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**IN THE TENNESSEE REGULATORY AUTHORITY**
**NASHVILLE, TENNESSEE**

| | | |
|---|---|---|
| IN RE: PETITION TO OPEN AN INVESTIGATION TO DETERMINE WHETHER ATMOS ENERGY CORP. SHOULD BE REQUIRED BY THE TRA TO APPEAR AND SHOW CAUSE THAT ATMOS ENERGY CORP. IS NOT OVEREARNING IN VIOLATION OF TENNESSEE LAW AND THAT IT IS CHARGING RATES THAT ARE JUST AND REASONABLE | ) | Docket No. 05-00258 |

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# ATMOS ENERGY CORPORATION'S SUPPLEMENTAL AND AMENDED RESPONSES TO THE FIRST DISCOVERY REQUESTS FROM THE CONSUMER ADVOCATE AND PROTECTION DIVISION

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## INTRODUCTION

In accordance with *Tennessee Rule of Civil Procedure* 26.05(2), Atmos Energy Corporation ("Atmos") submits this Supplemental and Amended Response to the First Discovery Request from the Consumer Advocate and Protection Division ("CAPD" and "CAPD First Discovery Request(s)"). Specifically, Atmos is revising and supplementing its prior response to CAPD First Discovery Request Part II, No. 6(c)(3).

## SUPPLEMENTAL AND AMENDED RESPONSE

***(For convenience and context, Atmos has reset forth the entirety of the discovery request in this Supplemental Response; however, the applicable portion of the request is <u>bolded and underlined</u>.)***

6. Please provide the data for the following categories of customer service:

   (A) Customer Service (Call Center) since ATMOS purchased United Cities by year through 2005

      1. Number of Calls received and percent answered;
      2. Average Answer Time (in seconds);



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3. Length of Call (in minutes);
4. After Call Processing time (in minutes or percent);
5. Number of Customer Service Walk-Ins;
6. Customer Call Backs;
7. Supervisor Referrals; and
8. Cash Transactions Processed by affiliated agencies.
9. Provide the total number of Call Center employees (by month/by title).
10. Provide the allocated employees by title/by month to Tennessee.

(B) Meter Services (Tennessee) by year (since ATMOS purchased United Cities through 2005):

1. Number of Meters Read;
2. Risers Inspected;
3. Estimated Readings;
4. Percent Estimated;
5. Meters Skipped;
6. Re-reads;
7. Door Tags or other "customer provided readings."

(C) **Service Department (Tennessee by month since ATMOS purchased United Cities Through 2005)**:

1. Orders Worked;
2. Appointment Orders;
3. **Appointments Missed;**
4. Emergency Orders;
5. Emergency Response Time (in minutes);
6. Meters Set.

(D) Construction Department (Tennessee by month since ATMOS purchased United Cities through 2005):

1. Service Orders Received;
2. Service Orders Installed;
3. Backlog (Weeks);
4. Damages;
5. Service Renewal/Relocate;
6. Services Retired; and
7. Survey Leaks.

## SUPPLEMENTAL AND AMENDED RESPONSE TO PART II, NO, 6(C)(3)

Atmos' computer system does not track, as a matter of ordinary course in its business, the information in the format in which the CAPD requested it. As such, in accordance with its discovery obligations, Atmos initially compiled the information responsive to this request as quickly as possible. To do so, Atmos constructed a query of its system and set the parameters as ***any order*** in the system that was not completed on or before the next day. Upon compilation, that information was produced (the "Initial Production").

After reviewing the Initial Production and the original "Missed Call" information, Atmos discovered that the Initial Production reflected all types of orders, both ***internal*** (company generated) and ***external*** (customer request), that were not completed on or before the next day. The internal (company generated) orders are not responsive to a particular customer's request and relate to routine tasks such as painting a meter, collection, disconnecting for non-payment, checking meters, etc.

As the CAPD's request was directed toward finding external (customer request) appointments "missed", Atmos has re-queried its system using more precise search parameters; the attached listing are those orders received from customers with an assumption of next day service. In other words, Atmos' new search parameters were set to any customer generated order that was not completed on or before the next business day. This search results in a response time that is more indicative of Atmos' true response time to customer requests and should supplant the earlier information produced.

Because Atmos constructed parameters with the express purpose of responding to discovery (rather than a data point that is maintained in the ordinary course of business), the results include some margin of calls that are not "missed," as that term has been defined for purposes of this discovery response. Examples include: the customer asked that the service call be made later than the next day; the customer was not available the next day for Atmos to complete the service call; the task was too large to be completed in one day; etc.

