

|  |  |  |  | **Change in Use** |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **Number of** |  | **Use per** |  | **Average Use from** | **Number of** |  |
|  |  | **Customers** | **Sales** | **Customer** |  | **Existing Customers** | **New Customers** |  |
|  |  |  | **(MWh)** | **(MWh)** |  | **----- (MWh) -----** |  |
| **Residential** |   |   |   |   |   |   |   |
|   | 1991 |  157,271  |  2,197,818  | 14.0 |   |   |   |   |
|   | 1992 |  159,613  |  2,089,066  | 13.1 |   |  (139,404) |  30,653  |   |
|   | 1993 |  162,228  |  2,194,599  | 13.5 |   | 70,158  |  35,375  |   |
|   | 1994 |  165,509  |  2,090,355  | 12.6 |   |  (145,683) |  41,439  |   |
|   | 1995 |  168,980  |  2,084,887  | 12.3 |   |  (48,294) |  42,825  |   |
|   | 1996 |  170,858  |  2,184,928  | 12.8 |   | 76,026  |  24,016  |   |
|   | 1997 |  171,926  |  2,130,327  | 12.4 |   |  (67,835) |  13,234  |   |
|   | 1998 |  175,322  |  2,138,834  | 12.2 |   |  (32,922) |  41,429  |   |
|   | 1999 |  177,561  |  2,168,322  | 12.2 |   |  2,145  |  27,342  |   |
|   | 2000 |  178,707  |  2,160,946  | 12.1 |   |  (21,233) |  13,858  |   |
|   | 2001 |  180,308  |  2,159,687  | 12.0 |   |  (20,435) |  19,176  |   |
|   | 2002 |  181,660  |  2,136,803  | 11.8 |   |  (38,788) |  15,903  |   |
|   | 2003 |  183,666  |  2,179,465  | 11.9 |   | 18,859  |  23,804  |   |
|   | 2004 |  186,321  |  2,202,623  | 11.8 |   |  (8,229) |  31,386  |   |
|   | 2005 |  189,285  |  2,226,058  | 11.8 |   |  (11,423) |  34,858  |   |
|   | 2006 |  193,060  |  2,332,184  | 12.1 |   | 60,526  |  45,600  |   |
|   | 2007 |  196,476  |  2,380,357  | 12.1 |   |  6,785  |  41,388  |   |
|   | 2008 |  198,705  |  2,380,896  | 12.0 |   |  (26,174) |  26,713  |   |
|   | 2009 |  200,134  |  2,451,687  | 12.3 |   | 53,290  |  17,501  |   |
|   | 2010 |  200,677  |  2,369,444  | 11.8 |   |  (88,649) | 6,405  |   |
| **General Service** |   |   |   |   |   |   |
|   | 1991 |  18,531  |  328,987  | 17.8 |   |   |   |   |
|   | 1992 |  18,934  |  328,199  | 17.3 |   |  (7,773) | 6,986  |   |
|   | 1993 |  19,375  |  348,159  | 18.0 |   | 12,035  | 7,925  |   |
|   | 1994 |  19,870  |  358,034  | 18.0 |   | 955  | 8,919  |   |
|   | 1995 |  20,444  |  355,151  | 17.4 |   |  (12,854) | 9,971  |   |
|   | 1996 |  21,008  |  355,473  | 16.9 |   |  (9,221) | 9,543  |   |
|   | 1997 |  21,276  |  363,031  | 17.1 |   |  2,985  | 4,573  |   |
|   | 1998 |  21,882  |  370,747  | 16.9 |   |  (2,551) |  10,267  |   |
|   | 1999 |  22,391  |  372,446  | 16.6 |   |  (6,767) | 8,467  |   |
|   | 2000 |  22,830  |  375,601  | 16.5 |   |  (4,068) | 7,222  |   |
|   | 2001 |  23,427  |  380,064  | 16.2 |   |  (5,223) | 9,685  |   |
|   | 2002 |  23,915  |  372,470  | 15.6 |   |  (15,195) | 7,600  |   |
|   | 2003 |  24,324  |  379,611  | 15.6 |   | 758  | 6,383  |   |
|   | 2004 |  24,718  |  375,709  | 15.2 |   |  (9,890) | 5,989  |   |
|   | 2005 |  25,188  |  380,855  | 15.1 |   |  (1,961) | 7,107  |   |
|   | 2006 |  25,810  |  407,333  | 15.8 |   | 16,663  | 9,815  |   |
|   | 2007 |  26,429  |  419,242  | 15.9 |   |  2,088  | 9,820  |   |
|   | 2008 |  26,886  |  416,704  | 15.5 |   |  (9,614) | 7,077  |   |
|   | 2009 |  27,142  |  415,935  | 15.3 |   |  (4,692) | 3,923  |   |
|   | 2010 |  27,496  |  411,045  | 14.9 |   |  (10,181) | 5,291  |   |
| **Large General Service** |   |   |   |   |   |   |
|   | 1991 | 2,551  |  1,256,027  | 492.4 |   |   |   |   |
|   | 1992 | 2,609  |  1,274,025  | 488.3 |   |  (10,324) |  28,323  |   |
|   | 1993 | 2,652  |  1,289,854  | 486.4 |   |  (5,085) |  20,914  |   |
|   | 1994 | 2,709  |  1,345,243  | 496.6 |   | 27,084  |  28,305  |   |
|   | 1995 | 2,816  |  1,391,188  | 494.0 |   |  (6,916) |  52,861  |   |
|   | 1996 | 2,894  |  1,408,710  | 486.8 |   |  (20,446) |  37,968  |   |
|   | 1997 | 2,949  |  1,392,517  | 472.2 |   |  (42,163) |  25,971  |   |
|   | 1998 | 3,058  |  1,448,271  | 473.6 |   |  4,131  |  51,622  |   |
|   | 1999 | 3,120  |  1,456,687  | 466.9 |   |  (20,531) |  28,947  |   |
|   | 2000 | 3,209  |  1,487,575  | 463.6 |   |  (10,369) |  41,257  |   |
|   | 2001 | 3,180  |  1,484,789  | 466.9 |   | 10,755  |  (13,541) |   |
|   | 2002 | 3,182  |  1,452,794  | 456.6 |   |  (32,908) |  913  |   |
|   | 2003 | 3,210  |  1,502,317  | 468.0 |   | 36,418  |  13,104  |   |
|   | 2004 | 3,302  |  1,535,419  | 465.0 |   |  (9,677) |  42,780  |   |
|   | 2005 | 3,355  |  1,540,943  | 459.3 |   |  (18,782) |  24,305  |   |
|   | 2006 | 3,304  |  1,577,886  | 477.6 |   | 61,340  |  (24,397) |   |
|   | 2007 | 3,283  |  1,580,537  | 481.4 |   | 12,520  |  (9,868) |   |
|   | 2008 | 3,315  |  1,575,845  | 475.4 |   |  (19,588) |  14,896  |   |
|   | 2009 | 3,352  |  1,556,929  | 464.5 |   |  (36,027) |  17,111  |   |
|   | 2010 | 3,275  |  1,542,455  | 470.9 |   | 21,435  |  (35,909) |   |
|   |   |   |   |   |   |   |   |   |

Source: Exhibit No. RCC-3 and Exhibit No. RCC-4.