				RE	TAIL PER	RFORMAN	NCE						
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
RETAIL AGGREGATE	51.61	0.00	0.00										51.61
ORDER VOLUME	93	0	1										94
DSO	40.00	0.00	0.00										40.00
DS1 & ABOVE	52.27	0.00	0.00										52.27

^{**} No Service Orders

N 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	67.37	0.00	0.00										67.3
ORDER VOLUME	236	0	1										237
DSO	100.00	0.00	0.00										100.0
DS1 & ABOVE	67.23	0.00	0.00										67.23
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	67.37	0.00	0.00										67.3
DSO	100.00	0.00	0.00										100.0
DS1 & ABOVE	67.23	0.00	0.00										67.2

^{**} 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	8.49	0.00	12.00										8.60
No. of MISSED ORDERS	45	0	1										46
DSO	9.00	0.00	0.00										9.00
DS1 & ABOVE	8.45	0.00	12.00										8.50

				ACC	CESS PEI	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	8.17	0.00	12.00										8.22
No. of MISSED ORDERS	77	0	1										78
DSO	**	0.00	0.00										0.00
DS1 & ABOVE	8.17	0.00	12.00										8.22
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	8.17	0.00	12.00										8.22
DSO	**	0.00	0.00										0.00
DS1 & ABOVE	8.17	0.00	12.00										8.22

^{**} No Missed Service Orders

				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	0.12	0.00	0.00										0.12
No. of MISSED ORDERS	11	0	0										11
DSO	0.20	0.00	0.00										0.20
DS1 & ABOVE	0.11	0.00	0.00										0.11
												V	

^{**} No Orders Missed For Facility Reasons

				ACC	ESS PER	RFORMA	NCE						
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTI
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ACCESS AGGREGATE	0.06	0.00	0.00										0.0
No. of MISSED ORDERS	15	0	0										15
DSO	**	0.00	0.00										0.0
DS1 & ABOVE	0.06	0.00	0.00										0.0
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	0.06	0.00	0.00										0.0
DSO	**	0.00	0.00										0.0
DS1 & ABOVE	0.06	0.00	0.00										0.0

^{**} No Orders Missed For Facility Reasons

				RE	TAIL PER	RFORMAN	NCE						
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	6.17 10	0.00	0.00 0										6.17 10

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				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	4.41	0.00	0.00										4.41
No. of I CODES	18	0	0										18
AFFILIATES	**	**	**										**
NON-AFFILIATES	4.41	0.00	0.00										4.4

^{**} No Installation Troubles

				RET	AIL PER	FORMAN	CE						
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	12:29	17:17	60:38										13:12
No. of TROUBLE RPTS	391	9	6										406

				AC	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	13:00	234:23	45:43										20:22
No. of TROUBLE RPTS	411	10	32										453
AFFILIATES	**	**	**										**
NON-AFFILIATES	13:00	234:23	45:43										20:22

				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	4.93	0.11	0.08										4.75
No. of TROUBLE RPTS	391	9	6										406

		16.2		ACC	CESS PEI	RFORMA	NCE	The E					
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	3.45	0.08	0.27										3.15
No. of TROUBLE RPTS	411	10	32										453
AFFILIATES	**	**	**										**
NON-AFFILIATES	3.45	0.08	0.27										3.1