

Schedule-ARUA-DERS-7(b)

Customer Retention by Rate Class

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Residential	99.78%	99.66%	99.64%	99.62%	99.61%	99.59%	99.57%	99.55%	99.53%	99.52%	99.50%	99.48%
Commercial	87.75%	87.44%	87.39%	87.17%	86.87%	86.64%	86.41%	86.18%	85.95%	85.73%	85.50%	85.28%
Industrial	58.12%	51.65%	50.87%	49.61%	48.67%	47.42%	46.17%	44.92%	43.67%	42.42%	41.17%	39.92%
Oilfield	47.50%	32.95%	29.57%	29.24%	27.79%	26.29%	24.79%	23.29%	21.79%	20.29%	18.79%	17.29%
Farm	97.57%	97.47%	97.48%	97.51%	97.48%	97.45%	97.42%	97.39%	97.36%	97.33%	97.30%	97.27%
Lights	36.35%	36.13%	36.15%	36.13%	32.13%	32.03%	31.93%	31.82%	31.72%	31.62%	31.52%	31.42%
Irrigation	100.00%	100.00%	100.00%	97.70%	97.70%	97.70%	97.69%	97.69%	97.68%	97.68%	97.67%	97.67%

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Annual Avg.
Residential	99.46%	99.45%	99.43%	99.41%	99.39%	99.38%	99.36%	99.34%	99.32%	99.31%	99.29%	99.27%	99.37%
Commercial	85.05%	84.83%	84.60%	84.38%	84.15%	83.93%	83.71%	83.49%	83.27%	83.05%	82.83%	82.61%	83.82%
Industrial	38.06%	36.29%	34.60%	32.99%	31.46%	29.99%	28.60%	27.26%	26.00%	24.79%	23.63%	22.53%	29.68%
Oilfield	15.40%	13.72%	12.22%	10.89%	9.70%	8.64%	7.69%	6.85%	6.11%	5.44%	4.85%	4.32%	8.82%
Farm	97.05%	96.82%	96.60%	96.38%	96.16%	95.94%	95.72%	95.50%	95.28%	95.06%	94.84%	94.62%	95.83%
Lights	31.32%	31.22%	31.12%	31.02%	30.92%	30.82%	30.72%	30.62%	30.53%	30.43%	30.33%	30.23%	30.77%
Irrigation	97.66%	97.66%	97.65%	97.65%	97.64%	97.64%	97.64%	97.63%	97.63%	97.62%	97.62%	97.61%	97.64%

Source: ATCO Electric Retail Customer Switch Rate, Final Report, October 1, 2002

Monthly Percentage Change

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Residential	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%	-0.02%
Commercial	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%	-0.26%
Industrial	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%
Oilfield	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%
Farm	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%
Lights	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%
Irrigation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

2004 Retention Forecast

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Annual Avg.
Residential	99.25%	99.24%	99.22%	99.20%	99.18%	99.17%	99.15%	99.13%	99.11%	99.10%	99.08%	99.06%	99.16%
Commercial	82.39%	82.17%	81.96%	81.74%	81.53%	81.31%	81.09%	80.88%	80.67%	80.45%	80.24%	80.03%	81.21%
Industrial	21.48%	20.48%	19.53%	18.62%	17.75%	16.93%	16.14%	15.39%	14.67%	13.99%	13.34%	12.72%	16.75%
Oilfield	3.84%	3.42%	3.05%	2.72%	2.42%	2.16%	1.92%	1.71%	1.52%	1.36%	1.21%	1.08%	2.20%
Farm	94.40%	94.19%	93.97%	93.75%	93.54%	93.32%	93.11%	92.89%	92.66%	92.47%	92.25%	92.04%	93.22%
Lights	30.14%	30.04%	29.94%	29.85%	29.75%	29.66%	29.56%	29.47%	29.37%	29.28%	29.19%	29.09%	29.61%
Irrigation	97.61%	97.60%	97.60%	97.59%	97.59%	97.58%	97.58%	97.57%	97.57%	97.57%	97.56%	97.56%	97.58%

