

*Requests for Information*

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1   **Q.     Please provide for the record copies of the quarterly customer satisfaction surveys**  
2   **for 2008 and the 1<sup>st</sup> and 2<sup>nd</sup> Quarters of 2009.**

3  
4   **A.     < >The quarterly customer satisfaction survey results for 2008 and the 1<sup>st</sup> quarter of 2009**  
5   **are included as Attachments A and B respectively.<sup>1</sup> The quarterly customer satisfaction**  
6   **survey results for the 2<sup>nd</sup> Quarter 2009 are included as Attachment C.**

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<sup>1</sup> Detailed survey reporting in the format submitted in response to Request for Information CA-NP-62 in the 2008 General Rate Application is no longer available. The detailed reporting was discontinued in the 1<sup>st</sup> Quarter of 2008 as part of a reorganization of the Customer Service Department.

**2<sup>nd</sup> Quarter Customer Satisfaction  
Survey Results for 2009**

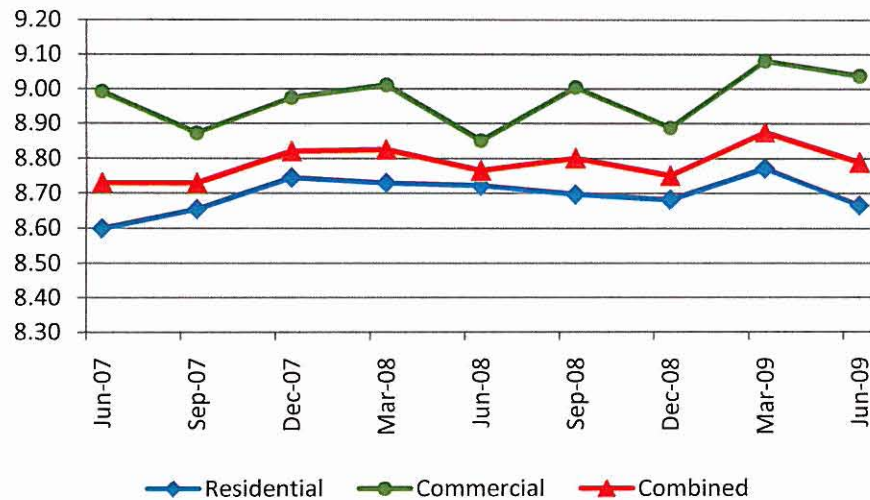
## Customer Satisfaction Report

### June 2009



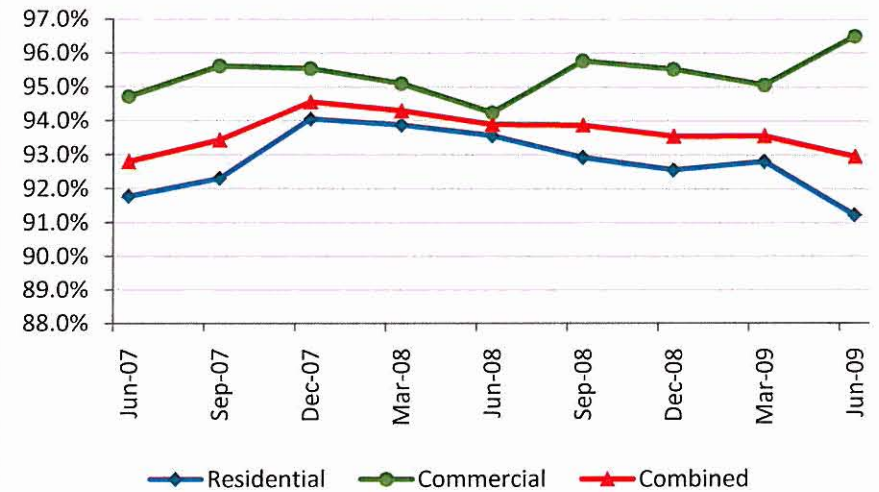
The historical quarterly trend is shown in the above graph. The customer satisfaction index for the second quarter is 90.1% and 89.1% last quarter. This compares with 90.8% in June 2008 and 88% June 2007. Quarterly results have fluctuated between 87% and 92% over the last three years. Our target for 2009 is 89%.

