Large Filing Separator Sheet

Case Number: 08-709-EL-AIR
08-710-EL-ATA
08-711-EL-AAM

Date Filed: 7/25/2008

Section: 5 of 6

Number of Pages: 151

Description of Document: Application
Volume 4, 5 & 6
Schedule S-4.2
Part 1 of 3

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		1 Day	2 Days	3 Days	4–5 Days	6 Days or More
How many working days did it take the crews/contractors to complete the installation once the required paperwork was obtained? (Service applications, inspections, releases, permits, fees, prepaid charges, etc.)	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you with the length of time it took the crews to begin the installation?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with the length of time it took the crews to complete the installation?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you that Duke Energy's field crews or contractors were safety conscious at your job site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with the quality of the work of Duke Energy's field crews or contractors at your site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with Duke Energy's inspection of the work at your site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with your local government's inspection process?	Electric	O	O	O	O	O
How satisfied were you with the work at your site by Duke Energy's field crews or contractors overall?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

What could Duke Energy do differently to improve the work by Duke Energy's field crews or contractors?

		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you, overall, with the process of completing your service request from the time you made your initial request until it was completed in the field?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

Additional Comments Regarding Your Service Request

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To our Valued Customer:

As a builder or developer, you are an important Duke Energy customer. We value your input in Duke Energy's ongoing quality improvement process. The information you provide will help us to serve you better in the future. Please take a few minutes to complete this survey on your recent New Service Installation Project with Duke Energy, and return the survey in the postage-paid envelope.

Thank you for your help.

John Kappesser
Customer Satisfaction Manager

Sowder & Sullivan Cust Homes
PO Box 11597
Cincinnati OH 45211-0597

GAS-5968 WEST FORK RD-WHITE OAK-SOWDER & SULLIVAN-LOT# 2

MARKING INSTRUCTIONS: Completely darken appropriate circle or skip question if not applicable. Correct: ● Incorrect: ⊙ ⊗ ∅

Section I: Contacting Duke Energy

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
When you called Duke Energy to make your service request, how satisfied were you with the ease of determining who to call at Duke Energy?	O	O	O	O	O

What phone number did you call to make your service request?

O New gas/electric installation number (513) 651-0444
O Local office number (Office Coordinator)
O The direct number of an Engineer or Project Coordinator
O Customer Service phone number (513) 421-9500
O Do not know

Once you contacted a representative at Duke Energy, how satisfied were you that the representative...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...was easy to reach?	O	O	O	O	O
...was courteous?	O	O	O	O	O
...listened to you?	O	O	O	O	O
...returned your phone calls in a timely manner?	O	O	O	O	O
...clearly communicated what steps you needed to complete?	O	O	O	O	O
Overall, how satisfied were you with the Duke Energy representative who handled your initial request?	O	O	O	O	O

How many phone calls to Duke Energy did you make to initiate your service request?	1	2	3	4 or more
	O	O	O	O

How satisfied are you with this number of calls to initiate your request?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	O	O	O	O	O

Overall, how long were you on the phone making your service request?	Less than 2 minutes	2-3 minutes	4-6 minutes	7-9 minutes	More than 10 minutes
	O	O	O	O	O

How satisfied were you with the length of time you spent on the phone making your request?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	O	O	O	O	O
Overall, how satisfied were you with the process of initiating your service request?	O	O	O	O	O

What could Duke Energy do differently to make it easier for you to initiate your service request?

Section II: Service Received from Duke Energy Employees and Contractors

If no electric/gas crews or contractors were required, please skip to Section III.

Most of your work was completed by... O Duke Energy Employees O Duke Energy Contractors O Do not know

How satisfied were you that Duke Energy's field crews or contractors...		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...were courteous?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...were knowledgeable?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...listened to you?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...displayed a sense of urgency in getting your job completed?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...treated your property with respect?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

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More on Back

To our Valued Customer:

As a builder or developer, you are an important Duke Energy customer. We value your input in Duke Energy's ongoing quality improvement process. The information you provide will help us to serve you better in the future. Please take a few minutes to complete this survey on your recent New Service Installation Project with Duke Energy, and return the survey in the postage-paid envelope.

Thank you for your help.

John Kappesser
Customer Satisfaction Manager

J & B Steel
9430 Sutton Pl
Hamilton OH 45011-9698

PERM 1 HOSPITAL DR STE G FRANKLIN J & B STEEL

MARKING INSTRUCTIONS: Completely darken appropriate circle or skip question if not applicable. Correct: ● Incorrect: ⊙ ⊗ ∅

Section 1: Working with Duke Energy

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
When you called Duke Energy to make your service request, how satisfied were you with the ease of determining who to call at Duke Energy?	O	O	O	O	O

What phone number did you call to make your service request?

O Local office number (Office Coordinator)
O New gas/electric installation number (513) 651-0444
O Customer Service phone number (513) 421-9500
O The direct number of an Engineer or Project Coordinator
O Do not know

Once you contacted a representative at Duke Energy, how satisfied were you that the representative...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...was easy to reach?	O	O	O	O	O
...was courteous?	O	O	O	O	O
...listened to you?	O	O	O	O	O
...returned your phone calls in a timely manner?	O	O	O	O	O
...clearly communicated what steps you needed to complete?	O	O	O	O	O
Overall, how satisfied were you with the Duke Energy representative who handled your initial request?	O	O	O	O	O
Overall, how satisfied were you with the process of initiating your service request?	O	O	O	O	O

What could Duke Energy do differently to make it easier for you to initiate your service request?

Section 2: Design and Management of Projects

How satisfied were you that the Customer Project Coordinator (CPC) or Engineer....	Does Not Apply	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...was easy to reach?	O	O	O	O	O	O
...was courteous?	O	O	O	O	O	O
...listened to you?	O	O	O	O	O	O
...knew how to handle your electric service request?	O	O	O	O	O	O
...knew how to handle your gas service request?	O	O	O	O	O	O

	Same Day	Next Day	3-4 Days	5 days or more
How long did it take your call to be returned?	O	O	O	O

	Does Not Apply	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall, how satisfied were you with the Customer Project Coordinator (CPC) or Engineer who handled your request?	O	O	O	O	O	O

	1 Week or Less	2-3 Weeks	4-5 Weeks	6 Weeks or More	Don't Know
Approximately how long did the design and engineering portion of your request take after the Customer Project Coordinator or Engineer received all of the necessary information?	O	O	O	O	O

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you with this length of time to design your request?	O	O	O	O	O
How satisfied were you with the Customer Project Coordinator or Engineer's ability to have your project completed by your desired date?	O	O	O	O	O

What could Duke Energy do differently to improve the project design and management of projects like this?

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Section III: Service Request for Electric/Gas Field Crews or Contractors

If no electric/gas crews or contractors were required, please skip to Section IV.

Most of your work was completed by... O Duke Energy Employees O Duke Energy Contractors O Do not know

How satisfied were you that Duke Energy's field crews or contractors...		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...were courteous?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...were knowledgeable?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
.. listened to you?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...displayed a sense of urgency in getting your job completed?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...treated your property with respect?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
...were safety conscious at your job site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

For Line Extensions/Joint Trenches/Gas Mains/Primary Installations (Jobs involving poles, transformers, gas lines, primary installation)

		6-10 Days	11-15 Days	16-20 Days	21 or More	Don't Know
How many working days elapsed before Duke Energy crews began work on your project (after pre-construction meetings, fees, pre-paid charges, and all necessary information was received)?	Electric	O	O	O	O	O
		6-10 Days	11-15 Days	16-20 Days	21 or More	Don't Know
	Gas	O	O	O	O	O

For New Service Installation Only (Jobs involving the installation of service to buildings and meters)

		1 Day	2 Days	3 Days	4-5 Days	6 Days or More
How many working days did it take the crews/contractors to complete the installation once the required paperwork was obtained? (Service application, inspections, releases, fees, prepaid charges, etc.)	Electric	O	O	O	O	O
		1 Day	2 Days	3 Days	4-5 Days	6 Days or More
	Gas	O	O	O	O	O

		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you with the length of time it took the crews to begin the installation?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with the length of time it took the crews to complete the installation?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with the quality of the work of Duke Energy's field crews or contractors at your site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with Duke Energy's inspection of the work at your site?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O
How satisfied were you with your local government's inspection process?	Electric	O	O	O	O	O
How satisfied were you with the work at your site by Duke Energy's field crews or contractors overall?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

What could Duke Energy do differently to improve the work by Duke Energy's field crews or contractors?

Section IV: Overall Satisfaction

		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you, overall, with the process of completing your service request from the time you made your initial request until it was completed in the field?	Electric	O	O	O	O	O
	Gas	O	O	O	O	O

Additional Comments Regarding Your Experience with Duke Energy

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Online Services Residential Survey

Simply answer the questions and click the "Next" button in the lower left-hand corner of you screen. When you have reached the end of the surveys, click "Submit" to send your answers.

How did you learn about the Online Services section of Duke-Energy.com? Check all that apply.

Brochure in the mail
Bill insert
Duke-Energy.com
Customer Service Representative
Message on my energy bill
Friend/Relative/Co-worker
Other

If other, please explain

For what reason(s) do you use Duke Energy's Online Service? Check all that apply.

Pay my electric bill
Information about my electric bill (amount due & due date)
Payment history
Turn service on or off
Information about my electric usage
Other

If other, please explain

How frequently do you visit Online Services?

About once a week
About once a month
Quarterly
Yearly
Other

If other, please explain

Recalling your experience when signing up for Online Services, please indicate how satisfied you were with...

...locating where to register and sign in to Online Services.
...the instructions being clearly stated and easily understood.
...finding the answers to your questions within the Online Services section.
...the ability to find information you want within Online Services
...the quality of information on this site.
...the amount of time involved in registering for Online Services.
...the overall process of registering for Online Services.

Did you use Online Services rather than contact Duke Energy by phone or in person?

Yes
No

If no, please explain why.

Have you called a Duke Energy Customer Service Representative for additional assistance regarding Online Services?

Please explain why you have contacted a Duke Energy Customer Service Representative.

Thinking about the Duke Energy Customer Service Representative who was most responsible for handling your questions/concerns, please indicate how satisfied you were that the Representative...

....had sufficient knowledge.
...had the ability to answer your questions or resolve your problem on the first call.
...demonstrated personal care and concern.
...Overall, how satisfied were you with the Duke Energy Customer Service Representative who handled your questions/concerns?

How many phone calls did you make to resolve your questions/concerns?

One
Two
Three
Four or more

How do you currently pay your energy bill(s)?

Online through Duke Energy's e-Bill program
Online bill payment through my bank
Online with another web site
I do not pay my bills online

Recalling your experiences when signing up for our e-Bill program, please indicate how satisfied you were with...

...finding your way to the e-Bill registration within Online Services.
...instructions that were clearly stated and easily understood.
...the amount of time involved in signing up for e-Bill.

Overall, how satisfied were you with the process of signing up for the e-Bill program?

Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Does Not Apply

Regarding our e-Bill program, please indicate how satisfied you are with...

...the convenience of the program.
...the ease of paying your energy bill.
...the amount of time involved in paying your energy bill.
...the accuracy of payments applied to your account.

Please indicate your overall level of satisfaction with our e-Bill program.

Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Does Not Apply

What is your overall level of satisfaction with the Online Services section of Duke-Energy.com?

Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Does Not Apply

When needing customer service information in the future, will you be likely to use Online Services before calling?

Yes
No

If no, please explain why?

Would you recommend Online Services to someone else?

Yes
No

If no, please explain why?

How could Online Services be improved to better serve your needs?

What other features could we add to Online Services to be more beneficial to you?

How do you prefer learning about other online programs/offerings?

Insert in my energy bill
Duke-Energy.com Web site
Customer Service Representative
Radio
TV
Newspaper
Magazine

E-mail
Brochure
Direct Mail
Other

If other, please explain:

Please provide us with any additional comments that you would like to share about our e-Bill program.

Optional: The following questions are for classification purposes only and will not be used for any other purpose than to help us continue to improve our customer service. Please select the category that best describes your situation.

Please rate your level of experience using the Internet. (Select one)

Beginner
Casual user
Regular user
Expert

How are you usually connected to the Internet when visiting Online Services?

Dial-up
DSL (Telephone company)
Cable modem (Cable company)
Work network
School network
Other
Don't know

If other, please explain

Please select your age group.

18-34
35-49
50-59
60-64
65-74
Over 74

Please select the highest level of education that you have attained.

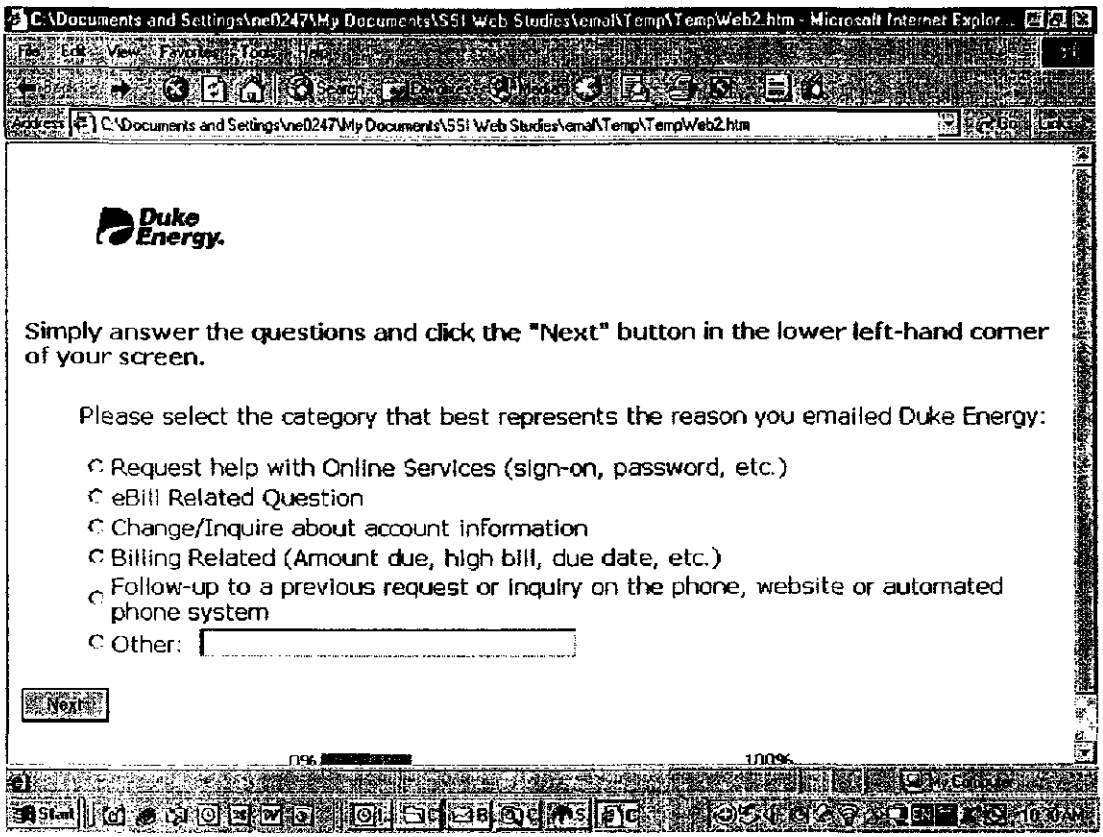
Some high school
High school graduate or equivalent
Some college or vocational/technical school
College graduate
Post-graduate degree

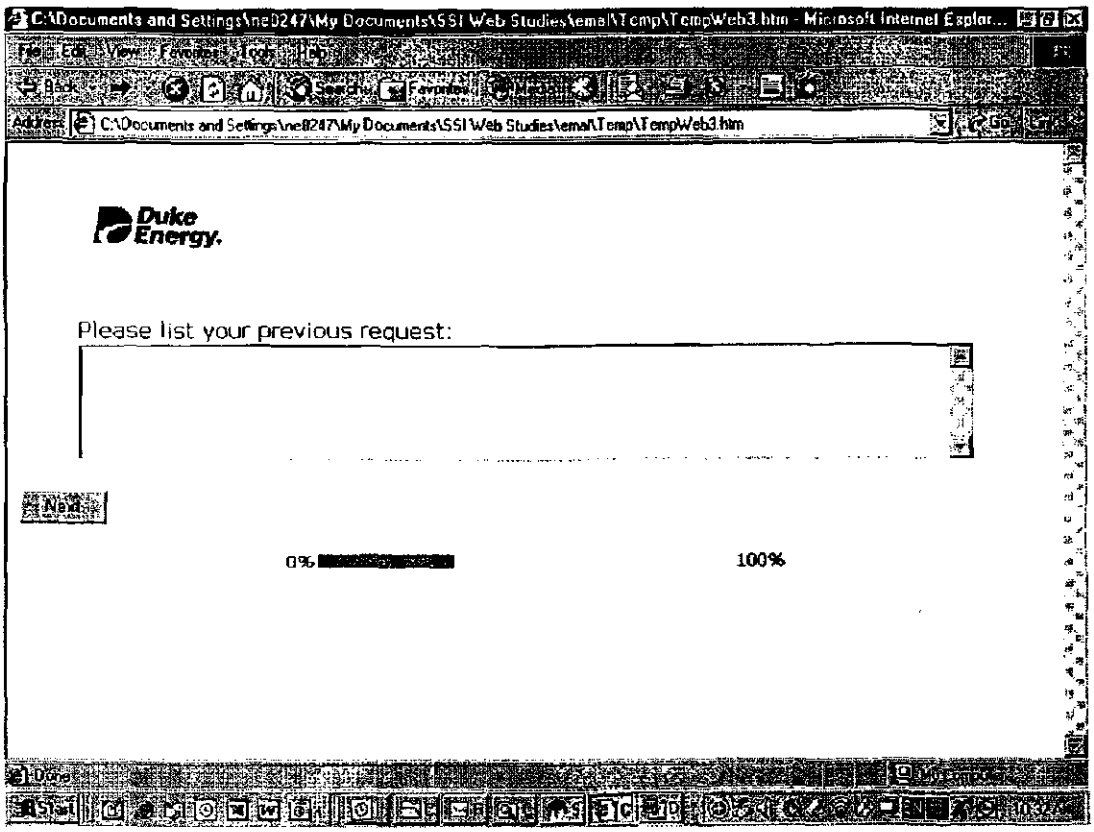
Please select your gender.

Male

Female

E-Mail Survey

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Address C:\Documents and Settings\ne8247\My Documents\SSI Web Studies\ema\Temp\TempWeb3.htm
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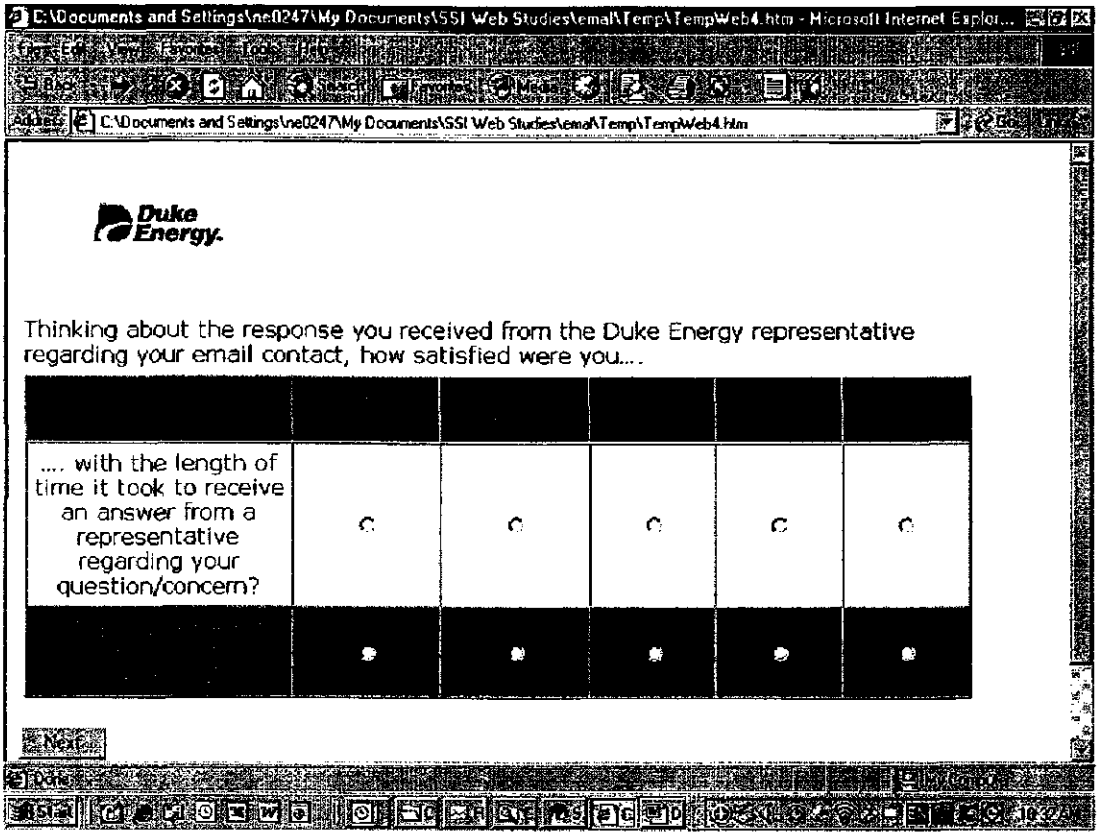
Duke Energy.
Please list your previous request:
Next
0%
100%
Done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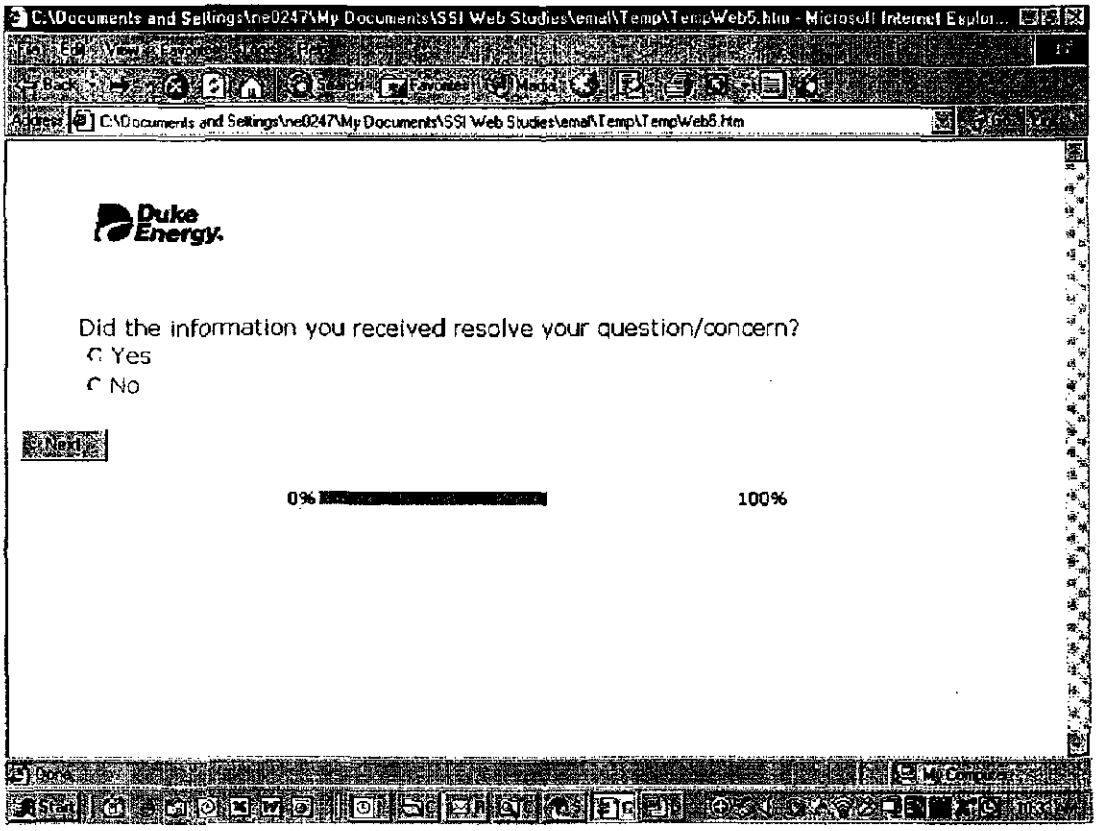
Duke Energy.
Thinking about the response you received from the Duke Energy representative regarding your email contact, how satisfied were you....
.... with the length of time it took to receive an answer from a representative regarding your question/concern?
Next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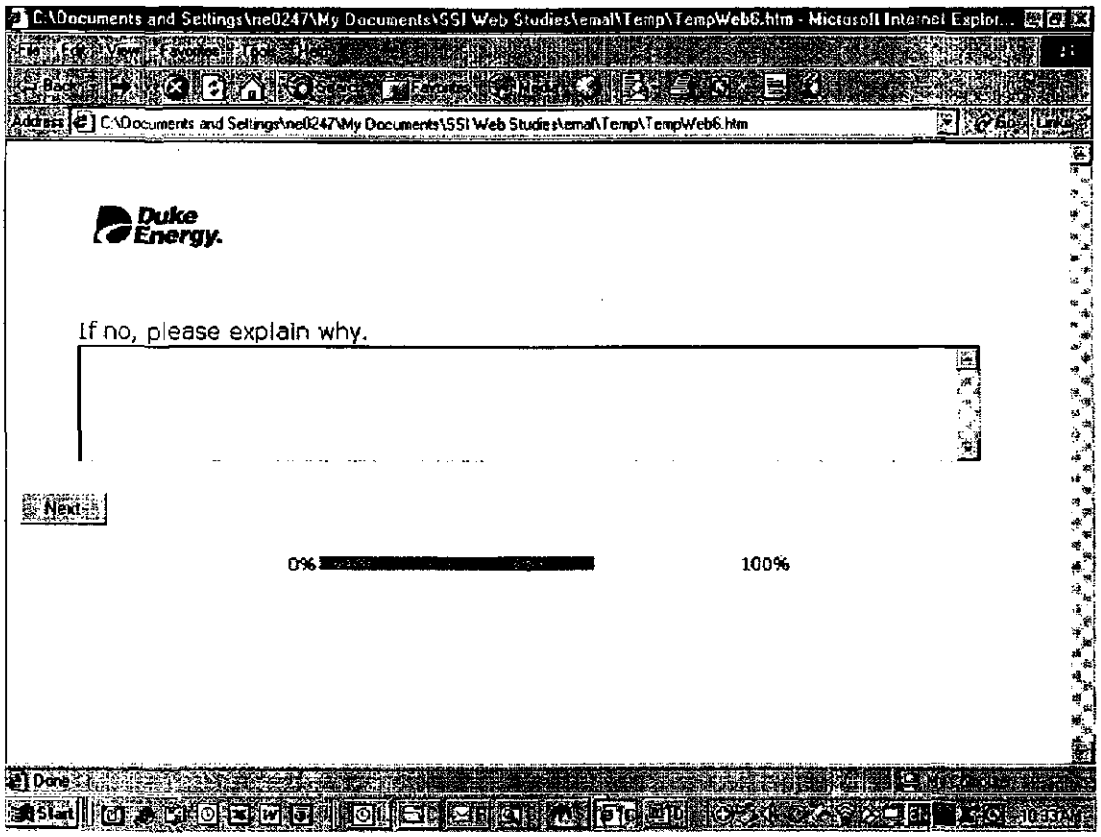
Duke Energy.
Did the information you received resolve your question/concern?
Yes
No
Next
0%
100%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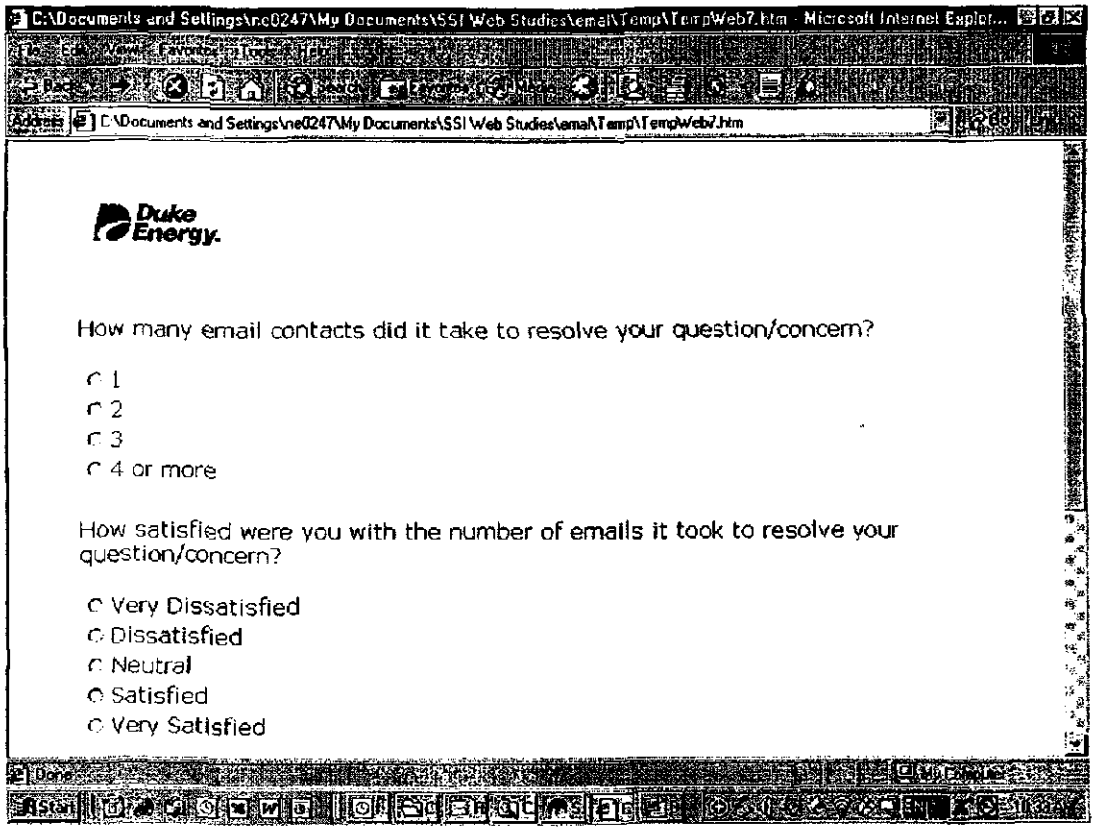
Duke Energy.
If no, please explain why.
Next
0%
100%
Done
Start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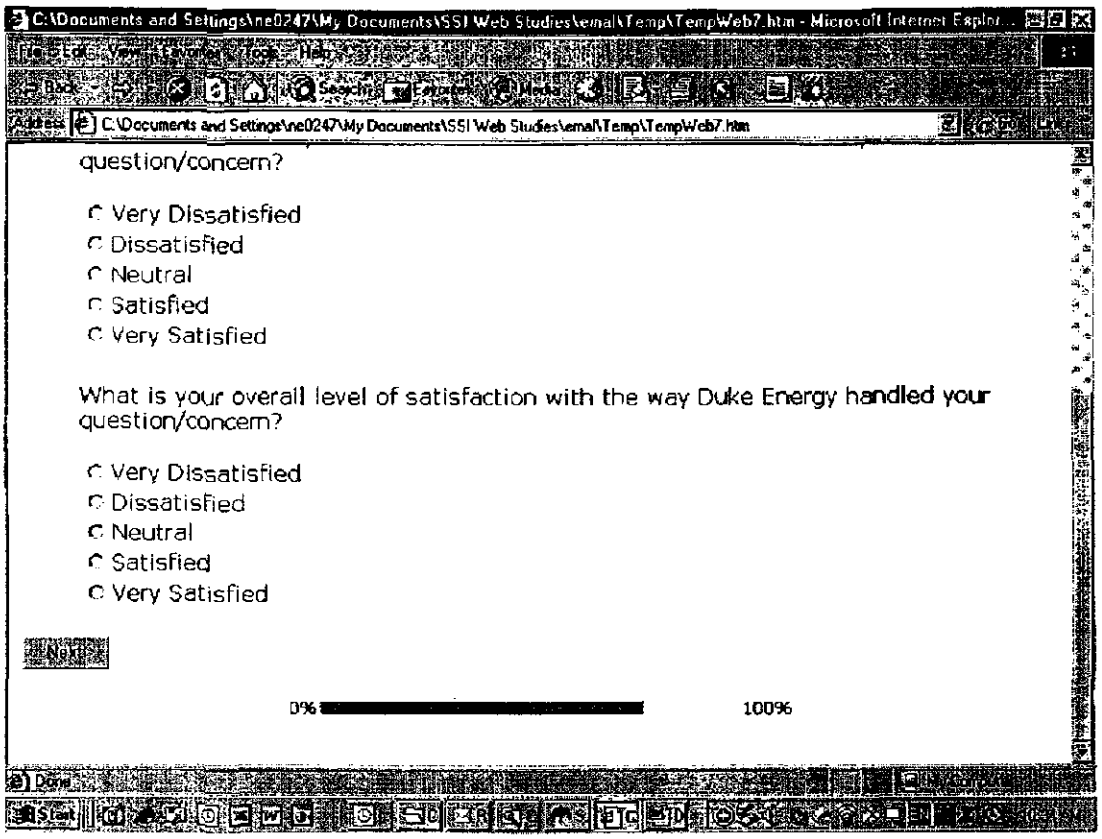
Duke Energy.
How many email contacts did it take to resolve your question/concern?
1
2
3
4 or more
How satisfied were you with the number of emails it took to resolve your question/concern?
Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Done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Address C:\Documents and Settings\ne0247\My Documents\SSI Web Studies\email\Temp\TempWeb7.htm
question/concern?
Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
What is your overall level of satisfaction with the way Duke Energy handled your question/concern?
Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Next
0%
100%
Done
Start

All 2006 Complaints & Inquiries Received by Customer Service Support

The table below represents the complaints handled by Customer Service Support; therefore, the number of complaints reported by the Commissions may differ from the numbers reflected below.

	Jan	Feb	Mar		Apr	May	Jun		Jul	Aug	Sep		Oct	Nov	Dec		2006	2005
Commission Complaints OH & KY																		
PUCO, PUCO Hotline	37	59	68	164	51	80	82	213	102	78	73	253	95	69	54	218	848	481
KYPSC	4	4	4	12	5	9	12	26	6	10	6	22	10	4	5	19	79	68
Total Other Complaints	19	13	17	49	19	27	31	77	28	27	33	88	36	33	16	85	299	236
Total Inquires	68	43	74	185	64	115	104	283	91	95	95	281	68	75	67	210	959	1124
Total Complaints & Inquiries	128	119	163	410	139	231	229	599	227	210	207	644	209	181	142	532	2185	1909
Commission Complaints IN																		
IURC	9	5	5	19	9	10	16	35	7	9	8	24	20	15	20	55	133	72
Total Other Complaints	18	12	10	40	18	40	12	70	24	19	13	56	19	20	16	55	221	182
Total Inquires	5	4	2	11	3	12	7	22	9	12	15	36	16	10	19	45	114	25
Total Complaints & Inquiries	32	21	17	70	30	62	35	127	40	40	36	116	55	45	55	155	468	279
												All Complaints & Inquires					2653	2188

2006 Complaints Received from the PUCO

The table listed below contrasts the 2005 and 2006 December data by customer complaint category.

	Duke OH		
Inquiry/Complaint Category	Dec-05	Dec-06	% Dec 06
Billing	14	14	25.93%
Credit	18	25	46.30%
Electric Trouble	2	5	9.26%
Gas Trouble	2	1	1.85%
Marketing	0	1	1.85%
Meter Reading	4	2	3.70%
Miscellaneous	1	3	5.56%
Rates	1	2	3.70%
Service Order	1	1	1.85%
Totals	43	54	100.00%

Exhibit CUC-9

Results of Customer Inquiries/Complaints Received from Various

1/1/2006 - 12/31/06

MONTH	*TOTAL*	*Completed in 1 Day*	*Completed in 2 Days*	*Completed in 3 Days*
1	162	96.30%	98.15%	98.77%
2	140	96.43%	98.57%	99.29%
3	184	92.39%	97.28%	98.37%
4	173	90.75%	95.95%	95.95%
5	293	91.81%	97.27%	97.61%
6	263	92.40%	97.34%	97.34%
7	260	88.85%	94.23%	97.69%
8	264	90.91%	94.32%	95.83%
9	237	94.51%	97.89%	97.89%
10	309	91.91%	96.44%	97.41%
11	225	91.56%	95.56%	97.33%
12	197	93.91%	96.95%	98.48%
Total	2707	92.64%	96.66%	97.86%

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Customer Care: 35

•Professional greeting and closing Yes
–Open with "Good morning, afternoon, evening," give name to personalize the conversation
–Close with a professional statement (ex. Have a great day, thank you for calling, enjoy your new home, have fun on your vacation)
•Provide respectful and friendly service Yes
–Address the customer politely and professionally and demonstrate a willingness to help by applying good listening and soft skills.
–Avoid negative and demanding phrases
–Avoid interrupting the caller
•Respond appropriately Yes
–Apologize for actual errors
–Express empathy for the customer's situation
–Acknowledge customer comments
•Manage the call Yes
–Pace call well using appropriate rate of speech and manage the conversation to maintain a business focus
–Use proper hold procedure
•Use proper grammar Yes
–Avoid jargon and slang
–Use grammatically correct statements
–Avoid placing blame or disassociation with the company (ex. They make me...)
•Make the interaction easy for the customer Yes
–Avoid making the customer take any unnecessary steps or provide any unnecessary information in order to receive the service or assistance requested.