An electronic working copy of the spreadsheet is being provided to all parties.

Respectfully Submitted,

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## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been hand-delivered, e-mailed or faxed and mailed to the following parties of interest this 7th day of August, 2006.

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| Year/Mo | S/O | # Appoints | # Missed |
|---|---|---|---|
| 2005/12 | TOSI | 1,842 | 26 |
| 2005/12 | SEAS | 5 | 0 |
| 2005/12 | RRUN | 2,180 | 89 |
| 2005/12 | RETO | 38 | 0 |
| 2005/12 | RDEL | 587 | 5 |
| 2005/12 | MSET | 373 | 17 |
| 2005/12 | FINL | 1,381 | 84 |
| 2005/12 | CUST | 22 | 2 |
| 2005/11 | TOSI | 2,826 | 63 |
| 2005/11 | SEAS | 5 | 0 |
| 2005/11 | RRUN | 2,290 | 160 |
| 2005/11 | RETO | 53 | 3 |
| 2005/11 | RDEL | 1,249 | 11 |
| 2005/11 | MSET | 533 | 21 |
| 2005/11 | FINL | 1,883 | 213 |
| 2005/11 | CUST | 36 | 1 |
| 2005/10 | TOSI | 2,976 | 85 |
| 2005/10 | SEAS | 4 | 0 |
| 2005/10 | RRUN | 2,237 | 107 |
| 2005/10 | RETO | 82 | 5 |
| 2005/10 | RDEL | 1,502 | 23 |
| 2005/10 | MSET | 433 | 25 |
| 2005/10 | FINL | 1,950 | 103 |
| 2005/10 | CUST | 28 | 2 |
| 2005/09 | TOSI | 1,441 | 54 |
| 2005/09 | SEAS | 8 | 0 |
| 2005/09 | RRUN | 2,096 | 93 |
| 2005/09 | RETO | 37 | 2 |
| 2005/09 | RDEL | 745 | 8 |
| 2005/09 | MSET | 242 | 21 |
| 2005/09 | FINL | 2,154 | 102 |
| 2005/09 | CUST | 24 | 1 |
| 2005/08 | TOSI | 1,495 | 46 |
| 2005/08 | SEAS | 7 | 0 |
| 2005/08 | RRUN | 2,717 | 100 |
| 2005/08 | RETO | 29 | 0 |
| 2005/08 | RDEL | 804 | 6 |
| 2005/08 | MSET | 184 | 8 |
| 2005/08 | FINL | 2,605 | 107 |
| 2005/08 | CUST | 20 | 0 |
| 2005/07 | TOSI | 1,080 | 40 |
| 2005/07 | SEAS | 22 | 1 |
| 2005/07 | RRUN | 2,270 | 92 |
| 2005/07 | RETO | 23 | 0 |
| 2005/07 | RDEL | 767 | 10 |
| 2005/07 | MSET | 146 | 8 |
| 2005/07 | FINL | 2,721 | 116 |
| 2005/07 | CUST | 15 | 0 |
| 2005/06 | TOSI | 1,106 | 26 |
| 2005/06 | SEAS | 106 | 4 |
| 2005/06 | RRUN | 2,285 | 171 |

