AEPIN@AEPIN

Subject:

Re: Hung Orders - REVISED

I copied you on my note back to Brian West. I just wanted to send this note to you and give you a little more history as to what has been happening. The measurement in which Brian is referring to here is the 10 days we have to get the customer connected when less than 300 foot of construction is needed. We have 10 days from once the customer meets all the necessary requirements. The goal for this measurement is 90% within 10 days. When we started having the hung order issue between MACSS and Spectrum last year, this Quality of Service (QOS) measurement began to slide. We worked with Dan Snider's group to give him insight as to what was going on and what may be some of the reasons that we were not meeting the QOS measurement. We worked with Paul McCloskey to make sure that the calculation that he was using was correct. The early part of this year as you can tell we did not meet the measurement as well and then we met it for a couple of months and are now back below the target.

I am going to have Robert and Leticia begin working with their group to keep a daily view on the 10 day report coming out of DWMS. This means that when we have an order that has met all of the requirements and has not been worked by six or seven days we will begin to ask questions as to why and we will give a heads up that this is one that requires us to meet the 10 day window.

I am not sure why the numbers dipped last month. We will begin researching those orders that failed the test last month as well. If you have any additional information and can help us out on this, please let us know. Thanks.

Bradley H. Lenz

Manager

Operations Support

Corpus Christi Region

361-881-5455

Fax 361-881-5379

Cellular 361-215-5936

E-mail: bhlens@aep.com

----- Forwarded by Bradley H Lenz/AEPIN on 07/31/2003 07:56 AM -----

Bradley H Lenz

07/31/2003 07:56

AM

To:

cc:

Brian K West/CA1/AEPIN

Charles R Brower/AEPIN/AEPIN, Daniel L

Snider/OR1/AEPIN/AEPIN, Harry R Gordon/AEPIN/AEPIN, Jerry A Young/AEPIN/AEPIN, Jimmy D

Paige/AEPIN/AEPIN, Paul F McCloskey/OR3/AEPIN/AEPIN, Preston S Kissman/AEPIN/AEPIN, Robert E

Gates/AEPIN/AEPIN, Thomas E Foltz/OR2/AEPIN/AEPIN, Mark A Baker/AEPIN/AEPIN, Steven F

Baker/AEPIN/AEPIN, Timothy I Liles/AEPIN/AEPIN, Leon J Grones/AEPIN/AEPIN, Samuel J Silva/AEPIN/AEPIN,

Paul Frizzell/AEPIN/AEPIN, Curtis R Proske/AEPIN/AEPIN, Bailey H Dunlap IV/AEPIN/AEPIN

Re: Hung Orders - REVISED

Subject:

Brian - Early indications are that we do not have a posting problem. We will research the report to see why our numbers have fallen this month. Thanks for the report.

Bradley H. Lenz

Manager

Operations Support

Corpus Christi Region

361-881-5455

Fax 361-881-5379

Cellular 361-215-5936

E-mail: bhlenz@aep.com

Brian K West

07/31/2003 07:27

AM

To:

cc:

Bradley H Lenz/AEPIN/AEPIN

Jimmy D Paige/AEPIN/AEPIN, Daniel L

Snider/OR1/AEPIN/AEPIN, Thomas E Foltz/OR2/AEPIN/AEPIN, Paul F McCloskey/OR3/AEPIN/AEPIN, Robert E

Gates/AEPIN/AEPIN, Jerry A Young/AEPIN/AEPIN, Harry R Gordon/AEPIN/AEPIN, Preston S

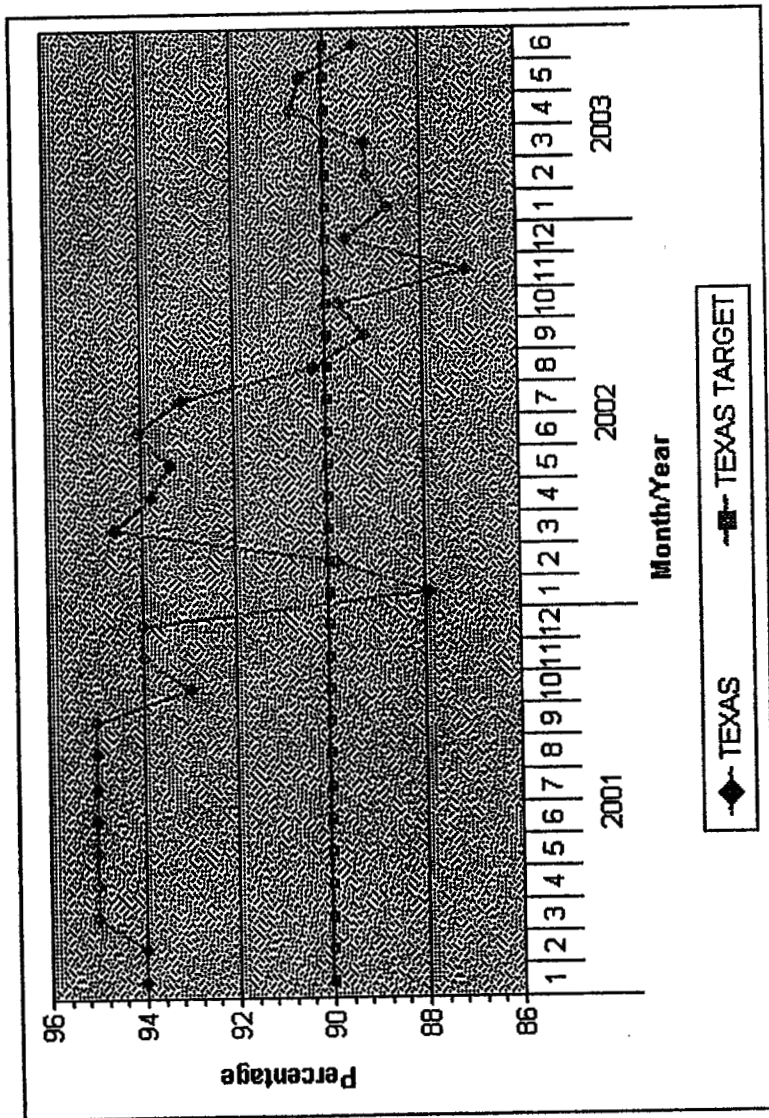
Kissman/AEPIN/AEPIN, Charles R Brower/AEPIN/AEPIN

Subject:

Hung Orders - REVISED

Here is a graph of Texas New Service - Standard performance from the DistReg website:

STANDARD LEADS Commission Requirement



Bradley,

June's performance for New Service - Standard in Texas dropped to 86.73% and caused the quarter-to-date to fall below the 90% mark at 89.37%. Did your research into the failed order detail reports reveal any trends or uncover possible training issues that would contribute to this failure? Also, DWMS was implemented in Texas on June 16th so we probably couldn't expect a great impact on June's numbers, but I didn't expect them to fail either. Do you know if DWMS corrected the Spectrum posting problem?

