

and Electric Company  
**High Bill Complaint Report**  
**Customer Usage Data**

Period June 4, 2011 through June 10, 2011

{Redacted}

Electric							Gas						
Start Date	End Date	Days	Status	Amount	Usage	ADU	Start Date	End Date	Days	Status	Amount	Usage	ADU
04/21/2011	05/20/2011	29		\$39.73	302	10.41	04/21/2011	05/20/2011	29		\$9.25	8	0.28
03/22/2011	04/21/2011	30		\$54.71	395	13.17	03/22/2011	04/21/2011	30		\$77.69	61	2.03
02/18/2011	03/22/2011	32		\$104.75	574	17.94	02/18/2011	03/22/2011	32		\$123.16	104	3.25
01/20/2011	02/18/2011	29		\$61.87	413	14.24	01/20/2011	02/18/2011	29		\$33.94	29	1
12/21/2010	01/20/2011	30		\$146.71	673	22.43	12/20/2010	01/20/2011	31		\$43.26	39	1.26
11/19/2010	12/21/2010	32		\$86.22	518	16.19	11/19/2010	12/20/2010	31		\$35.70	33	1.06
10/20/2010	11/19/2010	30		\$52.59	380	12.67	10/20/2010	11/19/2010	30		\$32.73	29	0.97
09/21/2010	10/20/2010	29		\$50.43	346	11.93	09/20/2010	10/20/2010	30		\$22.66	19	0.63
08/20/2010	09/21/2010	32		\$32.11	257	8.03	08/20/2010	09/20/2010	31		\$18.18	15	0.48
07/21/2010	08/20/2010	30		\$17.61	141	4.7	07/21/2010	08/20/2010	30		\$8.39	7	0.23
06/21/2010	07/21/2010	30		\$22.13	177	5.9	06/19/2010	07/21/2010	32		\$13.57	12	0.38
05/20/2010	06/21/2010	32		\$72.94	439	13.72	05/21/2010	06/19/2010	29		\$17.58	16	0.55
04/21/2010	05/20/2010	29		\$88.53	483	16.66	04/21/2010	05/21/2010	30		\$21.94	20	0.67
03/23/2010	04/21/2010	29		\$102.99	554	19.1	03/22/2010	04/21/2010	30		\$38.03	32	1.07
02/19/2010	03/23/2010	32		\$171.45	749	23.41	02/18/2010	03/22/2010	32		\$8.63	21	0.66
01/20/2010	02/19/2010	30		\$436.33	1288	42.93	01/20/2010	02/18/2010	29		\$41.31	36	1.24
12/18/2009	01/20/2010	33		\$101.65	590	17.88	12/18/2009	01/20/2010	33		\$36.79	34	1.03
11/17/2009	12/18/2009	31		\$267.20	993	32.03	11/17/2009	12/18/2009	31		\$27.69	26	0.84
10/16/2009	11/17/2009	32		\$127.91	644	20.13	10/16/2009	11/17/2009	32		\$29.28	26	0.81
09/17/2009	10/16/2009	29		\$67.63	417	14.38	09/17/2009	10/16/2009	29		\$26.52	24	0.83
08/20/2009	09/17/2009	28		\$43.76	324	11.57	08/20/2009	09/17/2009	28		\$19.77	19	0.68
07/21/2009	08/20/2009	30		\$51.23	363	12.1	07/21/2009	08/20/2009	30		\$24.08	22	0.73
06/19/2009	07/21/2009	32		\$59.23	404	12.63	06/19/2009	07/21/2009	32		\$24.85	23	0.72
05/20/2009	06/19/2009	30		\$49.86	358	11.93	05/20/2009	06/19/2009	30		\$27.42	26	0.87
04/21/2009	05/20/2009	29		\$61.42	404	13.93	04/21/2009	05/20/2009	29		\$28.72	28	0.97