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|---|---|---|---|
| 2005/06 | RETO | 21 | 0 |
| 2005/06 | RDEL | 1,147 | 13 |
| 2005/06 | MSET | 181 | 9 |
| 2005/06 | FINL | 2,815 | 265 |
| 2005/06 | CUST | 20 | 0 |
| 2005/05 | TOSI | 1,170 | 29 |
| 2005/05 | SEAS | 198 | 5 |
| 2005/05 | RRUN | 2,202 | 113 |
| 2005/05 | RETO | 25 | 0 |
| 2005/05 | RDEL | 1,124 | 8 |
| 2005/05 | MSET | 168 | 5 |
| 2005/05 | FINL | 2,979 | 169 |
| 2005/05 | CUST | 17 | 1 |
| 2005/04 | TOSI | 1,050 | 29 |
| 2005/04 | SEAS | 210 | 12 |
| 2005/04 | RRUN | 1,873 | 67 |
| 2005/04 | RETO | 11 | 0 |
| 2005/04 | RDEL | 1,338 | 8 |
| 2005/04 | MSET | 155 | 4 |
| 2005/04 | FINL | 2,585 | 104 |
| 2005/04 | CUST | 10 | 1 |
| 2005/03 | TOSI | 1,324 | 20 |
| 2005/03 | SEAS | 64 | 2 |
| 2005/03 | RRUN | 2,264 | 97 |
| 2005/03 | RETO | 17 | 1 |
| 2005/03 | RDEL | 976 | 5 |
| 2005/03 | MSET | 222 | 13 |
| 2005/03 | FINL | 2,218 | 126 |
| 2005/03 | CUST | 20 | 1 |
| 2005/02 | TOSI | 1,399 | 23 |
| 2005/02 | SEAS | 7 | 1 |
| 2005/02 | RRUN | 2,193 | 100 |
| 2005/02 | RETO | 15 | 0 |
| 2005/02 | RDEL | 826 | 3 |
| 2005/02 | MSET | 249 | 8 |
| 2005/02 | FINL | 1,810 | 119 |
| 2005/02 | CUST | 15 | 3 |
| 2005/01 | TOSI | 1,750 | 33 |
| 2005/01 | SEAS | 1 | 0 |
| 2005/01 | RRUN | 2,188 | 103 |
| 2005/01 | RETO | 14 | 0 |
| 2005/01 | RDEL | 826 | 1 |
| 2005/01 | MSET | 329 | 14 |
| 2005/01 | FINL | 1,780 | 77 |
| 2005/01 | CUST | 12 | 0 |
| 2004/12 | TOSI | 2,664 | 43 |
| 2004/12 | SEAS | 10 | 0 |
| 2004/12 | RRUN | 2,044 | 142 |
| 2004/12 | RETO | 32 | 2 |
| 2004/12 | RDEL | 780 | 7 |
| 2004/12 | MSET | 538 | 22 |
| 2004/12 | FINL | 1,588 | 153 |

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|---|---|---|---|
| 2004/12 | CUST | 18 | 0 |
| 2004/11 | TOSI | 3,145 | 61 |
| 2004/11 | SEAS | 7 | 1 |
| 2004/11 | RRUN | 1,956 | 80 |
| 2004/11 | RETO | 42 | 1 |
| 2004/11 | RDEL | 1,555 | 16 |
| 2004/11 | MSET | 641 | 27 |
| 2004/11 | FINL | 1,783 | 117 |
| 2004/11 | CUST | 27 | 1 |
| 2004/10 | TOSI | 2,557 | 58 |
| 2004/10 | SEAS | 10 | 1 |
| 2004/10 | RRUN | 1,968 | 63 |
| 2004/10 | RETO | 60 | 5 |
| 2004/10 | RDEL | 1,732 | 24 |
| 2004/10 | MSET | 572 | 27 |
| 2004/10 | FINL | 1,850 | 107 |
| 2004/10 | CUST | 27 | 2 |
| 2004/09 | TOSI | 1,517 | 43 |
| 2004/09 | SEAS | 10 | 0 |
| 2004/09 | RRUN | 1,867 | 46 |
| 2004/09 | RETO | 38 | 1 |
| 2004/09 | RDEL | 677 | 10 |
| 2004/09 | MSET | 296 | 21 |
| 2004/09 | FINL | 2,047 | 67 |
| 2004/09 | CUST | 21 | 2 |
| 2004/08 | TOSI | 1,754 | 62 |
| 2004/08 | SEAS | 4 | 1 |
| 2004/08 | RRUN | 2,233 | 55 |
| 2004/08 | RETO | 24 | 1 |
| 2004/08 | RDEL | 514 | 8 |
| 2004/08 | MSET | 243 | 10 |
| 2004/08 | FINL | 2,594 | 57 |
| 2004/08 | CUST | 8 | 0 |
| 2004/07 | TOSI | 1,362 | 37 |
| 2004/07 | SEAS | 22 | 2 |
| 2004/07 | RRUN | 2,051 | 52 |
| 2004/07 | RETO | 20 | 1 |
| 2004/07 | RDEL | 764 | 8 |
| 2004/07 | MSET | 183 | 15 |
| 2004/07 | FINL | 2,761 | 73 |
| 2004/07 | CUST | 12 | 0 |
| 2004/06 | TOSI | 1,403 | 39 |
| 2004/06 | SEAS | 85 | 3 |
| 2004/06 | RRUN | 2,064 | 37 |
| 2004/06 | RETO | 16 | 0 |
| 2004/06 | RDEL | 1,586 | 9 |
| 2004/06 | MSET | 192 | 9 |
| 2004/06 | FINL | 2,739 | 66 |
| 2004/06 | CUST | 23 | 1 |
| 2004/05 | TOSI | 1,174 | 40 |
| 2004/05 | SEAS | 271 | 9 |
| 2004/05 | RRUN | 2,072 | 53 |

