



Information Technology Service Availability Metrics

February 2008

- **Recent performance issues**

- Real Time Balancing Market issues

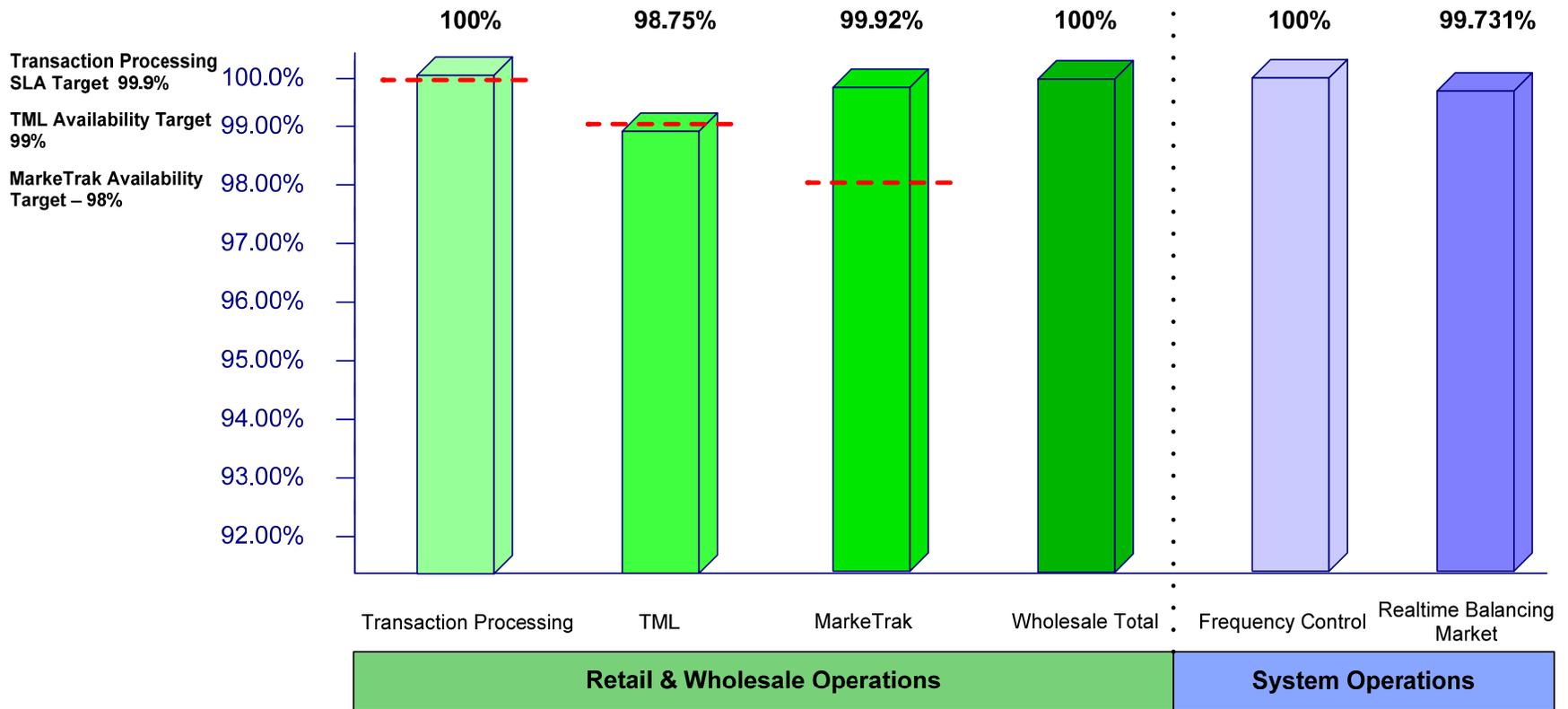
- Missed the first eight real time balancing market intervals in 2008 due to incorrect static data. The markets failed because some units were incorrectly placed in two zones

