



Control Number: 35763



Item Number: 695

Addendum StartPage: 0

**PUC DOCKET NO. 35763  
SOAH DOCKET NO. 473-08-3436**

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| <b>APPLICATION OF SOUTHWESTERN<br/>PUBLIC SERVICE COMPANY FOR<br/>AUTHORITY TO CHANGE RATES, TO<br/>RECONCILE FUEL AND PURCHASED<br/>POWER COSTS FOR 2006 AND 2007,<br/>AND TO PROVIDE A CREDIT FOR<br/>FUEL COST SAVINGS</b> | §<br>§<br>§<br>§<br>§<br>§<br>§ | <b>BEFORE THE STATE OFFICE<br/><br/>OF<br/><br/>ADMINISTRATIVE HEARINGS</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------|

**SOUTHWESTERN PUBLIC SERVICE COMPANY'S  
SECOND SUPPLEMENTAL RESPONSE TO  
AXM's EIGHTH REQUEST FOR INFORMATION  
QUESTION NO. 8-5**

*(Filename: AXM8thRFI(SUPP2).doc; Total Pages: 11)*

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**PUC DOCKET NO. 35763  
SOAH DOCKET NO. 473-08-3436**

|                                    |   |                         |
|------------------------------------|---|-------------------------|
| <u>APPLICATION OF SOUTHWESTERN</u> | § |                         |
| PUBLIC SERVICE COMPANY FOR         | § | BEFORE THE STATE OFFICE |
| AUTHORITY TO CHANGE RATES, TO      | § |                         |
| RECONCILE FUEL AND PURCHASED       | § | OF                      |
| POWER COSTS FOR 2006 AND 2007,     | § |                         |
| AND TO PROVIDE A CREDIT FOR        | § | ADMINISTRATIVE HEARINGS |
| FUEL COST SAVINGS                  | § |                         |

**SOUTHWESTERN PUBLIC SERVICE COMPANY'S  
SECOND SUPPLEMENTAL RESPONSE TO  
AXM's EIGHTH REQUEST FOR INFORMATION  
QUESTION NO. 8-5**

Southwestern Public Service Company ("SPS") files this second supplemental response to Alliance of Xcel Municipalities' ("AXM") Eighth Request for Information.

**I. WRITTEN RESPONSES**

SPS's written supplemental responses to AXM's Eighth Request for Information are attached and incorporated by reference. Each response is stated on or attached to a separate page on which the request has been restated. SPS's responses are made in the spirit of cooperation without waiving SPS's right to contest the admissibility of any of these matters at hearing. Pursuant to P.U.C. PROC. R. 22.144(c)(2)(A), each response lists the preparer or person under whose direct supervision the response was prepared and any sponsoring witness. When SPS provides certain information sought by the request while objecting to the provision of other information, it does so without prejudice to its objection in the interests of narrowing discovery disputes pursuant to P.U.C. PROC. R. 22.144(d)(5). Pursuant to P.U.C. PROC. R. 22.144(c)(2)(F), SPS stipulates that its responses may be treated by all parties as if they were made under oath.

## II. INSPECTIONS.

If responsive documents are more than 100 pages but less than eight linear feet in length, the response will indicate that the attachment is VOLUMINOUS and, pursuant to P.U.C. PROC. R. 22.144(h)(2), the attachment will be made available for inspection at SPS's voluminous room at 401 Congress Avenue, Suite 2200, Austin, Texas 78701; telephone number (512) 480-5724 and provided on CD to all parties. If a response or the responsive documents are provided pursuant to the protective order in this docket, the response will indicate that it or the attachment is either CONFIDENTIAL or HIGHLY SENSITIVE as appropriate under the protective order. Highly sensitive responses will be made available for inspection at SPS's voluminous room, unless they form a part of a response that exceeds eight linear feet in length; then they will be available at their usual repository in accordance with the following paragraph. Please call in advance for an appointment to ensure that there is sufficient space to accommodate your inspection.

If responsive documents exceed eight linear feet in length, the response will indicate that the attachment is subject to the FREIGHT CAR DOCTRINE, and, pursuant to Commission Procedural Rule 22.144(h)(3), the attachment will be available for inspection at its usual repository, SPS's offices in Amarillo, Texas, unless otherwise indicated. SPS requests that parties wishing to inspect this material provide at least 48 hours' notice of their intent by contacting Ron Moss of Graves, Dougherty, Hearon & Moody P.C., 401 Congress Avenue, Suite 2200, Austin, Texas 78701; telephone number (512) 480-5724; facsimile transmission number (512) 480-5824. Inspections will be scheduled to accommodate all requests with as little inconvenience to the requesting party and to SPS's operations as possible.

Respectfully submitted,

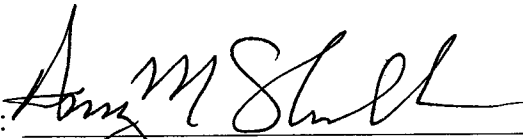
XCEL ENERGY SERVICES INC.

