

and Electric Company  
 High Bill Complaint Report  
 Customer Usage Data

Period: May 22, 2010 through May 28, 2010

Start Date	End Date	Days	Status	BPP Amount	Amount	Usage	ADU
{Redacted}	{Redacted}			{Redacted}			
04/26/2010	05/25/2010	29	Frozen	{Redacted}		23	0.79
03/26/2010	04/26/2010	31	Rebilled			41	1.32
03/26/2010	04/26/2010	31	Canceled			20	0.65
02/24/2010	03/26/2010	30	Rebilled			51	1.7
02/24/2010	03/26/2010	30	Canceled			26	0.87
01/25/2010	02/24/2010	30	Rebilled			62	2.07
01/25/2010	02/24/2010	30	Canceled			31	1.03
12/23/2009	01/25/2010	33	Rebilled			91	2.76
12/23/2009	01/25/2010	33	Canceled			45	1.36
11/21/2009	12/23/2009	32	Rebilled			82	2.56
11/21/2009	12/23/2009	32	Canceled			41	1.28
10/22/2009	11/21/2009	30	Rebilled			27	0.9
10/22/2009	11/21/2009	30	Canceled			20	0.67
09/23/2009	10/22/2009	29	Rebilled			27	0.93
09/23/2009	10/22/2009	29	Canceled			7	0.24
08/24/2009	09/23/2009	30	Rebilled			14	0.47
08/24/2009	09/23/2009	30	Canceled			7	0.23
07/24/2009	08/24/2009	31	Rebilled			12	0.39
07/24/2009	08/24/2009	31	Canceled			6	0.19
06/24/2009	07/24/2009	30	Rebilled			12	0.4
06/24/2009	07/24/2009	30	Canceled			6	0.2
05/26/2009	06/24/2009	29	Rebilled			14	0.48
05/26/2009	06/24/2009	29	Canceled			7	0.24
04/24/2009	05/26/2009	32	Rebilled			21	0.66
04/24/2009	05/26/2009	32	Canceled			10	0.31
03/25/2009	04/24/2009	30	Rebilled			33	1.1
03/25/2009	04/24/2009	30	Canceled			16	0.53
02/24/2009	03/25/2009	29	Rebilled			53	1.83
02/24/2009	03/25/2009	29	Canceled			27	0.93
01/23/2009	02/24/2009	32	Rebilled			80	2.5
01/23/2009	02/24/2009	32	Canceled			40	1.25
12/23/2008	01/23/2009	31	Rebilled			92	2.97
12/23/2008	01/23/2009	31	Canceled			46	1.48
11/21/2008	12/23/2008	32	Rebilled			88	2.75
11/21/2008	12/23/2008	32	Canceled			44	1.38
10/22/2008	11/21/2008	30	Rebilled			29	0.97
10/22/2008	11/21/2008	30	Canceled			14	0.47
09/23/2008	10/22/2008	29	Rebilled			18	0.62
09/23/2008	10/22/2008	29	Canceled			9	0.31
08/22/2008	09/23/2008	32	Rebilled			13	0.41
08/22/2008	09/23/2008	32	Canceled			8	0.25
07/25/2008	08/22/2008	28				11	0.39
06/24/2008	07/25/2008	31				13	0.42
05/23/2008	06/24/2008	32				18	0.56
04/25/2008	05/23/2008	28				20	0.71
03/25/2008	04/25/2008	31				35	1.13
02/25/2008	03/25/2008	29				43	1.48
01/24/2008	02/25/2008	32				88	2.75
12/26/2007	01/24/2008	29				97	3.34
11/27/2007	12/26/2007	29				85	2.93
10/25/2007	11/27/2007	33				44	1.33
09/26/2007	10/25/2007	29				18	0.62
08/25/2007	09/26/2007	32				15	0.47
07/26/2007	08/25/2007	30				17	0.57
06/27/2007	07/26/2007	29				16	0.55
05/28/2007	06/27/2007	30				16	0.53
04/28/2007	05/28/2007	30				19	0.63
03/28/2007	04/28/2007	31				31	1
02/28/2007	03/28/2007	28				34	1.21
01/26/2007	02/28/2007	33				81	2.45
12/28/2006	01/26/2007	29				107	3.69
11/28/2006	12/28/2006	30				89	2.97
10/27/2006	11/28/2006	32				57	1.78
09/27/2006	10/27/2006	30				20	0.67
08/28/2006	09/27/2006	30				14	0.47
07/31/2006	08/28/2006	28				12	0.43
06/29/2006	07/31/2006	32				14	0.44
05/30/2006	06/29/2006	30				18	0.6
04/28/2006	05/30/2006	32				18	0.56
03/28/2006	04/28/2006	31				42	1.35
02/24/2006	03/28/2006	32				70	2.19
01/27/2006	02/24/2006	28				65	2.32
12/29/2005	01/27/2006	29				82	2.83
11/27/2005	12/29/2005	32				72	2.25
10/26/2005	11/27/2005	32				37	1.16
09/27/2005	10/26/2005	29				12	0.41
08/26/2005	09/27/2005	32				16	0.5
07/28/2005	08/26/2005	29				10	0.34
06/28/2005	07/28/2005	30				8	0.27
05/27/2005	06/28/2005	32				13	0.41
04/28/2005	05/27/2005	29				20	0.69
03/28/2005	04/28/2005	31				40	1.29
02/26/2005	03/28/2005	30				43	1.43
01/26/2005	02/26/2005	31				72	2.32
12/24/2004	01/26/2005	33				111	3.36
11/24/2004	12/24/2004	30				85	2.83
11/1/2004	11/24/2004	23				42	1.83

