



Control Number: 30613



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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
2004 Reporting Year

Cap Rock Energy Corporation

Project No. 30613

Service Quality Report to the Public Utility Commission of Texas

Cap Rock Energy Corporation

| System SAIFI | Annual | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
|------------------------|--------|------|------|-------|-------|------|------|------|------|------|------|------|------|
| Forced 2004 | 0.97 | 0.02 | 0.04 | 0.08 | 0.02 | 0.05 | 0.44 | 0.10 | 0.07 | 0.03 | 0.05 | 0.04 | 0.03 |
| Scheduled 2004 | 0.05 | 0.00 | 0.00 | 0.02 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.00 |
| Outside Causes 2004 | 0.24 | 0.07 | 0.08 | 0.02 | 0.00 | 0.00 | 0.03 | 0.00 | 0.02 | 0.00 | 0.03 | 0.00 | 0.00 |
| Major Events 2004 | 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

Cap Rock Energy Corporation

| System SAIDI | Annual | Jan | Feb | March | April | May | June | July | Aug | Sept | Oct | Nov | Dec |
|------------------------|--------|------|------|-------|-------|------|-------|------|------|------|------|------|------|
| Forced 2004 | 98.66 | 1.21 | 2.88 | 12.30 | 2.12 | 5.69 | 46.86 | 6.52 | 8.10 | 2.43 | 4.05 | 4.18 | 2.49 |
| Scheduled 2004 | 1.23 | 0.02 | 0.01 | 0.62 | 0.28 | 0.00 | 0.00 | 0.00 | 0.01 | 0.05 | 0.00 | 0.25 | 0.00 |
| Outside Causes 2004 | 7.78 | 0.07 | 4.72 | 0.99 | 0.00 | 0.00 | 0.83 | 0.00 | 1.03 | 0.00 | 0.21 | 0.00 | 0.00 |
| Major Events 2004 | 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

88

Add or Delete Rows as Necessary

Cap Rock Energy Corporation

| 2004 SAIFI Ranking | 2003 SAIFI Ranking | Substation Identification | Feeder Identification | Number of Customers | 2004 SAIFI Value |
|--------------------|--------------------|---------------------------|-----------------------|---------------------|------------------|
| 1 | 56 | 4780 | 5 | 885 | 3.649718 |
| 2 | 51 | 5300 | 3 | 182 | 3.478022 |
| 3 | 54 | 5800 | 2 | 727 | 3.198074 |
| 4 | 14 | 5100 | 1 | 721 | 3.180305 |
| 5 | 64 | 1646 | 4 | 153 | 2.803921 |
| 6 | 6 | 2478 | 2 | 68 | 2.588235 |
| 7 | 80 | 4780 | 3 | 655 | 2.271756 |
| 8 | 11 | 5300 | 2 | 426 | 2.2277 |
| 9 | 62 | 5100 | 4 | 189 | 2.21164 |
| 10 | 5 | 5500 | 2 | 270 | 2.148148 |
| 11 | 9 | 3852 | 3 | 789 | 2.122941 |
| 12 | 8 | 162 | 3 | 51 | 2.117647 |
| 13 | 31 | 2850 | 3 | 178 | 1.938202 |
| 14 | 12 | 5200 | 1 | 205 | 1.736585 |
| 15 | 36 | 5800 | 3 | 179 | 1.731844 |
| 16 | 27 | 1646 | 1 | 186 | 1.645161 |
| 17 | 57 | 1276 | 3 | 435 | 1.586207 |
| 18 | 3 | 5600 | 1 | 242 | 1.53719 |
| 19 | 23 | 4780 | 4 | 539 | 1.528757 |
| 20 | 20 | 2478 | 3 | 87 | 1.45977 |
| 21 | 81 | 5100 | 2 | 353 | 1.433428 |
| 22 | 16 | 5200 | 2 | 155 | 1.419355 |
| 23 | 24 | 1646 | 2 | 301 | 1.415282 |
| 24 | 76 | 1646 | 3 | 383 | 1.407311 |
| 25 | 13 | 5800 | 1 | 518 | 1.389961 |
| 26 | 10 | 4780 | 1 | 1013 | 1.336624 |
| 27 | 32 | 5100 | 3 | 303 | 1.267327 |
| 28 | 22 | 1440 | 2 | 96 | 1.239583 |
| 29 | 39 | 2478 | 1 | 304 | 1.230263 |
| 30 | 1 | 5300 | 1 | 664 | 1.138554 |
| 31 | 53 | 1360 | 6 | 394 | 1.081218 |
| 32 | 84 | 1440 | 1 | 120 | 0.9833333 |
| 33 | 17 | 2478 | 4 | 36 | 0.7777778 |
| 34 | 72 | 2058 | 1 | 355 | 0.7492958 |
| 35 | 43 | 2168 | 1 | 317 | 0.7444795 |
| 36 | 79 | 162 | 1 | 160 | 0.74375 |
| 37 | 34 | 3852 | 1 | 692 | 0.7384393 |
| 38 | 42 | 2372 | 5 | 448 | 0.6897321 |
| 39 | 38 | 2168 | 2 | 406 | 0.5763547 |
| 40 | 49 | 4780 | 2 | 957 | 0.5632184 |
| 41 | 37 | 2168 | 3 | 243 | 0.5596708 |
| 42 | 15 | 3852 | 4 | 705 | 0.5361702 |
| 43 | 71 | 162 | 4 | 129 | 0.5193799 |

