

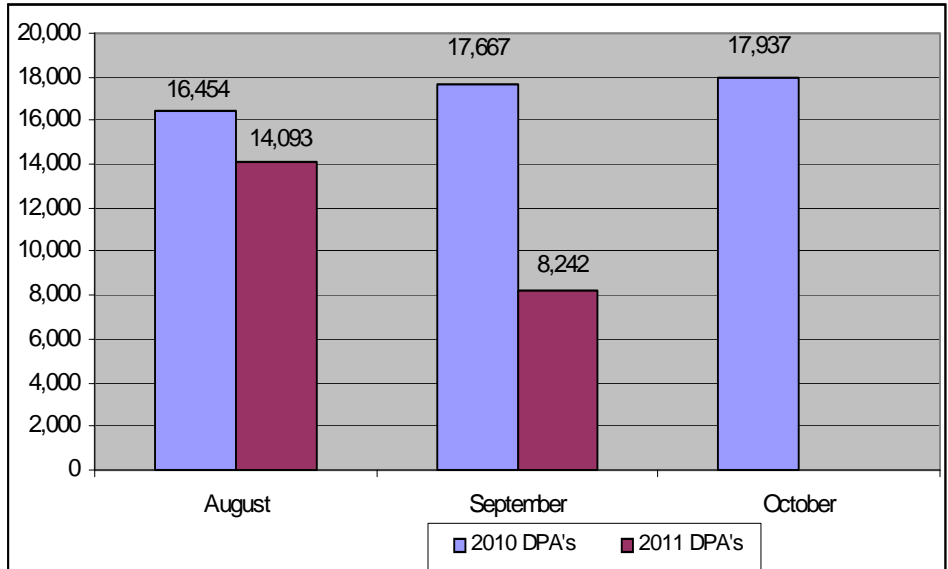


Monthly DPA and Disconnect Report October 2011

Deferred Payment Agreements

Month	2010 DPAs	2011 DPAs
August	16,454	14,093
September	17,667	8,242
October	17,937	*
Monthly Total	68,430	22,335

*Data not yet available in new Customer Care & Billing (CC&B) system due to post conversion activities



Residential Disconnections

Month	2010 Disconnects	2011 Disconnects
August	657	0
September	3,884	0
October	3,168	0**
Monthly Total	7,709	0

**There were no residential disconnections during conversion to new CC&B system.

Life Support Information For the month of October 2011, 190 customers were identified as Medically Vulnerable compared to 112 in October 2010. No accounts received 24 hour notices and no accounts were disconnected; no collections activities during CC&B conversion.

