









ITEM# 4d	Electronic Ticketing												Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Tot -05	186	190	548	1774	1661	1714	1611	1697	1548	2063	1202	294	14488
Per Cent	9%	7%	9%	11%	11%	12%	12%	11%	11%	15%	13%	9%	12%
IBIS -06	432	316	460	1506	1871	1817	1521	1966	1507	1794	1294	204	14688
Web -06	43	41	89	221	253	284	248	252	230	229	172	80	2142
Tot -06	475	357	549	1727	2124	2101	1769	2218	1737	2023	1466	284	16830
Per Cent	13%	12%	10%	12%	12%	13%	13%	15%	13%	14%	16%	7%	13%
IBIS -07	320	179	861	1911	2389	2180	2007	2003	1700	1653	1629	353	17185
Web -07	35	17	238	387	298	206	212	269	220	214	165	53	2314
ONTRY				532	651	500	421	435	430	494	425	136	4024
Tot -07	355	196	1099	2830	3338	2886	2640	2707	2350	2361	2219	542	23523
Per Cent	13%	10%	16%	20%	19%	20%	19%	19%	19%	18%	22%	18%	19%
IBIS -08	262	178	616	2968	2708	2554	2297	2122	2071	2160	1263	431	19630
Web -08	17	33	109	285	371	235	269	260	244	190	93	35	2141
ONTRY	110	162	399	pending Tl	1484	1517	1573	1641	1975	2023	958	354	12196
Tot -08	389	373	1124	3253	4563	4306	4139	4023	4290	4373	2314	820	33967
Per Cent	18%	19%	27%	22%	27%	28%	29%	30%	29%	33%	33%	30%	28%
IBIS -09	128	174	379	1977	2559	2060	1807	1684	1571	1241	1536	236	15352
Web -09	38	22	167	355	170	170	241	252	245	153	1	0	1814
ONTRY	297	372	486	1868	1947	1635	1497	1704	1844	1523	1149	480	14802
Tot -09	463	568	1032	4200	4676	3865	3545	3640	3660	2917	2686	716	31968
Per Cent	27%	32%	30%	32%	29%	27%	26%	29%	30%	31%	30%	27%	29%
IBIS -10	162	139	758	1300	1528	1494	1238	0	0	0	0	0	6619
ONTRY	259	370	936	2815	2263	2099	2076	0	0	0	0	0	10818
GeoRemote	0	0	0	0	0	0	0	0	418	834	589	211	2052
E Tickets	0	0	0	0	0	0	0	0	1275	2535	1836	632	6278
Tot -10	421	509	1694	4115	3791	3593	3314		1693	3369	2425	843	25767
Per Cent	28%	35%	29%	28%	28%	24%	26%	0%	13%	27%	28%	31%	23%