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 High Bill Complaint Report  
 Customer Usage Data

Period May 22, 2010 through May 28, 2010

{Redacted}

{Redacted}

Electric						
Start Date	End Date	Days	Status	Amount	Usage	ADU
04/29/2010	05/28/2010	29			1674	57.72
03/31/2010	04/29/2010	29			1787	61.62
03/1/2010	03/31/2010	30			1882	62.73
01/28/2010	03/1/2010	32			2031	63.47
12/28/2009	01/28/2010	31			1824	58.84
11/25/2009	12/28/2009	33			1943	58.88
10/26/2009	11/25/2009	30	Rebilled		1824	60.8
10/26/2009	11/25/2009	30	Canceled		1041	34.7
09/28/2009	10/26/2009	28			775	27.68
08/27/2009	09/28/2009	32			930	29.06
07/29/2009	08/27/2009	29			854	29.45
06/29/2009	07/29/2009	30			848	28.27
05/29/2009	06/29/2009	31			821	26.48
04/30/2009	05/29/2009	29			784	27.03
03/30/2009	04/30/2009	31			762	24.58
02/27/2009	03/30/2009	31			1035	33.39
01/28/2009	02/27/2009	30			1123	37.43
12/27/2008	01/28/2009	32			1232	38.5
11/25/2008	12/27/2008	32			966	30.19
10/27/2008	11/25/2008	29			532	18.34
09/26/2008	10/27/2008	31			722	23.29
08/27/2008	09/26/2008	30			783	26.1
07/30/2008	08/27/2008	28			834	29.79
06/27/2008	07/30/2008	33			1155	35
05/30/2008	06/27/2008	28			701	25.04
04/30/2008	05/30/2008	30			683	22.77
03/31/2008	04/30/2008	30			766	25.53
02/28/2008	03/31/2008	32			1203	37.59
01/29/2008	02/28/2008	30			1094	36.47
12/31/2007	01/29/2008	29			900	31.03
11/30/2007	12/31/2007	31			599	19.32
10/30/2007	11/30/2007	31			470	15.16
10/1/2007	10/30/2007	29			326	11.24

