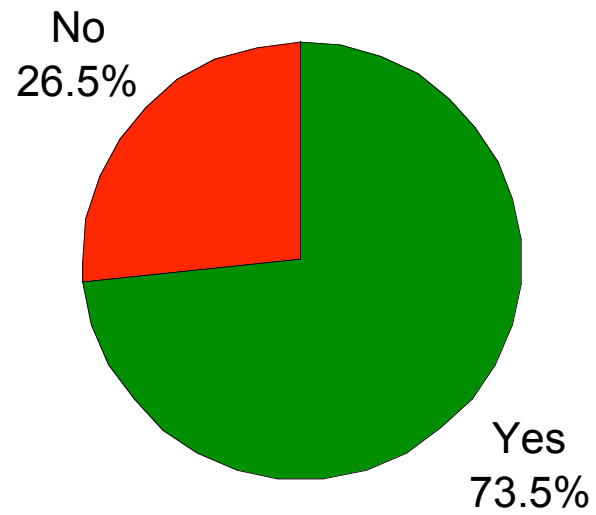
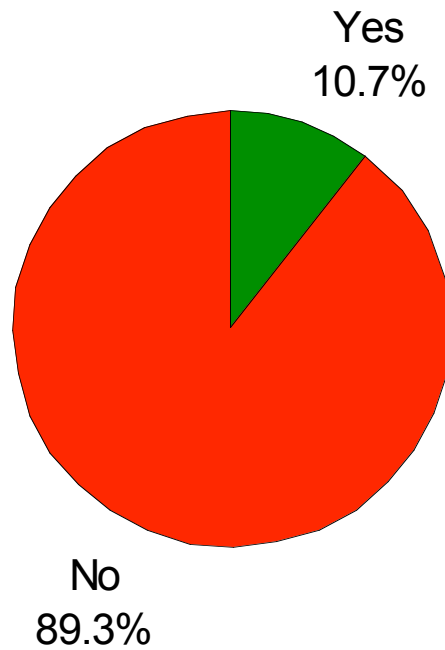