Load Retention by Rate Class

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Residential	99.80%	99.56%	99.55%	99.55%	99.51%	99.48%	99.46%	99.43%	99.40%	99.38%	99.35%	99.33%
Commercial	84.98%	83.95%	84.50%	84.40%	84.48%	84.14%	83.80%	83.46%	83.12%	82.79%	82.45%	82.12%
Industrial	49.71%	39.93%	38.64%	37.19%	36.50%	35.57%	34.63%	33.69%	32.75%	31.82%	30.88%	29.94%
Oilfield	54.93%	36.27%	32.30%	32.10%	29.06%	27.49%	25.92%	24.36%	22.79%	21.22%	19.65%	18.08%
Farm	97.53%	95.49%	96.17%	95.80%	95.52%	95.48%	95.45%	95.42%	95.40%	95.37%	95.34%	95.31%
Lights	38.81%	38.00%	37.92%	39.08%	31.06%	30.96%	30.86%	30.76%	30.67%	30.57%	30.47%	30.37%
Irrigation	99.10%	99.10%	99.09%	99.09%	99.08%	99.08%	99.07%	99.07%	99.06%	99.06%	99.05%	99.05%

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Annual Avg.
Residential	99.30%	99.27%	99.25%	99.22%	99.19%	99.17%	99.14%	99.12%	99.09%	99.06%	99.04%	99.01%	99.16%
Commercial	81.78%	81.45%	81.12%	80.79%	80.47%	80.14%	79.81%	79.49%	79.17%	78.85%	78.53%	78.21%	79.98%
Industrial	28.55%	27.22%	25.95%	24.74%	23.59%	22.49%	21.45%	20.45%	19.50%	18.59%	17.73%	16.90%	22.26%
Oilfield	16.11%	14.33%	12.78%	11.38%	10.14%	9.03%	8.05%	7.17%	6.39%	5.69%	5.07%	4.51%	9.22%
Farm	95.09%	94.87%	94.65%	94.43%	94.22%	94.00%	93.78%	93.57%	93.35%	93.14%	92.92%	92.71%	93.89%
Lights	30.27%	30.18%	30.08%	29.99%	29.89%	29.79%	29.70%	29.60%	29.51%	29.41%	29.32%	29.23%	29.75%
Irrigation	99.04%	99.04%	99.03%	99.03%	99.02%	99.02%	99.01%	99.01%	99.01%	99.00%	99.00%	98.99%	99.02%

Source: ATCO Electric Retail Customer Switch Rate, Final Report, October 1, 2002

Monthly Percentage Change

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Residential	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%	-0.03%
Commercial	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%	-0.41%
Industrial	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%	-4.65%
Oilfield	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%	-10.92%
Farm	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%	-0.23%
Lights	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%	-0.32%
Irrigation	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

2004 Retention Forecast

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Annual Avg.
Residential	98.98%	98.96%	98.93%	98.91%	98.88%	98.85%	98.83%	98.80%	98.78%	98.75%	98.72%	98.70%	98.84%
Commercial	77.89%	77.58%	77.26%	76.95%	76.64%	76.33%	76.02%	75.71%	75.40%	75.10%	74.79%	74.48%	76.18%
Industrial	16.11%	15.36%	14.65%	13.97%	13.32%	12.70%	12.11%	11.54%	11.01%	10.49%	10.00%	9.54%	12.57%
Oilfield	4.02%	3.58%	3.19%	2.84%	2.53%	2.25%	2.01%	1.79%	1.59%	1.42%	1.26%	1.13%	2.30%
Farm	92.50%	92.29%	92.07%	91.86%	91.65%	91.44%	91.23%	91.02%	90.81%	90.60%	90.39%	90.19%	91.34%
Lights	29.13%	29.04%	28.95%	28.85%	28.76%	28.67%	28.58%	28.49%	28.39%	28.30%	28.21%	28.12%	28.63%
Irrigation	98.99%	98.98%	98.98%	98.97%	98.97%	98.96%	98.96%	98.95%	98.95%	98.94%	98.94%	98.93%	98.96%