

MAY 4, 2015

TO

Ed Murray, Mayor
Seattle City Council

FROM

Jorge Carrasco, General Manager and CEO


SUBJECT

Financial Update – March 2015

This memo provides an analysis of Seattle City Light's financial condition and operating results through March 31, 2015. The attached Income Statement Analysis, which is summarized in the table below, provides a summary of how City Light performed year-to-date in 2015 compared to the same period the previous year and the 2015 Financial Plan. In addition, we have provided a forecast of City Light's financial results through December 2015 compared to the 2015 Financial Plan. The 2015 Financial Plan is based on the revenue and expense projections included in the adopted budget for 2015.

FINANCIAL HIGHLIGHTS
March 31, 2015

\$ in millions	YTD Actuals		YTD	Full Year 2015		Forecast Change from Prior Month
	2015	2014	Plan	Forecast	Plan	
Retail Power Revenues ⁽¹⁾	\$ 202.9	\$ 205.0	\$ 211.9	\$ 766.8	\$ 775.8	\$ (4.9)
Wholesale Energy Sales (net) ⁽²⁾	\$ 36.1	\$ 22.7	\$ 19.5	\$ 67.6	\$ 65.0	\$ 7.7
Power O&M (net)	\$ (74.3)	\$ (79.3)	\$ (80.9)	\$ (265.0)	\$ (271.9)	\$ 4.1
Non Power O&M (net)	\$ (51.1)	\$ (49.0)	\$ (50.3)	\$ (218.2)	\$ (223.0)	\$ 3.1
RSA Transfers (net) ⁽³⁾	\$ (18.9)	\$ 2.0	\$ (0.3)	\$ (5.9)	\$ (1.3)	\$ (8.0)
Taxes, Depreciation & Other	\$ (58.5)	\$ (58.5)	\$ (60.1)	\$ (209.7)	\$ (214.8)	\$ 2.6
Net Income	\$ 36.3	\$ 42.8	\$ 39.9	\$ 135.6	\$ 129.8	\$ 4.6
Operating Cash	\$ 73.5	\$ 159.9	\$ 103.3	\$ 158.9	\$ 179.4	\$ (27.7)
Construction Account - Restricted	\$ 49.0	\$ 2.1	\$ 20.6	\$ 55.4	\$ 16.2	\$ 37.8
Rate Stabilization Account	\$ 133.2	\$ 107.9	\$ 114.6	\$ 120.3	\$ 115.6	\$ 8.0
Bond Reserve	\$ 58.0	\$ 46.9	\$ 57.9	\$ 74.0	\$ 79.9	\$ (5.9)
Other Restricted Assets	\$ 29.1	\$ 29.0	\$ 29.4	\$ 15.9	\$ 16.4	\$ (0.5)
Total Cash	\$ 342.7	\$ 345.8	\$ 325.8	\$ 424.6	\$ 407.5	\$ 11.7
Debt Coverage Ratio	n/a	n/a	n/a	1.80	1.80	0.02
Debt to Capitalization Ratio	58.5%	60.2%	58.2%	59.6%	59.6%	0.0%

(1) Retail power revenues include revenues such as Green Power Program and power factor charges.

(2) Revenue from wholesale sales, before booked out long term purchases.

(3) Transfers from the RSA less transfers to the RSA.

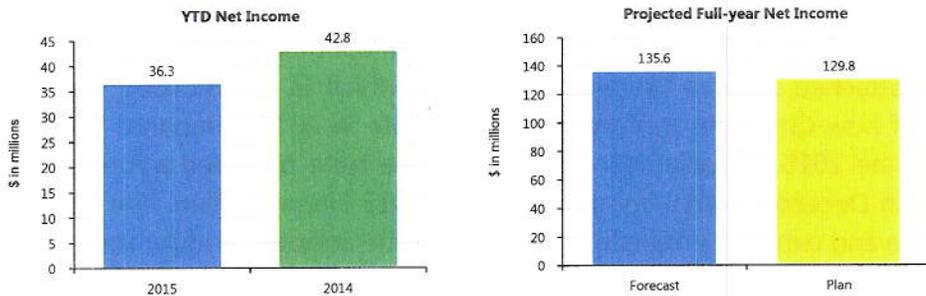
YEAR-TO-DATE NET INCOME, RELATIVE TO 2014

As indicated in the table on the previous page and in the charts below, net income for the period ending March 31, 2015 was \$36.3 million, which is \$6.5 million or 15.2% unfavorable compared to the same time period in 2014. The unfavorable variance was driven by the following factors:

1. A decline in retail power revenues due primarily to unseasonably warm weather in early 2015, partially offset by the 4.2% system average rate increase effective January 1, 2015.
2. A lower RSA Baseline in 2015 vs. 2014 (\$65M vs \$85M) led to less NWR revenue being recognized after RSA transfers.

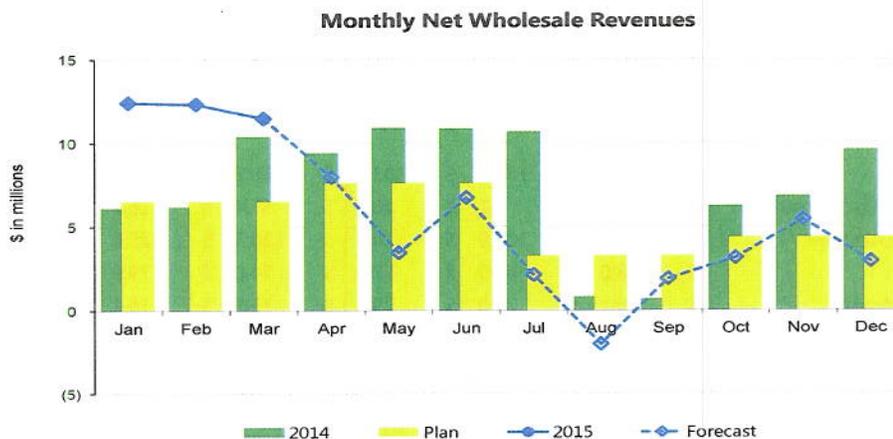
PROJECTED YEAR-END NET INCOME, RELATIVE TO PLAN

Projected net income for 2015 is \$135.6 million, which is \$5.8 million or 4.5% favorable compared to the 2015 Financial Plan of \$129.8 million. The variance is driven by lower tax expenses and lower non-power O&M costs due to higher than planned vacancy rate, a higher capital loading rate and decreased 1st quarter generation maintenance costs. Additionally, forecasted interest income is higher than planned due to an unexpected \$1.1 million favorable fair value adjustment in March.



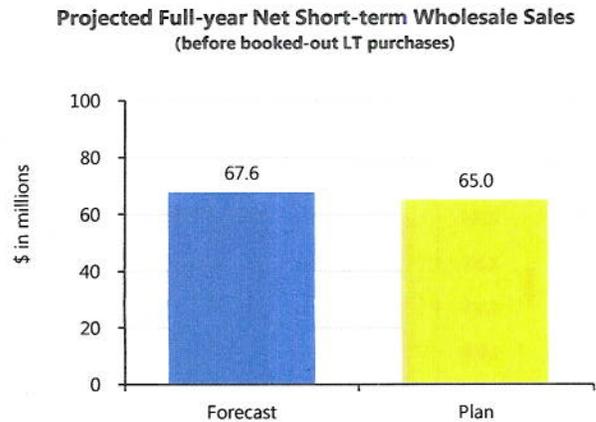
NET SHORT-TERM WHOLESALE ENERGY

March net wholesale revenues were \$11.5 million, up \$1.1 million or 10.3% from the prior year due primarily to higher volumes driven by warmer than normal weather which accelerated snow melt.

