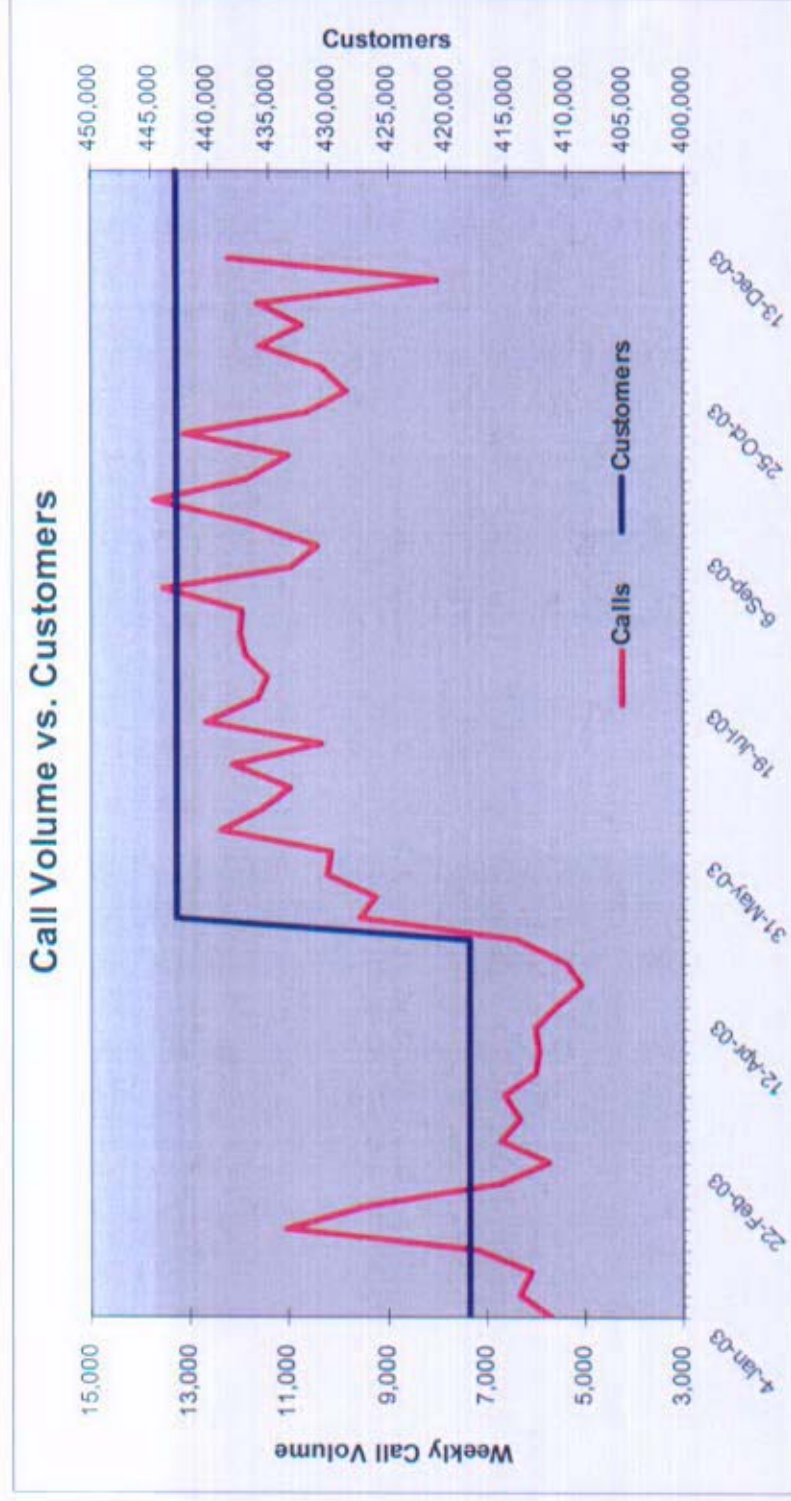


Customer Growth leads to Increased Call Volume

All calls from Missouri to the Alton Call Center prior to May 5, 2003 consisted of only St. Louis County and Jefferson City. Since then, other districts have joined the Alton Call Center. This growth in customers has led to a corresponding growth in the number of calls to the VDN Switch.



Call volumes represent actual calls offered. Only partial data available for the month of December.

- > Actual volume to switch as of December 6, 2003 is 521,918, which annualizes to 660,104 calls based on steady state volume from May 5 to December 6.

FILED³

JAN 23 2004

Missouri Public
Service Commission