Address the Customer's Need 35

•Correctly identify the customer need Yes
–Ask questions relevant to customer request
•Use empowerment appropriately Yes
–Demonstrate flexibility by focusing on what we CAN do to assist. Present options.
•Provide complete and accurate information Yes
–Quote standard delivery times
–Quote any relevant charges and key dates
–Communicate what to expect on upcoming bills or other correspondence
•Completed transaction and/or any follow up work required Yes
–Submit orders
–Send messages to appropriate department using the correct tools
–Enter necessary documentation to ensure requested work is completed
•Summarized information Yes
–Review what, when and where to confirm correct understanding of actions to be taken

Protect company assets & support business objectives 35

•Obtain/verify key customer/location information Yes
–Obtain or verify location and alternate phone numbers
–Obtain or verify account holder and/or caller social security number
–Obtain or verify account holder date of birth
–Obtain directions if applicable
•Offered/promoted applicable products and services
–Actively promote FPP during campaigns
–Offer programs applicable to the call (Due date deferral, EPP, Draft, Ebill)
–Offer speedpay
–Promote the IVR and/or web when applicable to the call
•Avoid repeat or unnecessary repeat calls and field trips Yes
–Address the underlying need (ex. Customer asks about deposit amounts, lead them through the application process, customer asks about cost of particular appliance, recognize and assist with high bill concern)
–Share all pertinent information with customer
–Honor committment
•Adhere to legal/ auditing or company documentation requirements Yes
–Document team lead or supervisor approval for waiving fees
–Review verbal disconnect notice on deferred payment arrangements
Ensure accounts are properly secured
Enter credit block(MW), repeat outages, log call type

Total Possible points	105
Total Points earned	105

Evaluation Score **100.00%**

Midwest - OH & KY Contact Channels Report					
	IVR	*Web*	*E-Mail*	*Walk-In*	*Live Voice*
Jan	85551	79139	6842	40005	352800
Feb	63644	65959	5637	38126	298783
Mar	63709	66408	6625	41315	351609
Apr	57090	61572	5786	36023	343655
May	64356	66370	6529	40397	412024
Jun	68635	86846	7385	37031	388164
Jul	72250	123603	6603	35804	364082
Aug	74343	97591	7644	38654	382153
Sep	75038	89970	7070	36094	334006
Oct	87170	97473	8149	39977	372915
Nov	83633	97981	6361	35537	337498
Dec			6119		0
YTD 2006	795419	932912	80759	418963	3937680

C. G. & E. Co.

New Service Contact Center Stats 2006

	Calls Received	Calls Answered	Calls Abandoned	Abandoned Rate	Avg. Speed of Answer (Seconds)	Service Level %
January	6,958	6,881	77	1.1%	16	80.68%
February	6,728	6653	75	1.1%	15	82.48%
March	7,324	7247	77	1.1%	11	87.65%
April	6,654	6570	84	1.3%	15	82.29%
May	7,720	7648	72	0.9%	14	83.55%
June	8,192	8056	136	1.7%	17	80.79%
July	7,169	7046	123	1.7%	21	76.90%
August	8,062	7966	96	1.2%	14	83.84%
September	7,416	7333	83	1.1%	15	84.04%
October	7,802	7624	178	2.3%	23	76.83%
November	6,533	6382	151	2.3%	24	72.88%
December	5,135	5030	105	2.0%	23	69.24%
Totals	85,693	84,436	1,257	1.5%	17	80.42%

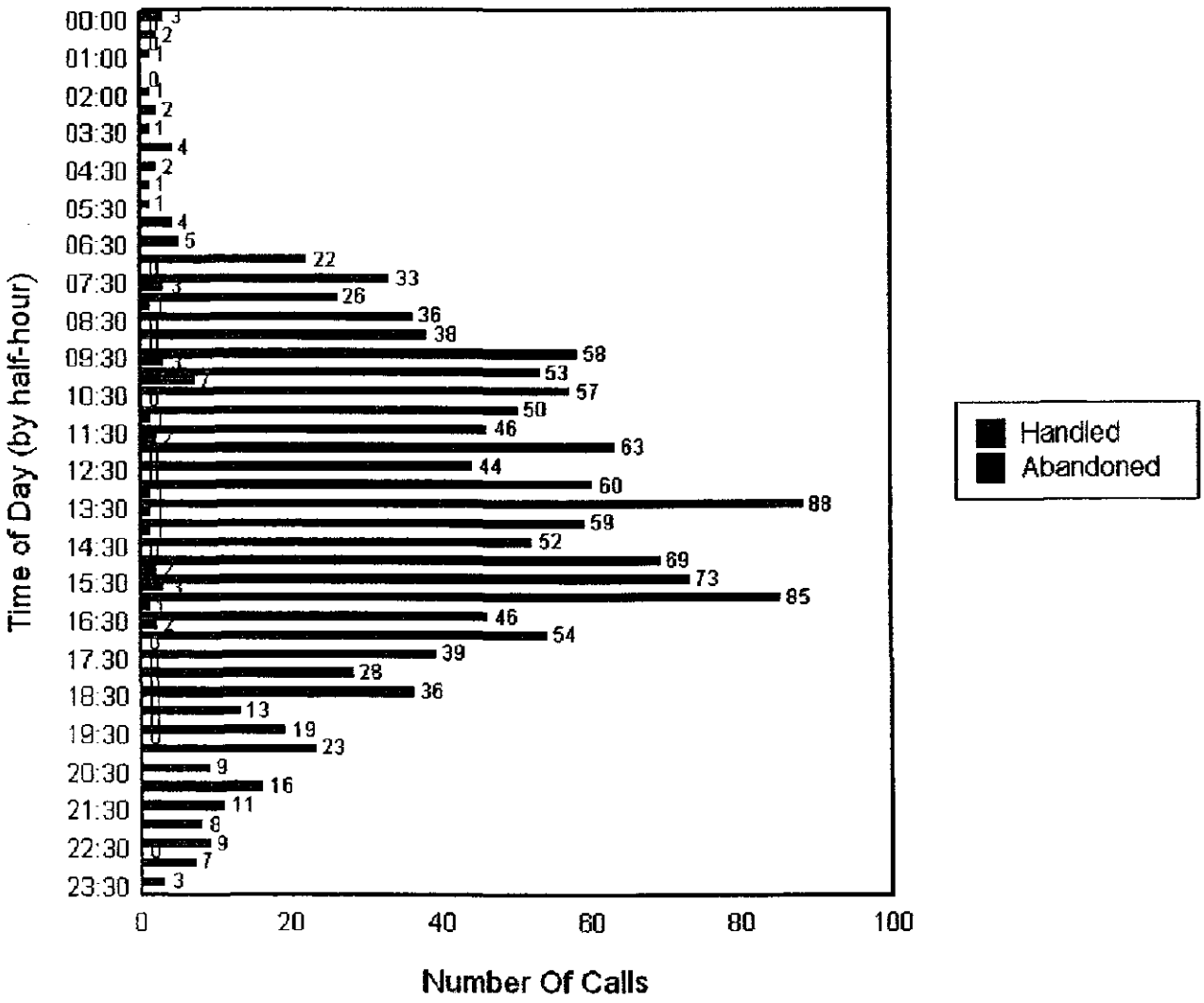
Cinergy East

Call Profile (Detail)

Thursday, December 14, 2006

Description: This Daily Profile Report charts incoming calls received by applications during each half-hour segment of a day. This report uses the Call Detail with Applications view and sorts by half hour.

Handled versus Abandoned



Time of Day Half Hour Starting at:	Number of Calls Offered	Handled	Average Speed of Answer	Longest Wait Before Handled	Percent Service Level	Number of Calls Abandoned	Average Wait Before Abandon	Longest Wait Before Abandon
Midnight	3	3	00:00:00	00:00:02	100.0	0	00:00:00	00:00:00
12:30 AM	2	2	00:00:03	00:00:04	100.0	0	00:00:00	00:00:00
1:00 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
1:30 AM	0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00
2:00 AM	1	1	00:00:02	00:00:02	100.0	0	00:00:00	00:00:00
3:00 AM	2	2	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
3:30 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
4:00 AM	4	4	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
4:30 AM	2	2	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
5:00 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
5:30 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
6:00 AM	4	4	00:00:01	00:00:06	100.0	0	00:00:00	00:00:00
6:30 AM	5	5	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
7:00 AM	22	22	00:00:21	00:02:05	54.5	0	00:00:00	00:00:00
7:30 AM	36	33	00:00:30	00:02:30	41.7	3	00:00:57	00:01:45
8:00 AM	27	26	00:00:13	00:01:20	74.1	1	00:00:51	00:00:51
8:30 AM	36	36	00:00:26	00:04:52	83.3	0	00:00:00	00:00:00
9:00 AM	38	38	00:00:03	00:01:19	94.7	0	00:00:00	00:00:00
9:30 AM	61	58	00:00:04	00:00:37	85.2	3	00:00:39	00:01:01
10:00 AM	60	53	00:00:29	00:03:24	48.3	7	00:01:47	00:06:55
10:30 AM	57	57	00:00:22	00:07:44	82.5	0	00:00:00	00:00:00
11:00 AM	51	50	00:00:03	00:00:38	92.2	1	00:00:26	00:00:26
11:30 AM	48	46	00:00:10	00:01:26	79.2	2	00:00:41	00:00:59
Noon	63	63	00:00:11	00:03:00	84.1	0	00:00:00	00:00:00
12:30 PM	44	44	00:00:05	00:01:00	88.6	0	00:00:00	00:00:00
1:00 PM	61	60	00:00:05	00:00:36	85.2	1	00:00:27	00:00:27
1:30 PM	89	88	00:00:09	00:01:10	80.9	1	00:00:45	00:00:45
2:00 PM	60	59	00:00:05	00:00:51	86.7	1	00:00:30	00:00:30
2:30 PM	52	52	00:00:05	00:01:20	90.4	0	00:00:00	00:00:00
3:00 PM	71	69	00:00:14	00:02:29	76.1	2	00:00:30	00:00:33
3:30 PM	76	73	00:00:07	00:00:57	78.9	3	00:00:53	00:01:12
4:00 PM	86	85	00:00:08	00:01:10	79.1	1	00:00:29	00:00:29
4:30 PM	48	46	00:00:06	00:00:52	83.3	2	00:00:40	00:00:47
5:00 PM	54	54	00:00:03	00:00:36	94.4	0	00:00:00	00:00:00
5:30 PM	39	39	00:00:11	00:01:06	74.4	0	00:00:00	00:00:00
6:00 PM	28	28	00:00:05	00:00:38	89.3	0	00:00:00	00:00:00
6:30 PM	36	36	00:00:10	00:00:40	72.2	0	00:00:00	00:00:00
7:00 PM	13	13	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
7:30 PM	19	19	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
8:00 PM	23	23	00:00:07	00:01:08	91.3	0	00:00:00	00:00:00
8:30 PM	9	9	00:00:03	00:00:32	88.9	0	00:00:00	00:00:00
9:00 PM	16	16	00:00:33	00:02:23	62.5	0	00:00:00	00:00:00
9:30 PM	11	11	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
10:00 PM	8	8	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
10:30 PM	9	9	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
11:00 PM	7	7	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
11:30 PM	3	3	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
System Total	1,368	1,360	00:00:10	00:07:44	93.3	28	00:00:33	00:06:55

Filters Applied:

Relative Date:	None
Start Date:	12/14/2006
End Date:	12/14/2006
Relative Time:	None
Start Time:	Midnight
End Time:	11:59:59PM
Application Number(s):	102-102, 104-104, 120-120, 315-315, 321-321, 322-322, 381-381, 382-382, 395-395, 112-112, 66-66, 107-107, 111-111, 114-114, 204-204, 394-394, 398-398, 215-215, 212-212, 211-211
Feature Selections:	Network Interflow Feature = ON, Trunk Outbound Feature = ON
Data Source Name:	AspectCC

Availability by Employee

Exhibit CUC-14

12/1/2006 to 12/31/2006

No filters used.

Employee Group: OTHER

Employee: King, Victoria

Date	Start	Stop	Scheduled	Signed In	Compliance	Signed In % ((Signed In/Scheduled) * 100)	Compliance % ((Compliance/Scheduled) * 100)
12/1/2006	+ 0:07:28	- 0:04:15	8:30:00	8:37:56	8:25:45	102	99
12/11/2006	+ 0:07:43	- 0:04:52	8:30:00	9:19:08	8:24:50	110	99
12/12/2006	+ 0:14:24	- 0:03:59	3:45:00	3:57:18	3:41:01	105	98
12/13/2006	+ 0:08:32	- 0:03:51	8:30:00	8:42:47	8:25:56	103	99
12/14/2006	+ 0:06:56	- 0:03:32	7:15:00	7:25:33	7:10:08	102	99
12/15/2006	+ 0:06:53	- 0:03:58	8:30:00	8:35:54	8:26:02	101	99
12/18/2006	+ 0:08:26	- 0:13:42	5:25:00	5:25:31	5:10:54	100	96
12/19/2006	+ 0:07:41	+ 0:15:19	1:00:00	1:09:11	1:00:00	115	100
12/20/2006	+ 0:03:44	- 0:03:32	4:00:00	4:04:51	3:56:28	102	99
12/21/2006	+ 0:08:54	- 0:03:55	2:29:00	2:41:28	2:25:05	108	97
12/22/2006	+ 0:07:29	- 0:03:33	2:15:00	5:48:21	2:11:27	258	97
Avg of 11	+ 0:08:01	- 0:03:05	5:28:05	5:58:54	5:23:25	109	99
Total of 11	+ 01:28:10	- 00:33:50	60:09:00	65:47:58	59:17:36	109	99

* Schedule crosses midnight
NA (Not applicable or not available)

Aspect - Workforce Management Software

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
GAS ENGINEERING
SFR Reference: Chapter II(B)(9)(a)(i,ii,viii,ix), Chapter II (B)(9)(e)(vii)

I. Policy and Goal Setting

Gas Engineering supports the corporate policies and objectives through department directives, procedures and practices.

The goals of Gas Engineering are designed to support the business plans of Gas Operations and the US Franchised Electric & Gas (US Franchised E&G). Refer to Exhibits CGO-2 and CGO-3 for copies of the goals and objectives for Gas Operations.

Annually, the General Manager of Gas Engineering meets with the supervisory staff of Gas Engineering to develop a work plan to support the business plans of Gas Operations and the US Franchised E&G. Through a participative process, individual and team goals are developed. These goals are provided to the Senior Vice President of Gas Operations for incorporation into the US Franchised E&G's business plan.

Gas Engineering goals are published to make all employees aware of the department expectations. To assure continuous attention to the team and individual goals, departmental goals become part of the annual key performance appraisal process for department employees.

The General Manager, Manager and the supervisors of Gas Engineering periodically review goals. Staff meetings are held regularly, to review progress of work plans. When problems are identified, corrective actions are established and target deadlines are set.

Gas Engineering, in conjunction with the other operating areas of Gas Operations, including the Senior Vice President, are responsible for the development of practices, policies and procedures for the installation, operation and maintenance of gas facilities. These practices, policies and procedures are reported in the Gas Operations Standards Manual for Design, Construction, System Operations and Maintenance.

Gas Engineering is responsible for maintaining, revising and updating the Gas Operations Standards Manual for Design, Construction, System Operations and

Maintenance. This includes keeping all employees within Gas Operations informed of all changes in policies, practices and procedures.

Contractor Construction Management is responsible for the inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces.

II. Strategic Planning

Strategic planning is accomplished at the officer level and is used to develop the US Franchised E&G business plan. The goal and budgeting processes support strategic direction, as follows:

- A strategic plan has been developed for Gas Operations. Gas Engineering is involved as part of the planning team, as well as during implementation;
- Gas Engineering performs gas system analysis and planning of the physical gas system to maintain reliability and provide capacity to serve future customers and changing gas delivery requirements;
- Gas Engineering assists in the staffing and training of new employees and on-going development of personnel to provide safe, reliable and economic service to our customers and maintain the integrity of the system; and
- Gas Engineering identifies, develops and implements new methods and equipment to perform the job better in the future.

Gas Engineering supports the US Franchised E&G business plan through its goals and budgeting processes, as follows:

Budgeting

Gas Engineering, Gas Commercial Operations, Gas Performance Support, and the Gas Construction & Maintenance Management Department jointly develop a Construction Budget for all of Gas Operations. The budget is reviewed monthly and variances are addressed. Blanket budgets are reviewed monthly and midyear for necessary adjustments. The total Construction Budget may be increased by way of non-contemplated items, if approved by the Senior Vice President of Gas Operations, or decreased by scheduling changes.

An operating and maintenance budget is developed solely for costs incurred by Gas Engineering. This budget is further separated into five (5) sub-departments so the expenses of each division within the department may be better analyzed. Also, labor, material and expenses are broken down within each sub-department account. Variance Reports are prepared on a monthly basis for each department.

Maintenance

Gas Engineering's planning and budgeting activities are aimed at keeping the existing gas system in a safe and reliable condition and extending it to meet present and future energy competition. Evaluation programs have been developed to choose the highest priority segments or pipe for replacement on a year-to-year basis.

Development and Training

A strong, continuous effort is maintained to train and develop personnel. The demands on technical expertise and information systems are accelerating. Gas Engineering's personnel must obtain the knowledge and resources to keep pace. Gas Engineering's hiring practices are important as a foundation, but we concentrate on development continually. Training is obtained through attendance at seminars, on the job training and rotation to other Gas Operating areas.

III. Organizational Structure

The Gas Engineering Department is headed by a General Manager who reports to the Senior Vice President of Gas Operations. Gas Engineering is organized into five (5) sections:

- Distribution Engineering – Pipeline Design and Major Projects;
- Systems Engineering;
- Drafting & Mapping Resources;
- Corrosion Engineering and Control; and
- Contractor Construction Management

An organization chart of Gas Engineering is provided in Exhibit GE-1.

IV. Responsibilities

The primary responsibilities of Gas Engineering are to provide engineering services, maps and records for Gas Operations to ensure system reliability management of contractor workforce and compliance with all federal, state, county, city and municipal codes, rules and regulations. In addition, Gas Engineering is responsible for planning, developing and maintaining long range planning objectives and goals for the Gas Distribution System as follows:

- Provides the staff support and engineering input for the Gas Operations in connection with the delivery of gas to new customers. In addition, Gas Engineering provides support and input to the Gas Construction & Maintenance Management Department in connection with the installation of gas pipelines and other associated gas facilities necessary to serve new customers and expand the distribution of gas to new areas;

- Responsibility for the inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces;
- Responsible for the retention of maps, records and other documents relating to the installed gas facilities, with input from Gas Commercial Operations, Gas Construction & Maintenance Management Department, Capital Accounting, Legal, Information Technology and Customer Relations Departments;
- Responsible for maintaining the records required for the coordination of all federal, state and local obligatory programs, provides contract administration services for Gas Construction & Maintenance Management Department for pipeline and various maintenance contracts. The majority of contracts are competitively bid on a unit cost basis;
- Responsible for the evaluation, selection and use of gas construction materials, excluding procurement and storage;
- Provides system analysis and design to optimize system design consistent with efficient, safe, reliable, economical and adequate operations;
- Provides expertise and guidance to Gas Operations as requested to achieve and sustain compliance with all applicable regulations, rules and codes;
- Provides plans, engineering design and administrative services for the construction, operation, maintenance, and records of the gas system;
- Prepares and maintains maps, drawings and other records of gas facilities;
- Develops and coordinates construction standards and procedures for Gas Operations, including standardization of materials;
- Determines and preserves the physical condition of the gas system and develops control programs to mitigate or reduce system deterioration;
- Processes and coordinates, in a timely manner, work orders, special billings, and other procedures necessary to the installation of customer facilities; and
- Provides expertise and administers the cathodic protection program, including the Integrity Management Program and compliance associated with the cathodic protection program for the system.

V. Practices and Procedures

This department has direct responsibilities in all areas relating to gas systems design, planning, engineering, contractor construction management and system records activities including such duties as the following:

- Gas systems planning and gas systems improvements;
- Inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces;
- Budgeting and cost estimating for decision analysis and construction;
- Protection of facilities and providing documentation for the protection of these facilities;

- Designing and programming Supervisory Control and Data Acquisition Systems (SCADA);
- Analyzing pipe network pressure and flow;
- Engineering the design of distribution regulation and control, customer regulating and measuring facilities, and purchase city gate stations;
- Preparing gas operation standards, procedures and guidelines;
- Preparing and administering programs for procuring contractor service and assistance;
- Developing and maintaining computer record systems, computer assisted drafting and engineering systems;
- Maintaining record storage and retrieval systems and providing access to system records;
- Coordinating construction projects with governmental and private agencies;
- Coordinating cathodic protection activities and design; and
- Coordinating the Integrity Management Program.

Gas Engineering is supported by the Customer Management System (CMS) in connection with service order processing and meter and other customer information. This system also provides valuable information necessary for efficient gas system planning.

Capital Accounting provides original cost records and pipeline inventory records. Legal assistance is provided by the Legal Department on an "as required" basis.

Data processing is provided by the Information Technology Department in connection with the Gas Operations Job Control and Gas Pipeline Condition Reporting programs. These and other ongoing programs, including the Gas Operations Work Management System, provide essential data for main replacement, budgeting, job status reporting and actual cost information.

Policies and procedures are established by each of the various operating divisions of Gas Engineering with input from Gas Construction & Maintenance Management Department and Gas Commercial Operations. Day-to-day operations and job control decisions are made by the appropriate job sponsors on a timely basis. Job sponsors are first line decision makers for engineering and customer problems or questions. Complex problems are referred to the appropriate Manager or Supervisor and then to the General Manager of Engineering.

Gas Engineering maintains Gas Operations Policies and Procedures essential for the design, maintenance and operation of the gas distribution system. These policies and procedures provide support to employees engaged in engineering, drafting and record maintenance activities.

VI. Decision Making and Control

Decisions are made at the lowest level consistent with impact and authority (i.e., if a decision were to impact only a group of clerical personnel, the supervisor of that group would make the decision and communicate with his/her superior as appropriate). Decisions with broad impact may be made at lower levels after discussion and approval at the overall impact level. The responsibility for compliance rests with the supervisory level that makes the decision. Communications and discussions concerning decisions which have been made are held with higher levels of supervision as needed. Normally this is an advisory process rather than a directive.

Intra-department decisions are made and discussed at levels appropriate to their impact. A decision that impacts only one section would be discussed with the manager if it is long range or a break from past practice.

Any decision that impacts a segment of the Company broader than Gas Engineering is discussed with appropriate management personnel. Depending on the type of decision and the degree of impact, this discussion would range from keeping management informed to getting formal approval.

VII. Internal and External Communication

Internal communication among the staff and management is frequent and convenient during daily activity. Conducive to the communication process is the fact that most personnel are in one location, spending the majority of their time in the same office area.

Internal communications consist of information and problem solving meetings regularly held for each division of Gas Engineering between the supervisor and staff and between the General Manager and supervisors. Other internal meetings on a project level are coordinated on an "as required" basis by job sponsors and designers with appropriate Gas Construction & Maintenance Management Department divisions and Gas Commercial Operations.

External communications consist of communicating and attending meetings with other utilities and agencies, such as the following:

- State, city and county engineers;
- Engineers, architects and local planners;
- National and state gas utility associations; and
- Professional organizations.

Written communications, including minutes of meetings, memos, letters, and specific procedures are a necessary follow-up for both internal and external communications.

VIII. Goal Attainment and Qualification

Engineering performance controlling processes are established by the special needs and engineering details of each project. Project need dates are translated into engineering completion target dates at the time that the project is received by the department. Goal attainment is quantified by establishing standards that meet, exceed or is exceptional performance for each goal/objective within a department, team or individual. Each goal is weighed as to its relative importance. Review periods are established between a subordinate and supervisor; this period is established based on the business needs. A large portion of the employee performance management system is goal accomplishment.

Need dates for projects relating to governmental agencies requiring new, relocated or replaced pipelines are furnished by the appropriate governmental sources.

Need dates for projects relating to internal construction budgets and improvements are established by special departmental sources and are generally targeted for "issue" for construction during or shortly after the first quarter of the year, to ensure completion prior to the next heating season.

Engineering completion target dates are formulated and projects are prioritized so that construction completion meets the requirements of the customers and/or governmental agencies. Where unavoidable delays are identified, the project sponsor will advise the appropriate division and/or the appropriate governmental agency. Progress is continuously monitored by the appropriate supervisor and individual job sponsors using computerized edits and checks.

Drafting, mapping, records updates and other staff engineering are continuously monitored by the Supervisor of Drafting & Mapping Resources using various manual and computerized reviews, edits and checks. These include processing of work orders for mains and services, permit requests, facility plotting, drafting, mapping, record updates and issuance of construction projects.

Performance indicator criterions are formulated by the appropriate supervisor to meet the special needs of the division and employees.

Each sponsor is responsible for evaluating progress, identifying problems, updating customer sources and scheduling their time to make necessary corrections or revising the target completion dates.

The complexity and special engineering needs of each project do not readily permit establishing standard times or specific performance parameters because most projects are unique. Engineering projects are classified into general categories as follows:

- New main extensions to serve new customers or new areas;
- Pipeline replacements for condition or service improvements;
- Customer meters, regulators and distribution systems;
- Replacements due to governmental street and roadway improvements;
- System Improvements (Pressure, Meter-Regulator);
- Feeder mains to supply new areas; and
- Gas plants and gas processing equipment.

The required time allocated for the completion of a project within each category varies. Each project is monitored from the date of assignment by a job sponsor to the date of installation completion by the construction force.

Weekly reporting of project status, with constant monitoring of progress toward a target date goal, together with monitoring the needs of a customer source, enables the supervisor and/or their job sponsors to prioritize projects, identify problems, schedule resources and make effective target date adjustments.

Listed below are examples of performance measurement reports utilized by the department, with reference numbers for attached samples.

Exhibit GE-1 Gas Engineering Organizational Chart.

Exhibit GE-2 Weekly Paper Work Turned in Status Report

Exhibit GE-3 Drafting Log Report by type and need date.

Exhibit GE-4 Map Updating Report by completion date

Exhibit GE-5 Map Updating History Report

Exhibit GE-6 Leak Investigation Request Data Log.

Exhibit GE-7 Construction Permit Status.

Exhibit GE-8 Weekly Gas Engineering Activity Report .

Exhibit GE-9 Construction Work Order Status Report.

Exhibit GE-10 General Manager Gas Engineering Key Performance Indicator.

Exhibit GE-11 Overrun Report

Exhibit GE-12 Gas Engineering Monthly Census Report.

Exhibit GE-13 Contractor Construction Management Status.

Exhibit GE-14 Contractor Construction Management Summary.

Exhibit GE-15 Contractor vs. Company Crew Service Renewal Comparison

Exhibit GE-16 Monthly Unit Data Report.

Exhibit GE-17 Renewal Summary Report.

Exhibit GE-18 New/Renew Service Report by District.

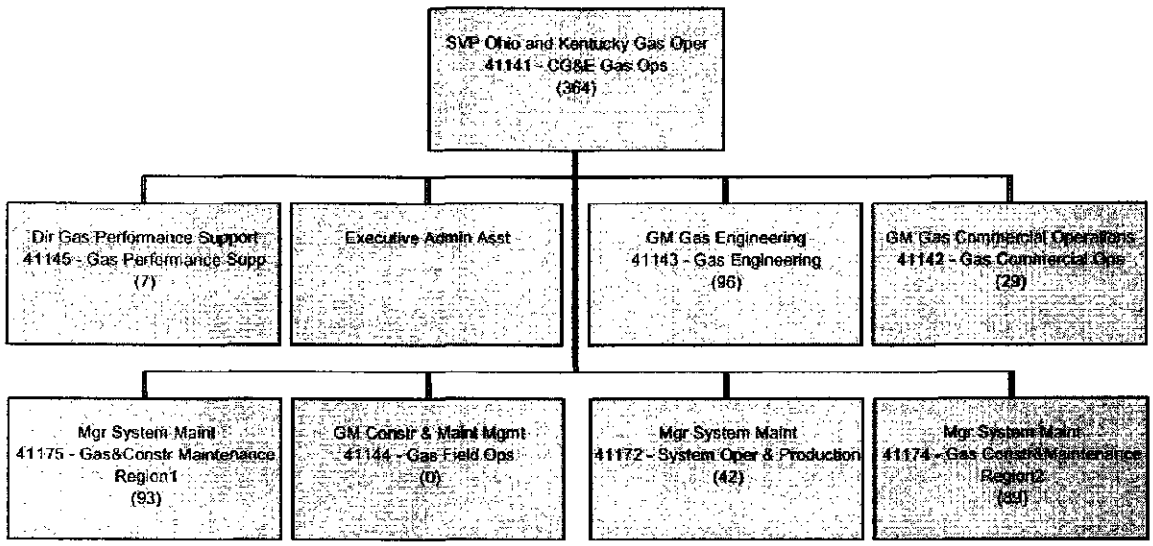
Exhibit GE-19 Main Repair Report.

Exhibit GE-20 2007 Service Renewal Report.

Exhibit GE-21 Customer Cathodic Protection Report

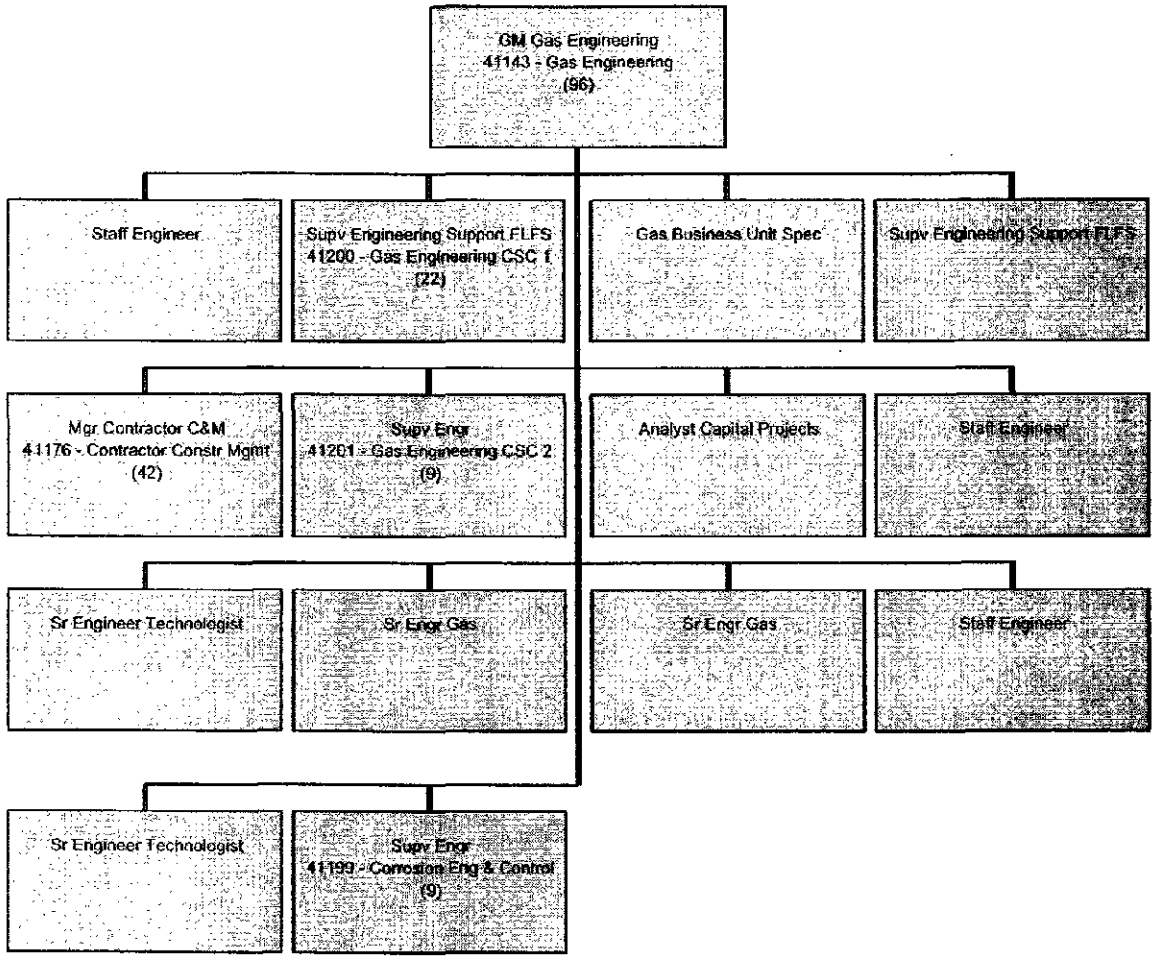
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Senior Vice President OH & KY Gas Operations



DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Gas Engineering



5/9/2007

2007 Paperwork Turned In Status Report

Month	# Jobs	Total Cost	$ Change
Feb	91	$5,252,591.12	
3/1/2004	78	$3,334,465.15	$ (1,918,125.97)
3/15/2004	68	$3,066,781.67	$ (267,683.48)
4/1/2004	46	$1,959,388.91	$ (1,107,392.76)
4/30/2004	34	$1,946,827.32	$ (12,561.59)
6/1/2004	37	$1,764,711.65	$ (182,115.67)
7/6/2004	24	$1,283,189.76	$ (481,521.89)
8/2/2004	36	$1,780,688.21	$ 497,498.45
9/9/2004	40	$1,481,246.46	$ (299,441.75)
9/30/2004	27	$1,072,124.73	$ (409,121.73)
11/1/2004	26	$515,381.65	$ (556,743.08)
12/3/2004	35	$614,921.24	$ 99,539.59
1/3/2005	41	$1,691,694.89	$ 1,076,773.65
2/7/2005	34	$697,413.04	$ (994,281.85)
3/1/2005	41	$879,465.23	$ 182,052.19
4/1/2005	39	$702,595.39	$ (176,869.84)
5/1/2005	48	$2,381,596.47	$ 1,679,001.08
7/1/2005	39	$887,109.97	$ (1,494,486.50)
8/1/2005	53	$2,149,384.76	$ 1,262,274.79
8/31/2005	67	$1,572,002.05	$ (577,382.71)
10/14/2005	38	$869,958.76	$ (702,043.29)
10/31/2005	48	$1,223,612.48	$ 353,653.72
11/30/2005	47	$1,458,681.66	$ 235,069.18
1/3/2006	79	$1,810,833.66	$ 352,152.00
2/1/2006	70	$3,335,263.77	$ 1,524,430.11
3/1/2006	46	$1,441,011.56	$ (1,894,252.21)
4/3/2006	57	$1,631,029.42	$ 190,017.86
5/1/2006	49	$1,581,655.99	$ (49,373.43)
6/1/2006	39	$1,453,855.21	$ (127,800.78)
6/29/2006	40	$1,425,567.93	$ (28,287.28)
7/31/2006	33	$1,502,932.02	$ 77,364.09
8/31/2006	31	$1,099,236.48	$ (403,695.54)
10/2/2006	33	$1,224,075.73	$ 124,839.25
10/31/2006	34	$1,617,082.99	$ 393,007.26
11/30/2006	40	$3,465,471.07	$ 1,848,388.08
1/2/2007	52	$2,655,781.32	$ (809,689.75)
2/2/2007	47	$2,275,137.30	$ (1,190,333.77)
3/1/2007	32	$1,490,315.62	$ (784,821.68)
4/4/2007	37	$2,597,660.41	$ 1,107,344.79
5/7/2007	37	$2,512,067.57	$ (85,592.84)

JobNo	Location	Loc date	Jobname	Dst	Eng	Type	Statdate	#	Status	RespCntrName	Days	Total Cost
07-3114-1	28145	39198	3155 GLENDALE MILFORD RD	G14	KGA	M-C	39197	1	PT	Glendale	12	
								1		AVG DAYS	12	$0.00
06-7296-4	17699	39160	CLOUGH/SHAYLER IMP-C227	G15	CTL	STI	38933	1	PT	C&M Eastern	276	$114,268.88
06-7350-9	28603	38915	D000-OHIO RIVER X-ING-AM4	G15	CTL	RPL	39059	1	PT	C&M Eastern	150	$376,452.70
06-4291-8	F0001	39114	HAM-22-8.19/MEA	G15	WJR	STI	39161	1	PT	C&M Eastern	48	$316.26