GRAVES, DOUGHERTY, HEARON & MOODY P.C.

Stephen Fogel  
Assistant General Counsel  
State Bar No. 07202010  
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ATTORNEYS FOR  
SOUTHWESTERN PUBLIC SERVICE COMPANY

## **SUPPLEMENTAL RESPONSES**

### **QUESTION NO. 8-5:**

Please show the annual number of consumer inquiries/complaints, broken down by category or type of inquiry/complaint, for each year subsequent to 1999.

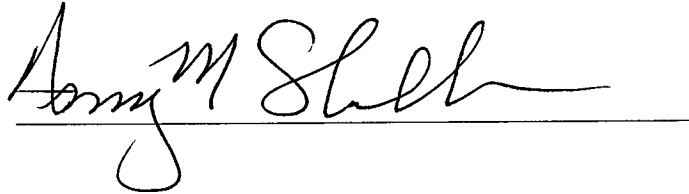
### **RESPONSE:**

Please refer to Exhibit AXM8-5(SUPP2), which includes the requested information for August and September 2008. This exhibit replaces in its entirety Exhibit AXM8-5 filed in SPS's initial response.

Preparer(s): Skip Black  
Sponsor(s): James M. Bagley

### Certificate of Service

I, Amy Shelhamer, attorney for Southwestern Public Service Company, certify that a copy of this document was served on all parties of record in this proceeding on October 27, 2008, in the following manner: facsimile transmission, hand delivery, electronic mail, overnight mail and/or United States Postal Service first-class mail.

A handwritten signature in black ink, reading "Amy M. Shelhamer", is written over a horizontal line.

