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ORIGINAL



July 2, 1998

Ms. Blanca S. Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0870

980000-PA

Dear Ms. Bayo:

Enclosed is Gulf Power Company's 1999 Cost of Service Load Research Plan  
which is filed pursuant to Order No. 13026.

Sincerely,

Susan D. Cranmer  
Assistant Secretary and Assistant Treasurer

lw

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_ Enclosure
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
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1999 Cost of Service  
Load Research Plan  
GULF POWER COMPANY  
Docket No. 820491-EU  
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GULF POWER COMPANY  
Cost of Service Load Research Plan  
1999

July 1998

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INTRODUCTION

The purpose of this load research plan is to ensure compliance with the Cost of Service Load Research Rule, Docket No. 820491-EU, Order No. 13026, issued 02-23-84 by the Florida Public Service Commission.

This rule requires that all subject utilities shall provide for load research sampling of all rate classes that account for more than one percent of their annual retail sales and that the sampling plan shall be designed to provide estimates of the summer and winter peak demand by class and the averages of the twelve monthly coincident peaks for each class within plus or minus ten percent relative accuracy at the ninety percent confidence level. It further states that each subject utility shall submit a currently revised sampling plan to the Commission no less than every two years. Gulf Power Company submitted its initial sampling plan in May, 1984 and the plan was approved by the Commission in August, 1984.

Provided in Table 1 are the applicable rate classes subject to this rule for Gulf Power Company and their 1997 energy relationship to the total retail energy sales. As shown on this table, rate classes RS, GS, GSD, LP, LPT, RTP and PXT are subject to the requirements of this rule.

**TABLE 1**

<u>Rate</u>	<u>1997 MWh</u>	<u>% of Total Energy</u>
RS/RST	4,129,667	46.53%
GS/GST	234,014	2.64%
GSD/GSDT	2,015,830	22.71%
LP	455,241	5.13%
LPT	932,747	10.51%
PXT	187,580	2.11%
RTP	814,459	9.18%
OS-I	17,242	0.19%
OS-II	55,062	0.62%
OS-III	20,440	0.23%
OS-IV	3,069	0.03%
SBS	9,569	0.11%
TOTAL	8,874,920	100.00%

(1) Excludes unbilled, interdepartmental, company use and losses.

PREVIOUS SAMPLE DESIGN PLAN

The 1997 Load Research Study used the combined ratio estimator methodology for sample size estimates in all rate classes. Sample points were allocated to the various strata using the Neyman allocation procedure. Provided in Table 2 is a summary of the 1997 sample size for each of the applicable rate classes and the strata allocation variable with the strata limits.

The RS rate class, which represents approximately 47 percent of the total Company's annual kWh retail sales, was prestratified into six strata based on housing type and winter peak month usage. The break points were 1000 kWh for multifamily and 1150 and 1750 kWh for single family detached.

The GS rate class sample design was prestratified by kWh into four strata based on winter peak month usage with break points at 400, 1100, and 1700 kWh. The GS class accounts for only 2.6 percent of the Company's annual kWh retail sales.

The GSD rate class, accounting for 23 percent of the Company's annual kWh retail sales, was prestratified on the winter peak month kW demand with strata break points of 20.0 kW, 50.0 kW and 130.0 kW.

The LP rate class was prestratified into two groups. The first stratum contained a random sampling of 30 customers out of approximately 110 customers whose billing demand during February

was lower than 800 kWh. The second stratum was a census of all customers whose billing demand was 800 kW or higher. The LP rate class accounts for 5 percent of the Company's annual kWh retail sales.

The LPT rate class was prestratified into two groups. The first stratum contained a random sampling of 20 customers out of approximately 60 customers whose billing demand during February was lower than 1,000 kW. The second stratum was a census of all customers whose billing demand was 1,000 kW or higher. The LPT rate class accounts for 10.5 percent of the Company's annual kWh retail sales.