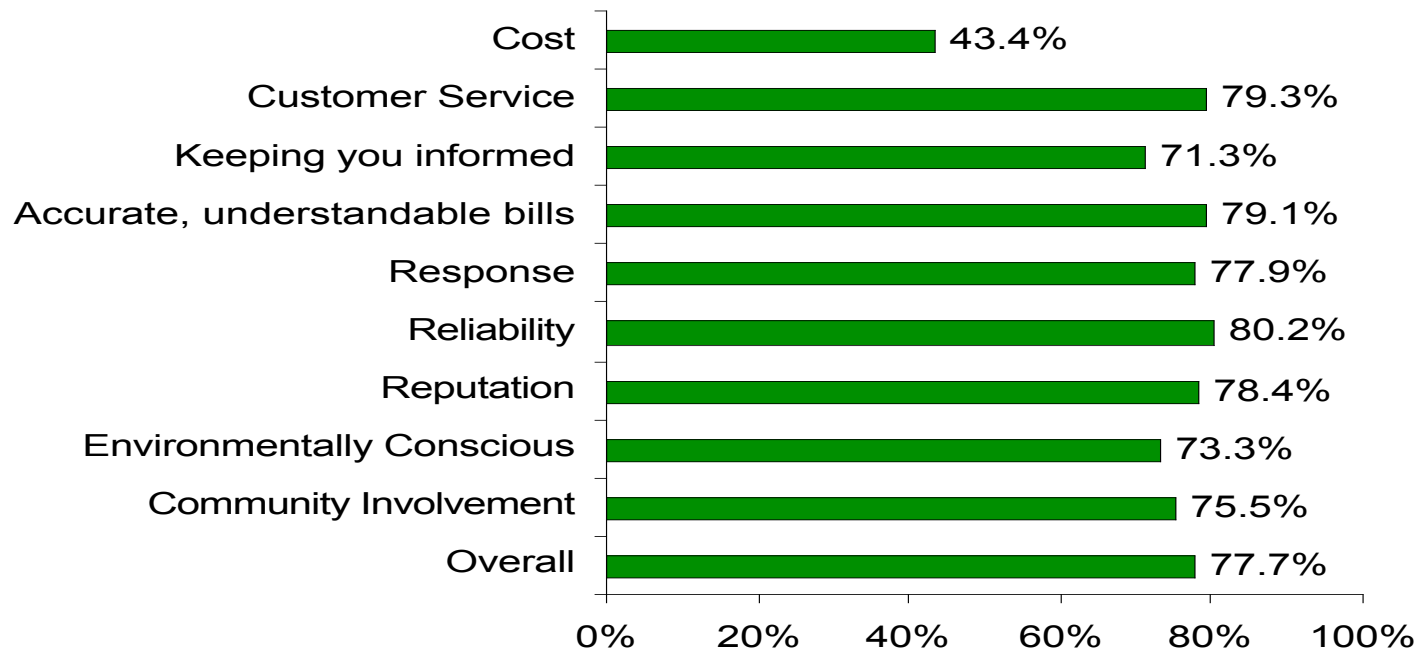
Aware of Annual Meeting



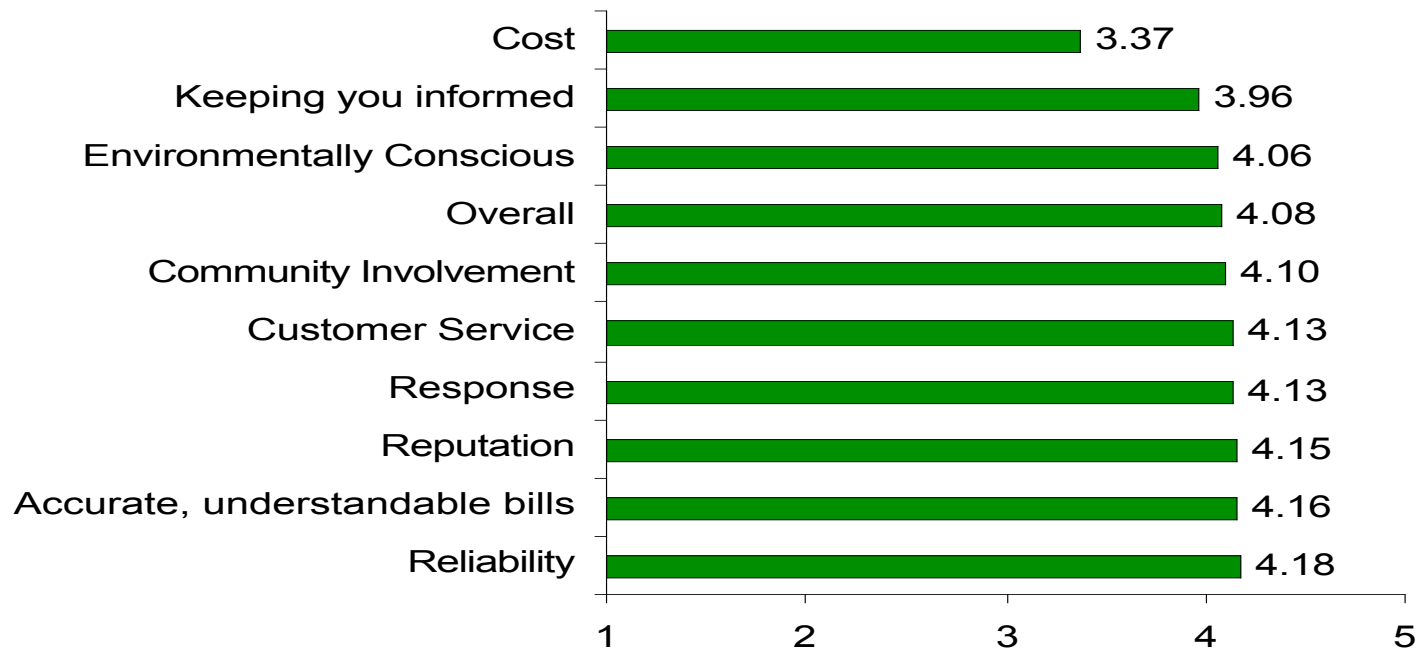
Attended Annual Meeting



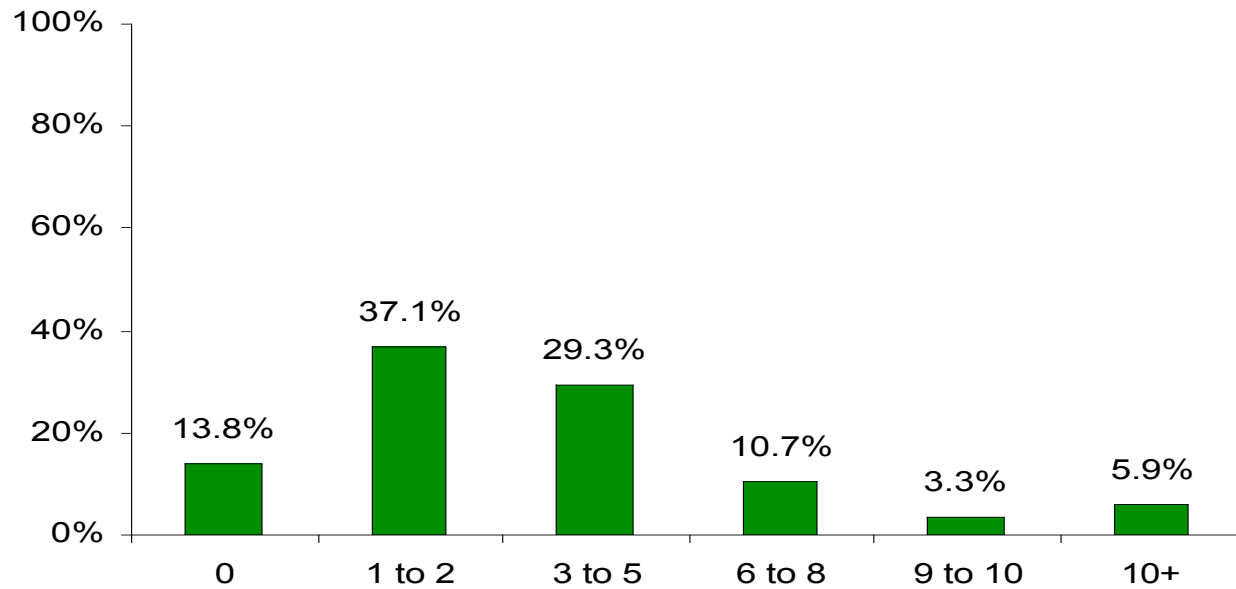
Ratings – Top-2 Box



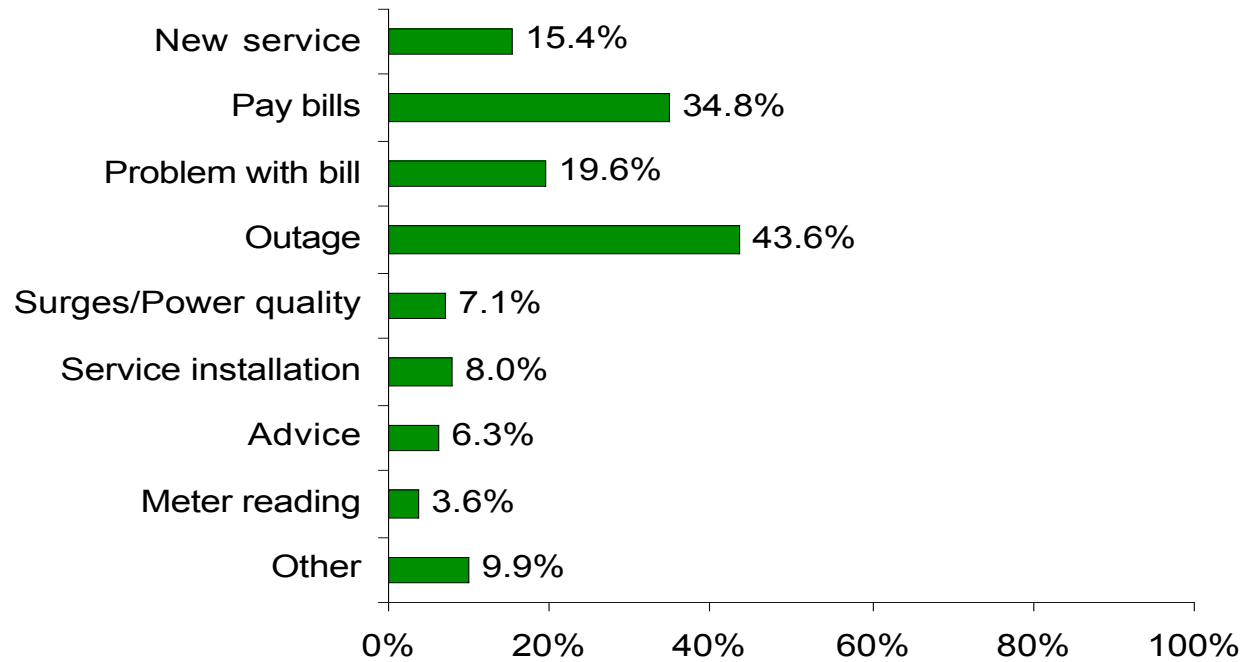
Ratings - Mean



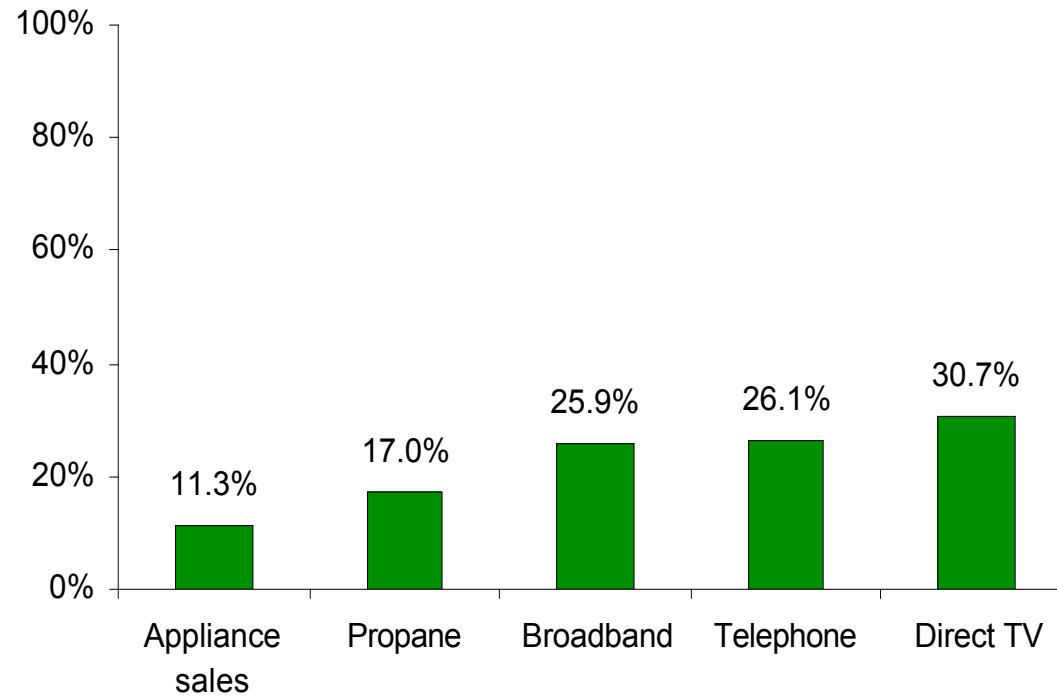
Contacted Customer Support



