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ORIGINAL

**Brooke Utilities, Inc.**

P. O. Box 82218 • Bakersfield, California 93380-2218  
Customer Call Center • P.O. Box 9005 • San Dimas, California 91773-9016 • (800) 270-6084

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November 8, 2004

Arizona Corporation Commission  
Brian Bozzo  
1200 W. Washington Street  
Phoenix, AZ 85007

Arizona Corporation Commission  
**DOCKETED**

NOV 12 2004

DOCKETED BY *CR*

Re: Pine Water Co., Inc.  
Docket No: W-03512A-03-0279  
Decision No: 067166 Dated 8/10/2004

Dear Mr. Bozzo,

Pursuant to ACC Decision 67166, please find the following documents enclosed:

- 1) Revised, detailed procedures for customer service representatives to follow when there is a call reporting a leak. See attached pages 1-12.
- 2) Confirmation of additional customer service representative training regarding the revised procedures for dealing with leak reporting. See attached pages 13-17.
- 3) Quarter 3, 2004 reports detailing how many calls came in the call center to report leaks/outages. See attached page 18
- 4) Quarter 3, 2004 reports detailing the average answer speed and maximum delay time, or "hold time", in 30 minute intervals is detailed in pages 19-29.
- 5) Quarter 3, 2004 reports detailing the time a customer call to report an issue, the related time of calls from the call center to Pine Water personnel and the time the local field technician arrived on scene to investigate and/or repair the leak/outage is provided on page 30.

If you have any questions please don't hesitate to contact me at 661-633-7546 .

Sincerely,

*Mistie S. Jared*  
Mistie S. Jared  
Operations Manager

Enclosures

Cc: Docket Control, JS, RTH, 67166 file

Brooke Water L.L.C. Circle City Water Co. L.L.C. Strawberry Water Co., Inc.  
Pine Water Co., Inc. Payson Water Co., Inc. Navajo Water Co., Inc. Tonto Basin Water Co., Inc.

# Brooke Utilities I

## Emergency Call Out Overview

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### Introduction

Brooke Utilities provides service to approximately 5400 customers. Pine Water, a subsidiary of Brooke Utilities has approximately 1800 connections, comprised mostly of single-family homes. Many of the company's customers are seasonal visitors, which increases water demand during summer months. Strict conservation efforts are made by residents in order to decrease the number of summer outages.

It is imperative that CSRs dispatch all emergencies in order to assist our client, Brooke Utilities in providing excellent customer service.

“Regarding goal setting, set high performance standards for yourself; strive to attain those standards; take the initiative to resolve situations before asked.”

Diane D. Rentfrow

Corporate Dean, Employee Development University

“Do it right the first time.”

Your mother

This two-hour refresher workshop for Customer Service Representatives explores the importance in executing accurate dispatches and making precise and detailed notes. By creating customer contacts and utilizing the Pine Dispatch Log we ensure the quality of service we provide to both out internal and external customers.

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### Delivery methods

This is a hands-on, exercise driven class where participants learn by doing. Other delivery methods include lecture and role-playing.

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## Overview

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**Regulation** The Arizona Corporation Commission (ACC) is the Arizona equivalent of the California Public Utilities Commission (CPUC.)

The ACC strictly oversees Brooke Utilities' meter installations, rate changes, and water use in Pine.

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**Meter Installations** The ACC established the Pine Waiting List in 1995. The ACC decision stated only one meter a month could be set and that a building permit needed to be submitted within 45 days of meter installation.

In February 2002, the decision was changed to allow 25 meters a month. However, from May, 2002 to December, 2002 there were no meters installed because the conservation level remained at Level 5 all summer. The installation of water meters was revisited by the ACC.

In December, 2002 the 14B area of Pine that had been excluded from the requirements of the Pine Waiting List, now also had to abide by the same guidelines. In January, 2003 the installation of 25 meters a month resumed.

Today, the number in installs per month is still at 25. However, the ACC is currently reviewing this policy.

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**Conservation** In a separate decision from the ACC, specific conservation guidelines would be in affect depending on the level of water supply. The decision also specifies sanctions if the guidelines are not adhered to.

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**Water  
Augmentation  
Surcharge**

Due to the higher demand on the summer months and on holiday weekends the water supply would be exhausted. To avoid customers being entirely without water, Brooke begins to haul water into the area when the conservation level reaches Level 3. It must remain hauling water until it has remained at a Level 3 for a minimum of 48 hours.

The cost of hauling the water is passed through to the customers. Customers will see the Water Augmentation Surcharge on the subsequent bill following the time when the water was hauled.

For example, the surcharge on the July bill would be calculated based on the usage billed on the June bill (3020).



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**Rates**

Brooke Utilities was granted an increase in rates. The new rates became effective September 1, 2004. Prior to this, area 14A and 14B had different minimum charge, usage and deposit amounts. Now there is one rate schedule for all of Pine.

Part of the new rates includes seasonal tiered rates. The winter rates are effective from October 1 to April 30 and the summer rates are effective May 1 to September 30. There are three tiers for each.

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# Emergency Dispatch Procedure no. 48

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**Definition**                      Emergency call-outs are defined as situations requiring a response during business hours and after hours.

**\*\* EXCEPTIONS \*\*** *Regularly scheduled service orders for Cactus Forest will only be completed on Tuesdays. Regularly scheduled service orders for Circle City will only be completed on Thursdays. Therefore, after hour call-outs would be necessary for any situations requiring an immediate response.*

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**Company Position**              SCWC considers emergency call-outs an essential part of customer service and public safety. Every effort will be made to handle all call-outs in an efficient and timely manner.

**Guidelines**                      CSRs are responsible for taking all pertinent information including, the caller's name, phone number, and relaying this information to the on-call serviceperson.

The following is a list of potential emergency situations that must be dispatched ***immediately***:

- All leaks\*
- Water quality
- Pressure (high/low)
- No water
- Emergency turn off (ETO)
- Fill hole
- Trespassing (Brooke property)
- Police/fire department calls
- Tank overflow
- Missing/broken meter lid
- Missing/broken meter box
- Sheared hydrant
- Telemetry call
- Noisy pumping station
- Failed excavation
- Turn back on after turned off in error (TBO)

***The CSR will ALWAYS find someone to respond to all emergency calls.***

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### Contacting the On-Call Serviceperson

All call-outs will be dispatched to the on-call serviceperson in the following manner:

- 1<sup>st</sup> Contact
- 2<sup>nd</sup> Contact
- 3<sup>rd</sup> Contact
- 4<sup>th</sup> Contact
- 5<sup>th</sup> Contact (Mistie Jared's Cell Phone)

When the on-call mobile/pager number is called and there is no answer, immediately go to the subsequent contacts.

In the event there is no response from the on-call serviceperson, within fifteen (15) minutes, the CSR will page the same on-call serviceperson a second time. If there is no response after five (5) minutes, proceed to the 2<sup>nd</sup> contact number. If still no response after (5) minutes, continue to the 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> contact.

Anytime an answering machine answers, a message will be left to include the date and time of the call. After leaving a message, continue to the next contact.

### Notes

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**CSC Daily  
Field Contact  
Log**

All "after hour" communications will be logged in the "CSC Daily Field Contact Log". This log is available for review on the "I" drive of the Company network. The following are the names of the directories that must be opened in order to locate the logs:

1. custserv
2. afterhrs
3. logs
4. "year"
5. "month"

The log consists of the following fields for every contact:

- AM/PM
- Time
- CSR Code
- Reason for Contact
- Service Location
- City
- Reg/CSA
- Contact Name
- Number Called
- Inbound or Outbound / Home, Pager, Cellular, Response
- Action Taken

The step by step instructions to read and/or enter information to the log are located on the "Procedures" worksheet of every file.

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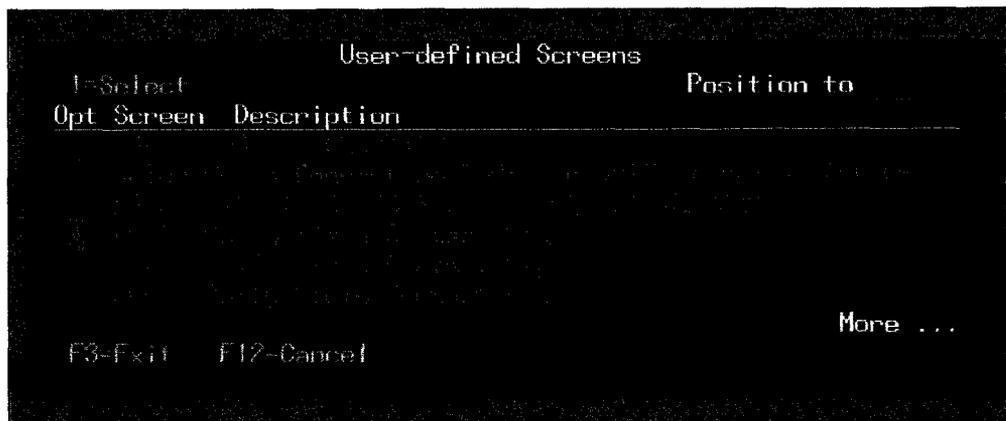
# Pine Call out Log Procedure

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## CSC Daily Field Contact Log

### Pine Call-Out Log

All emergency dispatch communications for Pine water will be logged in the "CSC Daily Field Contact Log". This log is available on CIS in the user define menu under "daily field contact Log". A separate log must be entered for each time you page a service person and another log must be entered upon contact from the on call service person.



