

	TOTAL Accounts	Total Person_IDs	Total Gas SPs with SM	Total Elec SPs with SM	TOTAL SPs with SM	Total SPs
Group 1 - Res Escalated Complaints	185	183	117	148	265	330
Group 2 - Res CRMS Requests SM Remov	2,523	2,506	1,647	2,143	3,790	4465
Group 3 - Res CRMS Delay List	36,685	36,113	4,760	4,360	9,120	61683
Group 4 - Res ME Exclusions Delay	464	455	176	175	351	828
Group 5 - Res UTC CD/DA	49,315	48,554	7,980	6,724	14,704	87,683
Group 6 - Res UTC Faultless	87,986	87,544	48,582	62,049	110,631	178,799
TOTALS	177,158	175,355	63,262	75,599	138,861	333,788