06-7407-7	F0001	39139	CINNAMON ST-EXTENSION	G15	WJR	CEX	39209	1	PT	C&M Eastern	0	
								4		**AVG DAYS**	**118.5**	**$491,037.84**
06-4065-6	30758	38985	SOUTHPOINTE PKWY	G32	MWC	MEA	38960	1	PT	C&M Todhunter	249	$64,614.24
06-1005-5	F0001	38880	STA. 767 INLET PIPE	G32	CWA	MEA	39055	1	PT	C&M Todhunter	154	$42,860.27
06-9365-5	F0001	39143	2006 CIBS MODULE 365	G32	DJS	CEX	39143	1	PT	C&M Todhunter	66	$1,109,084.21
04-7307-4	F0007	39037	BUT-747-4.25	G32	JBL	STI	39161	1	PT	C&M Todhunter	48	
06-3602-7	F0001	39115	STA 778-UNION CENTRE BLVD	G32	CWA	STA	39183	1	PT	C&M Todhunter	26	
								5		**AVG DAYS**	**108.6**	**$1,216,558.72**
03-3067-0	F0001	37908	ALAMO, 3311 (EXPO)	G82	KGA	M-C	38727	1	PT	C&M Dana	482	
03-3068-8	F0001	37905	ALAMO, 3315 (RETAIL "B")	G82	KGA	M-C	38727	1	PT	C&M Dana	482	
03-3069-6	F0001	37930	ALAMO, 3315 (RETAIL "C")	G82	KGA	M-C	38727	1	PT	C&M Dana	482	
								3		**AVG DAYS**	**482**	**$0.00**
05-4178-9	90455	38721	LOCUST CORNER RD	G84	ASB	MEA	38639	1	PT	C&M Little Miam	570	$48,814.82
06-5004-4	17699	39013	IVY POINTE BLVD	G84	AMJ	MEA	39006	1	PT	C&M Little Miam	203	$24,316.64
								2		**AVG DAYS**	**386.5**	**$73,131.46**
00-7015-1	F0007	38238	US 27 IMP-KAHNS TO RT 10	GCA	CWA	STI	38579	1	PT	C&M 19th	630	$198,225.39
06-7351-7	28603	38915	UL47-OHIO RIVER X-ING-AM4	GCA	CTL	RPL	39059	1	PT	C&M 19th	150	$57,812.73
								2		**AVG DAYS**	**390**	**$256,038.12**
04-3090-0	F0001	38371	CRESCENT SPRINGS RD, 2835	GCF	KGA	M-C	38401	1	PT	C&M Florence	808	
04-1193-4	02-7004-1	39091	F/L UL2 AT TURFWAY RD	GCF	CWA	RPL	39041	1	PT	C&M Florence	168	$129,931.11
99-3606-3	02-7004-1	39091	TURFWAY	GCF	CWA	PRI	39041	1	PT	C&M Florence	168	$116,146.62
06-3215-8	F0001	39027	STA 776-MULLEN DRIVE	GCF	CWA	STA	39120	1	PT	C&M Florence	89	
08-4009-4	97895	38925	INDEPENDENCE VILLAGE BLVD	GCF	RAC	MEA	39170	1	PT	C&M Florence	39	$11,611.09
06-3639-9	F0001	39009	STA 763 INLET PIPING	GCF	CWA	MEA	39176	1	PT	C&M Florence	33	$1,763.94
06-3640-7	F0001	39009	STA 763 OUTLET PIPING	GCF	CWA	MEA	39176	1	PT	C&M Florence	33	$1,009.18
06-1038-6	F0001	39079	STA 771-INLET PIPING	GCF	CWA	MEA	39183	1	PT	C&M Florence	26	
06-2155-7	F0001	39071	VILLAS OF FOWLERS CREEK	GCF	D C	MEA	39191	1	PT	C&M Florence	18	$2,190.78
06-4012-8	F0001	39128	PLANTATION POINTE PH 3	GCF	SJC	MEA	39204	1	PT	C&M Florence	5	
06-4070-6	F0001	39051	RICE PK GAS APPROACH	GCF	DLC	MEA	39204	1	PT	C&M Florence	5	$2,920.80
06-4080-5	F0001	39098	HARMONY SUBD APP US 42	GCF	D C	MEA	39204	1	PT	C&M Florence	5	$1,650.40
06-2168-0	F0001	39051	NORTH WALTON POINTE PH 1	GCF	DLC	MEA	39209	1	PT	C&M Florence	0	$672.44
06-2191-2	F0001	38939	GUNPOWDER TRAILS PH 4B	GCF	JMM	MEA	39209	1	PT	C&M Florence	0	$1,386.46
06-2206-8	F0001	39098	RED STONE VILLAGE SUBD	GCF	C N	MEA	39209	1	PT	C&M Florence	0	$3,326.16
06-2270-4	F0001	39113	TRIPLE CROWN SECTION 23	GCF	KFO	MEA	39209	1	PT	C&M Florence	0	$218.67
								16		**AVG DAYS**	**87.3125**	**$272,827.65**
04-3613-9	17492	38105	BRIDGETOWN PRESS INCREASE	GMH	VEA	PRI	38366	1	PT	C&M Monfort Hgt	843	
04-3652-7	F0001	38561	BENKEN - STA 754 OUTLET	GMH	CWA	PRI	38688	1	PT	C&M Monfort Hgt	521	$139,965.82
05-1027-1	F0001	38560	STA. 754 - INLET PIPE	GMH	CWA	PRI	38688	1	PT	C&M Monfort Hgt	521	$62,507.96
07-3210-7	F0001	39165	REG 382 - RAPID RUN RD	GMH	CWA	REG	39196	1	PT	C&M Monfort Hgt	13	
								4		**AVG DAYS**	**474.5**	**$202,473.78**
				GRAND TOTAL				37		**AVG DAYS**	**212**	**$2,512,067.57**

Construction Drafting Jobs by Type and Need Date

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
			06-6909-3					RCH	FAIRFAX, 2030	KGA	788483

Job Count 0

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
BAS	03/30/07	01/08/07	02-7008-2	10,000	03/19/07	03/15/07		DMG	KY 237-NORTH OF I-275	CTL	447062
BAS	05/07/07	04/27/07	07-1083-0	410	05/07/07			EPP	KASOTA AVONDALE	DJS	898064

Job Count 2

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
C-M	05/24/07	05/09/07	07-3040-8		05/24/07			RCH	8200 DIXIE HWY FLORENCE	KGA	894518

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
CEX	05/16/07	05/09/07	07-1090-5		05/16/07			JAH	JOHNSON ST	DJS	899477

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
M-C	05/21/07	05/08/07	06-3021-0		05/21/07			RCH	FAIRFAX, 2030	KGA	788483

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
M-R	05/15/07	05/09/07	07-6690-7		05/15/07			RCH	71 VICTORIA ST. RIPLEY	KGA	901260
M-R	05/21/07	05/02/07	07-6686-5		05/21/07	05/07/07		RCH	CENTRAL PKWY.	KGA	896351
M-R	05/23/07	05/09/07	07-6685-7		05/23/07			RCH	8200 DIXIE HWY FLORENCE	KGA	894518

Job Count 3

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
MSC	04/23/07	04/10/07	06-7517-3	300	04/20/07	04/20/07		DMG	UNION CENTRE/MUHLHAUSER	JBL	00877856
MSC	04/24/07	04/12/07	06-7289-9	905	04/26/07	04/24/07		WJH	CORDOVA AVENUE RECON.	WRP	803648
MSC	04/27/07	04/16/07	04-1181-9	1,000	04/30/07	04/24/07		MAB	F/L O AT GREAT MIAMI RIVR	CTL	
MSC	05/03/07	04/16/07	06-7344-2		05/03/07			LAT	GLENESTE-WITHAMS/SHAYLER	WJR	817638
MSC	05/14/07	05/09/07	05-7387-3		05/14/07			MAB	PEACHTREE-AM7-SHALLOWMAI	WRP	740017
MSC	05/16/07	05/09/07	07-7246-7	480	05/16/07				RUTLEDGE AVE	WRP	00888517

Job Count 6

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
PRI	04/13/07	03/29/07	06-3651-4		04/13/07	04/13/07		HAM	MOD 252 PRESS INCR	JBL	
PRI	05/21/07	05/07/07	07-1001-2	165	05/21/07			LAT	STILLINGTON DR	LLM	
PRI	05/21/07	05/07/07	07-1003-8	150	05/21/07			LAT	RIDGEVIEW LN AT ST RT 49	LLM	
PRI	05/23/07	05/09/07	07-1000-4	265	05/23/07				BONNIE DR	LLM	

Job Count 1

Exhibit GE-4

CompDate	JobNo	IPUDBy	IPUDDt	DtIn	MAOP	WkdBy	WkStart	WkFinish	CkdBy	CkStart	CkFinish	Length	JobName	Type	Status	MapNo
	05-5001-2			3/22/2007	N								EASTER RD DEV BETHEL	MEA	MU	
3/11/1993	92-3278-6			1/1/1994	Y	JAH	8/21/1995	8/25/199				100	STA 0614 OXFORD T/B	STA	MU	N10W03-32
11/2/1993	92-3280-2			1/1/1994	Y	JAH	9/30/1996	9/30/199				187	STA 0137 MILLVILLE MINTON	STA	MU	N08W02-16
8/30/1994	94-3260-0			9/30/1999	Y	CXJ	2/4/2003	5/28/2004	JAH	10/23/200		0	STA 0120 DICKS CREEK GP	STA	MU	N09E02-54
12/15/1995	95-3245-8			3/28/1996	Y	CXJ	1/30/2003	6/30/2004				111	STA 0137 MILLVILLE	STA	MU	N08W02-16
9/14/1996	95-3503-0			1/10/1997	Y	GN	3/19/2003	3/19/200	JAH	11/1/200		28	LEEDS FARM TAP ODORIZER	STA	MU	N09E02-46
12/7/1996	93-7226-9			3/11/1997	Y	CG	1/3/2005	1/13/200				6568	CORNELL RD IMPROVEMENTS	STI	MU	N04E02-42
4/4/1997	96-7411-0	KEL	7/19/2005	6/30/2005	Y	KEL	7/5/2005	7/19/200				325	ALLEN RD-RIALTO-BECKETT	STI	CC	N06E02-07
5/27/1997	89-3628-8	JAH	11/5/1997	6/15/1998	Y	CG	8/3/2004	8/5/2004				11678	F/L SS00 (RENAMED "C300")	BUD	MU	N01E02-38
6/3/1997	96-7484-7	KEL	7/19/2005	7/30/2005	Y	KEL	7/19/2005	7/19/200				55	CARMODY & CENTRAL IMP.	STI	CC	N10E02-37
6/16/1997	97-7233-6	MRL	6/26/1997	2/5/2004	N	SDT	2/5/2004	2/6/2004				125	MAIN ST BRIDGE - PHASE 1	STI	MU	N08E04-61
8/22/1997	95-7565-5	JAH	1/30/1998	5/21/1998	N	GN	8/12/2002	8/21/200	JAH	3/19/200		3328	EAST KEMPER RD	STI	MU	N05E02-64
8/30/1997	97-7396-1	KEL	12/19/200	6/30/2005	Y	KEL	12/19/200	12/19/20				50	CLOUGH PIKE HIT	STI	MU	S01E04-40
1/7/1998	96-7483-9	HAM	3/5/1998	10/5/1998	N	MTD	5/30/2002	5/30/200				1490	PORT UNION GILMORE-HOLDEN	STI	MU	N06W01-62
6/9/1998	94-7096-4	AAL	6/9/1998	10/5/1998	N	KS	1/7/2002	1/7/2002				2526	GARVER RD UPGRADE	STI	MU	N09E03-24
7/3/1998	96-7020-9	WAD	1/28/1999	12/22/199	N	SDT	8/1/2003	8/1/2003				1770	BUT-129-38.600	STI	MU	N07E02-47
8/21/1998	98-3209-8	AAL	9/4/1998	10/22/199	N	GN	2/25/2003	2/27/200				50	REG 00035 ELEANOR	REG	MU	N11E04-53
10/30/1998	98-7219-3	AAL	11/16/199	1/15/1999	N	KN	11/20/200	11/27/20				520	MILL ROAD AT JOHNGRAY RD	STI	MU	N05W01-43
11/30/1998	98-7362-1			6/20/2006	N	CXH	9/28/2006	9/28/200				150	JOHN GRAY RD IMPROVEMENT	STI	MU	N05W01-27
12/12/1998	97-7308-6	MAB	4/13/1998	7/22/2002	N	WAM	7/22/2002	7/24/200				856	KRIERVIEW DRIVE	STI	MU	N02W02-22
1/21/1999	98-3228-8	AAL	12/15/199	6/21/2006	N	CXJ	6/21/2006	6/22/200				25	STA 0379 TODAY DR	STA	MU	N05W01-43
6/18/1999	97-7110-6			12/1/1999	N	HTS	8/1/2002	12/3/200	SDT	4/12/2007		2538	PETE ROSE WAY	STI	MU	S01W01-57
6/22/1999	95-7140-7	AAL	6/10/1999	2/16/2000	N	SDT	5/13/2004	5/18/200				5707	QUEEN CITY WERK-FERGUSON	STI	MU	N01W02-58
8/14/1999	98-7464-5			6/21/2006	N	WAE	2/7/2007	2/19/200				450	SOUTH GILMORE RD IMPRVMNT	STI	MU	N05W01-59
8/31/1999	99-7304-1	AAL	8/24/1999	9/27/2005	N	WAE	10/3/2005	10/3/200				400	COLUMBIA RD	STI	MU	N05E04-02
9/7/1999	99-7293-6			7/19/2002	N	HTS	5/18/2004	5/20/2004				180	WEST CHESTER RD BRIDGE	STI	MU	N06E02-07
10/15/1999	96-7001-9	DMG	8/16/1999	4/11/2000	N	RS	11/18/200	11/20/20				4772	I-71 & I-75 WIDENING	STI	MU	S02W01-33
10/20/1999	99-7146-6	AAL	11/10/199	3/10/2000	N	HTS	8/28/2002	12/3/200	SDT	4/12/2007		1334	MEHRING WY-RIVERFRONT DEV	STI	MU	S01W01-57
10/26/1999	99-7120-1	AAL	1/5/2000	1/25/2002	N	HTS	8/22/2002	12/3/200	SDT	4/12/2007		3943	THIRD ST LOOP-RIVER. DEVEL	STI	MU	S01W01-57

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JobNo	DtCCRecd	IPUpdateBy	IPUpdateDt	IPCheckBy	IPCheckDt	ABIPUpdateBy	ABIPUpdateDt	ABIPCheckBy	ABIPCheckDt	DtIn	M
00-1001-7	6/22/2001	WAD	6/22/2001	RJH	6/22/2001	EEA	5/8/2003	WAD	11/17/2003	8/12/2002	N
00-1002-5	1/2/2002	EEA	1/17/2002	RJH	1/17/2002					1/2/2002	N
00-1003-3	7/11/2000	DMG	7/12/2000	DMG	7/12/2000					9/21/2000	N
00-1004-1	5/17/2001	DMG	6/6/2001	DMG	6/6/2001					11/13/2001	N
00-1005-8	1/2/2002	AAL	2/27/2002	LAT	2/27/2002					1/2/2002	N
00-1006-6	7/25/2000	EEA	8/5/2000	DMG	8/5/2000					7/21/2000	N
00-1007-4	5/23/2001	JAH	5/23/2001	JAH	5/23/2001					11/7/2001	N
00-1008-2	11/7/2001	LAT	7/20/2001	LAT	7/20/2001					11/7/2001	N
00-1009-0	5/11/2001	DMG	6/6/2001	DMG	6/6/2001					11/13/2001	N
00-1010-8	12/22/2001	EEA	1/30/2002	LAT	1/30/2002					1/12/2002	N
00-1012-4	6/5/2001	EEA	6/25/2001	DMG	6/25/2001					6/5/2001	N
00-1013-2	1/18/2002	RJH	2/7/2002	RJH	2/7/2002					1/18/2002	N
00-1014-0	12/11/2003	JMM	7/21/2004			EAM	12/12/2003	JAH	12/26/2003	12/11/2003	N
00-1015-7	11/29/2000	EEA	12/11/2000	DMG	12/11/2000					11/29/2000	N
00-1016-5	6/5/2001	DMG	6/25/2001	DMG	6/25/2001					6/5/2001	N
00-1018-1	7/17/2001	EPP	8/8/2001	LAT	8/8/2001	AAL	5/22/2003	RJH	5/29/2003	5/27/2003	N
00-1020-7	7/24/2000	RCH	7/31/2000	DMG	7/31/2000					9/21/2000	N
00-1021-5	8/9/2001	EPP	9/20/2001	LAT	9/20/2001					11/13/2001	N
00-1022-3	11/7/2000	EEA	11/17/2000	DMG	11/17/2000					9/1/2000	N
00-1023-1	3/15/2001	EEA	4/5/2001	DMG	4/5/2001					3/15/2001	N
00-1024-9	8/1/2000	RCH	8/4/2000	DMG	8/4/2000					1/31/2001	N
00-1025-6	3/19/2001	RFQ	3/22/2001	RFQ	3/22/2001					3/19/2001	N
00-1026-4	10/17/2000	RCH	10/30/2000	DMG	10/30/2000					11/21/2000	N
00-1027-2	12/27/2000	RCH	1/7/2001	DMG	1/7/2001					4/19/2001	N
00-1028-0	9/21/2000									9/21/2000	N
00-1029-8	9/27/2000	DMG	11/4/2000	DMG	11/4/2000					9/27/2000	N
00-1030-6	1/31/2001	EEA	8/14/2001	RFQ	8/14/2001					1/31/2001	N
00-1031-4	8/31/2000	DMG	11/4/2000	DMG	11/4/2000					12/20/2000	N
00-1032-2	9/5/2000	RCH	11/3/2000	DMG	11/3/2000					9/9/2002	N
00-1033-0	6/13/2000	DMG	6/17/2000	DMG	6/17/2000					7/31/2000	N
00-1035-5	8/9/2001	EPP	10/9/2001	LAT	10/9/2001					3/13/2002	N
00-1036-3	2/14/2001	RFQ	2/27/2001	DMG	2/27/2001					2/14/2001	N
00-1038-9	1/9/2002	AAL	3/30/2002	LAT	3/30/2002					1/9/2002	N
00-1039-7	3/19/2001	RFQ	3/22/2001	RFQ	3/22/2001					3/19/2001	N
00-1040-5	8/15/2000	RCH	8/22/2000	DMG	8/22/2000					9/21/2000	N
00-1041-3	12/20/2000	EEA	1/8/2001	DMG	1/8/2001					12/20/2000	N
00-1042-1	7/11/2000	DMG	7/12/2000	DMG	7/12/2000					9/21/2000	N
00-1044-7	1/18/2002	RJH	2/27/2002	RJH	2/27/2002					1/18/2002	N
00-1045-4	7/19/2001	EPP	1/22/2002	RJH	1/22/2002					7/19/2001	N
00-1046-2	12/18/2001	RJH	2/6/2002	RJH	2/6/2002					12/18/2001	N
00-1047-0	1/2/2001	RFQ	1/25/2001	RJH	1/25/2001					1/2/2001	N
00-1048-8	10/10/2000	RCH	10/19/2000	DMG	10/19/2000					3/28/2001	N
00-1049-6	11/6/2001	EEA	11/8/2001		11/8/2001					11/6/2001	N
00-1050-4	4/19/2001	RFQ	5/11/2001	RFQ	5/11/2001					4/19/2001	N
00-1051-2	1/13/2003	EEA	2/19/2003	RJH	3/17/2003	EEA	3/5/2003	RJH	3/19/2003	1/13/2003	N

ID #	DtRecd	LIRLocation	Community	Supv	Dist	NeedDt	DtSent	RecordsBy
864682	9/23/2003	Keys Crescent/Madison Rd	Cinti	GB	Dana	9/26/2003	10/1/2003	PAW
000000	11/12/1998	IO GRAND AND QUEENCITY	PRICEHILL	JW	Monfort	11/19/1998	11/19/1998	AAL
000001	7/21/1995	GLENWAY	DEER PARK	CW	Dana	7/26/1995	7/24/1995	MSF
2973	9/29/1997	2973 SIDNEY	CINTI	JW	Monfort	10/20/1997	10/14/1997	DMG
312524	2/8/1996	AUDRO DR 5494	WHITE OAK	T H	Monfort	2/8/1996	2/8/1996	AMR
329473	10/3/1995	ROYAL HEIGHTS DR	COLERAIN TW	T H	Monfort	10/3/1995	10/3/1995	AMR
386276	7/2/1998	I/O MADISON HYDEPARK	CINTI	DL	Dana	7/7/1998	7/6/1998	AAL
395873	1/26/1996	SHERRY RD BET. SPRGFEILD/S	MONFORT HEI	T H	Monfort	1/26/1996	1/26/1996	MAB
410942	7/16/1992	CAROTHERS RD #13	NEWPORT	RR	19th	8/16/1992	7/27/1992	CLH
410944	8/4/1992	ELM #304	NEWPORT	RR	19th	8/25/1992	8/7/1992	CLH
410948	10/28/1992	BURDSALL #60	FT MITCHELL	RR	19th	10/28/1992	11/2/1992	AME
416035	11/4/1992	TAYLOR AVE #3038	CLIFTON	MP	Dana	11/4/1992	11/6/1992	AME
417133	2/8/1996	WOOSTER PIKE 700 BLK	TERRACE PK		Dana	2/12/1996	2/9/1996	AMR
421555	11/2/1992	PETEROSE & PLUM	CINTI	RR	19th	11/2/1992	11/6/1992	AME
446010	10/19/1995	US RT 52	ABERDEEN		19th	10/19/1995	10/19/1995	AMR
447058	4/10/1996	WIEMAN AVE, BLOCK 3700	PRICE HILL	T H	Monfort	4/15/1996	4/10/1996	DWW
447058	4/10/1996	WIEMAN, BLOCK 3700	PRICE HILL	T H	Monfort	4/15/1996	4/10/1996	DWW
453627	12/16/1993	LAFAYETTE & MADISON	SPRINGDALE	TH	Monfort	12/17/1993	12/17/1993	JAD
460377	3/12/1992	ELAM & COLERAIN	CAMP WASH	TH	Monfort	3/19/1992	3/23/1992	CXC
460380	5/4/1992	HARRISON & NORTH BEND	CHEVIOT	TH	Monfort	5/11/1992	5/8/1992	MAB
461877	3/25/1996	LAKESIDE DR E	LAKESIDE PK			3/26/1996	3/25/1996	MAB
466914	4/7/1994	E 13TH & JOHN ST	NEWPORT	RR	19th	4/1/1994	4/7/1994	MMB
477810	6/25/1992	COLERAIN AVE #5508	MT AIRY	TH	Monfort	7/25/1992	7/14/1992	CLH
482189	1/18/1996	WIMBLEDON 10034	MONTG	C W	Dana	1/18/1996	1/18/1996	MAB
482211	10/3/1995	JEFFERSON 717	READING	C W	Dana	10/6/1995	10/3/1995	AMR
482212	10/3/1995	114 GRANDIN	GEORGETOWI	C W	Dana	10/3/1995	10/3/1995	MAB
492549	2/25/1992	VINE 8000 BLK	HARTWELL	TH	Monfort	2/28/1992	2/26/1992	CXC
493616	9/15/1997	3707 MARYDELL	CHEVIOT	JW	Monfort	9/18/1997	9/17/1997	DMG
494127	4/20/1992	FAIRVIEW & SOUTHVIEW	FAIRVIEW	LH	Dana	4/24/1992	4/22/1992	MAB
509879	2/11/1992	SMITH RD 4300 BLK	NORWOOD	LH	Dana	2/14/1992	2/18/1992	CXC
510634	4/16/1992	BROADWAY & EGGLESTON	CINTI	RR	19th	5/16/1992	5/6/1992	MAB
513650	3/2/1992	GILSEY #1753	PRICE HILL	RR	19th	4/2/1992	3/10/1992	MAB
513678	2/7/1992	HIGHWAY & PARKWAY	COVINGTON	CW	19th	2/21/1992	2/11/1992	CXC
515013	5/14/1992	MT HOPE & ELBERON	PRICE HILL	RR	19th	6/4/1992	6/9/1992	MAB
515428	8/9/1993	VINE & GLENMARY	CINTI	MP	Dana	8/16/1993	8/9/1993	JDW
515462	8/9/1993	QUEEN CITY #1793	CINTI	TH	Monfort	8/16/1993	8/9/1993	JDW
519598	1/31/1992	ROSELAND MOUND #5434	NORWOOD	LH	Dana	3/2/1992	2/5/1992	CXC
520079	3/30/1992	THOMPSON #70	FT MITCHELL	CW	19th	4/6/1992	4/2/1992	CXC
523996	11/21/1991	ROSS #1276	PRICE HILL	TH	Monfort	12/21/1991	11/27/1991	AME
524551	1/27/1992	GLENWAY #4526	PRICE HILL	TH	Monfort	2/3/1992	2/5/1992	AME
524561	5/5/1997	2992 W. NORTH BEND RD	WHITE OAK	J W	Monfort	5/12/1997	5/6/1997	TLH
527170	7/22/1992	PENROSE #3158	WESTWOOD	TH	Monfort	7/27/1992	7/30/1992	CLH
528034	2/4/1992	STATION #412	ARLINGTON	TH	Monfort	3/5/1992	2/7/1992	CXC
529550	4/4/1996	FENTON AND WOLFF	CINTI	T H	Monfort	4/4/1996	4/4/1996	DWW
530544	5/7/1993	GLORIA #6907-#6954	N.C.H.	MB	Monfort	5/26/1993	5/12/1993	JDW

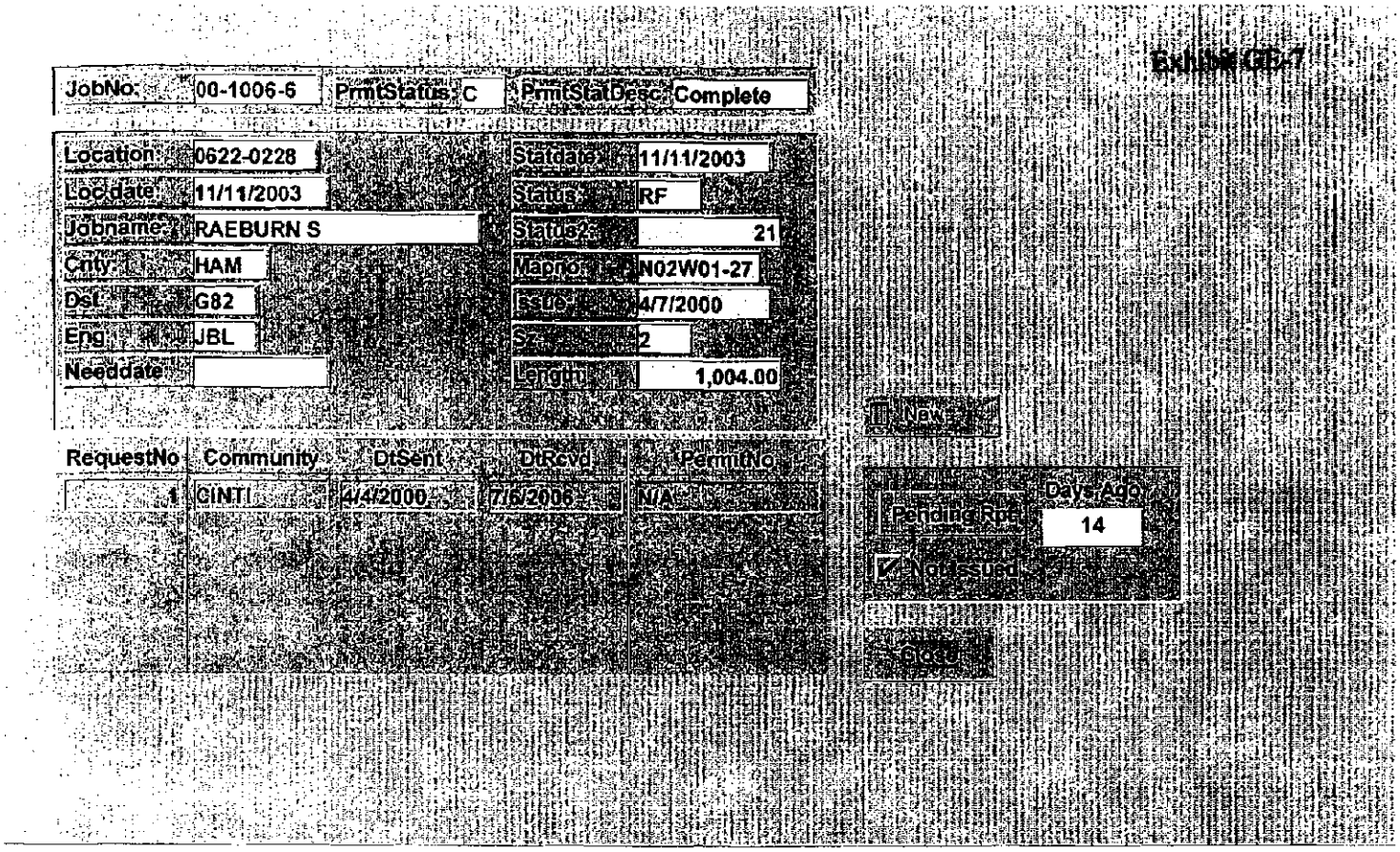
Exhibit GD-7
JobNo: 00-1006-6
PrmtStatus: C
PrmtStatDesc: Complete
Location: 0622-0228
Loc date: 11/11/2003
Jobname: RAEBURN S
Cnty: HAM
Dst: G82
Eng: JBL
Needdate:
Statdate: 11/11/2003
Status: RF
Statds: 21
Mapno: N02W01-27
Issue: 4/7/2000
Sz: 2
Length: 1,004.00
New
RequestNo
Community
DtSent
DtRcvd
PermitNo
1
CINTI
4/4/2000
7/6/2006
N/A
Days Ago
14
Pending Rpt
Notes
Close

Regulated Businesses Unit Value Creation Machine:
Customers * Operations * Regulatory Initiatives * Employees * Financial Performance

Regulated Businesses Unit

State Rate and Regulatory Initiatives

Federal Regulatory Initiatives

Federal Legislative Affairs, Environmental and Sustainability

Miscellaneous Government/Political Stuff

Operations

- AMRP Module Closeout - In the six years of AMRP there have been 268 modules issued, 255 have been turned in for processing and completion and 246 are closed out. There are a total of 74,330 service JCF's involved in the six years, 62,787 service JCF's have been turned in and 56,999 service JCF's have been processed. 255 jobs have been forwarded to Gas Engineering to place in SmallWorld. Presently, 14 of these jobs are on hold pending Smallworld completion before services can be added.

- MAOP Review – To date in 2007, 185 jobs have been reviewed for MAOP totaling 375,618 feet. There are 22 jobs pending MAOP review totaling 69,645 feet.

- Drafting & Mapping - For 2007 map updating, we have completed 150 out of 185 jobs or an 81.1% completion rate.

- Engineers Report – For 2007, Engineering has received 134 preliminary projects and 39 construction projects to review for conflicts and either provide input for adjustments of other utilities or design for the replacement of gas facilities.

- Bethel Pressure Improvement – Currently purchasing easements and developing specifications. Bid date is 12/1/2007. Construction start date is 5/1/2008. OPSB to meet and issue certificate to construct on 5/21/2007.

- Amy Spiller, Doug Vaught and Gary Hebbeler met with the City of Cincinnati to resolve the citation issued for litter on company property on Melish Avenue. Amy Spiller did a fantastic job of defending our position and having the citation rescinded. We will investigate the possibility of selling the property while obtaining an easement so we can avoid this same occurrence in the future.

- Guided-Wave Technology - PHMSA has recently issued a guidance document for the use of Guided-Wave technology that will impact the way cased pipeline crossings are assessed. The major target-items from this guidance document were included into procedure IMP 6-016A - *Guided-Wave Ultrasonic Inspection (Cased Piping)* and submitted for internal review. The impact these new guidelines will have on the inspection schedule (and budget) is currently being assessed and should be available shortly after the procedure is approved.

- RP 0502-2002 Clarification - Industry believes that PHMSA has interpreted NACE RP 0502-2002 – Pipeline External Corrosion Direct Assessment Methodology far more conservatively than intended. In particular, PHSA is questioning the use of DA for cased pipeline crossings because of unclear language contained in *Table 2: ECDA Tool Selection Matrix.* (If DA is not deemed an approved assessment method for casings, the only other assessment option is Pressure Testing.)

  At industry's request, NACE has assembled a technical study group to review the table in question; industry's desire is NACE will either revise the table with clearer language or issue a clarification letter. (Review should be completed in mid-July.) If NACE issues a clarification letter, PHMSA is willing to "listen", but does not guarantee their approval for use of DA for casings.

- PI Confluence, Inc. (Gary White) was selected to perform the Pipeline Integrity Management (PIM) "audit" from a list of five potential candidates. Denny Glenn of PD Strategic Sourcing is putting together the contract with PI Confluence, Inc. This audit will ensure that Gas Operations is meeting or exceeding the minimal requirements in PIM per the Office of Pipeline Safety (OPS) and to prepare our organization for an audit by the OPS later this year.

- GIS "GAS" Requirement sessions were held during the weeks of April 23, April 30, and May 7, 2007. These sessions are being attended by Joe Lovell, Steve Tom, Steve Sims and Jim Callahan. Steve Long Jr. and David Callaghan are facilitating and taking requirement notes respectively. Additional Gas Operations' personnel are attending sessions as needed.

- Meeting was held to further discuss the Land Base "conflation" issue and costs associated with the GIS Project on May 9, 2007. Steve Adams, Ron York, John Bain, Jim Callahan, and Connie Roberts (facilitator) participated in this meeting.

- Pressure Improvements – To date a total of 18 budgeted and blanket projects are identified for 2007, and (1) for 2008. Additional projects may become necessary after review of winter operations.

Regulated Businesses Unit Value Creation Machine:
Customers * Operations * Regulatory Initiatives * Employees * Financial Performance

2007 PRESSURE IMPROVEMENTS as of 01-09-07

Name	Dist	Map	Scope	Purpose & Necessity	Status	Update
OHIO						
C304 - Union Rd 05-3602 -9 Bud. / WJR	N	N8E3-36	15,000' of 8"S-F/L	Loop system to improve pressure to Morrow.	A	Bids due back May 14 All permits in
Reg 4S Springboro High School 06-3225-7 CWA	N	N10E4-46	25 ' of 4" steel	Dist Regulator 60# to IP	CC	Completed March 2007
FL O @ Great Miami River / CTL 04-1181-9	N	N08W01-46	1,300' of 6 " S-F/L	Replacement of exposed main.	A	Survey complete. In desi Out for bid May
MOD. 272 – 1,2,3 / CTL 06-3607-6	NW	S01W02-42	5,650' of 2" steel Medium pressure to IP	Pressure increase. Replace threaded pipe.	A	Bid
Union Center Blvd. / CTL 05-3603-7	N	N06E01-37	Inst. 6,200' of 8" S F/L	Pressure improvement.	A	Out for permit
Amelia Olive Branch Rd PRI. CWA CLE–125 STI,06-7001-8, STA 550 IMP., 06-3204-2, STA 544 IMP., 06-3205-9. FL CG20 Services, 05-3214-3.	E	S02E04-37	Upgrade Stations 550 & 544 for increased flow, Convert 9,000' of 4" F/L CG20 to HP, Convert 97 F/L services to HP, Abandon Stations 543, 15, 672, & 227; replace main and F/L as necessary for STI.	Road Improvement taking out Sta. 227. Upgrade existing stations and perform conversions instead of constructing new station. Overall system improvement. Eliminates 4 stations for Charlie Wells.	CP	Awarded to NPL, started 11/06/06. Waiting for C&M to complete downgrade. Service work to be completed following downgrade, per Mark Prebble.
Union Center Sta. / CWA 06-3602-7	N	N06E01-53	60' of 4" Steel Install Station.	Pressure Improvement. Improve pressure & add feed.	CC	Completed March 2007
Ebenezer / DRB 06-3606-8	NW	N02W02-09	900' of 4" Plastic HP	Pressure Improvement Add Loop	A	Not started. Out for bid June 1
Columbia Pkwy / DRB 06-7228-7	E	N01E01-22	Repl 24" CI w 1,100' of 8" plastic	Street Improvement. Replace Leaking IP pipe.	A	Back from bid, waiting for permit & material
MOD.252 –1,2,3,4,5 /JBL 06-3651-4	N	N10E02-64	IP Pressure Increase 4,000' of 2" plastic.	Pressure Increase. Replace coupled pipe.	A	Out for survey. Out for bid April 2.
Kyles Station Rd / JBL 06-3615-9	N	N08E02-64	1,300' of 4" plastic.	Pressure Improvement Tie in two systems.	CC	Placed in service 11/29/06. Completed.
GMONTGRD / JEB 05-7303-0	E	N05E03-55	580' of 12" Steel	Street widening.	A	Base map completed. SLV handling test holes. Out for bid May 30
Weil Rd / JEB 06-3604-3	E	N04E03-37	1,450' of 4" plastic HP.	Pressure improvement. Add loop.	CC	Completed late April
MOD. 270 – 1,2. / JWS 06-3650-6	NW	N01W02-19	MP to IP Increase.	Pressure increase.	CP	Construction in progress
MOD. 274 / WRP 06-3649-8	NW	N03W02-62	MP to IP Increase Replacement	Pressure Increase	A	Phase 1-2 out for bid Phase 1-6 out for permit
Amberley Village Imp. 05-3212-7 / CWA	C	N3E1-63	1,300" of 2"PI IP 400" of 6" PI IP Abandon 3 Sys. Sta.	Eliminate 3 problem stations.	CC	Completed March 2007

KENTUCKY						
Walton by-pass / CTL 99-3608-9 Bud.	S	S6W2-41	12,000' of 6"S-F/L	Complete F/L AM3, obtain R/W.	A	Preliminary layout stage. Schedule 2008 Co. crew. Scheduling w/mgrs.
North Bend Rd / CTL 02-7008-2	S	S01W03-25	15,000' 8" Pl. HP	Street Improvement	A	In design, out for bid in May.
PEACHTRE / WRP 05-7387-3	S	S02W02-30	2,760' of 24" S. F/L	Replacement / AM7	A	In design, in drafting May 9

- Mains & Services:

2007 Contractor Construction Weekly Report

	Date	5/9/2007		
		Ohio	Kentucky	Total
2007 Main - MEA, PRI, RPL, STA, STI				
	Projected (Ft)	33040	24909	57949
	Completed (Ft)	17905	15704	33609
	Progress from previous week (Ft)	779	281	1060
	Remainder to complete (Ft)	15135	9205	24340
	Number of weeks to 12/5	31	31	31
	Footage needed weekly	488	297	785
2007 - Main AMRPMOD, AMRPRPL, AMRPSTI				
	Projected (Ft)	291192	67098	358290
	Completed (Ft)	116711	40549	157260
	Progress from previous week (Ft)	9343	2410	11753
	Remainder to complete (Ft)	174481	26549	201030
	Number of weeks to 12/5	31	31	31
	Footage needed weekly	5628	856	6485
2007 M-C				
	Projected	8165	2205	10370
	Completed	2551	1190	3741
	Progress from previous week	194	38	232
	Remainder to complete	5614	1015	6629
	Number of weeks to 12/5	31	31	31
	M-C Services needed weekly	181	33	214

2007 C-M

Projected	6404	1702	8106
Completed	870	461	1331
Progress from previous week	132	32	164
Remainder to complete	5534	1241	6775
Number of weeks to 12/5	31	31	31
C-M Services needed weekly	179	40	219

Customers

- Customer Engineering Report – To date in 2007, 18 jobs involving greater than 2" main-to-curb portions of the service and 42 non-standard jobs involving meter and regulator sets have been received.