The log consists of the following fields for every contact:

- AM/PM
- Time
- CSR Code
- Reason for Contact
- Service Location
- City
- Reg/CSA
- Contact Name
- Number Called
- Inbound or Outbound / Home, Pager, Cellular, Response
- Action Taken
- Comment

## Pine Call out Log Procedure, Continued

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### Pine Call Out Logging cont'd

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Daily Field Contact Log
Customer 9004104 7 Name PUGEL, RAY
Received AM/PM *      Morning
Received Time         1
Received Date
CSR Code *           Nyila Thompson
Reason For Contact
Service Location
City
Contact Name
Number Called
In or Out/(H,P,C,R)
Action *              Left CSC 800 # on pager
Comment

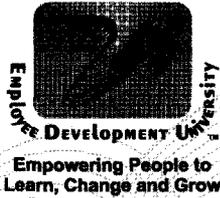
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In addition to logging your call outs it is important that CSRs make appropriate customer contacts. A separate contact (EMPL) should be made when the serviceperson calls through to the employee line.

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## SOUTHERN CALIFORNIA WATER COMPANY

Employee Development University  
630 East Foothill Blvd.  
San Dimas, CA 91773

Printed On: 28-Oct-04

CLASS NO: 2221	Instructional Hours: 2
COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

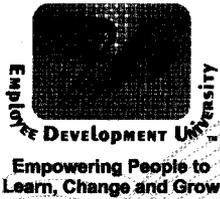
**Beltran, Carolina** 21338

Customer Service Representative II  
General Office  
(909) 394-3600 841

<b>Grade:</b>	<b>Pass</b>
Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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## SOUTHERN CALIFORNIA WATER COMPANY

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COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

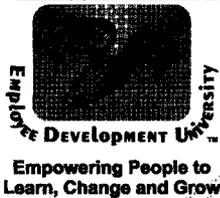
**Ruiz, Dolores** 29681

Customer Service Representative I  
General Office  
(909) 394-3600

<b>Grade:</b>	<b>Pass</b>
Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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Printed On: 28-Oct-04

CLASS NO: 2221	Instructional Hours: 2
COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

**Wilk, Kathy** 20062

Customer Service Representative II  
General Office  
(909) 394-3600

<b>Grade:</b>	<b>Pass</b>
Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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CLASS NO: 2222	<b>Instructional Hours: 2</b>
COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
<b>C. E. U. s:</b>	

**Bennett, Amy**

**29191**

**Grade:**

**Pass**

Customer Service Representative I  
General Office  
0000000000

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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CLASS NO: 2222	<b>Instructional Hours: 2</b>
COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
<b>C. E. U. s:</b>	

**Calzada, Angela**

**22570**

**Grade:**

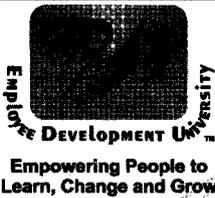
**Pass**

Customer Service Representative II  
General Office  
(909) 394-3600 842

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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CLASS NO: 2222	<b>Instructional Hours: 2</b>
COURSE NO: WR 054	
END DATE: 10/5/04	
COURSE NAME: Pine Call Out Training	
<b>C. E. U. s:</b>	

**Viera, Norma**

**21340**

**Grade:**

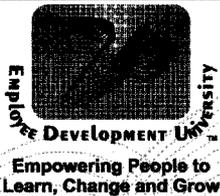
**Pass**

Customer Service Representative II  
General Office  
(909) 394-3600

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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Printed On: 28-Oct-04

<b>CLASS NO:</b> 2224 <b>COURSE NO:</b> WR 054 <b>END DATE:</b> 10/6/04 <b>COURSE NAME:</b> Pine Call Out Training	<b>Instructional Hours:</b> 2  <b>C. E. U. s:</b>
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**Bright, Dixie**

**22090**

**Grade:**

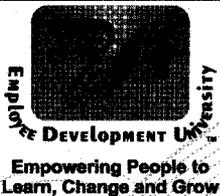
**Pass**

Customer Service Representative II  
General Office  
(909) 394-3600 849

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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<b>CLASS NO:</b> 2224 <b>COURSE NO:</b> WR 054 <b>END DATE:</b> 10/6/04 <b>COURSE NAME:</b> Pine Call Out Training	<b>Instructional Hours:</b> 2  <b>C. E. U. s:</b>
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**Drake, Edward T**

**3423**

**Grade:**

**Pass**

Customer Service Representative II  
General Office  
(909) 394-3600 856

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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Printed On: 28-Oct-04

<b>CLASS NO:</b> 2224 <b>COURSE NO:</b> WR 054 <b>END DATE:</b> 10/6/04 <b>COURSE NAME:</b> Pine Call Out Training	<b>Instructional Hours:</b> 2  <b>C. E. U. s:</b>
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**Lomeli, Ruth**

**23301**

**Grade:**

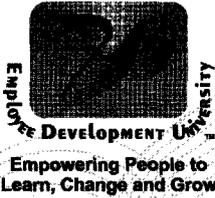
**Pass**

Customer Service Representative I  
General Office  
(909) 394-3600 845

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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**SOUTHERN CALIFORNIA WATER COMPANY**

Employee Development University  
630 East Foothill Blvd.  
San Dimas, CA 91773

Printed On: 28-Oct-04

CLASS NO: 2223	Instructional Hours: 2
COURSE NO: WR 054	
END DATE: 10/6/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

**Calzada, Angela** 22570

Customer Service Representative II  
General Office  
(909) 394-3600 842

**Grade: Pass**

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio

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CLASS NO: 2223	Instructional Hours: 2
COURSE NO: WR 054	
END DATE: 10/6/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

**Castaneda, Monica P** 30157

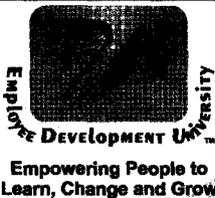
Customer Service Representative I  
General Office  
0000000000

**Grade: Pass**

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Fail	Unsuccessfully attempted course
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San Dimas, CA 91773

Printed On: 28-Oct-04

CLASS NO: 2223	Instructional Hours: 2
COURSE NO: WR 054	
END DATE: 10/6/04	
COURSE NAME: Pine Call Out Training	
C. E. U. s:	

**Laguna, Linda** 30153

Customer Service Representative I  
General Office  
0000000000

**Grade: Pass**

Pass	Successfully completed course
Fail	Unsuccessfully attempted course
Absent	Enrolled, but not present at sessio



Pine Water - Third Quarter 2004  
 Calls Relating to Leaks/Outages

CSA	MONTH	TIME	CONTACT	DESC	COUNT
PINE WATER CO INC	200406	AFTER HOURS	LEAK1	LEAK-METER **	2
PINE WATER CO INC	200406	AFTER HOURS	LEAK2	LEAK-MAIN	1
PINE WATER CO INC	200406	REGULAR HOURS	LEAK2	LEAK-MAIN	3
PINE WATER CO INC	200406	AFTER HOURS	LEAK3	LEAK-CUSTOMER PREMISES **	1
PINE WATER CO INC	200406	REGULAR HOURS	LEAK6	LEAK-OTHER **	1
PINE WATER CO INC	200406	REGULAR HOURS	NOH20	NO WATER	1
CSA	MONTH	TIME	CONTACT	DESC	COUNT
PINE WATER CO INC	200407	AFTER HOURS	LEAK1	LEAK-METER **	2
PINE WATER CO INC	200407	AFTER HOURS	LEAK2	LEAK-MAIN	1
PINE WATER CO INC	200407	REGULAR HOURS	LEAK2	LEAK-MAIN	2
PINE WATER CO INC	200407	REGULAR HOURS	LEAK3	LEAK-CUSTOMER PREMISES **	1
PINE WATER CO INC	200407	REGULAR HOURS	LEAK4	LEAK-SERVICE LINE	2
PINE WATER CO INC	200407	AFTER HOURS	LEAK6	LEAK-OTHER **	8
PINE WATER CO INC	200407	REGULAR HOURS	LEAK6	LEAK-OTHER **	3
PINE WATER CO INC	200407	AFTER HOURS	NOH20	NO WATER	3
PINE WATER CO INC	200407	REGULAR HOURS	NOH20	NO WATER	3
PINE WATER CO INC	200408	AFTER HOURS	LEAK1	LEAK-METER **	1
PINE WATER CO INC	200408	REGULAR HOURS	LEAK1	LEAK-METER **	6
PINE WATER CO INC	200408	REGULAR HOURS	LEAK2	LEAK-MAIN	3
PINE WATER CO INC	200408	REGULAR HOURS	LEAK3	LEAK-CUSTOMER PREMISES **	1
PINE WATER CO INC	200408	AFTER HOURS	LEAK4	LEAK-SERVICE LINE	1
PINE WATER CO INC	200408	REGULAR HOURS	LEAK4	LEAK-SERVICE LINE	1
PINE WATER CO INC	200408	REGULAR HOURS	LEAK6	LEAK-OTHER **	2
PINE WATER CO INC	200408	AFTER HOURS	NOH20	NO WATER	19
PINE WATER CO INC	200408	REGULAR HOURS	NOH20	NO WATER	6
CSA	MONTH	TIME	CONTACT	DESC	COUNT
PINE WATER CO INC	200409	AFTER HOURS	LEAK2	LEAK-MAIN	2
PINE WATER CO INC	200409	REGULAR HOURS	LEAK2	LEAK-MAIN	3
PINE WATER CO INC	200409	AFTER HOURS	LEAK3	LEAK-CUSTOMER PREMISES **	1
PINE WATER CO INC	200409	REGULAR HOURS	LEAK3	LEAK-CUSTOMER PREMISES **	3
PINE WATER CO INC	200409	AFTER HOURS	LEAK4	LEAK-SERVICE LINE	2
PINE WATER CO INC	200409	AFTER HOURS	LEAK6	LEAK-OTHER **	1
PINE WATER CO INC	200409	REGULAR HOURS	LEAK6	LEAK-OTHER **	3
PINE WATER CO INC	200409	AFTER HOURS	NOH20	NO WATER	8
PINE WATER CO INC	200409	REGULAR HOURS	NOH20	NO WATER	9

