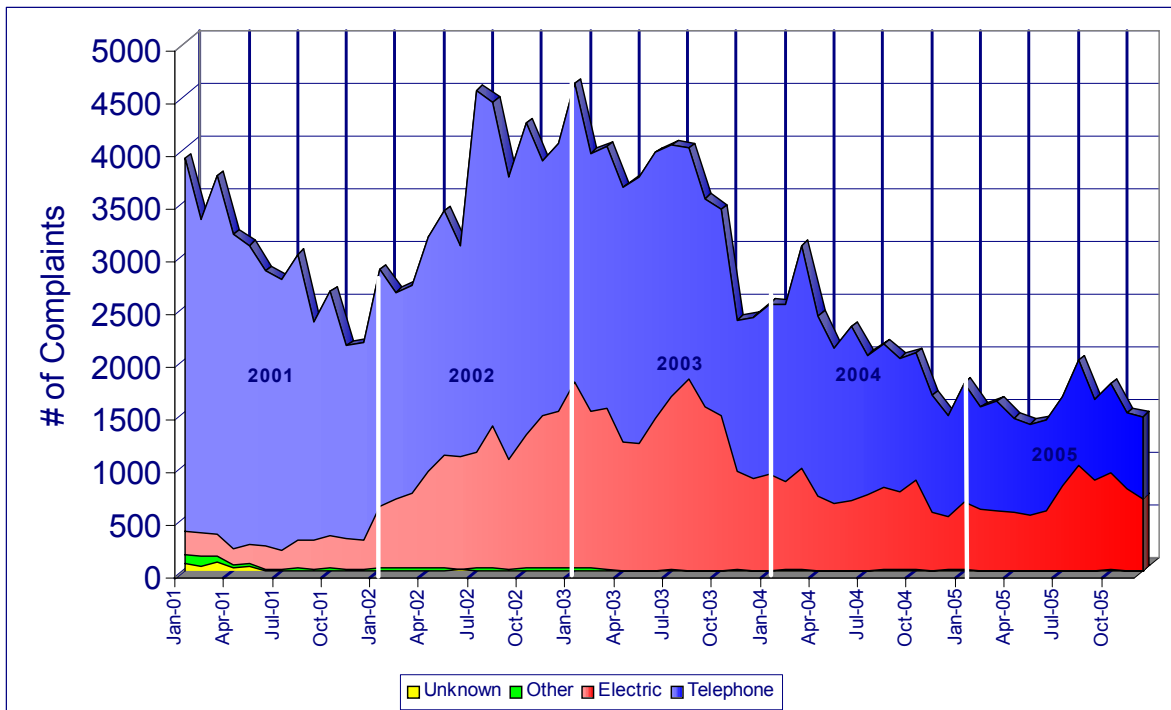


# The 2005 Year End Scorecard

## Summary of Complaints Received by the PUCT in 2005

Calendar year 2005, which marked the fourth full year of electric competition in Texas, saw a decrease in the total volume of complaints received by the PUCT regarding electric service. According to complaint data obtained from the Public Utility Commission of Texas, electric complaints in 2005 dropped more than 4% from the volumes experienced in 2004.

The 2005 Year End Scorecard provides an in depth look at complaint, enforcement and competition statistics and what they reveal about the state of the Texas retail electric market in 2005.

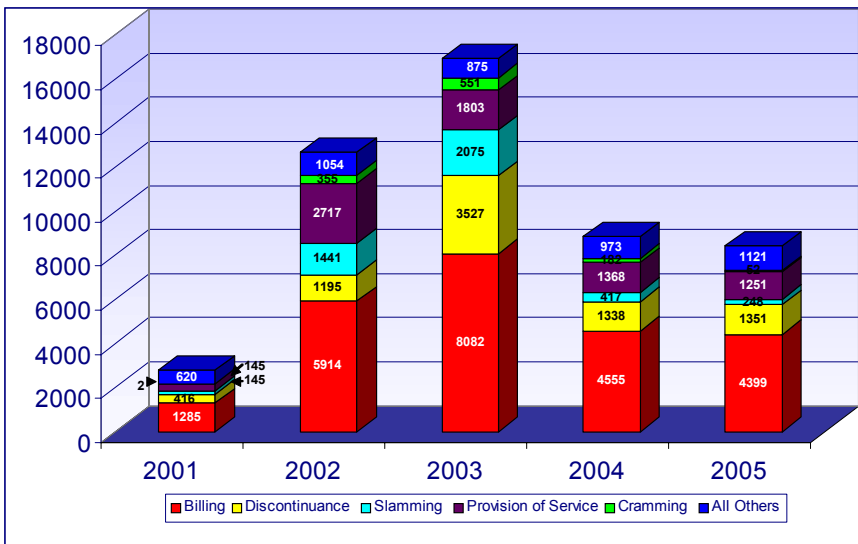


Calendar Year	Unknown	Other	Electric	Telephone	Grand Total
2001	268	431	2,783	31,668	35,150
2002	32	265	12,676	29,781	42,754
2003		113	16,913	26,654	43,680
2004		102	8,833	17,423	26,358
2005		66	8,422	10,705	19,193

