

1 **Q. Please provide an up-to-date summary of the electronic mail inquiries (sic) to the**  
2 **Company in 2002.**

3  
4 A. Table 1 below provides a summary of electronic mail inquiries to the end of December  
5 2002.  
6

<b>Table 1</b>	
<b>Electronic Mail Inquiries</b>	
<b>Inquiry Type</b>	<b>Number</b>
Change Account Information	1,152
Comment Card	84
Contact Us	697
Final Read Request	132
Name Change Request	163
Payment Options	1,089
Submit a Meter Reading	258
Report a Street Light Problem	203
Supplier Information	50
Survey	2
General Inquiries <sup>1</sup>	755
Other <sup>1</sup>	1,011
<b>Total</b>	<b>5,596</b>

7  
8 <sup>1</sup> "General Inquiries" and "Other" include payment arrangement inquiries, energy usage inquiries, meter  
9 reading inquiries, questions about heating systems and energy programs, as well as comments on the  
10 Company's website.  
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