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
<b>Day</b>	<b>Totals</b>		<b>0:00:34</b>	<b>60</b>	<b>0:02:48</b>	<b>4</b>	<b>0:00:19</b>	<b>0:06:13</b>
9/30/2004	9:00	9:30AM	0:00:05	6	0:01:12	0	0:00:00	0:00:09
9/30/2004	9:30	10:00AM	0:00:05	7	0:01:56	0	0:00:00	0:00:11
9/30/2004	10:00	10:30AM	0:00:19	6	0:04:22	0	0:00:00	0:00:38
9/30/2004	10:30	11:00AM	0:00:10	2	0:03:44	0	0:00:00	0:00:14
9/30/2004	11:00	11:30AM	0:00:28	2	0:02:56	0	0:00:00	0:00:43
9/30/2004	11:30	12:00PM	0:01:38	2	0:05:20	0	0:00:00	0:02:51
9/30/2004	12:00	12:30PM	0:02:26	5	0:03:21	2	0:00:27	0:06:13
9/30/2004	12:30	1:00PM	0:00:19	3	0:02:39	0	0:00:00	0:00:47
9/30/2004	1:00	1:30PM	0:01:13	4	0:05:16	2	0:00:11	0:04:42
9/30/2004	1:30	2:00PM	0:00:51	5	0:01:12	0	0:00:00	0:01:26
9/30/2004	2:00	2:30PM	0:00:09	3	0:04:29	0	0:00:00	0:00:11
9/30/2004	2:30	3:00PM	0:00:15	12	0:01:40	0	0:00:00	0:01:30
9/30/2004	3:00	3:30PM	0:00:15	3	0:04:02	0	0:00:00	0:00:16
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/29/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:00:38</b>	<b>54</b>	<b>0:02:31</b>	<b>2</b>	<b>0:00:05</b>	<b>0:06:41</b>
9/29/2004	9:00	9:30AM	0:00:50	6	0:01:25	2	0:00:05	0:02:15
9/29/2004	9:30	10:00AM	0:00:10	9	0:02:54	0	0:00:00	0:00:15
9/29/2004	10:00	10:30AM	0:00:30	6	0:04:17	0	0:00:00	0:01:36
9/29/2004	10:30	11:00AM	0:01:41	7	0:02:29	0	0:00:00	0:03:17
9/29/2004	11:00	11:30AM	0:00:09	6	0:02:14	0	0:00:00	0:00:17
9/29/2004	11:30	12:00PM	0:00:15	6	0:02:32	0	0:00:00	0:00:27
9/29/2004	12:00	12:30PM	0:00:00	1	0:01:40	0	0:00:00	0:00:00
9/29/2004	12:30	1:00PM	0:01:33	5	0:01:58	0	0:00:00	0:06:41
9/29/2004	1:00	1:30PM	0:00:09	4	0:02:03	0	0:00:00	0:00:14
9/29/2004	1:30	2:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/29/2004	2:00	2:30PM	0:00:43	3	0:03:13	0	0:00:00	0:01:27
9/29/2004	2:30	3:00PM	0:00:00	1	0:00:13	0	0:00:00	0:00:00
<b>Emg</b>	<b>Totals</b>		<b>0:00:05</b>	<b>2</b>	<b>0:00:11</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:06</b>
9/29/2004	5:00	5:30PM	0:00:03	1	0:00:00	0	0:00:00	0:00:03
9/29/2004	5:30	6:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/29/2004	6:00	6:30PM	0:00:06	1	0:00:23	0	0:00:00	0:00:06
<b>Day</b>	<b>Totals</b>		<b>0:00:28</b>	<b>55</b>	<b>0:02:32</b>	<b>5</b>	<b>0:00:27</b>	<b>0:03:14</b>
9/28/2004	9:00	9:30AM	0:00:16	8	0:03:21	1	0:00:42	0:00:42
9/28/2004	9:30	10:00AM	0:02:03	4	0:02:45	2	0:00:18	0:03:14
9/28/2004	10:00	10:30AM	0:00:30	6	0:01:21	0	0:00:00	0:01:28
9/28/2004	10:30	11:00AM	0:00:42	3	0:02:08	0	0:00:00	0:01:14
9/28/2004	11:00	11:30AM	0:00:20	8	0:02:19	0	0:00:00	0:01:24
9/28/2004	11:30	12:00PM	0:00:56	2	0:04:44	1	0:00:08	0:01:25
9/28/2004	12:00	12:30PM	0:00:16	2	0:03:27	0	0:00:00	0:00:27
9/28/2004	12:30	1:00PM	0:00:12	6	0:02:24	0	0:00:00	0:00:19
9/28/2004	1:00	1:30PM	0:00:15	6	0:02:44	0	0:00:00	0:01:05
9/28/2004	1:30	2:00PM	0:00:11	3	0:00:45	1	0:00:51	0:00:51
9/28/2004	2:00	2:30PM	0:00:22	4	0:04:03	0	0:00:00	0:00:32
9/28/2004	2:30	3:00PM	0:00:12	2	0:00:48	0	0:00:00	0:00:13
9/28/2004	3:00	3:30PM	0:00:21	1	0:01:07	0	0:00:00	0:00:21
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
9/28/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:01:14</b>	<b>72</b>	<b>0:03:17</b>	<b>4</b>	<b>0:01:03</b>	<b>0:09:22</b>
9/27/2004	9:00	9:30AM	0:02:05	3	0:03:28	0	0:00:00	0:03:04
9/27/2004	9:30	10:00AM	0:02:36	10	0:03:35	0	0:00:00	0:09:22
9/27/2004	10:00	10:30AM	0:01:12	5	0:01:36	0	0:00:00	0:05:14
9/27/2004	10:30	11:00AM	0:02:22	9	0:03:57	0	0:00:00	0:05:11
9/27/2004	11:00	11:30AM	0:01:07	9	0:02:53	0	0:00:00	0:03:41
9/27/2004	11:30	12:00PM	0:00:49	7	0:03:53	3	0:00:49	0:02:51
9/27/2004	12:00	12:30PM	0:02:19	4	0:03:11	1	0:01:46	0:05:22
9/27/2004	12:30	1:00PM	0:00:06	3	0:04:46	0	0:00:00	0:00:14
9/27/2004	1:00	1:30PM	0:00:03	4	0:04:26	0	0:00:00	0:00:07
9/27/2004	1:30	2:00PM	0:00:16	5	0:03:04	0	0:00:00	0:00:40
9/27/2004	2:00	2:30PM	0:00:12	3	0:02:32	0	0:00:00	0:00:16
9/27/2004	2:30	3:00PM	0:00:08	8	0:02:12	0	0:00:00	0:00:17
9/27/2004	3:00	3:30PM	0:00:06	2	0:04:00	0	0:00:00	0:00:06
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/27/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/26/2004	No Calls							
<b>Emg</b>	<b>Totals</b>		<b>0:00:37</b>	<b>5</b>	<b>0:01:09</b>	<b>0</b>	<b>0:00:00</b>	<b>0:03:05</b>
9/26/2004	7:00	7:30AM	0:03:05	1	0:01:35	0	0:00:00	0:03:05
9/26/2004	7:30	8:00AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/26/2004	8:00	8:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/26/2004	8:30	9:00AM	0:00:00	3	0:01:03	0	0:00:00	0:00:00
9/26/2004	9:00	9:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/26/2004	9:30	10:00AM	0:00:00	1	0:01:03	0	0:00:00	0:00:00
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/25/2004	No Calls							
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/25/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:02:30</b>	<b>50</b>	<b>0:02:13</b>	<b>8</b>	<b>0:03:24</b>	<b>0:11:26</b>
9/24/2004	9:00	9:30AM	0:03:38	3	0:02:32	0	0:00:00	0:05:04
9/24/2004	9:30	10:00AM	0:02:06	8	0:01:45	0	0:00:00	0:06:55
9/24/2004	10:00	10:30AM	0:00:28	6	0:01:43	0	0:00:00	0:01:29
9/24/2004	10:30	11:00AM	0:03:40	4	0:01:35	1	0:11:06	0:11:06
9/24/2004	11:00	11:30AM	0:01:11	5	0:04:35	0	0:00:00	0:03:21
9/24/2004	11:30	12:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/24/2004	12:00	12:30PM	0:05:03	2	0:01:11	0	0:00:00	0:05:43
9/24/2004	12:30	1:00PM	0:00:20	5	0:01:44	1	0:04:00	0:04:00
9/24/2004	1:00	1:30PM	0:05:00	4	0:02:46	3	0:00:27	0:07:37
9/24/2004	1:30	2:00PM	0:10:05	3	0:01:27	0	0:00:00	0:11:26
9/24/2004	2:00	2:30PM	0:01:47	4	0:02:36	2	0:04:54	0:06:39
9/24/2004	2:30	3:00PM	0:00:49	6	0:02:09	0	0:00:00	0:04:14
9/24/2004	3:00	3:30PM	0:00:00	0	0:00:00	1	0:00:58	0:00:58
<b>Emg</b>	<b>Totals</b>		<b>0:00:05</b>	<b>1</b>	<b>0:00:56</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:05</b>
9/24/2004	5:30	6:00PM	0:00:05	1	0:00:56	0	0:00:00	0:00:05