- LaFarge Meter – A 6 inch Daniels Seniorsonic multi-path ultrasonic meter was installed to measure gas for LaFarge in Silver Grove, Kentucky. This is the first ultrasonic meter installed in our service territory.

Exhibit GE-9

Work Order Data InfoOnly

Type	Size	Length	ActTyp	ActSz	ActLen
P	2.00	180.00	P	2.00	172.00

Jobno: 06-1036-0 Wono: C5955

Class: 65 Type: RPL

Corp: 070 Project: G7REPL Activity: RPL

DateApp: 3/6/2006 WOStatus: CO CO Date: 9/6/2006

Sz: 2 Length: 172.00 Kind: P

Jobname: LOCUST ST Dst: CCF Eng: 015 180.00 172.00

Location: MU002 Loc date: 11/4/2008 Status: MU Stat Dt: 11/4/2008

Colab	3,000.00	Co L	3,164.34
Comat	800.00	Co Mat	1,277.10
Cntlabr	0.00	Cont L	0.00
Pvgind	800.00	Paving	1,439.04
Other	2,000.00	Other	256.50
		Matev	0.00
Load&OH	5,904.24	Overhead	4,790.27
Total	12,504.24	Retirement	430.45
Check Total	12,504.24	Reimburse	0.00
ReimbEst		Total Actual	11,357.70

[illegible] InclandMatRpt

TransDesc	SubClass	Qnty	InvApmTotal
[illegible]	30	0	2,135
[illegible]	40	0	72
AMS CONSTRUCTION	30	0	1,43
ANODE 17# 2FT LG MAGNESI	30	[illegible]	[illegible]
BOX CATHODIC TERMINAL 18IN	30	[illegible]	2
COUPLING PIPE 2IN BOLTED E	30	1	4
COUPLING PIPE 2IN IPS ELECT	30	3	20
FITTING SHORTSTOPP-WELD 2(	30	1	27

Overrun Comments (Note: Use Shift F2 to enter the proper edit mode for comments)

Comments Updated | Overrun Reports

WoNote

Exhibit GE-10

Gas Engineering - Gary Hebbeler
2007 KPI's

KPI	Tracking	Level 1	Level 2	Level 3	Weight	Actual Results	Achieved (enter 1,2,3)	Rating	Notes re: accomplishing this KPI
FINANCIAL PERFORMANCE - 30%									
Total Expense	O&M Budget to Actual	.5% over budget	Budget	2% under budget	10%			0.00	
Capital Expenditures	Capital Budget to Actual	At Budget	2% under budget	4% under budget	10%			0.00	
AMRP Capital Expenditures	Monthly Report	+2% / -4%	+/-2%	+/-1%	10%			0.00	
OPERATIONAL EXCELLENCE - 40%									
Attention Area trouble shooting & testing to eliminate anomalies that negatively affect CP system	Excel spreadsheet	Complete 65% of 2007 work (2007 survey) attention areas	Complete 75% of 2007 work (2007 survey) attention areas	Complete 85% of 2007 work (2007 survey) attention areas	10%			0.00	
Pipeline Integrity Management Program	Monthly Report	Conduct integrity assessments for 80% of scheduled pipelines	Conduct integrity assessments for 90% of scheduled pipelines and mitigate all defects	Conduct integrity assessments for 100% of scheduled pipelines, mitigate all defects	5%			0.00	
Bethel Project	Application Date	70% of easements purchased by 12/31/07	80% of easements purchased by 12/31/07	90% of easements purchased by 12/31/07	10%			0.00	
Issue all System Pressure Improvements	Paradox Report	By 6/1/2006	By 5/19/2006	By 5/1/2006	10%			0.00	
Completion of Pressure Increases		All Pressure Increases CC by Nov. 21	All Pressure Increases CC by Nov. 1	All Pressure Increases CC by Oct. 15	5%			0.00	
CUSTOMER VALUE - 15%									
JD Power Residential Gas Utility Survey	Overall Satisfaction	20%	60%	80%	5%			0.00	

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Gas Engineering - Gary Hebbeler
2007 KPI's

KPI	Tracking	Level 1	Level 2	Level 3	Weight	Actual Results	Achieved (enter 1,2,3)	Rating	Notes re: accomplishing this KPI
CIBS Projects Placed into Smallworld	Paradox Report	Within 40 days of receiving completed drawings	Within 35 days of receiving completed drawings	Within 30 days of receiving completed drawings	5%			0.00	
Reliability - percent Reduction over 2006 (Gas Mains & Services - leaks repaired)	Monthly Leak Report	-4.5%	-7.5%	-10%	5%			0.00	
Safety Value - 15%									
TICR	Monthly Safety Statistics	2	1.99	1.89	5%			0.00	
LWCR	Monthly Safety Statistics		0.25		5%			0.00	
Preventable	Monthly Safety Statistics		8		5%			0.00	
					100%			0.00	

Exhibit GE-11

M. Kemper
3-1-07

3/1/2007

OVER-RUN REPORTS

OHIO

#	Job Number	Job Title	Corp	Sponsor	Type	Tab
1	02-1114-4	Jackson St	10	JAM	RPL	CIMOS
2	01-1002-3	Birney Ln	10	JBL	RPL	CIMOS
3	01-1076-7	Ault View	10	JBL	RPL	CIMOS
4	02-1089-8	Berwick	10	JBL	RPL	CIMOS
5	00-1118-9	Dane	10	JBL	RPL	CIMOS
6	00-1068-6	Bramble	10	JBL	RPL	CIMOS
7	01-1069-2	Grove	10	CWA	RPL	CIMOS
8	02-1116-9	Covedale Ave	10	JBL	RPL	CIMOS
9	00-1140-3	Flemming	10	JBL	RPL	CIMOS
10	01-1137-7	Parkland	10	JBL	RPL	CIMOS
11	02-1093-0	Mulberry	10	JBL	RPL	CIMOS
12	02-1077-3	Beekman	10	JBL	RPL	CIMOS
13	02-1079-9	Colerain	10	JBL	RPL	CIMOS
14	00-1062-9	Pine	10	JBL	RPL	CIMOS
15	01-1074-2	Cassett	10	JBL	RPL	CIMOS
16	00-1009-0	Waycross Rd	10	JBL	RPL	CIMOS
17	01-1034-6	Sutton	10	JBL	RPL	CIMOS
18	02-1076-5	Northland	10	JBL	RPL	CIMOS
19	02-1128-4	Thrush Ct	10	JBL	RPL	CIMOS
20	02-1080-7	Dixmyth	10	JBL	RPL	CIMOS
21	02-1071-6	Grand	10	JBL	RPL	CIMOS
22	01-1005-6	Burton	10	JAM	RPL	CIMOS
23	00-1018-1	Ronald Dr	10	JAM	RPL	CIMOS
24	01-1021-3	Macready	10	JAM	RPL	CIMOS
25	01-1075-9	Bickel	10	WRP	RPL	CIMOS
26	03-1016-9	Grand	10	DJS	RPL	CIMOS
27	01-1126-0	Locust St	10	JBL	RPL	CIMOS
28	03-1098-7	Cindy Ln Upgrade	10	JBL	RPL	CIMOS
29	03-1112-6	Western Hills Plaza	10	JBL	RPL	CIMOS
30	02-1112-8	Mariemont Module	10	JBL	RPL	CIMOS
31	02-1084-9	Lytle	10	JBL	RPL	CIMOS
32	02-1119-3	Cooper N	10	JBL	RPL	CIMOS
33	02-1027-8	Stark	10	JBL	RPL	CIMOS
34	02-1088-0	Cooper	10	JBL	RPL	CIMOS
35	02-1054-2	Wilherby	10	JBL	RPL	CIMOS
36	02-1067-4	Springfield Pk	10	JBL	RPL	CIMOS
37	02-1087-2	Ravine	10	JBL	RPL	CIMOS
38	02-1070-8	Brushwood	10	JBL	RPL	CIMOS
39	02-1120-1	Forest Ave	10	JBL	RPL	CIMOS
40	02-1118-5	Willow	10	JBL	RPL	CIMOS
41	00-1141-1	Mignon	10	JBL	RPL	CIMOS
42	01-1125-2	Chelsea Pl	10	JBL	RPL	CIMOS
43	01-1128-6	Neeb Rd	10	JBL	RPL	CIMOS
44	00-1061-1	Woodlawn	10	JBL	RPL	CIMOS
45	02-1090-6	Findlay	10	JBL	RPL	CIMOS

46	03-1036-7	Manss	10	JBL	RPL	CIMOS
47	03-1030-0	Jefferson	10	JBL	RPL	CIMOS
48	03-1094-6	Carpenter	10	JBL	RPL	CIMOS
49	03-1080-5	Lafayette	10	JBL	RPL	CIMOS
50	03-1040-9	Taft	10	JBL	RPL	CIMOS
51	04-1105-8	Clough	10	KJR	RPL	CIMOS
52	04-1145-4	Cherry St	10	JBL	RPL	CIMOS
53	03-3606-5	C320 Phase 2	10	WJR	PRI	CIMOS
54	04-1106-6	Congress	10	KJR	RPL	CIMOS
55	04-1104-1	Broadway	10	JAM	RPL	CIMOS
56	05-1199-8	Matson and Plainfield	10	WJR	RPL	CIMOS
57	04-1051-4	Elm	10	JBL	RPL	CIMOS
58	05-1026-3	Willow	10	JBL	CEX	CIMOS
59	04-1148-8	St Martins	10	JBL	CEX	CIMOS
60	05-1004-0	Minto	10	JBL	CEX	CIMOS
61	05-1002-4	Wilshire	10	JBL	CEX	CIMOS
62	05-1053-7	Madison	10	JBL	CEX	CIMOS
63	04-1034-0	Westview	10	JBL	CEX	CIMOS
64	03-7407-4	Plainville - Murray - Wat	10	WRP	CEX	RPL

1	98-7007-2	Colerain Ave	10	WRP	STI	STI
2	98-7011-4	Colerain Ave	10	WRP	STI	STI
3	01-7352-6	Oak St Watermain -Leba	10	CWA	STI	STI
4	01-7366-6	Cox Rd Imp.	10	JAM	STI	STI
5	01-7297-3	Disney Development	10	BCK	STI	STI
6	01-7349-2	Markley Rd Bridge Rep	10	WJR	STI	STI
7	01-7317-9	Ayershire Sunray Wils.	10	WJR	STI	STI
8	00-7481-5	Grove Ave Sewer Wyoming	10	WRP	STI	STI
9	01-7344-3	Forest Park Subdivision	10	WJR	STI	STI
10	01-7456-5	Elm Ave - Wyoming	10	WRP	STI	STI
11	99-7147-4	Erie Ave Bridge Replacement	10	GJH	STI	STI
12	02-7282-3	Southern St Imp Reading	10	WJR	STI	STI
13	01-7229-6	CLE-131-2.97	10	WJR	STI	STI
14	01-7536-4	North College Hill Sewer	10	WRP	STI	STI
15	00-7390-8	Herron St Improvement	10	JBL	STI	STI
16	01-7458-1	Mills Ave E Imp Wyoming	10	WRP	STI	STI
17	01-7499-5	Broadway Street Water Main	10	JAM	STI	STI
18	01-7126-4	Mehring Way Imp	10	WJR	STI	STI
19	02-7378-9	Mills W/Wyoming	10	WRP	Sti	STI
20	00-7117-5	Mt Washington Street	10	WJR	STI	STI
21	03-7218-5	Colinsdale Ave Imp.	10	WJR	STI	STI
22	03-7108-8	Desales Corner Strtscape	10	WJR	STI	STI
23	03-7367-0	Washington Ave Imp.	10	WJR	STI	STI
24	03-7453-8	Elizabeth St Imp.	10	WRP	STI	STI
25	03-7218-5	Collinsdale Ave Imp.	10	WJR	STI	STI
26	03-7108-8	Desales Corner Strtscape	10	WJR	STI	STI
27	03-7367-0	Washington Ave Imp.	10	WJR	STI	STI
28	03-7453-8	Elizabeth St Imp.	10	WRP	STI	STI
29	04-7254-8	North Bend and Hamilton	10	CWA	STI	STI
30	99-7116-9	Queen City Realignment	10	WRP	STI	STI
31	03-7337-3	Reading Rd Streetscape	10	WJR	STI	STI
32	03-7112-0	Pleasant Ridge Street Scape	10	WJR	STI	STI
33	01-7344-3	Forest Park Subdivision	10	WJR	STI	STI

34	04-1126-4	Snider Rd F/L "UU"	10	JBL	STI	STI
35	05-7111-7	Kingsview Bridge	10	JBL	STI	STI
36	05-7328-7	Elizabeth St IMP Phase	10	WRP	CEX	STI
37	01-7135-5	Hamilton Strscape /Col	10	WRP	CEX	STI
38	03-7453-8	Elizabeth St Imp.	10	WRP	CEX	STI
39	05-7424-4	Plainfield Rd	10	JEB	CEX	STI
1	05-8326-0	2005 CIBS Module 326	10	DJS	CEX	MODULES
2	05-8338-5	2005 CIBS Module 338	10	DJS	CEX	MODULES
3	04-1075-3	Wyoming Ave	10	DJS	CEX	MODULES
4	04-1147-0	Baywood	10	DJS	CEX	MODULES
5	04-1132-2	Mears Ave	10	DJS	CEX	MODULES
6	04-1134-8	Remington Rd	10	DJS	CEX	MODULES
7	04-1115-7	Quebec Rd	10	DJS	CEX	MODULES
8	05-8451-6	2005 CIBS Module 451	10	DJS	CEX	MODULES
9	02-8227-7	CIBS Module 227	10	DJS	CEX	MODULES
1	02-3611-7	Rt 741	10	WRP	PRI	PRI

OVEROH
M:\

As of 4-30-07

Exempt (23)

Chris Ampfer
Vince Andres
Kathy Auer
John Betsch
Dave Bortnem
Dave Brodbeck
Steve Burch (last day 4-30-07)
Jim Callahan
Ken Finke
Joe Hall
Gary Hebbeler
Mike Hoffer
Don Holtman
Nancy Kemper
Chris Lange
Joe Lovell
Rick Mack
Laura Mate
Ralph Pfister
Bill Roth
Dan Schuler
Jeff Smith
Sam Vessel

Inspectors (2)
(contractors)
Jim Parker (GJH)
Roy Daines (GJH)

UWUA / IUU Local 600 (21)

Ed Ackerson
Mark Branscum
Walt Dobbins
Tom Franck
Denise Gross
Randy Hisle
Chris Hooley
Bill Hoctor
Jim Hurtt
Vickie Kent
Elizabeth Martin
Deborah Mays
Holly McLaughlin
Valerie McQueen
Jeff Mohr
Ed Pamer
Linda Piccirillo
Rosemary Quick
Connie Smith
Steve Tom
Lori Turner

Corrosion
UWUA / IUU Local 600 (6)

Chris Bradley
Ken Banks
Chris Hageman
Tom Heck
Mike Reed
Jeremy Gibson

Corrosion
USW 12049 (3)
Vaughn Patterson
Melinda Smith
Ralph Hageman

Corrosion Co-ops (0)

Corrosion Summer Students (0)

Gas Engineering Co-ops (1)

Jennifer Curran

Contractors (7)

Walter McCoy (HL Yoh)
Chris Jancowskis (GPA)
Chris Greulich (GPA)
Kelly Coy (GPA)
Eric Mentrup (GPA)
Kurt Lorey (GPA)
Wayne Evans (GPA)

CIBS Contractors (2)

Paul Ziegler (GJH)
Jim Bax (GJH)

Contractor at Brecon for Bethel (1)

Dale Liggett (GJH)

Gas Eng Summer Student (0)

Gas Eng Summer Intern (0)

Gas Eng Summer Youth
Employment Initiative (0)

As of 4-30-07

Contractor Construction Management (Exempt = ~~8~~) 7

Steve Farley
Billy Cargile
Mike Fish
Don Sizemore
Mark Prebble
Mike Maschmeyer
Chuck Allen (remove from list???) — to EAM
Jim Dettone

USW 12049 (~~32~~) 31

Mike Blum
Mike Reed
Earl Essert
Dave Boles
Tom Sweitzer
Kevin Adkins
Larry Collins
Fred Johnson
Don Goff
Frank Blauvelt
Bob Merkel
Jeff Klei
Tony Meyer
Greg James
Wayne Maynard
Kevin Malone
Robert Smyth
Dave Ruter
Jimmie Sims
Cliff Mericle
Fred Phillips
Kevin Hall
Denny Sizemore
Dan Fry
Mary Kuhl
Rick Waller
Mike Wagner
Mike McAlpin
Barry Backscheider
Ken Jones
~~Tom Stratman~~ — Retired
Dan Doyle

USW 5541 (4)
Kenneth Steele
Robert Bowling
Scott Newkirk
Chris Snively

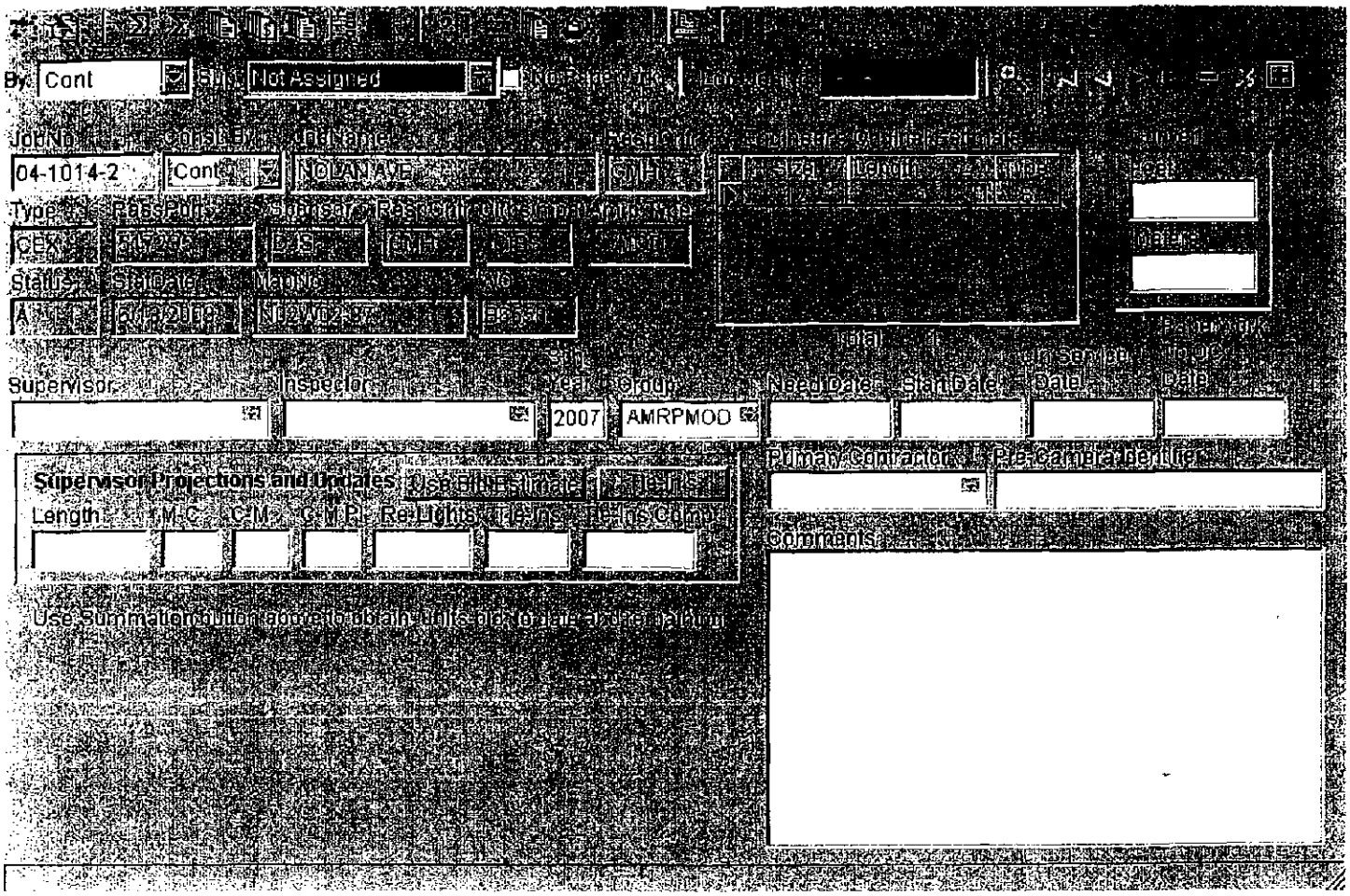

By: Cont
Sub: Not Assigned
Job No
Const By
Rd Name
Feet On
Size
Length
Type
04-1014-2
Cont
NOLAN AVE
Cost
Type Wk
Pass/Fail
Sponsor
Res Unit
Amps Tap
CEX
Staff
Start Date
Map No
To
Total
Supervisor
Inspector
Year
Category
Need Date
Start Date
In Service Date
QOC Date
2007
AMRPMOD
Supervisor Projections and Updates
Use Bill Estimate
Length
M.C.
C.M.
G.M.P.
Re-Lights
Trans
Trans Cond
Primary Contractor
Pre-camp Identifier
Comments
Use Summation button above to obtain units and footage amounts

Exhibit GE-14

CONCOMP

Contractor vs. Company Crew
Service Renewal Comparison

	CONTRACTOR			COMPANY				
Month	**CIBS**	**CIMOS**	**Total**	**CIMOS**	**LEAKS**	**Total**		
January	485	26	511		47	47		
February	336	18	354		99	99		
March	1022	38	1060		99	99		
April			0			0		
May			0			0		
June			0			0		
July			0			0		
August			0			0		
September			0			0		
October			0			0		
November			0			0		
December			0			0		
	1843	**82**	**1925**	**0**	**245**	**245**	**Total =**	**2,170**
			89%			**11%**		

CONCOMP07

UNITREPT MAR

		MONTHLY UNIT DATA REPORT									
Month	March										
		Services					*Main*				
							MEAJT	MEAGO	RPL	STI	
Resp. Ctr.	Location	Comm.	Ind.	Res.	Total	Renew	Joint Trench	Gas Only	Replacement	St. Improve.	Total
G11	Georgetown	0	0	0	0	0	0	0	0	0	0
G14	Glendale	2	0	1	3	71	0	0	0	0	0
G15	Eastern Ave	2	0	35	37	312	578	646	31,097	640	32,961
G32	Todhunter	3	0	102	105	87	0	1,007	0	958	1,965
G82	Dana Ave	0	0	0	0	96	0	0	10,177	0	10,177
G84	Little Miami	1	0	24	25	9	11,249	0	0	0	11,249
GCA	19th & Augustine	0	0	0	0	334	0	0	11,054	0	11,054
GCF	Florence	2	0	90	92	2	2,675	0	0	0	2,675
GCS	Cold Springs	0	0	0	0	0	0	0	0	0	0
GMH	Monfort Heights	6	0	26	32	248	2,515	0	0	0	2,515
	TOTAL	16	0	278	294	1159	17,017	1,653	52,328	1,598	72,596
UNITREPT											

2007 Renewal Summary
Main - Curb

Exhibit GE-17

CIBS

			J	F	M	A	M	J	J	A	S	O	N	D	CIBS
10	G11	Georgetown	0	0	0										
10	G14	Glendale	2	5	69										
10	G15	Eastern Ave	61	71	275										
10	G32	Todhunter	8	23	58										
10	G82	Dana Ave	37	18	96										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	203	102	196										
	10	**Total**	**311**	**219**	**694**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1224**
70	GCA	19th & Augustine	174	117	328										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
	70	**Total**	**174**	**117**	**328**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**619**

CIMOS

			J	F	M	A	M	J	J	A	S	O	N	D	CIMOS
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	0	0										
10	G15	Eastern Ave	2	0	5										
10	G32	Todhunter	23	6	9										
10	G82	Dana Ave	0	7	0										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	1	5	24										
	10	**Total**	**26**	**18**	**38**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**82**
70	GCA	19th & Augustine	0	0	0										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
	70	**Total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

CIMOS C&M

			J	F	M	A	M	J	J	A	S	O	N	D	C&M CIMOS
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	0	0										
10	G15	Eastern Ave	0	0	0										
10	G32	Todhunter	0	0	0										
10	G82	Dana Ave	0	0	0										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	0	0	0										
	10	**Total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
70	GCA	19th & Augustine	0	0	0										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
	70	**Total**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

LEAKS

			J	F	M	A	M	J	J	A	S	O	N	D	LEAKS
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	10	2										
10	G15	Eastern Ave	21	28	32										
10	G32	Todhunter	1	0	20										
10	G82	Dana Ave	0	0	0										
10	G84	Little Miami	0	15	9										
10	GMH	Monfort Heights	14	28	28										
	10	**Total**	**36**	**81**	**91**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**208**
70	GCA	19th & Augustine	4	11	6										
70	GCF	Florence	7	7	2										
70	GCS	Cold Springs	0	0	0										
	70	**Total**	**11**	**18**	**8**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**37**

2170

RENREPT07SUM

07 services

Resp Ctr	Residential													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Percentage	
G11 Georgetown	0	0	0										0	0.00%
G14 Glendale	4	0	1										5	0.65%
G15 Eastern Ave	46	23	35										104	13.81%
G32 Todhunter	111	68	102										281	36.78%
G82 Dana Ave	0	0	0										0	0.00%
G84 Little Miami	22	9	24										55	7.20%
GCA 19th & Augustine	0	0	0										0	0.00%
GCF Florence	101	47	90										238	31.15%
GMH Monfort	0	0	0										0	0.00%
GCS Cold Springs	38	17	26										81	10.60%
													764	
	Commercial													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	
G14 Glendale	5	1	2										8	
G15 Eastern Ave	2	4	2										8	
G32 Todhunter	9	5	3										17	
G82 Dana Ave	0	0	0										0	
G84 Little Miami	6	1	1										8	
GCA 19th & Augustine	0	0	0										0	
GCF Florence	3	4	2										9	
GMH Monfort	0	0	0										0	
GCS Cold Springs	4	0	6										10	
													60	
	Industrial													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	
G14 Glendale	0	0	0										0	
G15 Eastern Ave	0	0	0										0	
G32 Todhunter	0	0	0										0	
G82 Dana Ave	0	0	0										0	
G84 Little Miami	0	0	0										0	
GCA 19th & Augustine	0	0	0										0	
GCF Florence	0	0	0										0	
GMH Monfort	0	0	0										0	
GCS Cold Springs	0	0	0										0	
													0	
													0	
													824	
	Renews													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	0.00%
G14 Glendale	2	15	71										88	4.06%
G15 Eastern Ave	84	99	312										495	22.81%
G32 Todhunter	32	29	87										148	6.82%
G82 Dana Ave	37	25	96										158	7.28%
G84 Little Miami	0	15	9										24	1.11%
GCA 19th & Augustine	178	128	334										640	29.49%
GCF Florence	7	7	2										16	0.74%
GMH Monfort	218	135	248										601	27.70%
GCS Cold Springs	0	0	0										0	0.00%
													2170	

2007serv

Monthly Main Repair Totals w/o TPD

2007	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	YTD Totals
Ohio	92	108	69										269
Kentucky	10	13	12										35
Totals	**102**	**121**	**81**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**304**

2006	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	YTD Totals
Ohio	69	82	120	55	48	57	34	56	44	46	77	62	750
Kentucky	13	11	12	18	7	7	5	10	13	3	8	4	111
Totals	**82**	**93**	**132**	**73**	**55**	**64**	**39**	**66**	**57**	**49**	**85**	**66**	**861**

RENREPT07

5/9/2007

2007 Service Renewals
Main to Curb

Month **April**

Resp. Ctr.	Location	DW CIBS	DW CIMOS	C&M CIMOS	C&M LEAKS	TOTAL
G11	Georgetown					0
G14	Glendale	197				197
G15	Eastern Ave	587	14			601
G32	Todhunter	114	7			121
G81	Lawrenceburg					0
G82	Dana Ave	127				127
G84	Little Miami		2			2
GCA	19th & Augustine	438				438
GCF	Florence		4			4
GCS	Cold Springs					0
GMH	Monfort Heights	233	40			273
	TOTAL	**1696**	**67**	**0**	**0**	**1763**

RENREPT07

ID # 31075893

2005 Ohio C.P. Service

Suburb Hartwell **Community** CINCINNATI

map# N03E0121

Street Name: BEECHRIDGE DR **Kind of Pipe** copper

Riser Kind copper

Address 262 BEECHRIDGE DR **Date Installed** 1/1/2000

Curb to meter Read 1st _____ _____ **Riser Read 1st** _____

Anode installed Yes ☐ No ☐

Riser Shorted Yes ☐ No ☐

Curb to meter Read after Anode Installed _____

Riser Read after Anode installed _____

Riser Read after Riser Insulated _____

Total Footage _____

Comments _____

_____

_____

_____

Date _____ **Employee Number** _____ **Name** _____

RENREPT07

5/9/2007

2007 Service Renewals

Main to Curb

Month **April**

Resp. Ctr.	Location	DW CIBS	DW CIMOS	C&M CIMOS	C&M LEAKS	TOTAL
G11	Georgetown					0
G14	Glendale	197				197
G15	Eastern Ave	587	14			601
G32	Todhunter	114	7			121
G81	Lawrenceburg					0
G82	Dana Ave	127				127
G84	Little Miami		2			2
GCA	19th & Augustine	438				438
GCF	Florence		4			4
GCS	Cold Springs					0
GMH	Monfort Heights	233	40			273
	TOTAL	**1696**	**67**	**0**	**0**	**1763**

RENREPT07

ID # 31075893

2005 Ohio C.P. Service

Suburb	Hartwell	**Community**	CINCINNATI
map#	N03E0121		
Street Name:	BEECHRIDGE DR	**Kind of Pipe**	copper
		Riser Kind	copper
Address	262 BEECHRIDGE DR	**Date installed**	1/1/2000

Curb to meter Read 1st _____ **Riser Read 1st** _____

Anode Installed **Yes** ☐ **No** ☐

Riser Shorted **Yes** ☐ **No** ☐

Curb to meter Read after Anode Installed _____

Riser Read after Anode installed _____

Riser Read after Riser insulated _____

Total Footage _____

Comments _____

_____

_____

_____

Date _____ **Employee Number** _____ **Name** _____

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
GAS COMMERCIAL OPERATIONS DEPARTMENT
SFR Reference: Chapter II(B)(9)(a)(i,ii,iii)

I. Policies and Goal Setting

The policies of the Gas Commercial Operations Department (Department) evolve from and support the objectives of the Company. The General Manager, Gas Commercial Operations, implements the policies and objectives under the direction of the Senior Vice-President, Gas Operations. These include policies regarding purchases of natural gas and upstream capacity, and providing gas transportation service for end users. The Department also supports the corporate policies and objectives through department directives, procedures and practices.

The goals of the Department are designed to support the goals of Gas Operations and business plan of the US Franchised Electric & Gas (US Franchised E&G). Determination of the objectives and goals is based on a decision process involving the Senior Vice-President, Gas Operations; the General Manager, Gas Commercial Operations; and the staff of the Department. The internal criteria used in the decision process include, among others, the US Franchised E&G business plan and the Load Forecasting Department's Gas Load Forecast. External criteria include energy market trends, projected demand for natural gas versus supply availability, availability of interstate pipeline capacity, interstate pipelines' tariffs, federal and state regulatory trends, and input from external consultants, including recommendations from auditors appointed by state regulatory commissions. The Ohio/Kentucky Gas Operations goals and objectives are attached as Exhibits GCO-2 and CGO-3 respectively.

Duke Energy Ohio's primary objectives in securing natural gas for its firm sales customers are: (1) to purchase a reliable source of gas, (2) secure firm interstate pipeline capacity in order to transport the gas during extreme weather conditions, and (3) to purchase and transport the gas at an optimal cost, with significant consideration for minimizing price volatility for customers and supply diversity.

It is also Duke Energy Ohio's policy to transport customer-owned gas, through its existing distribution piping system, provided that:

- The customer meets Duke Energy Ohio's eligibility requirements listed in Duke Energy Ohio's tariffs for transportation services;
- The customer accepts and signs Duke Energy Ohio's transportation contract;

- All gas purchased and transported through an interstate pipeline to Duke Energy Ohio's city gate by the customer, or customer's supplier or agent, is in accordance with the Federal Energy Regulatory Commission's rules and regulations; and
- The service for higher priority customers is not adversely affected by providing transportation service.

Review of these objectives and policies is continuous and revisions are made at least annually. Some may be revised more frequently based on their sensitivity to changing economic and market conditions.

II. Strategic Planning

The Department's plan for securing gas supply and pipeline capacity is discussed in The Cincinnati Gas & Electric Company's 2005 Long-Term Forecast Report for Gas Demand, Gas Supply, and Facility Projections which was filed with the Public Utilities Commission of Ohio on May 26, 2005, and includes The Cincinnati Gas & Electric Company's Gas Supply Strategic Plan.

III. Organizational Structure

A General Manager who reports directly to the Senior Vice-President, Gas Operations, heads the Department. Gas Commercial Operations consists of:

- Gas Transportation & Customer Services;
- Gas Procurement & Administrative Services;
- Gas Rates & Transportation Programs;
- KO Transmission Administration; and
- Gas Control and Technical Services.

The organizational structure is presented on Exhibit GCO-1.

IV. Responsibilities

The Department has the responsibilities of ensuring that the Company has a sufficient quantity of natural gas and regulating the flow of gas through the feeder/distribution system. In addition, Gas Commercial Operations analyzes future gas consumption and supply levels, controls the liquid propane storage facilities, and indicates when to produce gas from the storage facilities for peak shaving purposes and procures propane feedstock. Gas Commercial Operations ensures compliance with regulations that relate to the procurement, transportation and production of gas supplies.

The Gas Commercial Operations Department also has the responsibility of negotiating transportation agreements and storage contracts with interstate pipeline gas transportation companies, negotiates NAESB gas supply contracts with producers and marketers, and negotiates asset management agreements. It also markets, administers and complies with the federal regulation of KO Transmission Company, an interstate gas pipeline subsidiary of Duke Energy Ohio. In addition, this Department provides supply forecasting, analysis of gas costs and customer requirements, cash reporting, various statistical reports, and rate case work.

Gas Commercial Operations is also responsible for monitoring all Federal and State legislative and regulatory actions involving gas supply matters, intervening when appropriate. This Department also mediates service levels and costs with pipeline suppliers.

The Gas Control area of Gas Commercial Operations is responsible for measuring, monitoring, and operating the gas feeder/distribution system. This division also measures and controls supplier gas coming into the system, checks for correct pressures at all levels of the system, regulates this pressure through a series of remote and manual regulators, manages the interlocking systems of mains throughout the distribution system, and ensures that natural gas is readily detectable (odorized).

The Transportation and Customer Services area of Gas Commercial Operations provides numerous services to gas transportation customers and suppliers, as necessary, to monitor the viability of gas transportation services for our customers. Specific items include, but are not limited to: nomination confirmations, transporting, balancing, billing, load forecasting, and education regarding gas transportation tariffs and processes utilized to implement the tariffs. Each Rate IT customer is assigned to an Account Manager, who is responsible for all account management functions associated with servicing these customers' gas transportation accounts.

V. Practices and Procedures

The practices and procedures of the organization are continually being formulated and refined to provide the necessary guidelines for all personnel in meeting the goals and objectives of the organization and the Company.

Because of the dynamic changes in the gas industry both at the federal and state level, the Gas Commercial Operations Department's practices and procedures are reviewed and revised continuously to assure that all functional areas are operating at maximum efficiency and in compliance with all applicable laws and regulations.

Specific duties of the Gas Commercial Operations Department include, but are not limited to:

- Effectively manage gas supply portfolio, including propane peaking plants, to meet customer requirements;
- Effectively manage the distribution and transportation of gas to customers, including management of the interruptible transportation program;
- Represent the Company before State and Federal Regulatory Agencies on gas supply, cost, and interstate pipeline matters;
- Prepare and maintain gas operations budgets including gas supply and cost forecasts and operating and maintenance;
- Purchase natural gas supply and interstate pipeline transportation capacity; verify invoices and process accounts payable;
- Coordinate the transportation programs needed to effectuate the delivery of gas between supplier and end user;
- Measure, monitor, and operate the gas feeder/distribution system;
- Maintain pressure-regulating facilities; and
- Work with governmental agencies, industry associations and interstate pipeline companies to develop processes to be implemented in the event of emergencies, such as significant interruptions to the delivery of gas.

VI. Decision Making and Control

In making decisions, recommendations and information are received by the General Manager, Gas Commercial Operations from the direct reports. The General Manager initiates action after discussion with and approval from the Senior Vice-President, Gas Operations. The Group Executive & President of US Franchised E&G is consulted as deemed appropriate.

