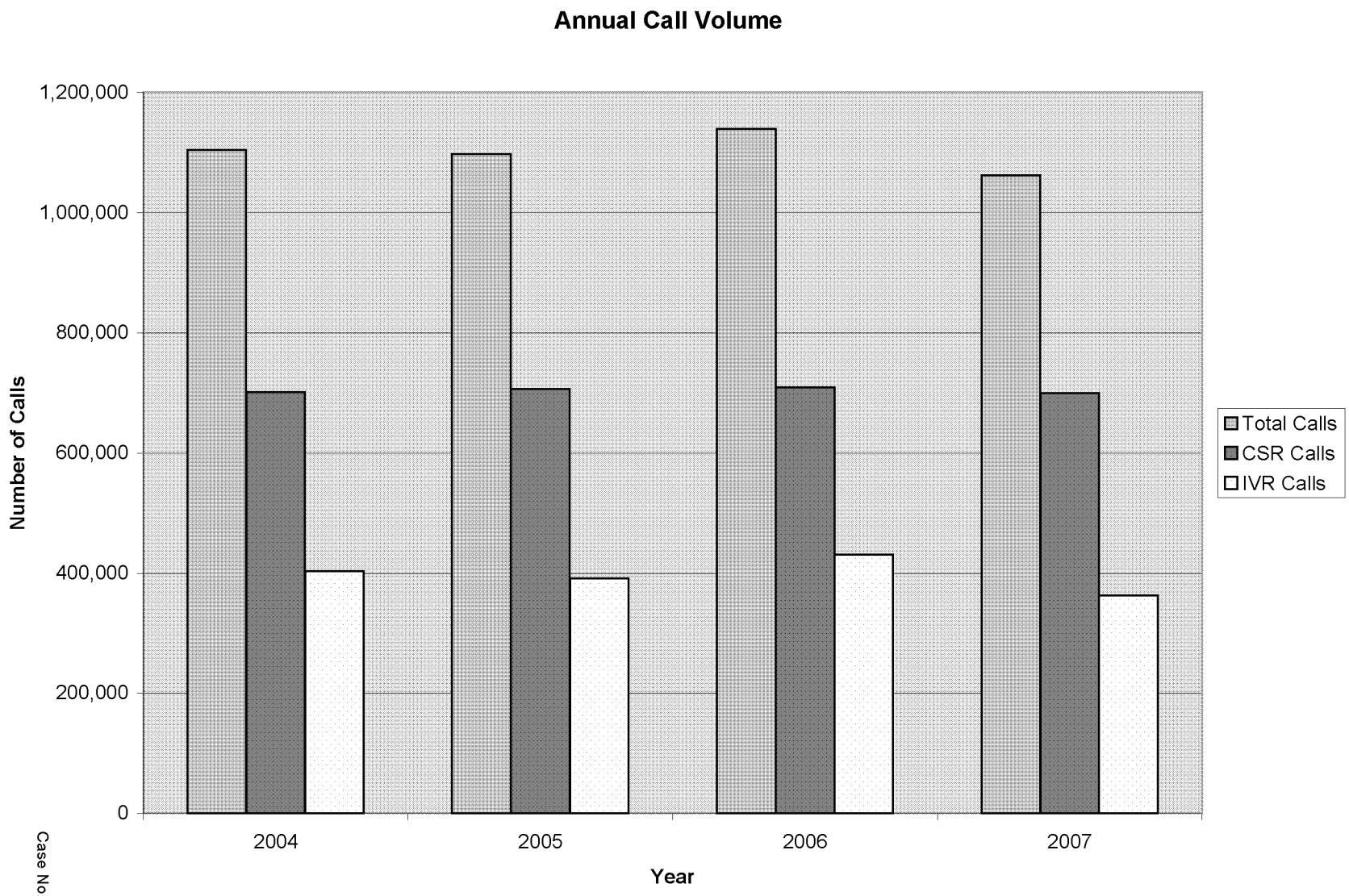

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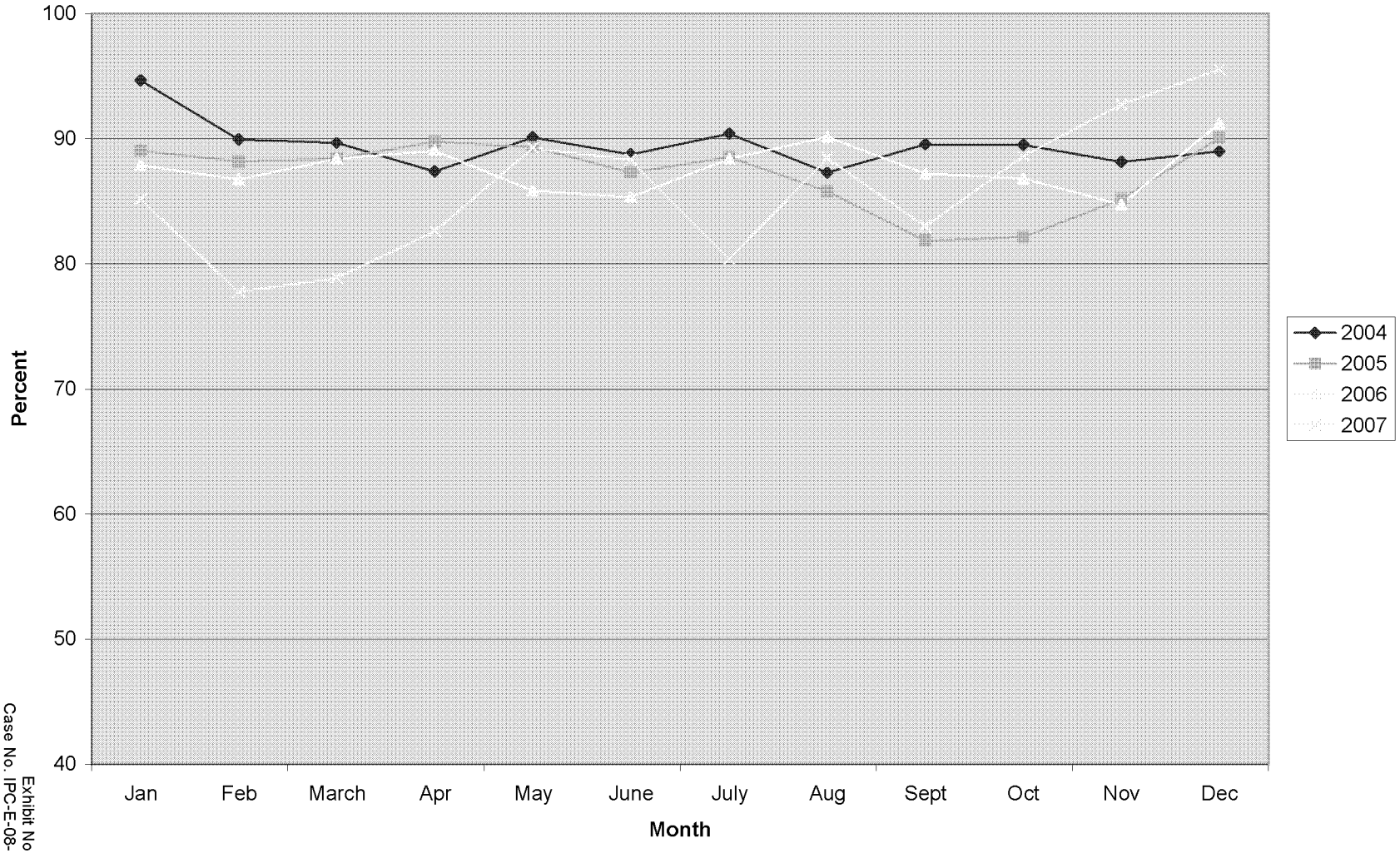
Overall Service Level*



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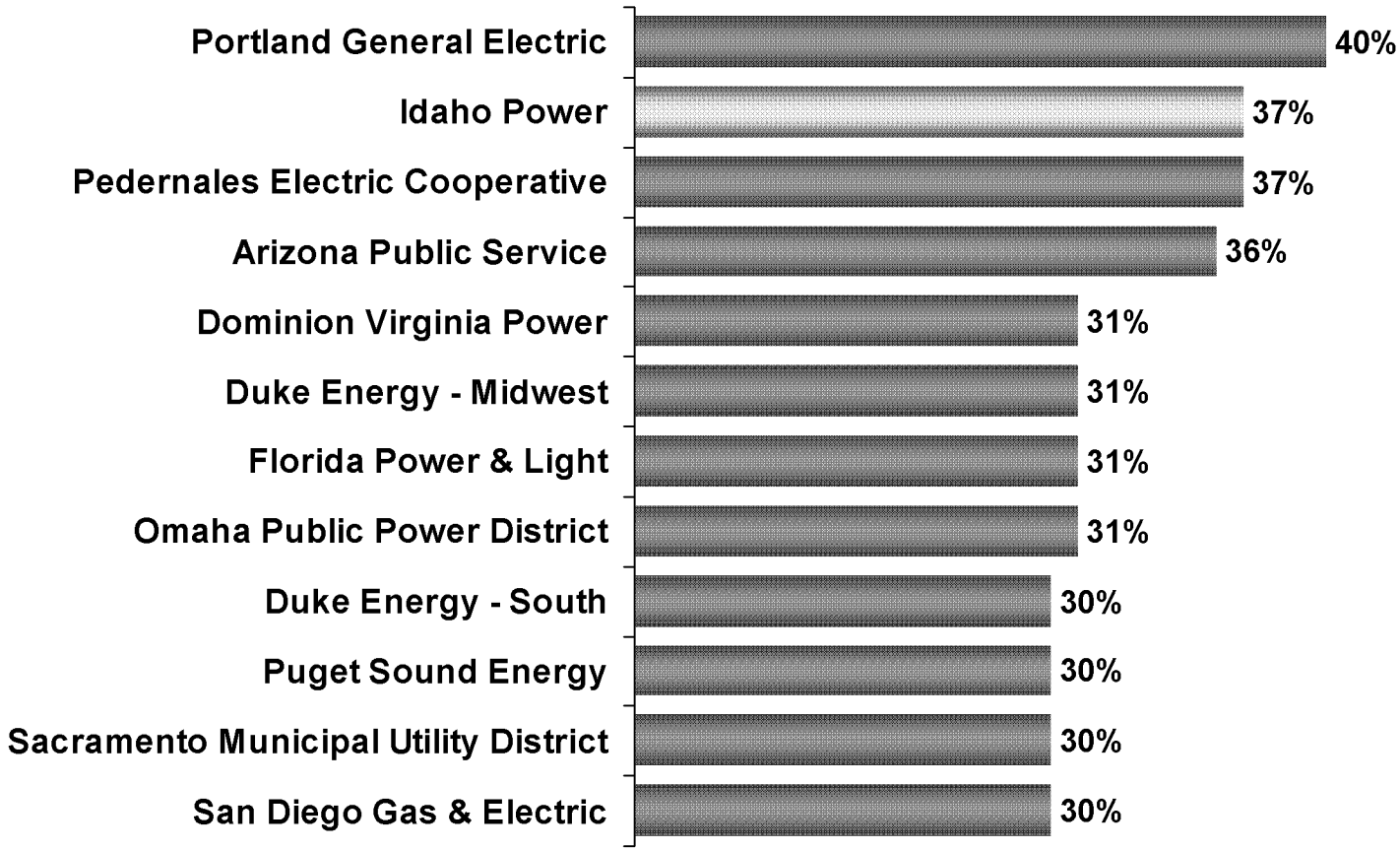
* Percent of Calls Answered within 30 Seconds