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
<b>Day</b>	<b>Totals</b>		<b>0:01:11</b>	<b>35</b>	<b>0:03:24</b>	<b>5</b>	<b>0:00:57</b>	<b>0:06:34</b>
9/23/2004	9:00	9:30AM	0:01:34	4	0:02:07	2	0:00:30	0:05:46
9/23/2004	9:30	10:00AM	0:00:50	9	0:02:12	0	0:00:00	0:04:51
9/23/2004	10:00	10:30AM	0:00:09	1	0:02:06	0	0:00:00	0:00:09
9/23/2004	10:30	11:00AM	0:00:39	2	0:07:23	1	0:00:08	0:01:17
9/23/2004	11:00	11:30AM	0:00:17	3	0:02:50	0	0:00:00	0:00:39
9/23/2004	11:30	12:00PM	0:02:35	4	0:02:35	1	0:00:18	0:06:12
9/23/2004	12:00	12:30PM	0:00:13	2	0:04:10	0	0:00:00	0:00:23
9/23/2004	12:30	1:00PM	0:06:34	1	0:04:27	0	0:00:00	0:06:34
9/23/2004	1:00	1:30PM	0:00:23	2	0:06:15	0	0:00:00	0:00:35
9/23/2004	1:30	2:00PM	0:02:46	2	0:02:50	1	0:03:19	0:03:38
9/23/2004	2:00	2:30PM	0:01:15	1	0:07:26	0	0:00:00	0:01:15
9/23/2004	2:30	3:00PM	0:00:03	3	0:04:47	0	0:00:00	0:00:09
9/23/2004	3:00	3:30PM	0:00:08	1	0:02:24	0	0:00:00	0:00:08
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/23/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:00:18</b>	<b>42</b>	<b>0:02:37</b>	<b>1</b>	<b>0:00:18</b>	<b>0:01:55</b>
9/22/2004	9:00	9:30AM	0:00:18	5	0:01:46	0	0:00:00	0:00:55
9/22/2004	9:30	10:00AM	0:00:06	1	0:01:48	0	0:00:00	0:00:06
9/22/2004	10:00	10:30AM	0:00:09	4	0:02:00	0	0:00:00	0:00:14
9/22/2004	10:30	11:00AM	0:00:06	2	0:01:37	0	0:00:00	0:00:09
9/22/2004	11:00	11:30AM	0:00:10	2	0:01:47	0	0:00:00	0:00:15
9/22/2004	11:30	12:00PM	0:00:16	3	0:01:45	0	0:00:00	0:00:17
9/22/2004	12:00	12:30PM	0:00:07	3	0:10:14	0	0:00:00	0:00:12
9/22/2004	12:30	1:00PM	0:00:02	2	0:01:47	0	0:00:00	0:00:03
9/22/2004	1:00	1:30PM	0:01:01	5	0:02:09	0	0:00:00	0:01:55
9/22/2004	1:30	2:00PM	0:00:09	4	0:02:24	0	0:00:00	0:00:15
9/22/2004	2:00	2:30PM	0:00:38	4	0:02:13	1	0:00:18	0:01:22
9/22/2004	2:30	3:00PM	0:00:07	7	0:02:15	0	0:00:00	0:00:16
<b>Emg</b>	<b>Totals</b>		<b>0:00:09</b>	<b>1</b>	<b>0:00:49</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:09</b>
9/22/2004	6:00	6:30PM	0:00:09	1	0:00:49	0	0:00:00	0:00:09
<b>Day</b>	<b>Totals</b>		<b>0:00:15</b>	<b>30</b>	<b>0:02:01</b>	<b>0</b>	<b>0:00:00</b>	<b>0:01:14</b>
9/21/2004	9:00	9:30AM	0:00:17	4	0:01:23	0	0:00:00	0:01:10
9/21/2004	9:30	10:00AM	0:00:19	3	0:01:31	0	0:00:00	0:00:37
9/21/2004	10:00	10:30AM	0:00:41	1	0:01:12	0	0:00:00	0:00:41
9/21/2004	10:30	11:00AM	0:00:03	2	0:01:56	0	0:00:00	0:00:06
9/21/2004	11:00	11:30AM	0:00:13	3	0:01:56	0	0:00:00	0:00:24
9/21/2004	11:30	12:00PM	0:00:04	2	0:01:19	0	0:00:00	0:00:07
9/21/2004	12:00	12:30PM	0:00:11	4	0:06:09	0	0:00:00	0:00:25
9/21/2004	12:30	1:00PM	0:00:07	3	0:01:31	0	0:00:00	0:00:14
9/21/2004	1:00	1:30PM	0:00:10	2	0:00:47	0	0:00:00	0:00:13
9/21/2004	1:30	2:00PM	0:00:17	2	0:01:08	0	0:00:00	0:00:31
9/21/2004	2:00	2:30PM	0:01:14	1	0:00:37	0	0:00:00	0:01:14
9/21/2004	2:30	3:00PM	0:00:10	3	0:01:04	0	0:00:00	0:00:14
<b>Emg</b>	<b>Totals</b>		<b>0:00:05</b>	<b>4</b>	<b>0:02:14</b>	<b>1</b>	<b>0:05:21</b>	<b>0:05:21</b>
9/21/2004	7:00	7:30AM	0:00:00	0	0:00:00	1	0:05:21	0:05:21
9/21/2004	3:30	4:00PM	0:00:04	2	0:03:01	0	0:00:00	0:00:08
9/21/2004	4:00	4:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
9/21/2004	4:30	5:00PM	0:00:00	1	0:00:04	0	0:00:00	0:00:00
9/21/2004	5:00	5:30PM	0:00:12	1	0:02:51	0	0:00:00	0:00:12
<b>Day</b>	<b>Totals</b>		<b>0:01:21</b>	<b>67</b>	<b>0:02:17</b>	<b>4</b>	<b>0:01:19</b>	<b>0:10:15</b>
9/20/2004	9:00	9:30AM	0:01:52	10	0:02:15	2	0:00:52	0:06:20
9/20/2004	9:30	10:00AM	0:06:29	6	0:01:46	1	0:03:18	0:06:49
9/20/2004	10:00	10:30AM	0:01:46	14	0:02:58	1	0:00:16	0:10:15
9/20/2004	10:30	11:00AM	0:00:07	5	0:02:23	0	0:00:00	0:00:23
9/20/2004	11:00	11:30AM	0:00:06	3	0:02:03	0	0:00:00	0:00:14
9/20/2004	11:30	12:00PM	0:00:06	9	0:01:32	0	0:00:00	0:00:15
9/20/2004	12:00	12:30PM	0:00:07	2	0:02:27	0	0:00:00	0:00:13
9/20/2004	12:30	1:00PM	0:00:04	6	0:02:02	0	0:00:00	0:00:12
9/20/2004	1:00	1:30PM	0:00:09	2	0:01:43	0	0:00:00	0:00:17
9/20/2004	1:30	2:00PM	0:00:53	2	0:03:34	0	0:00:00	0:01:29
9/20/2004	2:00	2:30PM	0:01:56	1	0:00:00	0	0:00:00	0:01:56
9/20/2004	2:30	3:00PM	0:00:11	7	0:02:42	0	0:00:00	0:00:18
<b>Emg</b>	<b>Totals</b>		<b>0</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/20/2004	<b>No Calls</b>							
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/19/2004	<b>No Calls</b>							
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>1</b>	<b>0:01:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/19/2004	6:00	6:30AM	0:00:00	1	0:01:00	0	0:00:00	0:00:00
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/18/2004	<b>No Calls</b>							
<b>Emg</b>	<b>Totals</b>		<b>0:02:05</b>	<b>12</b>	<b>0:01:17</b>	<b>1</b>	<b>0:03:31</b>	<b>0:04:34</b>
9/18/2004	6:30	7:00AM	0:00:08	1	0:00:32	0	0:00:00	0:00:08
9/18/2004	11:30	12:00PM	0:00:00	1	0:00:07	0	0:00:00	0:00:00
9/18/2004	12:00	12:30PM	0:00:00	1	0:01:26	0	0:00:00	0:00:00
9/18/2004	12:30	1:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	1:00	1:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	1:30	2:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	2:00	2:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	2:30	3:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	3:00	3:30PM	0:03:39	1	0:04:20	0	0:00:00	0:03:39
9/18/2004	3:30	4:00PM	0:03:31	3	0:01:23	1	0:03:31	0:04:34
9/18/2004	4:00	4:30PM	0:03:22	2	0:01:33	0	0:00:00	0:04:01
9/18/2004	4:30	5:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/18/2004	5:00	5:30PM	0:02:01	1	0:00:26	0	0:00:00	0:02:01
9/18/2004	5:30	6:00PM	0:00:16	1	0:00:47	0	0:00:00	0:00:16
9/18/2004	6:00	6:30PM	0:01:42	1	0:00:29	0	0:00:00	0:01:42
<b>Day</b>	<b>Totals</b>		<b>0:02:18</b>	<b>39</b>	<b>0:02:05</b>	<b>6</b>	<b>0:00:52</b>	<b>0:15:09</b>
9/17/2004	9:00	9:30AM	0:00:25	3	0:01:12	0	0:00:00	0:00:47
9/17/2004	9:30	10:00AM	0:00:56	4	0:01:25	2	0:00:25	0:01:58
9/17/2004	10:00	10:30AM	0:00:37	2	0:01:48	0	0:00:00	0:01:06
9/17/2004	10:30	11:00AM	0:02:42	6	0:01:19	1	0:01:28	0:07:02
9/17/2004	11:00	11:30AM	0:04:25	5	0:01:37	1	0:00:29	0:09:11
9/17/2004	11:30	12:00PM	0:06:27	3	0:01:29	1	0:01:19	0:15:09
9/17/2004	12:00	12:30PM	0:01:51	2	0:02:27	0	0:00:00	0:03:11

