

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Mont Belvieu

Primary Orders in 5 Days Jan 94.0% Dec 83.6% Nov 85.7%

Root Cause:

88.0% of all primary orders (168 of 191) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Myrtle Springs

OOS in 8 Working Hours	Feb 80.0%	Jan 83.3%	Dec 62.5%
	Nov 83.3%		

Root Cause:

80.0% of all OOS trouble (48 of 60) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

New Summerfield

OOS in 8 Working Hours	Feb 71.4%	Jan 62.5%	Dec 71.4%
	Nov 76.5%		

Root Cause:

71.8% of all OOS trouble (28 of 39) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Nixon

OOS in 8 Working Hours	Jan 63.0%	Dec 68.8%	Nov 88.9%
	Oct 87.0%	Sep 82.4%	

Root Cause:

76.1% of all OOS trouble (70 of 92) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Northrup

OOS in 8 Working Hours Jan 59.1% Dec 0.0% Nov 75.0%

Root Cause:

59.3% of all OOS trouble (16 of 27) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.3% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Oakland

OOS in 8 Working Hours Feb 77.8% Jan 42.1% Dec 40.0%

Primary Orders in 5 Days Mar 66.7% Feb 80.0% Jan 60.0%

Root Cause:

OOS in 8 Working Hours: 50.0% of all OOS trouble (19 of 38) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 69.2% of all primary orders (9 of 13) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

SURVEILLANCE REPORT

Paige

OOS in 8 Working Hours	Mar 75.9%	Feb 88.9%	Jan 79.3%
	Dec 72.7%		
Primary Orders in 5 Days	Feb 87.5%	Jan 83.3%	Dec 80.0%

Root Cause:

OOS in 8 Working Hours: 78.2% of all OOS trouble (61 of 78) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 84.2% of all primary orders (16 of 19) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Palacios

OOS in 8 Working Hours	Jan 87.5%	Dec 62.5%	Nov 85.7%
	Oct 64.3%		

Root Cause:

78.6% of all OOS trouble (114 of 145) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.0% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Pickton

OOS in 8 Working Hours	Mar 75.0%	Feb 57.1%	Jan 50.0%
	Dec 75.0%		

Root Cause:

62.1% of all OOS trouble (18 of 29) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Port O'Connor

OOS in 8 Working Hours Feb 88.9% Jan 88.9% Dec 83.3%

Root Cause:

87.9% of all OOS trouble (29 of 33) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Poth

OOS in 8 Working Hours	Jan 63.3%	Dec 73.3%	Nov 76.9%
	Oct 87.9%	Sep 85.0%	Aug 85.7%
	Jul 75.0%		

Root Cause:

77.6% of all OOS trouble (125 of 161) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 91.3% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Premont

OOS in 8 Working Hours	Feb 87.5%	Jan 85.7%	Dec 85.7%
	Nov 73.3%		

Root Cause:

82.4% of all OOS trouble (42 of 51) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 94.1% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Quinlan

OOS in 8 Working Hours	Feb 72.4%	Jan 70.1%	Dec 79.8%
	Nov 82.1%		

Root Cause:

75.1% of all OOS trouble (334 of 445) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.0% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Raywood

OOS in 8 Working Hours	Jan 72.7%	Dec 81.8%	Nov 75.0%
	Oct 42.9%	Sep 75.0%	

Root Cause:

65.1% of all OOS trouble (41 of 63) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Reno

OOS in 8 Working Hours Jan 78.4% Dec 80.6% Nov 79.4%

Root Cause:

79.3% of all OOS trouble (96 of 121) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.2% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Rosharon

OOS in 8 Working Hours Mar 85.2% Feb 77.8% Jan 80.8%

Root Cause:

81.7% of all OOS trouble (58 of 71) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Rusk

OOS in 8 Working Hours	Feb 80.0%	Jan 69.9%	Dec 88.7%
	Nov 84.4%	Oct 87.4%	

Root Cause:

82.0% of all OOS trouble (361 of 440) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.9% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Santa Rosa

OOS in 8 Working Hours	Jan 69.7%	Dec 84.2%	Nov 83.3%
	Oct 67.6%	Sep 50.0%	

Root Cause:

67.7% of all OOS trouble (88 of 130) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 90.0% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Sherman

OOS in 8 Working Hours	Jan 80.6%	Dec 69.9%	Nov 87.7%
	Oct 77.6%	Sep 85.0%	
Primary Orders in 5 Days	Feb 86.5%	Jan 86.6%	Dec 77.4%

