				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	48.15 27 0.00 48.15	67.16 67 0.00 67.16							56.96 237 0.00 57.45

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				A	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	0.00	33.33							54.32
ORDER VOLUME	5	23	49	0	1	3							81
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00	0.00	33.33							54.32
AFFILIATES	**	**	**	**	**	**							**
DSO	**	**	**	**	**	**							**
DS1 & ABOVE	**	**	**	**	**	**							**
NON-AFFILIATES	0.00	82.61	48.98	0.00	0.00	33.33							54.32
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.00
DS1 & ABOVE	0.00	82.61	48.98	0.00	0.00	33.33							54.32

^{**} No Service Orders

				RE	TAIL PER	FORMAN	ICE						
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
RETAIL AGGREGATE	13.8	10.80	6.30	12.60	9.40	7.80							10.5
No. of MISSED ORDERS	19	8	3	10	14	22							76
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.0
DS1 & ABOVE	13.8	10.80	6.30	12.60	9.40	7.80							10.5

^{**} No Missed Service Orders

DEL 1/2 1/2 1/2 D

				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	2.00	8.00							10.8
No. of MISSED ORDERS	5	4	5	0	1	2							17
DSO	0.0	0.00	0.00	0.00	0.00	0.00							0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00	8.00							10.8
AFFILIATES	**	**	**	**	**	**							**
DSO	**	**	**	**	**	**							**
DS1 & ABOVE	**	**	**	**	**	**							**
NON-AFFILIATES	15.8	9.80	9.40	0.00	2.00	8.00							10.8
DSO	0.0	0.00	0.00	0.00	0.00	0.00							0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00	8.00							10.8

^{**} No Missed Service Orders

DEL AVENUE A

				RE ⁻	TAIL PER	RFORMAN	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	0.00	50.00							13.89
No. of MISSED ORDERS	0	0	1	0	0	1							2
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.00
DS1 & ABOVE	0.00	0.00	100.00	0.00	0.00	50.00							25.00

^{**} No Orders Missed For Facility Reasons

E1011 T771100 B

				ACC	CESS PE	RFORMAI	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	0.00							0.00
No. of MISSED ORDERS	0	0	0	0	0	0							0
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.00
DS1 & ABOVE	0.00	0.00	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	0.00							0.00
DSO	0.00	0.00	0.00	0.00	0.00	0.00							0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00	0.00	0.00							0.00

^{**} No Orders Missed For Facility Reasons

				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	0.00 0							0.00

1000500

				ACC	CESS PER	RFORMAI	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	0.00							0.00
No. of I CODES	0	0	0	0	0	0							0
AFFILIATES	**	**	**	**	**	**							**
NON-AFFILIATES	0.00	0.00	0.00	0.00	0.00	0.00							0.00

^{**} No Installation Troubles

				RE ⁻	TAIL PER	RFORMAI	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
RETAIL AGGREGATE	26:24	20:36	28:00	16:06	29:54	6:54							23:03
No. of TROUBLE RPTS	5	14	26	11	12	7							75

				ACC	ESS 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	16:48	21:00							23:18
No. of TROUBLE RPTS	24	80	101	39	46	49							339
AFFILIATES	**	**	**	**	**	**							**
NON-AFFILIATES	15:24	20:12	29:24	31:04	16:48	21:00							23:18

				RE ⁻	TAIL PER	FORMAN	ICE						
TROUBLE REPORT RATE THRESHOLD	Jan <=3.5	Feb <=3.5	Mar <=3.5	Apr <=3.5	May <=3.5	Jun <=3.5	Jul <=3.5	Aug <=3.5	Sep <=3.5	Oct <=3.5	Nov <=3.5	Dec <=3.5	YTD <=3.5
RETAIL AGGREGATE No. of TROUBLE RPTS	0.07 5	0.19 14	0.34 26	0.15 11	0.16 12	0.09 7							0.21 75

				ACC	ESS PER	RFORMAI	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	0.51	0.54							0.76
No. of TROUBLE RPTS	24	80	101	39	46	48							338
AFFILIATES	**	**	**	**	**	**							**
NON-AFFILIATES	0.27	0.89	1.12	0.43	0.51	0.54							0.76
									-	-			