Please let me know.

Thanks, Brian
Customer Operations Billing & Support
Business Planning & Analysis
Audinet: 200-1866
Direct dial: 614-716-1866
----- Forwarded by Brian K West/CA1/AEPIN on 07/30/03 08:32 AM -----

06/06/03 10:49 AM

To:

Young/AEPIN@AEPIN

Robert E Gates/AEPIN@AEPIN, Jerry A

cc:

Harry R Gordon/AEPIN@AEPIN, Daniel L

Snider/OR1/AEPIN@AEPIN, Brian K West/CA1/AEPIN@AEPIN, Jimmy D Paige/AEPIN@AEPIN, Preston S

Kissman/AEPIN@AEPIN, Charles R Brower/AEPIN@AEPIN

Subject:

Hung Orders

Robert & Jerry - I was asked to send this e-mail with the copies that are in the carbon line. I know that Jerry and you told me that the hung orders problem in Texas will go away when we implement the new Spectrum and DWMS system. I realize that we have not implemented that system in Texas to date. However the issue is again coming up that we are out of compliance for installs which are standard meaning the installs that require 1325 feet of overhead or less or 300 feet of underground or less should be installed within 10 days or less.

I can not believe that we are not meeting this standard. I think it resides in how the measurement is being calculated or the fact that Spectrum and Ops are not communicating correctly. We need to resolve this issue and get the measure corrected. Please work me, Dan and Brian on this issue.

I am going to have Leticia Gustafson look at the report that Paul McCloskey is running and Brian and Dan are interpreting that says we are out of compliance. I will ask Leticia to see if she can identify any common trends where we are not meeting the 10 day standard. We will let you know what our research reveals. I think one of the causes is the ECUR date is never tripped. Meaning that we are to meet the standard 10 days after the customer is ready. If distribution needs to put more than one ECUR on the order, meaning the customer was not ready more than once, we are concerned that ECUR date never resets after the first date.

We will look into the report and let you know what trends we see. Please work with us to get this issue resolved. Let me know if you have any questions or concerns.

Bradley H. Lenz

Manager

Operations Support

Corpus Christi Region

361-881-5455

Fax 361-881-5379

Cellular 361-215-5936

E-mail: bhlenz@aep.com

American Electric Power
400 West 15th Street, #650
Austin, TX 78701-1662
www.aep.com

SOAH DOCKET NO. 473-04-1033
PUC Docket No. 28840
CITIES 29TH, Q. # 13
ATTACHMENT 3
Page 1 of 16

2003 FEB 28 PM 2:47
PUBLIC UTILITY COMMISSION
FILING CLERK



February 28, 2003

Mr. Marc H. Burns
Administrative Law Judge
Policy Development Division
Public Utility Commission of Texas
P.O. Box 13326
Austin, TX 78711-3326

RE: **PUC Docket No. 25157: Petition of American Electric Power Company, Inc. for Establishment of Project to Modify Quality of Service Plan and Motion for Interim Stay of Plan Provisions**

Dear Judge Burns:

The Commission Staff recommended in their response to Order No. 1 that AEP file in this docket and with the Commission's Office of Customer Protection the reports as required by the Integrated Stipulation and Agreement ("ISA," as entered in Docket No. 19265) in Section 7, Quality of Service. AEP has once again talked with representatives of the Commission Staff and they have agreed that AEP only file the same information as previously filed this time last year in this docket. Therefore, AEP files the Annual Customer Service Report with a descriptive cover page in this docket, a copy of which is attached. Also, AEP is providing the annual customer service survey pursuant to Section 7 (A)(4)(b). Both the report and survey have also been filed with the Commission's Office of Customer Protection.

The Commission Staff also recommended again that AEP file its Electric System Service Quality Report as required by PUC Substantive Rule 25.81 consistent with the reporting requirements in that rule for the calendar year ending December 31, 2002. These reports are also filed in Project No. 27270, with copies filed in this docket and served on the Office of Customer Protection.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randal E. Roper", is written over a horizontal line.

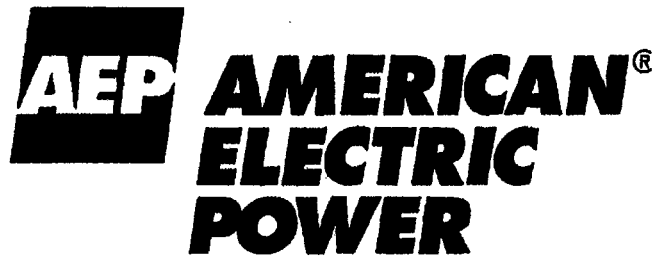
Randal E. Roper
AEPSC Regulatory Case Manager

AEP Texas Quality of Service Reports

One of the agreements reached in the Motion to Implement Settlement in PUC Docket No. 19265, *Application of Central and South West Corporation and American Electric Power Company, Inc. Regarding Proposed Business Combination*, was the production of certain reports dealing with Quality of Service, Customer Service Standards. Specifically, these reporting requirements are found in Section 7 (A) (4) which is the reporting requirements under the Customer Service Standards within the Section 7, Quality of Service. Under this section, "The Merged Company shall provide the PUCT with the measurements and summaries thereof for any of the items included herein on request of the PUCT." (Section 7 (A)) Pursuant to the recommendation of and agreement with Commission Staff in Docket No. 25157, Petition of American Electric Power Company, Inc. for Establishment of a Project to Modify Quality of Service Plan and Motion for Interim Stay of Plan Provisions, AEP is filing the attached reports in this docket and with the Commission's Office of Customer Protection.