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|---|---|---|---|
| 2004/05 | RETO | 15 | 1 |
| 2004/05 | RDEL | 1,471 | 19 |
| 2004/05 | MSET | 153 | 9 |
| 2004/05 | FINL | 2,868 | 71 |
| 2004/05 | CUST | 14 | 1 |
| 2004/04 | TOSI | 1,034 | 18 |
| 2004/04 | SEAS | 176 | 14 |
| 2004/04 | RRUN | 2,073 | 47 |
| 2004/04 | RETO | 17 | 0 |
| 2004/04 | RDEL | 1,551 | 19 |
| 2004/04 | MSET | 189 | 10 |
| 2004/04 | FINL | 2,725 | 71 |
| 2004/04 | CUST | 11 | 1 |
| 2004/03 | TOSI | 1,209 | 25 |
| 2004/03 | SEAS | 96 | 3 |
| 2004/03 | RRUN | 2,298 | 55 |
| 2004/03 | RETO | 21 | 0 |
| 2004/03 | RDEL | 1,748 | 10 |
| 2004/03 | MSET | 222 | 4 |
| 2004/03 | FINL | 2,608 | 108 |
| 2004/03 | CUST | 16 | 2 |
| 2004/02 | TOSI | 1,312 | 25 |
| 2004/02 | SEAS | 4 | 1 |
| 2004/02 | RRUN | 2,241 | 100 |
| 2004/02 | RETO | 18 | 0 |
| 2004/02 | RDEL | 1,092 | 7 |
| 2004/02 | MSET | 268 | 10 |
| 2004/02 | FINL | 1,777 | 98 |
| 2004/02 | CUST | 14 | 0 |
| 2004/01 | TOSI | 1,571 | 20 |
| 2004/01 | SEAS | 3 | 0 |
| 2004/01 | RRUN | 2,239 | 67 |
| 2004/01 | RETO | 18 | 1 |
| 2004/01 | RDEL | 682 | 5 |
| 2004/01 | MSET | 285 | 7 |
| 2004/01 | FINL | 1,709 | 81 |
| 2004/01 | CUST | 21 | 0 |
| 2003/12 | TOSI | 2,049 | 49 |
| 2003/12 | SEAS | 8 | 0 |
| 2003/12 | RRUN | 2,198 | 66 |
| 2003/12 | RETO | 21 | 0 |
| 2003/12 | RDEL | 983 | 11 |
| 2003/12 | MSET | 392 | 12 |
| 2003/12 | FINL | 1,740 | 81 |
| 2003/12 | CUST | 13 | 0 |
| 2003/11 | TOSI | 2,582 | 61 |
| 2003/11 | SEAS | 6 | 0 |
| 2003/11 | RRUN | 2,056 | 109 |
| 2003/11 | RETO | 50 | 0 |
| 2003/11 | RDEL | 1,433 | 11 |
| 2003/11 | MSET | 585 | 26 |
| 2003/11 | FINL | 1,489 | 102 |

