

|  |  |  | | |  | **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.