The first report (Attachment 1) is in response to Section 7 (A) (4) (b), which provides a statistically valid annual customer service survey. It provides a survey that represents a weighted sample of residential and commercial type customers based on the ratio of customers in those customer segments. The second report (Attachment 2) is in response to Section 7 (A) (4) (c), which provides performance standards for call center response, billing errors, light replacements, and service turn-ons and upgrades. This information is provided either on an annual basis, quarterly basis, or monthly. Performance and targets shown are based on the measurement specifications and performance targets discussed in Section 7 (A). Of special note in reviewing this information is the performance for light replacements. Lighting repairs or replacements have been handled on trouble tickets, which are really set up for minor repairs (such as just replacing the light). However, in numerous instances it has been found that the repairs can be more involved. The problem that has been encountered with the major repairs is that they often take more than the 72 hours to complete, but the work has still been performed as a "light replacement" instead of opening up a new work order for non-standard repairs. The accounting system from which AEP took its information for this filing could not differentiate between standard light replacement and non-standard light replacement activities. Therefore, the performance numbers indicate non-compliance with the standard under Section 7(A)(2). AEP modified its system in January 2002 in an attempt to allow such differences to be recognized, but reporting problems are still being encountered and further improvement to the work order reporting will be necessary to demonstrate that its performance is better than represented in this filing. Also, attached is a one-page write-up (Attachment 3) of problems that are being encountered in verifying service connect times where new construction is required. This problem is the result of an application conversion from the old CSW Companies Legacy CIS to the new MACSS reporting system beginning in December 2001 and the impact that customer choice had along with this conversion. One of the problems that AEP has encountered with customer choice in Texas is the result of having to implement workarounds because of data exchanges between ERCOT, REPs, and the TDSP. These workarounds along with electronic exchange problems inherent

with conversion of reporting systems has caused multiple layers of processing problems resulting in additional workaround procedures being implemented to attempt to reconstruct loss data such as construction completion dates. The compliance data for STANDARD and NONSTANDARD service installations provided is computed with these workarounds considered, but these workarounds do involve best attempts to reconstruct loss data based on recollection of people in the field. Therefore, the compliance data cannot be specified as being totally accurate, but AEP has no indications (i.e., complaints) from any customers that stated deadlines have not been met the majority of the time. AEP is continuing to address the problems and hopes that solutions can be found soon such that workarounds will not be required.



Customer Satisfaction Study
2002 Texas Data

January 31, 2003

The data contained in this communication originated in the 2002 AEP Customer Satisfaction Study. This study was administered by Market Strategies, Incorporated of Livonia, Michigan and was fielded via a telephone methodology. A total of 4,000 AEP residential and 3,316 unmanaged commercial customers were surveyed during four quarterly survey periods in 2002. Data were weighted to reflect a mix of 90% residential customers and 10% unmanaged commercial customers, a ratio approximating the actual retail representation for these two customer segments across the AEP service territory.

Residential and unmanaged AEP commercial customers with Texas service addresses were isolated from the rest of the AEP system data and their responses to a number of service related survey questions were analyzed. The percent of 'refused' (respondent refused to answer the specific survey question) and 'don't know' (respondent did not know the answer to a particular survey question) responses were included as components of the total 'valid responses' in these analyses.

In addition to the actual wording of specific survey questions, frequency responses and graphs illustrating the 'valid response' percentages for each question are shown.

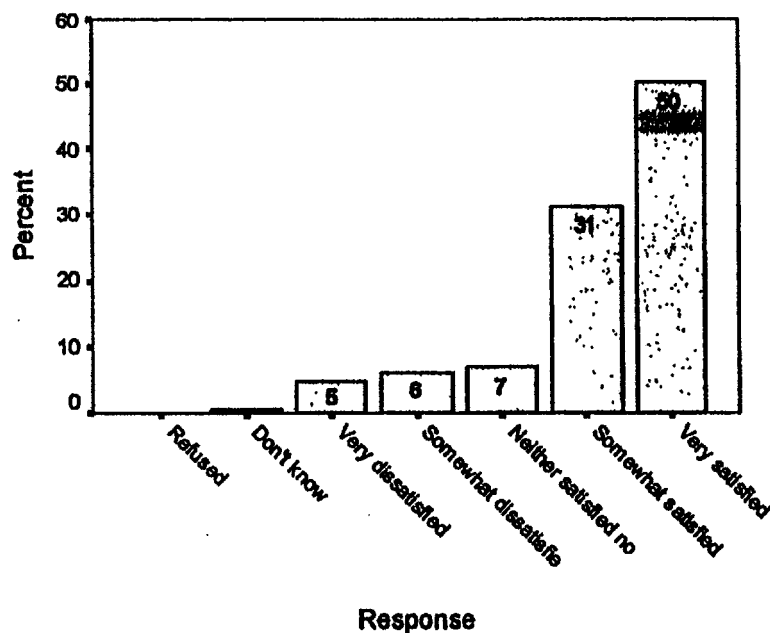
AEP 2002 Texas Customer Satisfaction Data

Q13. Based on your overall experience with AEP's service, how satisfied are you with having them as your electric company? Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

Q13 Overall Satisfaction with AEP (Q13)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	2	.1	.1	.1
-1 Don't know	9	.6	.6	.7
1 Very dissatisfied	70	4.6	4.6	5.3
2 Somewhat dissatisfied	95	6.2	6.2	11.6
3 Neither satisfied nor dissatisfied	107	7.0	7.0	18.6
4 Somewhat satisfied	476	31.3	31.3	49.8
5 Very satisfied	763	50.2	50.2	100.0
Total	1521	100.0	100.0	

Overall Satisfaction Based on AEP's Service (Q13)