Service Quality Report to the Public Utility Commission of Texas

Cap Rock Energy Corporation

| 2004 SAIFI Ranking | 2003 SAIFI Ranking | Substation Identification | Feeder Identification | Number of Customers | 2004 SAIFI Value |
|--------------------|--------------------|---------------------------|-----------------------|---------------------|------------------|
| 44 | 33 | 5700 | 2 | 152 | 0.4802631 |
| 45 | 7 | 3852 | 2 | 307 | 0.4495114 |
| 46 | 85 | 162 | 2 | 72 | 0.4305556 |
| 47 | 65 | 2254 | 2 | 941 | 0.4272051 |
| 48 | 48 | 566 | 5 | 288 | 0.3784722 |
| 49 | 73 | 5500 | 1 | 631 | 0.3755943 |
| 50 | 29 | 2478 | 5 | 24 | 0.375 |
| 51 | 41 | 2372 | 3 | 113 | 0.3716814 |
| 52 | 44 | 162 | 5 | 128 | 0.3671875 |
| 53 | 63 | 2372 | 2 | 231 | 0.3593073 |
| 54 | 25 | 1360 | 3 | 410 | 0.3512195 |
| 55 | 30 | 2664 | 1 | 117 | 0.3504274 |
| 56 | 45 | 2058 | 3 | 189 | 0.3333333 |
| 57 | 19 | 2664 | 5 | 141 | 0.3120568 |
| 58 | 83 | 2664 | 3 | 323 | 0.3003096 |
| 59 | 46 | 2168 | 5 | 130 | 0.3 |
| 60 | 55 | 2058 | 2 | 365 | 0.2876712 |
| 61 | 28 | 2254 | 1 | 854 | 0.2868852 |
| 62 | 70 | 2664 | 2 | 46 | 0.2826087 |
| 63 | 60 | 2168 | 4 | 599 | 0.2737896 |
| 64 | 4 | 5700 | 1 | 188 | 0.2606383 |
| 65 | 78 | 2058 | 4 | 292 | 0.2431507 |
| 66 | 68 | 2372 | 1 | 310 | 0.2354839 |
| 67 | 58 | 1276 | 1 | 514 | 0.2354086 |
| 68 | 47 | 2372 | 4 | 167 | 0.2275449 |
| 69 | 67 | 2254 | 4 | 674 | 0.2255193 |
| 70 | 18 | 2850 | 5 | 236 | 0.2245763 |
| 71 | 50 | 566 | 3 | 438 | 0.2146119 |
| 72 | 88 | 1360 | 4 | 273 | 0.2051282 |
| 73 | 35 | 566 | 2 | 249 | 0.1967871 |
| 74 | 66 | 274 | 4 | 716 | 0.1885475 |
| 75 | 87 | 1360 | 2 | 261 | 0.183908 |
| 76 | 75 | 1276 | 2 | 288 | 0.1736111 |
| 77 | 21 | 1276 | 6 | 734 | 0.1689373 |
| 78 | 61 | 2664 | 4 | 139 | 0.1654676 |
| 79 | 82 | 1440 | 3 | 703 | 0.1593172 |
| 80 | 74 | 1360 | 1 | 677 | 0.1432792 |
| 81 | 77 | 2850 | 1 | 405 | 0.1333333 |
| 82 | 69 | 5600 | 2 | 30 | 0.1333333 |
| 83 | 59 | 274 | 5 | 154 | 0.1298701 |
| 84 | 86 | 2254 | 5 | 26 | 0.1153846 |
| 85 | 40 | 566 | 4 | 558 | 0.1111111 |
| 86 | 52 | 274 | 1 | 273 | 0.0915751 |
| 87 | 26 | 2254 | 3 | 835 | 0.0694611 |
| 88 | 89 | 1276 | 4 | 55 | 0.0363636 |