- Wholesale Batch Performance

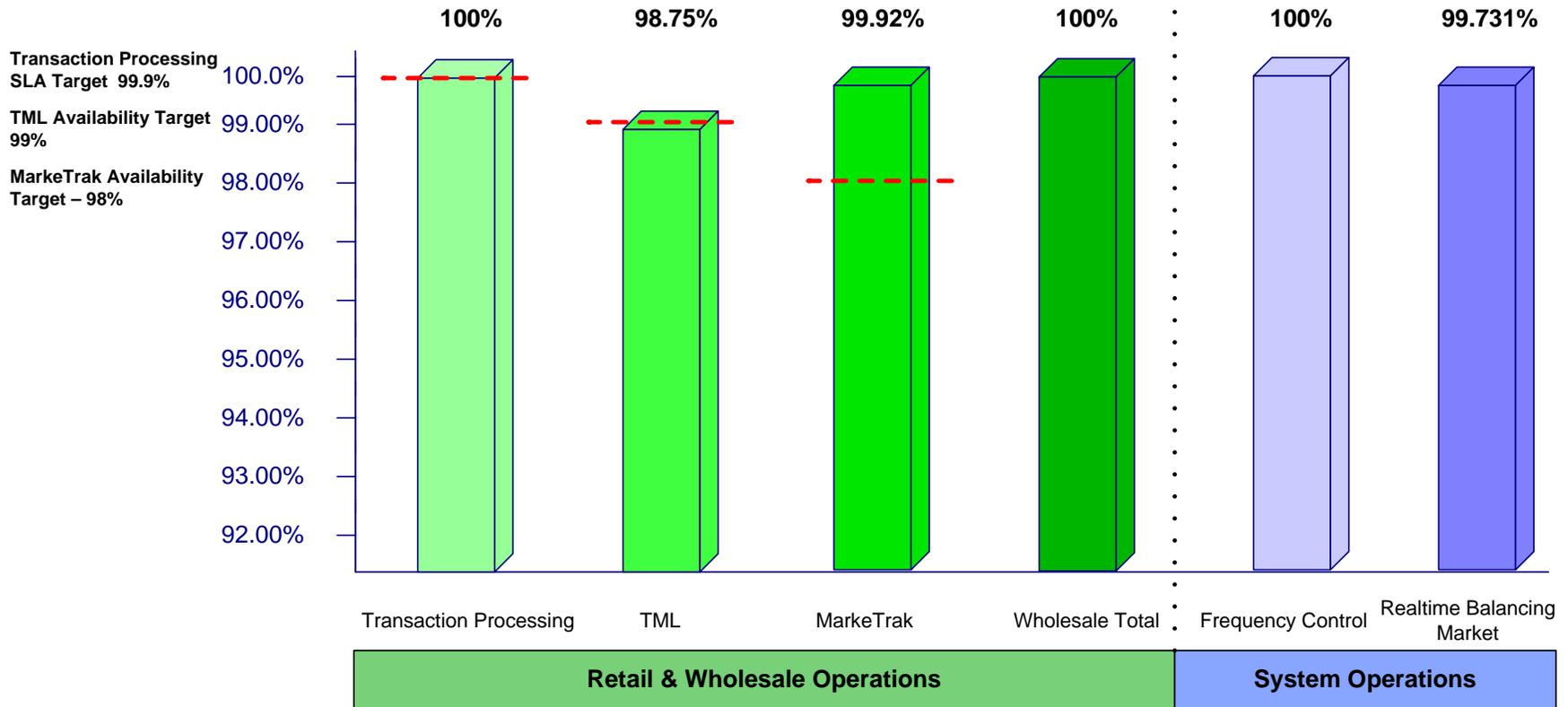
- Wholesale batch performance improved to 100% in January due to successful infrastructure changes to the system made on January 5th, that reduced the amount of time required to complete batch jobs

- Retail Transaction performance achieved 100% availability in January

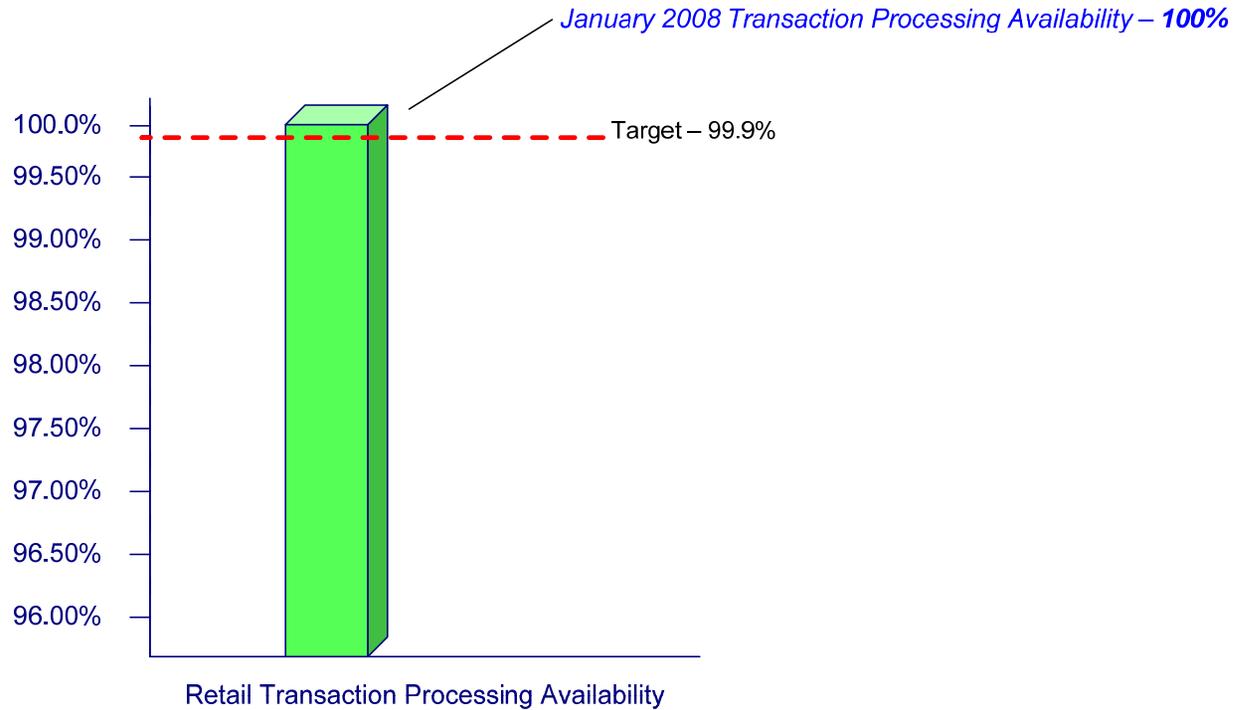
2008 Net Service Availability Through January 31st, 2008