The individual direct reports of the General Manager, Gas Commercial Operations, make day-to-day operational decisions that are within the framework of existing policies, strategies, and procedures.

Compliance is monitored internally and externally by State and Federal regulatory agencies. In particular, every two years, an outside auditor selected by the PUCO audits the Gas Purchasing Policies and Practices of the Company extensively. The results of these audits are submitted to the PUCO.

VII. Internal and External Communication

As a means of assisting in the decision making process, both internal and external communications are maintained. Internal communications are accomplished within the department by the preparation of weekly status reports, informal meetings, periodic staff meetings and daily discussions. Also, internally, discussions and input

are obtained as needed from the Gas Construction and Maintenance, Gas Engineering, Gas Performance Support, Rate and Legal Departments.

External communications are very important in the decision process and consist of close association with outside legal personnel, consultants, and representatives of other pipeline and distribution companies. Also, the Gas Commercial Operations Department actively monitors proceedings before state and federal regulatory agencies on gas supply and transportation matters. This activity greatly enhances the decision-making capabilities of the department by making available to the Company knowledge of many gas supply options.

Information that our customers and the general public need to know is passed on using the local media.

VIII. Goal Attainment and Qualification

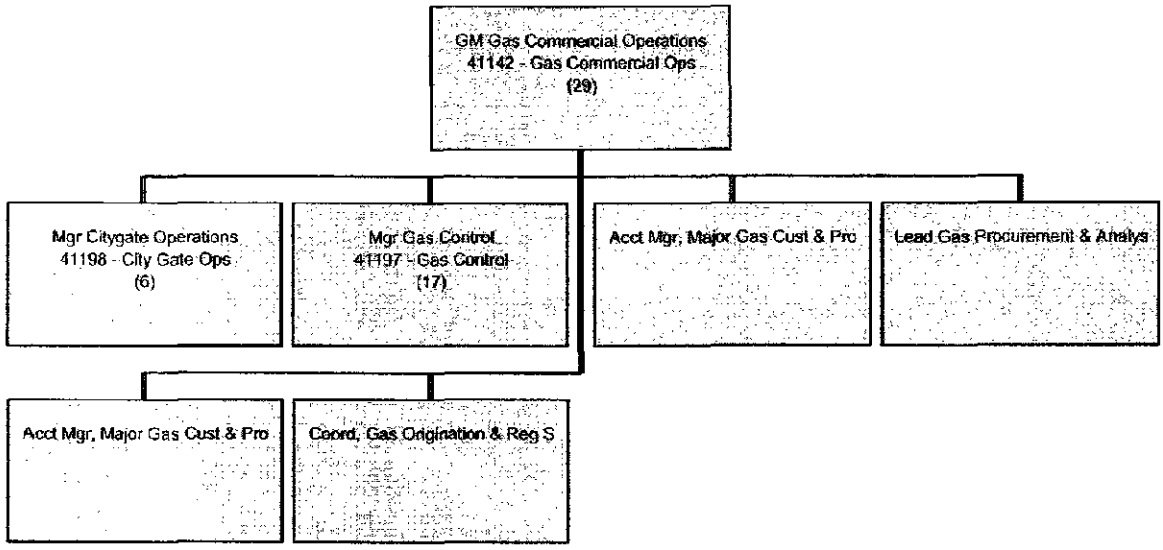
The Gas Commercial Operations Department uses actual gas costs compared to other gas LDCs in the State of Ohio as a benchmark. Duke Energy Ohio compares its actual annual gas costs per Mcf sales to the average of the actual annual gas cost per Mcf sales of two of the other three major gas distribution companies in Ohio.

Another measure of success of the Gas Commercial Operations Department is the Financial and Management Performance Audits of Duke Energy Ohio's GCR conducted by the Public Utilities Commission of Ohio on a bi-annual basis.

Department employees are evaluated annually on the attainment of the annual individual key performance measures, which are established in support of department key performance goals.

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Gas Commercial Operations



2007 Ohio/Kentucky Gas Operations Objectives

1.) **Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

2.) **Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

3.) **Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

4.) **Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

5.) **Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

12/12/06

Financial Objectives				
Weight %	*Threshold (Payout: 50%)*	*Target (Payout: 100%)*	*Maximum (Payout: 200%)*	*Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section*
Achieve Duke Energy EPS				
80%	$1.05	$1.15	$1.25	TBD
80%	Financial Objectives Aggregate Results:			

Leadership Objectives				
Weight %	*Threshold (Payout: 50%)*	*Target (Payout: 100%)*	*Maximum (Payout: 150%)*	*Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section*
Safety – Gas Operations				
5%	2.09	1.99	1.89	TBD
Reliability - Percent Reduction Gas main & services – leaks repaired				
5%	(4.5%)	(7.5%)	(10%)	TBD
Customer Satisfaction – Corporate Perceptional Survey				
5%	72.8%	75.9%	78.5%	TBD
AMRP Expenditure Target				
5%	2%/-4%	+/-2%	+/-1%	TBD

20%	Individual Objectives Aggregate Results:	TBD
100%	Total Financial Objectives and Individual Objectives Aggregate Results:	TBD

End Results Approved:

Patty Walker

James L. Turner

Leadership:

Operational Measure 1: Safety (Gas Ops TICR)

Intent

Gas Operations management, supervision and employees are responsible for safety. The TICR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TICR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

Rational and Logic for Performance levels

Minimum:	Gas Operations TICR for year-ended 2006
Target:	5% better than 2006 Gas Operations TICR
Maximum:	10% better than 2006 Gas Operations TICR

Contact

Dave Barnes 513-287-2266

Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services

Intent

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

Rational and Logic for Performance levels

Minimum:	4.5% reduction over 2006 leaks repaired
Target:	7.5% reduction over 2006 leaks repaired
Maximum:	10% reduction over 2006 leaks repaired

Contact

Sue Gilb 513-287-2752

Operational Measure 3: FE&G Customer Satisfaction

Intent

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

Rational and Logic for Performance levels

Mass Market Relationship Survey (Residential and Business):

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20th percentile and 80th percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10th percentile increase above the past year's performance (i.e. 60th percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

Minimum:	20th percentile score.
Target:	Maintain top quartile or 60th percentile score.
Maximum:	80th percentile score.

Duke Energy	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		73%	76%	79%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
Duke Energy - Carolinas (60%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
Duke Energy - Indiana (20%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
Duke Energy - Ohio/Kentucky (20%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

Contact

Tom Osterhus 513-287-2110

Operational Measure 4: AMRP Expenditure Target

Intent

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

Rational and Logic for Performance levels

Minimum:	2%/-4% of 2007 Budget for AMRP in OH/KY
Target:	+/-2% of 2007 Budget for AMRP in OH/KY
Maximum:	+/-1% of 2007 Budget for AMRP in OH/KY

Contact

Nancy Kemper 513-287-2859

A Note on Safety:

In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
GAS CONSTRUCTION & MAINTENANCE MANAGEMENT DEPARTMENT
SFR Reference: Chapter II(B)(9)(a)(ii,viii)

I. Policy and Goal Setting

The primary responsibility of the Gas Construction & Maintenance Management Department (Department) is to install, operate, and maintain distribution facilities for the delivery of gas from the supplier and/or company's plants and storage facilities to the customer in a safe, reliable and economical manner. The Department supports the overall goals of the gas operations, as well as, the business plan of US Franchised Electric & Gas (US Franchised E&G). Refer to the overall goals attached as Exhibits CGO-2 and CGO-3.

The Managers of Construction & Maintenance Management regularly meet to develop work plan goals that will enable the department to meet the business plan of Ohio and Kentucky Gas Operations (Gas Operations). These goals are then submitted to the Senior Vice President, Gas Operations to be included as part of the US Franchised E&G business plan.

Goals are reviewed with personnel in each division to assure their support and implementation. To assure continuous attention to goals, they are a large part of the employee performance appraisal system. There are regular staff meetings held with the managers to discuss the progress of the work plan and to identify any potential problems for corrective action. Additionally, there are staff meetings between managers and their supervisors for the same purpose.

The Department, in conjunction with the other operating areas of Gas Operations, including the Senior Vice President, is responsible for the development of practices, policies and procedures for the installation, operation and maintenance of gas facilities. These practices, policies and procedures are reported in the "Gas Operations Standards Manual for Design, Construction, System Operations and

Maintenance." This manual provides the policies, practices and procedures to department employees engaged in the installation and maintenance of gas facilities.

The Department maintains additional manuals to provide training and technical support for employees. These manuals provide information regarding quality assurance and emergency action to be taken when required. The Department also supports the corporate policies and objectives through the department directives, procedures and practices.

II. Strategic Planning

Gas Operations planning directly supports the US Franchised E&G Business Plan.

Examples of strategic planning by the Department are:

- Identify, develop and implement new methods and equipment to improve service, and reduce costs;
- Hire, train, and develop company and contractor personnel to perform the job now and to be prepared to do so in the future;
- Analysis of workload verses manpower to maintain flexibility to provide safe, reliable and economic service to our customers and to maintain system integrity;
- To monitor the condition of the gas system to identify areas that warrant replacement, upgrading, etc. to meet existing and future energy consumption; and
- Participative management is key with employees sharing a common goal. Quality assurance and Operator Qualification are essential to assuring safe and reliable service. A continuous effort is maintained to train, qualify and develop personnel.

III. Organizational Structure

Gas Construction and Maintenance Management is within the US Franchised E&G and is headed by the Senior Vice President, Gas Operations. The Department is organized as follows into (3) divisions / areas.

- System Operations and Production (Gas Plants);
- Gas Construction & Maintenance Region 1 (System Maintenance); and
- Gas Construction & Maintenance Region 2 (System Maintenance).

An organizational chart showing the divisions / areas is attached as Exhibit GCM-1.

IV. Responsibilities

The Department has general charge of the facilities and resources necessary for the safe, reliable and economic installation, operation and maintenance of facilities and equipment for the delivery of gas from the supplier and/or the Company's gas plants to the customer.

System Operations and Production Division has the responsibility of maintaining and ensuring proper operation of all propane plants and propane storage facilities and compliance programs such as regulator/relief valve and control valve inspection. It also maintains and assists in operating all pressure regulating facilities.

System Maintenance has responsibility for maintenance and repair of gas facilities, as well as, compliance programs such as Leak Surveys and leak repair / evaluation.

Specific responsibilities of Gas Construction and Maintenance Management include:

- Install, operate, and maintain transmission and distribution facilities including mains, services, meters, and regulators;
- Conduct leakage detection surveys and other Department of Transportation compliance programs;
- Respond to gas trouble calls (investigate reports of escaping gas), emergencies and customers' requests for service;
- Set and remove residential meters; and
- Inspect residential house piping during new service installation...

V. Practices and Procedures

The Department has direct responsibility for review and revision of practices and procedures used within the Department. The Department's practices and procedures are reviewed and revised continuously to assure that all functional areas are operating at maximum efficiency and in compliance with all applicable laws and regulations. These policies and procedures provide support to employees engaged in the construction and maintenance and compliance activities.

The Department works closely with Gas Commercial Operations, Gas Engineering, Gas Performance Support, Service Delivery, Enterprise Fleet and Meter Operations, Distribution Design, Sourcing, and Legal. Engineering provides engineering services and expertise and guidance for achievement of compliance with all applicable regulatory rules and codes. Gas Performance Support provides employee training, code and regulation interpretation, process improvement, and financial support. Service Delivery provides first contact gas emergency response and notifies the Department of emergencies requiring their expertise. Enterprise Fleet and Meter Operations provide Gas Operations with metering and regulating equipment and provide and maintain transportation and excavating equipment to support the necessary department operations. Distribution Design assists the Operating Department by projecting what new work can be expected, permitting planning for future manpower, material and equipment needs. The Legal Department provides legal advice for management and/or employees acting on behalf of the Company. Sourcing provides the purchasing and stocking of routine materials used in day-to-day operations of Gas Operating.

Gas Construction and Maintenance Management works closely and receives services from many departments within the Company. The Human Resources, Labor Management, Safety & Health Departments and the Staffing & Employee Development Department secure competent employee recruitment, provide employee emergency medical assistance, administering final stages of employee disputes, etc. Facilities Services, Office Services, Government and Regulatory Affairs, Accounting, Information Technology and the Environmental Resource Management Departments interact with all the divisions/areas within the department in various ways.

VI. Decision Making and Control

Operation, goal and policy decisions are made at the appropriate level consistent with impact and authority.

Decisions that impact a segment of the Company broader than Gas Construction and Maintenance Management are discussed with the Senior Vice President of Gas Operations. The Group Executive & President of US Franchised E&G is consulted as deemed appropriate. Depending on the type of decision and the degree of impact, this discussion could range from merely informative to requiring formal approval. The Managers of Gas Construction and Maintenance Management and the Senior

Vice President, Gas Operations discuss, in general terms, the activity of the Department on a routine basis. Although these discussions are informal in nature, they are ongoing, keeping both parties informed. Individual Managers hold regular meetings with their personnel to discuss Department policies.

The first line supervisors are the decision makers on day-to-day routine matters. This reinforces the Department policy to allow decisions to be made at the lowest level possible. In the more complex matters, the decision could progress to a higher level, including the executive level, if necessary.

Decisions, such as personnel assignments, are typical of those made by a Field Supervisor. Management in each division makes decisions such as job priority, work rules and manpower assignments. All decision-making is designed to include participative style of management.

VII. Internal and External Communication

The Managers of Gas Construction and Maintenance Management have contact either by telephone or in person on an ongoing basis with the Senior Vice President of Gas Operations, the General Managers of Engineering and Commercial Operations and Director of Gas Performance Support to review and discuss pending issues. The Managers also meet regularly with the General Managers of Gas Engineering, Gas Commercial Operations, Director of Gas Performance Support, the Senior Vice President of Gas Operations and the Gas Operations Budget Specialists to discuss matters of mutual concern as well as planning strategies.

Internal department communication among the staff and management is frequent during daily activity. The department is located at some 8 different locations with staffs as small as three to staffs as large as 75 plus. The Managers regularly visit these outlying facilities to listen to employee's wants, needs, etc. and to reinforce communication.

Internal communications consisting of informational meetings are held as needed. These meetings are normally held by the Senior Vice President and Managers who hold meetings and relay pertinent information to field personnel. Safety meetings are held with all department personnel at least quarterly and are conducted by Safety & Health personnel with managers present. The Emergency Plan, Department Procedure Manuals, inter-department memos, various letters, etc. are reviewed at

least annually or as needed. Additionally, management has daily contact with their staff, which provides for various discussions including assistance in decision-making, progress of various jobs, personnel requirements and other pertinent company and/or department business.

External communications consist of participating in meetings with other utilities as well as actively participating on various committees of the American Gas Association, Ohio Gas Association, Kentucky Gas Association, and Midwest Energy Association. In addition, various personnel are selected to attend appropriate management training programs outside the company.

Ideas, suggestions and information about new techniques are received and evaluated from all levels of employees within Gas Operations. In addition, each Manager reviews trade magazines, literature, etc. to determine new ideas and methods of providing improved services while reducing Gas Operating Department costs. Additionally, Gas Operations participates in the American Gas Association's Benchmarking program to gain lessons learned from others, determine how our processes compare to those of others in the industry, and learn of better means of providing service to the customers at the lowest possible cost. It is a responsibility of all Department supervisors to constantly seek new and better means of providing safe and reliable service to the customers at the lowest possible cost.

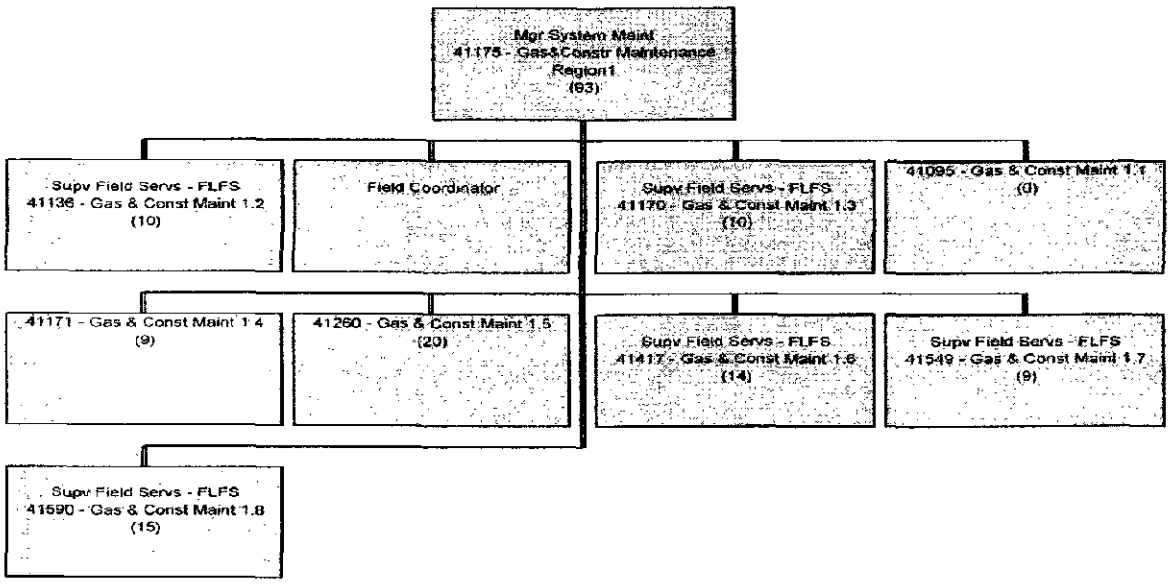
VIII. Goal Attainment and Qualification

Goals and the corresponding methods of measuring goal attainment are formulated by management to meet the special needs of their respective divisions / areas or employees. Some examples of specific goals are:

- Managing Operating Expenses and Capital Expenditures;
- Achieve 99% of new service tie-ins to meet specific requirements;
- Deliver safe and reliable 24/7 service;
- Improve Gas Customer Average Interruption Duration Index Average;
- Encourage employee development and continuous improvement across the processes;
- Meet compliance requirements and continue open and effective relationships with the regulators;
- Improve Customer Satisfaction – to top 25% JD Powers survey results; and
- Improve upon current safety statistics.

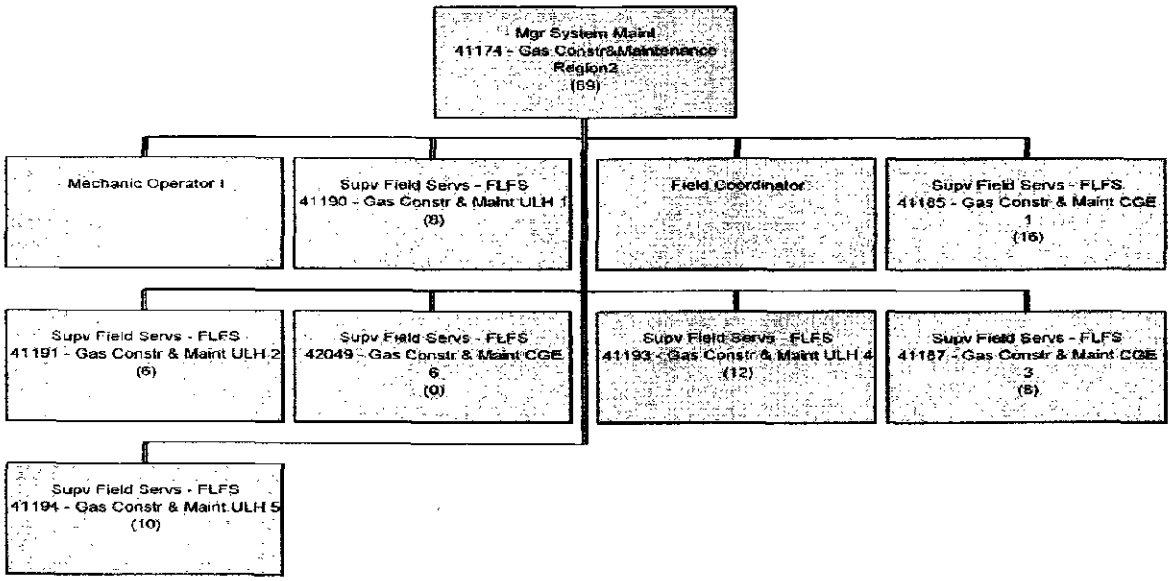
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Manager System Maintenance Region 1



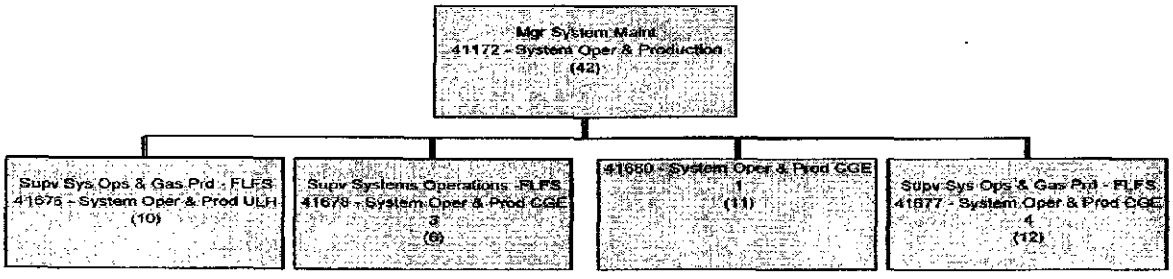
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Manager System Maintenance Region 2



DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Manager System Operations & Production



DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
GAS PERFORMANCE SUPPORT DEPARTMENT
SFR Reference: Chapter II(B)(9)(a)(ii)

I. Policies and Goal Setting

The policies of the Gas Performance Support Department (Department) evolve from and support the objectives of the Company. The Director, Gas Performance Support, implements the policies and objectives under the direction of the Senior Vice-President, Gas Operations. These include policies regarding development and conduct of employee training and safety programs, and for code and regulation interpretation. The Department also supports the corporate policies and objectives through department directives, procedures and practices.

The goals of the Gas Performance Support Department are designed to support the goals of Gas Operations and business plan of the US Franchised Electric & Gas (US Franchised E&G). Determination of the objectives and goals is based on a decision process involving the Senior Vice-President, Gas Operations; the Director, Gas Performance Support; and the staff of the Department. See attached Exhibits CGO-2 and CGO-3 for the Gas Operations goals and objectives.

Gas Performance Support goals are published to make all employees aware of the department expectations. To assure continuous attention to the team and individual goals, departmental goals become part of the annual key performance appraisal process for department employees.

The Director of Gas Performance Support periodically reviews goals with personnel to assure their support and implementation. Staff meetings are held regularly, to review progress of work plans. When problems are identified, corrective actions are established and target deadlines are set.

Gas Performance Support is responsible for the development and conduct of training and safety programs, code and regulation interpretation, process improvement and providing financial support to all areas of Gas Operations.

II. Strategic Planning

Strategic planning is accomplished at the officer level and is used to develop the US Franchised E&G business plan. Gas Performance Support planning directly

supports the strategic plan developed for Gas Operations which supports the US Franchised E&G business plan.

Examples of strategic planning by the Department are:

- Development of training programs around new methods of installation and new equipment to improve service and reduce costs; and
- Benchmarking is utilized to determine ranking within, and performance compared to, the Natural Gas Distribution industry.

III. Organizational Structure

The Gas Performance Support Department is headed by a Director who reports to the Senior Vice President of Gas Operations. Gas Performance Support is organized by four (4) functional areas:

- Training;
- Regulatory Compliance;
- Process Improvement; and
- Financial Support.

An organization chart of Gas Performance Support is provided in Exhibit GPS-1.

IV. Responsibilities

The Department has the responsibility of developing and conducting employee training and safety programs. In addition, the Department develops and conducts training and safety programs for Company contractors, public authorities, police and fire departments. The Department also develops standardized methods and procedures and requires proper and safe use of tools and equipment.

The Department also has responsibility for code and regulation interpretation, assisting with the auditing process both internally and externally, reporting and follow-up with State and Federal Commission Offices, when appropriate and within the compliance timelines.

The Department is responsible for Process Improvement activities through out Gas Operations as well as Benchmarking with other companies within the Natural Gas Distribution industry to determine Duke Energy Ohio's ranking within, and performance compared to other companies.

In addition, this Department provides financial support to Gas Operations. Examples of financial support include annual budget preparation, budget to actual variance analysis, financial modeling, various statistical reports, and rate case work.

V. Practices and Procedures

The practices and procedures of the organization are continually being formulated and refined to provide the necessary guidelines for all personnel in meeting the goals and objectives of the organization and the Company.

Specific duties of the Gas Performance Support Department include, but are not limited to:

- Effectively develop and conduct employee training and safety programs;
- Effectively develop and conduct training and safety programs for Company contractors, public authorities, police and fire departments;
- Provide code and regulation interpretation, coordinate compliance audits with State and Federal Regulatory Agencies;
- Coordinate process improvement and benchmarking efforts; and
- Provide financial support to Gas Operations.

VI. Decision Making and Control

Decisions are made at the lowest appropriate level consistent with impact and authority. In making decisions, recommendations and information are received by the Director, Gas Performance Support from the direct reports. All decision-making is designed to include participative style of management.

Decisions that impact a segment of the Company broader than Gas Performance Support are discussed with the Senior Vice President of Gas Operations. The Group Executive, President & Chief Operating Officer of US Franchised E&G is consulted as deemed appropriate. Depending on the type of decision and the degree of impact, this discussion could range from merely informative to requiring formal approval. The Director, Gas Performance Support and the Senior Vice President, Gas Operations discuss, in general terms, the activity of the Department on a routine basis. Although these discussions are informal in nature, they are ongoing, keeping both parties informed.

VII. Internal and External Communication

As a means of assisting in the decision making process, both internal and external communications are maintained. Internal communications are accomplished within the department by the preparation of weekly status reports, informal meetings, periodic staff meetings and daily discussions. Also, internally, discussions and input are obtained as needed from the Gas Construction and Maintenance, Gas Engineering, Gas Commercial, Rates, Finance and Accounting, and Legal Departments.

External communications include: State and Federal Regulatory Agencies, other governmental agencies, participating in meetings with other utilities as well as actively participating on various committees of the American Gas Association, Ohio Gas Association, Kentucky Gas Association, and Midwest Energy Association

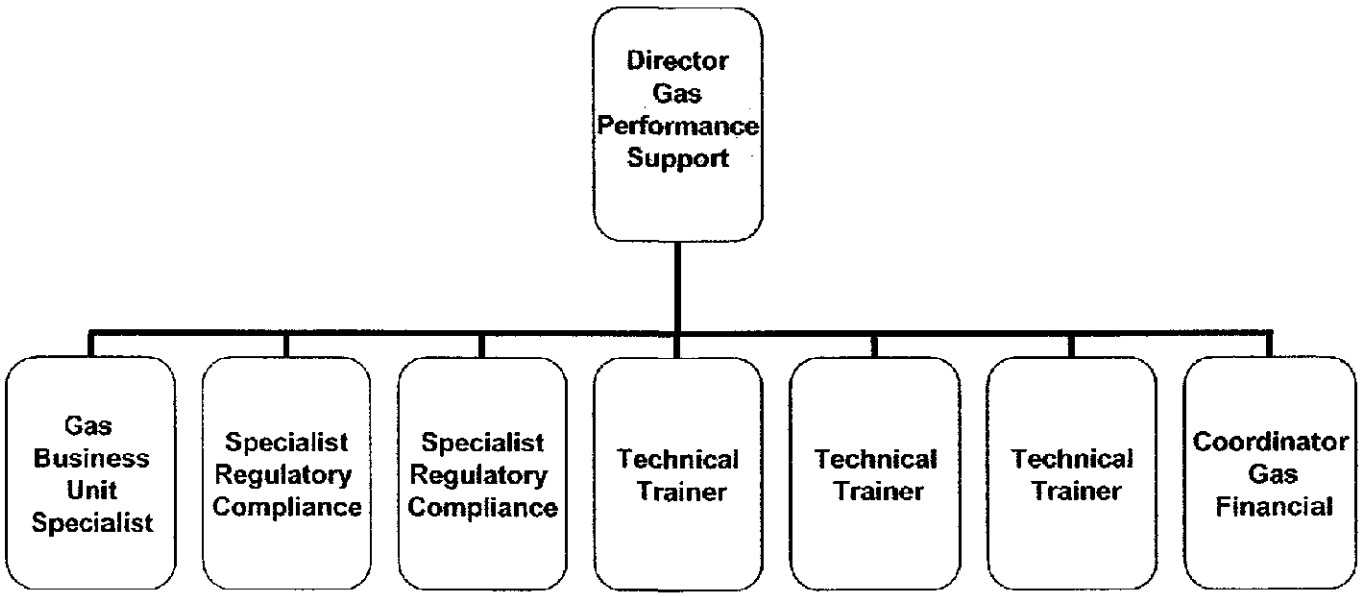
VIII. Goal Attainment Quantification

Goals and the corresponding methods of measuring goal attainment are formulated annually by management. Department employees are evaluated annually on the attainment of individual goals. Individual goals are established in support of department goals. Some examples of specific goals are:

- Tracking Operating Expenses and Capital Expenditures;
- Employee Safety;
- Meet compliance requirements and continue open and effective relationships with regulators; and
- Offer employee development opportunities.

DUKE ENERGY CORPORATION MANAGEMENT STRUCTRUE

Director Gas Performance Support



2007 Ohio/Kentucky Gas Operations Objectives

1.) **Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

2.) **Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

3.) **Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

4.) **Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

5.) **Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

12/12/06

Financial Objectives				
Weight %	*Threshold (Payout: 50%)*	*Target (Payout: 100%)*	*Maximum (Payout: 200%)*	*Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section*
Achieve Duke Energy EPS				
80%	$1.05	$1.15	$1.25	TBD
80%	Financial Objectives Aggregate Results:			

Leadership Objectives				
Weight %	*Threshold (Payout: 50%)*	*Target (Payout: 100%)*	*Maximum (Payout: 150%)*	*Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section*
Safety – Gas Operations				
5%	2.09	1.99	1.89	TBD
Reliability - Percent Reduction Gas main & services – leaks repaired				
5%	(4.5%)	(7.5%)	(10%)	TBD
Customer Satisfaction – Corporate Perceptional Survey				
5%	72.8%	75.9%	78.5%	TBD
AMRP Expenditure Target				
5%	2%/-4%	+/-2%	+/-1%	TBD

20%	Individual Objectives Aggregate Results:	TBD
100%	Total Financial Objectives and Individual Objectives Aggregate Results:	TBD

End Results Approved:

Patty Walker

James L. Turner

Leadership:

Operational Measure 1: Safety (Gas Ops TICR)

Intent

Gas Operations management, supervision and employees are responsible for safety. The TICR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TICR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

Rational and Logic for Performance levels

Minimum:	Gas Operations TICR for year-ended 2006
Target:	5% better than 2006 Gas Operations TICR
Maximum:	10% better than 2006 Gas Operations TICR

Contact

Dave Barnes 513-287-2266

Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services

Intent

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

Rational and Logic for Performance levels

Minimum:	4.5% reduction over 2006 leaks repaired
Target:	7.5% reduction over 2006 leaks repaired
Maximum:	10% reduction over 2006 leaks repaired

Contact

Sue Gilb 513-287-2752

Operational Measure 3: FE&G Customer Satisfaction

Intent

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

Rational and Logic for Performance levels

Mass Market Relationship Survey (Residential and Business):

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20th percentile and 80th percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10th percentile increase above the past year's performance (i.e. 60th percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

Minimum:	20th percentile score.
Target:	Maintain top quartile or 60th percentile score.
Maximum:	80th percentile score.

Duke Energy	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		73%	76%	79%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
Duke Energy - Carolinas (60%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
Duke Energy - Indiana (20%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
Duke Energy - Ohio/Kentucky (20%)	**Weight**	**Min**	**Target**	**Max**
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

Contact

Tom Osterhus 513-287-2110

Operational Measure 4: AMRP Expenditure Target

Intent

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

Rational and Logic for Performance levels

Minimum:	2%/-4% of 2007 Budget for AMRP in OH/KY
Target:	+/-2% of 2007 Budget for AMRP in OH/KY
Maximum:	+/-1% of 2007 Budget for AMRP in OH/KY

Contact

Nancy Kemper 513-287-2859

A Note on Safety:

In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
POWER DELIVERY ELECTRIC SYSTEMS OPERATIONS
SFR REFERENCE: CHAPTER II (9)(B)(a)(i,ii)

I. Policy and Goal Setting

The Working Environment Policy Manual and other Duke Energy policy & procedure updates are provided to all employees. These form the general guidelines for the Company in the areas of employee relations, compliance with laws or governmental directives and Company relationships with the communities we serve. These policies, which are supported by the Department, are communicated through various informational meetings, written communication and internet web based applications.

Goal setting at the department level is accomplished by the Vice President and other departmental leadership. The goals are formulated to support and complement the primary objectives and business plan of the Franchised Electric & Gas business unit. Specific initiatives developed from the goals identify objectives, implementation schedule, milestones, responsibilities, and resources required. The goals, once developed by the Department, are presented to the Power Delivery Senior Vice President for review and, upon approval, are incorporated into the business plans.

II. Strategic Planning

Planning for the Department is the responsibility of the Power Delivery Electric Systems Operations Vice President with input from the General Managers, Directors and Managers. Strategic planning is coordinated and monitored collectively with all departments in Power Delivery utilizing input from key support groups like technical services, transportation, materials management, finance, and human resources.

Each Department supports Power Delivery's strategic plan and corporate goals and objectives through the following on-going activities:

- Facilitate an injury-free and environmentally responsible work environment

- Review customer service results and create action plans for improvement
- Develop, monitor and project department budgets for cost management
- Establish performance expectations and evaluate employees on a regular basis
- Evaluate and improve operational processes
- Use of special project teams to investigate and provide recommendations on process improvement opportunities

The Power Delivery Strategic Plan is attached as Exhibit PDESO-2.

III. Organizational Structure

Power Delivery Electric Systems Operations is under the direction of a Vice President who reports to the Senior Vice President of Power Delivery and the Group Executive, President and Chief Operating Officer of U.S. Franchised Electric & Gas. Six positions report to the Power Delivery Electric Systems Operations Vice President:

- General Manager of Electric System Operations Engineering & Services
- General Manager of Midwest Transmission & Distribution Operations
- Director of Carolinas Transmission Operations
- Director of RTO Activities
- Director of Midwest Control Area Operation
- Director of Carolinas Control Area Operations

Four managers with two supervisors report to the General Manager of Midwest T&D Operations.

The organizational charts for the Senior Vice President of Power Delivery and vice President Electric Systems Operations are shown in Exhibit PDESO-1.

IV. Responsibilities

The objective of Electric Systems Operations is to operate and control the transmission and distribution systems in the safest, most economic and reliable manner, as well as coordinate interchange with interconnected systems and monitor the balance of resource and demand to help ensure system reliability in the region as well as within the service territory.

Midwest Control Area Operation (MCAO) is responsible for the coordination of all electric energy transfers between Duke Energy and interconnected systems in the Midwest, the coordination and exchange of operating data with the Midwest Independent Transmission System Operator (MISO), the balance of resources and demand, and the coordination of emergency procedures, as required by the North American Electric Reliability Corporation (NERC) reliability standards, Reliability*First* Corporation regional reliability standards, and applicable regulatory responsibilities. MCAO is responsible for the after-the-fact energy accounting associated with its role as a NERC balancing authority, MISO metered data management agent, and provider of services associated with retail choice in Ohio, including the calculation of the loads of all Certified Retail Electric Providers serving switched retail load in the Duke Energy Ohio system.

Electric Systems Operations Engineering & Services is responsible for maintaining the emergency plans and supporting materials for bulk power and civil emergencies, providing engineering support to the Department, creating, maintaining and interpreting transmission-related contracts and tariffs, regulatory reporting activities, and providing project management for special projects within the Department including NERC compliance and Operator training.

RTO Activities is responsible for the execution of the Regional Transmission Organization (RTO) activities at Duke Energy and supporting the Duke Energy initiatives regarding RTOs.

Midwest Transmission & Distribution Operations is responsible for the day to day safe, economic, and reliable operations of the electric transmission and distribution system using a computer based Energy Management System (EMS) for supervisory control data acquisition (SCADA); and for planning and scheduling transmission and distribution system maintenance outages.

V. Practices and Procedures

The major duties of Midwest Control Area Operations (MCAO) are as follows:

- Implement emergency procedures up to and including the reduction of firm load to maintain the integrity of Duke Energy's Transmission System and the Eastern Interconnection;
- Monitor regulating reserves, contingency spinning, and supplemental reserves to verify that proper levels are maintained, and notify the responsible entities when the reserves reach unacceptable levels;

- Monitor compliance to the NERC generation control standards such as the Control Performance Standards (CPS) 1 and 2 and the Disturbance Control Standard (DCS);
- Monitor the Midwest Contingency Reserve Sharing Group (CRSG), Automatic Reserve Sharing System (ARS) and as necessary initiates requests for contingency reserve assistance from CRSG members, or provide contingency reserve assistance when requested by other CRSG members on Duke Energy's behalf;
- Monitor the Security Coordinator Information System (SCIS) and the MISO Messaging System for emergency notices for forwarding to proper personnel. MCAO is the primary contact between Duke Energy's Midwest Transmission & Distribution Operations and the MISO Reliability Coordinator;
- Enter Generation outages into the MISO Outage Scheduler. Information is updated in real-time as necessary so that MISO can use the information in the calculation of their network model and reliability-constrained economic dispatch;
- Monitor tie line interconnections and generation in real-time, taking action as necessary to correct problems impacting generation control or the provision of accurate data to the MISO;
- Coordinate Net Scheduled Interchange (NSI) with MISO, and coordinate Dynamic Schedules with other Balancing Authorities;
- Monitor NERC tagging software (OATI) and MISO Physical Scheduling System (PSS) for proper tagging and scheduling of the energy transactions;
- Confirm monthly energy accounting data with other Balancing Authorities, Transmission Providers, Independent Power Producers and Marketers;
- Send five-minute non-conforming load forecasts to MISO at one-minute frequency starting from MISO Day 2;
- Verify all actual interchange with each interconnected Balancing Authority;
- Verify the transfer of power associated with jointly owned generating units on an hourly basis, after the fact including units operated by American Electric Power, Dayton Power and Light, and Duke Energy.
- Calculates loads for all Network Transmission Customers on the system. This data is used to calculate various ancillary services charges, which are billed by MCAO. These loads are also provided to the Midwest ISO.