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

88

Add or Delete Rows as Necessary

Cap Rock Energy Corporation

| 2004 SAIDI Ranking | 2003 SAIDI Ranking | Substation Identification | Feeder Identification | Number of Customers | 2004 SAIDI Value |
|--------------------|--------------------|---------------------------|-----------------------|---------------------|------------------|
| 1 | 57 | 5800 | 2 | 727 | 516.9037 |
| 2 | 8 | 5200 | 1 | 205 | 476.8634 |
| 3 | 12 | 5800 | 3 | 179 | 374.7206 |
| 4 | 9 | 5500 | 2 | 270 | 362.6667 |
| 5 | 63 | 4780 | 5 | 885 | 359.8452 |
| 6 | 13 | 5200 | 2 | 155 | 350.0451 |
| 7 | 10 | 5800 | 1 | 518 | 328.2124 |
| 8 | 56 | 5100 | 4 | 189 | 292.6349 |
| 9 | 5 | 5300 | 2 | 426 | 240.284 |
| 10 | 4 | 5600 | 1 | 242 | 234.8182 |
| 11 | 39 | 5300 | 3 | 182 | 217.2582 |
| 12 | 55 | 1646 | 4 | 153 | 212.3399 |
| 13 | 14 | 3852 | 3 | 789 | 202.7351 |
| 14 | 25 | 5100 | 1 | 721 | 191.2247 |
| 15 | 82 | 4780 | 3 | 655 | 165.9802 |
| 16 | 54 | 1276 | 3 | 435 | 156.7724 |
| 17 | 84 | 5100 | 2 | 353 | 141.8442 |
| 18 | 6 | 2478 | 2 | 68 | 141.0147 |
| 19 | 35 | 2850 | 3 | 178 | 132.6854 |
| 20 | 68 | 2058 | 1 | 355 | 129.3972 |
| 21 | 17 | 5100 | 3 | 303 | 128.9043 |
| 22 | 31 | 2168 | 1 | 317 | 121.3186 |
| 23 | 2 | 5300 | 1 | 664 | 119.887 |
| 24 | 75 | 1646 | 3 | 383 | 104.6266 |
| 25 | 26 | 2478 | 3 | 87 | 99.25287 |
| 26 | 34 | 2168 | 2 | 406 | 97.94579 |
| 27 | 50 | 4780 | 4 | 539 | 95.74768 |
| 28 | 37 | 2168 | 3 | 243 | 76.03291 |
| 29 | 29 | 3852 | 1 | 692 | 75.08237 |
| 30 | 42 | 4780 | 2 | 957 | 72.09509 |
| 31 | 27 | 1646 | 1 | 186 | 68.8172 |
| 32 | 15 | 3852 | 4 | 705 | 67.1376 |
| 33 | 11 | 162 | 3 | 51 | 66.74509 |
| 34 | 23 | 1646 | 2 | 301 | 66.57143 |
| 35 | 28 | 2478 | 1 | 304 | 61.67435 |
| 36 | 72 | 162 | 4 | 129 | 59.44961 |
| 37 | 18 | 2478 | 4 | 36 | 58.66667 |
| 38 | 70 | 1360 | 6 | 394 | 57.62436 |
| 39 | 58 | 2372 | 5 | 448 | 57.12723 |
| 40 | 60 | 5500 | 1 | 631 | 49.38828 |
| 41 | 38 | 2372 | 3 | 113 | 47.19469 |
| 42 | 3 | 4780 | 1 | 1013 | 46.88154 |
| 43 | 16 | 1440 | 2 | 96 | 46.14583 |

