

# JD Power Residential Satisfaction Study

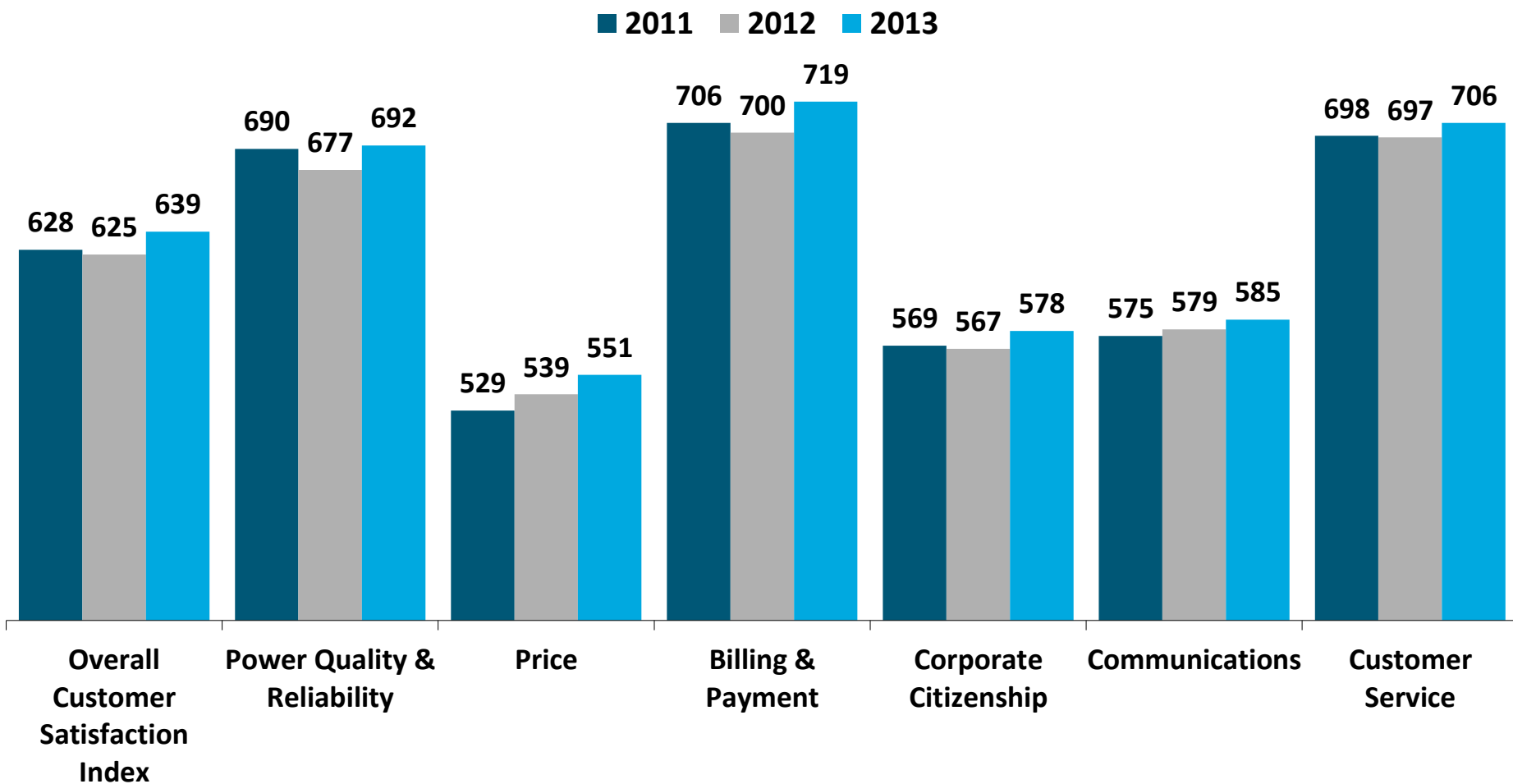
{ 2013 Results

# 2013 Residential Electric Study Overview

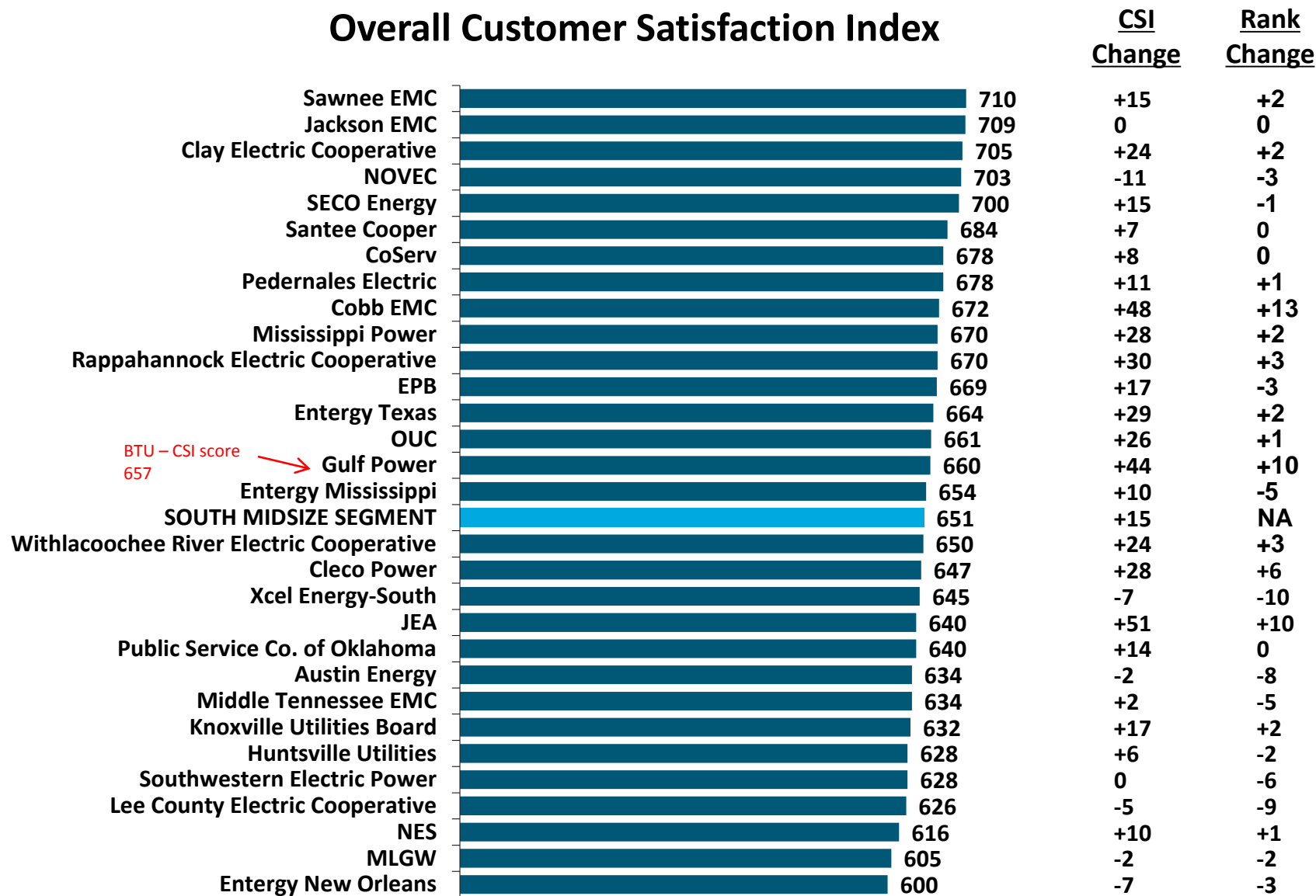
- ⌘ Online interviews completed across 4 quarterly fielding periods from July, 2012 through May, 2013
- ⌘ 126 Brands ranked in 8 Regional Size Segments. 102,734 total responses; of those, 190 were BTU responses
- ⌘ National trend – overall satisfaction trend is up from 2012. The overall customer satisfaction index increased the most ever this year, 14 points over 2012. The subset of billing and payment factor had the largest increase with 19 points over 2012.