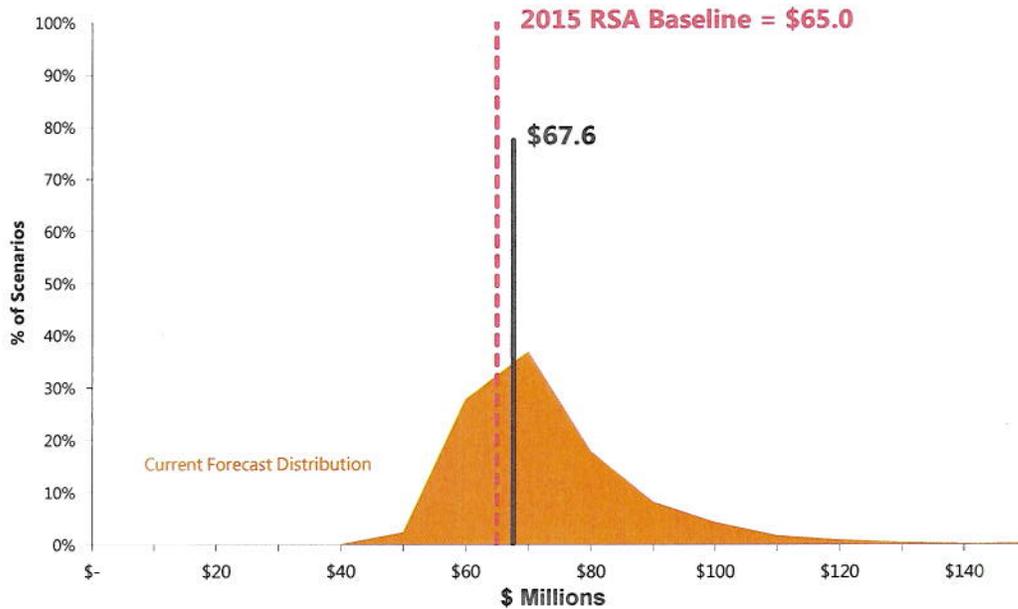


March 2015 year-to-date net wholesale revenues of \$36.1 million increased \$13.4 million or 59% from 2014. The favorable variance was due to a 137% increase in volume resulting from the warmer weather. The volume increase was offset somewhat by a 43% lower average sales price.

The current estimate for full-year 2015 net wholesale revenue is \$67.6 million, which is \$2.6 million or 4.0% higher than the 2015 RSA Baseline of \$65.0 million. The projections for net short-term wholesale energy sales change weekly due to changes in water conditions, economic factors such as the price of natural gas, system load and the availability of surplus energy for resale.



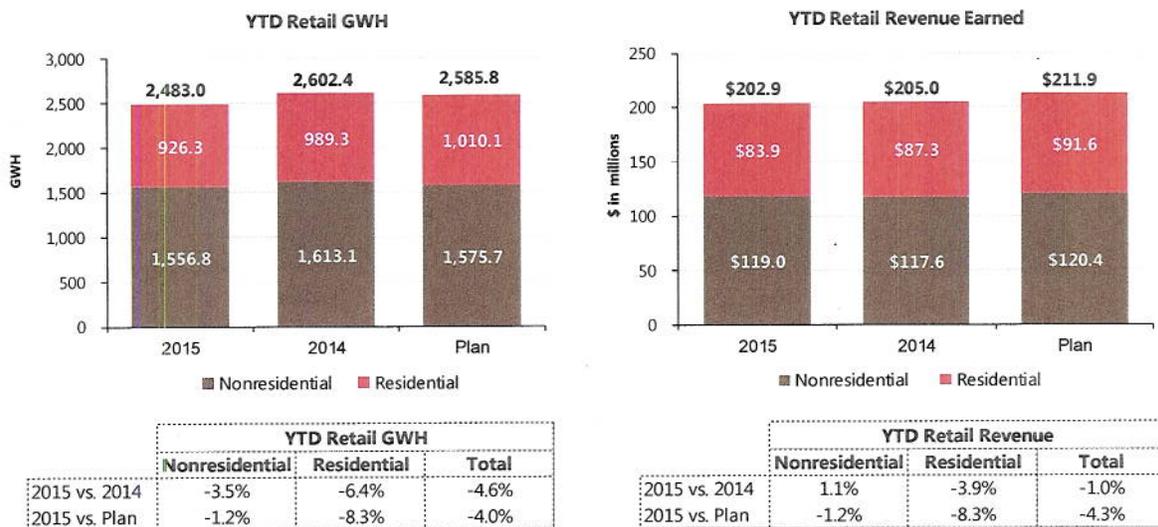
2015 Annual Net Wholesale Revenue Forecast
(\$ in millions)



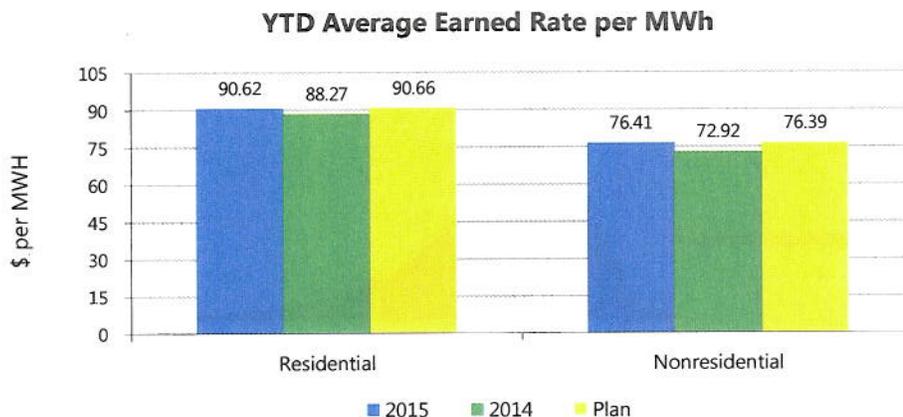
RETAIL POWER REVENUES

Year-to-date total load was lower than planned by 103 GWh, or 4.0%. Excluding the impact of the record warm weather in early 2015 (less heating load), total load variance to Plan would have been favorable by 17 GWh, or 0.6%. The weather similarly impacted year-to-date retail revenue, which was lower than planned by \$9.1 million, or 4.3%.

Year-to-date total load was lower compared to the prior year by 119 GWh, or 4.6%. This variance was also driven by the unseasonably warm weather in early 2015. Year-to-date retail revenue was slightly lower compared to the prior year with the unfavorable weather impact being partially offset by the 4.2% system average rate increase effective January 1, 2015.