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|---|---|---|---|
| 2003/11 | CUST | 17 | 1 |
| 2003/10 | TOSI | 3,191 | 116 |
| 2003/10 | SEAS | 5 | 0 |
| 2003/10 | RRUN | 2,475 | 93 |
| 2003/10 | RETO | 117 | 5 |
| 2003/10 | RDEL | 2,076 | 28 |
| 2003/10 | MSET | 649 | 33 |
| 2003/10 | FINL | 2,039 | 98 |
| 2003/10 | CUST | 34 | 3 |
| 2003/09 | TOSI | 2,311 | 76 |
| 2003/09 | RRUN | 2,414 | 67 |
| 2003/09 | RETO | 97 | 2 |
| 2003/09 | RDEL | 1,445 | 20 |
| 2003/09 | MSET | 337 | 23 |
| 2003/09 | FINL | 2,149 | 56 |
| 2003/09 | CUST | 12 | 0 |
| 2003/08 | TOSI | 1,684 | 64 |
| 2003/08 | SEAS | 5 | 0 |
| 2003/08 | RRUN | 2,715 | 66 |
| 2003/08 | RETO | 24 | 0 |
| 2003/08 | RDEL | 1,058 | 14 |
| 2003/08 | MSET | 200 | 9 |
| 2003/08 | FINL | 2,314 | 58 |
| 2003/08 | CUST | 16 | 0 |
| 2003/07 | TOSI | 1,513 | 45 |
| 2003/07 | SEAS | 31 | 0 |
| 2003/07 | RRUN | 2,818 | 59 |
| 2003/07 | RETO | 21 | 1 |
| 2003/07 | RDEL | 1,412 | 8 |
| 2003/07 | MSET | 177 | 8 |
| 2003/07 | FINL | 2,731 | 55 |
| 2003/07 | CUST | 22 | 0 |
| 2003/06 | TOSI | 1,408 | 42 |
| 2003/06 | SEAS | 112 | 6 |
| 2003/06 | RRUN | 2,380 | 65 |
| 2003/06 | RETO | 34 | 0 |
| 2003/06 | RDEL | 1,431 | 15 |
| 2003/06 | MSET | 158 | 9 |
| 2003/06 | FINL | 2,654 | 67 |
| 2003/06 | CUST | 9 | 0 |
| 2003/05 | TOSI | 1,305 | 34 |
| 2003/05 | SEAS | 226 | 12 |
| 2003/05 | RRUN | 2,340 | 62 |
| 2003/05 | RETO | 16 | 0 |
| 2003/05 | RDEL | 1,997 | 7 |
| 2003/05 | MSET | 155 | 14 |
| 2003/05 | FINL | 2,836 | 68 |
| 2003/05 | CUST | 21 | 0 |
| 2003/04 | TOSI | 1,187 | 22 |
| 2003/04 | SEAS | 250 | 9 |
| 2003/04 | RRUN | 2,223 | 37 |
| 2003/04 | RETO | 29 | 1 |

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|---|---|---|---|
| 2003/04 | RDEL | 1,597 | 5 |
| 2003/04 | MSET | 152 | 9 |
| 2003/04 | FINL | 2,709 | 52 |
| 2003/04 | CUST | 10 | 0 |
| 2003/03 | TOSI | 1,125 | 26 |
| 2003/03 | SEAS | 97 | 4 |
| 2003/03 | RRUN | 2,329 | 30 |
| 2003/03 | RETO | 13 | 0 |
| 2003/03 | RDEL | 1,821 | 7 |
| 2003/03 | MSET | 168 | 5 |
| 2003/03 | FINL | 2,303 | 44 |
| 2003/03 | CUST | 26 | 1 |
| 2003/02 | TOSI | 1,418 | 29 |
| 2003/02 | SEAS | 3 | 0 |
| 2003/02 | RRUN | 2,712 | 70 |
| 2003/02 | RETO | 15 | 0 |
| 2003/02 | RDEL | 1,167 | 11 |
| 2003/02 | MSET | 217 | 12 |
| 2003/02 | FINL | 1,743 | 75 |
| 2003/02 | CUST | 20 | 0 |
| 2003/01 | TOSI | 1,673 | 30 |
| 2003/01 | SEAS | 7 | 0 |
| 2003/01 | RRUN | 2,923 | 98 |
| 2003/01 | RETO | 24 | 0 |
| 2003/01 | RDEL | 587 | 2 |
| 2003/01 | MSET | 268 | 19 |
| 2003/01 | FINL | 1,841 | 81 |
| 2003/01 | CUST | 23 | 1 |
| 2002/12 | TOSI | 2,063 | 32 |
| 2002/12 | SEAS | 8 | 0 |
| 2002/12 | RRUN | 2,682 | 73 |
| 2002/12 | RETO | 28 | 0 |
| 2002/12 | RDEL | 628 | 9 |
| 2002/12 | MSET | 357 | 13 |
| 2002/12 | FINL | 1,693 | 64 |
| 2002/12 | CUST | 15 | 0 |
| 2002/11 | TOSI | 2,879 | 41 |
| 2002/11 | SEAS | 4 | 0 |
| 2002/11 | RRUN | 2,431 | 199 |
| 2002/11 | RETO | 57 | 5 |
| 2002/11 | RDEL | 1,101 | 6 |
| 2002/11 | MSET | 499 | 30 |
| 2002/11 | FINL | 1,612 | 178 |
| 2002/11 | CUST | 23 | 2 |
| 2002/10 | TOSI | 3,845 | 78 |
| 2002/10 | SEAS | 8 | 0 |
| 2002/10 | RRUN | 2,600 | 115 |
| 2002/10 | RETO | 63 | 0 |
| 2002/10 | RDEL | 1,864 | 22 |
| 2002/10 | MSET | 592 | 44 |
| 2002/10 | FINL | 1,948 | 99 |
| 2002/10 | CUST | 38 | 8 |