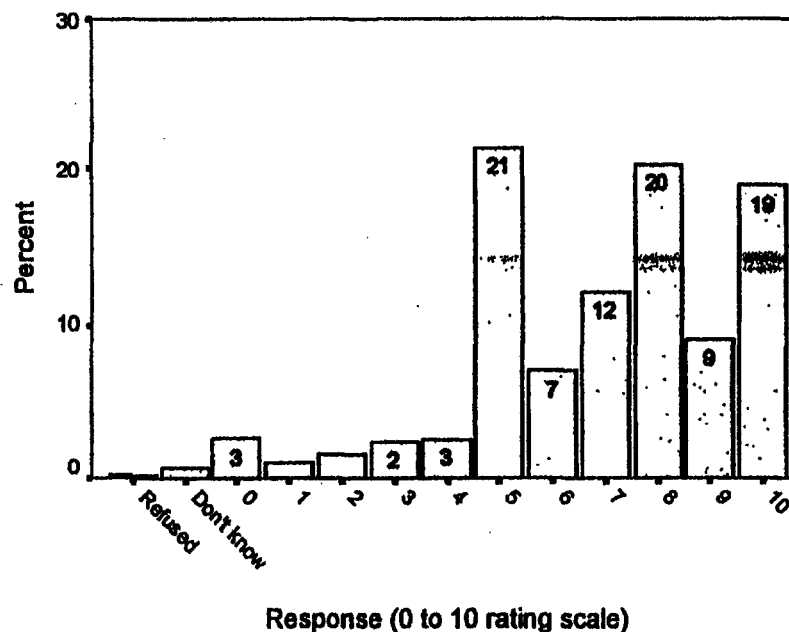
AEP 2002 Texas Customer Satisfaction Data

Q14. In terms of what you expect from AEP, to what extent has your local utility fallen short of or exceeded your expectations? Using another scale where zero means falls short of your expectations and ten means exceeds your expectations, how would you rate AEP's performance?

Q14 AEP Exceeded Expectations (Q14)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	3	.2	.2	.2
-1 Don't know	10	.7	.7	.9
0	40	2.6	2.6	3.5
1	16	1.1	1.1	4.6
2	24	1.6	1.6	6.2
3	36	2.4	2.4	8.6
4	38	2.5	2.5	11.1
5	325	21.4	21.4	32.5
6	107	7.0	7.0	39.5
7	185	12.2	12.2	51.7
8	309	20.3	20.3	72.0
9	138	9.1	9.1	81.0
10	288	19.0	19.0	100.0
Total	1521	100.0	100.0	

AEP Met/Exceeded Expectations (Q14)



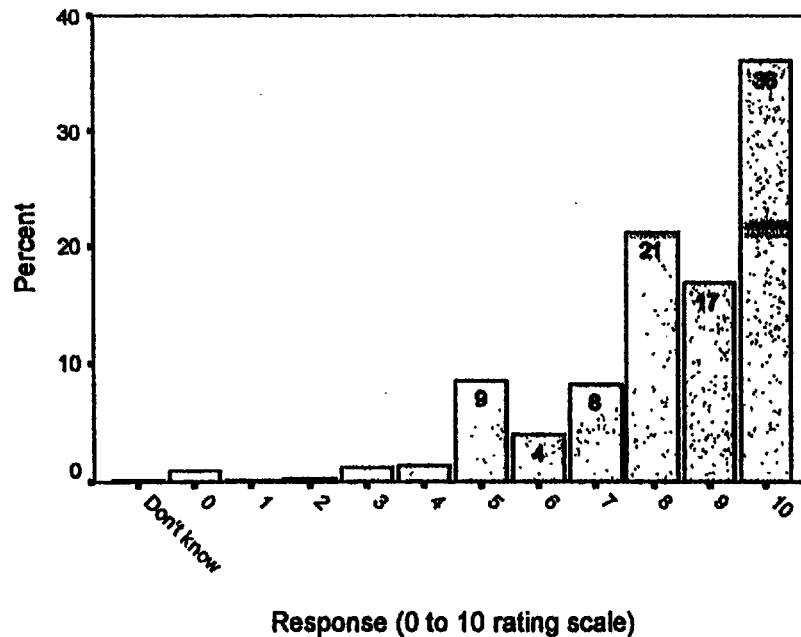
AEP 2002 Texas Customer Satisfaction Data

Q15. How would you rate AEP's overall ability to provide you electricity without interruption? Please rate them using a zero to ten scale where zero means they are doing an extremely poor job, ten means they are doing an extremely good job, and five means they are doing neither a good nor poor job. Again, how would you rate AEP's performance being able to provide you electricity without interruption?

Q15 Providing Reliable Electric Service (Q15)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -1 Don't know	3	.2	.2	.2
0	15	1.0	1.0	1.2
1	2	.1	.1	1.3
2	5	.3	.3	1.6
3	20	1.3	1.3	2.9
4	22	1.5	1.5	4.4
5	132	8.7	8.7	13.1
6	63	4.1	4.1	17.2
7	128	8.4	8.4	25.6
8	324	21.3	21.3	46.9
9	257	16.9	16.9	63.8
10	550	36.2	36.2	100.0
Total	1521	100.0	100.0	

Overall Reliable Electric Service (Q15)



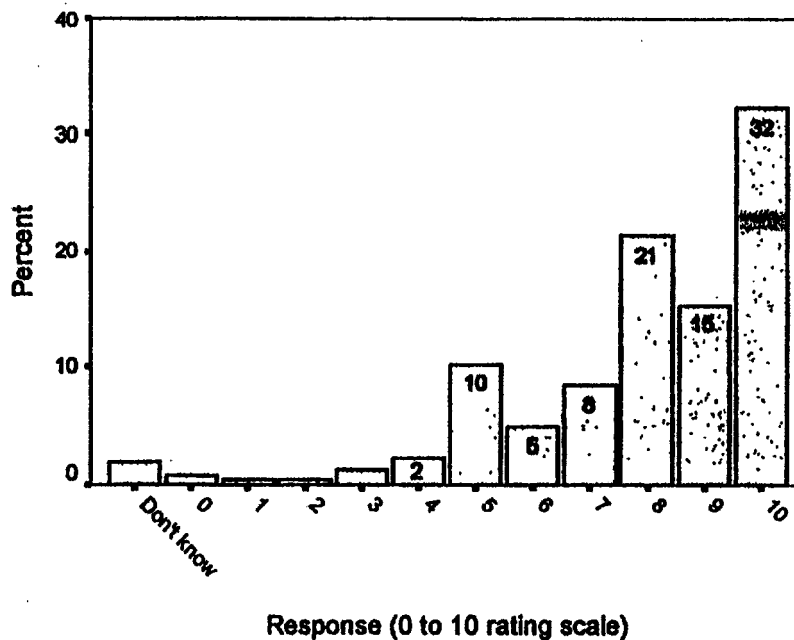
AEP 2002 Texas Customer Satisfaction Data

Q19. I'd again like to use the same zero to ten scale that you used earlier, where zero means they are doing an extremely poor job, ten means they are doing an extremely good job, and five means neither a good nor poor job. Based on what you have experienced or know about AEP's performance, how would you rate their general ability to restore electric service when power outages occur?