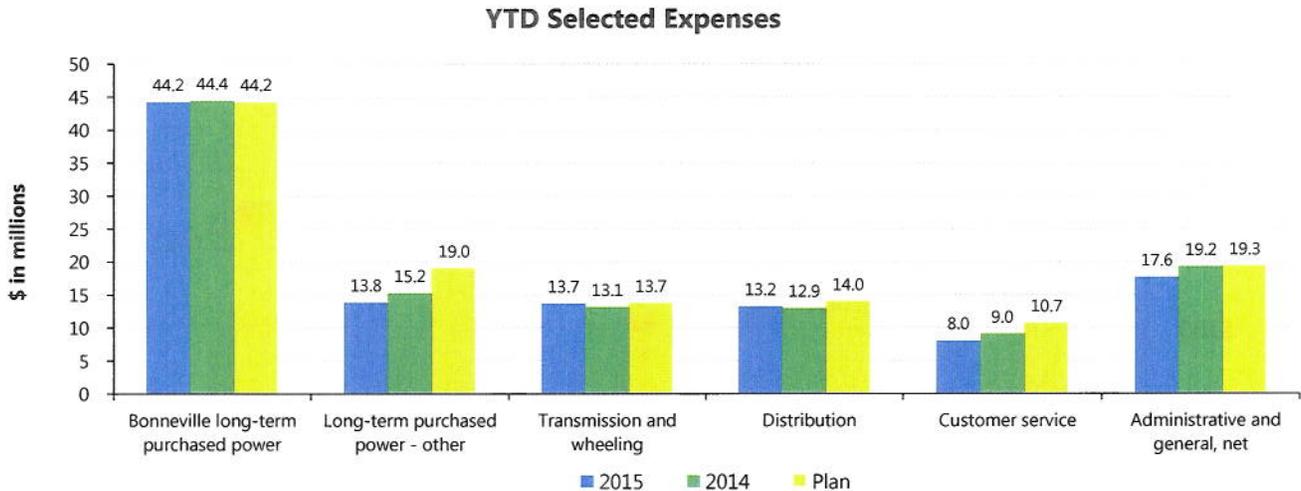


The actual average earned rate per MWh for residential and nonresidential customers is different from what was expected in the 2015 Plan due to slight differences in assumed versus actual patterns of consumption.



DATA FOR SELECTED ACCOUNTS

The following chart presents year-to-date 2015 data for major components of City Light’s operating expenses excluding wholesale power transactions. These expenses can fluctuate month to month compared to the previous year for a number of reasons including work scheduling and accounting adjustments. Major or noteworthy differences from 2014 are detailed below.

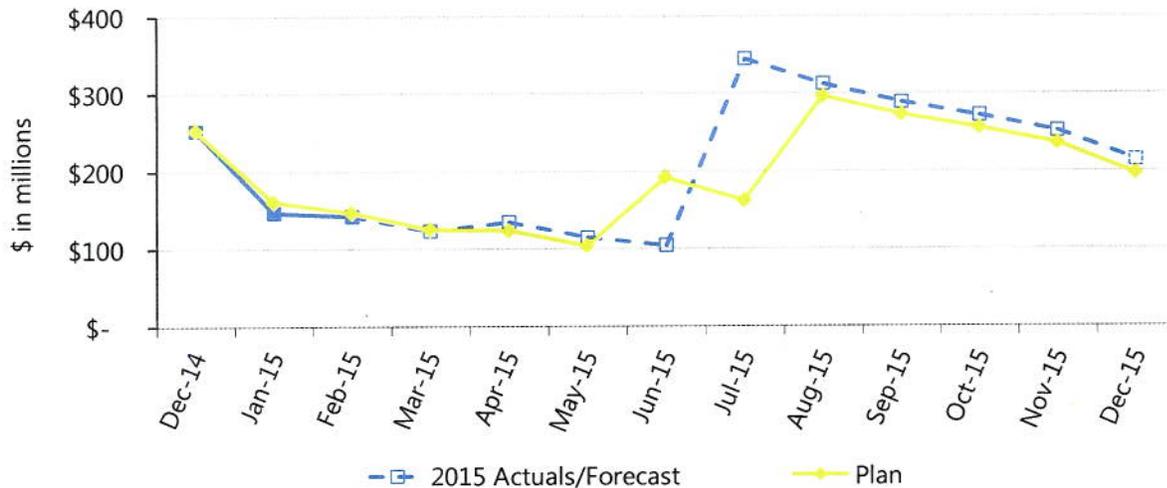


- Bonneville expenses: The \$0.2 million favorable year-over-year variance was driven by a \$1.3 million increase in the Slice true-up credit recorded in January, partially offset by an increase of \$1.0 million in Block load shaping.
- Long-term purchased power: The \$1.4 million favorable year-over-year variance was due primarily to lower fair value recording of energy exchanges and lower booked out long term purchases. Both variances were driven by lower prices.
- Transmission and wheeling expenses: The \$0.6 million unfavorable year-over-year variance is due to increases in maintenance and BPA wheeling costs.
- Distribution costs: The \$0.3 million unfavorable year-over-year variance represents a 2% increase over 2014. The year-to-date variance remains favorable when compared to the financial plan.
- Customer service expenses: The \$1.0 million favorable year-over-year variance resulted from a decline in customer assistance and collection expenses.
- Administrative and general expenses: The \$1.6 million favorable year-over-year variance was due primarily to an increase in the overhead rate applied to capital projects effective July 2014.

CASH POSITION

As of March 31, 2015, City Light's operating plus construction account cash balance was \$122.4 million, just slightly below the 2015 Financial Plan of \$123.8 million. The 2015 forecasted year-end balance of operating and construction account cash is \$214.3 million, which is \$18.7 million or 9.6% above the 2015 Financial Plan of \$195.6 million.

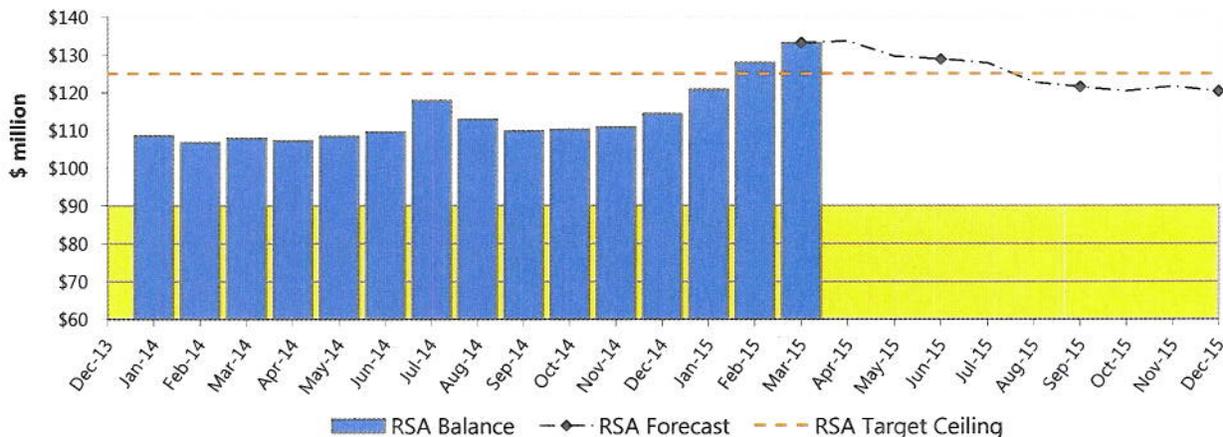
Operating and Construction Account Cash Balances
(Excludes Rate Stabilization Account)



RSA POSITION

The cash balance in the rate stabilization account was \$133.2 million as of March 31, 2015, which is \$8.2 million above the \$125 million RSA target ceiling. Ordinance 123260 of 2010 required the Council to take action to reduce the RSA balance to \$125 million whenever it exceeded that amount. Ordinance 124752, passed by the Council on April 13, 2015, postponed the effective date of that requirement to January 1, 2016. The balance is expected to drop below the RSA target ceiling by August 2015 and then remain below it for the remainder of 2015. Neither a refund nor a surcharge is currently forecasted for 2015.