Gas						
Start Date	End Date	Days	Amount	Usage	ADU	
04/29/2010	05/28/2010	29		50	1.72	
03/31/2010	04/29/2010	29		67	2.31	
03/1/2010	03/31/2010	30		94	3.13	
01/28/2010	03/1/2010	32		106	3.31	
12/28/2009	01/28/2010	31		132	4.26	
11/25/2009	12/28/2009	33		150	4.55	
10/26/2009	11/25/2009	30		76	2.53	
09/28/2009	10/26/2009	28		29	1.04	
08/27/2009	09/28/2009	32		64	2	
07/29/2009	08/27/2009	29		30	1.03	
06/29/2009	07/29/2009	30		11	0.37	
05/29/2009	06/29/2009	31		20	0.65	
04/30/2009	05/29/2009	29		24	0.83	
03/30/2009	04/30/2009	31		52	1.68	
02/27/2009	03/30/2009	31		65	2.1	
01/28/2009	02/27/2009	30		91	3.03	
12/27/2008	01/28/2009	32		116	3.63	
11/25/2008	12/27/2008	32		133	4.16	
10/27/2008	11/25/2008	29		78	2.69	
09/26/2008	10/27/2008	31		49	1.58	
08/27/2008	09/26/2008	30		32	1.07	
07/30/2008	08/27/2008	28		11	0.39	
06/27/2008	07/30/2008	33		24	0.73	
05/30/2008	06/27/2008	28		17	0.61	
04/30/2008	05/30/2008	30		25	0.83	
03/31/2008	04/30/2008	30		66	2.2	
02/28/2008	03/31/2008	32		101	3.16	
01/29/2008	02/28/2008	30		143	4.77	
12/31/2007	01/29/2008	29		152	5.24	
11/30/2007	12/31/2007	31		169	5.45	
10/30/2007	11/30/2007	31		92	2.97	
10/1/2007	10/30/2007	29		40	1.38	