Q19 Service Restoration Satisfaction (Q19)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	-1 Don't know	30	2.0	2.0	2.0
	0	13	.8	.8	2.8
	1	7	.5	.5	3.3
	2	8	.5	.5	3.8
	3	19	1.3	1.3	5.1
	4	33	2.2	2.2	7.2
	5	157	10.3	10.3	17.6
	6	75	5.0	5.0	22.5
	7	128	8.4	8.4	30.9
	8	326	21.4	21.4	52.3
	9	234	15.4	15.4	67.7
	10	491	32.3	32.3	100.0
	Total	1521	100.0	100.0	

Overall Electric Service Restoration (Q19)



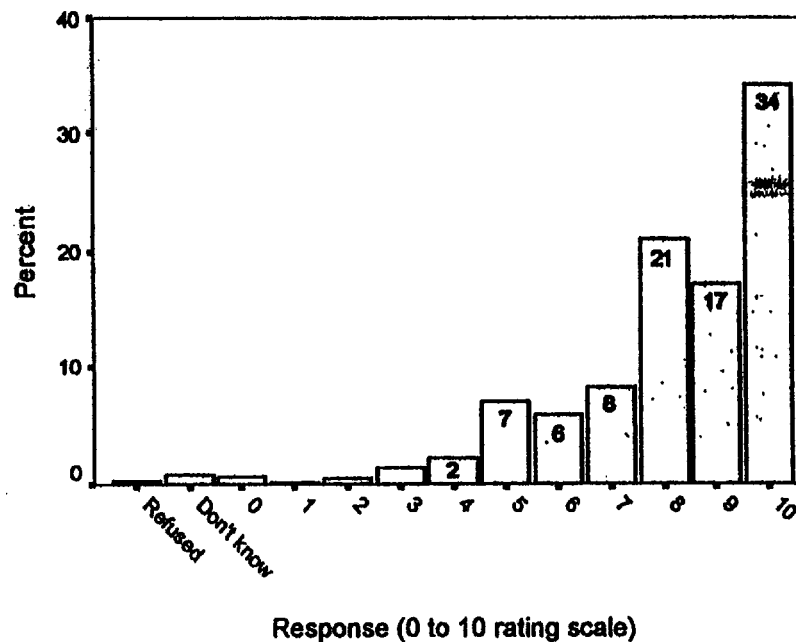
AEP 2002 Texas Customer Satisfaction Data

Q20. Now I'd like you to think about power quality. By power quality, I mean the condition of the electricity that enters your (residence/business/organization). Power quality problems might occur when the lights flicker, or when voltage fluctuations cause computers or other sensitive equipment to malfunction, but the power is still on. This is different than momentary outages when all electrical equipment stops operating for a few seconds. Again, how would you rate AEP's performance regarding power quality?

Q20 Power Quality Satisfaction (Q20)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	4	.2	.2	.2
-1 Don't know	12	.8	.8	1.0
0	10	.6	.6	1.6
1	3	.2	.2	1.8
2	8	.6	.6	2.4
3	22	1.4	1.4	3.8
4	34	2.3	2.3	6.1
5	108	7.1	7.1	13.2
6	89	5.9	5.9	19.0
7	127	8.4	8.4	27.4
8	321	21.1	21.1	48.4
9	263	17.3	17.3	65.7
10	521	34.3	34.3	100.0
Total	1521	100.0	100.0	

Overall Satisfaction with Power Quality (Q20)



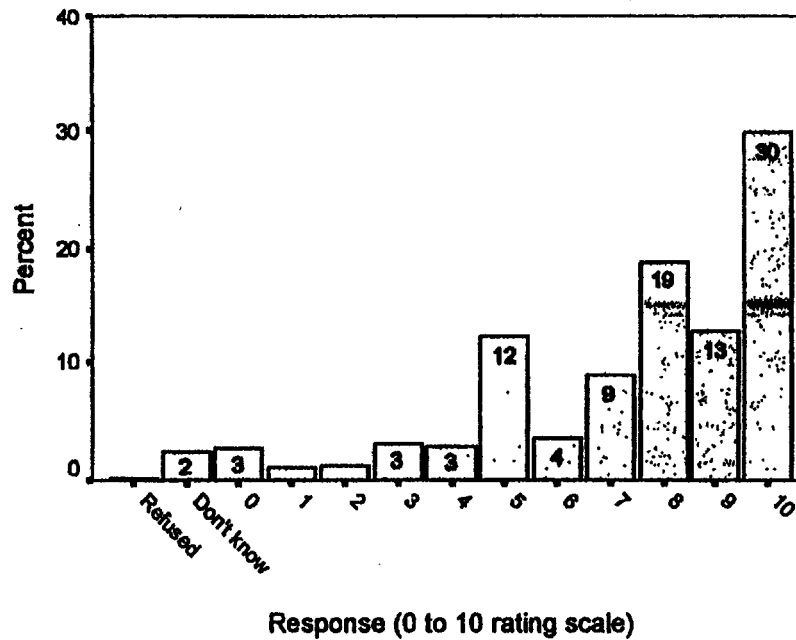
AEP 2002 Texas Customer Satisfaction Data

Q36. How would you rate AEP on having knowledgeable people to deal with your needs and concerns?