Top Utilities Providing Comprehensive Information During Outages

Percentage of customers provided 4 or more information points about their outage



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Source: J.D. Power and Associates
2007 Electric Utility Residential Customer Satisfaction Study℠

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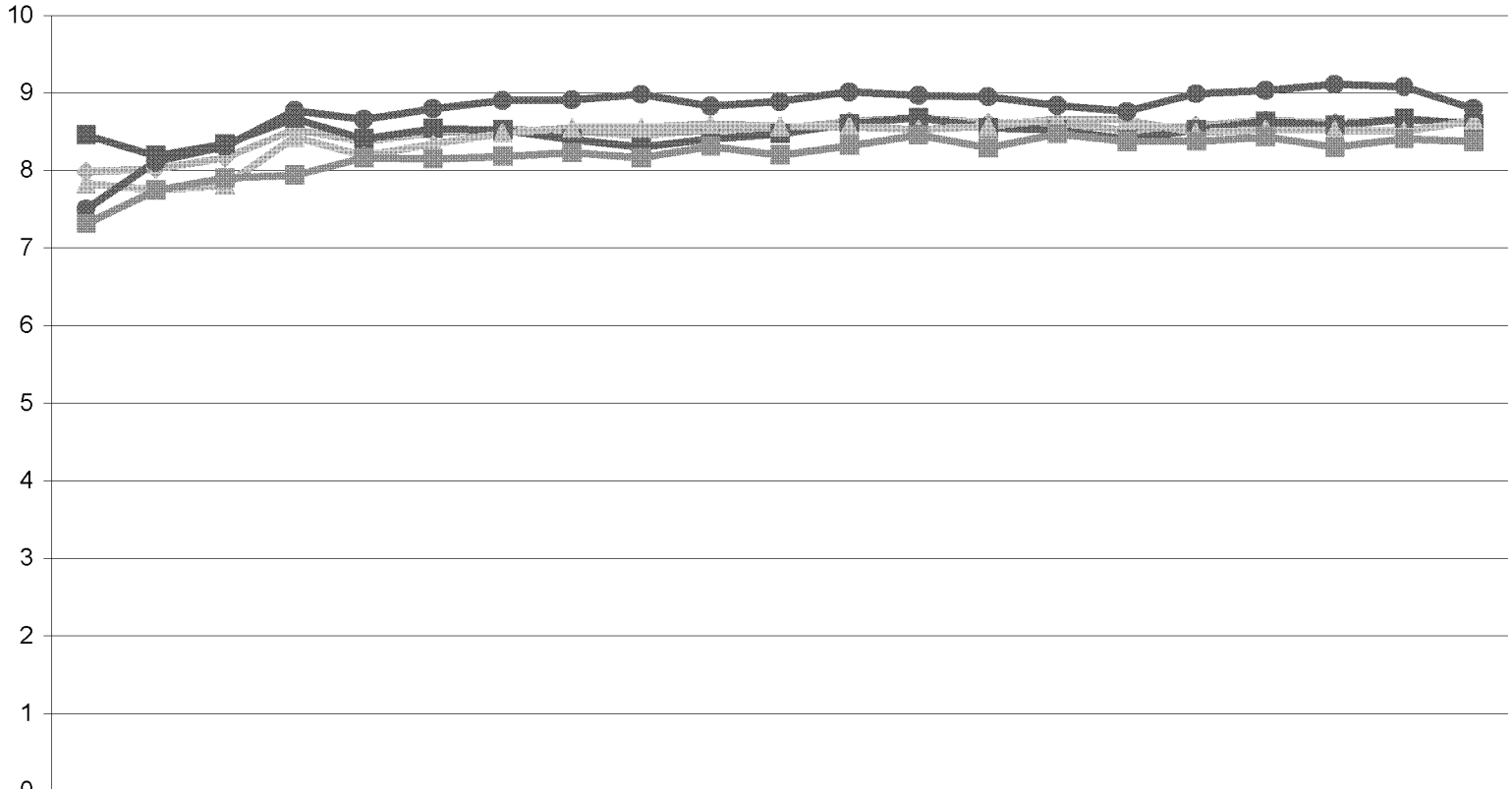
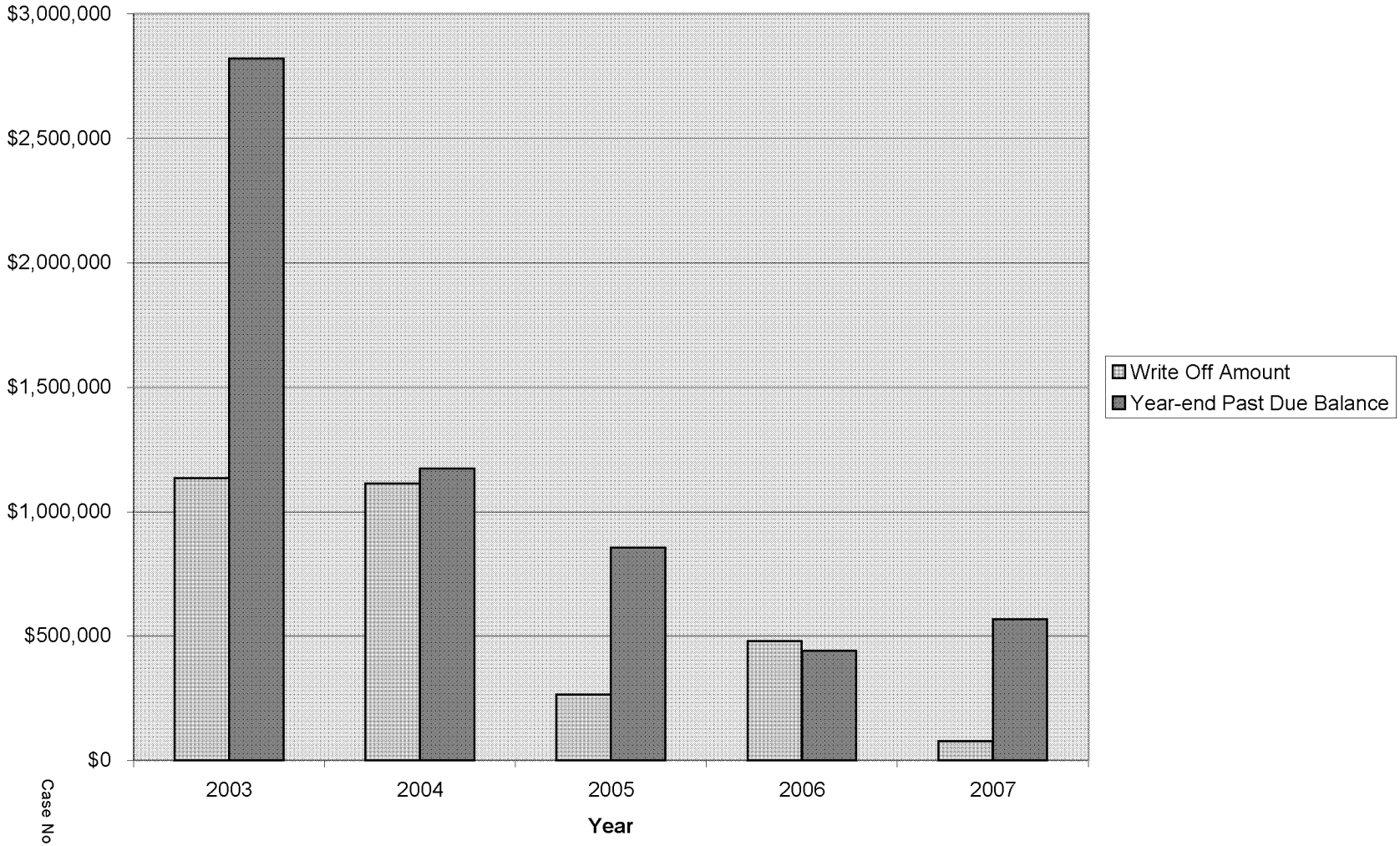
Number of Billing Options
Year-to-Date
-Mean-



	YTD Q1 03	YTD Q2 03	YTD Q3 03	YTD Q4 03	YTD Q1 04	YTD Q2 04	YTD Q3 04	YTD Q4 04	YTD Q1 05	YTD Q2 05	YTD Q3 05	YTD Q4 05	YTD Q1 06	YTD Q2 06	YTD Q3 06	YTD Q4 06	YTD Q1 07	YTD Q2 07	YTD Q3 07	YTD Q4 07	YTD Q1 08
Overall	7.98	8.02	8.16	8.53	8.38	8.49	8.53	8.5	8.46	8.52	8.54	8.63	8.68	8.61	8.61	8.52	8.58	8.65	8.61	8.66	8.61
Residential	8.46	8.19	8.34	8.67	8.41	8.54	8.52	8.4	8.3	8.41	8.47	8.6	8.68	8.55	8.52	8.41	8.52	8.63	8.58	8.67	8.6
Sm Bus	7.83	7.75	7.81	8.43	8.19	8.34	8.48	8.55	8.55	8.6	8.57	8.56	8.53	8.57	8.67	8.65	8.49	8.53	8.52	8.51	8.64
Lg c&I	7.5	8.11	8.31	8.77	8.66	8.8	8.9	8.91	8.98	8.83	8.89	9.01	8.97	8.95	8.84	8.76	8.99	9.03	9.11	9.08	8.8
Irrg	7.31	7.74	7.9	7.94	8.16	8.15	8.18	8.23	8.16	8.31	8.2	8.32	8.46	8.29	8.47	8.37	8.38	8.43	8.3	8.41	8.37

Burke, Inc.