BROOKE UTILITIES									
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004									
BASED ON 1/2 HOUR INTERVAL									
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay	
9/17/2004	12:30	1:00PM	0:00:43	4	0:03:27	0	0:00:00	0:01:38	
9/17/2004	1:00	1:30PM	0:04:58	3	0:01:30	1	0:01:08	0:10:05	
9/17/2004	1:30	2:00PM	0:00:07	2	0:02:56	0	0:00:00	0:00:07	
9/17/2004	2:00	2:30PM	0:00:34	3	0:01:52	0	0:00:00	0:01:04	
9/17/2004	2:30	3:00PM	0:01:22	2	0:06:42	0	0:00:00	0:02:10	
<b>Emg</b>	<b>Totals</b>		<b>0:00:07</b>	<b>4</b>	<b>0:03:33</b>	<b>1</b>	<b>0:02:47</b>	<b>0:02:47</b>	
9/17/2004	6:30	7:00AM	0:00:11	2	0:00:56	0	0:00:00	0:00:23	
9/17/2004	7:00	7:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/17/2004	7:30	8:00AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/17/2004	8:00	8:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/17/2004	8:30	9:00AM	0:00:03	1	0:09:49	0	0:00:00	0:00:03	
9/17/2004	3:30	4:00PM	0:00:00	1	0:02:31	0	0:00:00	0:00:00	
9/17/2004	4:00	4:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/17/2004	4:30	5:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/17/2004	5:00	5:30PM	0:00:00	0	0:00:00	1	0:02:47	0:02:47	
<b>Day</b>	<b>Totals</b>		<b>0:00:22</b>	<b>75</b>	<b>0:01:57</b>	<b>5</b>	<b>0:00:16</b>	<b>0:02:01</b>	
9/16/2004	9:00	9:30AM	0:00:42	7	0:04:00	2	0:00:10	0:01:37	
9/16/2004	9:30	10:00AM	0:00:10	2	0:02:34	1	0:00:04	0:00:13	
9/16/2004	10:00	10:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00	
9/16/2004	10:30	11:00AM	0:00:31	5	0:02:17	0	0:00:00	0:01:29	
9/16/2004	11:00	11:30AM	0:00:16	4	0:02:18	0	0:00:00	0:00:34	
9/16/2004	11:30	12:00PM	0:01:22	1	0:01:19	1	0:00:21	0:01:22	
9/16/2004	12:00	12:30PM	0:00:17	4	0:02:37	0	0:00:00	0:00:41	
9/16/2004	12:30	1:00PM	0:00:35	9	0:01:48	1	0:00:34	0:01:22	
9/16/2004	1:00	1:30PM	0:00:14	12	0:01:21	0	0:00:00	0:00:58	
9/16/2004	1:30	2:00PM	0:00:15	19	0:01:27	0	0:00:00	0:01:17	
9/16/2004	2:00	2:30PM	0:00:23	9	0:00:50	0	0:00:00	0:02:01	
9/16/2004	2:30	3:00PM	0:00:06	2	0:05:14	0	0:00:00	0:00:12	
9/16/2004	3:00	3:30PM	0:00:04	1	0:02:33	0	0:00:00	0:00:04	
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>1</b>	<b>0:04:13</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>	
9/16/2004	3:30	4:00PM	0:00:00	1	0:04:13	0	0:00:00	0:00:00	
<b>Day</b>	<b>Totals</b>		<b>0:03:29</b>	<b>51</b>	<b>0:02:34</b>	<b>7</b>	<b>0:04:07</b>	<b>0:13:16</b>	
9/15/2004	9:00	9:30AM	0:00:23	7	0:02:11	0	0:00:00	0:01:21	
9/15/2004	9:30	10:00AM	0:02:23	7	0:01:51	1	0:03:25	0:04:23	
9/15/2004	10:00	10:30AM	0:04:33	7	0:04:02	0	0:00:00	0:12:02	
9/15/2004	10:30	11:00AM	0:00:16	2	0:01:04	0	0:00:00	0:00:25	
9/15/2004	11:00	11:30AM	0:00:22	6	0:02:02	0	0:00:00	0:01:08	
9/15/2004	11:30	12:00PM	0:00:30	2	0:01:52	0	0:00:00	0:00:50	
9/15/2004	12:00	12:30PM	0:05:39	4	0:03:41	2	0:01:34	0:12:17	
9/15/2004	12:30	1:00PM	0:12:33	2	0:04:04	0	0:00:00	0:13:16	
9/15/2004	1:00	1:30PM	0:03:37	4	0:01:40	1	0:00:27	0:09:00	
9/15/2004	1:30	2:00PM	0:05:51	3	0:01:50	0	0:00:00	0:07:27	
9/15/2004	2:00	2:30PM	0:01:04	2	0:01:42	1	0:11:51	0:11:51	
9/15/2004	2:30	3:00PM	0:07:29	1	0:02:22	2	0:05:00	0:09:23	
9/15/2004	3:00	3:30PM	0:08:16	4	0:03:50	0	0:00:00	0:08:30	
<b>Emg</b>	<b>Totals</b>		<b>0:03:00</b>	<b>3</b>	<b>0:02:18</b>	<b>0</b>	<b>0:00:00</b>	<b>0:08:25</b>	
9/15/2004	8:00	8:30AM	0:00:08	1	0:04:11	0	0:00:00	0:00:08	
9/15/2004	8:30	9:00AM	0:08:25	1	0:01:41	0	0:00:00	0:08:25	
9/15/2004	4:00	4:30PM	0:00:26	1	0:01:02	0	0:00:00	0:00:26	

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
<b>Day</b>	<b>Totals</b>		<b>0:01:07</b>	<b>56</b>	<b>0:02:12</b>	<b>2</b>	<b>0:00:47</b>	<b>0:05:44</b>
9/14/2004	9:00	9:30AM	0:00:31	7	0:01:40	0	0:00:00	0:02:18
9/14/2004	9:30	10:00AM	0:00:17	4	0:01:37	0	0:00:00	0:00:57
9/14/2004	10:00	10:30AM	0:00:07	4	0:03:26	1	0:01:01	0:01:01
9/14/2004	10:30	11:00AM	0:00:12	9	0:02:08	0	0:00:00	0:00:29
9/14/2004	11:00	11:30AM	0:00:29	6	0:02:09	0	0:00:00	0:00:59
9/14/2004	11:30	12:00PM	0:05:00	3	0:02:00	0	0:00:00	0:05:44
9/14/2004	12:00	12:30PM	0:04:14	6	0:01:42	1	0:00:33	0:05:39
9/14/2004	12:30	1:00PM	0:00:46	3	0:04:13	0	0:00:00	0:01:45
9/14/2004	1:00	1:30PM	0:01:56	3	0:03:15	0	0:00:00	0:03:24
9/14/2004	1:30	2:00PM	0:00:17	5	0:01:19	0	0:00:00	0:00:40
9/14/2004	2:00	2:30PM	0:00:35	4	0:03:09	0	0:00:00	0:01:59
9/14/2004	2:30	3:00PM	0:00:07	2	0:00:56	0	0:00:00	0:00:14
<b>Emg</b>	<b>Totals</b>		<b>0:00:02</b>	<b>2</b>	<b>0:01:32</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:05</b>
9/14/2004	4:00	4:30PM	0:00:05	1	0:02:58	0	0:00:00	0:00:05
9/14/2004	4:30	5:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/14/2004	5:00	5:30PM	0:00:00	1	0:00:05	0	0:00:00	0:00:00
<b>Day</b>	<b>Totals</b>		<b>0:02:26</b>	<b>62</b>	<b>0:02:38</b>	<b>14</b>	<b>0:01:20</b>	<b>0:13:07</b>
9/13/2004	9:00	9:30AM	0:02:38	7	0:02:40	4	0:01:23	0:06:51
9/13/2004	9:30	10:00AM	0:09:26	6	0:03:38	5	0:01:56	0:13:07
9/13/2004	10:00	10:30AM	0:04:30	8	0:01:58	2	0:00:28	0:11:52
9/13/2004	10:30	11:00AM	0:03:32	4	0:09:35	2	0:01:08	0:04:30
9/13/2004	11:00	11:30AM	0:00:31	3	0:00:38	0	0:00:00	0:00:54
9/13/2004	11:30	12:00PM	0:01:29	9	0:02:03	1	0:00:21	0:03:43
9/13/2004	12:00	12:30PM	0:00:59	4	0:03:20	0	0:00:00	0:01:40
9/13/2004	12:30	1:00PM	0:00:23	3	0:00:25	0	0:00:00	0:00:38
9/13/2004	1:00	1:30PM	0:00:08	6	0:01:53	0	0:00:00	0:00:18
9/13/2004	1:30	2:00PM	0:00:33	3	0:02:52	0	0:00:00	0:01:40
9/13/2004	2:00	2:30PM	0:00:09	2	0:00:30	0	0:00:00	0:00:14
9/13/2004	2:30	3:00PM	0:00:28	6	0:01:39	0	0:00:00	0:01:57
9/13/2004	3:00	3:30PM	0:00:00	1	0:02:24	0	0:00:00	0:00:00
<b>Emg</b>	<b>Totals</b>		<b>0:00:08</b>	<b>7</b>	<b>0:00:36</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:24</b>
9/13/2004	3:00	3:30PM	0:00:06	3	0:00:40	0	0:00:00	0:00:15
9/13/2004	3:30	4:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/13/2004	4:00	4:30PM	0:00:00	2	0:00:08	0	0:00:00	0:00:00
9/13/2004	4:30	5:00PM	0:00:15	1	0:00:33	0	0:00:00	0:00:15
9/13/2004	5:00	5:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/13/2004	5:30	6:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/13/2004	6:00	6:30PM	0:00:24	1	0:01:27	0	0:00:00	0:00:24
9/12/2004	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
<b>No Calls</b>								
<b>Emg</b>	<b>Totals</b>		<b>0:00:40</b>	<b>27</b>	<b>0:00:56</b>	<b>0</b>	<b>0:00:00</b>	<b>0:02:35</b>
9/12/2004	6:30	7:00AM	0:01:11	1	0:01:08	0	0:00:00	0:01:11
9/12/2004	7:00	7:30AM	0:00:59	5	0:01:05	0	0:00:00	0:02:35
9/12/2004	7:30	8:00AM	0:00:08	2	0:00:36	0	0:00:00	0:00:09
9/12/2004	8:00	8:30AM	0:00:17	4	0:00:39	0	0:00:00	0:00:52
9/12/2004	8:30	9:00AM	0:00:14	5	0:00:52	0	0:00:00	0:00:34
9/12/2004	9:00	9:30AM	0:00:38	4	0:00:56	0	0:00:00	0:01:20

