

	Average SAIFI, 2007, 2008, 2009 YTD	Average of Residential and Small Business SAIFI Satisfaction
Carolinas	0.97	86%
Ohio	1.31	73%

Residential			
2009 YTD			
2007	2008	Aug	Avg.
83.7%	85.1%	84.0%	84.3%
69.8%	73.1%	68.7%	70.5%

	Average CAIDI 2007, 2008, 2009 YTD	Average of Residential and Small Business Outage Response Satisfaction
Carolinas	143	78%
Ohio	101	68%

2009 YTD			
2007	2008	Aug	Avg.
73.2%	76.7%	77.3%	75.7%
59.2%	67.2%	63.9%	63.4%

	Average of Residential and Small Business Customer Satisfaction for Overall PQ and Reliability
Carolinas	88%
Ohio	75%

2009 YTD			
2007	2008	Aug	Avg.
86.3%	88.5%	88.2%	87.7%
71.1%	75.8%	72.3%	73.1%

Small Business				Avg Res and Small Business			
2009 YTD				2009 YTD			
2007	2008	Aug	Avg.	2007	2008	Aug	SAIFI Avg.
85.9%	87.8%	89.1%	87.6%	0.97	1.08	0.86	0.97
75.4%	76.5%	73.4%	75.1%	1.33	1.33	1.26	1.31

				Response			
2009 YTD				2009 YTD Satisfaction			
2007	2008	Aug	Avg.	2007	2008	Aug	Avg.
78.2%	80.3%	83.7%	80.7%	139.0	148.0	143.0	143.3
75.3%	71.9%	73.4%	73.5%	96.8	98.3	109.4	101.5

2009 YTD			
2007	2008	Aug	Avg.
86.9%	87.7%	89.0%	87.9%
77.9%	78.1%	74.1%	76.7%