				RE [*]	TAIL PER	FORMAN	ICE						
ON TIME PERFORMANCE THRESHOLD	Jan >=96	Feb >=96	Mar >=96	Apr >=96	May >=96	Jun >=96	Jul >=96	Aug >=96	Sep >=96	Oct >=96	Nov >=96	Dec >=96	YTD >=96
RETAIL AGGREGATE ORDER VOLUME DSO DS1 & ABOVE	44.12 34 0.00 44.12	54.29 35 0.00 54.29	54.35 46 0.00 56.82	64.29 28 0.00 64.29									53.85 143 0.00 54.61

				AC	CCESS P	ERFORM	ANCE						
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
ACCESS AGGREGATE	0.00	82.61	48.98	0.00									55.84
ORDER VOLUME	5	23	49	0									77
DSO	0.00	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00									55.84
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	0.00	82.61	48.98	0.00									55.84
DSO	0.00	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00									55.84

^{**} No Service Orders

Page 2 ON TIME-A

				RE	TAIL PER	FORMAN	ICE						
AVERAGE DELAY DAYS THRESHOLD	Jan <= 3.0	Feb <= 3.0	Mar <= 3.0	Apr <= 3.0	May <= 3.0	Jun <= 3.0	Jul <= 3.0	Aug <= 3.0	Sep <= 3.0	Oct <= 3.0	Nov <= 3.0	Dec <= 3.0	YTD <=3.0
RETAIL AGGREGATE No. of MISSED ORDERS DSO DS1 & ABOVE	13.8 19 0.00 13.8	10.80 8 0.00 10.80	6.30 3 0.00 6.30	12.60 10 0.00 12.60									12.3 40 0.0 12.3

^{**} No Missed Service Orders

Page 3 DELAY DAYS-R

				ACC	ESS PE	RFORMA	NCE						
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
ACCESS AGGREGATE	15.8	9.80	9.40	0.00									11.8
No. of MISSED ORDERS	5	4	5	0									14
DSO	0.0	0.00	0.00	0.00									0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00									11.8
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	15.8	9.80	9.40	0.00									11.8
DSO	0.0	0.00	0.00	0.00									0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00									11.8

^{**} No Missed Service Orders

Page 4 DELAY DAYS-A

				RE	TAIL PER	FORMAN	ICE						
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RETAIL AGGREGATE	0.00	0.00	33.33	0.00									33.33
No. of MISSED ORDERS	0	0	1	0									1
DSO	0.00	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.00	0.00	100.00	0.00									100.00

^{**} No Orders Missed For Facility Reasons

Page 5 FACILITY MISS-R

				ACC	ESS PER	RFORMA	NCE						
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ACCESS AGGREGATE	0.00	0.00	0.00	0.00									0.00
No. of MISSED ORDERS	0	0	0	0									0
DSO	0.00	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00									0.00
AFFILIATES	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
NON-AFFILIATES	0.00	0.00	0.00	0.00									0.00
DSO	0.00	0.00	0.00	0.00									0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00									0.00

^{**} No Orders Missed For Facility Reasons

Page 6 FACILITY MISS-A

				RE ⁻	TAIL PER	FORMAN	ICE						
INSTALLATION QUALITY THRESHOLD	Jan <=4.0	Feb <=4.0	Mar <=4.0	Apr <=4.0	May <=4.0	Jun <=4.0	Jul <=4.0	Aug <=4.0	Sep <=4.0	Oct <=4.0	Nov <=4.0	Dec <=4.0	YTD <=4.0
RETAIL AGGREGATE No. of I CODES	0.00	0.00 0	0.00 0	0.00 0									0.00 0

Page 7 I CODES-R

				ACC	ESS PER	RFORMA	NCE						
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
ACCESS AGGREGATE	0.00	0.00	0.00	0.00									0.00
No. of I CODES	0	0	0	0									0
AFFILIATES	**	**	**	**									**
NON-AFFILIATES	0.00	0.00	0.00	0.00									0.00

^{**} No Installation Troubles

Page 8 I CODES-A

				RE	TAIL PER	FORMAN	ICE						
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
RETAIL AGGREGATE No. of TROUBLE RPTS	26:24 5	20:36 14	28:00 26	16:06 11									23:24 56

				ACC	CESS PE	RFORMA	NCE						
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
ACCESS AGGREGATE	15:24	20:12	29:24	31:04									25:09
No. of TROUBLE RPTS	24	80	101	39									244
AFFILIATES	**	**	**	**									**
NON-AFFILIATES	15:24	20:12	29:24	31:04									25:09

Page 10 MTTR-STOP CLOCK-A

				RE ⁻	TAIL PER	FORMAN	ICE						
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
RETAIL AGGREGATE	0.07	0.19	0.34	0.15									0.24
No. of TROUBLE RPTS	5	14	26	11									56

Page 11 REPORT RATE-R

				ACC	CESS PE	RFORMA	NCE						
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
ACCESS AGGREGATE	0.27	0.89	1.12	0.43									0.85
No. of TROUBLE RPTS	24	80	101	39									244
AFFILIATES	**	**	**	**									**
NON-AFFILIATES	0.27	0.89	1.12	0.43									0.85

Page 12 REPORT RATE-A