Customer Satisfaction Survey

Irrigation Write Offs and Past Due Balances



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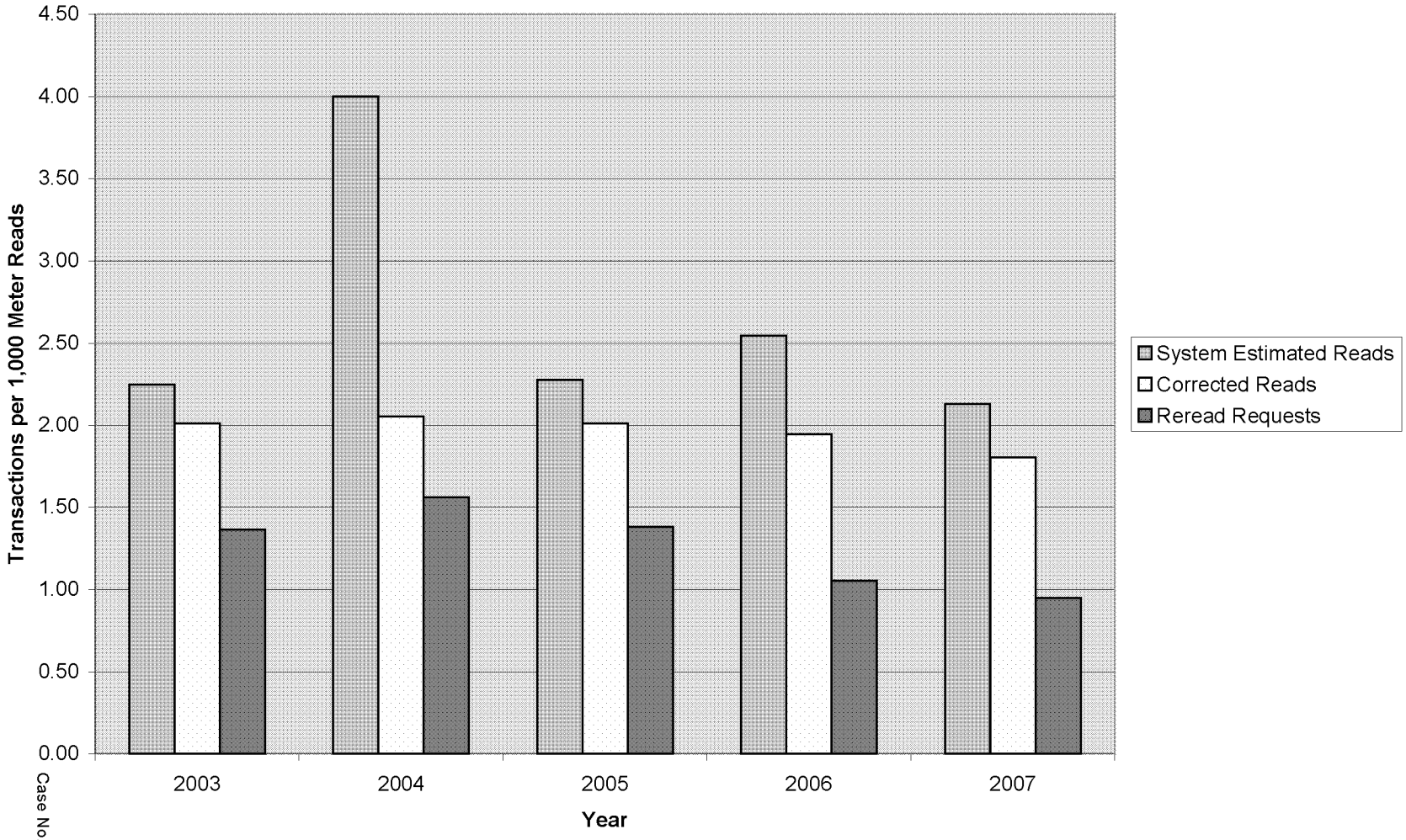