**TX Main Menu Call Volume  
June 2002 through February 2006**

|                                        | Jun-02 | Jul-02 | Aug-02 | Sep-02 | Oct-02 | Nov-02 | Dec-02 | Jan-03 | Feb-03 | Mar-03 | Apr-03 | May-03 | Jun-03 | Jul-03 | Aug-03 | Sep-03 | Oct-03 | Nov-03 |
|----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Combined</b>                        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 190    | 498    | 494    | 287    | 348    | 302    | 214    | 269    | 212    | 256    | 511    | 488    | 571    | 349    | 356    | 333    | 255    | 263    |
| Moving (Direct)                        | 9,296  | 2,259  | 2,831  | 8,352  | 8,101  | 6,938  | 6,799  | 7,719  | 7,253  | 7,402  | 8,728  | 11,279 | 10,186 | 11,729 | 11,386 | 10,537 | 10,285 | 4,895  |
| Other/Products and Services (Direct)   | 4,195  | 35,034 | 28,205 | 20,197 | 11,948 | 9,332  | 8,257  | 9,411  | 7,326  | 7,794  | 7,617  | 8,593  | 8,528  | 10,306 | 40,449 | 11,629 | 11,415 | 8,718  |
| Outage Other and Street Light (Direct) | 2,377  | 4,663  | 6,108  | 3,468  | 4,612  | 3,481  | 2,949  | 3,211  | 3,357  | 4,893  | 5,126  | 5,350  | 6,617  | 6,294  | 5,835  | 4,429  | 3,855  | 4,136  |
| Rotary Outage to IVR                   | 101    | 132    | 132    | 70     | 79     | 73     | 36     | 92     | 135    | 220    | 319    | 284    | 348    | 246    | 205    | 196    | 116    | 146    |
| Spanish Outage to IVR                  | 325    | 15     | 10     | 30     | 12     | 5      | 8      | 18     | 45     | 42     | 134    | 133    | 140    | 84     | 74     | 59     | 67     | 51     |
| Outage to IVR                          | 1,626  | 5,406  | 6,150  | 2,693  | 4,133  | 2,534  | 2,212  | 2,354  | 2,531  | 4,035  | 4,122  | 3,679  | 5,653  | 5,269  | 4,309  | 2,773  | 2,032  | 2,805  |
| Rotary to IVR                          | 457    | 6,122  | 3,521  | 4,747  | 3,434  | 4,895  | 2,349  | 3,156  | 3,273  | 3,517  | 2,391  | 2,086  | 2,030  | 2,392  | 2,499  | 2,770  | 2,802  | 2,274  |
| Spanish to IVR                         | 904    | 3,266  | 3,135  | 3,282  | 3,224  | 2,595  | 2,158  | 2,857  | 2,373  | 2,489  | 2,013  | 1,690  | 2,033  | 2,236  | 2,624  | 2,958  | 2,985  | 2,407  |
| Billing to IVR                         | 4,196  | 43,968 | 39,671 | 42,610 | 40,849 | 34,156 | 32,272 | 36,583 | 29,533 | 33,336 | 29,981 | 30,107 | 30,195 | 36,136 | 39,347 | 44,391 | 45,576 | 37,089 |
| <b>VDN</b>                             |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 189    | 498    | 494    | 287    | 348    | 301    | 214    | 269    | 212    | 256    | 511    | 488    | 571    | 349    | 356    | 333    | 255    | 263    |
| Moving (Direct)                        | 9,296  | 2,259  | 2,831  | 8,352  | 8,100  | 6,938  | 6,799  | 7,719  | 7,253  | 7,402  | 8,728  | 11,279 | 10,186 | 11,729 | 11,386 | 10,537 | 10,285 | 4,895  |
| Other/Products and Services (Direct)   | 29,118 | 4,185  | 34,989 | 28,182 | 11,947 | 9,332  | 8,256  | 9,409  | 7,324  | 7,766  | 7,617  | 8,584  | 8,527  | 10,302 | 40,448 | 11,625 | 11,413 | 8,716  |
| Outage Other and Street Light (Direct) | 2,362  | 4,597  | 5,973  | 3,415  | 4,551  | 3,416  | 2,889  | 3,169  | 3,330  | 4,582  | 5,105  | 5,307  | 6,576  | 6,214  | 5,791  | 4,406  | 3,840  | 4,102  |
| Rotary Outage to IVR                   | 100    | 132    | 132    | 70     | 79     | 73     | 36     | 92     | 135    | 201    | 319    | 284    | 348    | 246    | 205    | 196    | 116    | 145    |
| Spanish Outage to IVR                  | 370,19 | 253    | 15     | 10     | 30     | 12     | 5      | 18     | 45     | 42     | 134    | 133    | 140    | 84     | 74     | 59     | 67     | 51     |
| Outage to IVR                          | 1,598  | 5,405  | 6,149  | 2,693  | 4,133  | 2,533  | 2,212  | 2,354  | 2,531  | 3,622  | 4,122  | 3,675  | 5,651  | 5,269  | 4,309  | 2,773  | 2,032  | 2,805  |
| Rotary to IVR                          | 454    | 6,119  | 3,521  | 4,747  | 3,434  | 4,895  | 2,349  | 3,156  | 3,273  | 3,505  | 2,391  | 2,085  | 2,030  | 2,392  | 2,499  | 2,769  | 2,802  | 2,274  |
| Spanish to IVR                         | 370,41 | 503    | 3,266  | 3,135  | 3,282  | 2,595  | 2,157  | 2,857  | 2,373  | 2,489  | 2,013  | 1,689  | 2,033  | 2,236  | 2,624  | 2,957  | 2,985  | 2,406  |
| Billing to IVR                         | 370,63 | 4,170  | 43,951 | 42,610 | 40,844 | 34,152 | 32,268 | 36,583 | 29,533 | 33,293 | 29,981 | 30,097 | 30,195 | 36,135 | 39,347 | 44,382 | 45,575 | 37,086 |
| <b>Centre Pointe</b>                   |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 69,082 |        |        |        |        |        |        |        |        |        |        |        | 1      |        |        |        |        |        |
| Moving (Direct)                        | 69,060 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Other/Products and Services (Direct)   | 69,063 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Outage Other and Street Light (Direct) | 69,020 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Rotary Outage to IVR                   | 69,255 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Spanish Outage to IVR                  | 69,234 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Outage to IVR                          | 69,245 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Rotary to IVR                          | 69,208 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Spanish to IVR                         | 69,221 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Billing to IVR                         | 69,267 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| <b>Sky Park</b>                        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 39,174 |        |        |        |        | 1      |        |        |        | 2      |        |        |        |        |        |        |        |        |
| Moving (Direct)                        | 59,060 |        |        |        | 1      |        |        |        |        |        |        |        | 6      | 1      |        |        | 3      |        |
| Other/Products and Services (Direct)   | 59,063 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Outage Other and Street Light (Direct) | 39,021 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Rotary Outage to IVR                   | 59,255 |        |        |        |        | 65     | 60     | 42     | 26     | 311    | 20     | 43     | 40     | 79     | 44     | 23     | 13     | 34     |
| Spanish Outage to IVR                  | 59,234 |        |        |        |        |        |        |        |        | 19     |        |        |        |        |        |        |        |        |
| Outage to IVR                          | 59,245 |        |        |        |        | 1      |        |        |        | 413    |        | 4      | 2      |        |        |        |        |        |
| Rotary to IVR                          | 59,208 |        |        |        |        |        |        |        |        | 12     |        |        |        |        |        |        |        |        |
| Spanish to IVR                         | 59,221 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Billing to IVR                         | 59,267 |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |

Outage Other and Street Light (Direct), my contain duplicates  
June 2002 is a partial month.