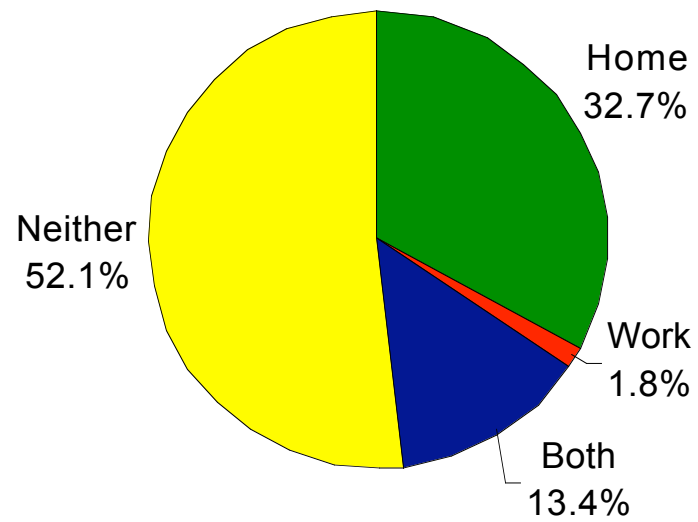
Reasons for Calling Customer Support



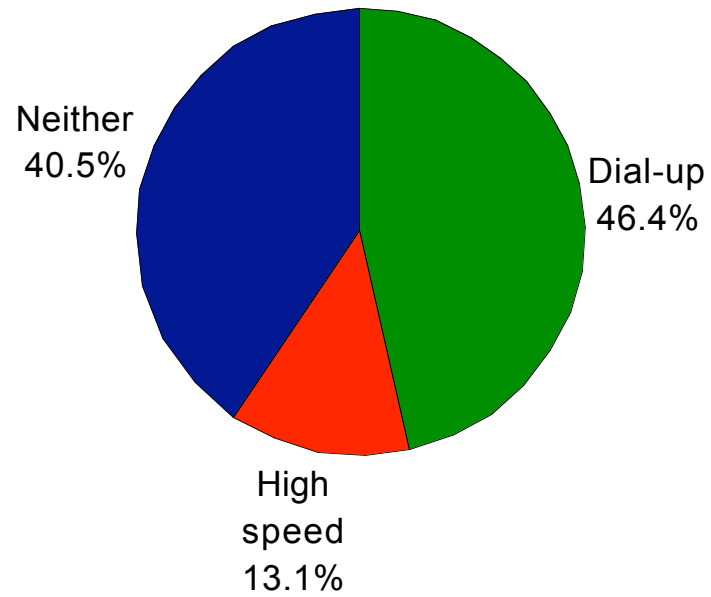
Other Product Interest



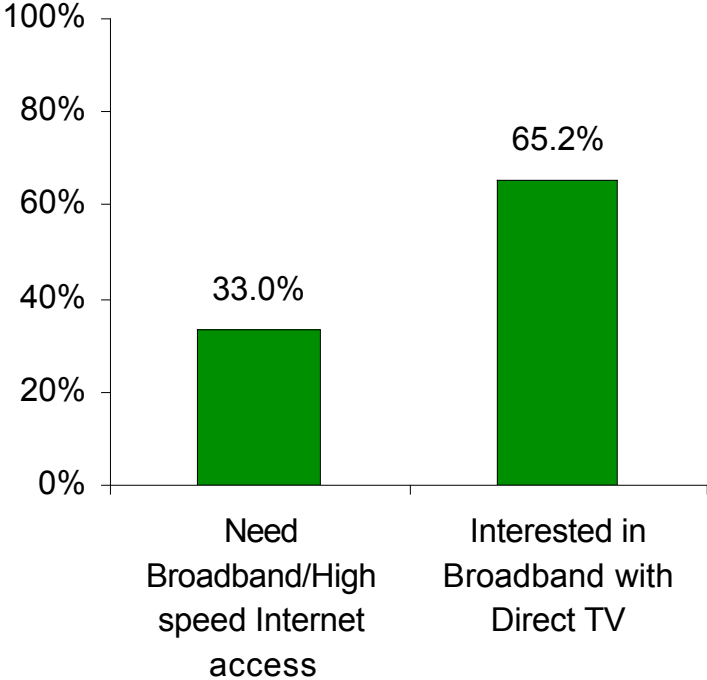
Have Internet Access



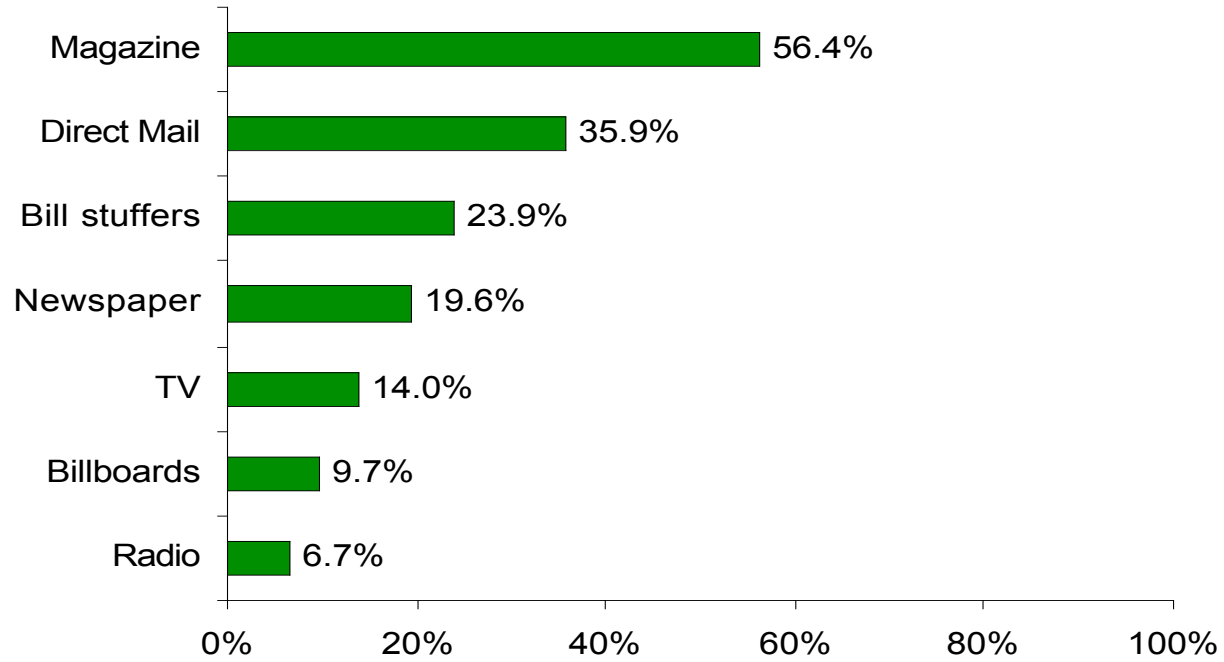
Have High speed/Dial-up Access



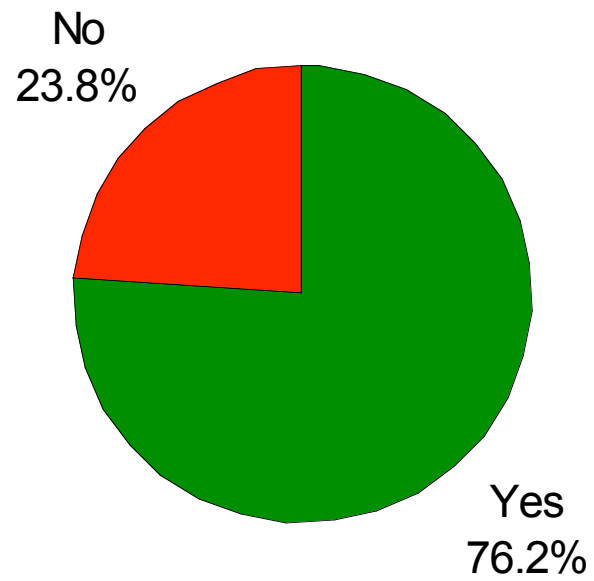