The PXT rate class customers, which account for 2 percent of the Company's annual kWh retail sales, and the RTP rate class customers which are 9.2 percent of annual kWh retail sales, were 100 percent metered, thus requiring no sample design.

#### PREVIOUS STUDY ACCURACY

The relative accuracy of the 1997 load research data based on the sample design described above is provided in Table 3 and the results obtained in this study were used in the design of the 1999 Load Research Study. The 1997 annual system peak occurred on Thursday, July 3, at 5:00 p.m. while the winter peak occurred on Friday, January 17, at 8:00 a.m. All rate classes achieved better than ten percent accuracy at the ninety percent confidence interval for the summer and winter peak period as well as for the averages of the twelve monthly coincident peaks.

**TABLE 2**  
**GULF POWER COMPANY**  
**1997 Cost of Service Load Research Rule Sample Size**

<u>Rate</u>	<u>Strata Allocation</u>	<u>Sample Size</u>	
RS	1) MF GT 1000 kWh	22	
	2) MF 0-1000 kWh	24	
	3) MH	23	
	4) SFD 1151-1750 kWh	53	
	5) SFD GE 1751 kWh	52	
	6) SFD 0-1150 kWh	51	
	TOTAL	225	
GS	1) 0-400 kWh	95	
	2) 401-1100 kWh	92	
	3) 1101-1700 kWh	92	
	4) over 1700 kWh	101	
	TOTAL	380	
GSD	1) 0-20.0 kW	22	
	2) 20.1-50.0 kW	46	
	3) 50.1-130.0 kW	43	
	4) over 130.0 kW	49	
	TOTAL	160	
LP	1) Less than 800 kW	30	
	2) 8000 kW and greater	29	(census)
	TOTAL	59	
LPT	1) Less than 1000 kW	20	
	2) 1000 kW and greater	24	(census)
		44	
PXT	1) All customers	2	(census)
RTP	1) All customers	9	(census)
SBS	1) All customers	2	(census)
	TOTAL	881	



**Table 3**

GULF POWER COMPANY  
 Load Research Data  
January, 1997 to December, 1997

RATE SCHEDULE RS/RST			RATE SCHEDULE GS/GST		
<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>	<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>
Winter Peak	1,036,346	8.62%	Winter Peak	51,978	9.36%
Summer Peak	976,967	5.14%	Summer Peak	58,782	6.00%
12 Month Avg.	831,442	3.93%	12 Month Avg.	46,623	4.29%

RATE SCHEDULE GSD/GSDT			RATE SCHEDULE LP		
<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>	<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>
Winter Peak	255,931	8.84%	Winter Peak	60,081	8.11%
Summer Peak	366,065	4.58%	Summer Peak	74,971	3.59%
12 Month Avg.	318,280	3.73%	12 Month Avg.	68,556	2.80%

RATE SCHEDULE LPT			RATE SCHEDULE PXT		
<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>	<u>1997</u>	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>
Winter Peak	102,442	1.09%	Winter Peak	13,123	0.00%
Summer Peak	155,504	0.86%	Summer Peak	31,089	0.00%
12 Month Avg.	116,740	0.46%	12 Month Avg.	21,992	0.00%

RATE SCHEDULE RTP		
	<u>Estimated CPKW</u>	<u>Relative Accuracy</u>
Winter Peak	97,198	0.00%
Summer Peak	95,529	0.00%
12 Month Avg.	109,790	0.00%

PROPOSED SAMPLE DESIGN PLAN

This sample design plan uses the data collected from the 1997 Load Research Study as required by the Cost of Service Load Research Rule, which states that ". . . any new or revised plan shall be developed using data from the utility's most current load research to determine the required sampling plan to achieve the precision required . . .".