GeoRemote	73	75	220	675	750	862	852	1092	891	739	583	247	7059
E Tickets	354	342	1140	3431	5334	5084	4767	4929	4577	5163	4017	1400	40538
Tot -11	427	417	1360	4106	6084	5946	5619	6021	5468	5902	4600	1647	47597
Per Cent	32%	29%	31%	33%	34%	37%	40%	39%	37%	41%	43%	38%	37%
GeoRemote	171	170	653	945	989	824	826	917	620	778	647	336	7876
E Tickets	1205	1027	3053	4657	5793	5926	5132	5852	4772	4909	3476	1509	47311
Tot -12	1376	1197	3706	5602	6782	6750	5958	6769	5392	5687	4123	1845	55187
Per Cent	41%	43%	38%	39%	41%	44%	41%	44%	41%	39%	42%	45%	41%
GeoRemote	191	179	462	604	1105	1131	1273	1344	899	991	883	107	9169
E Tickets	792	609	1718	3572	6818	5986	6223	6504	7503	6162	3893	979	50759
Tot -13	983	788	2180	4176	7923	7117	7496	7848	8402	7153	4776	1086	59928
Per Cent	40%	37%	45%	42%	41%	41%	43%	45%	49%	44%	48%	41%	44%
GeoRemote	120	114	465	2087	2346	2362	2512	2338	2470	2533	1256	700	19303
Portal	734	609	1476	4684	5759	5052	5224	4225	4579	4897	1950	963	40152
Tot -14	854	723	1941	6771	8105	7414	7736	6563	7049	7430	3206	1663	59455
Per Cent	42%	34%	39%	42%	42%	45%	45%	45%	46%	48%	48%	46%	44%
2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	120	114	465	2087	2346	2362	2512	2338	2470	2533	1256	700	19303
	6%	5%	9%	13%	12%	14%	15%	16%	16%	16%	19%	19%	16%
Portal	734	609	1476	4684	5759	5052	5224	4225	4579	4897	1950	963	40152
	36%	29%	30%	29%	30%	31%	30%	29%	30%	32%	29%	27%	33%
Combined	854	723	1941	6771	8105	7414	7736	6563	7049	7430	3206	1663	59455
	42%	34%	39%	42%	42%	45%	45%	45%	46%	48%	48%	46%	48%
2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	363	391	1670	3024	2727	3351	3196	2559	2538	3033	2198	1437	26487
	11%	13%	17%	15%	17%	21%	21%	17%	17%	20%	22%	29%	19%
Portal	813	1018	3333	6698	4677	4527	4276	4755	4982	4673	2943	1246	43941
	26%	34%	34%	34%	30%	28%	28%	32%	33%	31%	29%	26%	31%
Combined	1176	1409	5003	9722	7404	7878	7472	7314	7520	7706	5141	2683	70428
	37%	47%	51%	49%	47%	49%	49%	49%	50%	51%	51%	55%	50%

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	552	880	2252	2902	3732	3620	4094	3936	2926	2641	2240	872	30647
	22%	22%	20%	18%	20%	21%	25%	22%	19%	18%	29%	27%	21%
Portal	713	1239	4048	5213	5848	5795	5147	5907	5333	5179	3593	938	48953
	28%	31%	35%	32%	31%	33%	32%	33%	35%	35%	35%	29%	33%
Combined	1265	2119	6300	8115	9580	9415	9241	9843	8259	7820	5833	1810	79600
	50%	53%	55%	50%	51%	54%	57%	55%	54%	53%	64%	56%	54%
(Included In Portal Total)				134	268	212	142	199	210	189	83	12	1449
2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	510	740	2210	3811	4174	3904	3178	3862	3105	3265	2527	1048	32334
	22%	23%	19%	22%	21%	21%	19%	21%	20%	21%	22%	23%	21%
Portal	779	1154	5013	6337	7823	6785	6532	6782	5499	5836	4091	1603	58234
	33%	36%	43%	36%	39%	37%	39%	37%	36%	37%	36%	35%	38%
Combined	1289	1894	7223	10148	11997	10689	9710	10644	8604	9101	6618	2651	90568
	55%	59%	62%	58%	60%	58%	58%	58%	56%	58%	58%	58%	58%
(Included In Portal Total)	8	26	132	463	532	430	269	269	231	218	79	31	2688
2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	655	522	1065	2909	4252	4004	3752	4193	3139	3459	2188	922	31060
	23%	24%	17%	23%	19%	23%	21%	22%	20%	19%	22%	22%	21%
Web Entry	948	756	2893	4877	8724	6398	6879	7079	5244	7664	3969	1623	58054
	33%	35%	47%	39%	39%	36%	38%	38%	39%	43%	41%	39%	39%
Combined	1603	1278	3958	7786	12976	10402	10631	11272	9383	11123	6157	2545	89114
	56%	59%	64%	62%	58%	59%	59%	60%	59%	62%	63%	61%	60%
Included In Web Entry	7	4	42	331	606	306	293	235	0	96	39	11	1970