Need Broadband



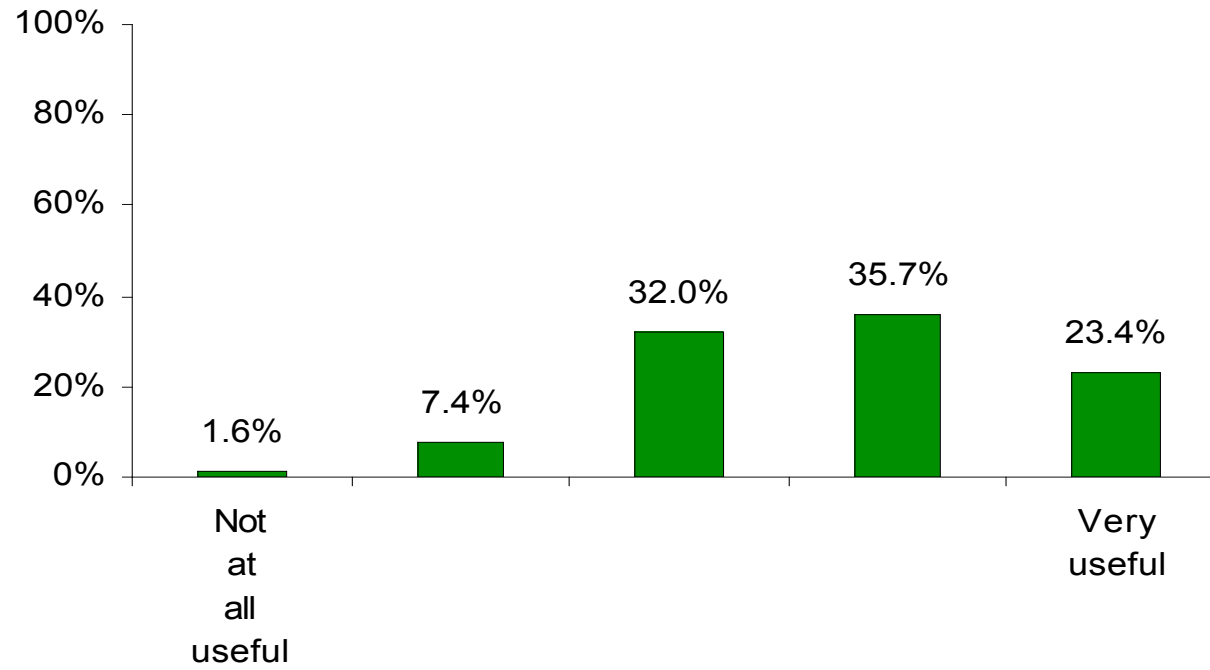
Advertising Awareness



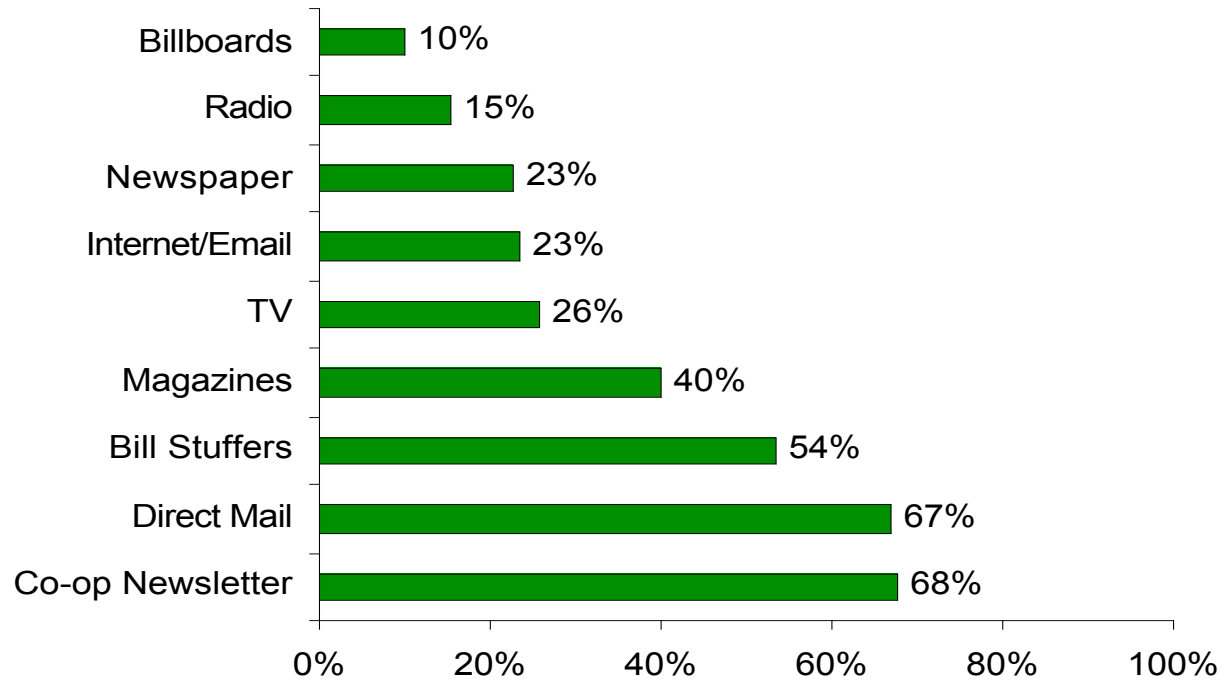
Read Bill-Stufflers



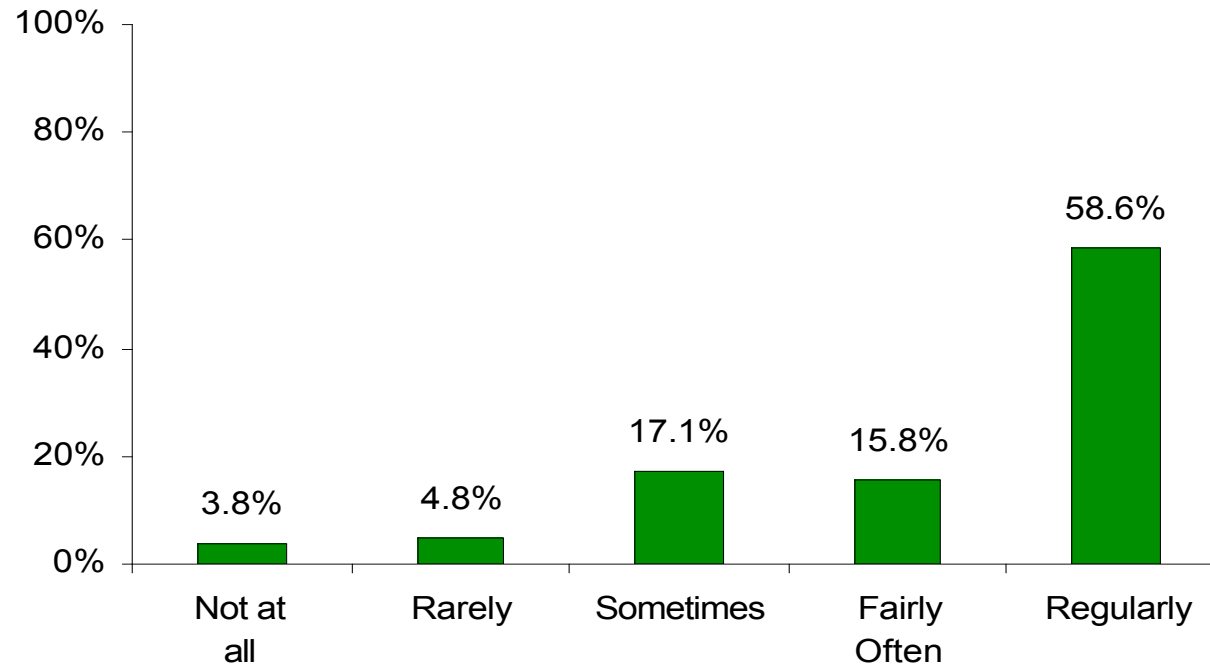
Bill Stuffers Useful



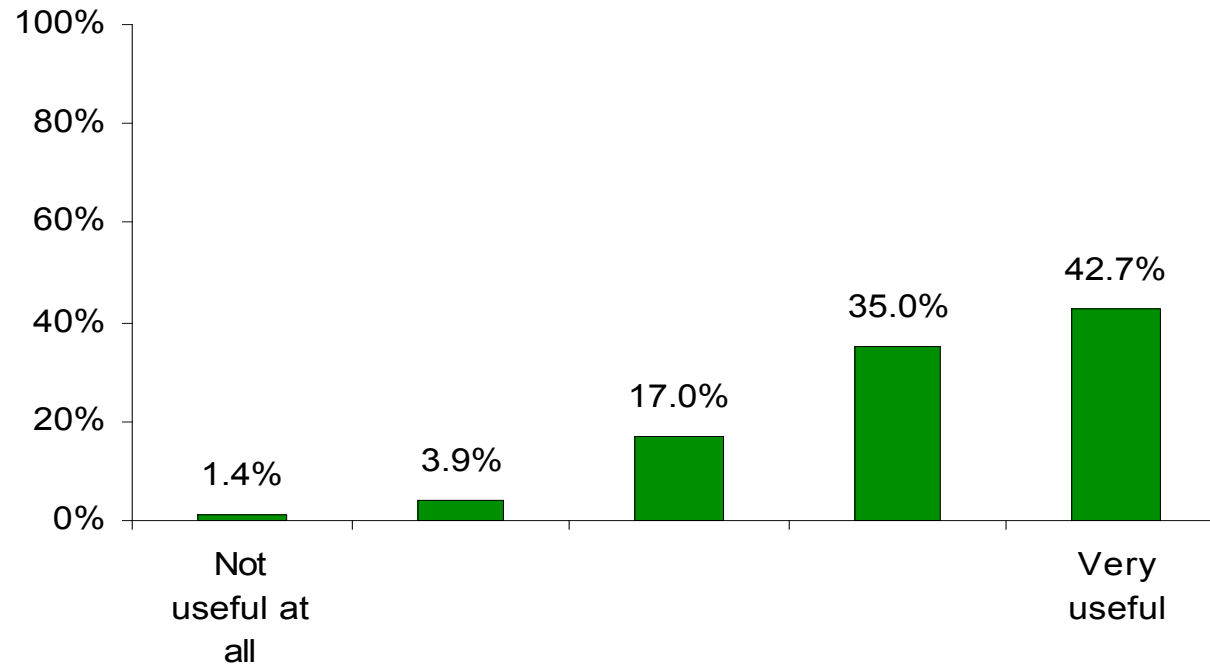
Preferred Means of Communication



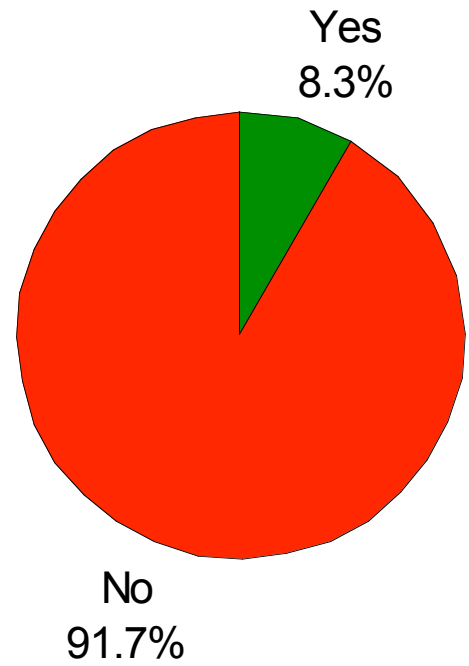