**TX Main Menu Call Volume**  
**June 2002 through February 2006**

| Combined                               |        |        |        |        |        |        |        |        |        |        |        |  |
|----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
|                                        | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 |  |
| Emergency (Direct)                     | 376    | 341    | 286    | 302    | 337    | 341    | 1,019  | 614    | 562    | 489    | 448    |  |
| Moving (Direct)                        | 1,698  | 1,356  | 266    | 228    | 241    | 402    | 1,054  | 1,870  | 2,075  | 2,002  | 2,088  |  |
| Other/Products and Services (Direct)   | 8,361  | 9,945  | 8,389  | 9,714  | 7,812  | 7,874  | 11,454 | 16,295 | 12,218 | 9,459  | 8,740  |  |
| Outage Other and Street Light (Direct) | 5,087  | 6,771  | 3,733  | 2,657  | 3,766  | 4,683  | 8,739  | 7,196  | 5,585  | 2,865  | 2,427  |  |
| Rotary Outage to IVR                   | 216    | 200    | 167    | 151    | 192    | 219    | 394    | 250    | 262    | 182    | 168    |  |
| Spanish Outage to IVR                  | 68     | 58     | 39     | 56     | 36     | 65     | 80     | 58     | 56     | 61     | 53     |  |
| Outage to IVR                          | 3,892  | 5,173  | 2,753  | 2,988  | 2,984  | 4,212  | 8,366  | 5,055  | 5,277  | 3,753  | 3,689  |  |
| Rotary to IVR                          | 2,321  | 2,802  | 2,118  | 2,426  | 1,994  | 2,082  | 3,114  | 4,719  | 3,476  | 2,661  | 2,241  |  |
| Spanish to IVR                         | 2,567  | 2,935  | 2,460  | 2,888  | 2,353  | 2,405  | 3,045  | 4,398  | 3,910  | 3,174  | 2,725  |  |
| Billing to IVR                         | 40,300 | 45,515 | 35,613 | 41,175 | 33,631 | 33,310 | 42,680 | 80,126 | 59,133 | 46,282 | 42,207 |  |
| <b>Amarillo</b>                        |        |        |        |        |        |        |        |        |        |        |        |  |
|                                        | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 |  |
| Emergency (Direct)                     | 335    | 285    | 244    | 282    | 296    | 289    | 847    | 512    | 469    | 472    | 448    |  |
| Moving (Direct)                        | 1,690  | 1,354  | 266    | 225    | 241    | 402    | 916    | 1,538  | 1,774  | 1,994  | 2,088  |  |
| Other/Products and Services (Direct)   | 8,344  | 9,937  | 8,386  | 9,714  | 7,812  | 7,874  | 11,323 | 15,591 | 11,848 | 9,434  | 8,740  |  |
| Outage Other and Street Light (Direct) | 4,623  | 5,742  | 3,069  | 2,120  | 3,008  | 3,727  | 7,083  | 5,836  | 4,458  | 2,772  | 2,408  |  |
| Rotary Outage to IVR                   | 170    | 137    | 106    | 98     | 131    | 133    | 235    | 156    | 175    | 169    | 168    |  |
| Spanish Outage to IVR                  | 49     | 44     | 26     | 37     | 18     | 47     | 51     | 32     | 40     | 56     | 53     |  |
| Outage to IVR                          | 3,399  | 4,426  | 2,413  | 2,563  | 2,523  | 3,498  | 6,899  | 4,099  | 4,343  | 3,654  | 3,689  |  |
| Rotary to IVR                          | 2,306  | 2,596  | 2,118  | 2,426  | 1,994  | 2,082  | 3,088  | 4,493  | 3,365  | 2,654  | 2,241  |  |
| Spanish to IVR                         | 2,566  | 2,932  | 2,460  | 2,888  | 2,353  | 2,405  | 3,015  | 4,190  | 3,787  | 3,161  | 2,725  |  |
| Billing to IVR                         | 40,230 | 45,506 | 35,613 | 41,175 | 33,631 | 33,310 | 42,237 | 76,499 | 57,443 | 46,158 | 42,206 |  |
| <b>Centre Pointe</b>                   |        |        |        |        |        |        |        |        |        |        |        |  |
|                                        | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 |  |
| Emergency (Direct)                     | 19     | 19     | 16     | 17     | 8      | 11     | 33     | -      | 13     | 2      | -      |  |
| Moving (Direct)                        | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 1      | 30     | 1      | 1      |  |
| Other/Products and Services (Direct)   | 193    | 373    | 318    | 166    | 150    | 215    | 282    | 3      | 115    | 38     | 3      |  |
| Outage Other and Street Light (Direct) | 15     | 24     | 28     | 15     | 9      | 23     | 26     | 8      | 15     | 5      | 5      |  |
| Rotary Outage to IVR                   | 12     | 7      | 7      | 6      | 4      | 7      | 8      | 1      | 1      | 2      | 2      |  |
| Spanish Outage to IVR                  | 122    | 223    | 127    | 92     | 66     | 130    | 245    | 111    | 111    | 45     | 45     |  |
| Outage to IVR                          |        |        |        |        |        |        | 1      |        |        |        |        |  |
| Rotary to IVR                          |        |        |        |        |        |        |        |        |        |        |        |  |
| Spanish to IVR                         |        |        |        |        |        |        |        |        |        |        |        |  |
| Billing to IVR                         |        |        |        |        |        |        |        |        |        |        |        |  |
| <b>Sky Park</b>                        |        |        |        |        |        |        |        |        |        |        |        |  |
|                                        | Dec-03 | Jan-04 | Feb-04 | Mar-04 | Apr-04 | May-04 | Jun-04 | Jul-04 | Aug-04 | Sep-04 | Oct-04 |  |
| Emergency (Direct)                     | 22     | 37     | 26     | 23     | 33     | 41     | 139    | 102    | 80     | 15     | 15     |  |
| Moving (Direct)                        | 7      | 1      | 1      | 1      | 1      | 1      | 138    | 332    | 271    | 7      | 7      |  |
| Other/Products and Services (Direct)   | 16     | 3      | 1      | 1      | 1      | 1      | 130    | 703    | 369    | 25     | 25     |  |
| Outage Other and Street Light (Direct) | 271    | 656    | 346    | 371    | 608    | 741    | 1,374  | 1,357  | 1,012  | 55     | 16     |  |
| Rotary Outage to IVR                   | 31     | 39     | 33     | 33     | 52     | 63     | 133    | 94     | 72     | 8      | 8      |  |
| Spanish Outage to IVR                  | 7      | 7      | 6      | 13     | 14     | 11     | 21     | 26     | 15     | 3      | 3      |  |
| Outage to IVR                          | 371    | 524    | 213    | 333    | 395    | 584    | 1,222  | 956    | 823    | 54     | 54     |  |
| Rotary to IVR                          | 15     | 6      |        |        |        |        | 45     | 226    | 106    | 7      | 7      |  |
| Spanish to IVR                         | 1      | 3      |        |        |        |        | 30     | 208    | 117    | 13     | 13     |  |
| Billing to IVR                         | 70     | 9      |        |        |        |        | 443    | 3,627  | 1,589  | 124    | 1      |  |