Q36 Having Knowledgeable People To Deal with Your Needs and Concerns (Q36)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	2	.1	.1	.1
-1 Don't know	35	2.3	2.3	2.5
0	41	2.7	2.7	5.2
1	17	1.1	1.1	6.3
2	21	1.4	1.4	7.7
3	47	3.1	3.1	10.8
4	45	2.9	2.9	13.7
5	187	12.3	12.3	26.0
6	54	3.5	3.5	29.5
7	135	8.9	8.9	38.4
8	288	18.9	18.9	57.3
9	195	12.8	12.8	70.1
10	454	29.9	29.9	100.0
Total	1521	100.0	100.0	

Having Knowledgeable People (Q36)



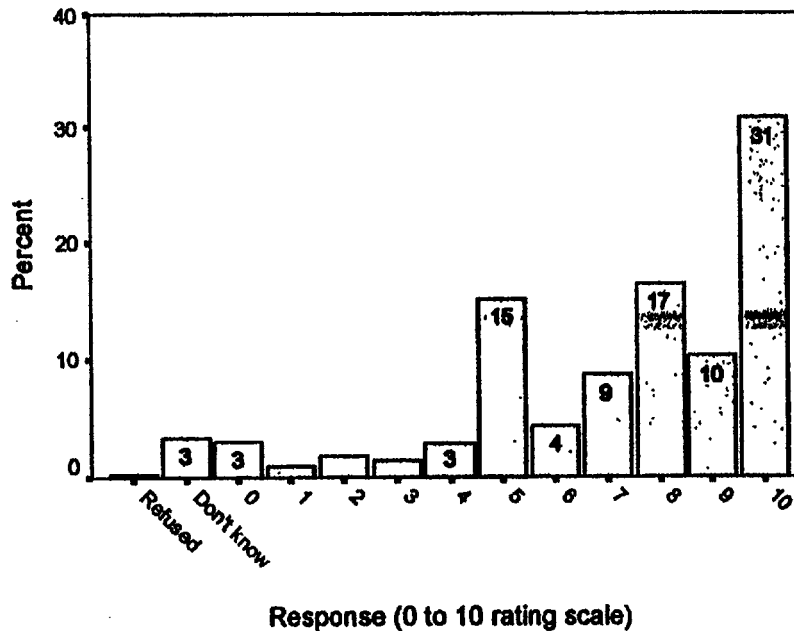
AEP 2002 Texas Customer Satisfaction Data

Q38. How would you rate AEP on following through on commitments made to customers?

Q38 Following Through on Commitments (Q38)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	5	.3	.3	.3
-1 Don't know	51	3.4	3.4	3.7
0	46	3.0	3.0	6.8
1	15	1.0	1.0	7.8
2	27	1.8	1.8	9.5
3	22	1.5	1.5	11.0
4	43	2.8	2.8	13.8
5	232	15.3	15.3	29.1
6	66	4.4	4.4	33.4
7	134	8.8	8.8	42.2
8	251	16.5	16.5	58.7
9	158	10.4	10.4	69.1
10	470	30.9	30.9	100.0
Total	1521	100.0	100.0	

Commitment Follow Through to Customers (Q38)



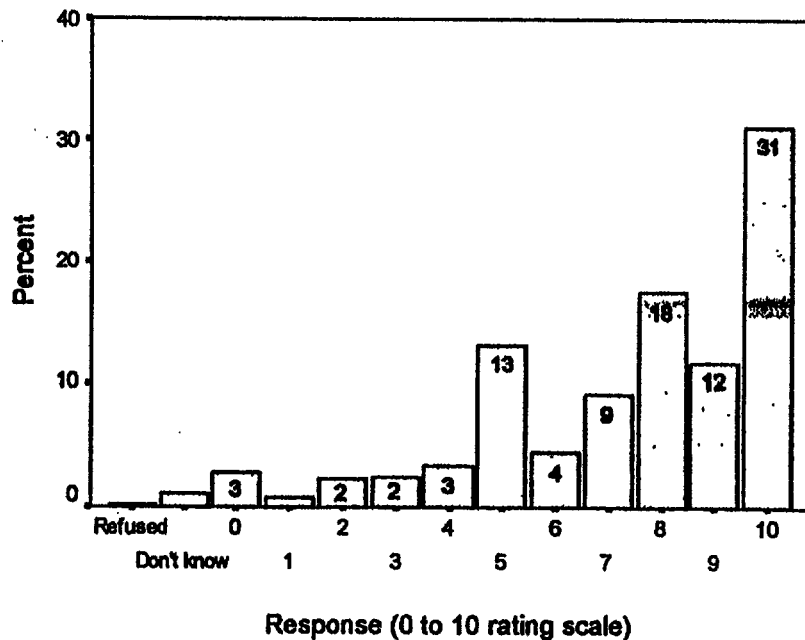
AEP 2002 Texas Customer Satisfaction Data

Q41. How would you rate AEP on being responsive in meeting customer needs?

Q41 Being Responsive in Meeting Customer Needs (Q41)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	3	.2	.2	.2
-1 Don't know	16	1.0	1.0	1.3
0	41	2.7	2.7	4.0
1	12	.8	.8	4.7
2	35	2.3	2.3	7.0
3	38	2.5	2.5	9.5
4	50	3.3	3.3	12.8
5	201	13.2	13.2	26.0
6	67	4.4	4.4	30.4
7	139	9.1	9.1	39.5
8	266	17.5	17.5	57.0
9	179	11.8	11.8	68.8
10	474	31.2	31.2	100.0
Total	1521	100.0	100.0	

Responsive in Meeting Customer Needs (Q41)