- Acts as the Meter Data Management Agent for all Certified Retail Electric Providers, Duke Energy Ohio, Duke Energy Indiana, Duke Energy Kentucky, Indiana Municipal Power Agency, Wabash Valley Power Authority, Hamilton, Buckeye, Ohio Municipalities, etc. In this role, MCAO provides hourly generation and load data to the MISO for market settlements.

The major duties of RTO Activities are as follows:

- Represent Duke Energy's interests at MISO stakeholder meetings
- Support the MISO Transmission Owners
- Provide input into MISO business practices
- Monitor MISO filings and business practices
- Monitor the regulatory environment for changes in rules regarding RTOs
- Provide testimony regarding MISO costs and benefits in state regulatory proceedings in Ohio, Kentucky and Indiana

The major duty of Midwest Transmission & Distribution Operations (Midwest T&D Operations) is to control and operate the Duke Energy Ohio and Duke Energy Indiana transmission and distribution systems in a safe and economical manner consistent with federal, state, local, and industry guidelines. In order to perform its duties, Midwest T&D Operations must on a daily basis:

- Work with MCAO and the MISO to assure the transmission system is operated within transmission line loading limits and service voltage constraints.
- Coordinate, process, and prepare switching operations for the daily equipment outage work requests on the transmission and distribution system for Power Delivery Field Operations.
- Coordinate planned bulk transmission outages with MISO;
- Utilize Power Flow system security analysis application programs to identify potential problems or contingencies and study steps to relieve contingency related problems. All actions for 138kV facilities and above to be directed by and coordinated with the MISO;
- Maintain operation of the system in a reliable manner in conjunction with MISO, MCAO, and Operations Engineering take the necessary steps to:
    - Implement the NERC TLR process;

        - Initiate Generation re-dispatch via MISO procedures;
        - Complete any necessary system reconfiguration;
        - Implementation of Manual Load Curtailment.
    - Prepare switching operation procedures for the line and substations equipment;
    - Analyze daily service interruptions;
    - Direct and coordinate all switching operations on the transmission and distribution system.

In addition to its daily activities, Midwest T&D Operations must:

- Maintain and provide information used for system statistics and reports used by regulatory and other governmental agencies;
- Prepare operating instructions for the system substations;
- Represent the Company in the area of system operations at hearings and other legal proceedings of various regulatory agencies;
- Represent the company at utility meetings in the area of system operations;
- Plan and schedule network outages and coordinate emergency service restoration; and
- Perform the following duties to support and administer the policies and direction set by Electric System Operations Engineering & Services;
    - Develop, maintain and drill the emergency plans and supporting materials for bulk power and civil emergencies;
    - Support the administration and planning for operator training to achieve and maintain NERC certification for operating personnel;
    - Provide engineering and information systems support for Electric System Operations;
    - Provide responses to inquiries made by the State (Indiana Utilities Regulatory Commission, Kentucky Public Service Commission, Public Utilities Commission of Ohio, and Federal Commissions (Federal Energy Regulatory Commission);
    - Prepare, maintain and interpret transmission and distribution related contracts and tariffs;
    - Represent the Company at utility meetings and various operating committee meetings in the area of transmission services;
    - Direct and assist in the preparation of interconnection agreements and other transmission related agreements with neighboring utilities and the MISO;

- Represent the Company at various MISO committees and meetings.

VI. Decision Making and Control

The responsibilities for planning and decision making rests with the organizational level that has the information and facts to make sound judgments based on Company policies, procedures and regulatory directives, and the authority to take effective action. The decisions made by specific levels of management are relevant to the basic purpose of their position.

Daily, monthly, and quarterly operational reports including outage and financial are used to monitor progress and provide a means of evaluating decision making.

VII. Internal and External Communication

Power Delivery Electric System Operations must work closely with a number of other departments within the Company in order to carry out its responsibilities. Because of the complexities involved in the daily operation and maintenance of the electric transmission and distribution system, the Department maintains working relationships through various channels of communication with many departments including:

- Other Power Delivery Departments
- Duke Energy Ohio President
- Environmental Health & Safety
- Gas Operations
- Engineering Technical Services
- Information Technology
- Power Generation
- Government & Regulatory Affairs
- Real Estate & Facilities Services
- Customer Contact Centers
- Legal
- Supply Chain
- Human Resources

Internal communication channels (verbal, e-mail, suggestions, etc.) are structured in a way that provides information in a timely manner to all personnel within the Department. Internal communication is accomplished through a variety of

mechanisms. A large part of internal communication results from daily interaction among department personnel. In addition, meetings between the Vice President, General Managers, Directors and Managers augment this communicative effort. Whenever possible, formal written procedures and policies are used to convey information to personnel in the Department. These may include handbooks for policies and procedures, Manual Work Standards, formal written job descriptions, Administrative Standards, Technical and Operating Procedures.

Communication with vendors and contractors is handled by field visits, telephone, e-mail, and meetings.

External communication includes frequent contact with residential, commercial and industrial customers through written communication, telephone, e-mail, and web based applications. Letters written by employees and sent outside the Company are signed by the appropriate level within the Department, depending on the nature of the letter.

Employees attend various meetings with other electric utilities, associations and organizations as delegates or committee members. They conduct joint studies, coordinate projects, and discuss common issues to the electric utility industry. Some employees address outside agencies as speakers and provide professional papers on technical subjects.

Power Delivery Electric System Operations employees also work with local, state, federal, as well as regulatory agencies to furnish information as requested and to coordinate inspections and audits of operations by these agencies.

VIII. Goal Attainment and Qualification

In general, the performance of Power Delivery Electric Systems Operations is measured by its contribution to the safe, reliable, and cost efficient operation of Duke Energy's electric system. In addition, the Department remains abreast of technological developments and incorporates them when efficiencies can be gained.

The Department provides updates for a consolidated monthly report submitted to the Power Delivery Senior Vice President detailing the progress in attaining the established Departmental goals.

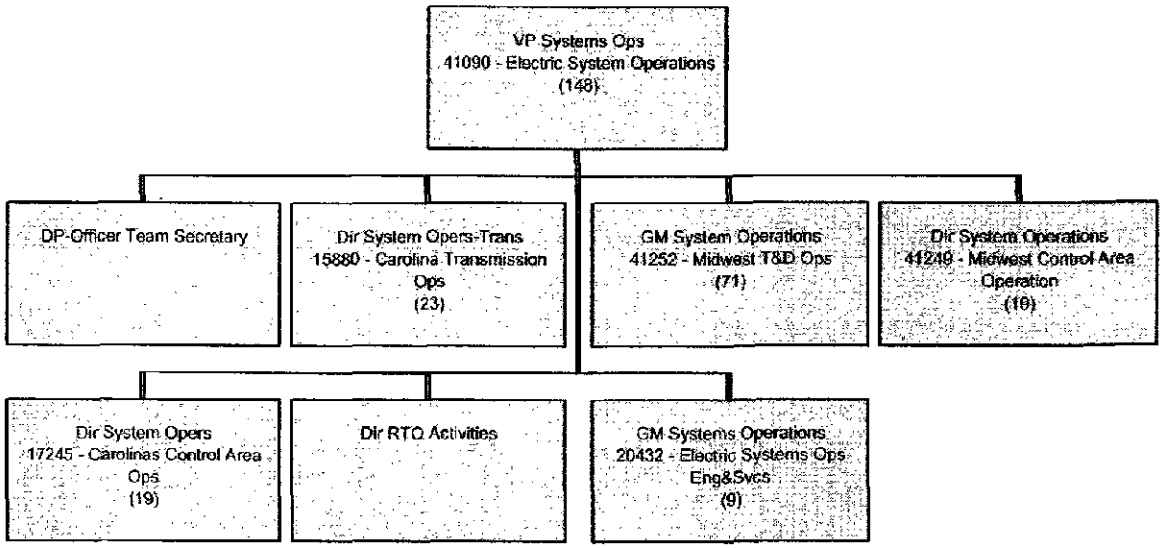
Performance indicators are utilized by the Department as measures of performance. The following are example items that are used to measure performance:

- Reduction of Personal Injuries
- Reduction of Preventable Vehicle Accidents
- Customer Satisfaction
- Reliability and Restoration
- Budget and Cost Monitoring
- Project Monitoring

Exhibit PDESO-1

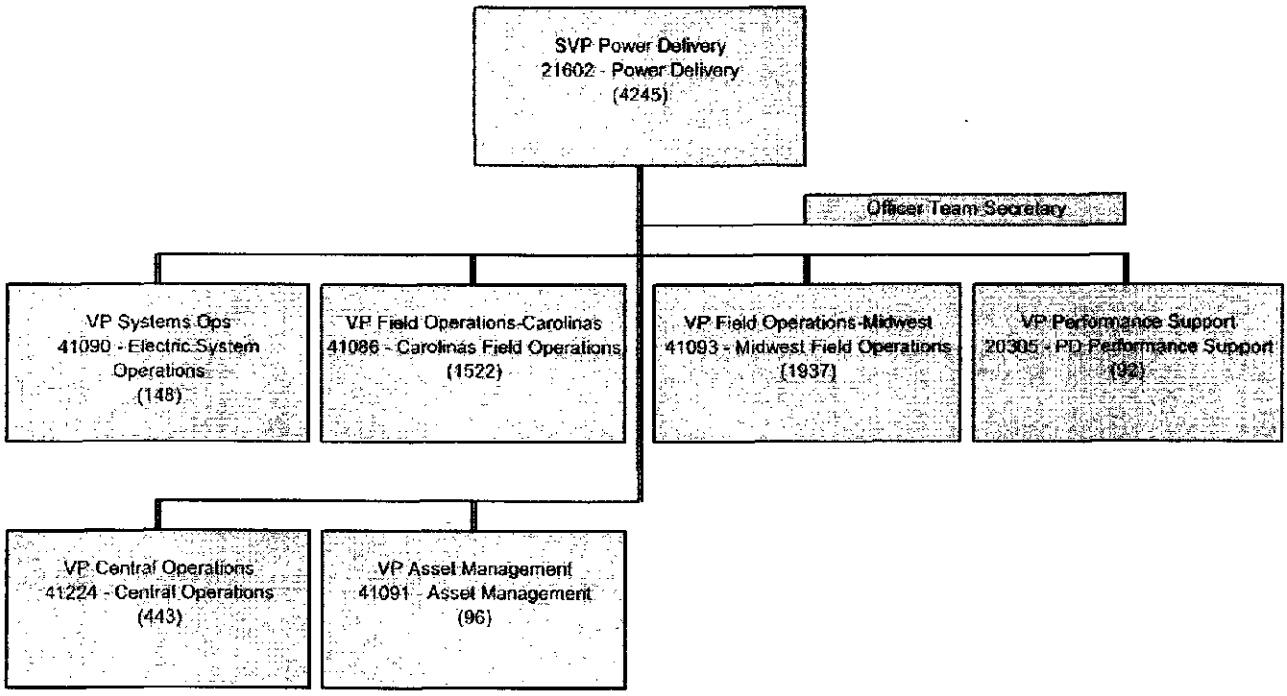
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Vice President Systems Operations



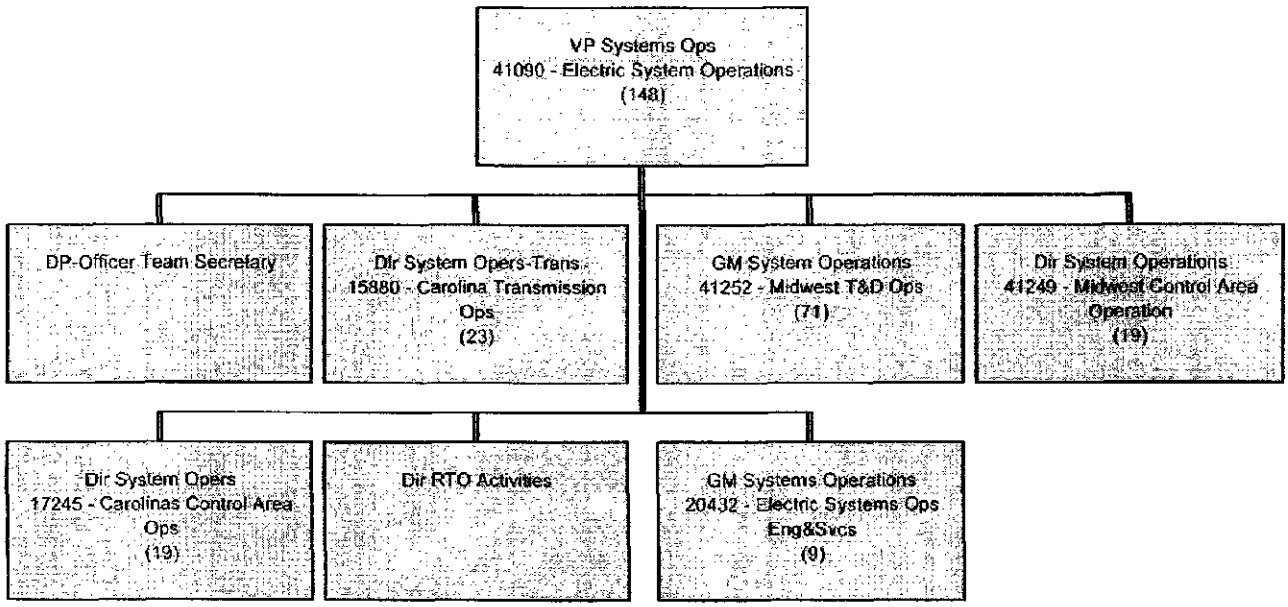
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Senior Vice President Power Delivery



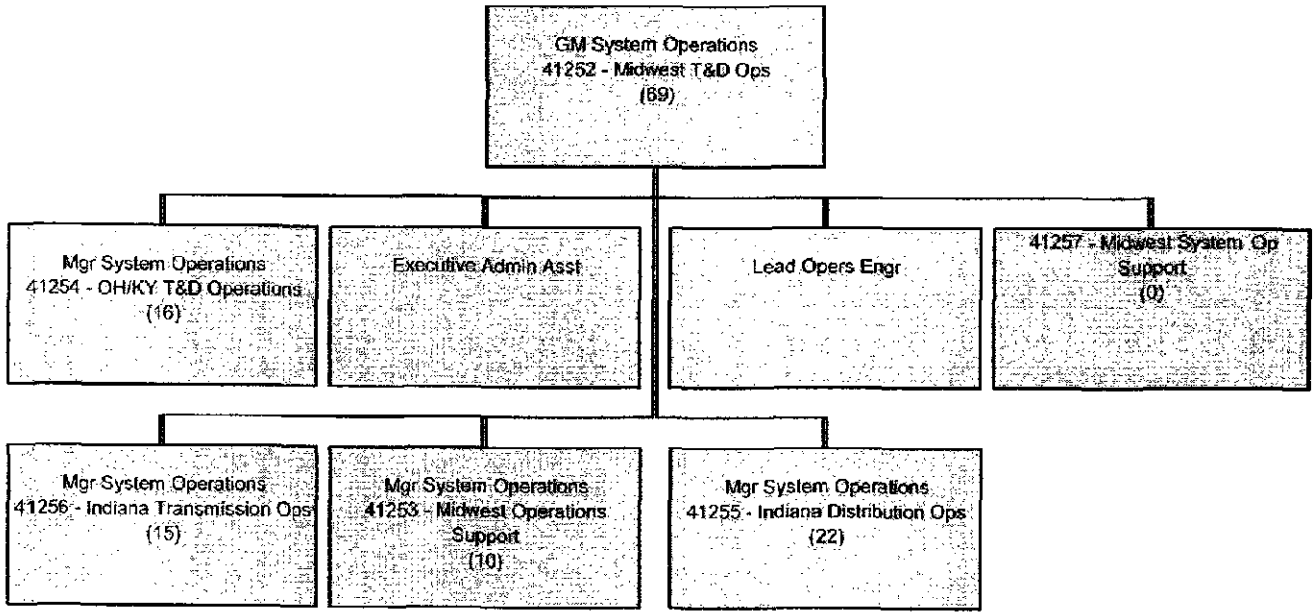
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Vice President Systems Operations



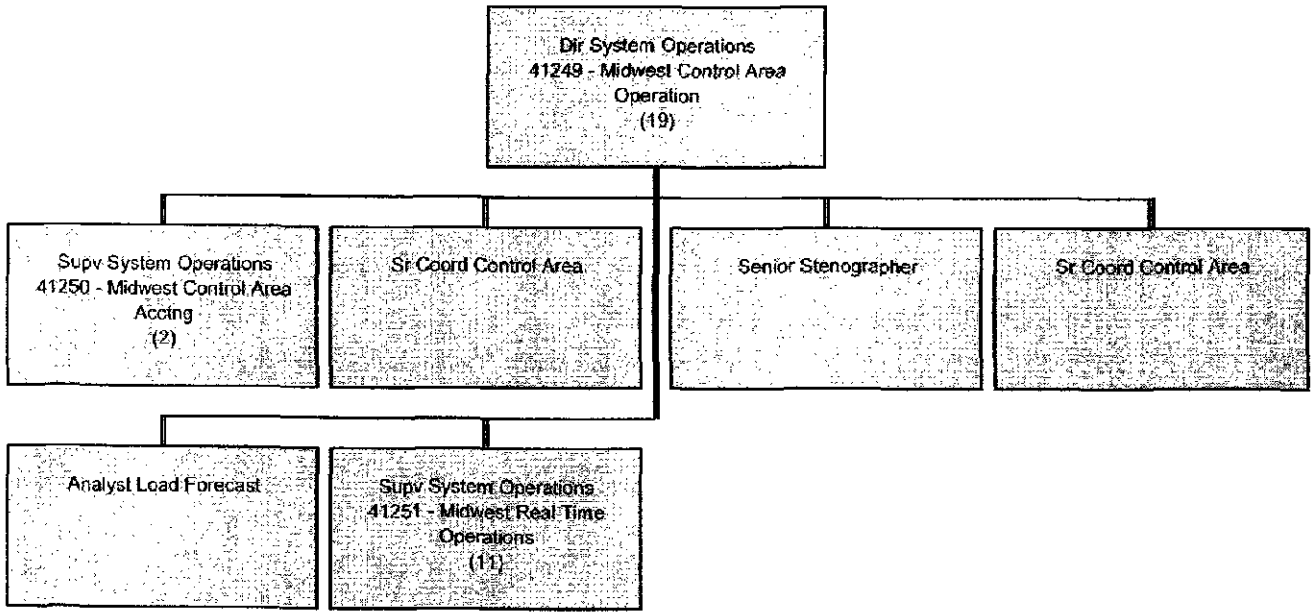
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager System Operations



DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Director System Operations - Midwest



Duke Energy®

POWER DELIVERY 2007 STRATEGIC PLAN

SAFETY VISION

To proactively facilitate an injury-free and environmentally responsible work environment. We are committed to a zero injury and zero work-related illness culture for PD employees and contractors. We will be a recognized leader in employee EH&S performance within Duke Energy and with our peer utilities.

Initiatives

- Power Delivery Safety Oversight Committee
  - Promoting a Stronger Safety Culture
  - Managing EH&S Compliance
  - Contractor EH&S Management
  - Integration and Alignment
- Benchmarking

Supporting Activities

- Continual Review of Safety Metrics
- Continue to Advocate Contractor Safety within Industry

RELIABILITY

To deliver superior performance for customers in our geographical locations and respond to the evolving expectations of our customers.

Initiatives

- Be Prepared for Mandatory Compliance to 2007 NERC Standards
- Benchmark Performance
- Investigate "Restore and Repair" Philosophy in Carolinas
- Provide Better Clarity of Reliability Performance with Key Stakeholders
- Define Superior Performance for these Stakeholders

Supporting Activities

- Continually Review Performance/Results
- Review Capital Plan to Ensure Spend is Aligned with Goal/Vision

EMPLOYEE DEVELOPMENT

To create an environment where employees start each day with a sense of purpose and end each day safely and with a sense of accomplishment. We value the diversity of the Power Delivery organization and will support the on-going development of our employees.

Initiatives

- Succession Planning
- Workforce Planning – Review and Response
- Annual Performance / Skill Review
- Employee Survey – Assessment and Response (2007)
- Communicate Benchmarking and Performance

Supporting Activities

- Open Communication (Employee Forums)
- Accessibility of Management

Duke Energy

POWER DELIVERY 2007 STRATEGIC PLAN

CUSTOMER SERVICE

To maintain Duke Energy's position near the top of the industry in national benchmark studies of customer service. The performance philosophy is to achieve top quartile to top decile rankings among residential, small business customers and the key account business customers.

Initiatives

- Implement I/T Systems to Streamline Processes and Meet Customer Expectations
- Review Customer Service Results and Provide Action Plans for Improvement
- Identify Key Drivers of Customer Satisfaction and Report
- Interface More Intentionally with Jurisdictional Presidents and Other Key Stakeholders

Supporting Activities

- Continue Support of Customer Experience Council

COST

To maintain a cost competitive advantage by delivering superior value to customers and all other stakeholders.

Initiatives

- Merger ideas
  - Standardized Materials
  - Continuous Improvement
  - Combining and Alignment of Material/Suppliers
  - Leveraging Costs with Contract Consolidation
  - Assess the Status of Power Delivery's Platform for Future Mergers
- Investigate Ways to Deploy Capital to Achieve Goals
  - Obsolete Equipment
  - OH to UG Conversion
  - Substation Automation
- Process Improvement
  - CIAC
  - SOX Compliance
  - Financial Differences
  - Consistent Measures
  - Manage Business Consistently (Budget Philosophy, Reporting, etc.)
- Benchmarking
- Common Design Philosophies
  - Common Engineering Design (Operations) – Specialist vs. Generalist
  - Planning – Extend Cycle to Maximize Benefits
- Labor Strategy
  - Define Strategy for Use of Internal and External Workforce
  - Evaluate and Pilot Outsourcing Options for Routine and Construction Work
  - Establish Methods to Monitor and Improve Productivity

Schedule S-4.2

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
POWER DELIVERY MIDWEST FIELD OPERATIONS
SFR REFERENCE: CHAPTER II (9)(B)(a)(i,ii,viii)

I. Policy and Goal Setting

The Working Environment Policy Manual and other Duke Energy policy & procedure updates are provided to all employees. These form the general guidelines for the Company in the areas of employee relations, compliance with laws or governmental directives and Company relationships with the communities we serve. These policies, which are supported by the Department, are communicated through various informational meetings, written communication and internet web based applications.

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II. Strategic Planning

Planning for the department is the responsibility of the Vice President of Power Delivery Field Operations with input from the General Managers, Directors and Managers. Strategic planning is coordinated and monitored collectively with all departments in Power Delivery utilizing input from key support groups like technical services, transportation, materials management, finance, and human resources.

Each Department supports Power Delivery's strategic plan and corporate goals and objectives through the following on-going activities:

- Facilitate an injury-free and environmentally responsible work environment
- Review customer service results and create action plans for improvement
- Develop, monitor and project department budgets for cost management

- Establish performance expectations and evaluate employees on a regular basis
- Evaluate and improve operational processes
- Use of special project teams to investigate and provide recommendations on process improvement opportunities

III. Organizational Structure

Power Delivery Field Operations is under the direction of a Vice President who reports to the Senior Vice President of Power Delivery. The Senior Vice President reports to the Group Executive, President and Chief Operating Officer of U.S. Franchised Electric & Gas. Seven positions report to the Power Delivery Field Operations Vice President:

- General Manager of Distribution Design Ohio/Kentucky/Indiana
- General Manager of Substation Operations & Maintenance Ohio/Kentucky/Indiana
- General Manager of Construction & Maintenance Premises & Revenue Services Ohio/Kentucky/Indiana
- General Manager of Construction & Maintenance Indiana
- Director of Construction & Maintenance Ohio/Kentucky Northwest
- Director of Construction & Maintenance Ohio/Kentucky Southeast
- Manager of Performance Support Ohio/Kentucky/Indiana

Each General Manager has three to six managers who report to them. Based on service area, Managers and Directors each have up to 13 supervisors who report to them.

The organizational charts for Power Delivery Field Operations Midwest are shown in Exhibit PDFO-1.

IV. Responsibilities

Power Delivery Field Operations Midwest has the responsibility for gas and electric distribution design, electric transmission and distribution construction, twenty-four hour a day operation and maintenance of the electric transmission and distribution system facilities, and gas and electric meter reading and customer premise services. The department is also responsible for the reliability of the bulk power transmission system and facilities associated with all substations, transmission and distribution lines from the generating plants through the distribution system and to the customer. The objective of the department is to design, build, operate, and maintain the transmission and distribution systems in the safest, most economical and reliable manner.

All activities are done in accordance with applicable federal and state regulations. Field supervision is responsible for monitoring the progress of work and ensuring employees and contractors adhere to safe work practices.

Distribution Design

Distribution Design is responsible for the design of gas and electric facilities to provide service to customers. Distribution Design provides engineering for all residential, commercial, industrial, and governmental requests for new or upgrade of facilities serving customers. Employees routinely interact with customers and/or their representatives to ensure that service is provided that meets their needs. Distribution Design acquires easements and permits, determines customer contributions, identifies facilities, creates construction drawings, prepares work orders, and reconciles work orders for recording assets.

Distribution Design's responsibilities also include oversight of electric system configuration; responding to customer inquiries about voltage fluctuations, outages, and radio frequency interference. Distribution Design includes responsibilities for electric line inspections, maintenance of the Graphical Information System (GIS) database, and coordination of joint utility construction of underground facilities which includes administering call before you dig program.

Construction & Maintenance

There are two areas in Duke Energy Ohio with nine construction districts and four satellite districts. Of those 13 districts, one district and two satellites service Kentucky. These districts are responsible for:

- Construction, maintenance and operation of transmission and distribution lines, owned either entirely or partially by Duke Energy.
- Twenty-four hour a day electric trouble restoration of overhead and underground electric circuits and associated equipment; and
- With assistance from the Corporate Strategic Sourcing Department, preparing bid packages, soliciting, evaluating and awarding bids for out-sourcing electric line construction to contractors; monitoring their work for correct charges, quality, adherence to safe work practices and progress. Management is responsible for the evaluation of bids and awarding of contracts as well as monitoring the progress of projects. Field Supervisors are responsible for the over-sight of work and ensuring that contractors adhere to safe work practices.

Substation Operations

Substation Operations is responsible for the reliability of all transmission and distribution substations and portions of the downtown Cincinnati underground network in the Duke Energy Ohio service area and similar facilities in the service territories of Duke Energy Kentucky and Duke Energy Indiana.

Premise and Revenue Services

Premise and Revenue Services is responsible for gas and electric meter reading and customer premise services. Customer premise related operations is comprised primarily of investigating customer premise related problems, performing customer premise related requests, and performing delinquent payment disconnects. This group is staffed 24 hours a day, seven days a week as first responders for all reported gas emergencies.

Performance Support

Performance Support is responsible for coordinating, developing and projecting capital and operating/maintenance budgets as well as financial plans for Power Delivery Field Operations. This team also supports field operations in financial analysis interpretation, application and understanding. Performance Support also supports other administrative initiatives such as rate case requests, interaction with corporate and other PD departments on financial issues, and billing of time and material (with the exception of DOT) jobs.

V. Practices and Procedures

Practices and procedures are written and defined in transmission and distribution work standards, safety standards, engineering standards and administrative standards, and are implemented by the appropriate qualified personnel and committees upon approval by upper management.

The standards and manuals utilized in performing work include:

- Safety and Health Manual
- System operations Switching and Tagging Manual
- Transmission and Distribution Standards
- Engineering Guide Manual
- Fusing Manual
- Manual Work Standards
- Information Requirements for Electric Service
- Gas Installer's Manual
- Gas Standards & Procedures

Employees have access to manuals and standards through paper copies and/or electronic resources.

Distribution Design

Distribution Design's primary activities are for the design of new electric overhead and underground distribution facilities for residential subdivisions, single family

residences, commercial, industrial and governmental customers. Additional specific activities include, but are not limited to the following:

- Contact for all installation of gas and electric facilities explaining company's gas and electric policies, service requirements, and charges as they relate to customer's inquiries.
- Responding to customer reliability complaints, inquiries, and concerns from internal and external customers as required.
- Coordinate with representatives of other utilities, state and local authorities, permitting agencies and inspection agencies to coordinate work.
- Support storm restoration processes by providing field damage assessing to determine severity and repair needs before dispatching of field crews.
- Supply engineering designs material lists for construction of distribution system improvements, gas main extensions, electric distribution line extensions, and gas and electric services.
- Check and approve gas and electric service facilities for compliance with company requirements making visual inspections for rewires and new service.
- Analyze requirements and produce designs for application of various street lighting, traffic control and area lighting needs.
- Inspect distribution circuits on 5 year cycle, assuring public safety and good operating condition of infrastructure. Maintaining accurate distribution circuit records and maps.
- Manage joint subdivision design and underground construction to facilitate installation of gas, electric, telephone, and CATV in common trench and duct systems.
- Administer Call Before You Dig program, managing locating contractors to locate gas and electric facilities for underground excavation projects.
- Maintain Graphical Information System (GIS) data assets.
- Maintain specialized engineering knowledge to design, operate and maintain the metropolitan underground network and duct systems.
- Provide guidance to ensure compliance of governing codes (NESC, NEC, etc.) company safety practices, and company rates and tariffs.
- Support system reliability and integrity by supplying engineering resources to analyze customer outage and implement improvement plans.

Construction & Maintenance

Midwest Field Operations is responsible for the construction and maintenance of the overhead and underground transmission and distribution electric system throughout Duke Energy in Indiana, Ohio and Kentucky. This work is performed in such a way as to ensure reliable electric service and safety for our customers and employees. Functional responsibilities include district construction and maintenance offices, large project construction, helicopter services, Cincinnati downtown network, and heavy equipment.

Construction & Maintenance Practices and Procedures:

- Emergency Response & Storm Restoration:
  Construction and Maintenance is staffed to provide 24 hour, 365 day response to emergencies and storm restoration.
- New Service Connections:
  Construction and Maintenance crews are responsible for the construction of new electric overhead and underground facilities for residential subdivisions, single family residences, commercial, and industrial customers.
- Street Lighting:
  Construction and Maintenance crews are responsible for the construction, repair and maintenance of company owned lights within the Midwest service territory.
- System Reliability and Government Mandated Projects:
  Construction and Maintenance crews are assigned daily work required to construct and maintain the electric transmission and distribution system. Daily work includes capacitor maintenance programs, recloser maintenance, inspections, counter reads, road improvement, line extensions, system improvement and reliability projects.
- Network Services:
  Network Services is responsible for maintaining the integrity and reliability of the underground electrical network in downtown Cincinnati including routine maintenance of electrical vaults, manholes, transformers, street lights, and underground cable. Daily work includes installing, repairing, and replacing, large power, lead, oil-filled, and URD cable associated with transmission and distribution service, substations, and power plants throughout the Ohio/Kentucky territory.
- Heavy Equipment:
  Heavy Equipment provides cranes, booms, digger derricks, bulldozers, loaders, dump trucks, excavators, and other heavy construction equipment services. This group supports internal and external customers by such ways as hauling poles, transformers, and other equipment for utility crews.
- Construction Management on Budget Projects:
  Duke Energy currently has Field Supervisors that perform Construction Management on projects outsourced to contractors. This includes the Ground Line Inspection and Treatment programs for the distribution and transmission systems.
- Aerial Services:
  - Aerial patrol schedules are established to ensure that all transmission lines on 69kV and above are flown twice a year.
  - Report items found in aerial patrol needing repair.
  - Perform infrared line patrol as requested.
  - Perform an aerial line patrol when relays or outages occur on the transmission system as needed.

Premise and Revenue Services

While operating under company approved practices and procedures, the Premise and Revenue Services organization performs gas and electric customer premise related operations, and all gas and electric meter reading. The following are some of the activities performed by the Premise and Revenue Services organization:

- Manual and remote meter reading of all gas and electric meters.
- Supply accurate meter reading data to customer billing systems.
- Operate and maintain electronic meter reading equipment.
- Provide initial and ongoing job responsibility training and safety training for meter reading personnel.
- Staff 24 hours a day, seven days a week as first responders for all reported gas emergencies.
- Investigate customer premise related gas and electric problems.
- Assist in storm restoration efforts.
- Perform gas and electric meter related activities including, but not limited to:
    - Install gas and electric new residential meter sets.
    - Install and maintain gas commercial and industrial meter and regulator sets.
    - Disconnect / reconnect meter for non-pay, including accepting field payments from customers.
    - Disconnect / reconnect meter at customer request.
    - Read in / Read out of meter at customer request (move in / move out).
    - Install meter base surge suppression devices.
    - Special meter reads at customer request.
- Perform required programs including:
    - Designated building gas leak surveys.
    - Gas regulator and relief valve inspections.
    - Electric meter random sample tests.
    - Electric meter sample field tests.
    - Indoor gas meter leak surveys.

Substation Operations

Major duties of the Duke Energy Ohio Substation Maintenance and Construction Division include all activities associated with the construction, operation, and maintenance of substation equipment. These activities include, but are not limited to the following:

- Maintain a trained and adequately supervised work force including the necessary tools, equipment, spare parts and shops;
- Perform routine preventative maintenance activities, such as dissolved gas analysis (DGAs), infrared inspections, and monthly substation inspections. Respond to substation outage and /or emergency situations;
- Assist in system storm restoration efforts;

- Analyze the DGA and infrared test results and information from monthly inspections to be certain the equipment is still within all manufacturer, industry, internal standards specifications. Then, if the test results or inspection information warrant it, make all necessary repairs;
- Benchmarking and review of the maintenance practices to be certain Duke Energy's substation maintenance program is focused on the correct tests, procedures, and frequencies;
- The construction activities related to either new substations or additions to existing substations; and
- Construction project management is achieved through individuals within the substation construction department being charged to directly oversee assigned construction projects.
- Install and maintain all protective relay schemes as designed by the Engineering Department and engineering firms employed by the Company;
- Ensure quality control and quality assurance standards are followed to the highest degree possible in the testing of new and in-service equipment;
- Calibrate and test all electrical protective devices used to protect generating units, transformers, transmission and distribution lines of the system;
- Coordinate electrical tests on generating units, electrical boiler controls, and auxiliary plant equipment associated with power plants and gas turbine stations;
- Coordinate and direct electrical tests on all new substations and any revisions to existing stations;
- Direct the installation and maintenance of all supervisory control and data acquisition equipment used in conjunction with the Power Management System;
- Maintain a trained and adequately supervised work force of trained technicians including the necessary tools, equipment, spare parts and shops.

Performance Support

Major duties of Performance Support include:

- Interpret corporate and/or business unit financial directions and see that those directions are applied throughout Field Operations.
- Coordinate and develop the construction, operation/maintenance budgets for Field Operations.
- Tracking, analyzing, forecasting and reporting the budget to expenditure performance of the construction and operations/maintenance budgets.
- Implementing financial tracking changes (managerial reporting).
- Assisting the field with financial needs such as specific accounting directions and processing financial documents.
- Manage the construction overhead cost pool.
- Perform specific projects such as rate case data requests, vehicle utilization and assist in developing executive management presentations.

- Analyze, organize, and submit an invoice to Accounts Receivable for costs of billable time and material construction jobs.

VI. Decision Making and Control

The responsibilities for planning and decision making rests with the organizational level that has the information and facts to make sound judgments based on Company policies, procedures and regulatory directives, and the authority to take effective action. The decisions made by specific levels of management are relevant to the basic purpose of their position.

Timely operational reports including outage and financial are used to monitor progress and provide a means of evaluating decision making.

VII. Internal and External Communication

Power Delivery Field Operations must work closely with a number of other departments within the Company in order to carry out its responsibilities. Because of the complexities involved in the daily operation and maintenance of the electric transmission and distribution system, the department maintains working relationships through various channels of communication with many departments including:

- Other Power Delivery Departments
- Duke Energy Ohio President
- Environmental Health & Safety
- Gas Operations
- Engineering Technical Services
- Information Technology
- Power Generation
- Government & Regulatory Affairs
- Real Estate & Facilities Services
- Customer Contact Centers
- Legal
- Supply Chain
- Human Resources

Internal communication channels (verbal, e-mail, suggestions, etc.) are structured in a way that provides information in a timely manner to all personnel within the department. Internal communication is accomplished through a variety of mechanisms. A large part of internal communication results from daily interaction among department personnel. In addition, meetings between the Vice President, General Managers, Directors and Managers augment this communicative effort. Whenever possible, formal written procedures and policies are used to convey information to personnel in the department. These may include handbooks for

policies and procedures, Manual Work Standards, formal written job descriptions, Administrative Standards, Technical and Operating Procedures.

Communication with vendors and contractors is handled by field visits, telephone, e-mail, and meetings.