Outage Other and Street Light (Direct), my contain c  
June 2002 is a partial month.

**TX Main Menu Call Volume  
June 2002 through February 2006**

|                                        | Nov-04 | Dec-04 | Jan-05 | Feb-05 | Mar-05 | Apr-05 | May-05 | Jun-05 | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 |
|----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Combined</b>                        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 1,212  | 445    | 454    | 316    | 492    | 754    | 666    | 745    | 927    | 692    | 692    | 583    | 534    | 451    | 562    | 277    |
| Moving (Direct)                        | 2,043  | 1,946  | 2,470  | 2,476  | 3,242  | 3,010  | 3,838  | 3,593  | 2,075  | 2,213  | 2,232  | 2,104  | 1,639  | 1,869  | 2,398  | 2,790  |
| Other/Products and Services (Direct)   | 8,193  | 7,437  | 8,905  | 8,327  | 9,252  | 7,931  | 8,067  | 8,704  | 10,305 | 11,842 | 11,483 | 11,529 | 1,818  | 8,776  | 11,731 | 9,164  |
| Outage Other and Street Light (Direct) | 4,271  | 2,656  | 2,875  | 1,644  | 2,262  | 2,336  | 3,619  | 3,761  | 5,720  | 4,300  | 3,018  | 3,000  | 2,601  | 3,640  | 4,759  | 3,904  |
| Rotary Outage to IVR                   | 479    | 154    | 207    | 125    | 198    | 176    | 275    | 328    | 481    | 424    | 326    | 268    | 233    | 272    | 298    | 272    |
| Spanish Outage to IVR                  | 53     | 38     | 40     | 41     | 50     | 53     | 64     | 78     | 83     | 98     | 100    | 109    | 59     | 82     | 93     | 62     |
| Outage to IVR                          | 11,694 | 3,663  | 4,106  | 2,334  | 4,013  | 4,049  | 5,741  | 5,718  | 9,250  | 6,560  | 4,735  | 4,442  | 3,746  | 4,976  | 4,876  | 4,656  |
| Rotary to IVR                          | 2,437  | 2,001  | 2,408  | 2,233  | 2,586  | 2,165  | 2,317  | 2,630  | 4,620  | 5,345  | 5,639  | 5,168  | 4,055  | 3,999  | 5,090  | 4,224  |
| Spanish to IVR                         | 2,708  | 2,439  | 3,023  | 3,064  | 3,203  | 3,037  | 2,959  | 3,347  | 3,353  | 4,694  | 4,120  | 4,128  | 3,200  | 3,564  | 4,702  | 3,825  |
| Billing to IVR                         | 38,334 | 35,273 | 42,871 | 37,904 | 41,193 | 38,130 | 37,150 | 39,225 | 47,704 | 54,242 | 54,023 | 44,557 | 11,352 | 20,028 | 56,025 | 44,786 |
| <b>Amarillo</b>                        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 1,208  | 445    | 445    | 293    | 451    | 890    | 610    | 684    | 850    | 639    | 629    | 515    | 489    | 401    | 516    | 249    |
| Moving (Direct)                        | 2,028  | 1,946  | 2,465  | 2,211  | 2,505  | 2,311  | 3,006  | 2,707  | 1,192  | 1,192  | 1,231  | 1,230  | 947    | 1,221  | 1,608  | 1,567  |
| Other/Products and Services (Direct)   | 8,180  | 7,435  | 8,903  | 8,048  | 8,289  | 7,143  | 7,257  | 7,838  | 9,334  | 10,865 | 10,490 | 10,552 | 770    | 7,930  | 10,575 | 7,783  |
| Outage Other and Street Light (Direct) | 4,180  | 2,638  | 2,822  | 1,544  | 2,011  | 2,078  | 3,291  | 3,463  | 5,238  | 3,921  | 2,802  | 2,735  | 2,399  | 3,390  | 4,304  | 3,565  |
| Rotary Outage to IVR                   | 478    | 154    | 202    | 115    | 190    | 156    | 259    | 266    | 442    | 390    | 290    | 252    | 214    | 253    | 264    | 248    |
| Spanish Outage to IVR                  | 53     | 38     | 39     | 39     | 48     | 50     | 61     | 72     | 73     | 92     | 92     | 102    | 55     | 72     | 88     | 57     |
| Outage to IVR                          | 11,664 | 3,471  | 4,064  | 2,222  | 3,685  | 3,708  | 5,249  | 5,288  | 8,582  | 6,066  | 4,398  | 4,085  | 3,463  | 4,524  | 4,247  | 3,892  |
| Rotary to IVR                          | 2,432  | 2,001  | 2,408  | 2,155  | 2,328  | 1,960  | 2,057  | 2,360  | 4,190  | 4,831  | 5,101  | 4,711  | 3,640  | 3,593  | 4,599  | 3,601  |