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Electric						Gas					
Start Date	End Date	Days	Amount	Usage	ADU	Start Date	End Date	Days	Amount	Usage	ADU
{Redacted}	{Redacted}		d}	889	28.68	{Redacted}	{Redacted}		}	43	1.39
04/9/2010	05/10/2010	31		889	28.68	04/9/2010	05/10/2010	31		43	1.39
03/10/2010	04/9/2010	30		1525	50.83	03/10/2010	04/9/2010	30		42	1.4
02/8/2010	03/10/2010	30		1110	37	02/8/2010	03/10/2010	30		60	2
01/7/2010	02/8/2010	32		965	30.16	01/7/2010	02/8/2010	32		69	2.16
12/6/2009	01/7/2010	32		966	30.19	12/6/2009	01/7/2010	32		80	2.5
11/5/2009	12/6/2009	31		614	19.81	11/5/2009	12/6/2009	31		71	2.29
10/7/2009	11/5/2009	29		561	19.34	10/7/2009	11/5/2009	29		36	1.24
09/8/2009	10/7/2009	29		564	19.45	09/8/2009	10/7/2009	29		27	0.93
08/7/2009	09/8/2009	32		646	20.19	08/7/2009	09/8/2009	32		24	0.75
07/9/2009	08/7/2009	29		580	20	07/9/2009	08/7/2009	29		24	0.83
06/9/2009	07/9/2009	30		549	18.3	06/9/2009	07/9/2009	30		30	1
05/8/2009	06/9/2009	32		810	25.31	05/8/2009	06/9/2009	32		39	1.22
04/8/2009	05/8/2009	30		626	20.87	04/9/2009	05/8/2009	29		43	1.48
03/10/2009	04/8/2009	29		593	20.45	03/10/2009	04/9/2009	30		48	1.6
02/5/2009	03/10/2009	33		773	23.42	02/6/2009	03/10/2009	32		85	2.66
01/8/2009	02/5/2009	28		721	25.75	01/8/2009	02/6/2009	29		63	2.17
12/8/2008	01/8/2009	31		973	31.39	12/8/2008	01/8/2009	31		101	3.26
11/5/2008	12/8/2008	33		789	23.91	11/5/2008	12/8/2008	33		69	2.09
10/7/2008	11/5/2008	29		616	21.24	10/7/2008	11/5/2008	29		41	1.41
09/8/2008	10/7/2008	29		411	14.17	09/8/2008	10/7/2008	29		27	0.93
08/8/2008	09/8/2008	31		531	17.13	08/7/2008	09/8/2008	32		30	0.94
07/10/2008	08/8/2008	29		568	19.59	07/10/2008	08/7/2008	28		23	0.82
06/10/2008	07/10/2008	30		729	24.3	06/10/2008	07/10/2008	30		24	0.8
05/8/2008	06/10/2008	33		994	30.12	05/8/2008	06/10/2008	33		34	1.03
04/8/2008	05/8/2008	30		814	27.13	04/8/2008	05/8/2008	30		47	1.57
03/11/2008	04/8/2008	28		669	23.89	03/11/2008	04/8/2008	28		79	2.82
02/7/2008	03/11/2008	33		808	24.48	02/7/2008	03/11/2008	33		90	2.73
01/10/2008	02/7/2008	28		653	23.32	01/10/2008	02/7/2008	28		77	2.75
12/10/2007	01/10/2008	31		870	28.06	12/10/2007	01/10/2008	31		102	3.29
11/8/2007	12/10/2007	32		864	27	11/8/2007	12/10/2007	32		100	3.13
10/11/2007	11/8/2007	28		643	22.96	10/11/2007	11/8/2007	28		15	0.54
09/11/2007	10/11/2007	30		507	16.9	09/11/2007	10/11/2007	30		31	1.03
08/13/2007	09/11/2007	29		564	19.45	08/13/2007	09/11/2007	29		20	0.69
07/13/2007	08/13/2007	31		531	17.13	07/13/2007	08/13/2007	31		26	0.84
06/12/2007	07/13/2007	31		519	16.74	06/12/2007	07/13/2007	31		22	0.71