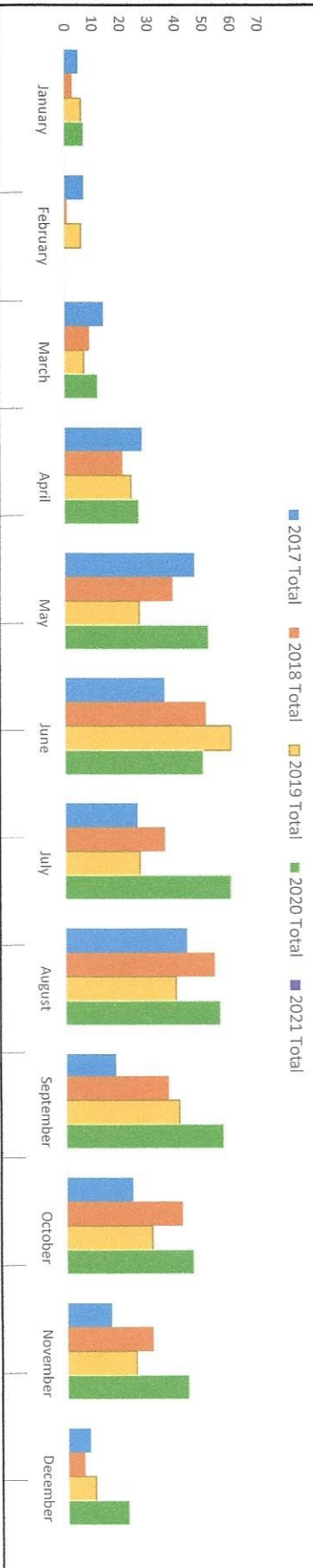
Speed of Answer		In Seconds - Full Day										Must Not Exceed 45 Seconds	
ITEM 4f	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
2006	17	14	15	30	23	19	24	26	28	19	17	7	
2007	8	8	25	34	36	20	20	12	20	17	17	5	
2008	5	8	15	68	116	32	29	21	23	14	10	5	
2009	6	7	16	24	35	16	18	26	49	22	31	9	
2010	5	2	106	241	78	39	23	0	145	38	34	18	
2011	17	32	31	38	59	49	39	44	34	26	25	18	
2012	27	31	45	56	43	41	42	45	45	43	44	24	
2013	44	41	38	45	75	34	29	37	35	37	35	29	
2014	39	38	40	43	40	38	42	43	44	41	33	36	
2015	38	34	42	43	47	43	44	44	42	37	23	20	
2016	22	26	44	31	32	45	40	35	41	44	29	21	
2017	25	28	38	36	41	39	31	31	33	40	37	28	
2018	33	33	41	66	40	32	19	31	26	25	21	9	
2019	10	9	14	21	27	23	16	16	18	13	14	10	
2020	8	17	19	*108	43	31	40	36	43	40	37	33	
2021	30												
*108 - system time accounting error													
Speed of Answer		In seconds - Peak Hours 7:00AM-12:00PM											
2006	9	9	10	27	20	16	21	38	32	22	18	1	
2007	6	6	26	44	38	23	22	15	14	19	22	4	
2008	5	7	17	87	147	36	27	27	37	7	8	5	
2009	5	5	12	23	42	15	18	31	47	25	48	9	
2010	8	20	163	378	105	47	33	0	152	36	35	20	
2011	19	28	32	32	59	44	47	44	34	33	32	12	
2012	19	31	25	67	26	29	30	39	33	24	25	9	
2013	16	26	29	40	66	27	26	39	26	35	37	33	
2014	33	38	34	34	45	35	45	38	40	39	37	40	
2015	39	35	43	44	45	44	46	41	35	33	27	17	
2016	26	27	53	45	63	64	56	50	53	54	36	26	
2017	21	27	37	38	37	34	32	30	32	38	37	26	
2018	36	30	47	61	36	73	23	34	33	29	24	11	
2019	8	7	18	29	47	42	20	19	26	13	12	9	
2020	9	10	16	NA	30	18	34	27	37	29	41	24	
2021	32												
Speed of Answer		In seconds - Highest 8-Hour Period 7:30AM-3:30PM											
2006	11	9	12	30	21	16	22	31	33	27	18	1	
2007	7	7	22	39	34	20	19	12	22	17	20	5	
2008	6	7	16	77	131	31	22	22	31	8	8	5	
2009	5	5	12	21	35	13	15	27	44	22	38	8	
2010	7	14	147	340	86	43	28	0	156	38	38	18	
2011	19	25	32	34	53	44	45	42	34	29	29	14	
2012	19	31	24	67	27	27	28	37	30	27	27	17	
2013	20	24	30	36	66	29	25	38	31	35	37	32	
2014	32	38	36	36	41	37	47	40	43	40	31	36	
2015	39	34	43	43	46	43	43	42	38	38	25	18	
2016	29	28	51	38	38	55	47	43	49	54	33	23	
2017	25	48	44	44	38	40	33	32	40	42	39	26	
2018	39	28	39	61	37	44	21	30	38	33	27	12	
2019	9	6	24	27	44	36	19	17	22	12	11	9	
2020	9	10	16	NA	45	33	45	36	44	42	41	40	