### General Satisfaction - Mean



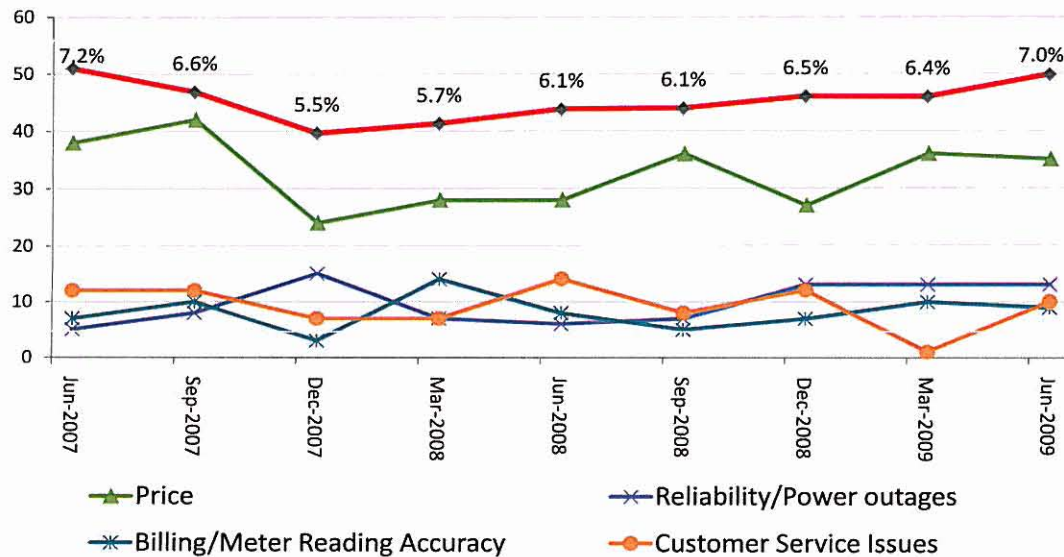
Mean averages the ratings provided by all customer's surveyed.

### General Satisfaction 7-10 Rating



Percentage of customer's surveyed that gave a 7-10 rating.

### General Satisfaction - Reasons for <= 6 Rating



This graph compares the percentage of customers who gave a General Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.

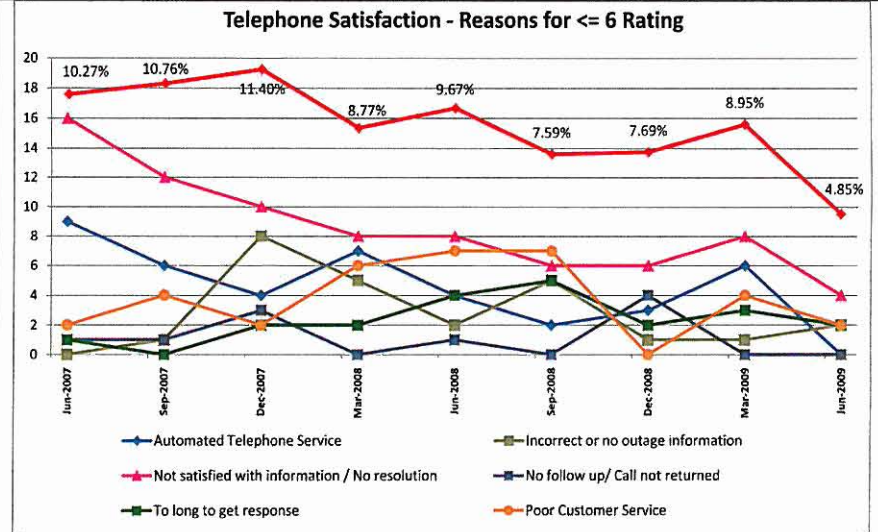
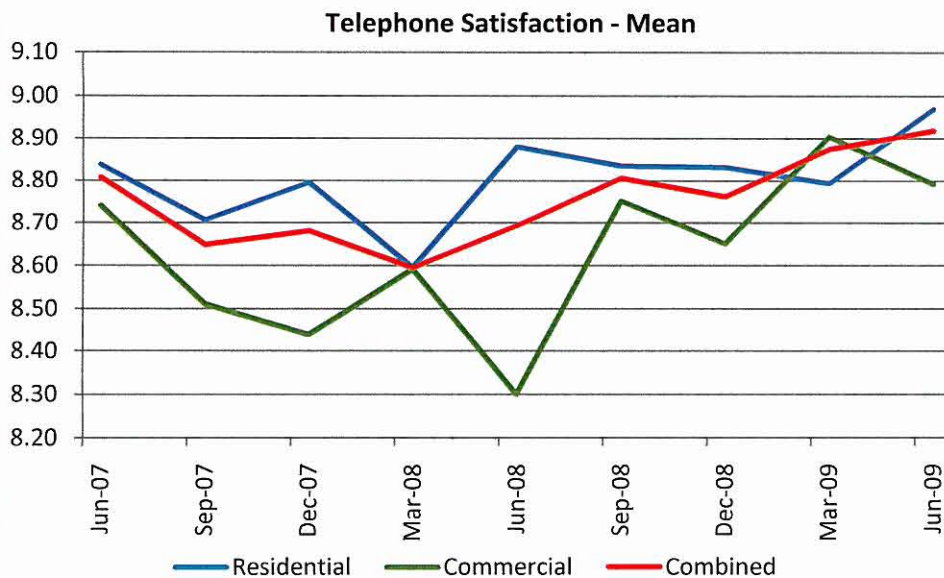
### General Satisfaction – 1221 Customers surveyed.

