

PERFORMANCE INDICATORS

2010 - 2nd quarter



	MEASURE	FORECAST/ TARGET	ACTUAL
Financial	Net Revenue	\$0.7M	\$3.4M
	Debt Service Coverage Ratio	1.66	1.78
	Debt Equity Ratio	<70%	73.2%
	Rate Stabilization Fund	\$8M	\$7.96M
	Operating Reserves	60 Days Op. Exp. \$30.3M	34 days \$17.4M
	Investment Policy	Fully Compliant	Fully Compliant
Power Cost Expectations	Power Costs (\$M)	\$59.21	\$59.38
	Wholesale Revenue (\$M)	\$11.40	\$13.14
	Generating Unit Performance (GWh)	1,928	2,000
	Wholesale Purchase Price (\$/MWh)	\$39.79	\$40.70
	Wholesale Sale Price (\$/MWh)	\$25.85	\$26.45
	Natural Gas Price (\$/MMBtu)	\$7.07	\$5.06
	Total Power Cost (\$/MWh)	\$44.12	\$40.75
Field Operations	System Outages (SAIDI) ¹ 12 Month Year to Date	60 minutes	18.5 minutes
	Affected Customer Outages (CAIDI) ² 12 Month	80 minutes (normal weather)	64.4 minutes
	One Call Requests ³	Respond within 48 hrs.	12,497 requests / 100% w/in 48 hrs.
	Transmission & Distribution Capital Construction	\$12.8M	\$12.2M (est.)
	Transmission & Distribution Construction Work Hours (LES)	58,906	52,329
	Transmission & Distribution Construction Work Hours (Contract)	32,531	28,184
Customer Service	Lobby Transactions	62,000	75,660
	Disconnect Notices	46,600	44,362
	Collection Agency Balance (as a % of revenue)	1.20%	1.25%
	Meter Reads (accuracy >99.7%) (1,589,385 reads)	99.995%	99.99%
	Phone Service Level (<20 seconds)	85% / 121,400 calls	86% / 130,802 calls

¹System Average Interruption Duration Index - The outage time if all customers in the system were off at the same time.

²Customer Average Interruption Duration Index - The weighted average outage time that a customer will have if that customer experiences an outage.

³A means by which excavators may notify LES operators (those who manage or control the functions of underground facilities) in an excavation area so that operators have the opportunity to identify and locate their underground facilities prior to excavation and so that excavators may observe proper precautions to safeguard the underground facilities from damage.

PERFORMANCE INDICATORS

2010 - 1st quarter



	MEASURE	FORECAST/ TARGET	ACTUAL
Financial	Net Revenue	\$-2.4M	\$1.4M
	Debt Service Coverage Ratio	1.41	1.71
	Debt Equity Ratio	<70%	73.4%
	Rate Stabilization Fund	\$8M	\$7.96M
	Operating Reserves	60 Days Op. Exp. \$30.3M	44 days \$22.2M
	Investment Policy	Fully Compliant	Fully Compliant
Power Cost Expectations	Power Costs (\$M)	\$28.32	\$27.12
	Wholesale Revenue (\$M)	\$5.67	\$7.25
	Generating Unit Performance (GWh)	1,009	1,071
	Wholesale Purchase Price (\$/MWh)	\$39.70	\$62.10
	Wholesale Sale Price (\$/MWh)	\$24.00	\$30.70
	Natural Gas Price (\$/MMBtu)	\$6.94	\$6.06
	Total Power Cost (\$/MWh)	\$40.33	\$36.14
Field Operations	System Outages (SAIDI) ¹ 12 Month Year to Date	60 minutes	14.1 minutes
	Affected Customer Outages (CAIDI) ² 12 Month	80 minutes (normal weather)	74.3 minutes
	One Call Requests ³	Respond within 48 hrs.	3,187 requests / 100% w/in 48 hrs.
	Transmission & Distribution Capital Construction	\$5.8M	\$5.0M (est.)
	Transmission & Distribution Construction Work Hours (LES)	26,717	24,847
	Transmission & Distribution Construction Work Hours (Contract)	14,300	9,700
Customer Service	Lobby Transactions	31,000	37,151
	Disconnect Notices	23,300	20,254
	Collection Agency Balance (as a % of revenue)	1.20%	1.19%
	Meter Reads (accuracy >99.7%) (1,589,385 reads)	99.995%	99.98%
	Phone Service Level (<20 seconds)	85% / 60,709 calls	86% / 60,700 calls
	Phone Service Level (abandoned) ⁴	2.0%	1.95%

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⁴The abandonment rate is the percentage of phone calls lost before a consumer services representative can engage or answer the inbound call.

PERFORMANCE INDICATORS

2009 year-end



	MEASURE	FORECAST/ TARGET	ACTUAL
Financial	Total Revenue	\$256.7M	\$245.7M
	Debt Service Coverage Ratio	1.9 to 2.0	1.90
	Debt Equity Ratio	<70%	69.9%
	Rate Stabilization Fund	\$8M	\$7.96M
	Operating Reserves	60 Days Op. Exp. \$29.2M	63.8 days \$31.1M
	Investment Policy	Fully Compliant	Fully Compliant
Power Cost Expectations	Power Costs (\$M)	\$122.31	\$110.32
	Wholesale Revenue (\$M)	\$21.94	\$26.26
	Generating Unit Performance (GWh)	3,949	3,971
	Wholesale Purchase Price (\$/MWh)	\$59.31	\$32.70
	Wholesale Sale Price (\$/MWh)	\$32.14	\$24.20
	Natural Gas Price (\$/MMBtu)	\$8.95	\$6.46
	Total Power Cost (\$/MWh)	\$40.40	\$38.56
Field Operations	System Outages (SAIDI) ¹	60 minutes	16.3 minutes
	Affected Customer Outages (CAIDI) ² (normal weather)	80 minutes	63.5 minutes
	One Call Requests ³	Respond within 48 hrs.	100% w/in 48 hrs. (23,922 requests)
	Transmission & Distribution Capital Construction	\$27.3M	\$25M (est.)
	Transmission & Distribution Construction Work Hours (LES)	106,600	109,900
	Transmission & Distribution Construction Work Hours (Contract)	41,000	38,600
Customer Service	Lobby Transactions	145,460	151,615
	Disconnect Notices	93,175	94,175
	Collection Agency Balance	\$1,983,000	\$2,337,000
	Meter Reads (Accuracy >99.7%) (1,589,385 reads)	99.98%	99.80%
	Service Fees (% of Revenue)	1.036%	1.026%
	Phone Service Level (<20 seconds) / Total Calls	84.30% / 290,776	83.04% / 285,325

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