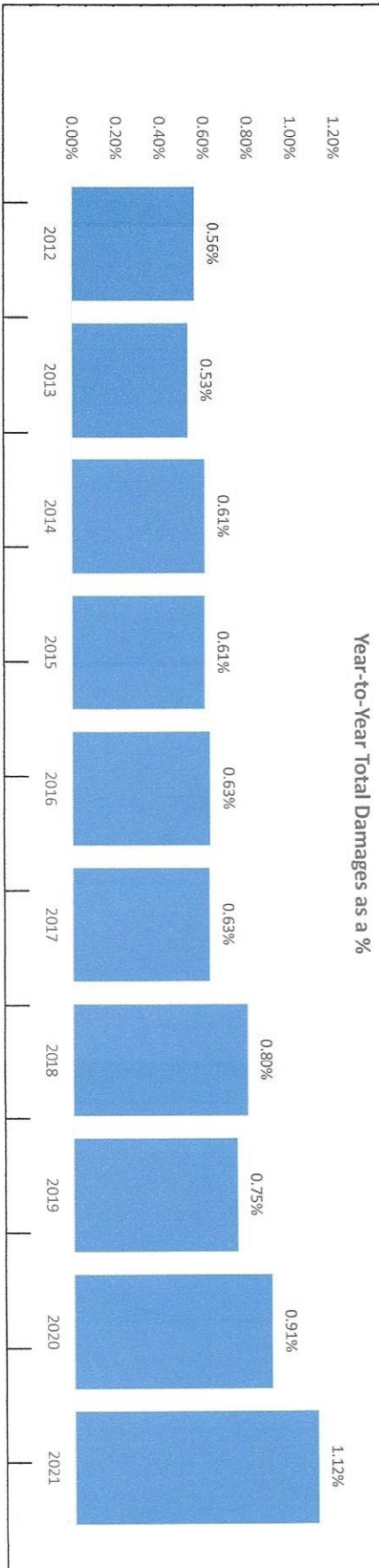
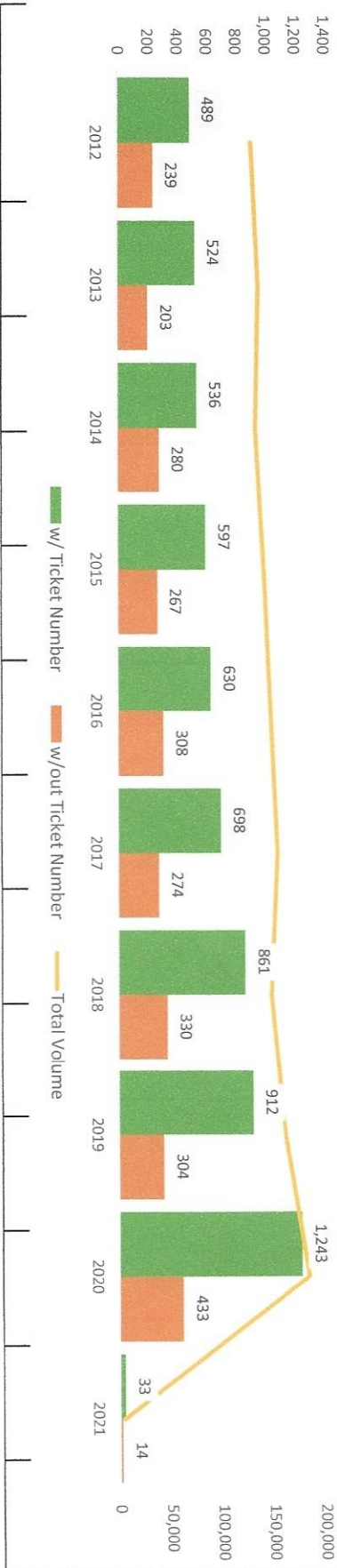
ITEM 4h	Damages Without Ticket Numbers												TOTAL
Source	January	February	March	April	May	June	July	August	September	October	November	December	
2017 Total	5	7	14	28	47	36	26	44	18	24	16	8	273
2018 Total	3	1	9	21	39	51	36	54	37	42	31	6	330
2019 Total	6	6	7	24	27	60	27	40	41	31	25	10	304
2020 Total	7	0	12	27	52	50	60	56	57	46	44	22	433
2021 Total	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
Total Monthly Volume	4,202												
%	0.17%												