03/23/2009	04/21/2009	29		\$70.67	459	15.83	03/23/2009	04/21/2009	29		\$34.94	32	1.1
02/19/2009	03/23/2009	32		\$100.12	590	18.44	02/19/2009	03/23/2009	32		\$24.37	40	1.25
01/20/2009	02/19/2009	30		\$97.92	575	19.17	01/20/2009	02/19/2009	30		\$65.20	55	1.83
12/18/2008	01/20/2009	33		\$96.70	590	17.88	12/18/2008	01/20/2009	33		\$21.64	19	0.58
11/18/2008	12/18/2008	30		\$81.36	511	17.03	11/18/2008	12/18/2008	30		\$96.85	83	2.77
10/17/2008	11/18/2008	32		\$62.11	436	13.63	10/17/2008	11/18/2008	32		\$27.19	22	0.69
09/19/2008	10/17/2008	28		\$51.15	355	12.68	09/19/2008	10/17/2008	28		\$32.49	23	0.82
08/19/2008	09/19/2008	31		\$57.98	402	12.97	08/19/2008	09/19/2008	31		\$37.00	23	0.74
07/21/2008	08/19/2008	29		\$52.33	368	12.69	07/21/2008	08/19/2008	29		\$32.17	17	0.59
06/19/2008	07/21/2008	32		\$68.39	451	14.09	06/19/2008	07/21/2008	32		\$40.97	21	0.66
05/20/2008	06/19/2008	30		\$63.93	422	14.07	05/20/2008	06/19/2008	30		\$33.62	20	0.67
04/21/2008	05/20/2008	29		\$91.64	529	18.24	04/21/2008	05/20/2008	29		\$34.68	22	0.76
03/21/2008	04/21/2008	31		\$110.36	638	20.58	03/21/2008	04/21/2008	31		\$50.18	33	1.06
02/20/2008	03/21/2008	30		\$151.52	755	25.17	02/20/2008	03/21/2008	30		\$61.82	46	1.53
01/21/2008	02/20/2008	30		\$151.66	762	25.4	01/21/2008	02/20/2008	30		\$76.11	59	1.97
12/21/2007	01/21/2008	31		\$169.96	826	26.65	12/21/2007	01/21/2008	31		\$83.11	64	2.06
11/20/2007	12/21/2007	31		\$183.72	862	27.81	11/20/2007	12/21/2007	31		\$70.35	53	1.71
10/23/2007	11/20/2007	28		\$114.57	610	21.79	10/23/2007	11/20/2007	28		\$23.78	18	0.64
09/24/2007	10/23/2007	29		\$121.21	605	20.86	09/24/2007	10/23/2007	29		\$34.21	25	0.86
08/22/2007	09/24/2007	33		\$91.46	549	16.64	08/22/2007	09/24/2007	33		\$23.18	18	0.55
07/25/2007	08/22/2007	28		\$56.00	378	13.5	07/25/2007	08/22/2007	28		\$23.76	18	0.64
06/25/2007	07/25/2007	30		\$77.93	480	16	06/25/2007	07/25/2007	30		\$24.75	17	0.57
05/23/2007	06/25/2007	33		\$117.11	626	18.97	05/23/2007	06/25/2007	33		\$37.67	26	0.79
04/23/2007	05/23/2007	30		\$96.22	547	18.23	04/23/2007	05/23/2007	30		\$30.74	23	0.77
03/26/2007	04/23/2007	28		\$94.18	561	20.04	03/26/2007	04/23/2007	28		\$45.19	34	1.21
02/23/2007	03/26/2007	31		\$114.99	653	21.06	02/23/2007	03/26/2007	31		\$47.46	43	1.39
01/23/2007	02/23/2007	31		\$102.43	614	19.81	01/23/2007	02/23/2007	31		\$63.52	52	1.68
12/22/2006	01/23/2007	32		\$146.38	754	23.56	12/22/2006	01/23/2007	32		\$79.46	64	2
11/21/2006	12/22/2006	31		\$126.22	684	22.06	11/21/2006	12/22/2006	31		\$76.66	61	1.97