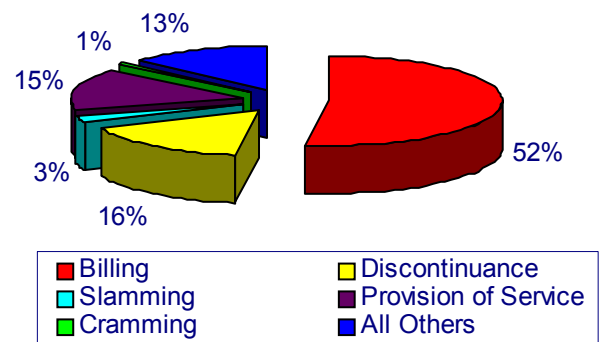
# Summary of Electric Complaints Received by the PUCT by Complaint Category

Complaints by Category		Calendar Year					2005											
Primary Category	Subcategory	2001	2002	2003	2004	2005	REP	TDU	IOU	COOP	SBM	MUNI	UNK	AGG	TELEM	G&T	Grand Total	
Billing	Billing	1046	5441	3309	2	1	1										1	
	Deposits/Refunds	66	287	390	224	230	218	5	4	2		1					230	
	Docket/Projects/Tariffs	35	17	1														
	No Bill Received			318	113	57	55	1			1							57
	Rates/Charges	138	169	4056	4211	4101	3832	95	70	47	11	4	33	7	2			4101
	State Program & Fees			8	5	10	10											10
<b>Billing Total</b>		<b>1285</b>	<b>5914</b>	<b>8082</b>	<b>4555</b>	<b>4399</b>	<b>4116</b>	<b>101</b>	<b>74</b>	<b>49</b>	<b>12</b>	<b>5</b>	<b>33</b>	<b>7</b>	<b>2</b>		<b>4399</b>	
Commission Total			1															
Cramming Total		2	355	551	182	52	50	1				1					52	
<b>Discontinuation Total</b>		<b>416</b>	<b>1195</b>	<b>3527</b>	<b>1338</b>	<b>1351</b>	<b>1267</b>	<b>15</b>	<b>33</b>	<b>17</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>1351</b>	
LiteUp	Application Assistance					1												
	Application Not Received					1												
	Application Recertification					5												
	Approved No discount on bill					5												
	Customer Service					5												
	Rejection Disagree					5												
	Rejection Not Matching					2												
<b>LiteUp Total</b>					<b>24</b>													
<b>Meters Total</b>		<b>54</b>	<b>124</b>	<b>257</b>	<b>446</b>	<b>548</b>	<b>16</b>	<b>521</b>	<b>4</b>	<b>6</b>			<b>1</b>				<b>548</b>	
<b>Misc Total</b>		<b>163</b>	<b>208</b>	<b>12</b>														
Mis-Coded	Local Telephone Service		84															
	Local Telephone-Billing	1	2															
	Local Telephone-Customer Serv		5															
	Local Telephone-Discontinuation		1															
	Local Telephone-Quality of Serv	2	1															
	Local Telephone-Quality of Serv-Inadequate repa	1																
	Local Telephone-Rates/Charges		1															
Local Telephone-Service Provisi		2																
<b>Mis-Coded Total</b>		<b>4</b>	<b>96</b>															
Non-Juris	Co-op		57	2	14	38											1	38
	Damage Claims	33	48	61	31	35	16	10	6	2							1	35
	Easements		1	3	5	2				2								2
	Misc			19														
	Municipal Utilities	63	69	64	65	51		1	2			48						51
<b>Non-Juris Total</b>		<b>96</b>	<b>175</b>	<b>149</b>	<b>115</b>	<b>126</b>	<b>16</b>	<b>11</b>	<b>8</b>	<b>40</b>		<b>48</b>	<b>1</b>				<b>2</b>	<b>126</b>
<b>Non-Utility Total</b>				<b>21</b>	<b>6</b>	<b>27</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>21</b>	<b>2</b>					<b>27</b>	
Provision of Service	Customer Service	157	1327	1318	1239	1113	972	92	18	25		1	4	1				1113
	Fraud/Deception	13	615	216	14													
	Provision of Service	47	593	103		2	2											2
	Refusal of Service	98	182	166	115	136	107	13	13	3								136
<b>Provision of Service Total</b>		<b>315</b>	<b>2717</b>	<b>1803</b>	<b>1368</b>	<b>1251</b>	<b>1081</b>	<b>105</b>	<b>31</b>	<b>28</b>		<b>1</b>	<b>4</b>	<b>1</b>			<b>1251</b>	
Quality of Service	Outages	158	86	156	233	223	12	191	11	9								223
	Quality of Service	77	216	134	81	94	19	63	6	6								94
<b>Quality of Service Total</b>		<b>235</b>	<b>302</b>	<b>290</b>	<b>314</b>	<b>317</b>	<b>31</b>	<b>254</b>	<b>17</b>	<b>15</b>							<b>317</b>	
<b>Slamming Total</b>		<b>145</b>	<b>1441</b>	<b>2075</b>	<b>417</b>	<b>248</b>	<b>241</b>	<b>1</b>	<b>1</b>								<b>248</b>	
Submetering	Submetering	55	64	103	60	81					78		1	2				81
	Submetering-	3																
	Submetering-RV Parks	3	4															
<b>Submetering Total</b>		<b>61</b>	<b>68</b>	<b>103</b>	<b>60</b>	<b>81</b>					<b>78</b>		<b>1</b>	<b>2</b>			<b>81</b>	
Telemarketing	ADAD - No Call			1														
	Electric Solicitation - No Call		3	22	4	9	7						2					9
	Solicit - No Call			9	1	6	4						1					6
	Telephone Solicitation/ADAD		30	2	3	7	6						1					7
<b>Telemarketing Total</b>		<b>33</b>	<b>34</b>	<b>8</b>	<b>22</b>	<b>17</b>	<b>17</b>					<b>4</b>					<b>22</b>	
<b>Unknown Total</b>		<b>7</b>	<b>47</b>	<b>9</b>														
<b>Grand Total</b>		<b>2783</b>	<b>12676</b>	<b>16913</b>	<b>8833</b>	<b>8422</b>	<b>6836</b>	<b>1010</b>	<b>168</b>	<b>156</b>	<b>105</b>	<b>76</b>	<b>51</b>	<b>15</b>	<b>3</b>	<b>2</b>	<b>8422</b>	