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.67	8.77	8.72
Commercial	9.04	9.08	8.85
Total	8.79	8.87	8.77
<b>7-10 Rating</b>			
Residential	91.2%	92.8%	93.6%
Commercial	96.5%	95.1%	94.2%
Total	93.0%	93.6%	93.9%

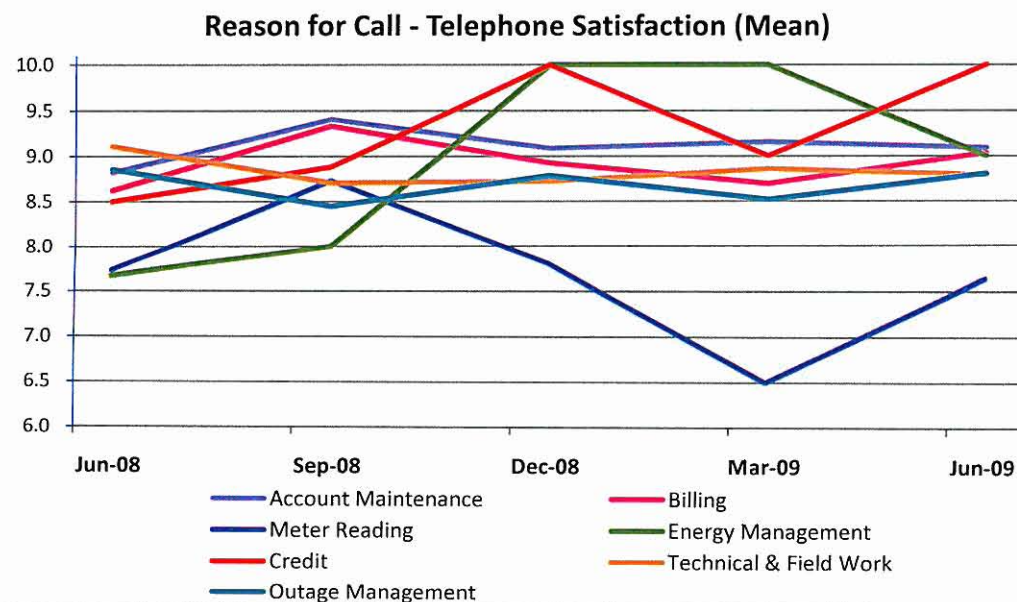
The overall satisfaction this quarter, for residential and commercial customers, is slightly lower than last quarter yet similar to same quarter last year.