10/23/2006	11/21/2006	29		\$85.32	520	17.93	10/23/2006	11/21/2006	29		\$53.03	43	1.48
09/22/2006	10/23/2006	31		\$86.87	517	16.68	09/22/2006	10/23/2006	31		\$16.72	15	0.48
08/24/2006	09/22/2006	29		\$72.73	453	15.62	08/24/2006	09/22/2006	29		\$24.36	20	0.69
07/26/2006	08/24/2006	29		\$60.95	407	14.03	07/26/2006	08/24/2006	29		\$16.10	14	0.48
06/24/2006	07/26/2006	32		\$60.29	419	13.09	06/24/2006	07/26/2006	32		\$19.19	18	0.56
05/24/2006	06/24/2006	31		\$59.35	410	13.23	05/24/2006	06/24/2006	31		\$16.86	15	0.48
04/25/2006	05/24/2006	29		\$72.82	463	15.97	04/25/2006	05/24/2006	29		\$28.34	22	0.76
03/27/2006	04/25/2006	29		\$95.33	589	20.31	03/27/2006	04/25/2006	29		\$14.62	36	1.24
02/23/2006	03/27/2006	32		\$134.55	748	23.38	02/23/2006	03/27/2006	32		\$50.89	39	1.22
01/24/2006	02/23/2006	30		\$127.81	712	23.73	01/24/2006	02/23/2006	30		\$62.68	41	1.37
12/24/2005	01/24/2006	31		\$97.13	625	20.16	12/24/2005	01/24/2006	31		\$76.13	45	1.45
11/23/2005	12/24/2005	31		\$95.31	645	20.81	11/23/2005	12/24/2005	31		\$75.15	47	1.52
10/25/2005	11/23/2005	29		\$40.22	328	11.31	10/25/2005	11/23/2005	29		\$26.26	15	0.52
09/23/2005	10/25/2005	32		\$47.47	373	11.66	09/23/2005	10/25/2005	32		\$37.81	24	0.75
08/25/2005	09/23/2005	29		\$42.06	333	11.48	08/25/2005	09/23/2005	29		\$28.86	23	0.79
07/25/2005	08/25/2005	31		\$47.19	368	11.87	07/25/2005	08/25/2005	31		\$29.76	25	0.81
06/24/2005	07/25/2005	31		\$45.35	358	11.55	06/24/2005	07/25/2005	31		\$27.74	24	0.77
05/25/2005	06/24/2005	30		\$41.76	335	11.17	05/25/2005	06/24/2005	30		\$22.76	21	0.7
04/25/2005	05/25/2005	30		\$37.77	308	10.27	04/25/2005	05/25/2005	30		\$26.53	24	0.8
03/25/2005	04/25/2005	31		\$45.91	374	12.06	03/25/2005	04/25/2005	31		\$35.62	34	1.1
02/23/2005	03/25/2005	30		\$51.60	410	13.67	02/23/2005	03/25/2005	30		\$40.12	39	1.3
01/25/2005	02/23/2005	29		\$50.40	399	13.76	01/25/2005	02/23/2005	29		\$57.71	51	1.76
12/23/2004	01/25/2005	33		\$59.53	466	14.12	12/23/2004	01/25/2005	33		\$74.99	63	1.91
11/23/2004	12/23/2004	30		\$48.16	389	12.97	11/23/2004	12/23/2004	30		\$50.58	44	1.47
10/23/2004	11/23/2004	31		\$48.77	393	12.68	10/23/2004	11/23/2004	31		\$33.42	31	1
09/24/2004	10/23/2004	29		\$43.00	339	11.69	09/24/2004	10/23/2004	29		\$24.95	25	0.86
08/24/2004	09/24/2004	31		\$48.01	374	12.06	08/24/2004	09/24/2004	31		\$13.76	14	0.45
07/27/2004	08/24/2004	28		\$38.06	307	10.96	07/26/2004	08/24/2004	29		\$11.31	12	0.41