Rate Stabilization Account



2015 BUDGET

As of March 2015, City Light is projecting that overall it will be within its budget authority through year-end 2015. The Department has spent 35% of the overall O&M budget (O&M budget includes Non-Power O&M expenses, Purchased Power, Taxes and Debt Service) through March. At this point in the year we would normally expect to have spent 25% of the annual budget, but carry forward encumbrances overstate the spending in the 1st Quarter. City Light’s spending on the Capital program through March is approximately 83% of the 2015 year to date forecast. City Light anticipates that the accomplishment rate will be 92% by year-end.

DEBT-TO-CAPITALIZATION

As of March 31, 2015, City Light’s debt-to-capitalization ratio was 58.5%, a decrease from 60.2% reported this time last year and from 59.8% reported at December 31, 2014. Based on the revised forecast, the 2015 year-end debt-to-capitalization ratio is now expected to be 59.6%, which is consistent with the 2015 Plan.

COMPLIANCE

Attached for your information is the City Light Risk Oversight Status Report as of April 1, 2015, which conveys City Light’s compliance with risk policies and standards at that point in time.

PERFORMANCE METRICS

In addition to the financial information included above, we have provided a report on performance metrics for Distribution Operations, Vegetation Management, Safety and Human Resources, Power Resources and Customer Care. The updated Performance Metrics Report for March 31, 2015, with 2014 data included for comparison, is attached.

Attachments

**Net Income Variance Analysis
March 2015**

Variance Year-to-Date 2015 Compared to 2014 Actuals: -\$6.5 million or -15.2%

Major components (\$ in millions):

\$42.8	Net Income YTD through March 31, 2014
\$13.6	Higher net wholesale energy sales due to earlier snow melt and rain caused by warmer temperatures January through March y-t-d
(\$20.9)	Higher transfers to RSA year-to-date due to wholesale revenues greater than budget y-t-d, also due to the warmer temperatures
\$3.2	Lower other power-related purchases, net
(\$2.7)	Higher generation expense due primarily to invoices paid one month earlier than previous year
\$2.0	Higher capital and noncapital grants
(\$2.8)	Higher depreciation and amortization
\$1.0	Lower interest expense
\$0.1	Other (net)
\$36.3	Net Income YTD through March 31, 2015

Variance 2015 Revised Forecast Compared to Financial Plan: \$5.8 million or 4.5%

Major components (\$ in millions):

\$129.8	Net Income through December 31, 2015 - Financial Plan
(\$9.0)	Lower retail revenues than plan
(\$4.6)	Higher transfers to RSA
\$0.9	Lower other power-related purchases, net
\$1.5	Higher investment income
\$2.7	Lower customer service
\$3.0	Lower generation
\$1.0	Lower estimated interest expense
\$4.4	Lower taxes due to estimated conservation incentive credits of \$3.0 million
\$5.9	Other (net)
\$135.6	Net Income YTD through December 31, 2015 - Revised Forecast

Line No.	Condensed Statements of Revenues, Expenses and Changes in Net Position	Year-to-date			Year Ending December 31, 2015		
		[A] Actuals	[B] Actuals	[A - B] Actuals to Actuals Variance	[C] 2015 Revised Forecast	[D] 2015 Financial Plan	[C - D] Variance
2	Unaudited						
3	In millions	March 31, 2015	March 31, 2014				
4	Operating Revenues						
5	Retail power revenues	\$ 202.9	\$ 205.0	\$ (2.1)	\$ 766.8	\$ 775.8	\$ (9.0)
6	Short-term wholesale power revenues, net (lines 40 + 43)	36.3	24.8	11.5	74.1	83.5	(9.4)
7	Power-related revenues - other	4.7	8.3	(3.6)	38.8	42.1	(3.3)
8	Transfers from/(to) rate stabilization account	(18.9)	2.0	(20.9)	(5.9)	(1.3)	(4.6)
9	Other revenues	3.9	4.1	(0.2)	23.2	25.7	(2.5)
10	Total operating revenues	228.9	244.2	(15.3)	897.0	926.0	(28.8)
11	Operating Expenses						
12	Generation	9.4	6.7	2.7	36.9	39.9	(3.0)
13	Bonneville long-term purchased power	44.2	44.4	(0.2)	155.2	155.2	0.0
14	Long-term purchased power - other	13.8	15.2	(1.4)	62.7	67.8	(5.1)
15	Short-term wholesale power purchases	1.4	4.0	(2.6)	11.5	23.5	(12.0)
16	Power-related wholesale purchases - other	3.6	10.4	(6.8)	12.5	16.7	(4.2)
17	Other power costs	2.4	2.7	(0.3)	14.5	15.3	(0.8)
18	Transmission and wheeling	13.7	13.1	0.6	53.9	54.0	(0.1)
19	Distribution	13.2	12.9	0.3	61.9	62.6	(0.7)
20	Customer service	8.0	9.0	(1.0)	40.8	43.5	(2.7)
21	Conservation	6.7	5.2	1.5	28.0	27.2	0.8
22	Administrative and general, net	17.6	19.2	(1.6)	73.8	75.5	(1.7)
23	Taxes	23.2	23.8	(0.6)	85.2	89.6	(4.4)
24	Depreciation and amortization	27.9	25.1	2.8	112.4	112.7	(0.3)
25	Total operating expenses	185.1	191.7	(6.6)	749.4	783.6	(34.2)
26							
27	Net Operating Income	43.8	52.5	(8.7)	147.6	142.3	5.4
28							
29	Other Deductions, Net						
30	Investment Income	2.7	2.5	0.2	8.1	6.6	1.5
31	Other income (expense), net	1.2	2.3	(1.1)	23.7	23.8	(0.1)
32	Interest expense	(18.8)	(19.8)	1.0	(80.2)	(81.2)	1.0
33	Noncapital grants	0.5	(1.3)	1.8	4.2	5.0	(0.8)
34	Capital contributions	6.8	6.7	0.1	30.6	31.5	(0.9)
35	Capital grants	0.1	(0.1)	0.2	1.6	1.9	(0.3)
36	Total other deductions, net	(7.5)	(9.7)	2.2	(12.0)	(12.5)	0.4
37							
38	Change in Net Position	\$ 36.3	\$ 42.8	\$ (6.5)	\$ 135.6	\$ 129.8	\$ 5.8
39	Note A:						
40	Short-term wholesale energy sales, gross	37.6	26.6	11.0	79.1	88.5	(9.4)
41	Short-term wholesale energy purchases	(1.4)	(4.0)	2.6	(11.5)	(23.5)	12.0
42	Net ST wholesale sales before booked-out LT purchases	36.2	22.6	13.6	67.6	65.0	2.6
43	Booked-out long term purchases	(1.3)	(1.8)	0.5	(5.0)	(5.0)	0.0
44	Net short-term wholesale energy sales	34.9	20.8	14.1	62.6	60.0	2.6
45	Note B:						
46	Power-related revenues, net (line 7 minus line 16)	1.1	(2.1)	3.2	26.3	25.4	0.9



Seattle City Light Risk Oversight Status Report As of April 1, 2015

Summary

	5 Year Average	2015 Average	% of 5 Year Average
SCL Hydro Generation	1,099 MW	1,107 MW	101%
Market Prices (Peak Hours)	\$32.67	\$25.71	79%