External communication includes frequent contact with residential, commercial and industrial customers through written communication, telephone, e-mail, and web based applications. Letters written by employees and sent outside the Company are signed by the appropriate level within the Department, depending on the nature of the letter.

Employees attend various meetings with other electric utilities, associations and organizations as delegates or committee members. They conduct joint studies, coordinate projects, and discuss common issues to the electric utility industry. Some employees address outside agencies as speakers and provide professional papers on technical subjects.

Power Delivery Field Operations employees also work with local, state, federal, as well as regulatory agencies to furnish information as requested and to coordinate inspections and audits of operations by these agencies.

VIII. Goal Attainment and Qualification

In general, the performance of Power Delivery Field Operations is measured by its contribution to the safe, reliable, and cost efficient operation of Duke Energy's electric system. In addition, the department remains abreast of technological developments and incorporates them when efficiencies can be gained.

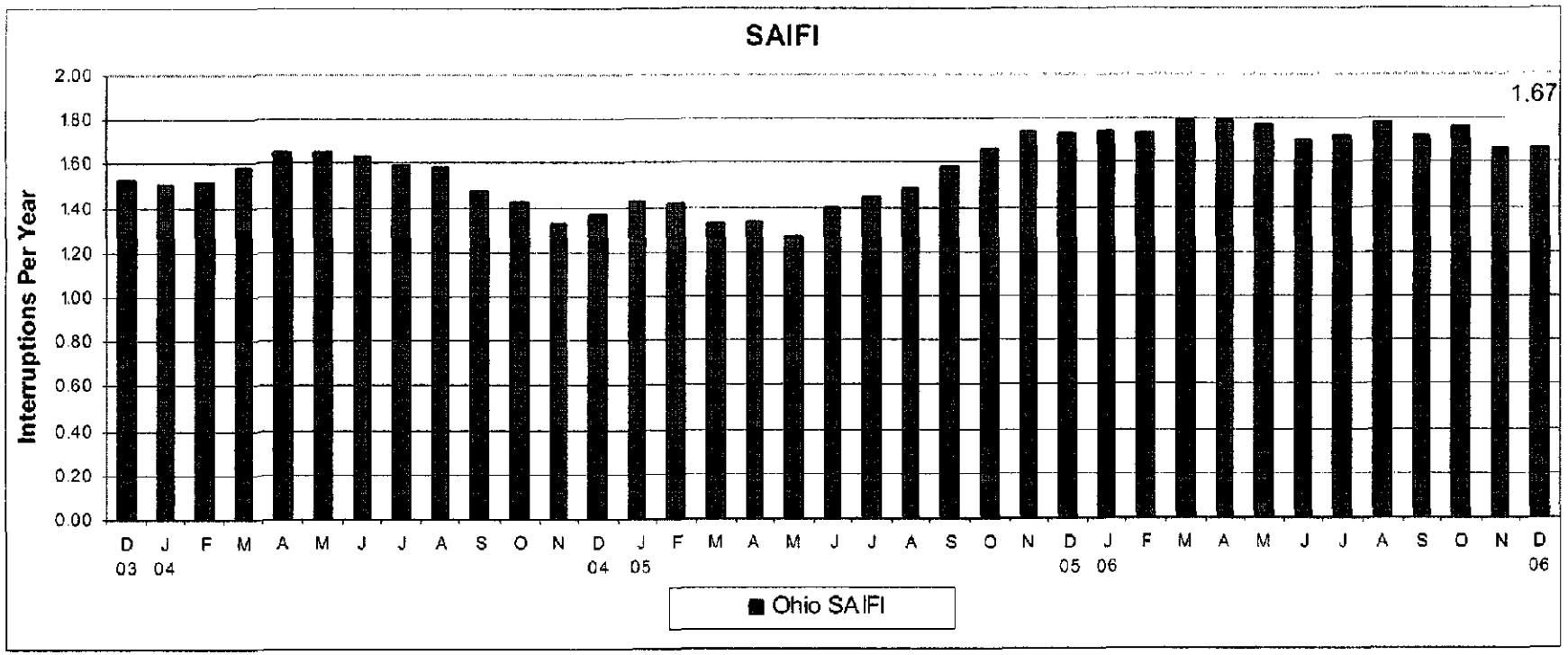
Power Delivery Field Operations provides updates for a consolidated monthly report submitted to the Power Delivery Group Vice President detailing the progress in attaining the established Departmental goals. System performance is monitored through various periodic reports such as shown in Exhibit PDFO-2.

Performance indicators are utilized by Power Delivery Field Operations as measures of performance. The following are example items that are used to measure performance:

- Reduction of Personal Injuries
- Customer Satisfaction
- Reliability and Restoration
- Budget and Cost Monitoring
- Project Monitoring

Duke Energy

12 Month Rolling Average

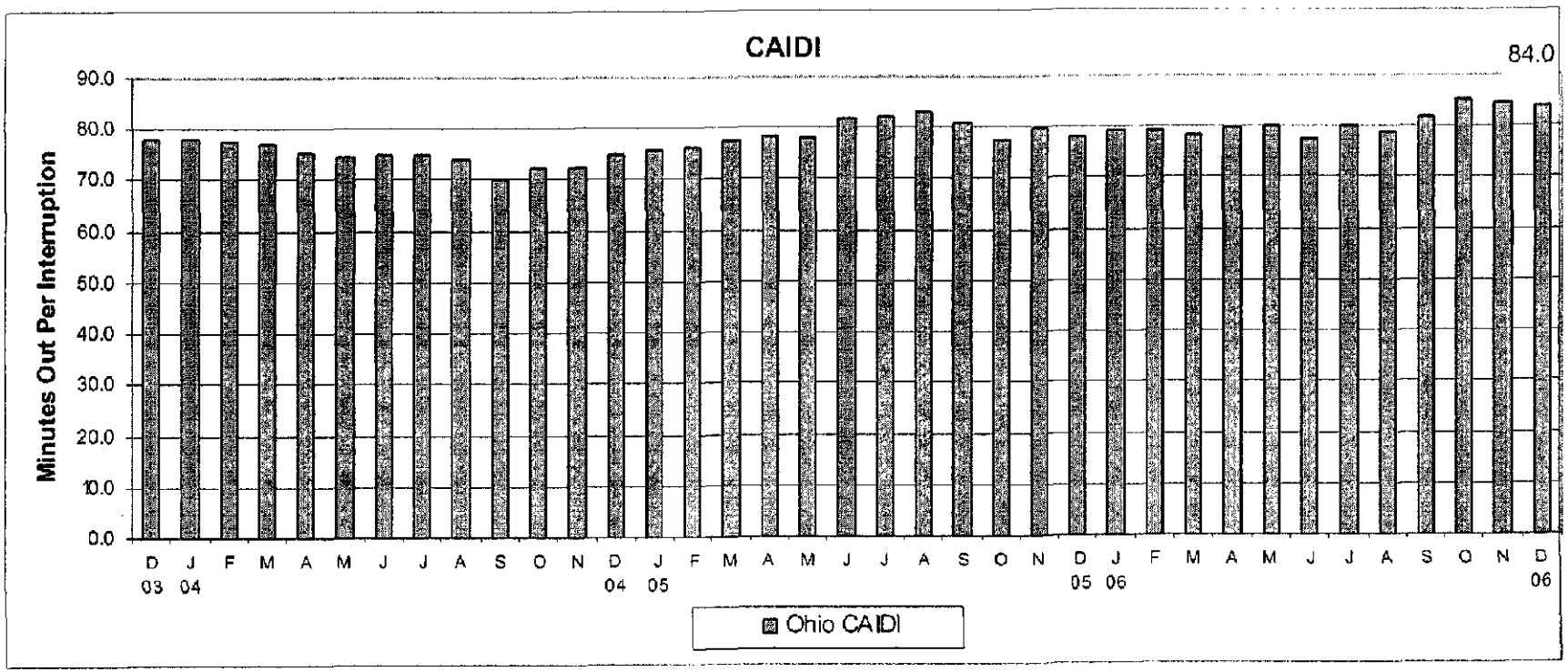


Outage data excluded for storms rated as major event days
according to IEEE Std. 1366-2003, 2.5 Beta methodology.

806

Duke Energy

12 Month Rolling Average



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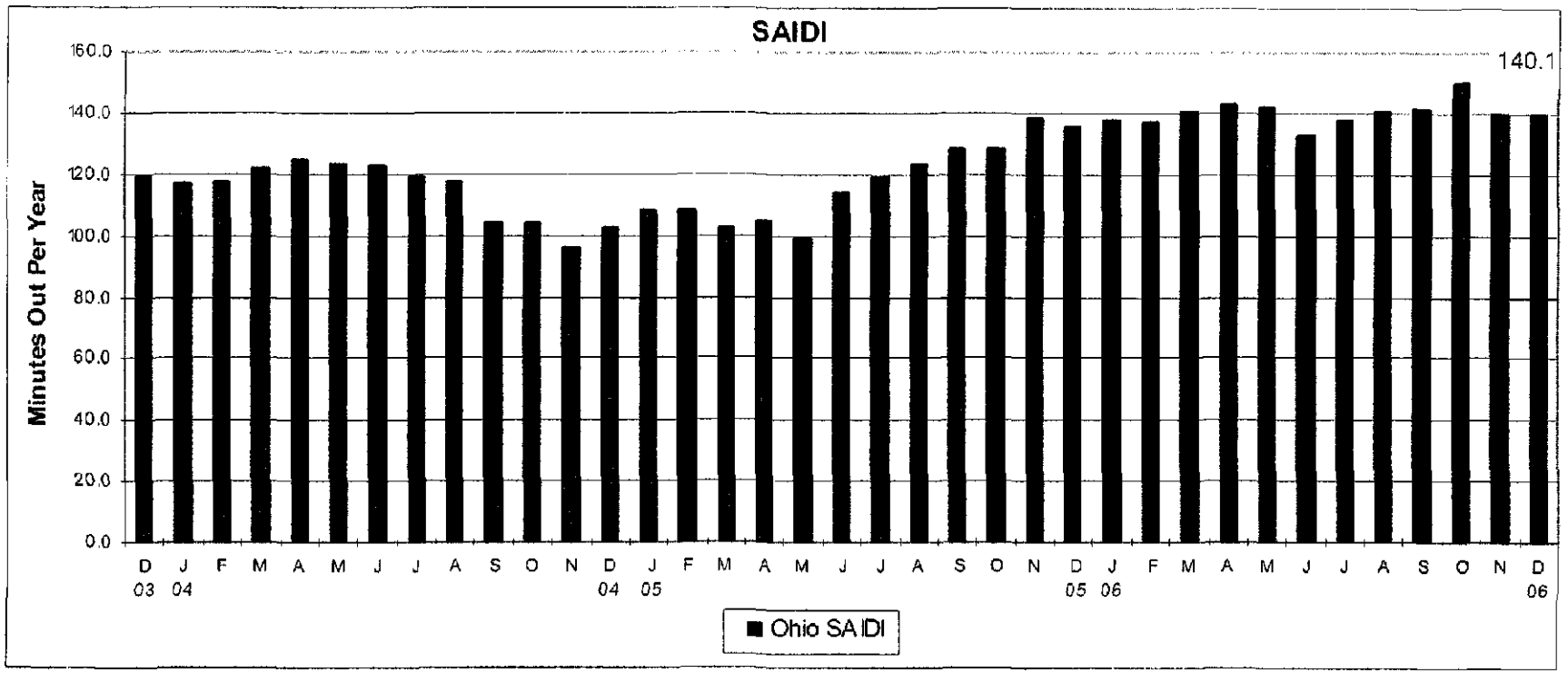
606

Duke Energy

12 Month Rolling Average



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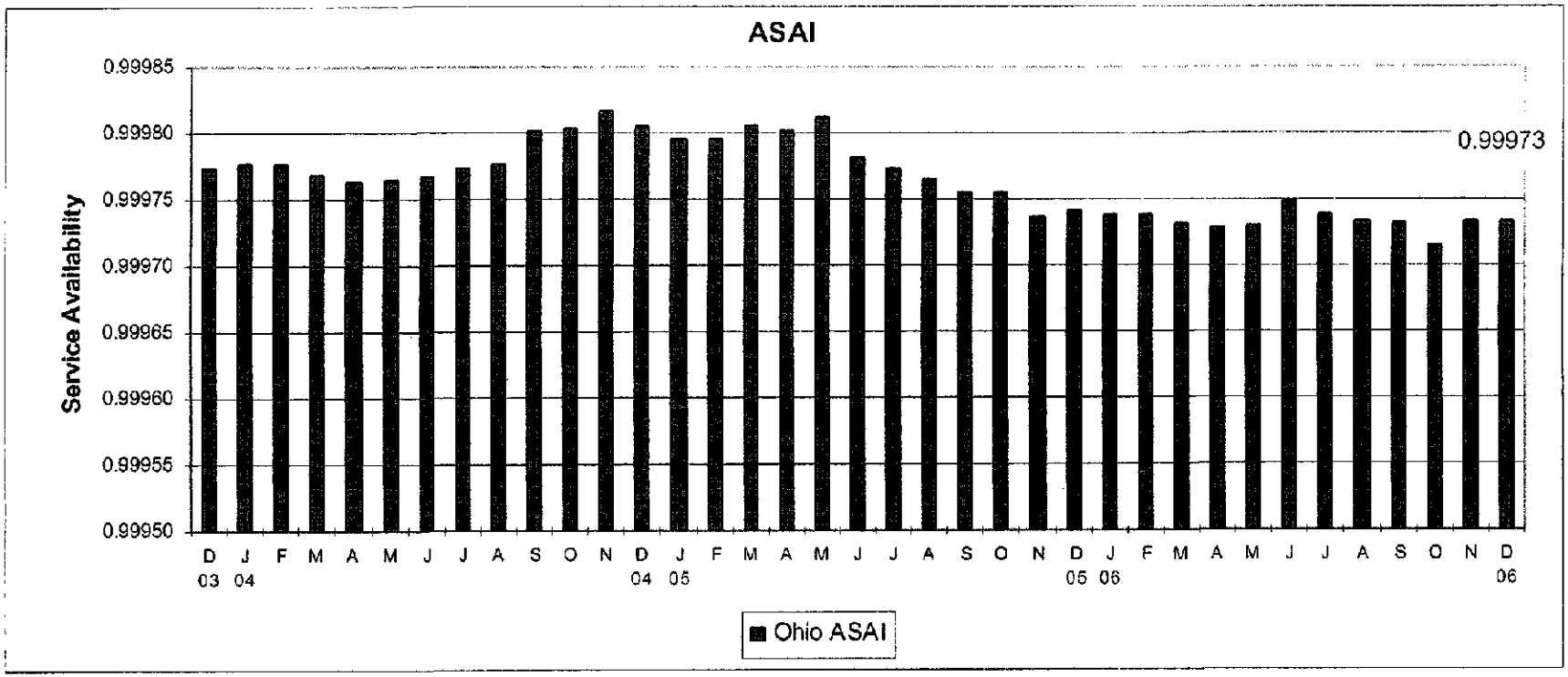
910

Duke Energy

12 Month Rolling Average



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911

Exhibit PDFO-1

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Vice President Field Operations - Midwest

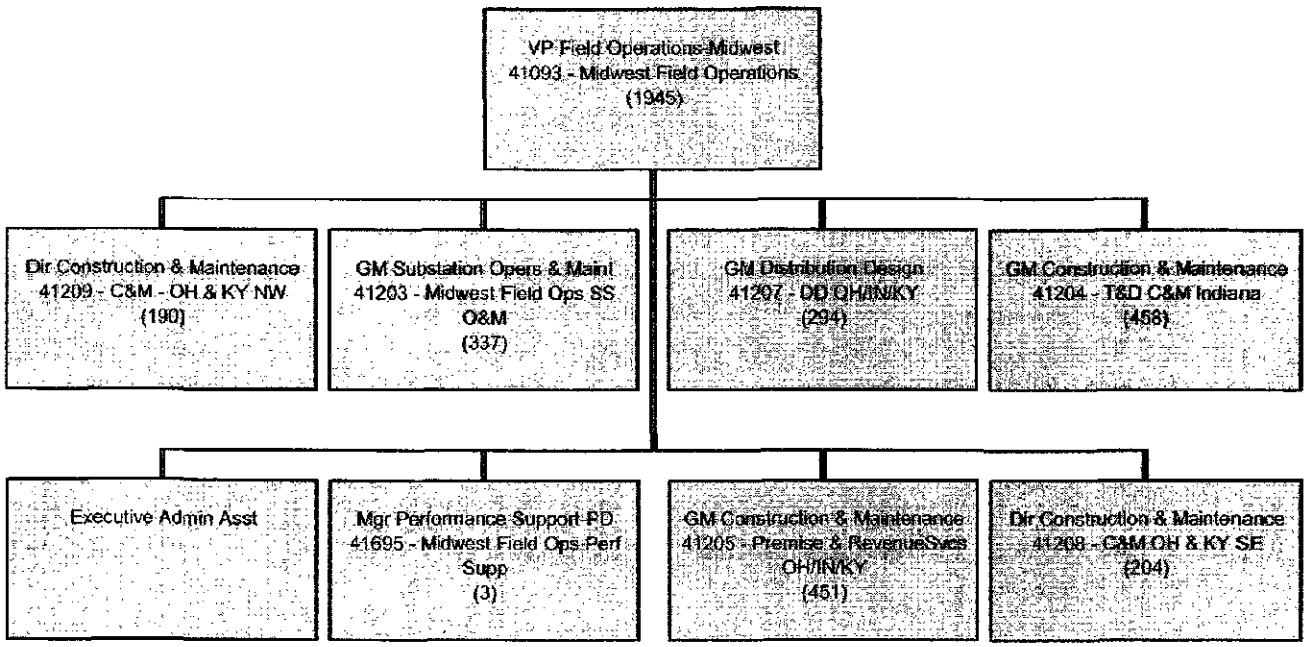


Exhibit PDFO-1

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Director Construction & Maintenance OH & KY NW

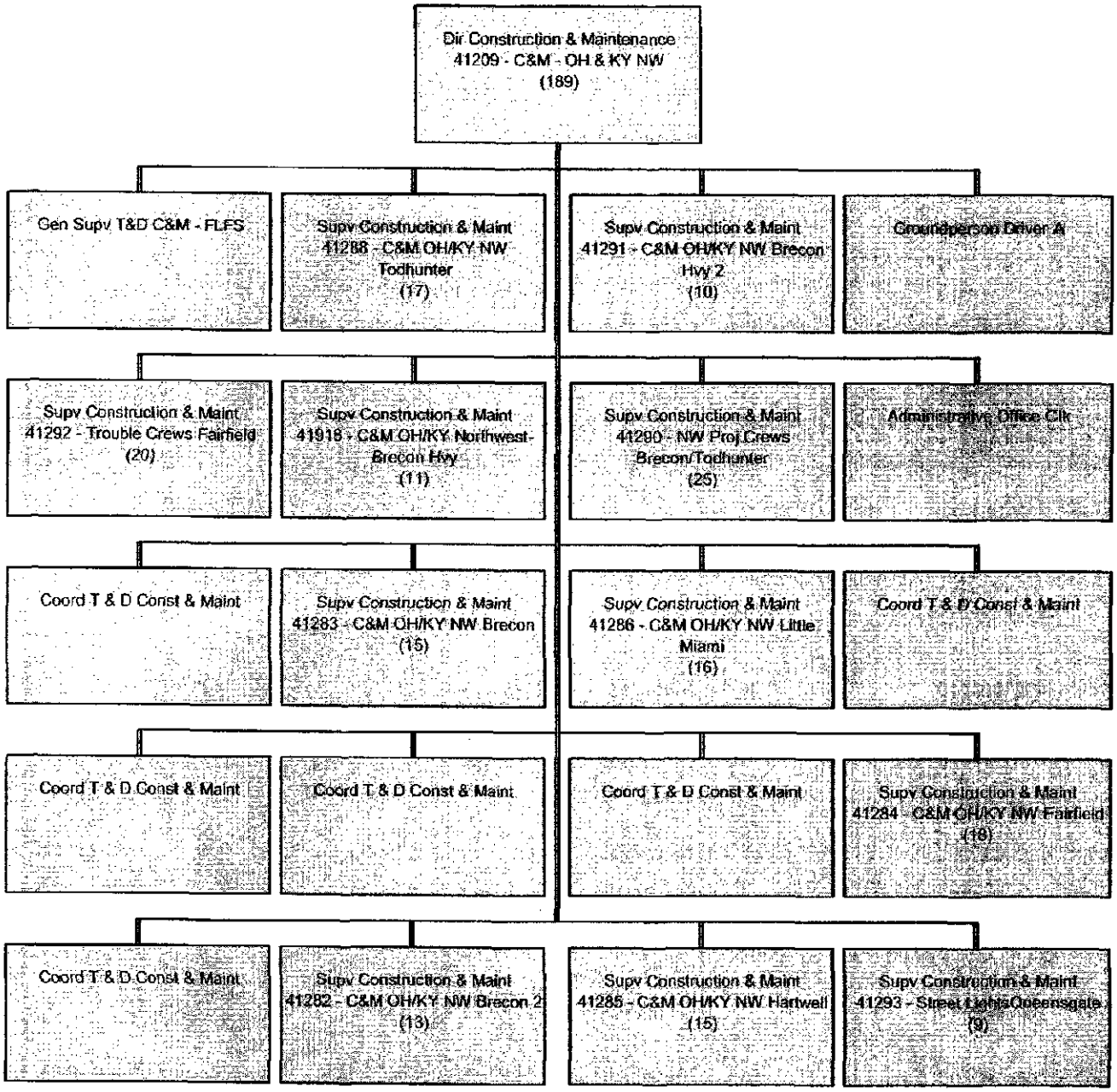
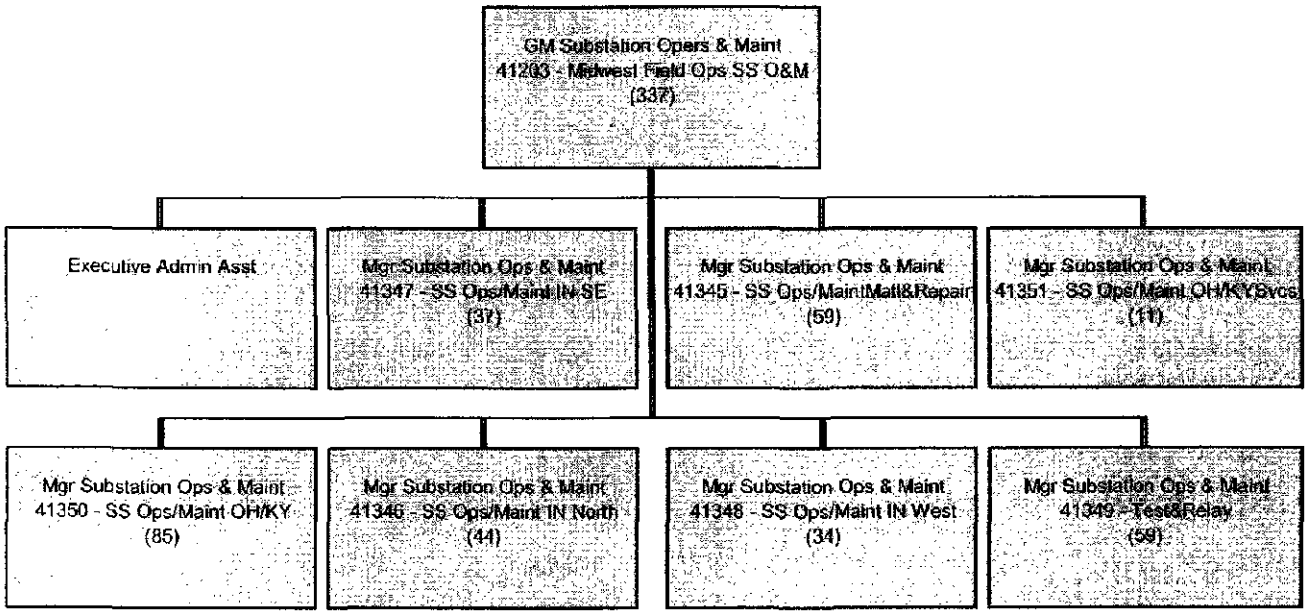


Exhibit PDFO-1

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Substation Operations & Maintenance



DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Distribution Design

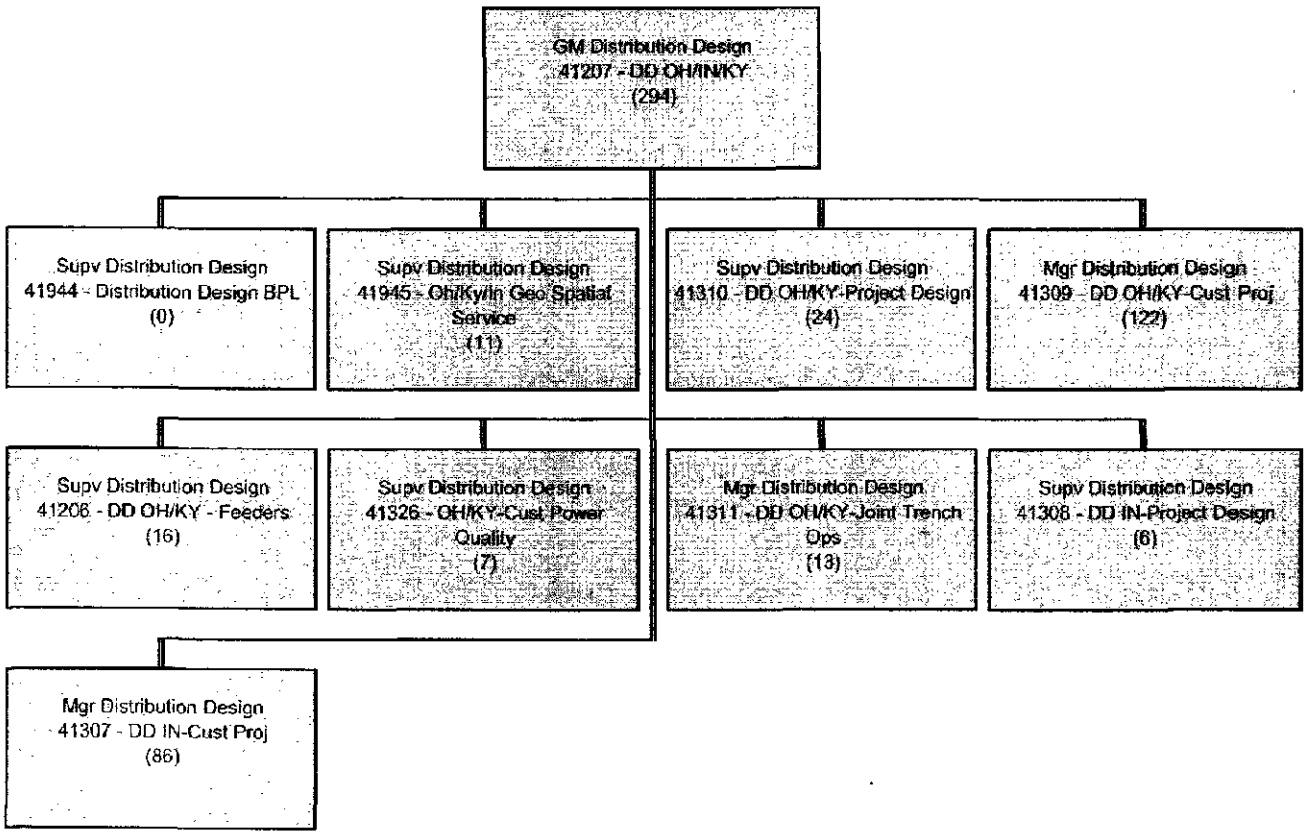


Exhibit PDFO-1

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Construction & Maintenance Indiana

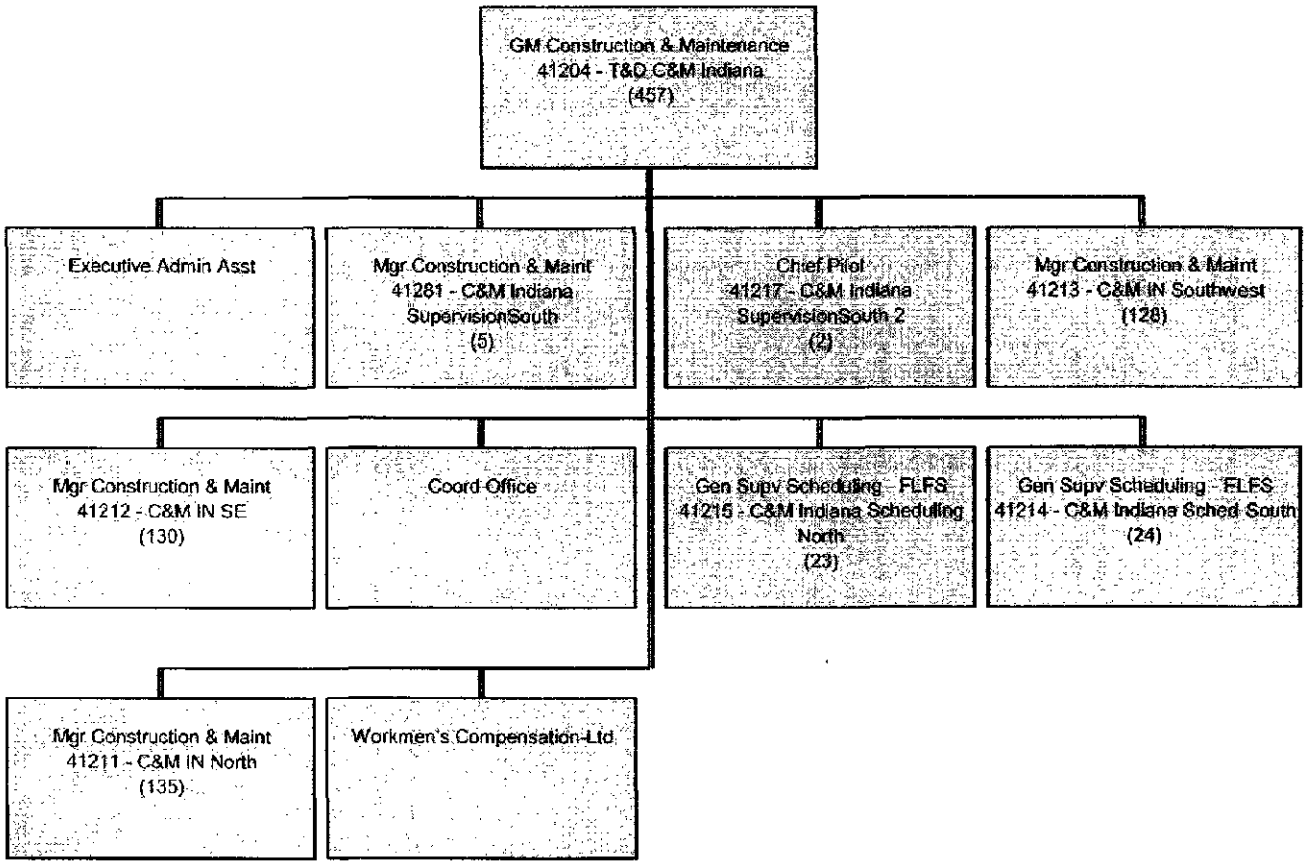
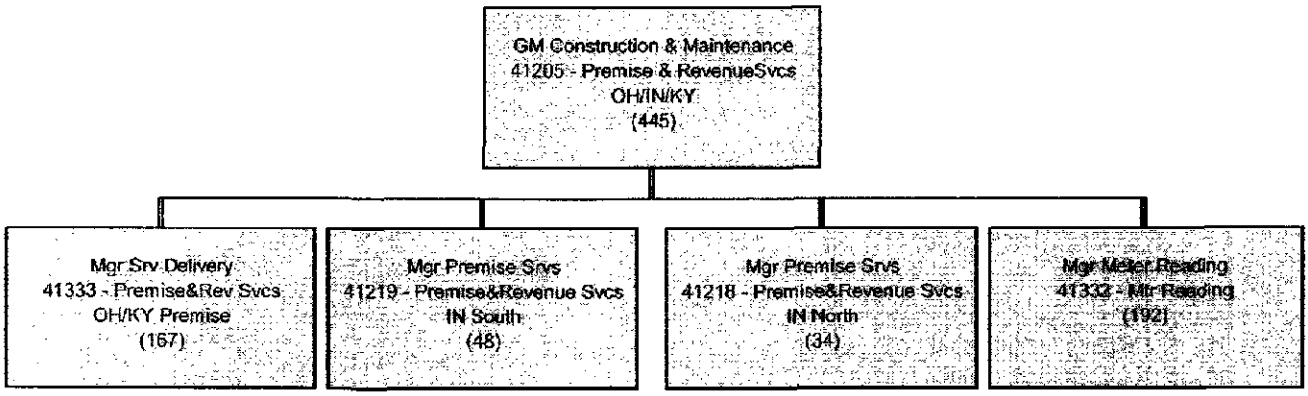


Exhibit PDFO-1

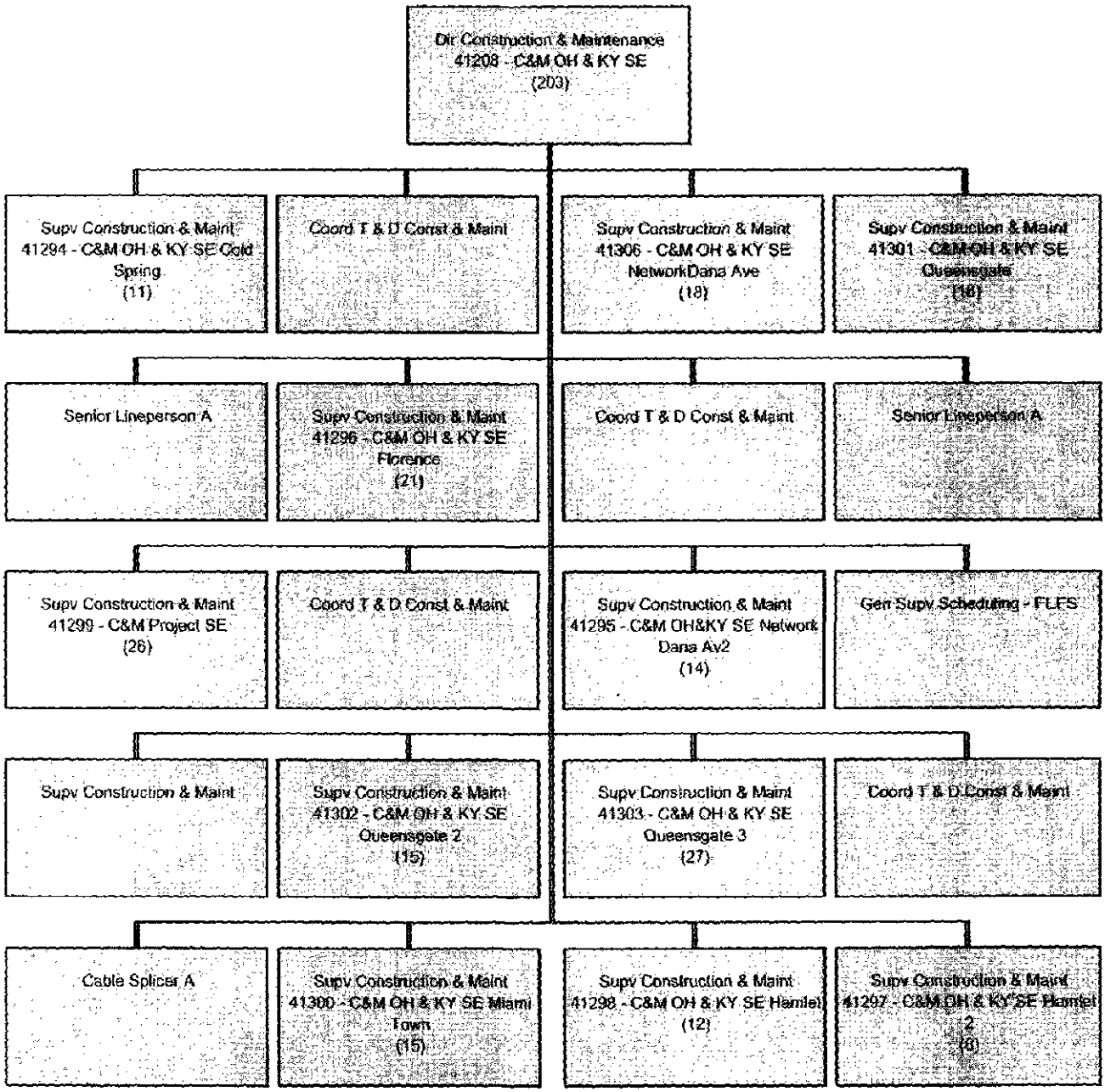
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Construction & Maintenance- Premise Services OH/IN/KY



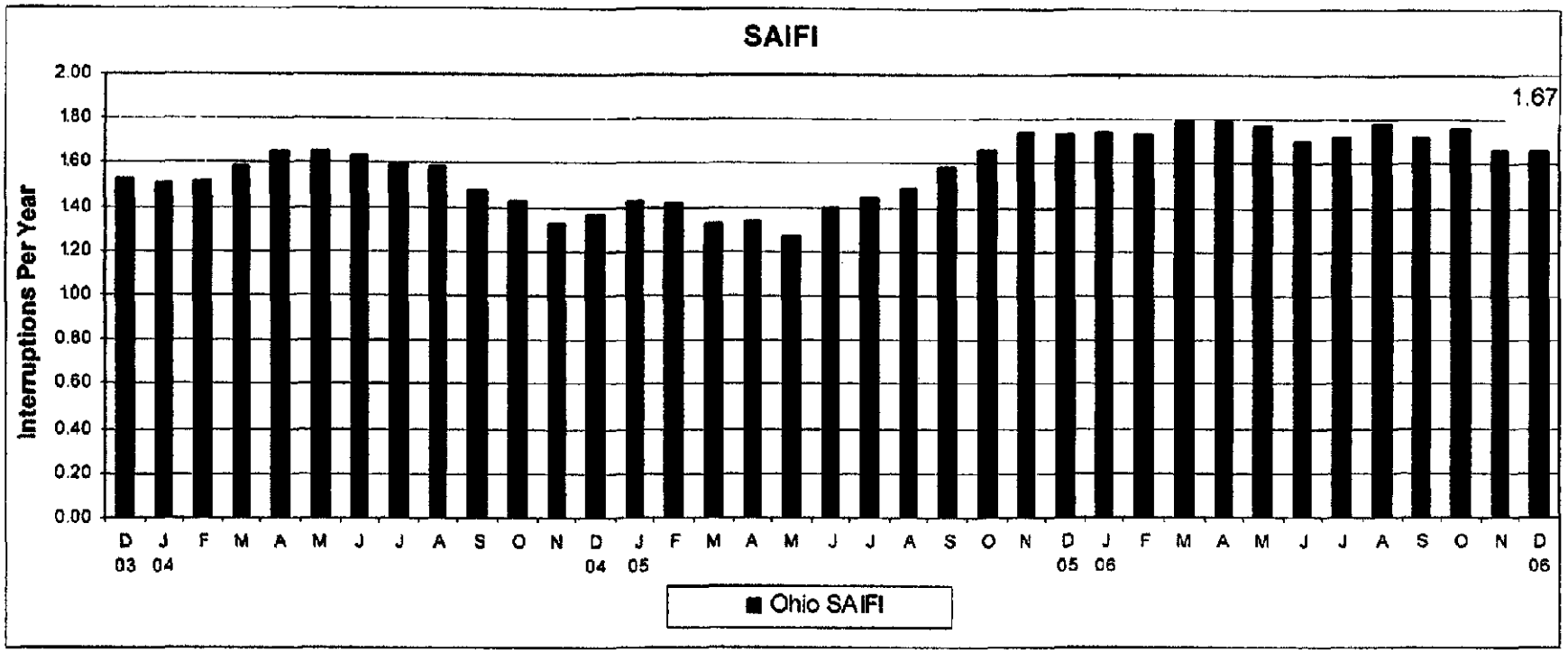
DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Director Construction & Maintenance OH & KY SE



Duke Energy.

