

1 **Q. In reference to the evidence of Earl Ludlow, page 45, line 21, please provide a**
2 **summary of the nature of the 3500 electronic mail inquiries to the Company in 2001**
3 **by category.**

4
5 A. Table 1 provides the reasons for the 3,500 electronic mail inquiries to the Company in
6 2001.
7

Table 1 Electronic Mail Inquiries 2001	
Inquiry Type	Number
Change Account Information	341
Comment Card	158
Contact Us	852
Final Read Request	5
Name Change Request	9
Payment Options	564
Submit a Meter Reading	164
Report a Street Light Problem	10
Supplier Information	57
Survey	114
General Inquiries ¹	627
Other ¹	680
Total Inquiries	3,581

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10 ¹ “General Inquiries” and “Other” include payment arrangement inquiries, energy usage inquiries, meter
11 reading inquiries, questions about heating systems and energy programs, as well as comments on the
Company’s website.