The combined ratio estimator methodology was used for the sample size estimates for this 1999 proposed sample plan. The formulas for this plan using this method are provided in Table 4. The definitions for the variables for these formulas are provided in Table 5. Stratified random sampling was used within each rate class, except those rate classes which were census metered, to achieve better accuracy with fewer sample points. The actual calculations for each rate class, which provide sample size determinations based on the Neyman allocation methods, are provided in the description of each rate class within this study plan.

In all rate class studies where census metering is not applicable, a new sample will be drawn from the existing population and the recorders relocated to those premises.

A summary of strata allocation and sample size for all rate classes is shown in Table 9.

TABLE 4  
GULF POWER COMPANY  
Formulas for Sample Plan

I. Sample Size Estimates Using Combined Ratio Estimator:

$$n = \frac{\left[ \sum_{h=1}^L W_h \sqrt{F_h} \right]^2}{\left[ \frac{D \hat{T}_y / N}{1.65} \right]^2 + \frac{\sum_{h=1}^L W_h F_h}{N}}$$

$$F_h = S_{yh}^2 + R^2 S_{xh}^2 - 2Rr_h \cdot S_{yh} \cdot S_{xh}$$

$$\hat{T}_y = R \cdot \hat{T}_x$$

$$R = \frac{\sum_{h=1}^L W_h \bar{y}_h}{\sum_{h=1}^L W_h \bar{x}_h}$$

II. Neyman Allocation of Sample Points to Strata:

$$n_h = \frac{W_h S_{yh}}{\sum_{h=1}^L W_h S_{yh}} \cdot n$$

**TABLE 5**

GULF POWER COMPANY  
Definitions for Formulas

$n$	=	Sample Size Estimate
$n_h$	=	Stratum Sample Size
$W_h$	=	Stratum Weight
$D$	=	Percent Relative Accuracy (0.1)
$T_y$	=	Estimated Population CPKW
$N$	=	Population Number of Customers
$R$	=	Ratio Estimator
$T_x$	=	Population kWh
$\bar{Y}_h$	=	Stratum Average CPKW
$S_{yh}$	=	Stratum Standard Deviation of CPKW
$\bar{X}_h$	=	Stratum Average Monthly kWh
$S_{xh}$	=	Stratum Standard Deviation of Monthly kWh
$r_h$	=	Stratum Correlation Coefficient between CPKW & Monthly kWh

Subscripts

$h$	=	Stratum number
$y$	=	CPKW variable
$x$	=	Monthly kWh variable

Residential Rate Class

The 1999 RS rate class study will use a similar design to that used in 1997. The 1997 study used stratification that was necessary in order to meet the requirements of the "Demand-Side Management Monitoring and Evaluation Plan" of Gulf Power Company, dated April 26, 1996. This plan called for the Advanced Energy Management (AEM) program's control group premise metering to be obtained from the Rate Class Load Research Study. A two-way sample design was used that incorporated a primary stratification variable of housing type and a secondary stratification variable of kWh for the single-family detached and multifamily housing types only. The only changes to the 1999 study are the breakpoints. The kWh breakpoint for multifamily will be 900 kWh and the two breakpoints for single family detached will be 1,301 kWh and 2,000 kWh.

The Neyman allocation of sample to strata for the 1999 study is as follows:

<u>STR</u>	<u>PRIMARY</u>	<u>1999 SECONDARY</u>	<u>WINTER</u>		<u>1997</u>	<u>1999</u>
	<u>STRATA</u>	<u>STRATA</u>	<u>WSTD</u>	<u>MIN</u>	<u>INSTALLED</u>	<u>INSTALLED</u>
	<u>DESCRIPTION</u>	<u>DESCRIPTION</u>	<u>CPKW</u>	<u>n</u>		
1	Multifamily	gt 900 kWh	0.22	9	22	20
2	Multifamily	0-900 Kwh	0.23	9	24	21
3	Mobile Home		0.31	12	23	28
4	Single Family Detached	1301 to 2000 kWh	0.52	22	53	47
5	Single Family Detached	ge 2001 kWh	0.58	24	52	53
6	Single Family Detached	0-1300 kWh	0.62	20	51	56
			2.48	96	225	225

Additional data and study design calculations for this rate class are provided in Table 6.

