

QUARTER ENDING: March 2007

SURVEILLANCE REPORT

Boling

OOS in 8 Working Hours	Mar 81.8%	Feb 75.0%	Jan 60.0%
	Dec 71.4%		

Root Cause:

71.2% of all OOS trouble (84 of 118) 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.

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SURVEILLANCE REPORT

Bonham

OOS in 8 Working Hours	Jan 69.0%	Dec 57.4%	Nov 80.6%
	Oct 62.9%	Sep 82.0%	

Root Cause:

70.0% of all OOS trouble (345 of 493) 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.**

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SURVEILLANCE REPORT

Brashear

Repeated Reports	Jan 25.0%	Dec 40.0%	Nov 50.0%
	Oct 50.0%	Sep 50.0%	

Root Cause:

This exchange experienced 44% repeated reports (11 of 25) over the months reported primarily due to extensive storming and repeated issues with a damaged pedestal in the exchange.

Action Plan:

Damaged pedestal has been rehabilitated; we have completed preventative maintenance work on other facilities in this exchange. **This exchange met the objective with 0% repeated reports in February, March, and April.**

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SURVEILLANCE REPORT

Burnet

Primary Orders in 5 Days Jan 94.1% Dec 89.8% Nov 92.3%

Root Cause:

92.1% of all primary orders (255 of 277) 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 97.8% in February.

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SURVEILLANCE REPORT

Caddo Mills

Primary Orders in 5 Days	Jan 93.2%	Dec 87.0%	Nov 92.3%
	Oct 86.5%		

OOS in 8 Working Hours	Feb 86.7%	Jan 72.8%	Dec 61.1%
	Nov 84.3%	Oct 89.1%	

Root Cause:

Primary Orders in 5 Days: 90.2% of all primary orders (129 of 143) 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: 77.3% of all OOS trouble (231 of 299) 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. **This exchange met the objective with 97.8% in February.**

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 100% in March.**

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SURVEILLANCE REPORT

Caldwell

OOS in 8 Working Hours	Mar 86.7%	Feb 82.0%	Jan 78.8%
	Dec 75.4%		

Root Cause:

80.6% of all OOS trouble (203 of 252) 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

Canton

OOS in 8 Working Hours Feb 86.8% Jan 71.9% Dec 78.6%

Root Cause:

76.8% of all OOS trouble (119 of 155) 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 92.2% in March.**