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|---|---|---|---|
| 2002/09 | TOSI | 1,738 | 37 |
| 2002/09 | SEAS | 11 | 0 |
| 2002/09 | RRUN | 2,214 | 30 |
| 2002/09 | RETO | 35 | 0 |
| 2002/09 | RDEL | 875 | 6 |
| 2002/09 | MSET | 278 | 9 |
| 2002/09 | FINL | 2,050 | 37 |
| 2002/09 | CUST | 30 | 1 |
| 2002/08 | TOSI | 1,540 | 37 |
| 2002/08 | SEAS | 10 | 0 |
| 2002/08 | RRUN | 2,913 | 117 |
| 2002/08 | RETO | 26 | 0 |
| 2002/08 | RDEL | 898 | 7 |
| 2002/08 | MSET | 214 | 16 |
| 2002/08 | FINL | 2,489 | 117 |
| 2002/08 | CUST | 30 | 2 |
| 2002/07 | TOSI | 1,190 | 21 |
| 2002/07 | SEAS | 36 | 1 |
| 2002/07 | RRUN | 3,025 | 29 |
| 2002/07 | RETO | 26 | 1 |
| 2002/07 | RDEL | 975 | 6 |
| 2002/07 | MSET | 207 | 6 |
| 2002/07 | FINL | 2,982 | 27 |
| 2002/07 | CUST | 29 | 0 |
| 2002/06 | TOSI | 877 | 18 |
| 2002/06 | SEAS | 122 | 4 |
| 2002/06 | RRUN | 2,356 | 16 |
| 2002/06 | RETO | 38 | 1 |
| 2002/06 | RDEL | 790 | 2 |
| 2002/06 | MSET | 275 | 20 |
| 2002/06 | FINL | 2,439 | 29 |
| 2002/06 | CUST | 12 | 1 |
| 2002/05 | TOSI | 992 | 21 |
| 2002/05 | SEAS | 252 | 4 |
| 2002/05 | RRUN | 2,697 | 37 |
| 2002/05 | RETO | 35 | 0 |
| 2002/05 | RDEL | 1,324 | 13 |
| 2002/05 | MSET | 348 | 30 |
| 2002/05 | FINL | 2,932 | 60 |
| 2002/05 | CUST | 9 | 2 |
| 2002/04 | TOSI | 935 | 16 |
| 2002/04 | SEAS | 247 | 6 |
| 2002/04 | RRUN | 2,335 | 72 |
| 2002/04 | RETO | 33 | 2 |
| 2002/04 | RDEL | 1,400 | 3 |
| 2002/04 | MSET | 315 | 63 |
| 2002/04 | FINL | 2,685 | 76 |
| 2002/04 | CUST | 13 | 0 |
| 2002/03 | TOSI | 1,059 | 12 |
| 2002/03 | SEAS | 25 | 1 |
| 2002/03 | RRUN | 2,495 | 103 |
| 2002/03 | RETO | 24 | 1 |

| | | | |
|---|---|---|---|
| 2002/03 | RDEL | 1,142 | 8 |
| 2002/03 | MSET | 304 | 14 |
| 2002/03 | FINL | 2,061 | 115 |
| 2002/03 | CUST | 14 | 2 |
| 2002/02 | TOSI | 1,450 | 11 |
| 2002/02 | SEAS | 1 | 0 |
| 2002/02 | RRUN | 2,646 | 60 |
| 2002/02 | RETO | 30 | 0 |
| 2002/02 | RDEL | 870 | 1 |
| 2002/02 | MSET | 492 | 39 |
| 2002/02 | FINL | 1,764 | 106 |
| 2002/02 | CUST | 8 | 1 |
| 2002/01 | TOSI | 1,569 | 28 |
| 2002/01 | SEAS | 2 | 0 |
| 2002/01 | RRUN | 2,724 | 74 |
| 2002/01 | RETO | 49 | 0 |
| 2002/01 | RDEL | 1,228 | 12 |
| 2002/01 | MSET | 560 | 41 |
| 2002/01 | FINL | 1,768 | 61 |
| 2002/01 | CUST | 7 | 0 |
| | | **377,592** | **11,689** |

**% Appointments Missed** **0.03**