

EXHIBIT B
CUSTOMER SERVICE GUARANTEE PERFORMANCE
Table 1
Summary Missed Appointments Report

6 Months All Service Type:

January 2005 - June 2005

	Total Appts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Electric										
Permanent SVC	7,270	112	-	234	346	1,059	5,865	6,924	-	\$5,600
Reconnection	14,700	14	-	1,059	1,073	-	13,627	13,627	1,130	\$700
Sub-total	21,970	126	-	1,293	1,419	1,059	19,492	20,551	1,130	\$6,300
Gas										
Diagnostic	14,743	51	-	89	140	-	14,603	14,603	2,312	\$2,550
Permanent SVC	8,410	29	-	182	211	1,648	6,551	8,199	-	\$1,450
Reconnection	19,107	19	-	122	141	-	18,966	18,966	1,405	\$950
Sub-total	42,260	99	-	393	492	1,648	40,120	41,768	3,717	\$4,950
Grand Total	64,230	225	-	1,686	1,911	2,707	59,612	62,319	4,847	\$11,250

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CUSTOMER SERVICE GUARANTEE PERFORMANCE
Table 2
Monthly Missed Appointments Report

Month	Fuel	Type	Total Apts (Exclude Canceled)	Missed Approved	Missed Denied	Missed Open	Total Missed	Manual Kept	System Kept	Total Kept	Canceled	Service Guarantee Payment
Jan-05	Electric	Permanent SVC	1,101	15	0	50	65	178	858	1,036	0	\$750
Jan-05	Electric	Reconnection	1,432			64	64		1368	1,368	107	\$0
Jan-05	Gas	Diagnostic	4,230			43	43		4187	4,187	674	\$0
Jan-05	Gas	Permanent SVC	1,323	7	0	29	36	322	965	1,287	0	\$350
Jan-05	Gas	Reconnection	1,930			19	19		1911	1,911	190	\$0
Jan-05 Total			10,016	22	0	205	227	500	9289	9,789	971	\$1,100
Feb-05	Electric	Permanent SVC	1,107	23	0	24	47	185	875	1,060		\$1,150
Feb-05	Electric	Reconnection	2,429			140	140		2289	2,289	194	\$0
Feb-05	Gas	Diagnostic	2,940			27	27		2913	2,913	395	\$0
Feb-05	Gas	Permanent SVC	1,219	3	0	19	22	225	972	1,197		\$150
Feb-05	Gas	Reconnection	3,206			24	24		3182	3,182	190	\$0
Feb-05 Total			10,901	26	0	234	260	410	10231	10,641	779	\$1,300
Mar-05	Electric	Permanent SVC	1,345	30	0	27	57	202	1,086	1,288		\$1,500
Mar-05	Electric	Reconnection	2,630			188	188		2442	2,442	220	\$0
Mar-05	Gas	Diagnostic	2,167			14	14		2153	2,153	414	\$0
Mar-05	Gas	Permanent SVC	1,501	5	0	16	21	269	1,211	1,480		\$250
Mar-05	Gas	Reconnection	3,687			23	23		3664	3,664	319	\$0
Mar-05 Total			11,330	35	0	268	303	471	10556	11,027	953	\$1,750
Apr-05	Electric	Permanent SVC	1,124	18	0	18	36	183	905	1,088		\$900
Apr-05	Electric	Reconnection	1,950			133	133		1817	1,817	161	\$0
Apr-05	Gas	Diagnostic	1,989	5		17	22		1967	1,967	361	\$250
Apr-05	Gas	Permanent SVC	1,423	4	0	26	30	304	1089	1,393		\$200
Apr-05	Gas	Reconnection	3,221	4		20	24		3197	3,197	257	\$200
Apr-05 Total			9,707	31	0	214	245	487	8975	9,462	779	\$1,550
May-05	Electric	Permanent SVC	1,307	15	0	44	59	188	1060	1,248		\$750
May-05	Electric	Reconnection	2,637			240	240		2397	2,397	184	\$0
May-05	Gas	Diagnostic	1,519			13	13		1506	1,506	207	\$0
May-05	Gas	Permanent SVC	1,500	7	0	10	17	324	1159	1,483		\$350
May-05	Gas	Reconnection	2,992			15	15		2977	2,977	193	\$0
May-05 Total			9,955	22	0	322	344	512	9099	9,611	584	\$1,100
Jun-05	Electric	Permanent SVC	1,286	11	0	71	82	123	1081	1,204		\$550
Jun-05	Electric	Reconnection	3,335			264	264		3071	3,071	228	\$0
Jun-05	Gas	Diagnostic	1,368			6	6		1362	1,362	195	\$0
Jun-05	Gas	Permanent SVC	1,444	3	0	82	85	204	1155	1,359		\$150
Jun-05	Gas	Reconnection	3,296			20	20		3276	3,276	238	\$0
Jun-05 Total			10,729	14	0	443	457	327	9945	10,272	661	\$700