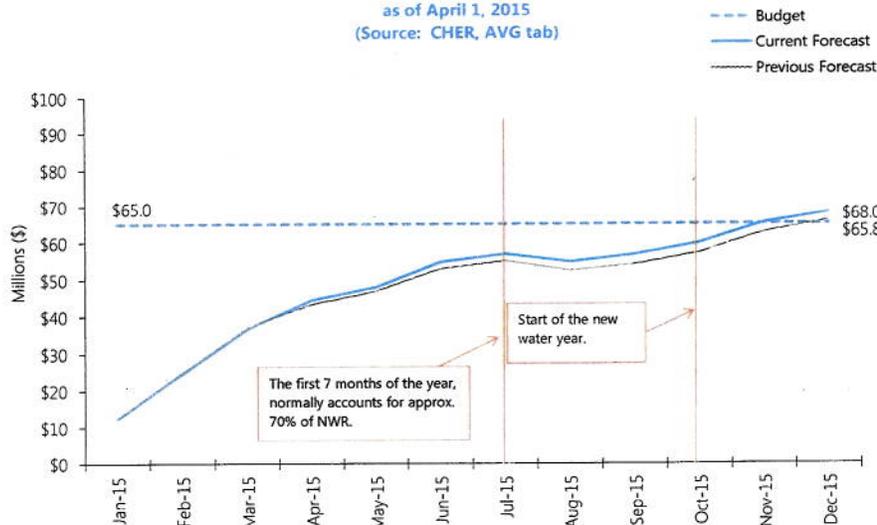
SCL Hydro Generation: This shows the total average generation per hour for Seattle City Light’s three major hydroelectric resources (Skagit, Boundary, and BPA Slice). For the 2015 calendar year this average includes actual generation for past months and forecasted MW for future months. The 5 year average value is comprised of actual generation for the years 2010-14. The percent of 5 year average shows the generation for the current year relative to the 5 year average.

Peak Market Prices: This shows the total average price per hour for peak hours at the nearest and the most active electricity trading hub (MID-C). For the 2015 calendar year this includes the average Dow Jones firm peak index daily prices for past months and the average of the monthly forward marks for the future months. The 5 year average is computed from the Dow Jones peak daily prices for the years 2010-14. The percent of 5 year average shows the market prices for the current year relative to the 5 year average.

Wholesale Revenue Variance: Chart 1 below compares the approved 2015 Net Wholesale Revenue (NWR) budget of \$65MM with the latest NWR forecast of \$68.1MM. The NWR forecast increased by \$2.3MM from the previous forecast of \$65.8MM. This increase in revenues resulted from the increase in resources from April to December - accounting for approximately \$1.9MM and current month’s forecast by \$1.4MM. This increase was partially offset by the decrease in power prices by \$0.9MM and actuals by \$0.2MM respectively.

Chart 1

Cumulative Net Wholesale Revenue for 2015
Budget vs. Forecast
as of April 1, 2015
(Source: CHER, AVG tab)





**Seattle City Light
Risk Oversight Status Report
As of April 1, 2015**

Policy Compliance

Tail Risk Limit	Prompt Month & Within Month Limit	Forward Month's Resource Requirement Limit	Forward Sales Limit	Physical Options Limit
Compliant	Compliant	Compliant	Compliant	Compliant

Tail Risk: For the current calendar year, the Power Marketing Division (PMD) must conduct its hedging activity to maintain the Utility's position within established Risk Tolerance Band (RTB) of \$8MM based on the calculated 5% Tail Risk metric. For the prompt year (the year immediately following the current calendar year), the established RTB is \$10MM.

(Section 3.3.2 Prompt and Within the Month (WERM))

Prompt Month & Within Month Volumetric Limit: The Power Marketing Division (PMD) will maintain City Light's power portfolio position for any prompt month or any Balance of the Month period so that such position shall not exceed a 50 average megawatt deficit during such period. Such limit will be calculated as the net position of City Light's combined physical position adjusted for any physical options (daily or monthly) that City Light has purchased for such month. If this limit is exceeded, the Division will take immediate action to reduce the deficit to under 50 average megawatts.

(Section 3.3.1.1 Prompt and Within the Month (WERM))

Forward Month's Resource Requirement Limit: The Power Marketing Division (PMD) will immediately suspend any further forward sales for the future calendar quarter, within the next 24 months period, if the forecasted net combined system energy projected surplus for that quarter is less than zero, at 25th percentile. Further, the PMD will take immediate action to purchase if the forecasted net combined system energy position for a future calendar quarter, in the next full 24 months period, is less than zero at 50th percentile. Such corrective action shall reduce the said deficit to zero at 50th percentile for that quarter.

(Section 3.3.1.2 Forward Month's Resource Requirement (WERM))

Forward Sales Limit: The Power Marketing Division (PMD) will not sell forward a quantity of more than 1,750,000 net megawatt hours over a rolling four full calendar quarters. Such limit will be calculated as the net position of City Light's combined physical position adjusted for any physical options (daily or monthly) that City Light has purchased for such period.

(Section 3.3.1.3 Forward Month's Resource Requirement (WERM))

Physical Options Volumetric Limits: As the utility introduces physical puts and calls into its portfolio it will do so in a conservative manner. This will allow for the refinement of procedures and controls that these transactions will impact. The Power Marketing Division (PMD) will limit its option volumetric position so that it will not transact more than the lesser of 300 average megawatts in physical puts and calls (including daily and monthly options) or spend more than \$2MM for option premiums for any calendar year.

(Section 3.3.1.4 Forward Month's Resource Requirement (WERM))



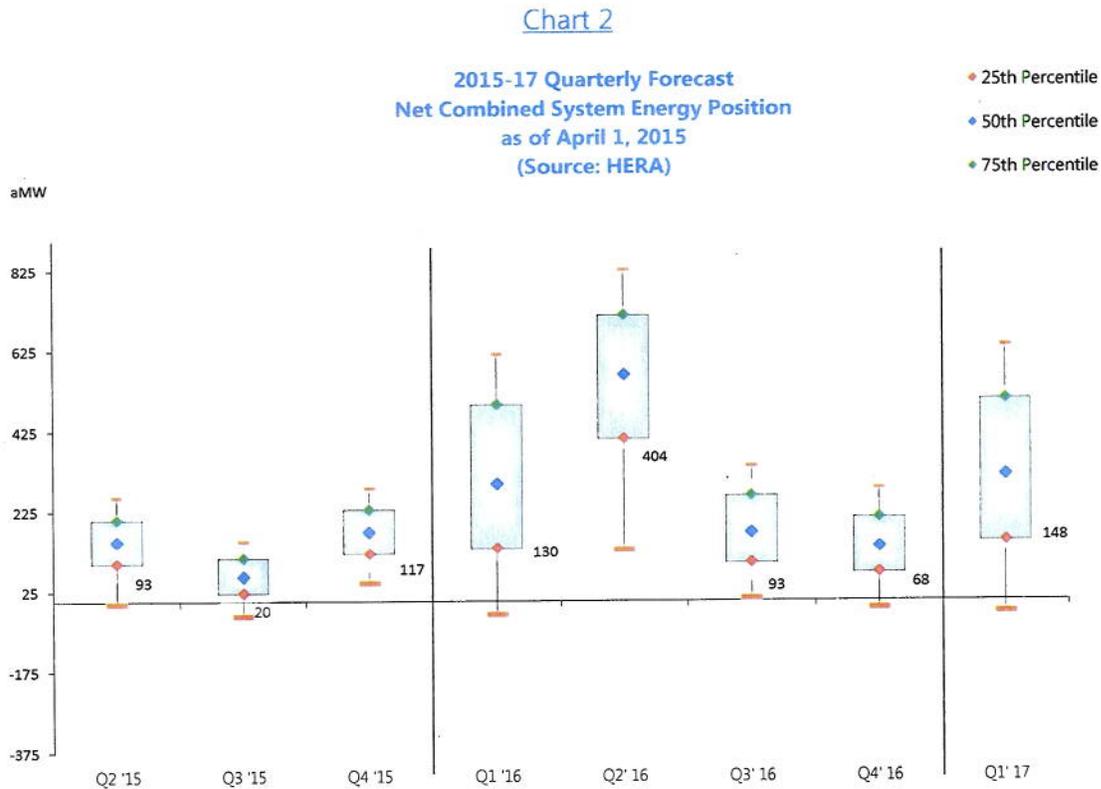
Seattle City Light Risk Oversight Status Report As of April 1, 2015

Hedging Plan & Position Status

Hedge Plan 2015, Phase 1 was last proposed and approved by the Risk Oversight Council on Dec 23, 2014.

