

UTILITY UNDERGROUNDING PROGRAM INFORMATION LINE CALL SUMMARY
CALLS AS OF JUNE 30, 2007

ATTACHMENT "5"

	Call Volume			Percentages		
	2005	2006	2007	2005	2006	2007
Complaint vs Non Complaint Issue						
Non Complaint Call Related to an Allocated Project	2,457	1,817	695	89.6%	79.4%	82.7%
Specific Project Complaint	191	289	86	7.0%	12.6%	10.2%
Complaint Follow up call from Customer	48	115	49	1.7%	5.0%	5.8%
Non Complaint Non Allocated Project	47	66	10	1.7%	2.9%	1.2%
Totals	2,743	2,287	840	100%	100%	100%

	Call Volume			Percentages		
	2005	2006	2007	2005	2006	2007
Specific Issue of Inquiry						
Allocated Project Schedule Question	2,058	1,520	664	74.5%	65.1%	76.3%
Non Allocated Project Schedule Question	27	46	11	1.0%	2.0%	1.3%
PTE Question	301	241	5	10.9%	10.3%	0.6%
General Program Info	107	20	21	3.9%	0.9%	2.4%
Street Light Related	40	75	17	1.4%	3.2%	2.0%
Utility Box Related	19	55	7	0.7%	2.4%	0.8%
Pole Placement Related	7	9	2	0.3%	0.4%	0.2%
Public Hearing Question	0	3	2	0.0%	0.1%	0.2%
Community Presentation Question	31	17	3	1.1%	0.7%	0.3%
Tree Related	30	35	10	1.1%	1.5%	1.1%
Resurfacing Related	10	20	7	0.4%	0.9%	0.8%
Other	35	139	20	1.3%	6.0%	2.3%
UG Outside San Diego	19	25	15	0.7%	1.1%	1.7%
Not related to Program	33	84	60	1.2%	3.6%	6.9%
Issue Referred to Infoline by Other	47	47	26	1.7%	2.0%	3.0%
Totals	2,764	2,336	870	100%	100%	100%

Allocated Project = Project Approved by Council that is in Design or Construction

Non Allocated Project = Project on the Master Plan but not approved by Council to begin Design or Construction