See Table Notes on Page 3



2005 Complaints by Category



## Electric Complaints Received by the PUCT by Entity Type

Entity Type	2001	2002	2003	2004	2005
REP	2124	11899	16101	7410	6836
TDU	300	465	369	927	1010
COOP	172	149	108	152	156
SBM	59	73	130	75	105
MUNI	68	80	67	65	76
UNK	26	8	133	77	51
IOU				117	168
PUC*	34	2			
AGG			4	7	15
COMPA				3	
TELEM					3
G&T			1		2
<b>Grand Total</b>	<b>2783</b>	<b>12676</b>	<b>16913</b>	<b>8833</b>	<b>8422</b>

**M**ost entities saw their complaint volumes decrease in 2005. As shown in the table to the left, complaints related to retail electric service (REP) accounted for approximately 81% of electric complaints in 2005. Complaints related to TDU functions did increase in 2005. This increase is largely attributable to better identification and assignment of customer complaints to the party responsible for customer action.

\* The commission occasionally receives complaints directed at decisions it has made related to electric service. As a result, it appears as an "entity" against whom electric complaints are filed.

### Table Notes (pages 2 and 3):

For calendar years 2001 and 2002, complaint categories for the formerly integrated utilities were reviewed and assigned as either REP entity complaint or a TDU entity complaints, unless it was clear the complaint was against some other entity type (i.e. municipal utility, cooperative, etc.) TDU complaints in those years included only the following complaint categories since they related directly to functions performed by the TDU: Damage Claims; Easements; Meters (except Meter Tampering); and Quality of Service.

Since 2002, the PUCT assigned the TDU entity designation to more appropriately reflect complaints against these entities. As such no reassignment of complaints has been necessary.

Submetering complaints are typically filed against the apartment complex or RV park and have been summarized into this entity type for simplification. Complaints against COMPA reflect complaints related to the Low Income Discount Administrator.

### Abbreviations:

REP - Retail Electric Provider (both competitive and non-competitive areas)

TDU - Transmission & Distribution Utility

AGG - Aggregators

SBM - Submetering Complaints

UNK - Unknown

IOU - Investor Owned Utility

COOP - Electric Cooperatives

MUNI - Municipal Utilities

G&T - Generation & Transmission Cooperatives

COMPA - Other Company (LiteUp Administrator)

## Disposition of Electric Complaints Received by PUCT in 2005 By Entity

Entity Summary	(B) Received in 2005	Closed					(H) Pending at End of 2005	% Investigated (F)/(G)	2005 Violation Rate (E)/(F)
		(C) No Investigation Req'd	Investigation Required			(G) Total Closed			
			(D) No Violation	(E) Rule Violation	(F) Total Investigations Closed				
AGG	15	8	5	2	7	15	46.67%	28.57%	
COOP	156	7	144	1	145	152	95.39%	0.69%	
G&T	2	1	1		1	2	50.00%		
IOU	168	41	111	2	113	154	73.38%	1.77%	
MUNI	76	46	30		30	75	40.00%		
REP	6,836	1,657	4,519	302	4,821	6,478	74.42%	6.26%	
SBM	105	26	25	47	72	98	73.47%	65.28%	
TDU	1,010	45	894	18	912	957	95.30%	1.97%	
TELEM	3	3				1			
UNK	51	49	2		2	51	3.92%		
<b>TOTAL</b>	<b>8,422</b>	<b>1,883</b>	<b>5,731</b>	<b>372</b>	<b>6,103</b>	<b>7,983</b>	<b>76.45%</b>	<b>6.10%</b>	