05/14/2007	06/12/2007	29		543	18.72	05/14/2007	06/12/2007	29		34	1.17
04/11/2007	05/14/2007	33		672	20.36	04/11/2007	05/14/2007	33		42	1.27
03/13/2007	04/11/2007	29		545	18.79	03/13/2007	04/11/2007	29		43	1.48
02/12/2007	03/13/2007	29		634	21.86	02/12/2007	03/13/2007	29		62	2.14
01/10/2007	02/12/2007	33		639	19.36	01/10/2007	02/12/2007	33		90	2.73
12/12/2006	01/10/2007	29		627	21.62	12/12/2006	01/10/2007	29		85	2.93
11/9/2006	12/12/2006	33		917	27.79	11/9/2006	12/12/2006	33		75	2.27
10/12/2006	11/9/2006	28		705	25.18	10/12/2006	11/9/2006	28		36	1.29
09/12/2006	10/12/2006	30		605	20.17	09/12/2006	10/12/2006	30		26	0.87
08/14/2006	09/12/2006	29		589	20.31	08/14/2006	09/12/2006	29		18	0.62
07/14/2006	08/14/2006	31		701	22.61	07/14/2006	08/14/2006	31		19	0.61
06/14/2006	07/14/2006	30		738	24.6	06/14/2006	07/14/2006	30		23	0.77
05/15/2006	06/14/2006	30		512	17.07	05/15/2006	06/14/2006	30		23	0.77
04/13/2006	05/15/2006	32		613	19.16	04/13/2006	05/15/2006	32		38	1.19
03/15/2006	04/13/2006	29		523	18.03	03/15/2006	04/13/2006	29		60	2.07
02/11/2006	03/15/2006	32		565	17.66	02/11/2006	03/15/2006	32		74	2.31
01/11/2006	02/11/2006	31		502	16.19	01/11/2006	02/11/2006	31		62	2
12/14/2005	01/11/2006	28		670	23.93	12/14/2005	01/11/2006	28		52	1.86
11/14/2005	12/14/2005	30		537	17.9	11/14/2005	12/14/2005	30		59	1.97
10/13/2005	11/14/2005	32		578	18.06	10/13/2005	11/14/2005	32		32	1
09/13/2005	10/13/2005	30		553	18.43	09/13/2005	10/13/2005	30		20	0.67
08/12/2005	09/13/2005	32		681	21.28	08/12/2005	09/13/2005	32		18	0.56
07/14/2005	08/12/2005	29		629	21.69	07/14/2005	08/12/2005	29		15	0.52
06/13/2005	07/14/2005	31		657	21.19	06/13/2005	07/14/2005	31		17	0.55
05/13/2005	06/13/2005	31		578	18.65	05/13/2005	06/13/2005	31		23	0.74
04/13/2005	05/13/2005	30		261	8.7	04/13/2005	05/13/2005	30		28	0.93
03/15/2005	04/13/2005	29		313	10.79	03/15/2005	04/13/2005	29		33	1.14
02/11/2005	03/15/2005	32		202	6.31	02/11/2005	03/15/2005	32		38	1.19
01/12/2005	02/11/2005	30		269	8.97	01/12/2005	02/11/2005	30		58	1.93
12/13/2004	01/12/2005	30		256	8.53	12/13/2004	01/12/2005	30		61	2.03
11/12/2004	12/13/2004	31		299	9.65	11/12/2004	12/13/2004	31		55	1.77
10/12/2004	11/12/2004	31		226	7.29	10/12/2004	11/12/2004	31		33	1.06
09/13/2004	10/12/2004	29		203	7	09/13/2004	10/12/2004	29		17	0.59
08/13/2004	09/13/2004	31		180	5.81	08/13/2004	09/13/2004	31		17	0.55
07/14/2004	08/13/2004	30		197	6.57	07/14/2004	08/13/2004	30		18	0.6
06/15/2004	07/14/2004	29		167	5.76	06/15/2004	07/14/2004	29		18	0.62
05/13/2004	06/15/2004	33		176	5.33	05/13/2004	06/15/2004	33		18	0.55
04/13/2004	05/13/2004	30		172	5.73	04/13/2004	05/13/2004	30		18	0.6