**TABLE 6**

**RATES RS AND RST  
 STRATIFIED ON 1997 PREMISE TYPE AND JANUARY KWH  
 SIX STRATA**

01/1997 PEAK

[-----CFW DATA-----]				[-----CNS DATA-----]									
STRATUM	WEIGHT	S.S.	AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD	(P)	CONS.	
MF-QT 900	0.094310	23	4.74	0.44	2.24	0.22	1497.43	144.22	413.99	59.13	0.25	0.154239	
MF-LR 900	0.133216	22	1.26	0.17	1.73	0.23	440.45	41.34	233.24	31.07	0.19	0.443297	
MOBILE	0.094146	23	3.03	0.29	1.27	0.31	1042.13	98.11	933.27	87.84	0.13	0.917517	
SF-1301*2000	0.149236	34	4.77	0.81	3.03	0.32	1821.41	279.51	203.44	34.43	0.33	-0.01847	
SF-GR2001	0.149819	34	9.50	1.27	3.90	0.58	2836.15	438.20	710.44	104.44	0.50	0.524119	
SF-LR1300	0.137273	44	1.70	0.61	1.73	0.62	493.30	247.70	354.45	127.37	0.33	0.490285	
TOTAL				3.60		2.48		1259.0024434			2.14		

RATIO R\_RAT = 0.00386  
 POP. \$ CURV. 1290144  
 POP. CFW = 1042135  
 POP. ENERGY : 344714781  
 POP. KW/C 3.99

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 138.55  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 95.75

07/1997 PEAK

[-----CFW DATA-----]				[-----CNS DATA-----]									
STRATUM	WEIGHT	S.S.	AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD	(P)	CONS.	
MF-QT 900	0.094310	22	3.04	0.29	2.03	0.20	1413.32	134.12	548.38	54.74	0.18	0.432437	
MF-LR 900	0.133216	20	5.03	0.27	1.54	0.21	947.50	124.22	430.05	57.29	0.17	0.598241	
MOBILE	0.094146	21	3.25	0.21	2.04	0.19	1256.52	118.30	433.27	59.42	0.15	0.745249	
SF-1301*2000	0.149236	34	4.26	0.72	1.41	0.27	1577.94	334.74	410.97	103.40	0.24	0.447841	
SF-GR2001	0.149819	33	5.03	0.75	2.21	0.33	2227.94	323.79	1134.51	149.97	0.25	0.749989	
SF-LR1300	0.137273	49	3.27	1.17	1.57	0.34	1339.43	485.74	404.41	214.73	0.35	0.780312	
TOTAL				3.51		1.74		1334.9230805			1.33		

RATIO R\_RAT = 0.00239  
 POP. \$ CURV. 1292498  
 POP. CFW = 1027823  
 POP. ENERGY : 448468885  
 POP. KW/C 3.48

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 68.02  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 41.09

GENERAL SERVICE (NON-DEMAND) RATE CLASS

The 1997 study contained a total of 380 sample points stratified on winter peak month energy with strata break points at 400, 1,100, and 1,700 kWh. The resulting accuracy did meet the target accuracy of 10 percent at the 90 percent confidence level during both winter and summer peaks. Since the target accuracy was met, the basic sample design will be kept for 1999 with minor changes in the breakpoints. The 1999 GS rate class is prestratified into four strata with breakpoints at 600, 1,400, and 2,600 kWh of the average of January and February energy.

Shown below is the Neyman allocation of sample to strata for the 1999 study.

<u>STR</u>	<u>WINTER</u>		<u>INSTALLED</u> <u>n</u>
	<u>WSTD</u> <u>CPKW</u>	<u>MIN</u> <u>n</u>	
1	0.57	53	77
2	0.70	65	94
3	0.70	65	94
4	<u>0.86</u>	<u>80</u>	<u>115</u>
	2.83	263	380

Additional statistical data and study design calculations for this rate class are provided in Table 7.