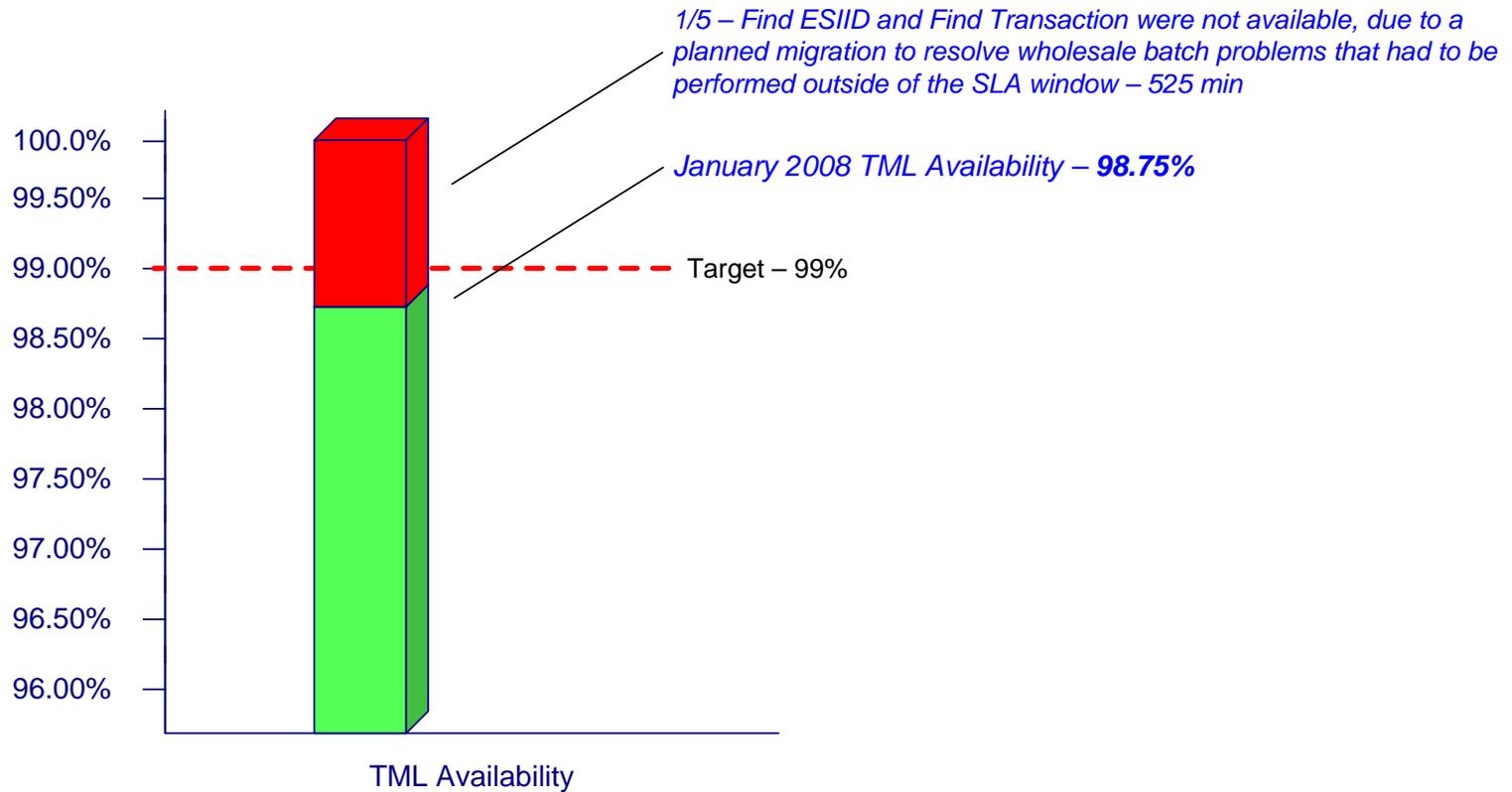
January 2008 Net Service Availability



January 2008 Retail Transaction Processing Availability Summary



January 2008 TML Availability Summary



January 2008 MarkeTrak Availability Summary