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Period May 22, 2010 through May 28, 2010

Electric						Gas						
Start Date	End Date	Days	Amount	Usage	ADU	Start Date	End Date	Days	Status	Amount	Usage	ADU
{Redacted}	{Redacted}		}	890	28.71	04/9/2010	05/10/2010	31		d}	136	4.39
				863	28.77	03/10/2010	04/9/2010	30			142	4.73
				1045	34.83	02/8/2010	03/10/2010	30			214	7.13
				1223	38.22	01/7/2010	02/8/2010	32			284	8.88
				1595	49.84	12/6/2009	01/7/2010	32			279	8.72
				1251	40.35	11/5/2009	12/6/2009	31			173	5.58
				1139	39.28	10/7/2009	11/5/2009	29			54	1.54
				253	42.17	10/1/2009	10/7/2009	6			84	0.93
				1173	51	09/8/2009	10/1/2009	23			28	1.17
				1676	52.38	08/7/2009	09/8/2009	32			38	1.19
				1457	50.24	07/9/2009	08/7/2009	29			40	1.38
				1338	44.6	06/9/2009	07/9/2009	30			61	2.03
				1314	41.06	05/8/2009	06/9/2009	32			110	3.44
				1000	34.48	04/9/2009	05/8/2009	29			71	2.37
				958	31.93	03/10/2009	04/9/2009	30			152	5.07
				887	27.72	02/6/2009	03/10/2009	32			51	1.55
				887	29.57	01/7/2009	02/6/2009	30			20	0.69
				1453	48.43	12/8/2008	01/7/2009	30			27	0.93
				973	29.48	11/5/2008	12/8/2008	33			26	0.81
				873	30.1	10/7/2008	11/5/2008	29			17	0.59
				1032	35.59	09/8/2008	10/7/2008	29			21	0.7
				1614	50.44	08/7/2008	09/8/2008	32			29	0.91
				1119	38.59	07/9/2008	08/7/2008	29			26	0.87
				1171	39.03	06/9/2008	07/9/2008	30			33	1.14
				749	23.41	05/8/2008	06/9/2008	32			62	1.94
				571	19.03	04/8/2008	05/8/2008	30			131	4.52
				581	20.03	03/10/2008	04/8/2008	29			164	5.47
				662	20.69	02/7/2008	03/10/2008	32			75	2.34
				684	23.59	01/9/2008	02/7/2008	29			24	0.86
				1079	35.97	12/10/2007	01/9/2008	30			12	0.4
				924	28.88	11/8/2007	12/10/2007	32			16	0.5
				557	19.21	10/10/2007	11/8/2007	29			12	0.41
				619	21.34	09/11/2007	10/10/2007	29			31	0.5
				1094	34.19	08/10/2007	09/11/2007	32			33	1.03
				989	34.1	07/12/2007	08/10/2007	29			42	1.4
				989	32.97	06/12/2007	07/12/2007	30	Rebilled		37	1.32
				628	19.63	05/11/2007	06/12/2007	32	Canceled		80	2.42
				559	18.63	04/11/2007	05/11/2007	30			135	4.5
				589	21.04	03/14/2007	04/11/2007	28			174	6
				544	16.48	02/9/2007	03/14/2007	33			106	3.21
				644	21.47	01/10/2007	02/9/2007	30			30	1.03
				956	32.97	12/12/2006	01/10/2007	29			15	0.52
				828	25.09	11/9/2006	12/12/2006	33			21	0.66
				647	22.31	10/11/2006	11/9/2006	29			14	0.5
				751	25.9	09/12/2006	10/11/2006	29			21	0.7
				953	29.78	08/11/2006	09/12/2006	32			34	1.03
				1333	47.61	07/14/2006	08/11/2006	28			31	1.07
				1196	39.87	06/14/2006	07/14/2006	30			114	3.8
				1321	40.03	05/12/2006	06/14/2006	33			159	5.13
				694	23.93	04/13/2006	05/12/2006	29			135	4.35
				753	25.1	03/14/2006	04/13/2006	30			140	4.83
				774	24.97	02/11/2006	03/14/2006	31			87	3
				841	27.13	01/11/2006	02/11/2006	31			47	1.47
				1054	36.34	12/13/2005	01/11/2006	29			24	0.8
				849	29.28	11/14/2005	12/13/2005	29			32	1
				1118	34.94	10/13/2005	11/14/2005	32			8	0.28
				1037	34.57	09/13/2005	10/13/2005	30			17	0.57
				1450	45.31	08/12/2005	09/13/2005	32			39	1.22
				1806	62.28	07/14/2005	08/12/2005	29			43	1.39
				997	33.23	06/14/2005	07/14/2005	30			70	2.5
				1078	33.69	05/13/2005	06/14/2005	32			86	2.69
				757	24.42	04/12/2005	05/13/2005	31			147	4.9
				707	25.25	03/15/2005	04/12/2005	28			215	7.17
				794	24.81	02/11/2005	03/15/2005	32			151	4.58
				804	26.8	01/12/2005	02/11/2005	30			89	3.07
				1285	42.83	12/13/2004	01/12/2005	30			31	1.07
				1138	34.48	11/10/2004	12/13/2004	33			6	0.19
				890	30.69	10/12/2004	11/10/2004	29			29	1.04
				983	33.9	09/13/2004	10/12/2004	29			35	1.17
				1552	48.5	08/12/2004	09/13/2004	32			26	0.79
				1465	52.32	07/15/2004	08/12/2004	28			42	1.45
				1258	41.93	06/15/2004	07/15/2004	30				
				1023	31	05/13/2004	06/15/2004	33				
			}	687	23.69	04/14/2004	05/13/2004	29				