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
9/12/2004	9:30	10:00AM	0:01:35	4	0:00:51	0	0:00:00	0:02:23
9/12/2004	10:00	10:30AM	0:00:11	2	0:01:43	0	0:00:00	0:00:12
<b>Emg</b>	<b>Totals</b>		<b>0:00:06</b>	<b>3</b>	<b>0:02:29</b>	<b>1</b>	<b>0:03:07</b>	<b>0:03:07</b>
9/11/2004	9:00	9:30AM	0:00:00	1	0:03:37	0	0:00:00	0:00:00
9/11/2004	10:30	11:00AM	0:00:00	0	0:00:00	1	0:03:07	0:03:07
9/11/2004	12:00	12:30PM	0:00:13	1	0:03:00	0	0:00:00	0:00:13
9/11/2004	9:00	9:30PM	0:00:04	1	0:00:51	0	0:00:00	0:00:04
<b>Day</b>	<b>Totals</b>		<b>0:05:15</b>	<b>38</b>	<b>0:02:17</b>	<b>23</b>	<b>0:02:29</b>	<b>0:23:39</b>
9/10/2004	9:00	9:30AM	0:00:00	0	0:00:00	3	0:04:31	0:06:58
9/10/2004	9:30	10:00AM	0:04:09	7	0:02:41	4	0:00:54	0:08:45
9/10/2004	10:00	10:30AM	0:06:36	3	0:00:44	3	0:02:21	0:10:40
9/10/2004	10:30	11:00AM	0:13:26	1	0:00:25	2	0:01:42	0:13:26
9/10/2004	11:00	11:30AM	0:16:52	2	0:03:26	9	0:03:12	0:18:24
9/10/2004	11:30	12:00PM	0:15:50	3	0:02:39	1	0:00:21	0:23:39
9/10/2004	12:00	12:30PM	0:08:40	4	0:01:59	1	0:00:29	0:13:58
9/10/2004	12:30	1:00PM	0:00:31	4	0:02:20	0	0:00:00	0:01:44
9/10/2004	1:00	1:30PM	0:01:12	5	0:01:59	0	0:00:00	0:02:25
9/10/2004	1:30	2:00PM	0:00:43	1	0:01:21	0	0:00:00	0:00:43
9/10/2004	2:00	2:30PM	0:00:01	2	0:04:09	0	0:00:00	0:00:02
9/10/2004	2:30	3:00PM	0:02:05	5	0:01:57	0	0:00:00	0:04:37
9/10/2004	3:00	3:30PM	0:02:01	1	0:03:55	0	0:00:00	0:02:01
<b>Emg</b>	<b>Totals</b>		<b>0:09:18</b>	<b>1</b>	<b>0:02:25</b>	<b>0</b>	<b>0:00:00</b>	<b>0:09:18</b>
9/10/2004	5:00	5:30PM	0:09:18	1	0:02:25	0	0:00:00	0:09:18
<b>Day</b>	<b>Totals</b>		<b>0:04:10</b>	<b>39</b>	<b>0:02:55</b>	<b>12</b>	<b>0:01:51</b>	<b>0:17:59</b>
9/9/2004	9:00	9:30AM	0:01:43	11	0:01:45	3	0:00:23	0:02:35
9/9/2004	9:30	10:00AM	0:07:09	5	0:02:35	1	0:00:32	0:09:02
9/9/2004	10:00	10:30AM	0:00:57	2	0:07:09	1	0:00:16	0:01:01
9/9/2004	10:30	11:00AM	0:07:52	4	0:02:02	1	0:03:07	0:17:59
9/9/2004	11:00	11:30AM	0:02:06	1	0:04:00	0	0:00:00	0:02:06
9/9/2004	11:30	12:00PM	0:00:00	0	0:00:00	1	0:00:38	0:00:38
9/9/2004	12:00	12:30PM	0:02:39	3	0:04:18	0	0:00:00	0:04:05
9/9/2004	12:30	1:00PM	0:00:11	3	0:01:15	0	0:00:00	0:00:20
9/9/2004	1:00	1:30PM	0:09:57	1	0:00:11	4	0:03:27	0:09:57
9/9/2004	1:30	2:00PM	0:13:04	2	0:00:09	0	0:00:00	0:14:22
9/9/2004	2:00	2:30PM	0:07:24	1	0:02:25	1	0:02:37	0:07:24
9/9/2004	2:30	3:00PM	0:02:40	4	0:05:08	0	0:00:00	0:07:17
9/9/2004	3:00	3:30PM	0:04:43	2	0:07:26	0	0:00:00	0:05:09
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/9/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:07:54</b>	<b>34</b>	<b>0:01:38</b>	<b>32</b>	<b>0:01:54</b>	<b>0:19:06</b>
9/8/2004	9:00	9:30AM	0:04:20	6	0:03:13	5	0:01:47	0:06:22
9/8/2004	9:30	10:00AM	0:08:09	4	0:01:41	2	0:01:42	0:11:59
9/8/2004	10:00	10:30AM	0:02:29	2	0:00:59	2	0:00:44	0:02:51
9/8/2004	10:30	11:00AM	0:15:51	5	0:01:20	6	0:01:34	0:19:06
9/8/2004	11:00	11:30AM	0:08:55	1	0:01:36	4	0:03:23	0:08:55
9/8/2004	11:30	12:00PM	0:12:03	3	0:01:40	0	0:00:00	0:13:30
9/8/2004	12:00	12:30PM	0:07:26	3	0:00:54	2	0:00:17	0:11:54
9/8/2004	12:30	1:00PM	0:03:32	4	0:01:14	0	0:00:00	0:06:20

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
9/8/2004	1:00	1:30PM	0:05:36	1	0:00:08	0	0:00:00	0:05:36
9/8/2004	1:30	2:00PM	0:11:32	1	0:00:55	3	0:04:20	0:11:32
9/8/2004	2:00	2:30PM	0:09:56	1	0:00:14	5	0:01:59	0:09:56
9/8/2004	2:30	3:00PM	0:05:44	3	0:01:50	3	0:00:16	0:08:30
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/8/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:09:36</b>	<b>33</b>	<b>0:02:54</b>	<b>35</b>	<b>0:03:02</b>	<b>0:29:56</b>
9/7/2004	9:00	9:30AM	0:06:48	4	0:02:41	11	0:01:46	0:13:12
9/7/2004	9:30	10:00AM	0:16:07	4	0:02:00	3	0:00:59	0:20:51
9/7/2004	10:00	10:30AM	0:14:51	3	0:03:43	6	0:03:14	0:16:30
9/7/2004	10:30	11:00AM	0:04:09	7	0:01:18	1	0:00:20	0:07:52
9/7/2004	11:00	11:30AM	0:04:06	2	0:02:05	4	0:02:32	0:07:50
9/7/2004	11:30	12:00PM	0:03:55	2	0:07:24	2	0:12:34	0:24:30
9/7/2004	12:00	12:30PM	0:25:52	1	0:09:19	0	0:00:00	0:25:52
9/7/2004	12:30	1:00PM	0:29:56	1	0:03:23	3	0:03:55	0:29:56
9/7/2004	1:00	1:30PM	0:06:31	2	0:01:18	1	0:15:35	0:15:35
9/7/2004	1:30	2:00PM	0:10:12	3	0:02:22	1	0:00:19	0:18:54
9/7/2004	2:00	2:30PM	0:08:33	2	0:04:07	0	0:00:00	0:12:46
9/7/2004	2:30	3:00PM	0:08:07	1	0:00:11	3	0:00:23	0:08:07
9/7/2004	3:00	3:30PM	0:10:47	1	0:06:47	0	0:00:00	0:10:47
<b>Emg</b>	<b>Totals</b>		<b>0:01:34</b>	<b>7</b>	<b>0:00:37</b>	<b>2</b>	<b>0:02:18</b>	<b>0:05:33</b>
9/7/2004	6:00	6:30AM	0:00:03	1	0:00:04	0	0:00:00	0:00:03
9/7/2004	6:30	7:00AM	0:02:01	5	0:00:35	1	0:04:18	0:05:33
9/7/2004	7:00	7:30AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/7/2004	7:30	8:00AM	0:00:46	1	0:01:16	0	0:00:00	0:00:46
9/7/2004	4:30	5:00PM	0:00:00	0	0:00:00	1	0:00:18	0:00:18
<b>Day</b>	<b>Totals</b>		<b>0:00:08</b>	<b>5</b>	<b>0:01:36</b>	<b>1</b>	<b>0:00:25</b>	<b>0:00:30</b>
9/6/2004	9:00	9:30AM	0:00:04	1	0:02:02	0	0:00:00	0:00:04
9/6/2004	9:30	10:00AM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	10:00	10:30AM	0:00:00	0	0:00:00	1	0:00:25	0:00:25
9/6/2004	10:30	11:00AM	0:00:10	3	0:01:00	0	0:00:00	0:00:30
9/6/2004	11:00	11:30AM	0:00:07	1	0:02:59	0	0:00:00	0:00:07
9/6/2004	11:30	12:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	12:00	12:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	12:30	1:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	1:00	1:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	1:30	2:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	2:00	2:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	2:30	3:00PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	3:00	3:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
<b>Emg</b>	<b>Totals</b>		<b>0:00:57</b>	<b>6</b>	<b>0:00:55</b>	<b>0</b>	<b>0:00:00</b>	<b>0:02:51</b>
9/6/2004	9:00	9:30PM	0:02:28	2	0:00:46	0	0:00:00	0:02:51
9/6/2004	9:30	10:00PM	0:00:19	2	0:00:38	0	0:00:00	0:00:38
9/6/2004	10:00	10:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/6/2004	10:30	11:00PM	0:00:04	2	0:01:21	0	0:00:00	0:00:06
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/5/2004	No Calls							

