

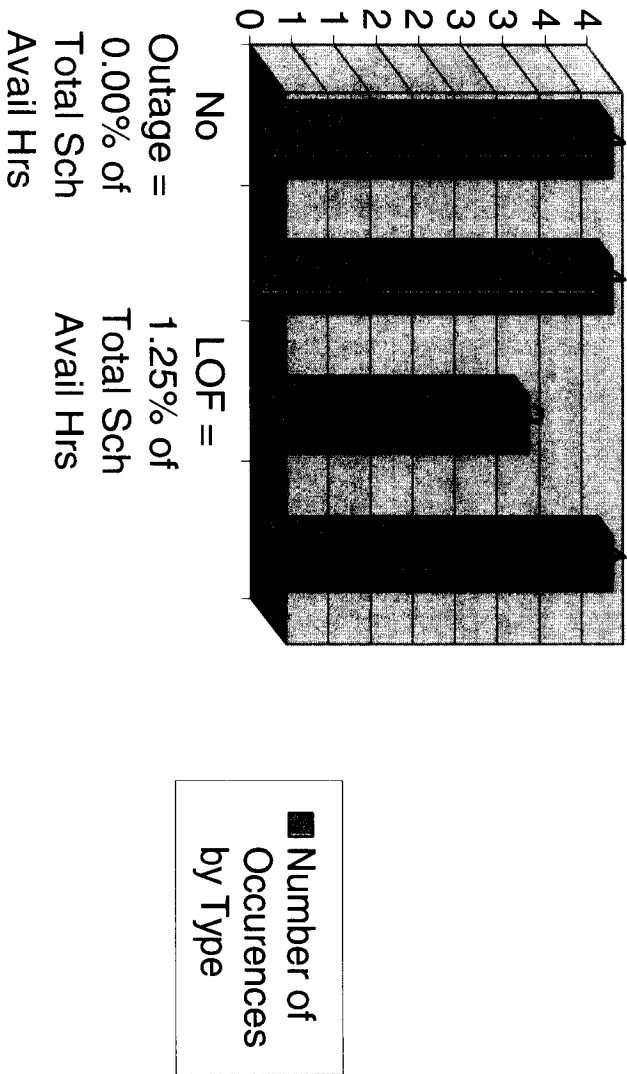
OSS-91

Exhibit to the Rebuttal Testimony of Ron Pate
Public Service Commission of Kentucky
Case No. 2001-105
JULY 30, 2001

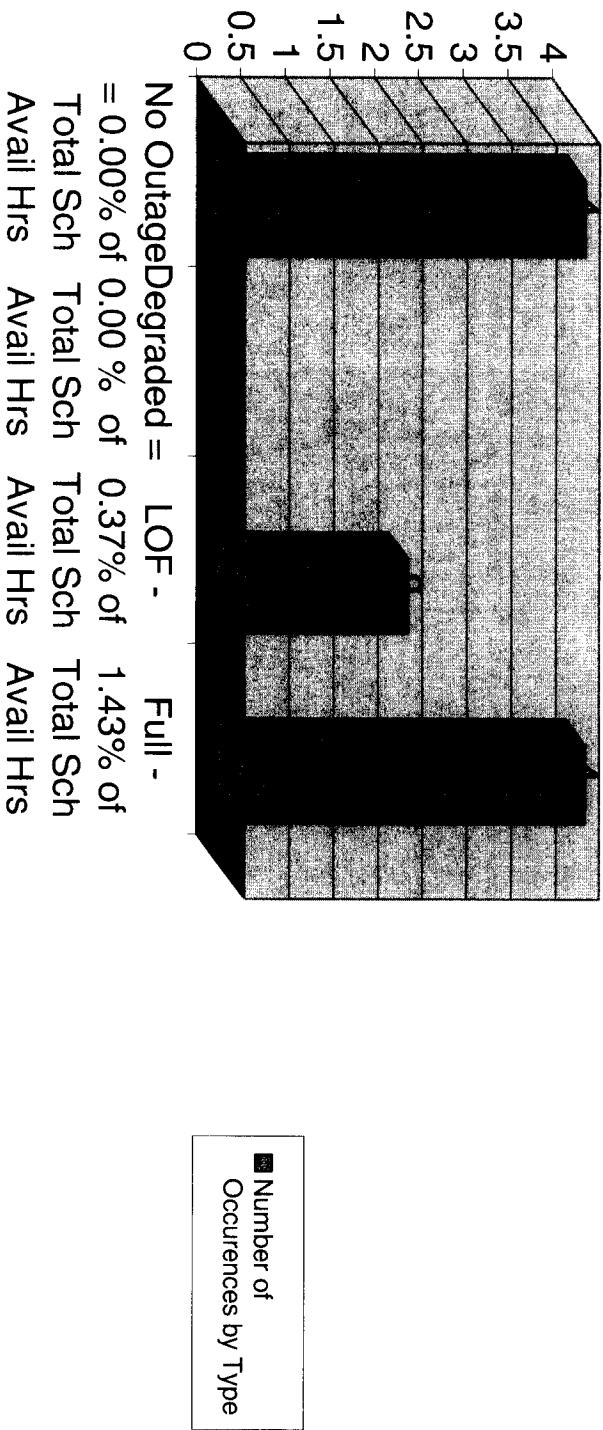
LENS

Month	No Outage (N)			Degraded (D)			Loss of Functionality (LOF)			Full Outage (F)			Total All		
	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	# Outages	Hours	% of Total Availability	Total # Outages	Total Hours	Total % of Availability
March	4	0	0.00%	4	4.85	0.89%	3	6.83	1.25%	4	3.28	0.60%	15	14.96	2.73%
April	4	0	0.00%	0	0	0.00%	2	2.01	0.37%	4	7.86	1.43%	10	9.87	1.80%
May	4	0	0.00%	3	3.33	0.61%	3	33.51	6.11%	3	2.76	0.50%	13	39.6	7.23%
June	3	0	0.00%	5	5.53	1.01%	4	10.08	1.84%	4	3.86	0.70%	16	19.47	3.55%
July	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%
Aug	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%
Sep	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%
Oct	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%
Nov	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%
Dec	0	0	0.00%			0.00%			0.00%			0.00%	0	0	0.00%