7% (86) of customers surveyed gave a rating less than or equal to six (72 residential and 14 commercial). 41% (35) indicated rates/pricing concerns, while 15% (13) cited reliability and power outages as a reason for the lower rating.





This graph compares the percentage of customers who gave a Telephone Satisfaction Rating <=6 (Red Line) and the reasons they gave for the low rating.



**Telephone Satisfaction** 21.9% (268) surveyed called in the last 6 mos.

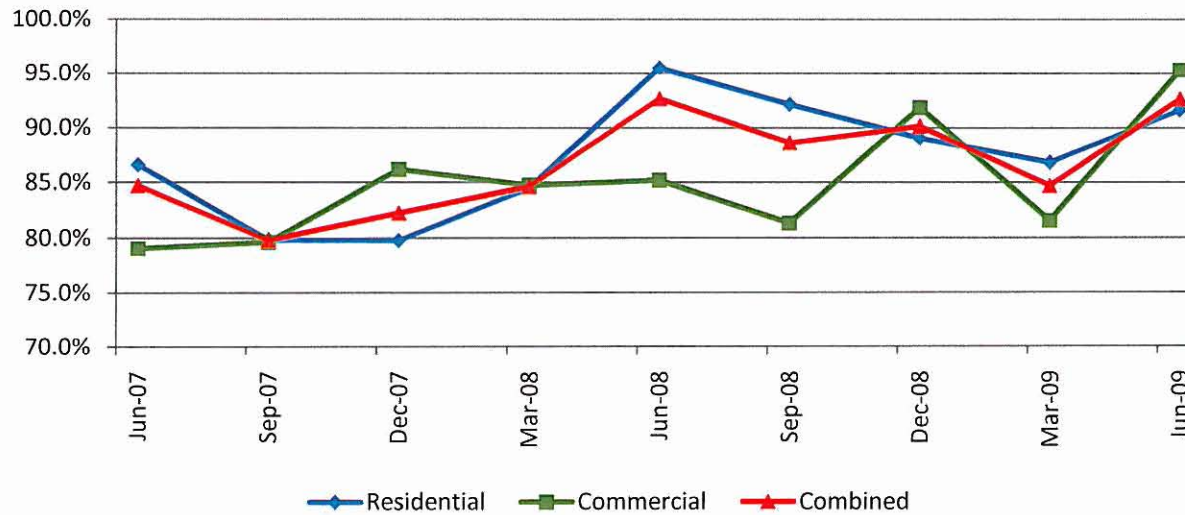
	This Quarter	Last Quarter	Same Quarter Last Year
Residential	8.97	8.79	8.88
Commercial	8.79	8.90	8.30
Total	8.92	8.87	8.69
<b>7-10 Rating</b>			
Residential	94.8%	89.9%	92.8%
Commercial	96.1%	93.0%	85.0%
Total	95.1%	91.1%	90.3%

The averaged Telephone Satisfaction rating this quarter is the highest since March 2006 and the percentage of customers giving a 7-10 rating is the highest since at least March 2005.

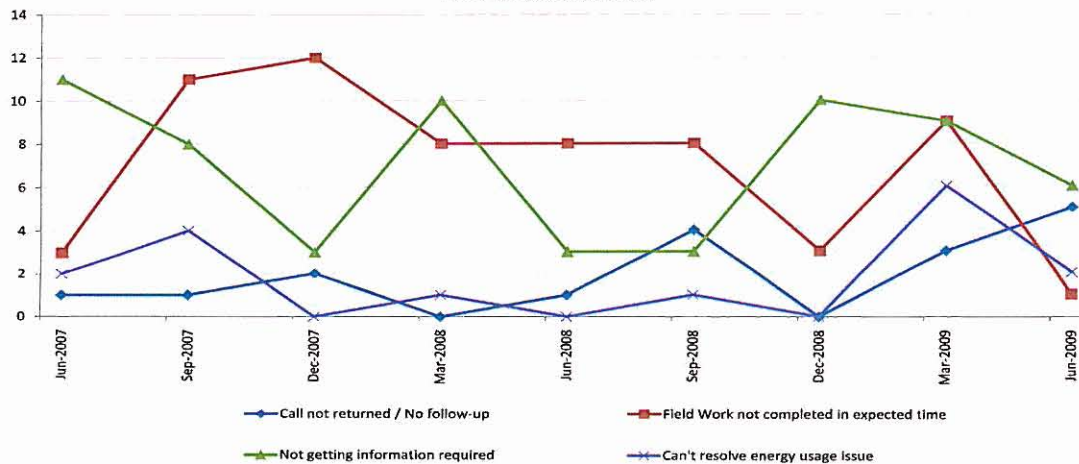
4.85% (13) customers gave a rating less than or equal to six. 30.1% (4) of these customers were not satisfied with information provided and felt their issue was unresolved.