Meter Reading Quality



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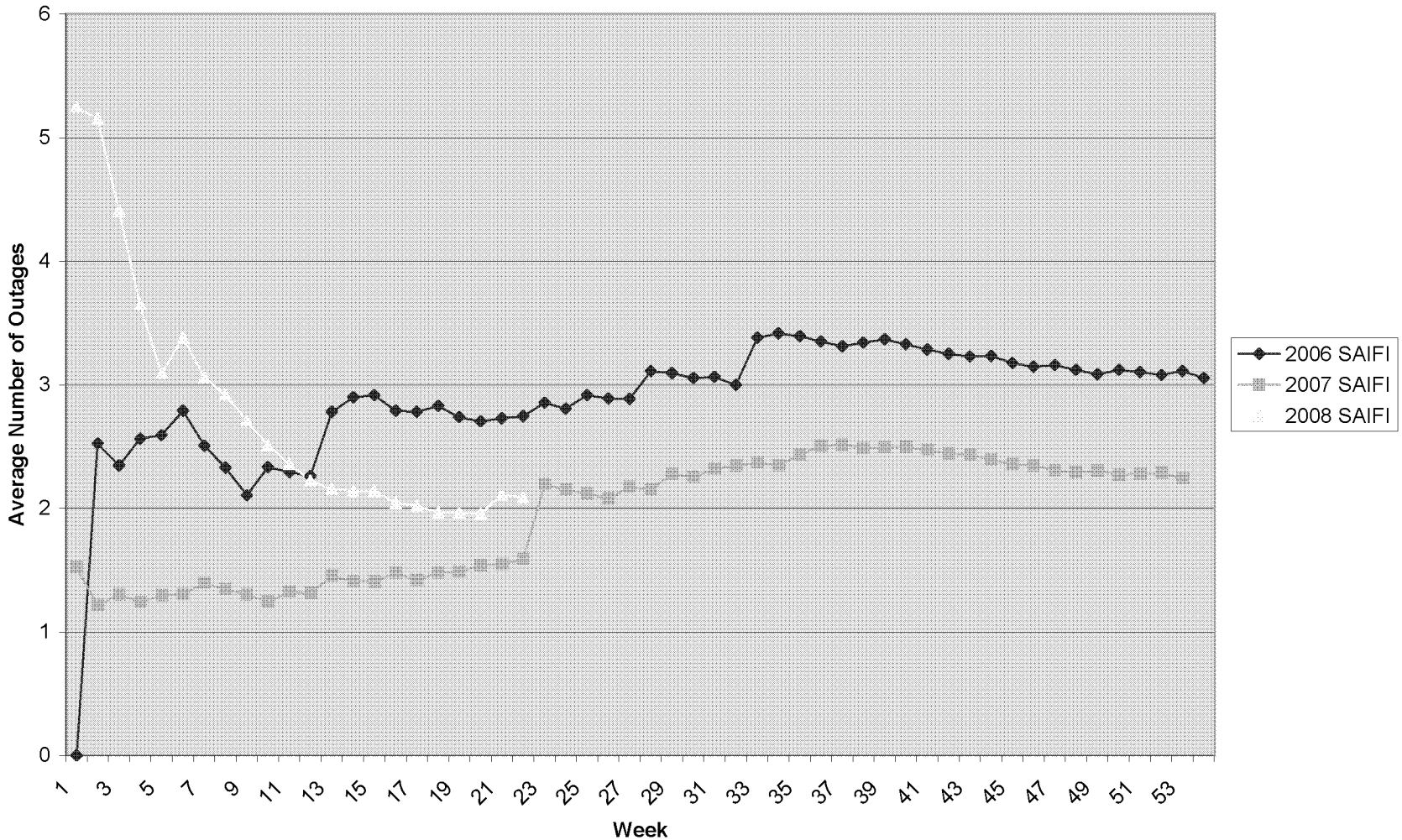
Annualized Average Number of Outages Per Customer



