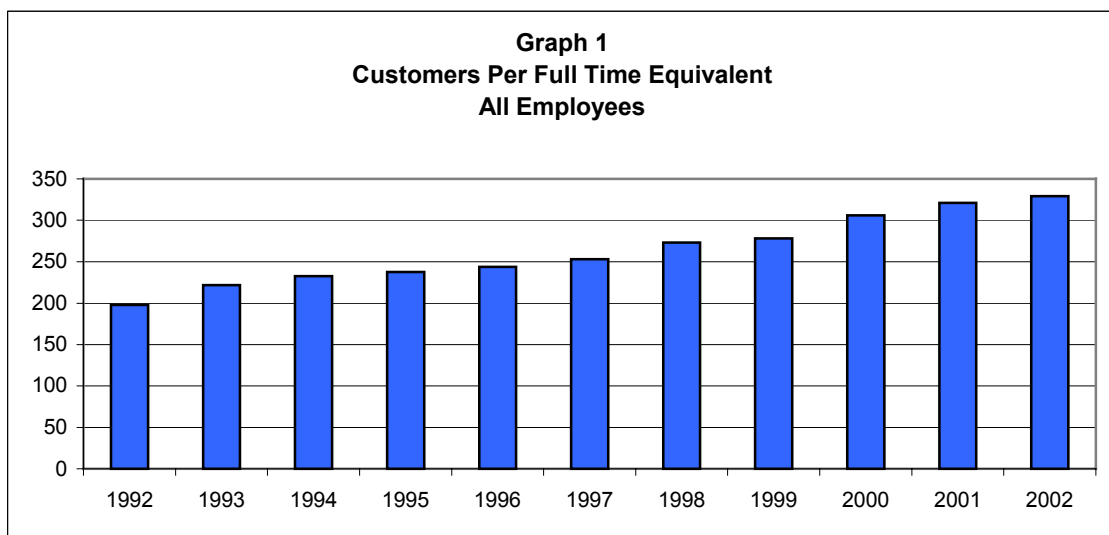


Requests for Information

1 **Q. On a bar graph, similar to the bar graph found on page 49 in the 2003 General Rate**
2 **Application, please provide the average number of customers for full time**
3 **equivalent employee for the period 1992 to 2002. Please provide a corresponding**
4 **table.**

5
6 A. Graph 1 below indicates the ratio of customers to full-time equivalent (FTE) employees
7 for the period 1992 to 2002.
8
9



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11
12 Table 1 on page 2 of 2 summarizes the number of customers and the number of FTE
13 employees for the period 1992 to 2002. FTE information is broken down between
14 regular and temporary employees for the period 1995 to 2002. A breakdown between
15 regular and temporary FTEs for the period prior to 1995 is not readily available.

1

Table 1 Customers and Full-Time Equivalents (FTEs) 1992 – 2002				
Year	Customer Accounts	Regular Employee (FTEs)	Temporary Employee (FTEs)	Total Employee (FTEs)
1992	198,936	na	na	1,004
1993	201,628	na	na	910
1994	204,900	na	na	879
1995	206,674	771	97	868
1996	208,796	767	89	856
1997	210,686	726	106	832
1998	212,110	705	71	776
1999	213,641	703	65	768
2000	215,210	656	48	704
2001	216,879	626	49	675
2002	219,072	610	56	666

2