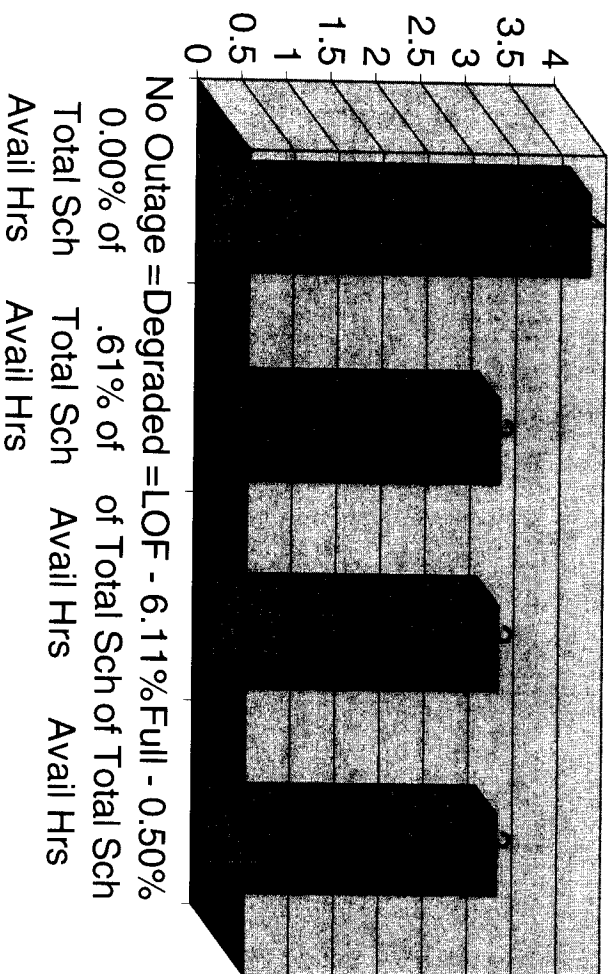
LENS - March 2001 Outages by Type Compared to System Availability Time



LENS - April 2001 Outages by Type Compared to System Availability Time

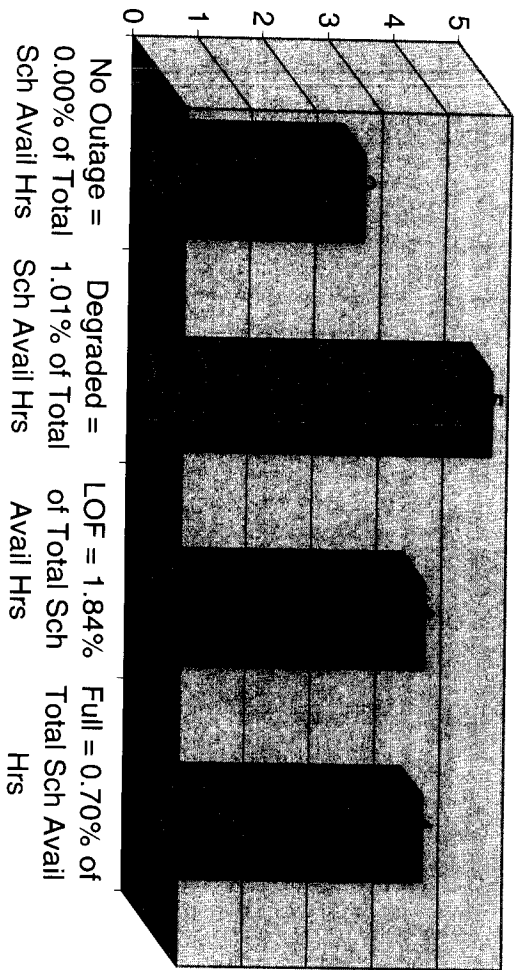


LENS - May 2001 Outages by Type Compared to System Availability Time



■ Number occurrences by Type

LENS - June 2001 Outages by Type Compared to System Availability Time



■ Number occurrences by Type

Detailed Analysis of Change Control Process (CCP) Type 1 Change Requests

Glossary

No Outage (N) – No outage is incurred when a problem is reported and the investigation reveals one of the following conditions occurred:

- No problem actually existed
- Problem was found to be on the customer side
- Investigation was unable to confirm that an outage occurred
- The reported outage occurred during a previously announced scheduled downtime

Degraded Outage (D) - This type of outage occurs when an application is processing below normal capacity or when users experience slow responses from the application. This degradation may impact one or more customers.

Loss of Functionality (LOF) - Loss of functionality is incurred when a function normally provided by an application is unavailable to any customer. This loss may impact one or more customers.

Full Outage (F) - This outage occurs when an application is down or totally inoperative. This outage may impact one or more customers.