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>2</b>	<b>0:01:25</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/5/2004	6:30	7:00PM	0:00:00	1	0:01:15	0	0:00:00	0:00:00
9/5/2004	7:00	7:30PM	0:00:00	1	0:01:35	0	0:00:00	0:00:00
<b>Day</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/4/2004	No Calls							
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>3</b>	<b>0:01:41</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/4/2004	2:30	3:00PM	0:00:00	1	0:03:30	0	0:00:00	0:00:00
9/4/2004	3:00	3:30PM	0:00:00	0	0:00:00	0	0:00:00	0:00:00
9/4/2004	3:30	4:00PM	0:00:00	2	0:00:47	0	0:00:00	0:00:00
<b>Day</b>	<b>Totals</b>		<b>0:03:35</b>	<b>48</b>	<b>0:03:05</b>	<b>10</b>	<b>0:00:59</b>	<b>0:11:11</b>
9/3/2004	9:00	9:30AM	0:00:22	5	0:02:55	2	0:00:30	0:01:12
9/3/2004	9:30	10:00AM	0:00:22	2	0:02:29	0	0:00:00	0:00:30
9/3/2004	10:00	10:30AM	0:02:50	5	0:04:29	0	0:00:00	0:05:03
9/3/2004	10:30	11:00AM	0:10:48	1	0:04:57	1	0:01:15	0:10:48
9/3/2004	11:00	11:30AM	0:00:04	1	0:01:45	0	0:00:00	0:00:04
9/3/2004	11:30	12:00PM	0:03:50	3	0:01:14	2	0:01:32	0:04:04
9/3/2004	12:00	12:30PM	0:08:27	4	0:01:31	1	0:00:20	0:11:11
9/3/2004	12:30	1:00PM	0:04:31	8	0:02:18	2	0:00:44	0:09:36
9/3/2004	1:00	1:30PM	0:06:44	6	0:04:43	0	0:00:00	0:10:18
9/3/2004	1:30	2:00PM	0:02:36	6	0:01:05	0	0:00:00	0:09:51
9/3/2004	2:00	2:30PM	0:00:52	2	0:01:44	0	0:00:00	0:01:29
9/3/2004	2:30	3:00PM	0:01:11	4	0:03:08	2	0:01:22	0:02:54
9/3/2004	3:00	3:30PM	0:00:05	1	0:20:43	0	0:00:00	0:00:05
<b>Emg</b>	<b>Totals</b>		<b>0:01:42</b>	<b>1</b>	<b>0:01:13</b>	<b>0</b>	<b>0:00:00</b>	<b>0:01:42</b>
9/3/2004	4:00	4:30PM	0:01:42	1	0:01:13	0	0:00:00	0:01:42
<b>Day</b>	<b>Totals</b>		<b>0:04:40</b>	<b>32</b>	<b>0:02:44</b>	<b>12</b>	<b>0:02:13</b>	<b>0:22:45</b>
9/2/2004	9:00	9:30AM	0:01:53	7	0:03:22	0	0:00:00	0:05:54
9/2/2004	9:30	10:00AM	0:00:35	3	0:04:55	2	0:00:11	0:01:38
9/2/2004	10:00	10:30AM	0:00:00	0	0:00:00	1	0:00:21	0:00:21
9/2/2004	10:30	11:00AM	0:01:49	3	0:03:12	0	0:00:00	0:02:50
9/2/2004	11:00	11:30AM	0:03:06	3	0:01:26	0	0:00:00	0:05:06
9/2/2004	11:30	12:00PM	0:03:35	2	0:03:31	1	0:05:27	0:07:05
9/2/2004	12:00	12:30PM	0:22:10	3	0:01:14	4	0:03:46	0:22:45
9/2/2004	12:30	1:00PM	0:07:42	3	0:01:02	0	0:00:00	0:11:05
9/2/2004	1:00	1:30PM	0:02:36	2	0:04:05	1	0:00:15	0:02:57
9/2/2004	1:30	2:00PM	0:01:48	2	0:02:07	1	0:00:08	0:01:51
9/2/2004	2:00	2:30PM	0:03:21	3	0:02:35	1	0:00:42	0:07:13
9/2/2004	2:30	3:00PM	0:03:47	1	0:01:06	1	0:04:17	0:04:17
<b>Emg</b>	<b>Totals</b>		<b>0:04:31</b>	<b>1</b>	<b>0:01:14</b>	<b>4</b>	<b>0:05:21</b>	<b>0:07:33</b>
9/2/2004	6:30	7:00AM	0:04:31	1	0:01:14	0	0:00:00	0:04:31
9/2/2004	3:30	4:00PM	0:00:00	0	0:00:00	1	0:04:17	0:04:17
9/2/2004	4:00	4:30PM	0:00:00	0	0:00:00	2	0:06:03	0:07:33
9/2/2004	4:30	5:00PM	0:00:00	0	0:00:00	1	0:05:03	0:05:03
<b>Day</b>	<b>Totals</b>		<b>0:01:41</b>	<b>43</b>	<b>0:02:41</b>	<b>5</b>	<b>0:00:23</b>	<b>0:13:24</b>
9/1/2004	9:00	9:30AM	0:02:12	3	0:01:26	1	0:00:42	0:03:19
9/1/2004	9:30	10:00AM	0:00:18	7	0:03:37	0	0:00:00	0:00:54
9/1/2004	10:00	10:30AM	0:00:13	5	0:01:17	0	0:00:00	0:00:21