Read Monthly Newsletter



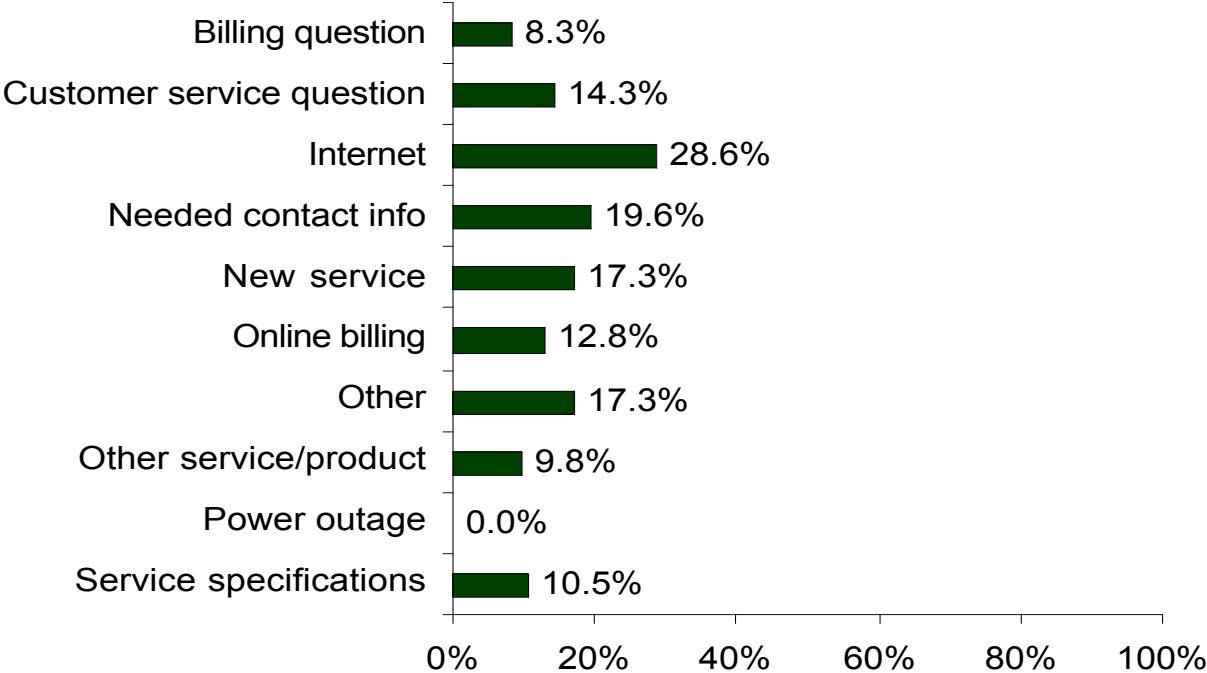
Usefulness of Newsletter



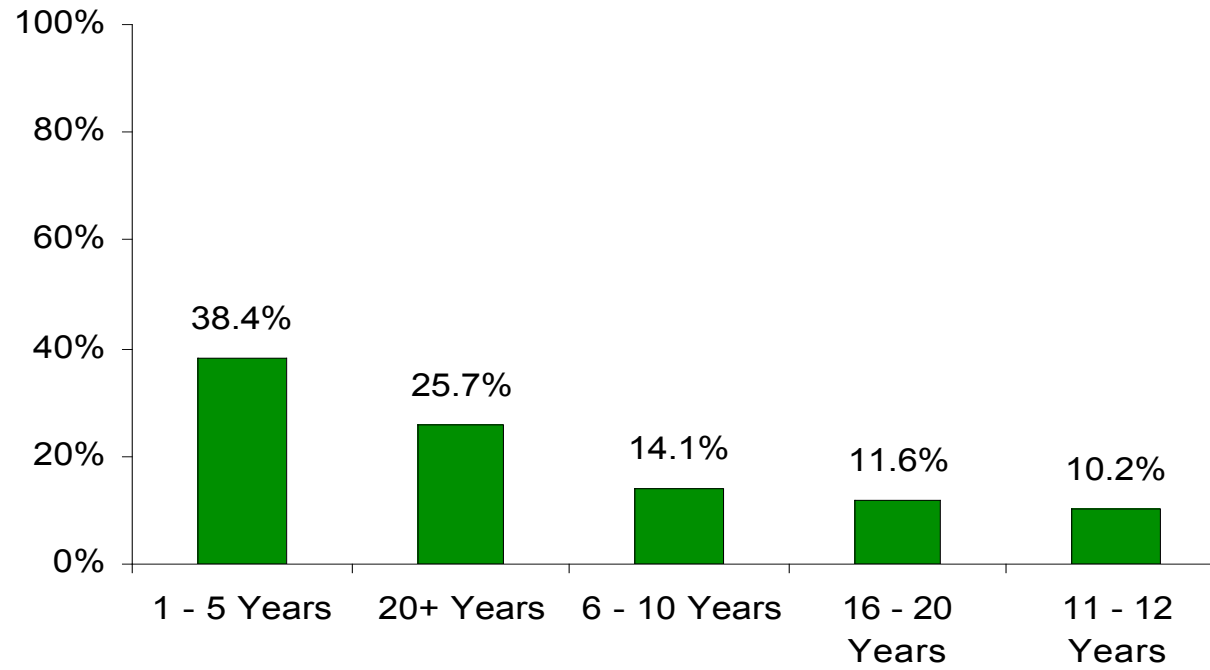
Visited Website



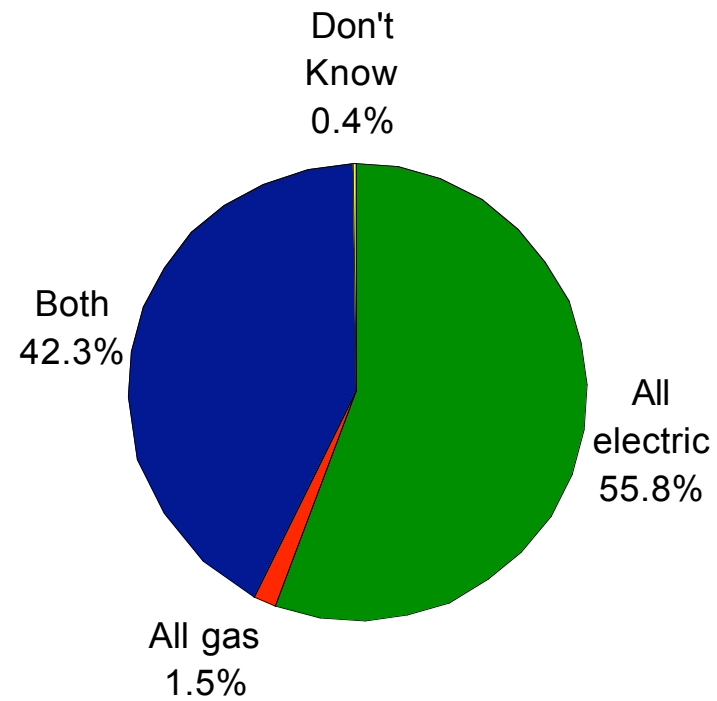
Why Visit the Website



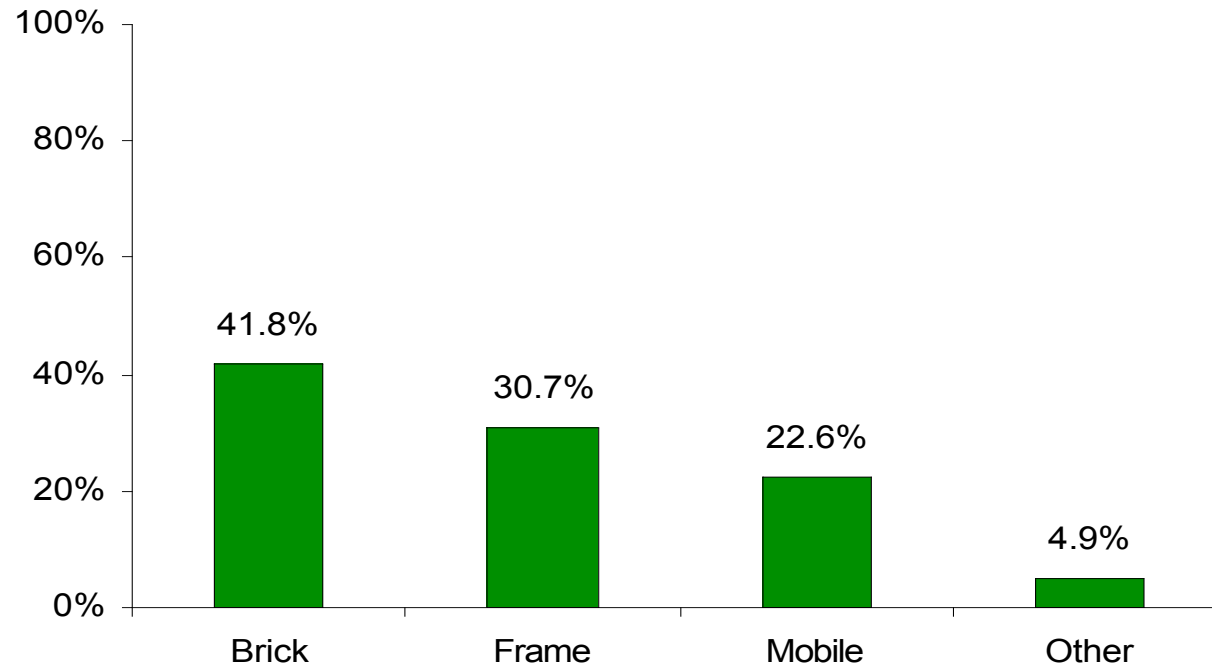
Years as Member



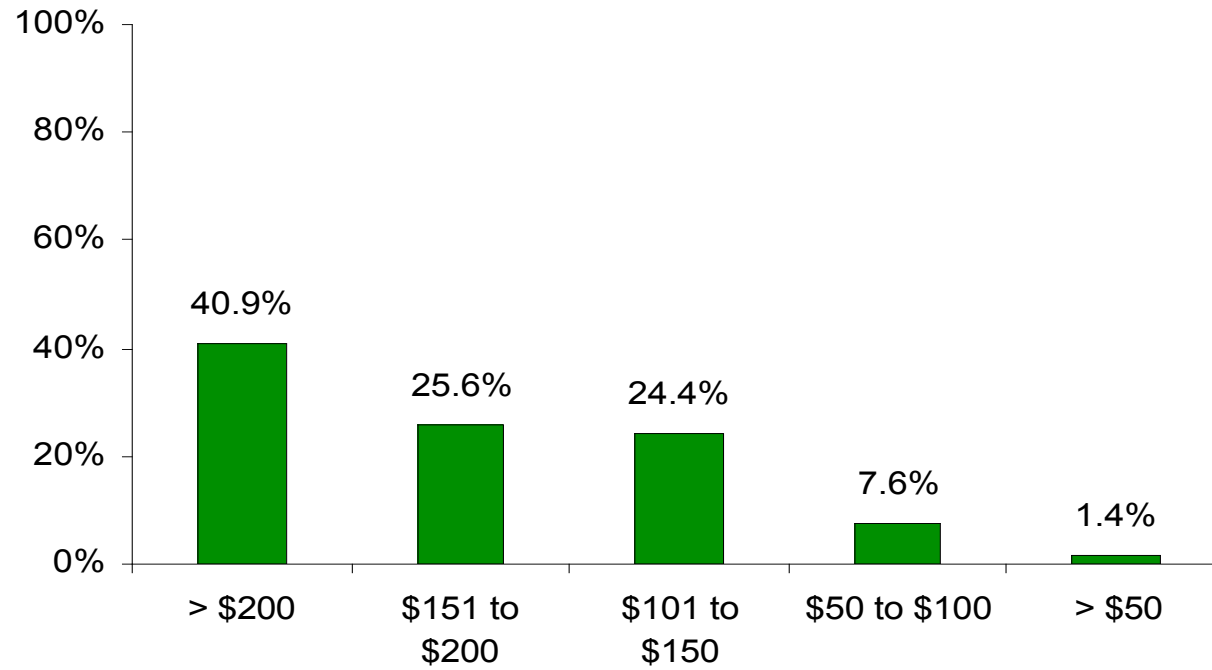