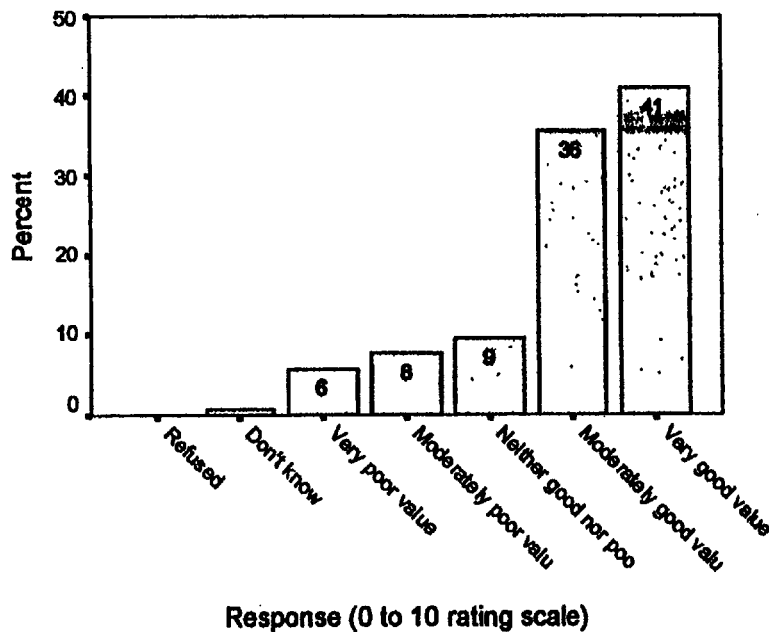
AEP 2002 Texas Customer Satisfaction Data

Q50. When you consider the value you receive from AEP in terms of the customer service they provide, would you say you receive a very good value, moderately good value, neither good nor poor value, moderately poor value, or very poor value for what you pay?

Q50 Value of Customer Service (Q50)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid -2 Refused	2	.1	.1	.1
-1 Don't know	12	.8	.8	.9
1 Very poor value	86	5.8	5.8	6.5
2 Moderately poor value	114	7.5	7.5	14.0
3 Neither good nor poor value	144	9.5	9.5	23.5
4 Moderately good value	541	35.5	35.5	59.1
5 Very good value	623	40.9	40.9	100.0
Total	1521	100.0	100.0	

Value of Customer Service for the Price (Q50)



ATTACHMENT 2

<u>Measure Name</u>	<u>Year</u>	<u>Month</u>	<u>TEXAS</u>	<u>TEXAS TARGET</u>
ASA YEAR TO DATE	2002	12	32	60
BILLADJ YEAR TO DATE	2002	12	99.86	None
LIGHTREPL <i>Monthly</i>	2002	1	81.84	95
		2	85.66	95
		3	79.12	95
		4	85.17	95
		5	78.81	95
		6	78.86	95
		7	78.21	95
		8	81.75	95
		9	92.12	95
		10	91.83	95
		11	83.7	95
		12	81.11	95
NEWSERVICE QUARTER TO DATE	2002	3	99.07	95
		6	98.79	95
		9	99.83	95
		12	99.69	95
NONSTD QUARTER TO DATE	2002	3	100	90
		6	100	90
		9	95.24	90
		12	100	90
STANDARD QUARTER TO DATE	2002	3	94.58	90
		6	94.1	90
		9	89.19	90
		12	89.59	90

ATTACHMENT 3

Texas Quality of Service Reporting

In order to report on Quality of Service standards established for various states in our jurisdiction, AEP created a database (New Service Mart – NSM) to capture pertinent information from new service type orders to determine compliance with appropriate standards. Extensive testing of the application in development showed that order information was accurate when compared to existing mainframe reporting. In addition, reporting accuracy for the former CSW companies would be improved beyond what was capable with their Legacy billing and reporting systems due, in part, to the conversion from Legacy CIS to MACSS (Marketing And Customer Services System) in December 2001. However, an accurate measure of compliance with the standard relating to new service installations requiring construction has proven very difficult due to process workarounds necessary for customer choice. Following are brief explanations of the most prevalent issues:

1. Since January 2002, two different methods were implemented to process new service orders requiring construction. The first occurred from January 1, 2002 to February 28, 2002, where the CIS Legacy system was utilized to create trouble tickets for the new service request to connect or install the meter. An OPS (Order Processing System) order would then be created to correctly establish the new customer record. Once all required ERCOT messaging was received, the trouble ticket would be matched to the OPS order and completed so billing could begin. In practice, the trouble tickets were not matched to the OPS orders since our system is designed to be paperless. All orders are dispatched, updated and processed electronically through several different systems and interfaces. When OPS orders were completed in the system, the current date was used in place of the actual physical work completion date since that information had been contained on the trouble ticket and was not accessible. Consequently, these orders, when evaluated for compliance in the NSM, would fail, and further workarounds were required.

Beginning March 1, 2002 through present, a similar process is being used to complete the new service orders. The current workaround uses an RNDN (Reconnect/Disconnect) order or investigation order for the initial request rather than a trouble ticket, which is then followed with the appropriate open or new install OPS order. However, the result is the same as described above since order matching is not possible with the current systems. Again, further workarounds were required.

2. Certain internal work processing issues and system-interface problems have also contributed to the problem of accurately measuring the new service standard. For instance, data that was either missing from the order or entered/provided in error would cause an exception in the order processing system. As mentioned earlier, the intent to maintain a paperless order processing system and the education process of implementing new systems created some confusion as to the necessity of reviewing exceptions. When these exceptions were completed, the current date was again used rather than the actual physical work completion date, causing an out of compliance condition when evaluated. Again, further workarounds were required.

These two issues have contributed significantly to our inability to accurately capture order information and verify the actual completion dates necessary for compliance determination. In particular, workaround procedures have made accurate reporting and verification extremely difficult and have been largely based on the best recollection of people involved in the service connection process. However, AEP has no reason to

ATTACHMENT 3

believe that new service requiring construction has not been installed within the 10-business day timeframe (standard) or the 90 day timeframe (non-standard) and will continue to investigate and evaluate our reporting methodology to more accurately capture this information in the future.

Jimmy D Palge

07/31/2003 02:26

PM

To:

cc:

Subject:

Bradley H Lenz/AEPIN@AEPIN

Re: Hung Orders - REVISED

Need to visit about this with Robert and Leticia when opportunity arises, I checked several of the orders that failed compliance (pulled all since beginning of year) and most have been sitting somewhere, either waiting to post to "CP" status and again, the physical work completion if measured and not modified would have passed the compliance test. Some orders errored out in OPS and some sat idle with no activity until someone noticed and posted and/or the order spent unnecessary time in someone's holding queue, the status in OPS was "PR" meaning the clock was running on compliance measure although notes on account indicate that company is waiting on 'someone' to do something. There were no requirements modified against order that would have reverted order back to "PH" status; this step would re-set compliance counter to zero and the measure would begin again.... Apparently no one is paying attention to Physical Work completion dates when completing orders.. Evidently, there is more work to do....

