

1 **Q. In reference to the evidence of Earl Ludlow, page 43, line 13, please provide the**
2 **number of calls using the automatic account balance feature for the years 1998 to**
3 **current and forecast.**

4
5 A. Table 1 below provides the total number of calls handled by the automatic account
6 balance feature annually over the period from 1998 to 2002.
7

Table 1 Automatic Account Balance Calls 1998-2002	
Year	Number of Calls
1998	4,810
1999	78,900
2000	115,819
2001	136,037
2002	140,531

8
9 The Company does not formally forecast the number of calls it expects to receive in
10 future years. However, based on the trend evident in Table 1 above, the Company
11 anticipates that automatic account balance calls in 2003 will exceed 140,000.