City Light uses the most recent load and hydro forecasts including relevant historical data to run a Historical simulation based model that produces a forecast of more than two thousand portfolio resource scenarios. The output of this model along with the current forward positions provides energy information needed to determine SCL's position. Shown below in Chart 2 are positions as of the model run date for the different resource scenarios.

Chart 2 shows the Net Combined System Energy Position for the next quarters to match City Light's short-term transacting authority. The blue boxes represent the expected net energy position from 25th to 75th percentile. The dark blue diamonds inside the boxes represent the 50th percentile. If the blue diamond falls below zero, City Light must purchase adequate energy to cover that deficit.





Seattle City Light Risk Oversight Status Report As of April 1, 2015

5% Tail Risk Metric, 2015

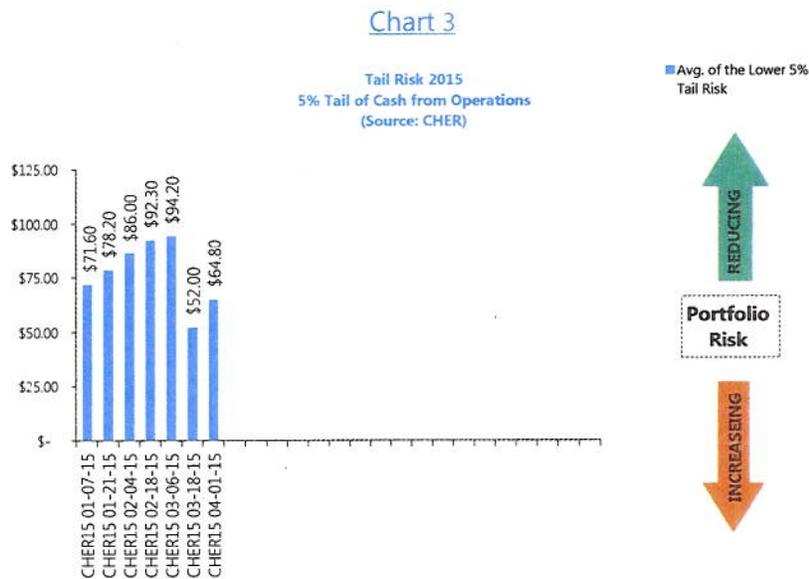
In October 2007, City Light implemented a risk metric named the “5% Tail Risk”. It is calculated as the average of the worst-case scenarios for City Light’s cash from operations for the calendar year. Cash from operations is a bottom-line financial metric defined as the cash available to finance capital projects. There are numerous drivers of cash from operations such as retail revenue, investment income, debt service, and O&M expenses; however wholesale energy revenue is typically the primary driver of uncertainty in this metric.

In 2011, the Rate Stabilization Account (RSA) became operational. The RSA is a cash reserve that is used to buffer the Utility from uncertainty in wholesale energy revenue. If the RSA becomes depleted, it is replenished via retail rate surcharges. The RSA significantly mitigates City Light’s financial (i.e. cash from operations) risk associated with wholesale energy revenue; however retail customers are exposed in part to the wholesale energy revenue risk via RSA surcharges of up to 4.5%. To appropriately encourage management of risk borne by both City Light and retail customers, the cash from operations amount used in the 5% Tail Risk calculation excludes any effects of the RSA.

The 5% Tail Risk metric is used as a risk control measure in City Light’s management of surplus hydro resources. It is used in concert with additional volumetric limits, as well as expert knowledge and analysis of western wholesale energy markets, river flow data, and generation unit outages, to inform power management decisions.

Every week, portfolio models are updated with the most current information and the 5% Tail Risk is recalculated for both the current portfolio (forecast position plus purchases less sales) and planned portfolio (current portfolio plus remainder of existing hedge plan). This metric shows the utility’s portfolio position as of that week.

Chart 3 (below) illustrates the 5% Tail Risk metric values for the calendar year 2015. The current projection of a worse case of Cash from Operations is \$64.8MM.





Seattle City Light Risk Oversight Status Report As of April 1, 2015

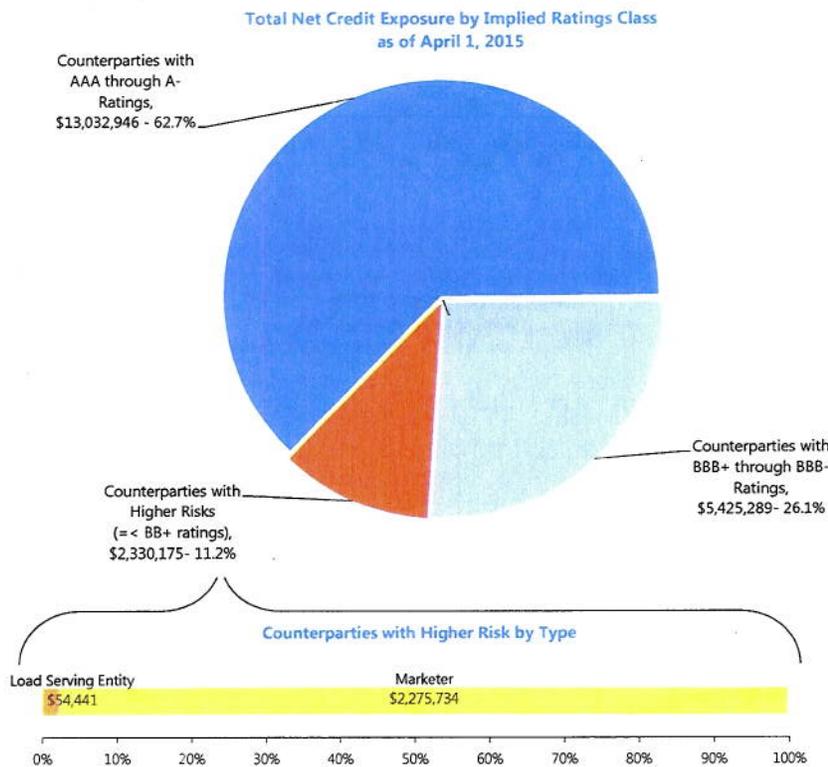
Credit

City Light actively manages its wholesale counterparty credit risk by:

- I. setting credit limits for each counterparty that are derived from a credit limit framework, credit scoring model and analysis;
- II. securing credit enhancements when necessary;
- III. monitoring national and global news including news related to industry and specific to counterparties;
- IV. daily monitoring of counterparty credit exposures.

