

ATTACHMENT B

Comparison of Utility Customer Guarantees

May 1, 2004

	Credit \$ Range	PacifiCorp	Duquesne	NYSE&G	RG&E	Orange & Rockland	Connectiv	Otter Tail	Nstar	Central Maine Pwr	Puget Sound Energy	PG&E	Central Vermont	PP&L
		\$50-200	\$25	\$25	\$20	\$25	\$5-100	\$10-500	\$25-100	\$10-250	\$50	\$25-100	\$10	\$25
Outage Restoration														
Respond												X		
Restore		X					X					X		
Exclusion for storms		Yes					Yes ¹		Yes ²	Yes ³	Yes ⁴	Yes ⁵	Yes ⁶	
Appointment		X	X	X	X	X	X	X	X	X	X	X	X	X
Service Activation								X						
Existing service		X		X			X						X	X
New construction			X	X			X		X			X	X	X
Meet commitment										X				
Credit reconnection		X												
Estimates for Providing New Supply		X												
Billing														
Inquiry response time		X			X				X					
Accuracy			X			X	X	X		X			X	
Accurate direct pay/pay by phone									X					
Bill not rendered													X	
Metering														
Timely test or work		X										X	X	
Meter accuracy			X			X			X					
Planned Interruption Notice		X			X				X					
Power Quality														
Complaint response		X										X		
Street/Area Lighting Service					X	X		X						X
Response time														
Provide Knowledgeable/Competent														
Service			X		X			X						

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May 1, 2004

	PacificCorp	Duquesne	NYSE&G	RG&E	Orange & Rockland	Connectiv	Other Tail	Nstar	Central Maine Pwr	Puget Sound Energy	PG&E	Central Vermont	PP&L
Satisfaction w/new gas installation	Credit \$ Range \$50-200	\$25	\$25	\$20	\$25	\$5-100	\$10-500	\$25-100	\$10-250	\$50	\$25-100	\$10	\$25
Emergency work													
Investigation/repairs													
Service installation			X								X		
Respect Customer's Property				X	X		X						

¹Connectiv Exclusion for Storms: "During storms, natural disasters, or other major events outside the company's control that result in more than 10% of Connectiv Power Delivery's customer base in Delaware losing power, during a declared state of emergency or disaster, under ISO direction or other action to prevent uncontrolled or cascading interruption of service, or for adequacy/security purposes including load control, emergency switching, and energy conservation procedures." Other exclusions include labor disruption, safety, scheduled interruptions, disconnection for payment-related reasons, access, and if the customer agrees to remain without service.

²Nstar Exclusion for Storms (no guarantee for outages): "There will be circumstances beyond our control, like natural disasters, storms or other emergency conditions when we suspend normal business operations and our guarantees do not apply."

³Central Maine Exclusion for Storms (no guarantee for outages): "When there's a widespread outage, our top priority is restoring power to our customers. Therefore, our guarantee does not apply when CMP suspends normal business operations because of storm conditions or other emergencies."

⁴Puget Exclusion for Storms (no guarantee for outages): "Weather conditions permitting."

⁵PG&E Exclusion for Storms: "Serious emergencies and/or storm conditions. When access is not available. Planned service interruptions."

⁶Central Vermont Exclusion for Storms (no guarantee for outages): "Weather related delays shall be defined as provided by the relevant section of the Company's union contract concerning restrictions on outside work during inclement weather. Weather-related delays shall also include: periods when roads are impassable in company vehicles following heavy rain, snow or spring thaw conditions; and un-availability of company personnel as a result of service restoration efforts due to storms."