12 Month Rolling Average

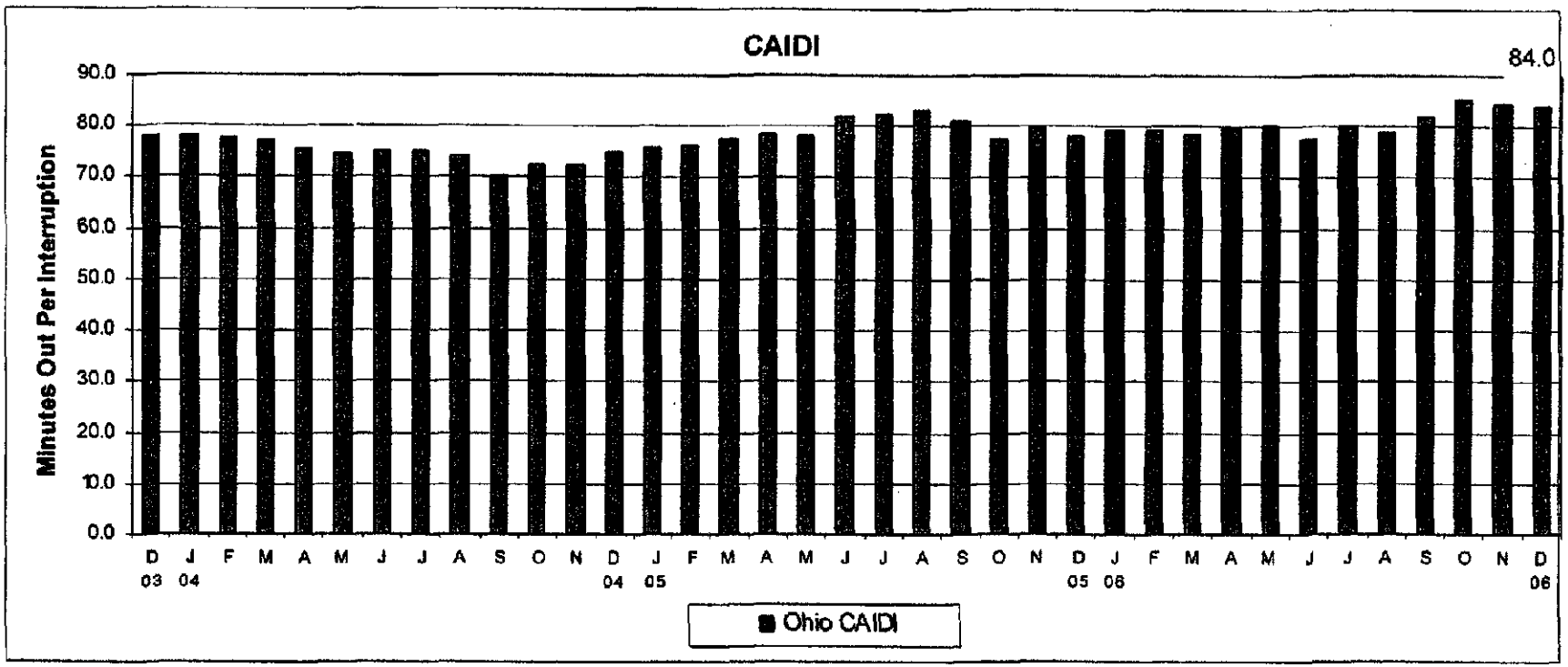


Outage data excluded for storms rated as major event days
according to IEEE Std. 1366-2003, 2.5 Beta methodology.

919

Duke Energy.

12 Month Rolling Average



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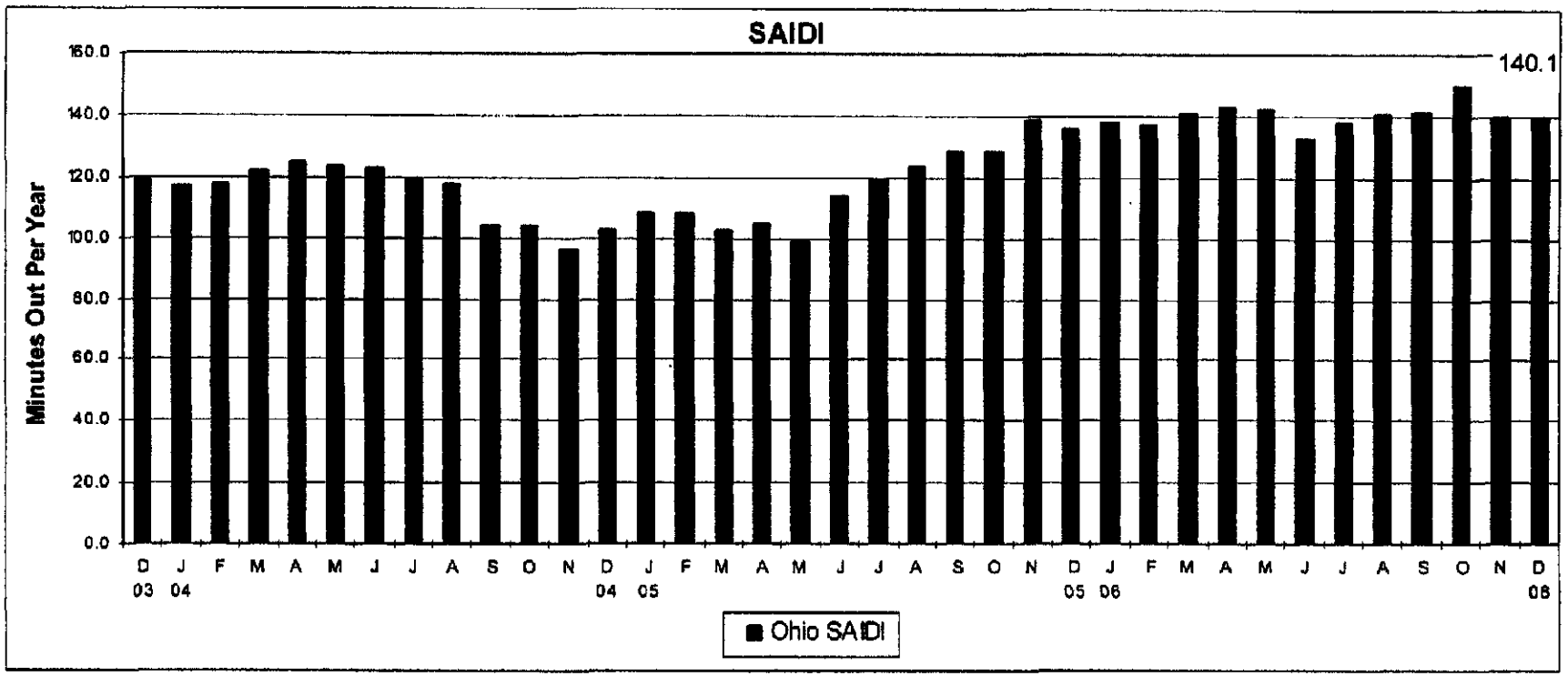
920

Duke Energy.

12 Month Rolling Average



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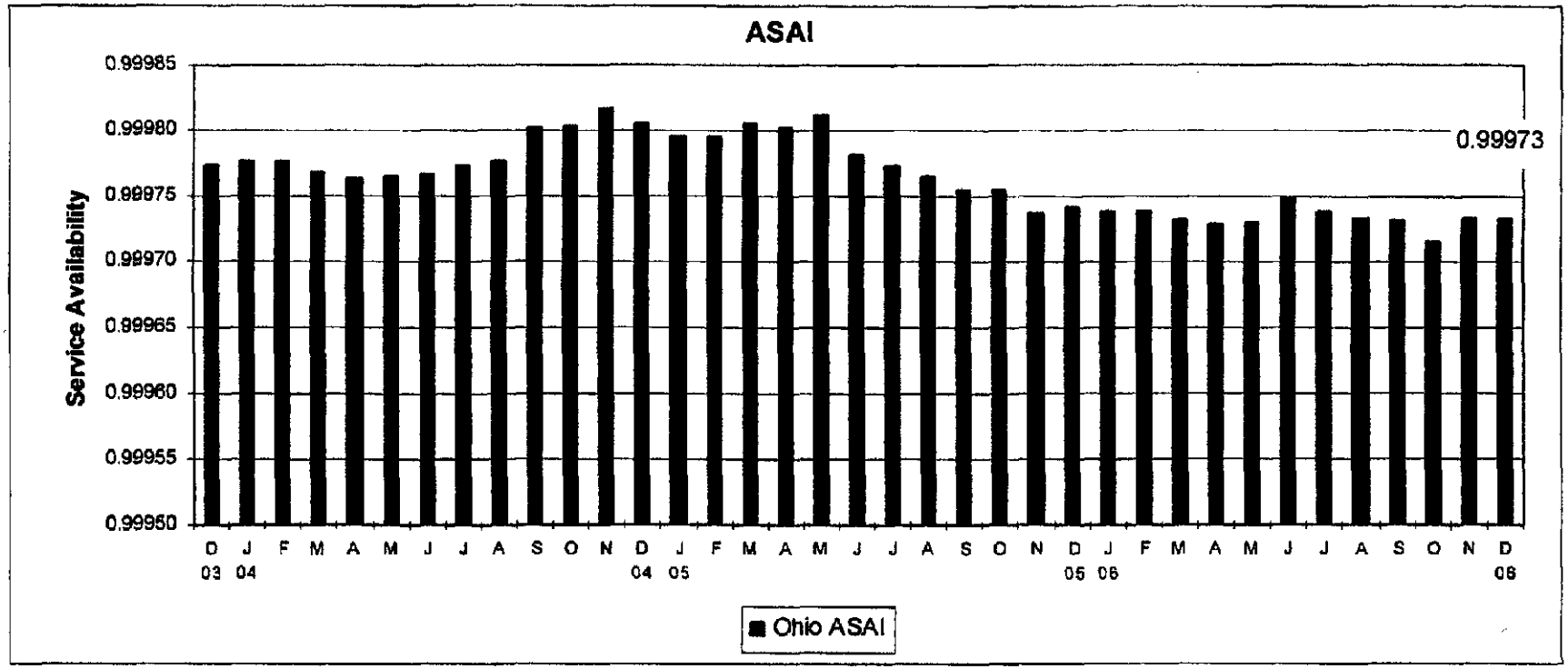
Duke Energy.

12 Month Rolling Average



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922

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
POWER DELIVERY PERFORMANCE SUPPORT
SFR REFERENCE: CHAPTER II (9)(B)(a)(iii)

I. Policy and Goal Setting

The Working Environment Policy Manual and other Duke Energy policy & procedure updates are provided to all employees. These form the general guidelines for the Company in the areas of employee relations, compliance with laws or governmental directives and Company relationships with the communities we serve. These policies, which are supported by the Department, are communicated through various informational meetings, written communication and internet web based applications.

Goal setting at the department level is accomplished by the Vice President and other departmental leadership. The goals are formulated to support and complement the primary objectives and business plans of Power Delivery and Franchised Electric & Gas Operations. Specific initiatives developed from the goals identify objectives, implementation schedule, milestones, responsibilities, and resources required. The goals, once developed by the Department, are presented to the Power Delivery Senior Vice President for review and, upon approval, are incorporated into the business plans.

II. Strategic Planning

Planning for the Department is the responsibility of the Vice President of Performance Support with input from the General Managers, Directors and Managers. Strategic planning is coordinated and monitored collectively with all departments in Power Delivery utilizing input from key support groups like technical services, transportation, materials management, finance, and human resources.

Each Department supports Power Delivery's strategic plan and corporate goals and objectives through the following on-going activities:

- Facilitate an injury-free and environmentally responsible work environment
- Review customer service results and create action plans for improvement
- Develop, monitor and project department budgets for cost management
- Establish performance expectations and evaluate employees on a regular basis
- Evaluate and improve operational processes
- Use of special project teams to investigate and provide recommendations on process improvement opportunities

III. Organizational Structure

Power Delivery Performance Support is under the direction of a Vice President who reports to the Senior Vice President of Power Delivery and the Group Executive, President and Chief Operating Officer of U.S. Franchised Electric & Gas. Six positions report to the Power Delivery Performance Support Vice President:

- General Manager of Process Improvement
- Director of Contract Labor Strategy
- Director of Technology Integration
- Manager of Asset Contract Administration
- Manager of Technical Training
- Manager of Business Planning

Three supervisors report to the Manager of Technical Training, and one manager reports to the Director of Technology Integration.

The organizational charts for Power Delivery Performance Support are shown in Exhibit PDPS-1.

IV. Responsibilities

Performance Support provides strategies, plans and resource support to enable Power Delivery to improve in safety, reliability, customer service and cost.

Process Improvement

Process Improvement is responsible for the following:

- Manages process development, integration and evaluation
- Facilitates and tracks merger integration plans and activities
- Provides project management support for Power Delivery initiatives
- Develops and coordinates service level agreements with support organizations
- Develops and maintains the Power Delivery workforce plan

Contract Labor Strategy

Contract Labor Strategy is responsible for coordinating support activities for Power Delivery including the following:

- Oversees contractor compliance, monitors contractor headcount, and reports contractor safety incidents and statistics
- Serves as liaison for internal labor relations
- Manages resource support for emergency outage situations including mutual assistance efforts among other utilities during major outage events
- Provides oversight for contract administration and system level relationship with Power Delivery service providers
- Develops and maintain internal and external labor strategies to include competitive outsourcing options, staffing levels and diversity plans

Technology Integration

Technology Integration is responsible for the strategic and tactical planning for deployment of new technology to achieve business results including the following:

- Upgrades and maintains existing technology
- Assists with change management for technology deployments and upgrades
- Coordinates technology deployment, integration, project implementation and progress

Asset Contract Administration

Asset Contract Administration is responsible for managing the use of Duke Energy assets by other entities and managing asset contracts with Government and Railroad entities. Activities include the following:

- Administers and manages Joint Use Contracts and Pole Attachment Agreements with utilities and non-utility entities. Responsible for the strategy, planning, negotiation, billing, inventory, and standards compliance related to the rental of poles, conduits and other utility assets.
- Manages state and local interaction with the Ohio Department of Transportation for reimbursable projects. Responsible for billing and collecting recoverable expenses for power line relocations.
- Manages the easement relationship with railroad companies for all crossings and occupations. Responsible for strategy, negotiations, documentation, and payments associated with railroad agreements.
- Coordinates municipal permitting activities for Duke Energy distribution and transmission facilities. Responsible for monitoring ordinances and interpreting when permit fees are appropriate.

Technical Training

Technical Training is responsible for providing training and work procedures to Power Delivery employees including the following:

- Develops training plans and strategies
- Coordinates and ensures compliance training is completed on time
- Provides classroom and field training for craft, engineering, and administrative employees
- Supplies training support and job aids for new technology deliverables and process enhancements
- Coordinates, documents, and delivers work methods & procedures

Business Planning

Business Planning is responsible for coordinating support activities for Power Delivery including the following:

- Reports performance measures, key indicators, and scorecards
- Maintains strategic and operational plans
- Develops capital and operating budgets including financial analysis
- Investigates, bills and collects for incidents of damage to Duke Energy facilities
- Coordinates billing and collecting for Contribution in aid of construction
- Facilitates Industry benchmarking activities
- Monitors trends and evaluates business opportunities

V. Practices and Procedures

Performance Support continuously networks with all departments in Power Delivery to coordinate activities including business plans, performance measures, field support, training, work procedures and documentation, labor & resource strategies, process improvement initiatives, technology implementation, and contract asset administration.

VI. Decision Making and Control

The responsibilities for planning and decision making rests with the organizational level that has the information and facts to make sound judgments based on Company policies, procedures and regulatory directives, and the authority to take effective action. The decisions made by specific levels of management are relevant to the basic purpose of their position.

Daily, monthly, and quarterly operational reports including outage and financial are used to monitor progress and provide a means of evaluating decision making.

VII. Internal and External Communication

Power Delivery Performance Support must work closely with a number of other departments within the Company in order to carry out its responsibilities. Because of the complexities involved in the daily operation and maintenance of the electric transmission and distribution system, the Department maintains working relationships through various channels of communication with many departments including:

- Other Power Delivery Departments
- Duke Energy Ohio President
- Environmental Health & Safety
- Gas Operations
- Engineering Technical Services
- Information Technology
- Power Generation
- Government & Regulatory Affairs
- Real Estate & Facilities Services
- Customer Contact Centers
- Legal
- Supply Chain

- Human Resources

Internal communication channels (verbal, e-mail, suggestions, etc.) are structured in a way that provides information in a timely manner to all personnel within the department. Internal communication is accomplished through a variety of mechanisms. A large part of internal communication results from daily interaction among department personnel. In addition, meetings between the Vice President, General Managers, Directors and Managers augment this communicative effort. Whenever possible, formal written procedures and policies are used to convey information to personnel in the Department. These may include handbooks for policies and procedures, Manual Work Standards, formal written job descriptions, Administrative Standards, Technical and Operating Procedures.

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Power Delivery Performance Support employees also work with local, state, federal, as well as regulatory agencies to furnish information as requested and to coordinate inspections and audits of operations by these agencies.

VIII. Goal Attainment and Qualification

In general, the performance of the Department is measured by its contribution to the safe, reliable, and cost efficient operation of Duke Energy's electric system. In addition, Performance Support remains abreast of technological developments and incorporates them when efficiencies can be gained.

Performance Support provides updates and coordinates a monthly report submitted to the Power Delivery Senior Vice President detailing the progress in attaining the established Departmental goals.

Performance indicators are utilized by the Department as measures of performance. The following are example items that are used to measure performance:

- Reduction of Personal Injuries
- Reduction of Preventable Vehicle Accidents
- Customer Satisfaction
- Reliability and Restoration
- Budget and Cost Monitoring
- Project Monitoring

A sample dashboard showing these performance indicators for Power Delivery is attached as Exhibit PDPS-2.

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

Vice President Performance Support

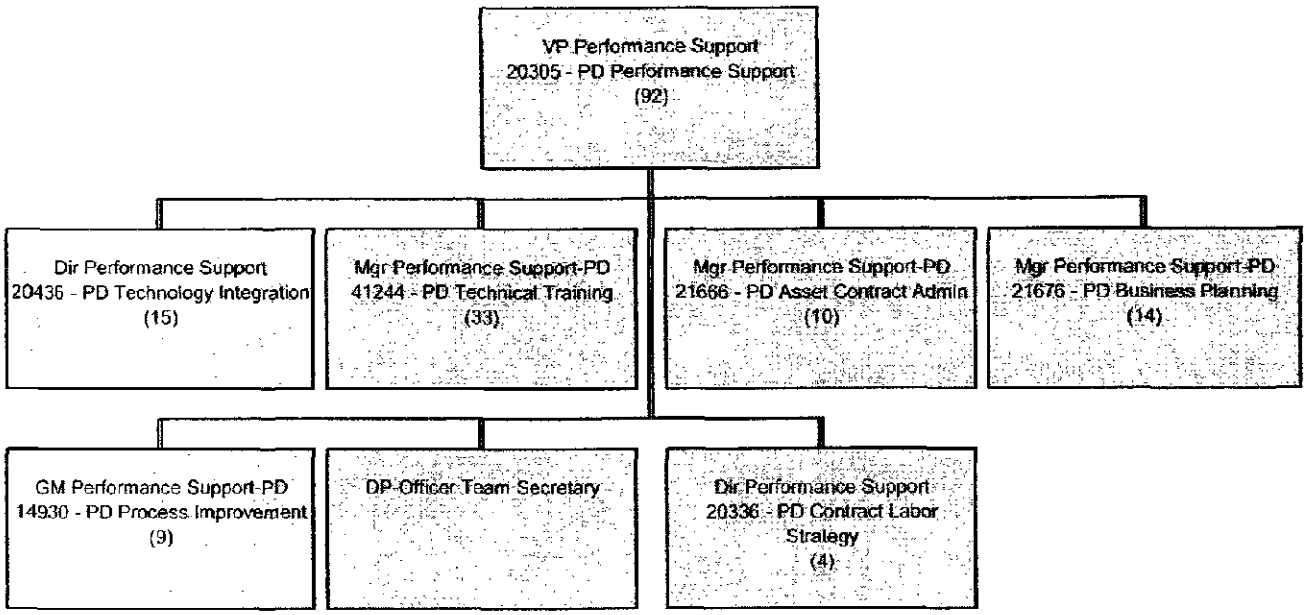


Exhibit PDPS-2

Power Delivery Daily DashBoard

05/03/07

Select View

- Total Power Del
- Field Ops-Car
- Field Ops-MidW
- Central Ops
- System Ops
- Asset Mgt
- Performance Mgt

Operations Centers Open After Hours

Media Inquiries After Hours

Printable Page

Click

Definitions

Click

Reliability

	Daily	Weekly	Monthly
# Customers Interrupted			665,476
# Distribution Events			9,483
# Transmission Events	2	15	84
#Major Outages (>500 Cust's)			353
# MAC Customers Interrupted			

Daily - 7am yesterday to 7am today

Weekly - Week ending 4/29/2007

Monthly - April

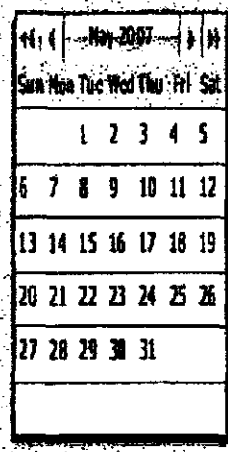
Safety

	Daily	Weekly	Monthly
# Duke OSHA Recordables			12
#Duke Prevent Vehicle Accidents			10
#Contractor OSHA Recordables			

Customer Sat

	Daily	Weekly	Monthly
# Commission Complaints			15
%Orders Completed on-time		0.0%	0.0%
New Const Cycle Time (days)			
# Customers Off > 6 Hrs			216,159

Data is Archived for the past 4 weeks



Click on the Day you wish to view

Duke Energy®

U.S. Franchised Electric and Gas
Power Delivery Performance Report
March 2007

Power Delivery Totals

Environmental Health & Safety	Mar-07	YTD	Target 07	Comments
* Employee TICR (Total Incident Case Rate)	2.82	3.18	3.34	
Contractor TICR (Total Incident Case Rate)	3.26	2.05	2.96	
Employee LWCR (Lost Workdays Case Rate)	0.56	0.28	0.83	
Employee Preventable Vehicle Incidents	10	37		
Environmental Regulatory Citations	0	0		
Environmental Fines & Penalities ($)	$0.00	$0.00		

Financial Measures	Mar-07	YTD	Target 07	Comments
O&M (millions $'s)	45.2	130.0	523.0	
Capital (millions $'s)	84.3	209.7	860.5	
O&M Annualized Cost per Customer	$133.79	$128.27	$129.01	
Cost to Connect New Customer (Capital)	$3,017	$2,872	TBD	TBD

Merger Integration	Mar-07	YTD	Target 07	Comments
Headcount	4,277		4,282	
Percent of Merger Projects Completed		67%	97%	

Customer Satisfaction	Mar-07	YTD	Target 07	Comments
* Customer Satisfaction Index	78.1%	78.0%	76.0%	Pending
Target is the overall index. The YTD and monthly scores are mass market only until Large Business results are available in May.				

Operational Performance	Mar-07	YTD 07	Target 07	Comments
Actual Numbers Of Customers	4,065,930			
SAIFI	0.08	0.20	1.30	
SAIDI	9	23	160	
CAIDI	112	115	123	
Customers Affected By Major Event Day	0	362,682		
* Power Delivery Reliability Index		115%	100%	
* PD System Ops Reliability Index		126%	100%	

PD Major Projects	Comments	2007	Comments
Dynamic VAR Compensator Beckerdite, NC	SVC Sation assembly nearing completion. Field operations training begins in April. Project ISD is 6-1-07		
TVA Intertie Re-Build Robbinsville, NC	Full construction scope of tower removal and installation is underway. Phase One ISD is 11-2007		
Cliffside Generation Interties Cleveland County, NC	Comments on the revised interconnection study expected from Regulated Generation 4-16-2007.		
UNC Chapel Hill - GIS Chapel Hill, NC	Engineering underway. Outage coordination decsions with customer are underway. Final ISD is 10-2008		
Westwood AEP Intertie West Lafayette, IN	Transformer Bank #2 has been energized. Bank #1 upgrades and 345kV line modifications remain. ISD is 6-1-2007		
Hillcrest Substation and Lines Cincinnati, OH	Line Contractor costs may increase due to labor shortages. Land rights issues raising concern on schedule. ISD is 6-1-2008	Caution	
Blackwell Substation EON *Intertie Crittenden, KY*	Substation Complete and energized on 4-10-2007. Final invoicing from *contrcators and E.ON being pursued*	Caution	

* Asterisk Indicates Incentive Plan Measures

Caution

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Ohio & Kentucky Totals

Environmental Health & Safety	Mar-07	YTD 07	Target 07	Forecast
* **Employee TICR** (Total Incident Case Rate)	6.30	8.69	8.35	Caution
Contractor TICR (Total Incident Case Rate)	2.54	1.77	2.44	
Employee LWCR (Lost Workdays Case Rate)	1.05	0.35	1.43	
Employee Preventable Vehicle Incidents	4	16		
Environmental Regulatory Citations	0	0		
Environmental Fines & Penalities ($)	$0.00	$0.00		

Financial Measures	Mar-07	YTD	Target 07	Forecast
O&M (millions $'s)	12.2	39.2	136.0	142.6
Capital (millions $'s)	10.9	31.6	147.4	
O&M Annualized Cost per Customer	$178.54	$191.22	$165.85	$173.90
Cost to Connect New Customer (Capital)	$2,296	$2,409	TBD	TBD

Customer Satisfaction	Mar-07	YTD	Target 07	Forecast
* **Customer Satisfaction Index**	63.5%	63.6%	69.2%	Pending
Target is the overall index. The YTD and monthly scores are mass market only until Large Business results are available in May.				

Operational Performance		Mar-07	YTD 07	Target 07	Forecast
Ohio	**Actual Numbers Of Customers**	687,429			
	SAIFI	0.13	0.27	1.59	1.65
	SAIDI	11	22	134	140
	CAIDI	84	84	84	85
	Customers Affected By Major Event Day	0	236,666		
Kentucky	**Actual Numbers Of Customers**	133,678			
	SAIFI	0.04	0.18	1.59	
	SAIDI	3	14	134	
	CAIDI	93	75	84	
	Customers Affected By Major Event Day	0	51,195		
* **Power Delivery Reliability Index**			115%	100%	
* **PD System Ops Reliability Index**			126%	100%	

PD Major Projects	Comments	Cost	Schedule
Hillcrest Substation and Lines Cincinnati, OH	*Line Contractor costs may increase due to labor shortages.* Land rights issues raising concern on schedule. ISD is 6-1-2008	Caution	
Blackwell Substation EON Intertie Crittenden, KY	Substation Complete and energized on 4-10-2007. Final invoicing from contractors and E.ON being pursued	Caution	

*** Asterisk Indicates Incentive Plan Measures**

DUKE ENERGY
DUKE ENERGY OHIO
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION
POWER DELIVERY CENTRAL OPERATIONS
SFR REFERENCE: CHAPTER II (9)(B)(a)(ii)

I. Policy and Goal Setting

The Working Environment Policy Manual and other Duke Energy policy & procedure updates are provided to all employees. These form the general guidelines for the Company in the areas of employee relations, compliance with laws or governmental directives and Company relationships with the communities we serve. These policies, which are supported by the Department, are communicated through various informational meetings, written communication and internet web based applications.

Goal setting at the department level is accomplished by the Vice President and other departmental leadership. The goals are formulated to support and complement the primary objectives and business plans of Power Delivery and Franchised Electric & Gas Operations. Specific initiatives developed from the goals identify objectives, implementation schedule, milestones, responsibilities, and resources required. The goals, once developed by the Department, are presented to the Power Delivery Senior Vice President for review and, upon approval, are incorporated into the business plans.

II. Strategic Planning

Planning for the Department is the responsibility of the Vice President of Central Operations with input from the General Managers, Directors and Managers. Strategic planning is coordinated and monitored collectively with all departments in Power Delivery utilizing input from key support groups like technical services, transportation, materials management, finance, and human resources.

Each Department supports Power Delivery's strategic plan and corporate goals and objectives through the following on-going activities:

- Facilitate an injury-free and environmentally responsible work environment
- Review customer service results and create action plans for improvement
- Develop, monitor and project department budgets for cost management
- Establish performance expectations and evaluate employees on a regular basis
- Evaluate and improve operational processes
- Use of special project teams to investigate and provide recommendations on process improvement opportunities

III. Organizational Structure

Power Delivery Central Operations is under the direction of a Vice President who reports to the Senior Vice President of Power Delivery and the Group Executive, President and Chief Operating Officer of U.S. Franchised Electric & Gas. Six positions report to the Power Delivery Central Operations Vice President:

- General Manager of Routine Work & Trouble Operations
- General Manager of Meter Services
- Director of Vegetation Management Midwest
- Director of Vegetation Management Carolinas
- Director of Program Management
- Director of Emergency Planning

Four managers with sixteen supervisors report to the General Manager of Routine Work and Trouble Operations. One manager reports to the General Manager of Meter Services along with seven supervisors. Vegetation Management has one manager and two supervisors.

The organizational charts for Power Delivery Central Operations are shown in Exhibit PDCO-1.

IV. Responsibilities

Power Delivery Central Operations provides support to all Duke Energy service areas for centralized activities including routine work and trouble operations, meter

services, vegetation management, program management, and emergency planning.

Routine Work and Trouble Operations

Power Delivery Work Centers are responsible for scheduling, dispatching and monitoring all routine customer service work (premise orders, light repair, electric and gas connect & disconnect orders, etc) as well as outage dispatch. This group also develops, deploys and supports mobile work management tools and strategies.

Meter Services

Meter Services is responsible for providing technical support to Power Delivery Field Operations including new meters and new metering applications. The installation, maintenance, testing of all transformer rated meter applications, remote data acquisition for most large customers, and all meter reading in the Carolinas.

Vegetation Management

Vegetation Management is responsible for line clearing along existing electric feeders, gas distribution lines, and coordinating clearing for new line construction. Bare ground weed treatments are also coordinated in and around company-owned and select customer-owned substations, storage yards and district headquarters. Aerial patrols are routinely performed on the transmission system and occasional vegetation management consulting is provided to other operating departments by request.

Vegetation control is accomplished by following nationally accepted guidelines on tree pruning, tree removal and herbicide use. The pruning procedures enable the Company to obtain acceptable clearances between the tree limbs and electrical conductors as required by the National Electrical Safety Code. Herbicides are used in targeted locations and provide the most cost effective and environmentally friendly means of controlling undesirable vegetation. The herbicides used are safe for humans and pets. Mowing is also used to remove brush from the utility right-of-ways.

The trimming procedures are general guidelines for establishing line clearance to those parts of the electrical system that will most improve reliability. Reasonable judgment is used to balance the needs of customers, resources, reliability and safety.

Line clearances are established by trimming or removing vegetation to provide approximately ten feet of clearance away from the electric conductors.

Generally, the Company will use natural pruning methods and base-cut limbs to a suitable lateral whenever possible to best preserve the health of the tree. In addition, the Company will remove all small overhanging limbs from primary lines and address other overhangs as necessary. If less clearance is to be obtained due to customer request, then appropriate documentation will be maintained regarding the concern and location.

Program Management

Program Management is responsible for creating, deploying and monitoring work plans for specific system transmission and distribution substation & line programs and providing contract administration to ensure work is completed on time and according to program specifications.

Emergency planning

Emergency Planning is responsible for developing, testing and coordinating strategies for major outage restoration and other emergencies. Business continuity plans for Power Delivery are maintained in order for core functions to continue during emergencies. Emergency Planning also involves critiquing major storm events for continuous improvement. Important liaisons with neighboring utilities and industry groups are cultivated for partnerships during major outage events.

V. Practices and Procedures

Practices and procedures of the Vegetation Management department involve setting the annual schedule for feeder line clearing, controlling costs of distribution and transmission line clearing work, evaluating line clearing contractor work performance, overseeing property owner notification of line clearing work to be performed, maintaining records of work activities and resource costs, resolving customer inquires involving clearances, and representing the company in community and civic activities.

Work Centers for scheduling and dispatching routine work operate twenty four hours each day to ensure customer requests are met and outage restoration is expedited. Work Centers interface with Customer Contact Centers to receive customer requests electronically via work and outage management systems. Work

is continuously scheduled, monitored and updated through two way mobile technologies. The Work Centers also initiate storm response plans as needed.

Meter Services performs the installation, maintenance and testing for all transformer rated metering equipment, and assures the selection of revenue quality meters and metering systems and performs data collection from large use customers as directed.

Program Management monitors system wide preventative maintenance activities so that the Field Operations organizations can focus on day to day operations and customer response.

Emergency Planning publishes and updates the emergency plans for Power Delivery including the Company's intranet web page. Emergency Planning also keeps abreast of current weather systems and provides direction to Field Operations in preparation and response to major outage and emergency events.

VI. Decision Making and Control

The responsibilities for planning and decision making rests with the organizational level that has the information and facts to make sound judgments based on Company policies, procedures and regulatory directives, and the authority to take effective action. The decisions made by specific levels of management are relevant to the basic purpose of their position.

Daily, monthly, and quarterly operational reports including outage and financial are used to monitor progress and provide a means of evaluating decision making.

VII. Internal and External Communication

The department must work closely with a number of other departments within the Company in order to carry out its responsibilities. Because of the complexities involved in the daily operation and maintenance of the electric transmission and distribution system, the department maintains working relationships through various channels of communication with many departments including:

- Other Power Delivery Departments
- Duke Energy Ohio President
- Environmental Health & Safety
- Gas Operations
- Engineering Technical Services

- Information Technology
- Power Generation
- Government & Regulatory Affairs
- Real Estate & Facilities Services
- Revenue Services
- Customer Contact Centers
- Legal
- Supply Chain
- Human Resources

Internal communication channels (verbal, e-mail, suggestions, automated reports, etc.) are structured in a way that provides information in a timely manner to all personnel within the department. Internal communication is accomplished through a variety of mechanisms. A large part of internal communication results from daily interaction among department personnel. In addition, meetings between the Vice President, General Managers, Directors and Managers augment this communicative effort. Whenever possible, formal written procedures and policies are used to convey information to personnel in the department. These may include handbooks for policies and procedures, Manual Work Standards, formal written job descriptions, Administrative Standards, Technical and Operating Procedures.

Communication with vendors and contractors is handled by field visits, telephone, e-mail, and meetings.

External communication includes frequent contact with residential, commercial and industrial customers through written communication, telephone, e-mail, and web based applications. Letters written by employees and sent outside the Company are signed by the appropriate level within the Department, depending on the nature of the letter.

Employees attend various meetings with other electric utilities, associations and organizations as delegates or committee members. They conduct joint studies, coordinate projects, and discuss common issues to the electric utility industry. Some employees address outside agencies as speakers and provide professional papers on technical subjects.

Power Delivery Central Operations employees also work with local, state, federal, as well as regulatory agencies to furnish information as requested and to coordinate inspections and audits of operations by these agencies.