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Customers With 6 Or More Sustained Outages

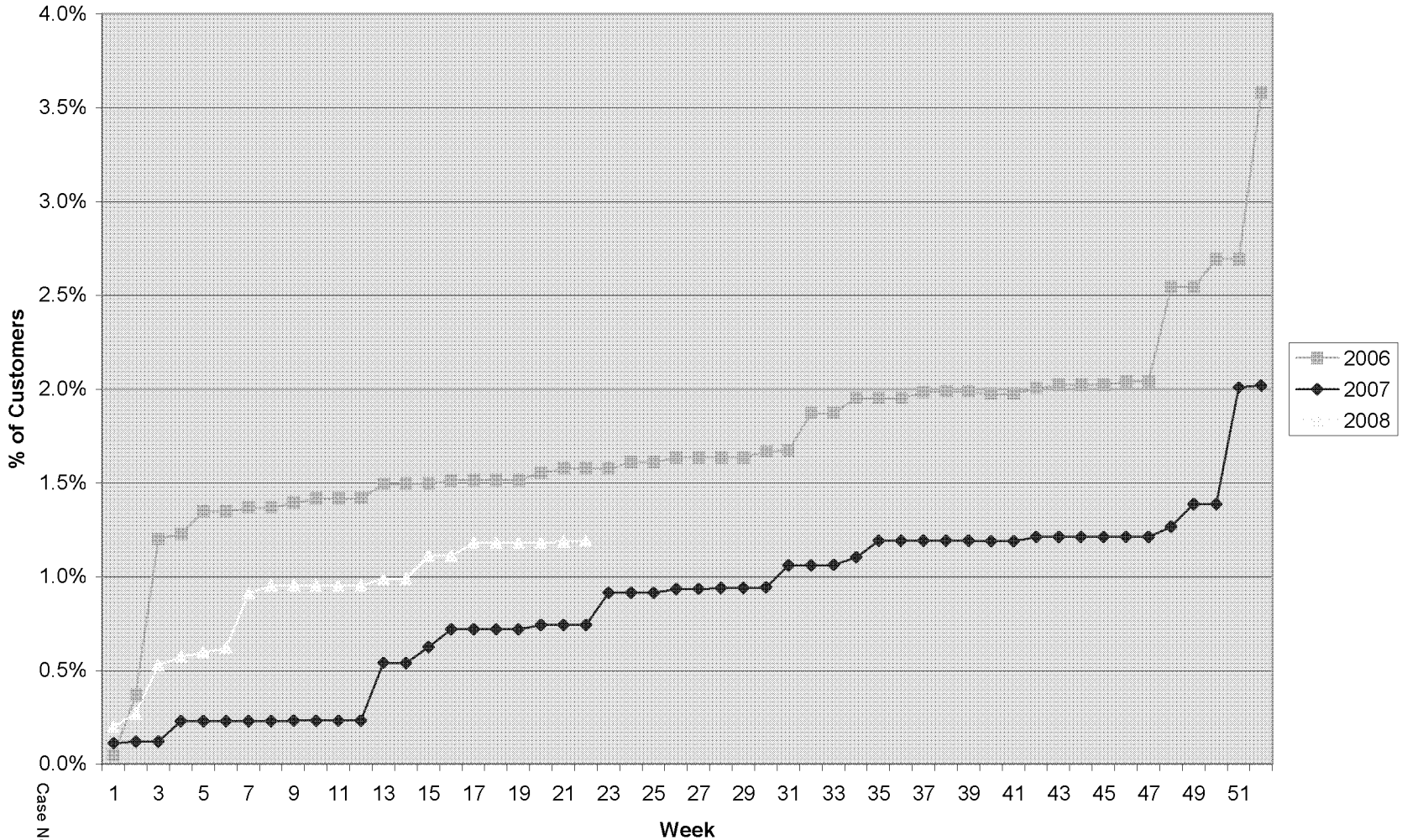

Exhibit No. 10
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