06/25/2004	07/27/2004	32	\$38.32	313	9.78	06/24/2004	07/26/2004	32	\$18.54	22	0.69
05/25/2004	06/25/2004	31	\$35.33	290	9.35	05/24/2004	06/24/2004	31	\$17.24	21	0.68
04/26/2004	05/25/2004	29	\$55.31	411	14.17	04/23/2004	05/24/2004	31	\$18.49	24	0.77

and Electric Company  
**High Bill Complaint Report**  
**Customer Usage Data**

Period June 4, 2011 through June 10, 2011

{Redacted}

Electric						
Start Date	End Date	Days	Status	Amount	Usage	ADU
05/3/2011	06/2/2011	30		\$67.65	499	16.63
04/1/2011	05/3/2011	32		\$92.47	612	19.13
03/3/2011	04/1/2011	29		\$75.67	528	18.21
02/1/2011	03/3/2011	30		\$96.70	614	20.47
12/31/2010	02/1/2011	32		\$112.52	689	21.53
12/2/2010	12/31/2010	29		\$153.19	782	26.97
11/2/2010	12/2/2010	30		\$141.28	766	25.53
10/4/2010	11/2/2010	29		\$90.05	574	19.79
09/1/2010	10/4/2010	33		\$113.71	691	20.94
08/2/2010	09/1/2010	30		\$78.31	542	18.07
07/2/2010	08/2/2010	31		\$81.79	563	18.16
06/2/2010	07/2/2010	30		\$84.43	563	18.77
05/3/2010	06/2/2010	30		\$83.12	560	18.67
04/2/2010	05/3/2010	31		\$106.43	661	21.32
03/3/2010	04/2/2010	30		\$90.78	598	19.93
02/1/2010	03/3/2010	30		\$84.56	579	19.3
12/30/2009	02/1/2010	33		\$77.16	580	17.58
12/1/2009	12/30/2009	29		\$73.83	541	18.66
10/29/2009	12/1/2009	33		\$67.59	552	16.73
09/30/2009	10/29/2009	29		\$54.34	456	15.72
08/31/2009	09/30/2009	30		\$101.50	646	21.53
07/31/2009	08/31/2009	31		\$112.54	697	22.48
07/1/2009	07/31/2009	30		\$99.42	638	21.27
06/2/2009	07/1/2009	29		\$64.97	497	17.14
05/1/2009	06/2/2009	32		\$66.92	530	16.56
04/2/2009	05/1/2009	29		\$50.04	425	14.66
02/28/2009	04/2/2009	33		\$51.88	445	13.48

Gas						
Start Date	End Date	Days	Status	Amount	Usage	ADU
05/3/2011	06/2/2011	30		\$46.53	37	1.23
04/1/2011	05/3/2011	32		\$64.41	51	1.59
03/3/2011	04/1/2011	29		\$65.05	61	2.1
02/1/2011	03/3/2011	30		\$101.70	84	2.8
12/31/2010	02/1/2011	32		\$105.04	92	2.88
12/2/2010	12/31/2010	29		\$80.43	73	2.52
11/2/2010	12/2/2010	30		\$67.47	66	2.2
10/4/2010	11/2/2010	29		\$42.36	34	1.17
09/1/2010	10/4/2010	33		\$37.25	30	0.91
08/2/2010	09/1/2010	30		\$36.77	29	0.97
07/2/2010	08/2/2010	31		\$28.96	25	0.81
06/2/2010	07/2/2010	30		\$30.93	27	0.9
05/3/2010	06/2/2010	30		\$49.64	42	1.4
04/2/2010	05/3/2010	31		\$75.97	60	1.94
03/3/2010	04/2/2010	30		\$67.04	64	2.13
02/1/2010	03/3/2010	30		\$74.03	66	2.2
12/30/2009	02/1/2010	33		\$89.76	81	2.45
12/1/2009	12/30/2009	29		\$79.89	77	2.66
10/29/2009	12/1/2009	33		\$63.28	59	1.79
09/30/2009	10/29/2009	29		\$20.20	19	0.66
08/31/2009	09/30/2009	30		\$18.54	19	0.63
07/31/2009	08/31/2009	31		\$24.61	23	0.74
07/1/2009	07/31/2009	30		\$18.59	18	0.6
06/2/2009	07/1/2009	29		\$28.00	26	0.9
05/1/2009	06/2/2009	32		\$29.21	30	0.94
04/2/2009	05/1/2009	29		\$50.18	45	1.55
02/28/2009	04/2/2009	33		\$61.95	62	1.88

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High Bill Complaint Report  
Customer Usage Data

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{Redacted}

Electric

Start Date	End Date	Days	Status	Amount	Usage	ADU
11/1/2010	12/2/2010	31		\$4.59	24	0.77
10/1/2010	11/1/2010	31		\$10.94	92	2.97
09/1/2010	10/1/2010	30		\$6.90	58	1.93
08/2/2010	09/1/2010	30		\$16.18	136	4.53
07/1/2010	08/2/2010	32		\$18.91	159	4.97
06/2/2010	07/1/2010	29		\$149.67	909	31.34
05/3/2010	06/2/2010	30		\$245.81	1205	40.17
04/2/2010	05/3/2010	31		\$4.58	21	0.68
03/3/2010	04/2/2010	30		\$4.44	0	0
02/1/2010	03/3/2010	30		\$4.43	0	0
12/30/2009	02/1/2010	33		\$4.88	0	0
12/1/2009	12/30/2009	29		\$4.29	0	0
10/29/2009	12/1/2009	33		\$4.88	0	0
09/30/2009	10/29/2009	29		\$4.29	0	0
08/31/2009	09/30/2009	30		\$4.44	5	0.17
07/31/2009	08/31/2009	31		\$4.58	0	0
06/2/2009	07/31/2009	59		\$8.72	0	0
04/28/2009	06/2/2009	35		\$5.18	10	