BROOKE UTILITIES								
MAXIMUM DELAY TIME FOR 3RD QUARTER 2004								
BASED ON 1/2 HOUR INTERVAL								
Date	Time		Avg Speed Ans	ACD Calls	Avg ACD Time	Aban Calls	Avg Aban Time	Max Delay
9/1/2004	10:30	11:00AM	0:00:42	2	0:03:35	0	0:00:00	0:00:51
9/1/2004	11:00	11:30AM	0:00:25	4	0:03:45	0	0:00:00	0:00:39
9/1/2004	11:30	12:00PM	0:00:13	3	0:02:18	0	0:00:00	0:00:17
9/1/2004	12:00	12:30PM	0:04:16	1	0:00:49	0	0:00:00	0:04:16
9/1/2004	12:30	1:00PM	0:02:17	5	0:01:32	2	0:00:19	0:03:37
9/1/2004	1:00	1:30PM	0:11:36	3	0:04:02	1	0:00:18	0:13:24
9/1/2004	1:30	2:00PM	0:01:45	4	0:02:22	0	0:00:00	0:04:47
9/1/2004	2:00	2:30PM	0:00:11	3	0:03:03	1	0:00:16	0:00:28
9/1/2004	2:30	3:00PM	0:00:17	3	0:03:47	0	0:00:00	0:00:19
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
9/1/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:05:49</b>	<b>49</b>	<b>0:02:42</b>	<b>20</b>	<b>0:01:55</b>	<b>0:18:44</b>
8/31/2004	9:00	9:30AM	0:03:23	2	0:01:38	2	0:00:19	0:04:04
8/31/2004	9:30	10:00AM	0:02:14	5	0:02:23	0	0:00:00	0:02:43
8/31/2004	10:00	10:30AM	0:03:09	2	0:05:13	1	0:00:19	0:06:14
8/31/2004	10:30	11:00AM	0:03:21	4	0:02:25	0	0:00:00	0:05:53
8/31/2004	11:00	11:30AM	0:00:26	2	0:02:35	0	0:00:00	0:00:26
8/31/2004	11:30	12:00PM	0:02:27	5	0:04:06	0	0:00:00	0:03:24
8/31/2004	12:00	12:30PM	0:10:02	3	0:02:34	5	0:00:45	0:11:39
8/31/2004	12:30	1:00PM	0:02:04	7	0:02:11	1	0:00:38	0:04:29
8/31/2004	1:00	1:30PM	0:08:50	5	0:03:35	7	0:01:53	0:11:18
8/31/2004	1:30	2:00PM	0:12:32	8	0:01:54	1	0:00:18	0:18:44
8/31/2004	2:00	2:30PM	0:08:39	5	0:02:34	3	0:06:28	0:12:23
8/31/2004	2:30	3:00PM	0:02:10	1	0:02:28	0	0:00:00	0:02:10
<b>Emg</b>	<b>Totals</b>		<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>0:00:00</b>	<b>0:00:00</b>
8/31/2004	No Calls							
<b>Day</b>	<b>Totals</b>		<b>0:05:17</b>	<b>55</b>	<b>0:01:59</b>	<b>14</b>	<b>0:03:00</b>	<b>0:15:47</b>
8/30/2004	9:00	9:30AM	0:05:09	8	0:02:32	1	0:00:36	0:10:40
8/30/2004	9:30	10:00AM	0:09:13	5	0:02:40	4	0:02:39	0:10:30
8/30/2004	10:00	10:30AM	0:07:35	7	0:01:56	5	0:02:24	0:12:05
8/30/2004	10:30	11:00AM	0:08:52	6	0:02:22	2	0:01:19	0:11:27
8/30/2004	11:00	11:30AM	0:04:13	5	0:01:38	0	0:00:00	0:09:10
8/30/2004	11:30	12:00PM	0:00:36	4	0:01:54	0	0:00:00	0:01:25
8/30/2004	12:00	12:30PM	0:07:42	1	0:00:31	1	0:00:21	0:07:42
8/30/2004	12:30	1:00PM	0:02:54	1	0:01:10	1	0:15:47	0:15:47
8/30/2004	1:00	1:30PM	0:11:53	3	0:02:35	0	0:00:00	0:13:58
8/30/2004	1:30	2:00PM	0:02:20	5	0:01:45	0	0:00:00	0:05:50
8/30/2004	2:00	2:30PM	0:03:13	3	0:00:40	0	0:00:00	0:09:29
8/30/2004	2:30	3:00PM	0:00:55	7	0:01:44	0	0:00:00	0:02:57
<b>Emg</b>	<b>Totals</b>		<b>0:01:10</b>	<b>25</b>	<b>0:01:18</b>	<b>6</b>	<b>0:01:19</b>	<b>0:07:23</b>
8/30/2004	8:30	9:00AM	0:07:23	1	0:00:05	0	0:00:00	0:07:23
8/30/2004	5:30	6:00PM	0:01:13	6	0:02:34	0	0:00:00	0:02:33
8/30/2004	6:00	6:30PM	0:00:32	2	0:01:12	1	0:01:58	0:01:58
8/30/2004	6:30	7:00PM	0:00:12	2	0:01:06	1	0:02:09	0:02:09
8/30/2004	7:30	8:00PM	0:00:30	6	0:00:38	2	0:00:34	0:02:09
8/30/2004	8:00	8:30PM	0:01:16	1	0:00:29	0	0:00:00	0:01:16
8/30/2004	8:30	9:00PM	0:00:31	1	0:01:36	0	0:00:00	0:00:31
8/30/2004	9:00	9:30PM	0:02:47	3	0:01:09	0	0:00:00	0:05:36
8/30/2004	9:30	10:00PM	0:00:01	3	0:01:01	1	0:00:41	0:00:41

<b>BROOKE UTILITIES</b>							
<b>MAXIMUM DELAY TIME FOR 3RD QUARTER 2004</b>							
<b>BASED ON 1/2 HOUR INTERVAL</b>							
<b>Date</b>	<b>Time</b>	<b>Avg Speed Ans</b>	<b>ACD Calls</b>	<b>Avg ACD Time</b>	<b>Aban Calls</b>	<b>Avg Aban Time</b>	<b>Max Delay</b>
<b>Note:</b> Since this is the first report cycle, this report only captured information for the month September. Starting the next quarter, we will cumulate the information on a monthly basis and by December, 2004, we will be able to provide a full quarter information							
<b>Definition:</b>							
<b>Day</b>	represents Brooke Business hours M-F 9am to 3pm						
<b>Emg</b>	represent Brooke After hours M-F 5pm to 8am, all day Saturday and Sunday						
<b>Date</b>	is the day of the month						
<b>Time</b>	the 1/2 hour interval of data						
<b>Avg Speed Ans</b>	the average speed of answer in minutes and seconds						
<b>ACD Calls</b>	number of calls answered by a Customer Service Representative						
<b>Avg ACD Time</b>	the average length of time, in minutes and seconds, of conversation time between customer & Customer Service Representative						
<b>Aban Calls</b>	number customers who hung-up before speaking to Customer Service Representative						
<b>Avg Aban Time</b>	is the length of time, in minutes and seconds, a customer was holding for a Customer Service Represntative before deciding to hang up						
<b>Max Delay Time</b>	is the longest time a customer had to wait before their call was answered by a Customer Service Representative						

Pine Water Co., Inc.  
 Decision 67166  
 Call Out and Response Report  
 September 2004

Dispatch Response time a/p	Time	Code	Reason for Contact	Service Location	City	CSA	Contact Name	Number Called	H/P C/R	Action
9/21/2004	pm	202	Callout-Leak/Other	PC2 L4	Pine	Brooke	Stouder, S	Vext	O/P	Callback 800
		205	Response	PC2 L4	Pine	Brooke	Stouder, S			DSO
		209	Location Arrival	PC2 L4	Pine	Brooke	Stouder, S			Customer Broke Co. Valve
9/20/2004	pm	255	Turn on Account off for non payment	BH L17	Pine	Brooke	Mistle	661-633-7546	O/O	Let Message and also sent e-mail
9/15/2004	pm	637	Callout-No Water	WO G12 L46	Pine	Brooke	Stouder, S	alpha paged	O/P	Callback 800
		655	Response	WO G12 L46	Pine	Brooke	Stouder, S			DSO
		736	Location Arrival	WO G12 L46	Pine	Brooke	Stouder, S	alpha paged	O/P	Small Leak in BS and fixture
		730	Callout-Main Leak	PMH L9F	Pine	Brooke	Stouder, S			Callback 800
		738	Response	PMH L9F	Pine	Brooke	Stouder, S			DSO
		835	Location Arrival	PMH L9F	Pine	Brooke	Stouder, S			we back on
		752	Status	WO G12 L46	Pine	Brooke	Stouder, S			small leak/will repair on Tuesday
		808	Call Out-Service Leak	PMH L9F	Pine	Brooke	Stouder, S	Alpha 14A	O/P	Callback 800
9/17/2004	am	795	Response	CPE L185	Pine	Brooke	Stouder, S			DSO
		805	Response	CPE L185	Pine	Brooke	Stouder, S			
		901	Location Arrival	CPE L185	Pine	Brooke	Stouder, S			
9/8/2004	am	1148	Main Leak	PMH L1288	Pine	Brooke	Stouder, S	S Stouder@vext.com	O/Vext	DSO
		1154	Location Arrival	PMH L1288	Pine	Brooke	Stouder, S			while lined leak to call in bluestate
		815	Callout-No Water	CPE L51	Pine	Brooke	Stouder, S	Vext	O/P	Call back 800 number
9/15/2004	am	825	Reason for Contact	CPE L51	Pine	Brooke	Stouder, S			DSO
		856	Status	CPE L51	Pine	Brooke	Stouder, S			
		958	Location Arrival	CPE L51	Pine	Brooke	Stouder, S			Water is On, LN
		1235	Callout - Main Leak	SM52 L151	Pine	Brooke	Stouder, S	Vext	O/P	Call back 800 number
		1250	Callout - Main Leak	SM52 L151	Pine	Brooke	Shaffer, D	Call Phone	O/C	DSO
		1159pm	Location Arrival	SM52 L151	Pine	Brooke	Shaffer, D			
9/18/2004	pm	142	Callout-Restore Service	PRS L25	Pine	Pine	Stouder, S	sestouder@vext.com	O/P	Callback 800
		148	Response	PRS L25	Pine	Pine	Stouder, S			DSO
9/18/2004	pm	210	Callout-Other	P CST L10	Pine	Brooke	Stouder, S	Vext	O/P	Callback 800
		218	Response	P CST L10	Pine	Brooke	Stouder, S			DSO
9/17/2004	am	650	Callout-No Water	BT U2 L7	Pine	Brooke	Stouder, S	alpha paged	O/P	Callback 800
		659	Response	BT U2 L7	Pine	Brooke	Stouder, S			DSO
		705	Location Arrival	BT U2 L7	Pine	Brooke	Stouder, S			shut off water for plumber to repair cust. Leak
		108	Callout-No Water	CPE L389	Pine	Brooke	Stouder, S	Vext	O/V	Callback 800
9/21/2004	am	1125	Callout-No Water	PR2 L22	Pine	Brooke	Stouder, S	Alpha Page	O/P	Callback 800
		425	Response	PR2 L22	Pine	Brooke	Stouder, S			DSO
		445pm	Location Arrival	PR2 L22	Pine	Brooke	Stouder, S	Alpha Page		Repressurized booster
		452	Callout-No Water	PR2 L28	Pine	Brooke	Stouder, S			Callback 800
		456	Response	PR2 L28	Pine	Brooke	Stouder, S			DSO
9/20/2004	am	721	Callout-No Water	PR2 L28	Pine	Brooke	Stouder, S	alpha paged	O/P	Callback 800
		724	Response	PR2 L28	Pine	Brooke	Stouder, S			DSO
		735	Location Arrival	PR2 L28	Pine	Brooke	Stouder, S			main leak
		740	Status	PR2 L28	Pine	Brooke	Stouder, S			ESD/ETA 4-5 hrs

\*\*\*Request for reports was made at the end of August.  
 Third quarter reports only includes August and September.  
 Subsequent reports will include all three months in the quarter