# Billing & Payment Factor Increases the Most

## - Every Factor Improves

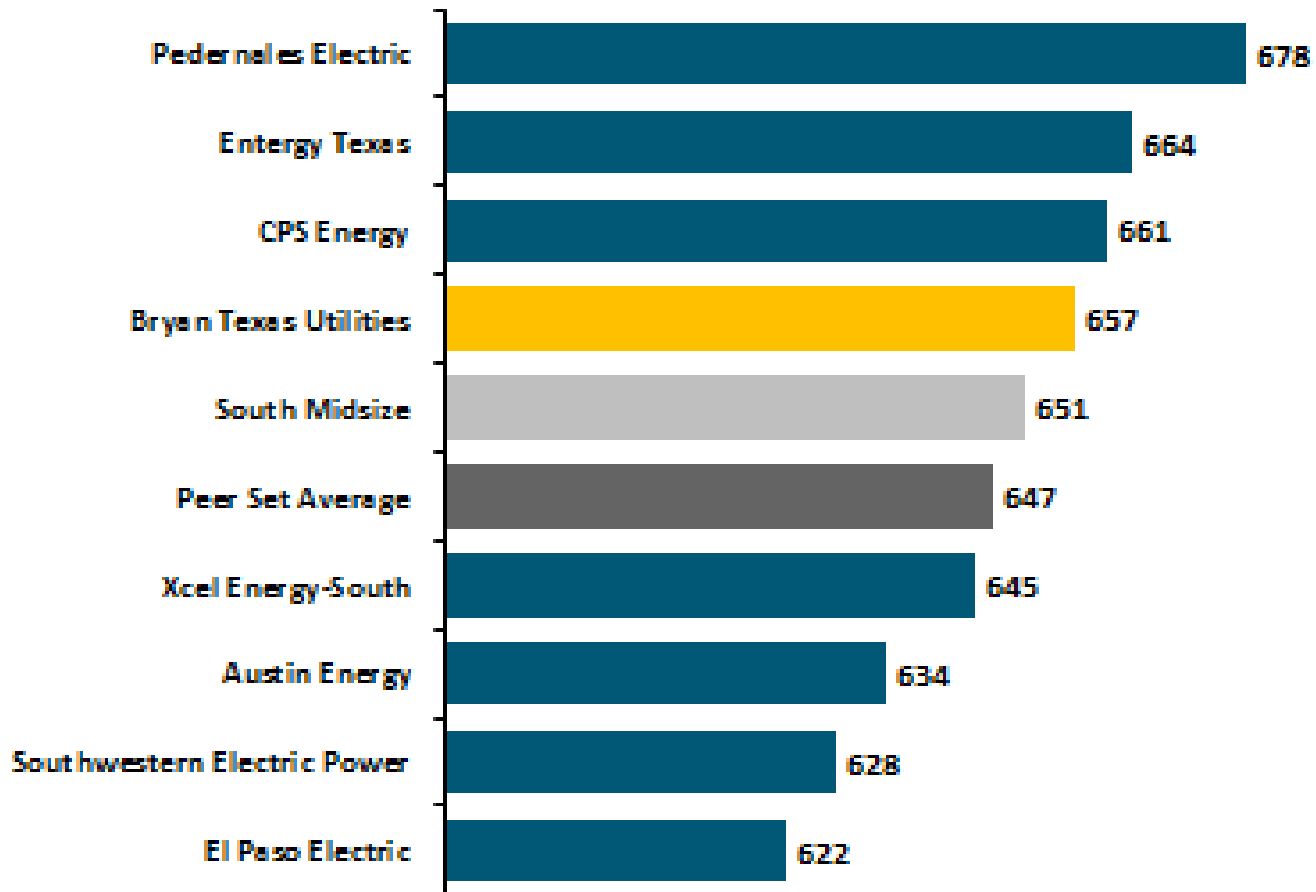


# South Midsize Segment Rankings