| Spanish to IVR                         | 2,706  | 2,439  | 3,020  | 2,960  | 2,889  | 2,740  | 2,646  | 3,014  | 3,012  | 4,286  | 3,745  | 3,733  | 2,870  | 3,191  | 4,214  | 3,297  |
| Billing to IVR                         | 38,289 | 35,273 | 42,862 | 36,535 | 37,181 | 32,492 | 33,457 | 35,374 | 43,050 | 49,489 | 49,149 | 40,164 | 8,902  | 16,941 | 50,573 | 37,765 |
| <b>Centre Points</b>                   |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | -      | -      | 9      | 17     | 20     | 32     | 33     | 33     | 34     | 23     | 29     | 30     | 21     | 29     | 13     | 9      |
| Moving (Direct)                        | -      | -      | -      | -      | -      | 1      | -      | -      | -      | -      | -      | -      | -      | -      | -      | 2      |
| Other/Products and Services (Direct)   | 10     | 2      | 39     | 66     | 97     | 114    | 124    | 118    | 183    | 157    | 83     | 112    | 76     | 87     | 165    | 144    |
| Outage Other and Street Light (Direct) | -      | -      | 5      | 10     | 8      | 20     | 16     | 16     | 39     | 34     | 35     | 16     | 19     | 19     | 21     | 13     |
| Rotary Outage to IVR                   | -      | -      | 1      | 2      | 2      | 3      | 3      | 6      | 10     | 6      | 7      | 7      | 4      | 10     | 5      | 3      |
| Spanish Outage to IVR                  | -      | -      | 1      | 2      | 2      | 3      | 3      | 6      | 10     | 6      | 7      | 7      | 4      | 10     | 5      | 3      |
| Outage to IVR                          | -      | -      | 42     | 80     | 137    | 147    | 200    | 180    | 272    | 221    | 124    | 146    | 114    | 199    | 138    | 100    |
| Rotary to IVR                          | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| Spanish to IVR                         | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| Billing to IVR                         | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| <b>Sky Park</b>                        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Emergency (Direct)                     | 3      | -      | -      | 6      | 21     | 32     | 23     | 28     | 43     | 30     | 34     | 38     | 24     | 21     | 33     | 19     |
| Moving (Direct)                        | 15     | -      | 5      | 265    | 737    | 698    | 832    | 886    | 975    | 1,021  | 1,001  | 874    | 692    | 648    | 790    | 1,221  |
| Other/Products and Services (Direct)   | 13     | -      | 2      | 278    | 962    | 788    | 810    | 866    | 971    | 977    | 983    | 975    | 848    | 846    | 1,156  | 1,381  |
| Outage Other and Street Light (Direct) | 81     | 16     | 14     | 34     | 154    | 143    | 204    | 170    | 299    | 222    | 133    | 153    | 126    | 163    | 290    | 195    |
| Rotary Outage to IVR                   | 1      | -      | -      | -      | -      | -      | -      | 1      | -      | -      | -      | -      | -      | -      | -      | -      |
| Spanish Outage to IVR                  | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| Outage to IVR                          | 30     | 191    | -      | 32     | 191    | 194    | 292    | 250    | 396    | 273    | 213    | 211    | 189    | 253    | 491    | 664    |
| Rotary to IVR                          | 5      | -      | -      | 78     | 258    | 205    | 260    | 270    | 430    | 514    | 538    | 457    | 415    | 406    | 491    | 623    |
| Spanish to IVR                         | 2      | -      | 3      | 104    | 314    | 297    | 313    | 333    | 341    | 408    | 375    | 395    | 330    | 373    | 488    | 528    |
| Billing to IVR                         | 45     | -      | 9      | 1,369  | 4,012  | 3,638  | 3,693  | 3,851  | 4,654  | 4,753  | 4,874  | 4,393  | 2,450  | 3,087  | 5,451  | 7,021  |

Outage Other and Street Light (Direct), my contain c  
June 2002 is a partial month.