Customers who called with a Credit or Meter Reading concern showed the most improvement over last quarter, while Energy Mgmt dipped 10%.

## Passed First Call Resolution



## First Call Resolution -



This graph compares the percentage of customers who did not have their issue resolved on the first contact and the reasons a lower rating was given.

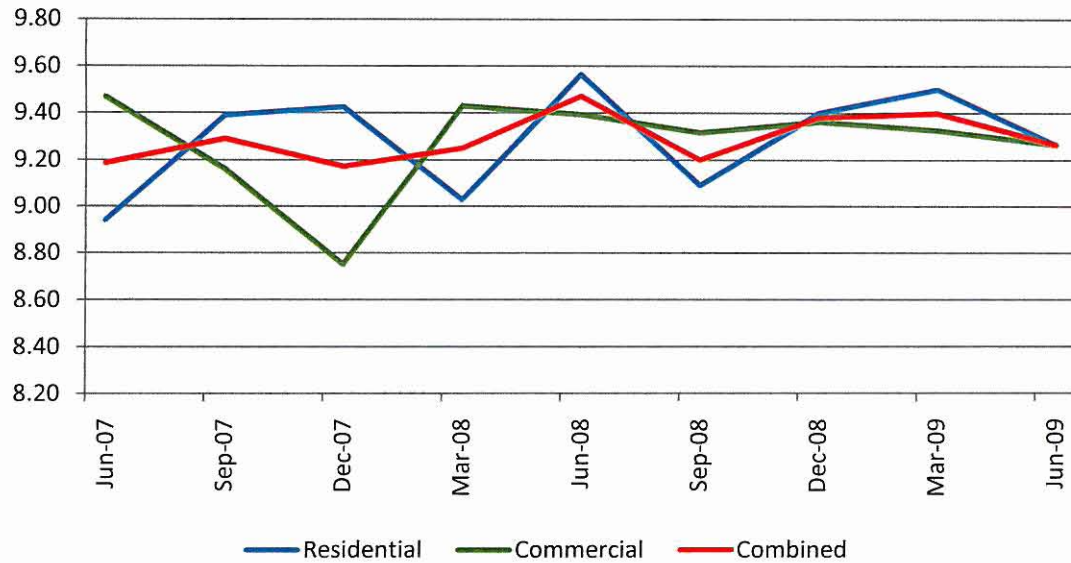
## First Call Resolution

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	91.6%	86.8%	95.5%
Commercial	95.3%	81.6%	85.2%
Total	92.6%	84.7%	92.6%

Of the 231 customers that spoke to a Customer Account Representative, 92.6% (214) had their issue resolved the first time.

The main reasons customers had to call more than once was related to not getting information required and not having their call returned or followed-up.

### Field Visit - Mean



### Field Visit Satisfaction

	This Quarter	Last Quarter	Same Quarter Last Year
Residential	9.27	9.50	9.57
Commercial	9.27	9.33	9.39
Total	9.27	9.40	9.47
<b>7-10 Rating</b>			
Residential	91.8%	94.7%	100%
Commercial	97.1%	98.2%	97.4%
Total	94.0%	96.8%	98.5%

The average Field Satisfaction rating was the same for both residential and commercial customers.

The percentage of customer that gave a 7-10 rating remains high but less than last quarter and same quarter last year.

Of the 83 customers that had a Field Visit in the last 6 months, 6% (5) gave a rating <= 6.