Damages Without Ticket Numbers



Year-to-Year Comparison										
Source	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
w/ Ticket Number	489	524	536	597	630	698	861	912	1,243	33
w/out Ticket Number	239	203	280	267	308	274	330	304	433	14
<b>Total Damages</b>	<b>728</b>	<b>727</b>	<b>816</b>	<b>864</b>	<b>938</b>	<b>972</b>	<b>1,191</b>	<b>1,216</b>	<b>1,676</b>	<b>47</b>
<b>Total Volume</b>	<b>129,592</b>	<b>136,736</b>	<b>133,957</b>	<b>142,100</b>	<b>148,342</b>	<b>154,823</b>	<b>148,700</b>	<b>161,767</b>	<b>184,681</b>	<b>4,202</b>
<b>%</b>	<b>0.56%</b>	<b>0.53%</b>	<b>0.61%</b>	<b>0.61%</b>	<b>0.63%</b>	<b>0.63%</b>	<b>0.80%</b>	<b>0.75%</b>	<b>0.91%</b>	<b>1.12%</b>

Damages w/ Ticket Number vs w/out Ticket Number

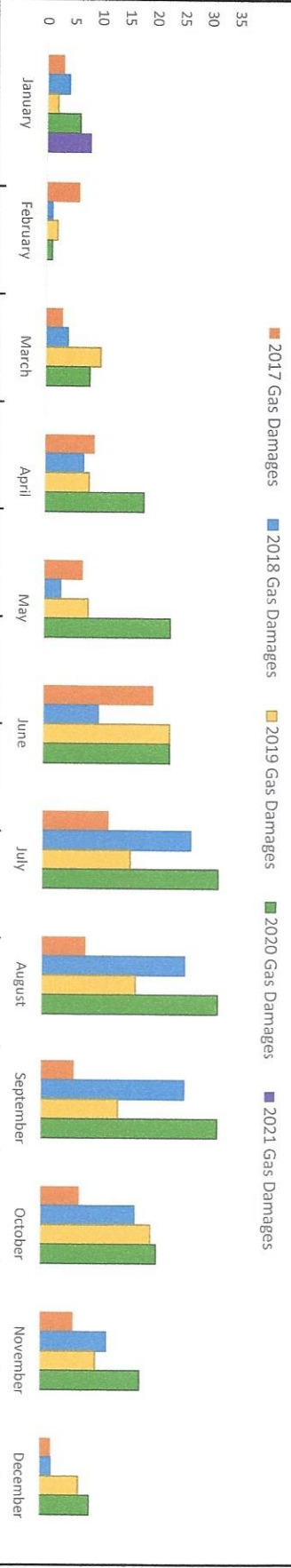




ITEM 4)

Monthly Gas Damages													
	January	February	March	April	May	June	July	August	September	October	November	December	Total
2017 Gas Damages	3	6	3	9	7	20	12	8	6	7	6	2	89
2018 Gas Damages	4	1	4	7	3	10	27	26	26	17	12	2	139
2019 Gas Damages	2	2	10	8	8	23	16	17	14	20	10	7	137
2020 Gas Damages	6	1	8	18	23	23	32	32	32	21	18	9	223
2021 Gas Damages	8												8
Total Monthly Volume	4,202												4,202
%	0.14%												

Monthly Gas Damages



Year-to-Year % Comparison					
	2017	2018	2019	2020	2021
Gas Damages	89	139	137	159	8
Total Damages	965	1,191	1,216	1,676	47
%	9.22%	11.67%	11.27%	9.49%	17.02%

Year-to-Year % Comparison

