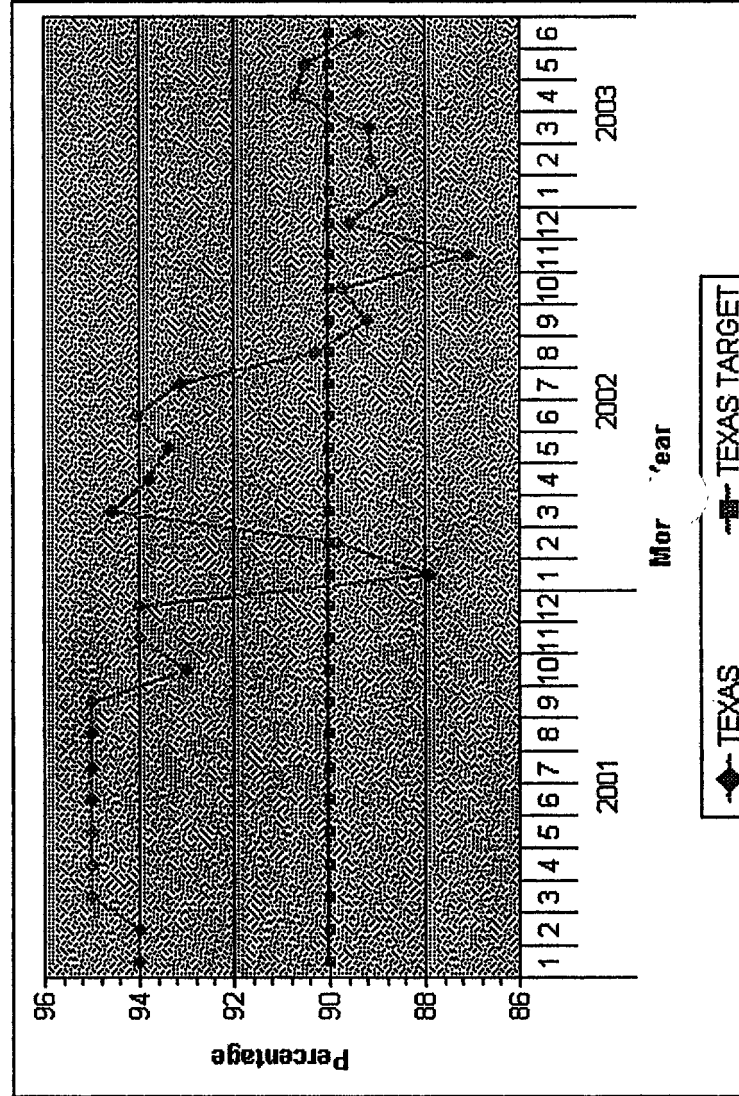


Brian K West
07/31/200
3 07:27 AM

To: 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 TEXAS
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 ---

Bradley H Lenz

06/06/03 10:49 AM

To:

cc:

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:

Robert E Gates/AEPIN@AEPIN, Jerry A Young/AEPIN@AEPIN
Harry R Gordon/AEPIN@AEPIN, Daniel L

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
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Corpus Christi Region
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E-mail: bhlenz@aep.com

**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. 14:

Follow up to AEP Response to Cities 2-104, Attachment 3:

- a. Please provide all studies, analyses, memos, and correspondence related to AEP's evaluation of New Service Mart with respect to compliance with appropriate service order standards, including but not limited to any standards required by the PUCT or as a result of PUCT proceedings.
- b. Please provide all studies, analyses, memos, and correspondence related to AEP's evaluation of using the Reconnect/Disconnect order or Investigation order with respect to compliance with appropriate service order standards, including but not limited to any standards required by the PUCT or as a result of PUCT proceedings.
- c. Please provide all studies, memos, and correspondence related to AEP's evaluation of using the Order Processing System with respect to compliance with appropriate service order standards, including but not limited to any standards required by the PUCT or as a result of PUCT proceedings.

Response No. 14:

- a. - b. All information is contained in voluminous documents available on CDs for review in the voluminous room at the Austin offices of American Electric Power Company (AEP), 400 West 15th Street, Suite 610, Austin, Texas 78701, telephone number (512) 481-4562, during normal business hours.
- c. The Order Processing System (OPS) is an integral part of our customer information system and controls all field order information. No evaluation of whether or not to use OPS was performed since it is the only source for order information.

Prepared By: Brian K. West
Sponsored By: Jeffry L. Laine

Title: Customer Ops. Support Analysis II
Title: Director, Customer Choice Ops