Risk Management Division uses industry standard tools to proactively measure changes in counterparty creditworthiness. Implied credit ratings are utilized in conjunction with standard ratings provided by external agencies. The concept of risk tolerance extends to counterparties that are considered 'Higher Risk' with equivalent Moody's and S&P implied ratings of 'BB+' or less. Counterparties with such implied ratings are placed into the 'Higher Risk Credit Portfolio' for close monitoring in order to reduce the risk of delayed or non-payment while utilizing wholesale power, transmissions and related ancillary revenue opportunities. City Light strives to keep its "Higher Risk" counterparty exposures at less than 25% of the total exposure at any given time. However, this percentage can vary based on the time of the month when the report is produced.

Chart 4



Credit Notes: There are no credit exceedances or credit updates this week.

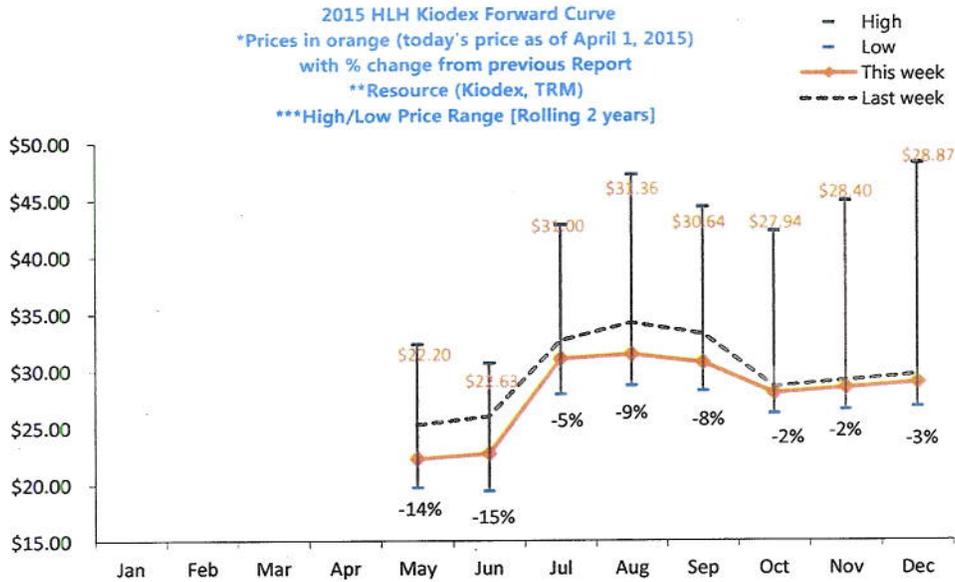


Seattle City Light Risk Oversight Status Report As of April 1, 2015

Price

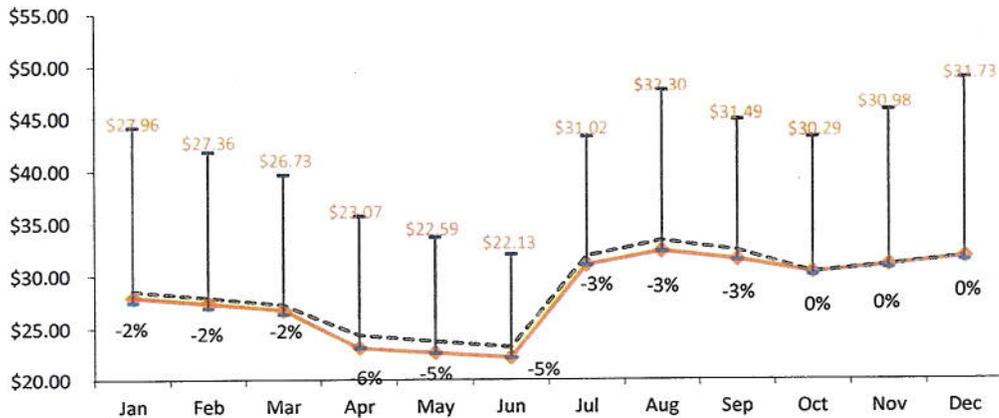
To ensure that prices are independently developed, City Light's official forward price curve is prepared by KIODEX and used for internal analysis, valuation and modeling tasks. Chart 5 shows the forward price range (Mid-C HLH only) for calendar year 2015 & 2016.

Chart 5



Compared to the previous report, prices on an average decreased by 7% for 2015 and 3% for 2016.

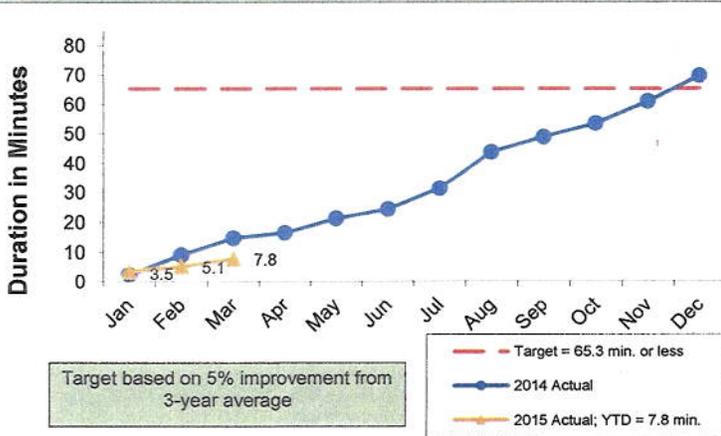
2016 HLH Kiodex Forward Curve
 *Prices in orange (today's price as of April 1, 2015)
 with % change from previous Report
 **Resource (Kiodex, TRM)
 ***High/Low Price Range [Rolling 2 years]



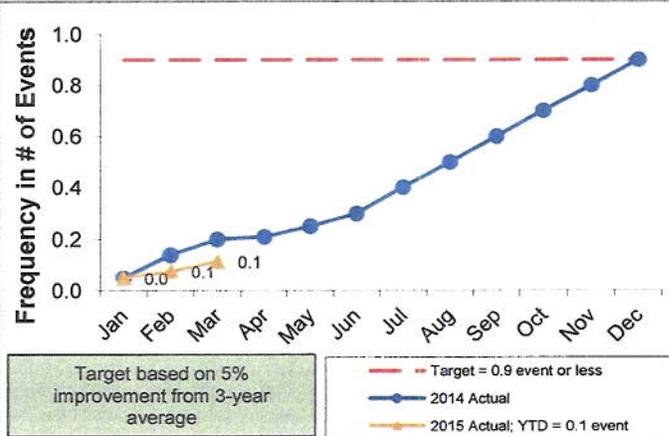


Distribution Operations:

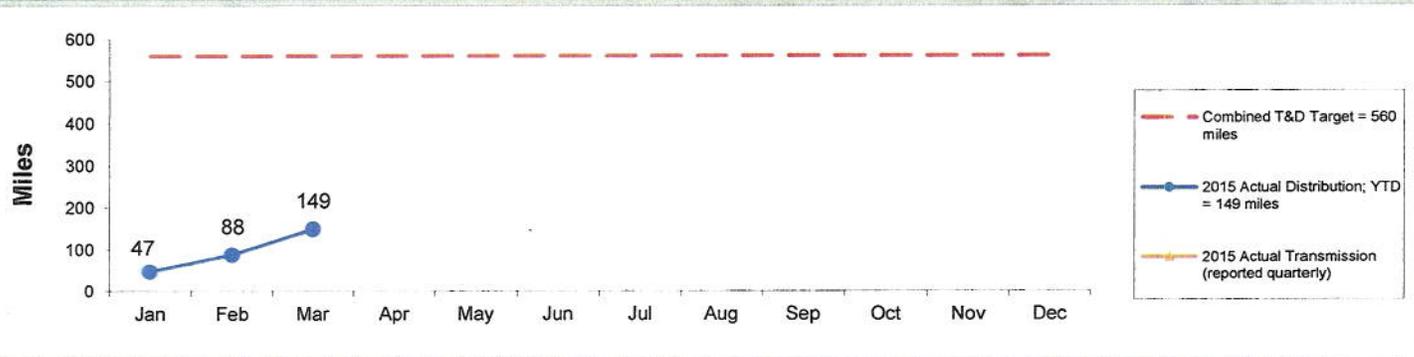
SAIDI - Cumulative



SAIFI - Cumulative

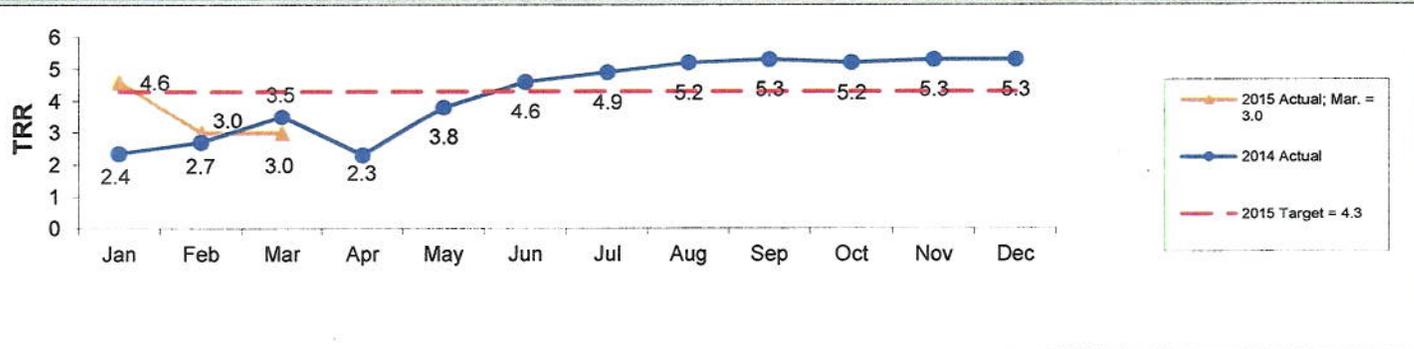


Vegetation Management - Cumulative Miles of Trees Trimmed

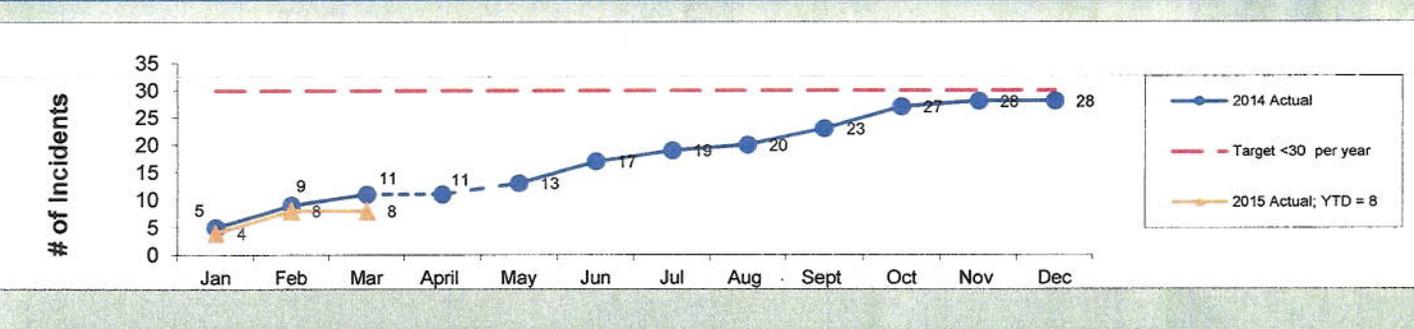


Human Resources:

Safety - Total Recordable Incident Rate (TRR) - Cumulative



Safety - Preventable Vehicle Incidents (Cumulative)



Human Resources:

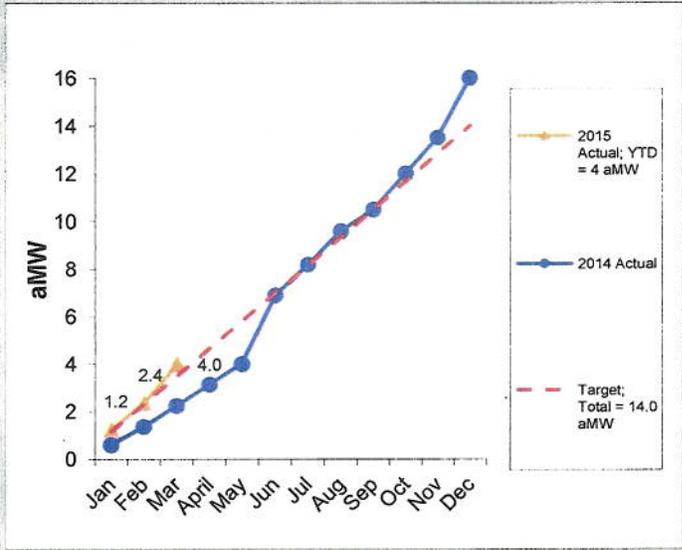
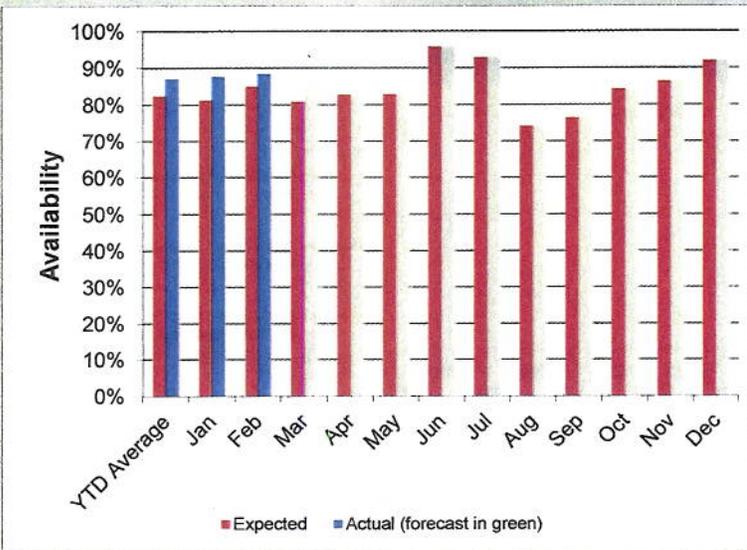
Hiring Statistics YTD

	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Cumulative # of New Hires	6	21	26									
Cumulative # of Promotions	6	10	20									
Avg. # Hiring Days for Regular Processes (Goal=30 days)	22	25	25									
Cumulative Attrition	16	28	40									
Vacancy Rate Mo. End (Goal=4.0%)	5.6%	5.2%	5.3%									

Power Resources:

Generator Availability-All Units (Actuals %)

Conservation Savings (Cumulative)



Customer Care:

Streetlight Repairs

Service Connections