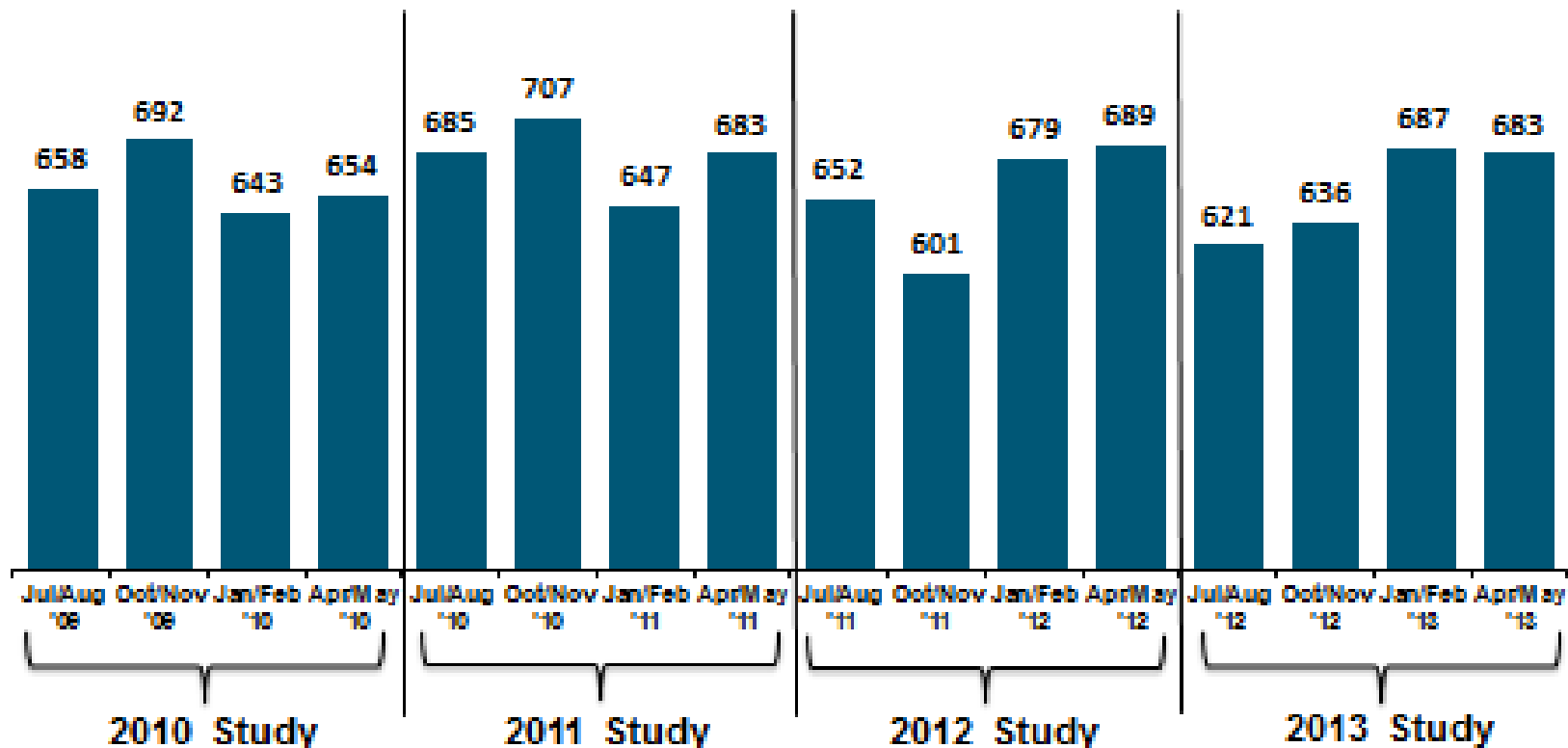
# BTU Overall CSI vs. Peer Set

## Overall Customer Satisfaction Index

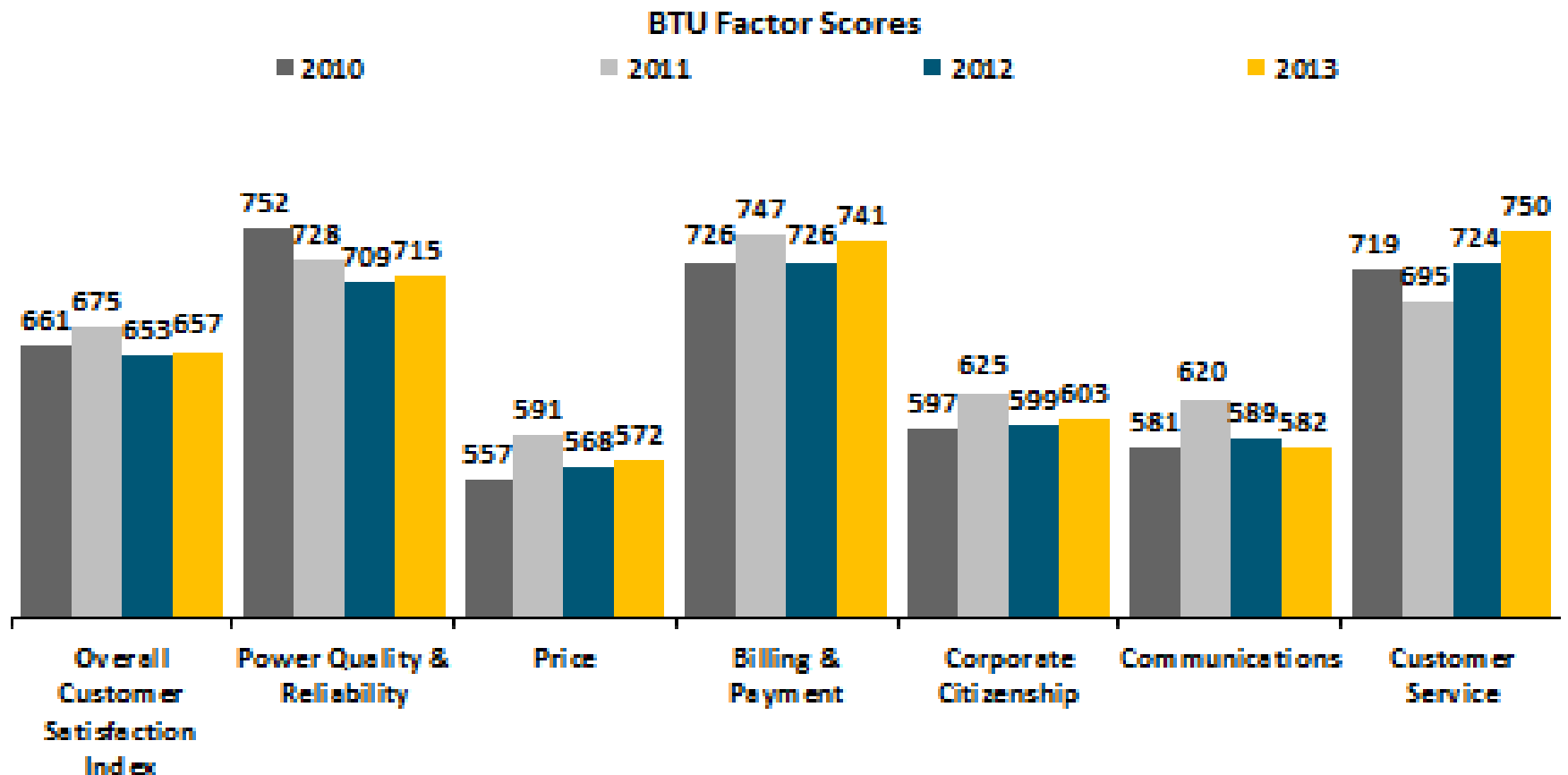


# BTU Overall CSI Trending

BTU Overall CSI



# BTU Factor Performance



# Questions?

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