

Fiscal Year Ended January 31,

	2018	2017	2016
<b>OPERATING REVENUE<sup>1</sup> (in thousands)</b>			
Electric			
Residential	\$ 1,058,224	\$ 1,015,038	\$ 1,012,381
Commercial and industrial	867,021	831,662	805,609
Public authorities	229,645	220,861	213,046
Sales for resale	28,048	32,404	32,601
Street lighting and ANSL	21,877	21,101	20,762
Unbilled revenue	19,359	(6,170)	(1,446)
Other	16,794	17,751	13,616
Subtotal Retail	<u>2,240,968</u>	<u>2,132,647</u>	<u>2,096,569</u>
Wholesale	198,890	166,857	223,436
Total	<u>\$ 2,439,858</u>	<u>\$ 2,299,504</u>	<u>\$ 2,320,005</u>
Gas			
Residential	\$ 92,882	\$ 87,877	\$ 95,958
Commercial and industrial	68,726	65,788	63,531
Public authorities	16,662	13,010	13,273
Unbilled revenue	609	(2,702)	860
Other	1,532	1,841	1,678
Total	<u>\$ 180,411</u>	<u>\$ 165,814</u>	<u>\$ 175,300</u>
<b>SALES</b>			
Electric (MWh)			
Residential	9,634,693	9,442,880	9,469,946
Commercial and industrial	9,416,836	9,389,924	9,126,056
Public authorities	2,813,559	2,832,861	2,710,034
Sales for resale	460,061	462,027	464,790
Street lighting and ANSL	93,208	95,806	95,927
Unbilled	101,360	(62,124)	(16,867)
Subtotal Retail	<u>22,519,717</u>	<u>22,161,374</u>	<u>21,849,886</u>
Wholesale	5,497,113	4,942,094	5,978,458
Total	<u>28,016,830</u>	<u>27,103,468</u>	<u>27,828,344</u>
Gas (thousands of MCF)			
Residential	9,126	8,533	10,308
Commercial and industrial	11,315	11,119	11,024
Public authorities	3,049	2,390	2,553
Unbilled	286	(540)	30
Total	<u>23,776</u>	<u>21,502</u>	<u>23,915</u>
<b>NUMBER OF CUSTOMERS (at year-end)</b>			
Electric	821,675	804,675	786,455
Gas	347,408	343,754	338,951

<sup>1</sup> Includes unbilled electric and gas revenues.