Does the 10 Day DWMS report give any clues to OPS status? If not there needs to be another alternative or the measure needs to be made in DWMS rather than OPS....

JP

Brian K
West

08/13/2003
07:57 AM

To:

cc:

Bradley H Lenz/AEPIN@AEPIN
Bailey H Dunlap IV/AEPIN@AEPIN, Charles R
Brower/AEPIN@AEPIN, Curtis R Proske/AEPIN@AEPIN, Daniel L Snider/OR1/AEPIN@AEPIN, Harry R
Gordon/AEPIN@AEPIN, Jerry A Young/AEPIN@AEPIN, Jimmy D Paige/AEPIN@AEPIN, Leon J
Grones/AEPIN@AEPIN, Mark A Baker/AEPIN@AEPIN, Paul F McCloskey/OR3/AEPIN@AEPIN, Paul
Frizzell/AEPIN@AEPIN, Preston S Kissman/AEPIN@AEPIN, Robert E Gates/AEPIN@AEPIN, Samuel J
Silva/AEPIN@AEPIN, Steven F Baker/AEPIN@AEPIN, Thomas E Foltz/OR2/AEPIN@AEPIN, Timothy I
Liles/AEPIN@AEPIN, Leticia A Gustafson/AEPIN@AEPIN, Roberto G De Leon/AEPIN@AEPIN, William M
Trott/AEPIN@AEPIN, Robert J Ivinskas/OR3/AEPIN@AEPIN

Subject:

Re: Hung Orders - REVISED

Bradley,

I will take a shot at answering your questions. *For additional information regarding use of the STRM conversation, please contact Bob Ivinskas at 910-6800.*

1. Whose responsibility is it to lead the scrubbing effort on completed orders that failed compliance? Typically this would be completed by region support personnel. It would be necessary to prepare a list of all orders that failed compliance when they should have passed. Here is an example of the documentation I prepared for a correction made earlier this year on 100 failed orders in Columbus.



CSP New Service-Standard Correction March 21

2. Can you tell me whom this information would have been relayed to that this was the region's responsibility to initiate this activity when the storm occurs and when the information would have been communicated? This should have been part of MACSS/OPS training prior to conversion.
3. Could you give me some indication as to who the East uses to update these orders during a major storm on a daily basis? Since major storms are declared at the district level, district personnel would be responsible for using the STRM conversation.

Thanks, Brian
Customer Operations Billing & Support
Business Planning & Analysis
Auidinet: 200-1866
Direct dial: 614-716-1866

Bradley H Lenz

08/11/03 02:33
PM

To: Brian K West/CA1/AEPIN@AEPIN
cc: Bailey H Dunlap IV/AEPIN@AEPIN, Charles R
Brower/AEPIN@AEPIN, Curtis R Proske/AEPIN@AEPIN, Daniel L Snider/OR1/AEPIN@AEPIN, Harry R
Gordon/AEPIN@AEPIN, Jerry A Young/AEPIN@AEPIN, Jimmy D Paige/AEPIN@AEPIN, Leon J
Groner/AEPIN@AEPIN, Mark A Baker/AEPIN@AEPIN, Paul F McCloskey/OR3/AEPIN@AEPIN, Paul
Frizzell/AEPIN@AEPIN, Preston S Kissman/AEPIN@AEPIN, Robert E Foltz/OR2/AEPIN@AEPIN, Samuel J
Silva/AEPIN@AEPIN, Steven F Baker/AEPIN@AEPIN, Thomas E Foltz/OR2/AEPIN@AEPIN, Timothy I
Liles/AEPIN@AEPIN, Preston S Kissman/AEPIN@AEPIN, Daniel L Snider/OR1/AEPIN@AEPIN, Leticia A
Gustafson/AEPIN@AEPIN, Roberto G De Leon/AEPIN@AEPIN, William M Trott/AEPIN@AEPIN, Jerry A
Young/AEPIN@AEPIN
Subject: Re: Hung Orders - REVISED

Brian - I just wanted to pass along a conversation that I had this morning with Paul McCloskey regarding the compliance issue for June and July on the 10 day installs for the Corpus Christi Region. The other day I asked a question of Paul around did we take into consideration the fact that we had a major storm in Laredo in June and had a major storm in the Corpus Christi District and the Laredo District in the hurricane the month of July. In the hurricane we obtained crews from the other districts for a week and probably should have kept them another week, because the Corpus Christi district worked on the cleanup effort for two weeks. Therefore we should have gotten some type of waiver for the June storm for the Laredo district orders and for the July Hurricane for every district for about a 10 day period with the Corpus Christi district being a two week waiver on the install orders.

So we called Paul this morning and this is what he told us. The east has been using since about May of 2000 a conversation in MACSS called STRM. In this conversation, the region that has the storm goes into this conversation in OPS and can update the pending orders to basically extend them for 9 additional days to get them worked. If they need additional days the way I understand the process is that they can re-enter the data every day to extend 9 days out from that day. Paul went on to say that the DDC's are involved in this process in the east.

The issue that I have, is this, is the first that I have heard of this. Therefore, and I am not sure what we need to do here, but if you look at the number of orders that kept us out of compliance in June, Laredo had about 75 alone, we might have made the June number. It is my understanding that we cannot do anything about the July numbers either, because you have to put this conversation in prior to the orders being worked and we have worked the July orders already. So there is a pretty good chance that the report will show that we are out of compliance in July as well. Now Paul says that there some way that we can scrub or wash the data, whose responsibility is it to lead this scrubbing or washing effort. In addition, can you tell me whom this information would have been relayed to that this was the region's responsibility to initiate this activity when the storm occurs and when the information would have been communicated. Also, could you give me some indication as to who the east uses to update these orders during a major storm on a daily basis?

Thanks for your help in advance.