**TX Main Menu Call Volume**  
**March 2006 through September 2008**

|                                                | Combined |        |        |        |        |        |        |        |        |        |        |        |
|------------------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                                | Mar-06   | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 |
| 1 Billing                                      | 58,119   | 50,353 | 57,210 | 57,013 | 69,056 | 74,098 | 84,731 | 62,035 | 39,547 | 37,713 | 43,502 | 39,613 |
| Pay Bill or ask question about bill - Into IVR | 58,119   | 50,353 | 57,210 | 57,013 | 69,056 | 74,098 | 84,731 | 62,035 | 39,547 | 37,713 | 43,502 | 39,613 |
| 2 Electric Outage                              | 3,889    | 3,089  | 2,960  | 4,258  | 4,210  | 2,725  | 1,366  | 1,267  | 1,545  | 8,489  | 2,379  | 3,060  |
| Electric - Into IVR                            | 3,889    | 3,089  | 2,960  | 4,258  | 4,210  | 2,725  | 1,366  | 1,267  | 1,545  | 8,489  | 2,379  | 3,060  |
| Street Light, Sparking Wire, Other - to Agent  | -        | -      | 980    | 1,150  | 997    | 1,055  | 897    | 652    | 401    | 2,159  | 638    | 545    |
| Texhoma, Texas customer                        | -        | -      | -      | -      | -      | 1,608  | 817    | 787    | 596    | 676    | 624    | 613    |
| 3 Start or Stop Service                        | 6,055    | 6,668  | 9,636  | 8,775  | 10,233 | 12,437 | 8,460  | 7,598  | 4,177  | 3,814  | 4,381  | 4,327  |
| Start New Service - to Agent                   | 2,178    | 2,879  | 4,419  | 3,899  | 5,104  | 6,926  | 4,416  | 3,924  | 1,865  | 1,641  | 1,940  | 1,907  |
| Stop Service - Into IVR                        | 3,877    | 3,809  | 5,217  | 4,876  | 5,129  | 5,511  | 4,044  | 3,674  | 2,312  | 2,173  | 2,441  | 2,420  |
| 4 Different Question                           | 11,560   | 9,945  | 11,079 | 11,534 | 12,644 | 13,658 | 10,677 | 10,296 | 6,118  | 7,507  | 7,395  | 6,307  |
| 5 Spanish                                      | 355      | 1,441  | 2,620  | 2,576  | 2,844  | 3,109  | 2,700  | 2,537  | 1,859  | 2,102  | 2,173  | 2,166  |
| 6 No Action Taken                              | 7,971    | 5,471  | 5,592  | 6,032  | 6,686  | 7,194  | 5,661  | 5,577  | 3,488  | 4,330  | 4,092  | 3,856  |

|                                                | Amarillo |        |        |        |        |        |        |        |        |        |        |        |
|------------------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                                | Mar-06   | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 |
| 1 Billing                                      | 45,050   | 38,566 | 43,765 | 44,299 | 55,082 | 58,698 | 50,757 | 44,524 | 17,375 | 16,742 | 19,233 | 17,446 |
| Pay Bill or ask question about bill - Into IVR | 45,050   | 38,566 | 43,765 | 44,299 | 55,082 | 58,698 | 50,757 | 44,524 | 17,375 | 16,742 | 19,233 | 17,446 |
| 2 Electric Outage                              | 3,397    | 2,198  | 3,341  | 4,478  | 3,950  | 4,883  | 2,520  | 2,337  | 1,629  | 6,183  | 2,186  | 2,428  |
| Electric - Into IVR                            | 3,397    | 2,198  | 3,341  | 4,478  | 3,950  | 4,883  | 2,520  | 2,337  | 1,629  | 6,183  | 2,186  | 2,428  |
| Street Light, Sparking Wire, Other - to Agent  | -        | -      | 960    | 1,121  | 967    | 1,013  | 666    | 605    | 352    | 1,507  | 489    | 406    |
| Texhoma, Texas customer                        | -        | -      | -      | -      | -      | 1,608  | 817    | 787    | 596    | 676    | 624    | 613    |
| 3 Start or Stop Service                        | 4,704    | 5,406  | 7,804  | 7,017  | 8,066  | 9,971  | 6,588  | 5,523  | 2,188  | 2,021  | 1,959  | 1,770  |
| Start New Service - to Agent                   | 1,861    | 2,687  | 4,164  | 3,531  | 4,441  | 5,985  | 3,731  | 3,142  | 1,194  | 1,074  | 877    | 748    |
| Stop Service - Into IVR                        | 2,843    | 2,719  | 3,640  | 3,486  | 3,625  | 3,986  | 2,857  | 2,381  | 974    | 947    | 1,082  | 1,022  |
| 4 Different Question                           | 8,128    | 7,503  | 8,478  | 8,721  | 9,941  | 10,594 | 8,212  | 7,262  | 2,846  | 3,428  | 3,327  | 2,943  |
| 5 Spanish                                      | 215      | 1,196  | 2,243  | 2,227  | 2,477  | 2,694  | 1,983  | 1,833  | 813    | 929    | 862    | 886    |
| 6 No Action Taken                              | 6,571    | 4,345  | 4,373  | 4,729  | 5,257  | 5,650  | 4,332  | 4,003  | 1,456  | 1,852  | 1,726  | 1,623  |