**TABLE 7**

**RATES GS AND GST  
 ONE-WAY STRATIFICATION ON AVERAGE OF FEB AND JAN KWH**

**01/1997 PEAK**

STRATUM	WEIGHT	S.S.	]-----CFRM DATA-----]				]-----EHS DATA-----]				(F)	CORR.
			AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD		
0- 600	0.538771	127	0.96	0.30	1.09	0.97	241.70	127.60	226.90	119.98	0.47	0.586954
601-1400	0.369833	106	2.64	0.71	2.98	0.70	1042.71	381.36	382.25	76.16	0.68	0.346013
1401-26000	0.158757	97	5.78	0.92	4.39	0.70	2057.77	326.69	460.81	73.16	0.72	0.015061
2601- UP	0.042639	25	12.95	0.53	30.27	0.86	4612.48	196.67	6611.32	281.90	0.22	0.972961
TOTAL				2.46		2.83		832.51870661			3.08	

RATIO R\_RAT = 0.00264  
 POP. \$ COST.: 25427 POP. ENERGY : 30398999  
 POP. CFPM : 51836 POP. KM/COST.: 2.12

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 358.43  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 262.14

**07/1997 PEAK**

STRATUM	WEIGHT	S.S.	]-----CFRM DATA-----]				]-----EHS DATA-----]				(F)	CORR.
			AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD		
0- 600	0.538771	123	1.01	0.55	1.81	0.96	476.74	252.10	759.20	401.44	0.52	0.852157
601-1400	0.369833	105	3.71	1.00	2.66	0.68	1403.40	378.68	623.58	168.21	0.49	0.668984
1401-26000	0.158757	92	5.28	0.84	3.60	0.97	2259.42	358.70	928.71	147.44	0.42	0.470361
2601- UP	0.042639	18	6.78	0.29	4.45	0.19	2776.17	118.37	983.63	61.94	0.15	0.608278
TOTAL				2.66		2.38		1107.8528260			1.59	

RATIO R\_RAT = 0.00240  
 POP. \$ COST.: 25327 POP. ENERGY : 26501743  
 POP. CFPM : 61722 POP. KM/COST.: 2.52

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 316.77  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 189.66

GENERAL SERVICE - DEMAND RATE CLASS

Since the 1997 sample design provided very accurate load research results, no change is being proposed for the 1999 sample design. The stratification variable will be February kW billing demand with break points at 20 kW, 50 kW and 130 kW. The total number of sample points is proposed to be 160 sample points, which is the same sample size as the 1997 study.

The Neyman allocation of sample to strata for the new study is as follows:

<u>STR</u>	WINTER		<u>INSTALLED</u> n
	<u>WSTD</u> <u>CPKW</u>	<u>MIN</u> n	
1	1.47	12	22
2	3.65	30	46
3	4.40	36	46
4	<u>3.49</u>	<u>29</u>	<u>46</u>
	13.01	107	160

In order to increase the installed points in Stratum 1 to 22, points were reassigned from the other strata.

Additional statistical data and study design calculations for this rate class are provided in Table 8.

**Table 8**

**RATES GSD  
 STRATIFIED ON February 1995 KM**

**01/1997 PEAK**

STRATUM	WEIGHT	S.S.	]-----CFEM DATA-----]				]-----EEM DATA-----]				(F)	CORR.
			AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD		
0 - 20	0.331599	20	4.82	1.60	4.44	1.47	3497.75	1159.85	1753.59	561.48	1.36	0.451127
20.1- 50	0.436204	44	12.68	5.62	8.37	3.65	7872.48	3434.01	6490.37	2831.13	4.13	0.561467
50.1-130	0.176338	40	33.11	5.84	24.88	4.40	18787.55	3288.82	11375.65	2005.96	3.87	0.533994
130.1- UP0.055859		48	114.01	6.37	62.49	3.49	61574.27	3439.48	48792.88	3613.80	3.82	0.564338
TOTAL				19.43		13.02		11332.150357			13.17	