Service Quality Report to the Public Utility Commission of Texas

Cap Rock Energy Corporation

| 2004 SAIDI Ranking | 2003 SAIDI Ranking | Substation Identification | Feeder Identification | Number of Customers | 2004 SAIDI Value |
|--------------------|--------------------|---------------------------|-----------------------|---------------------|------------------|
| 44 | 71 | 2254 | 2 | 941 | 45.99681 |
| 45 | 49 | 2372 | 2 | 231 | 43.12554 |
| 46 | 43 | 566 | 5 | 288 | 42.05208 |
| 47 | 78 | 162 | 1 | 160 | 40.1125 |
| 48 | 36 | 2478 | 5 | 24 | 38.375 |
| 49 | 59 | 2058 | 3 | 189 | 38.07408 |
| 50 | 83 | 1440 | 1 | 120 | 36.75 |
| 51 | 7 | 3852 | 2 | 307 | 35.22476 |
| 52 | 32 | 2168 | 5 | 130 | 34.73846 |
| 53 | 40 | 162 | 5 | 128 | 33.14843 |
| 54 | 33 | 5700 | 2 | 152 | 33.09869 |
| 55 | 80 | 162 | 2 | 72 | 32.76389 |
| 56 | 53 | 5700 | 1 | 188 | 30.95745 |
| 57 | 48 | 2058 | 2 | 365 | 29.98082 |
| 58 | 20 | 2664 | 1 | 117 | 29.79487 |
| 59 | 64 | 2168 | 4 | 599 | 29.37562 |
| 60 | 62 | 2664 | 2 | 46 | 26.43478 |
| 61 | 21 | 1360 | 3 | 410 | 25.55122 |
| 62 | 67 | 566 | 3 | 438 | 21.84703 |
| 63 | 30 | 2372 | 4 | 167 | 21.25748 |
| 64 | 24 | 2664 | 5 | 141 | 21.22695 |
| 65 | 19 | 2254 | 1 | 854 | 20.74707 |
| 66 | 74 | 2372 | 1 | 310 | 20.51613 |
| 67 | 66 | 2058 | 4 | 292 | 19.60617 |
| 68 | 47 | 2850 | 5 | 236 | 19.5678 |
| 69 | 46 | 2254 | 4 | 674 | 19.51187 |
| 70 | 52 | 1276 | 1 | 514 | 19.14008 |
| 71 | 22 | 1276 | 6 | 734 | 18.75477 |
| 72 | 77 | 1276 | 2 | 288 | 18.25 |
| 73 | 88 | 1360 | 4 | 273 | 16.98901 |
| 74 | 45 | 274 | 5 | 154 | 15.3961 |
| 75 | 79 | 2664 | 3 | 323 | 14.64396 |
| 76 | 41 | 566 | 2 | 249 | 14.48996 |
| 77 | 44 | 5600 | 2 | 30 | 12.8 |
| 78 | 61 | 2664 | 4 | 139 | 12.63309 |
| 79 | 85 | 1360 | 2 | 261 | 12.28353 |
| 80 | 69 | 274 | 4 | 716 | 11.8729 |
| 81 | 87 | 2254 | 5 | 26 | 11.11538 |
| 82 | 76 | 1360 | 1 | 677 | 10.38257 |
| 83 | 51 | 566 | 4 | 558 | 10.32796 |
| 84 | 73 | 2850 | 1 | 405 | 8.160494 |
| 85 | 81 | 1440 | 3 | 703 | 8.045519 |
| 86 | 65 | 274 | 1 | 273 | 6.703296 |
| 87 | 86 | 2254 | 3 | 835 | 4.082634 |
| 88 | 89 | 1276 | 4 | 55 | 2.8 |

Service Quality Report to the Public Utility Commission of Texas

Cap Rock Energy Corporation

INTERRUPTION CAUSES

Provide the percentage of interruptions attributable to each cause.

2004 Reporting Year

| Causes of Forced Interruptions | Percentage |
|--|-------------------|
| Weather (Including Lightning) | 41.50% |
| Vegetation | 4.65% |
| Animals and Birds | 3.33% |
| People (Including cars and farm equip) | 1.89% |
| Utility-owned Equipment | 42.61% |
| Other | 5.05% |
| Unknown | 0.98% |