Root Cause:

OOS in 8 Working Hours: 79.9% of all OOS trouble (845 of 1058) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 83.6% of all primary orders (744 of 890) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.9% in February.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.6% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Shirley

All in 30 Days	Mar 97.0%	Feb 97.2%	Jan 95.7%
OOS in 8 Working Hours	Feb 61.9%	Jan 57.1%	Dec 60.0%
	Nov 80.0%		
Primary Orders in 5 Days	Mar 91.7%	Feb 84.6%	Jan 80.0%

Root Cause:

During the months reported 96.5% of all orders were completed in 30 days. Orders completed beyond the objective were due to unanticipated customer demand.

OOS in 8 Working Hours: 63.2% of all OOS trouble (55 of 87) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 85.7% of all primary orders (30 of 35) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Engineering and operations will continue to review service order activity. Any order in jeopardy of missing the 30-day objective will be escalated within operations to review all alternatives available.

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 94.7% in March.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Somerset

OOS in 8 Working Hours	Mar 78.9%	Feb 44.4%	Jan 64.3%
	Dec 66.7%	Nov 68.8%	

Root Cause:

64.7% of all OOS trouble (121 of 187) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Stafford

OOS in 8 Working Hours	Feb 87.7%	Jan 80.5%	Dec 87.2%
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Primary Orders in 5 Days	Jan 85.5%	Dec 88.9%	Nov 91.2%
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Root Cause:

OOS in 8 Working Hours: 84.5% of all OOS trouble (464 of 549) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 88.6% of all primary orders (576 of 650) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.5% in March.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 95.6% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Sutherland Springs

OOS in 8 Working Hours	Jan 44.6%	Dec 72.5%	Nov 58.3%
	Oct 84.4%	Sep 83.0%	
Primary Orders in 5 Days	Feb 88.2%	Jan 72.2%	Dec 66.7%
	Nov 80.0%		

Root Cause:

OOS in 8 Working Hours: 69.7% of all OOS trouble (219 of 314) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 76.1% of all primary orders (108 of 142) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 89.6% in February.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Tawakoni

OOS in 8 Working Hours Feb 77.8% Jan 85.8% Dec 78.7%

Primary Orders in 5 Days Mar 92.3% Feb 91.7% Jan 94.0%

Root Cause:

OOS in 8 Working Hours: 83.4% of all OOS trouble (301 of 361) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Primary Orders in 5 Days: 92.7% of all primary orders (139 of 150) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.7% in March.**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Tom Bean

Primary Orders in 5 Days Jan 90.9% Dec 85.7% Nov 80.0%

Root Cause:

84.8% of all primary orders (28 of 33) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Trenton

OOS in 8 Working Hours Jan 55.6% Dec 85.7% Nov 85.7%

Root Cause:

73.9% of all OOS trouble (17 of 23) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Tunis

OOS in 8 Working Hours Feb 86.7% Jan 84.0% Dec 57.1%

Root Cause:

81.0% of all OOS trouble (179 of 221) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 94.3% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Van

OOS in 8 Working Hours Feb 81.8% Jan 71.2% Dec 65.7%

Root Cause:

72.4% of all OOS trouble (97 of 134) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.7% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Van Alstyne

OOS in 8 Working Hours	Jan 88.2%	Dec 89.3%	Nov 81.0%
	Oct 72.7%		

Root Cause:

81.8% of all OOS trouble (81 of 99) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.3% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Wallis

OOS in 8 Working Hours Feb 82.4% Jan 64.0% Dec 56.0%

Root Cause:

65.2% of all OOS trouble (60 of 92) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 93.0% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Weaver

Commitments Met	Jan 50.0%	Dec 85.7%	Nov 75.0%
	Oct 80.0%		

Root Cause:

77.8% of all commitments (14 of 18) were met. Orders completed beyond the commitment were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reports. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing its objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February and March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Weslaco

OOS in 8 Working Hours	Mar 81.1%	Feb 71.7%	Jan 72.8%
	Dec 85.2%	Nov 80.4%	Oct 74.2%
	Sep 67.4%		

Root Cause:

75.3% of all OOS trouble (1133 of 1505) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Whitesboro

Primary Orders in 5 Days	Feb 93.5%	Jan 92.9%	Dec 93.8%
	Nov 93.1%		

Root Cause:

93.3% of all primary orders (181 of 194) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 98.1% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Whitewright

Primary Orders in 5 Days Jan 83.3% Dec 89.5% Nov 84.2%

Root Cause:

86.0% of all primary orders (43 of 50) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Wimberley Fisher ST

Primary Orders in 5 Days	Mar 83.1%	Feb 93.8%	Jan 87.5%
	Dec 87.5%	Nov 91.2%	

Root Cause:

88.4% of all primary orders (275 of 311) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Windom

OOS in 8 Working Hours	Jan 66.7%	Dec 83.3%	Nov 50.0%
	Oct 80.0%		

Root Cause:

69.2% of all OOS trouble (18 of 26) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Wylie

OOS in 8 Working Hours	Mar 88.8%	Feb 83.5%	Jan 71.1%
	Dec 77.4%	Nov 87.1%	

Root Cause:

82.0% of all OOS trouble (483 of 589) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Alba

OOS in 8 Working Hours	Mar 76.2%	Feb 85.70%	Jan 71.4%
	Dec 81.5%		

Root Cause:

76.9% of all OOS trouble (80 of 104) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Alta Loma/Santa Fe

OOS in 8 Working Hours Feb 87.9% Jan 66.4% Dec 67.6%

Root Cause:

73.5% of all OOS trouble (233 of 317) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.3% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Arcola

Primary Orders in 5 Days Mar 90.8% Feb 91.0% Jan 93.0%

Root Cause:

91.6% of all primary orders (350 of 382) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Argyle

OOS in 8 Working Hours	Mar 86.1%	Feb 75.0%	Jan 83.6%
	Dec 70.6%		

Regular in 5 Days	Mar 79.3%	Feb 84.2%	Jan 77.5%
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Root Cause:

OOS in 8 Working Hours: 78.0% of all OOS trouble (160 of 205) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Regular in 5 Days: 80.2% of all Regular in 5 days (433 of 540) were met. Orders completed beyond the 5 days were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reports. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

OOS in 8 Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

Regular in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing its objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Bacliff

OOS in 8 Working Hours	Mar 76.0%	Feb 85.3%	Jan 56.6%
	Dec 51.8%		

Root Cause:

66.5% of all OOS trouble (248 of 373) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Bartonville

Regular in 5 Days	Mar 81.6%	Feb 78.5%	Jan 79.3%
	Dec 77.0%	Nov 84.3%	

Root Cause:

79.8% of all Regular in 5 days (548 of 687) were met. Orders completed beyond the 5 days were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reports. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing its objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Batson

OOS in 8 Working Hours	Jan 76.9%	Dec 66.7%	Nov 60.0%
	Oct 85.0%		

Root Cause:

75.0% of all OOS trouble (39 of 52) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Baytown

OOS in 8 Working Hours	Jan 79.9%	Dec 73.7%	Nov 89.4%
	Oct 65.2%		

Root Cause:

75.7% of all OOS trouble (1386 of 1831) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97.6% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Beach City

Primary Orders in 5 Days	Jan 85.2%	Dec 83.3%	Nov 83.1%
	Oct 84.3%		

Root Cause:

84.0% of all primary orders (274 of 326) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. **This exchange met the objective with 96.6% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Bells Savoy

OOS in 8 Working Hours	Feb 83.3%	Jan 66.7%	Dec 78.3%
	Nov 60.0%	Oct 62.5%	Sep 80.6%

Root Cause:

71.4% of all OOS trouble (115 of 161) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 95.7% in March.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Ben Wheeler

OOS in 8 Working Hours	Mar 60.0%	Feb 66.7%	Jan 53.8%
	Dec 62.5%		

Root Cause:

60.0% of all OOS trouble (24 of 40) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Birthright

Primary Orders in 5 Days	Mar 93.3%	Feb 89.5%	Jan 84.6%
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OOS in 8 Working Hours	Jan 84.0%	Dec 68.8%	Nov 87.0%
	Oct 88.9%		

Root Cause:

Primary Orders in 5 Days: 89.4% of all primary orders (42 of 47) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

OOS in 8 Working Hours: 81.8% of all OOS trouble (121 of 148) was cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands

Action Plan:

Primary in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

OOS in 8 Working Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met objective with 95.2% in February.**

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Blanco

Primary Orders in 5 Days Mar 92.3% Feb 82.1% Jan 91.7%

Root Cause:

88.5% of all primary orders (69 of 78) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.