RATIO R\_RAT = 0.00171  
 POP. # CUST.: 12507 POP. ENERGY: 153259109  
 POP. CFEM :262717 POP. KM/CUST.: 21.01

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 121.99  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 104.38

**07/1997 PEAK**

STRATUM	WEIGHT	S.S.	]-----CFEM DATA-----]				]-----EEM DATA-----]				(F)	CORR.
			AVERAGE	MOY AVG	STD DEV	MOY STD	AVERAGE	MOY AVG	STD DEV	MOY STD		
0 - 20	0.331599	18	10.73	3.56	5.32	1.76	5085.17	1686.24	2204.63	731.05	0.84	0.885321
20.1- 50	0.436204	46	19.76	8.62	13.26	5.78	10308.41	4496.57	8201.57	3577.56	3.29	0.874734
50.1-130	0.176338	42	48.19	8.50	29.51	5.20	25085.05	6423.45	16263.94	2867.95	3.01	0.841115
130.1- UP0.055859		48	145.05	8.10	104.25	5.82	81760.94	4587.08	60181.69	3341.69	2.69	0.906489
TOTAL				28.78		18.57		15173.33832			9.83	

RATIO R\_RAT = 0.00190  
 POP. # CUST.: 12884 POP. ENERGY: 204117176  
 POP. CFEM :387136 POP. KM/CUST.: 30.05

ESTIMATES FOR 90% C.I., 10% RELATIVE ACCURACY  
 MEAN PER UNIT SAMPLE SIZE ESTIMATE = 113.73  
 RATIO METHOD SAMPLE SIZE ESTIMATE = 38.97

LARGE POWER RATE CLASS

The 1997 study design provided a very accurate estimate of demand for this class. The 1999 sample design will retain the 1997 sample design which is two strata with census metering of all LP rate customers whose billing demand during February was 800 kW or higher and a random sampling of 30 customers of the remaining customers.

LARGE POWER TOU RATE CLASS

The 1997 study design provided a very accurate estimate of demand for this class. The 1999 sample design will retain the 1997 sample design which is two strata with census metering of all LPT rate customers whose billing demand during February was 1,000 kW or higher and a random sampling of 20 customers of the remaining customers.

RTP AND PXT RATE

All customers being billed on these two rate classes have a recorder installed, thus no sample design is necessary. The number of customers on these rate classes as of June 1998 are as follows:

RTP Rate - 21 customers

PXT Rate - 1 customer

**Table 9**  
**GULF POWER COMPANY**  
**1999 Cost of Service Load Research Rule Sample Size**

Rate	Strata Allocation	Sample Size	
RS	1) MF GT 900 kWh	21	
	2) MF 0-900 kWh	20	
	3) MH	28	
	4) SFD 1301-2000 kWh	53	
	5) SFD GE 2001 kWh	56	
	6) SFD 0-1300 kWh	47	
	TOTAL	225	
GS	1) 0-600 kWh	77	
	2) 601-1400 kWh	94	
	3) 1401-2600 kWh	94	
	4) over 2600 kWh	115	
	TOTAL	380	
GSD	1) 0-20.0 kW	22	
	2) 20.1-50.0 kW	46	
	3) 50.1-130.0 kW	46	
	4) over 130.0 kW	46	
	TOTAL	160	
LP	1) Less than 800 kW	30	
	2) 8000 kW and greater	28	(census)
	TOTAL	58	
LPT	1) Less than 1000 kW	20	
	2) 1000 kW and greater	29	(census)
		49	
PXT	1) All customers	1	(census)
RTP	1) All customers	21	(census)
SBS	1) All customers	2	(census)
	TOTAL	896	