|                                                | Centre Pointe |        |        |        |        |        |        |        |        |        |        |        |
|------------------------------------------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                                | Mar-06        | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 |
| 1 Billing                                      | 8,189         | 7,544  | 9,081  | 7,992  | 8,181  | 9,320  | 8,786  | 8,200  | 1,624  | 1,401  | 1,547  | 1,506  |
| Pay Bill or ask question about bill - Into IVR | 8,189         | 7,544  | 9,081  | 7,992  | 8,181  | 9,320  | 8,786  | 8,200  | 1,624  | 1,401  | 1,547  | 1,506  |
| 2 Electric Outage                              | 116           | 650    | 375    | 566    | 942    | 292    | 237    | 147    | 119    | 18     | 35     | 178    |
| Electric - Into IVR                            | 116           | 650    | 375    | 566    | 942    | 292    | 237    | 147    | 119    | 18     | 35     | 178    |
| Street Light, Sparking Wire, Other - to Agent  | -             | -      | 11     | 17     | 16     | 27     | 21     | 11     | 6      | 4      | 3      | 11     |
| Texhoma, Texas customer                        | -             | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| 3 Start or Stop Service                        | 709           | 816    | 1,198  | 1,004  | 1,437  | 1,792  | 1,422  | 1,208  | 178    | 159    | 174    | 200    |
| Start New Service - to Agent                   | -             | -      | -      | -      | 350    | 678    | 517    | 493    | 48     | 32     | 43     | 59     |
| Stop Service - Into IVR                        | 709           | 816    | 1,198  | 1,004  | 1,087  | 1,114  | 905    | 715    | 130    | 127    | 131    | 141    |
| 4 Different Question                           | 1,481         | 1,659  | 1,794  | 1,878  | 1,769  | 1,989  | 1,658  | 1,516  | 275    | 207    | 264    | 255    |
| 5 Spanish                                      | 110           | 114    | 128    | 139    | 104    | 173    | 123    | 94     | 22     | 18     | 20     | 13     |
| 6 No Action Taken                              | 698           | 661    | 756    | 807    | 818    | 896    | 811    | 660    | 156    | 115    | 145    | 125    |

|                                                | Sky Park |        |        |        |        |        |        |        |        |        |        |        |
|------------------------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|                                                | Mar-06   | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Feb-07 |
| 1 Billing                                      | 4,880    | 4,243  | 4,364  | 4,722  | 5,783  | 6,080  | 5,188  | 9,311  | 20,548 | 19,570 | 22,722 | 20,661 |
| Pay Bill or ask question about bill - Into IVR | 4,880    | 4,243  | 4,364  | 4,722  | 5,783  | 6,080  | 5,188  | 9,311  | 20,548 | 19,570 | 22,722 | 20,661 |
| 2 Electric Outage                              | 376      | 241    | 224    | 364    | 315    | 213    | 123    | 222    | 794    | 5,123  | 1,420  | 1,612  |
| Electric - Into IVR                            | 376      | 241    | 224    | 364    | 315    | 213    | 123    | 222    | 794    | 5,123  | 1,420  | 1,612  |
| Street Light, Sparking Wire, Other - to Agent  | -        | -      | 9      | 12     | 12     | 15     | 10     | 36     | 43     | 648    | 146    | 128    |
| Texhoma, Texas customer                        | -        | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      | -      |
| 3 Start or Stop Service                        | 642      | 466    | 634    | 754    | 730    | 674    | 450    | 867    | 1,831  | 1,634  | 2,248  | 2,357  |
| Start New Service - to Agent                   | 317      | 192    | 255    | 368    | 313    | 263    | 168    | 289    | 823    | 535    | 1,020  | 1,100  |
| Stop Service - Into IVR                        | 4,880    | 4,243  | 4,364  | 4,722  | 5,783  | 6,080  | 5,188  | 9,311  | 20,548 | 19,570 | 22,722 | 20,661 |
| 4 Different Question                           | 325      | 578    | 274    | 386    | 417    | 411    | 282    | 1,208  | 1,099  | 1,228  | 1,257  | 1,218  |
| 5 Spanish                                      | 951      | 763    | 806    | 935    | 934    | 1,075  | 807    | 1,518  | 2,997  | 3,874  | 3,804  | 3,109  |
| 6 No Action Taken                              | 702      | 485    | 463    | 496    | 611    | 648    | 518    | 914    | 1,878  | 2,363  | 2,221  | 2,108  |

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