Home Energy Type



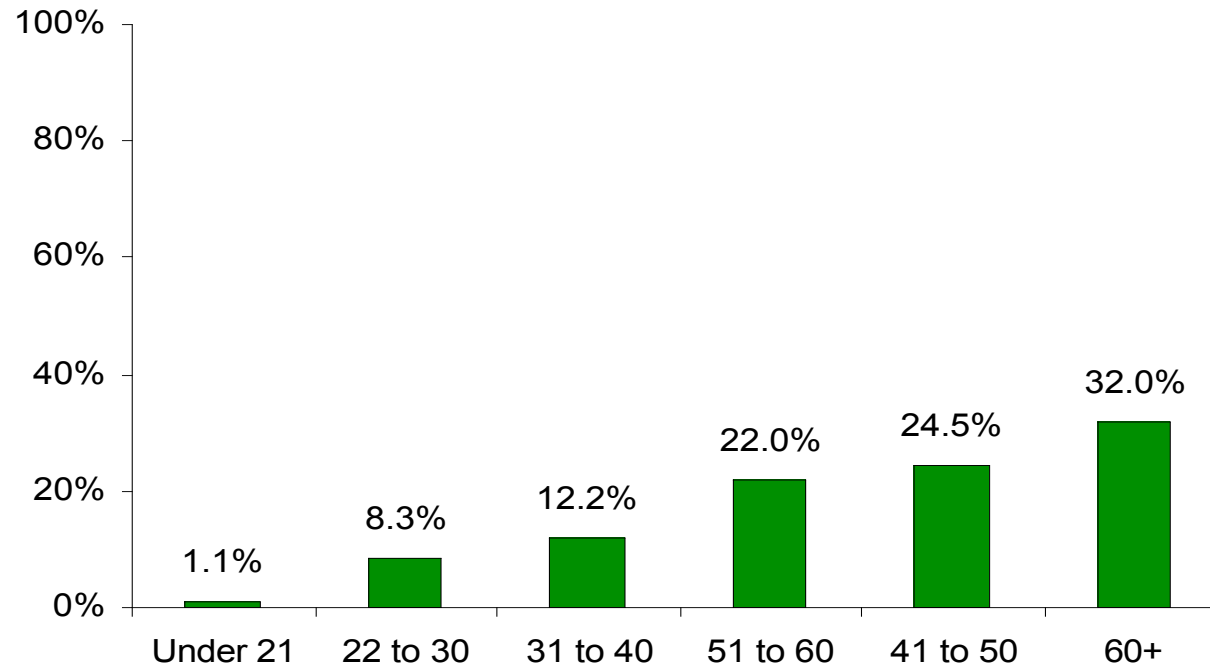
Home Construction



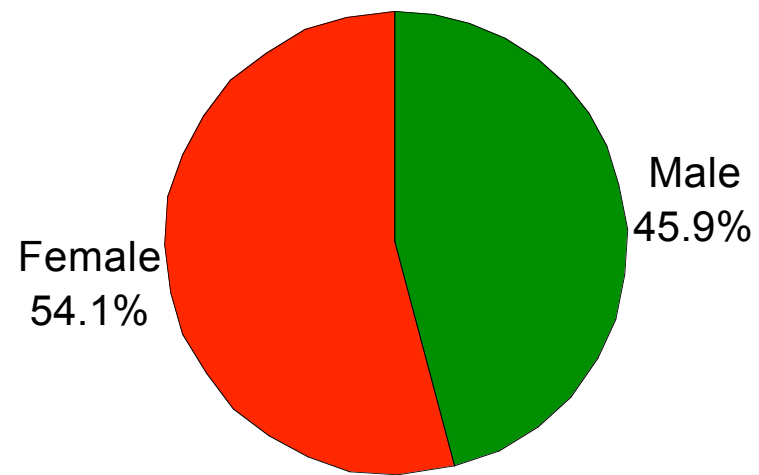
Last Bill Amount



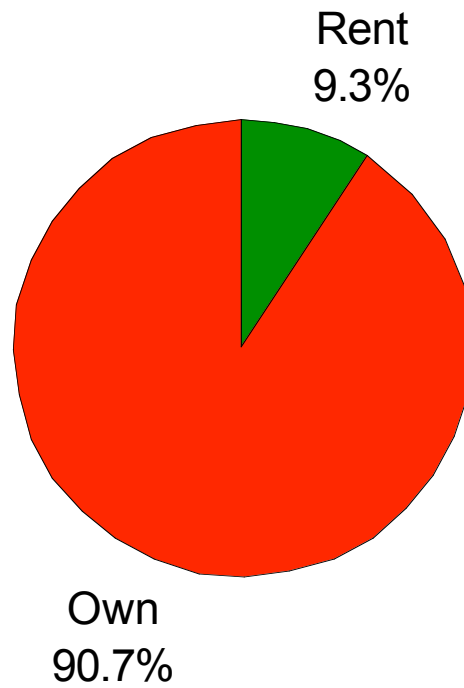
Respondent Age



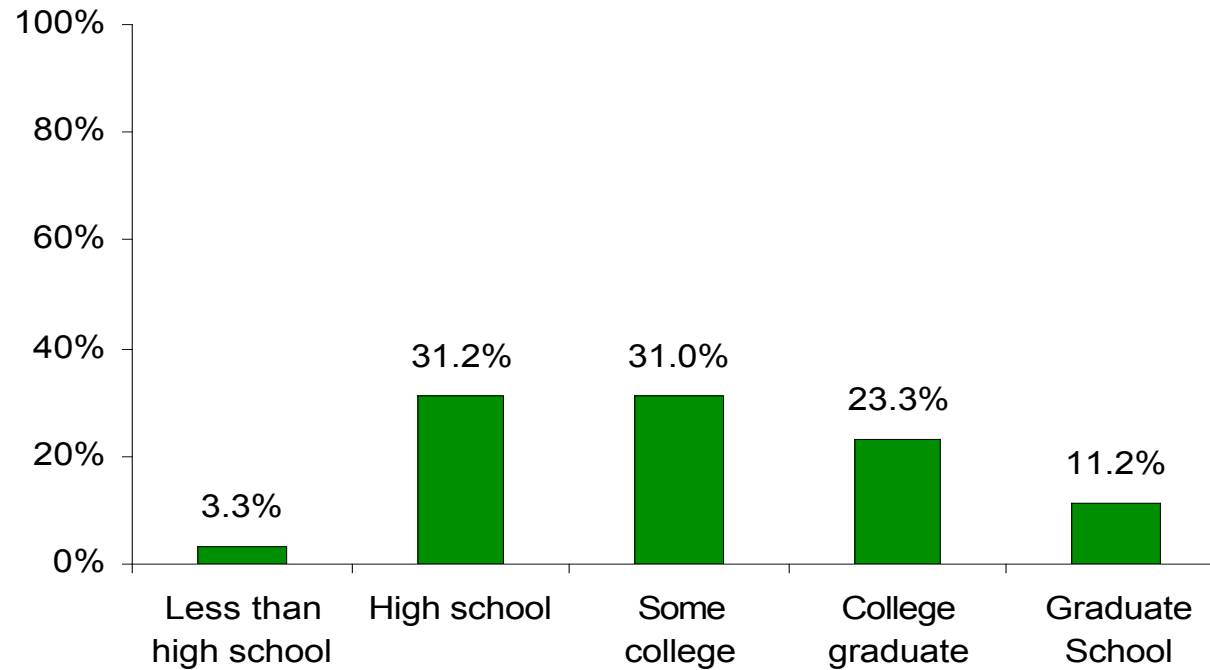
Respondent Gender



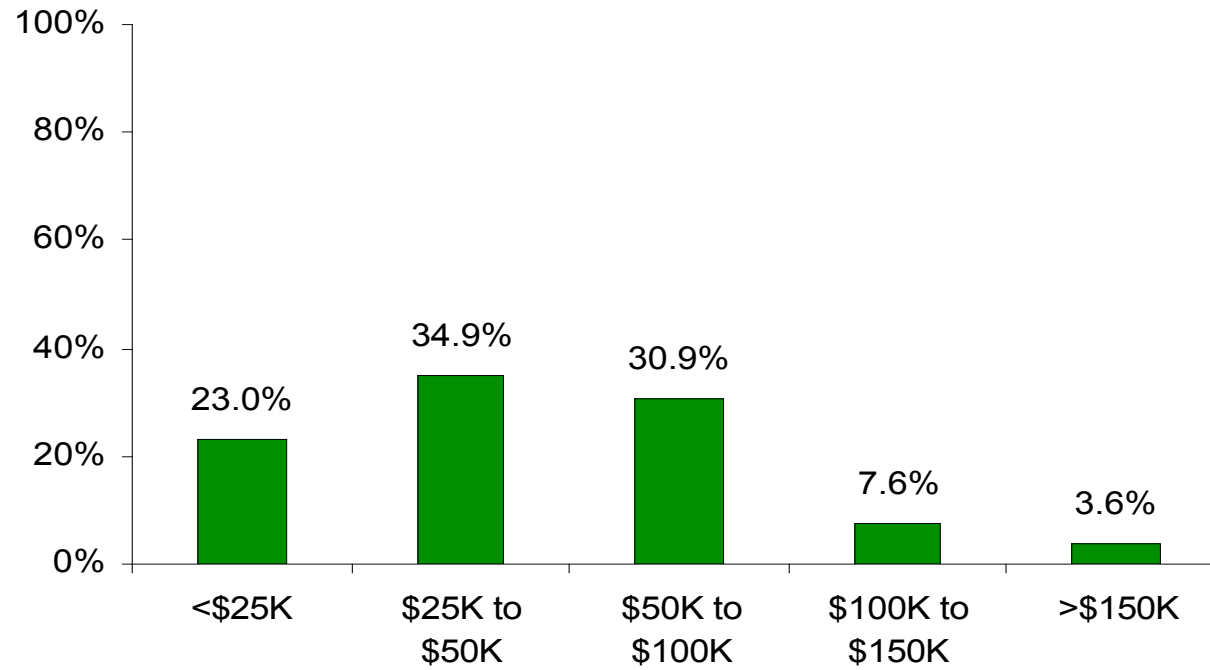
Own or Rent



Respondent Education



Respondent Income



Ratings by Age

	Under 21	22 to 30	31 to 40	41 to 50	51 to 60	60+
	Top-2 Box					
Cost	17.6%	39.6%	28.1%	31.0%	44.8%	60.5%
Customer Service	52.9%	74.6%	68.7%	75.8%	82.1%	86.5%
Keeping you informed	47.1%	60.4%	62.1%	67.6%	74.1%	79.8%
Accurate, understandable bills	70.6%	77.6%	72.3%	75.6%	80.0%	84.6%
Response	58.8%	70.9%	69.2%	76.9%	80.5%	83.4%
Reliability	70.6%	76.7%	71.3%	78.7%	82.1%	85.4%
Reputation	58.8%	73.5%	69.7%	74.2%	81.8%	85.3%
Environmentally Conscious	56.3%	70.9%	63.2%	69.8%	73.0%	82.1%
Community Involvement	62.5%	68.0%	66.8%	73.8%	73.1%	84.6%
Overall	58.8%	75.2%	64.4%	74.9%	80.9%	84.8%