

## Customer Transaction Survey Results

In conformance with *Reporting Requirements for Quality of Service Benchmarks and Standards* (quality of service reporting requirements), the Electric Distribution Companies (EDCs) and the Natural Gas Distribution Companies (NGDCs) reported to the Commission the results of telephone transaction surveys of customers who have had interactions with their company.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firm. The research firm randomly selects individual consumers from the sample lists. The survey firm contacts individual consumers in the samples until it meets a monthly quota of completed surveys for each company.

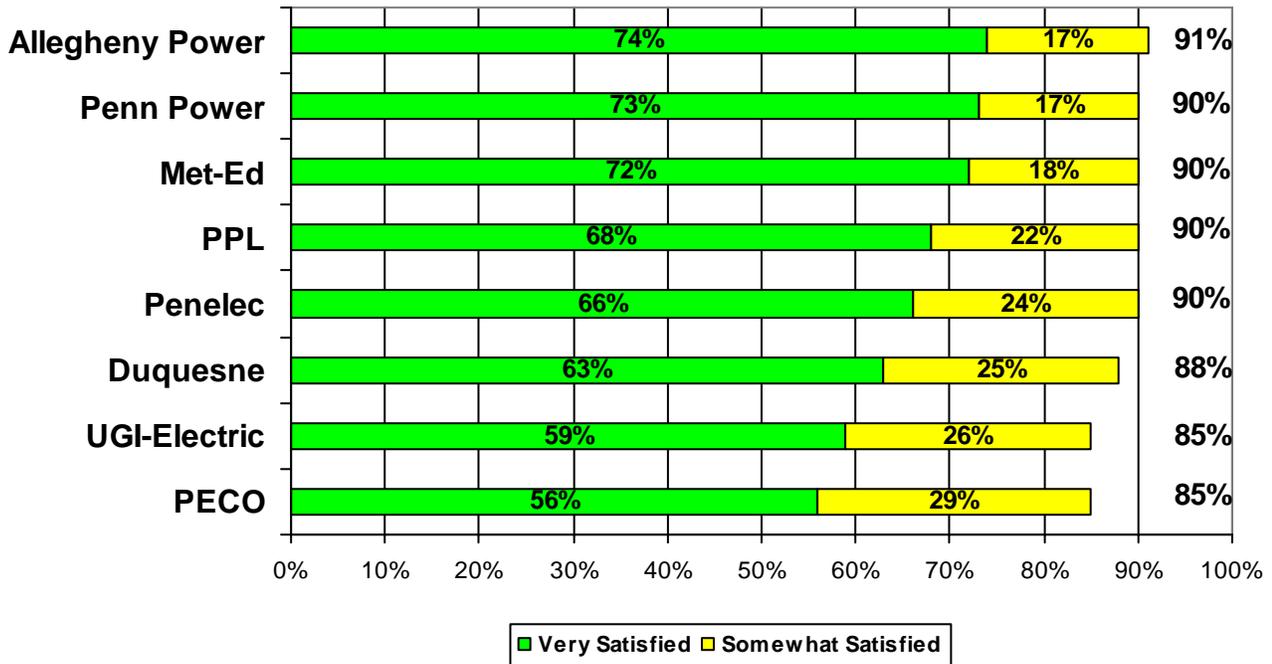
Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95 percent probability the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who contacted their EDC or NGDC had been surveyed.

The charts included here cover four areas of the survey: reaching the company, automated phone systems, company representatives, and overall satisfaction. The charts present 2005 data only. The 2005 Customer Service Performance Report, which should be released in October 2006, summarizes additional 2003-2005 EDC survey data and 2003-2005 NGDC survey data into charts and tables that appear in the second part of the report and in the appendices.

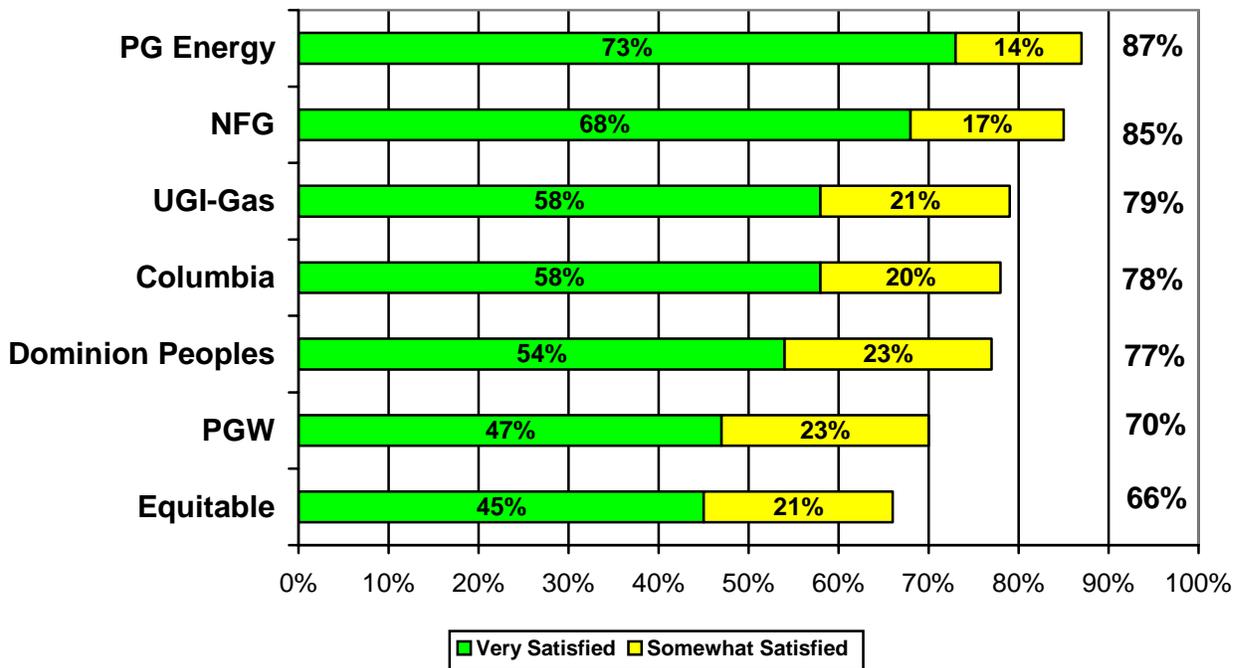
### Reaching the Company

One of the first survey questions asks the consumer, “How satisfied were you with the ease of reaching the company?” The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company. The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company.

### Satisfaction with the Ease of Reaching the Electric Distribution Company 2005



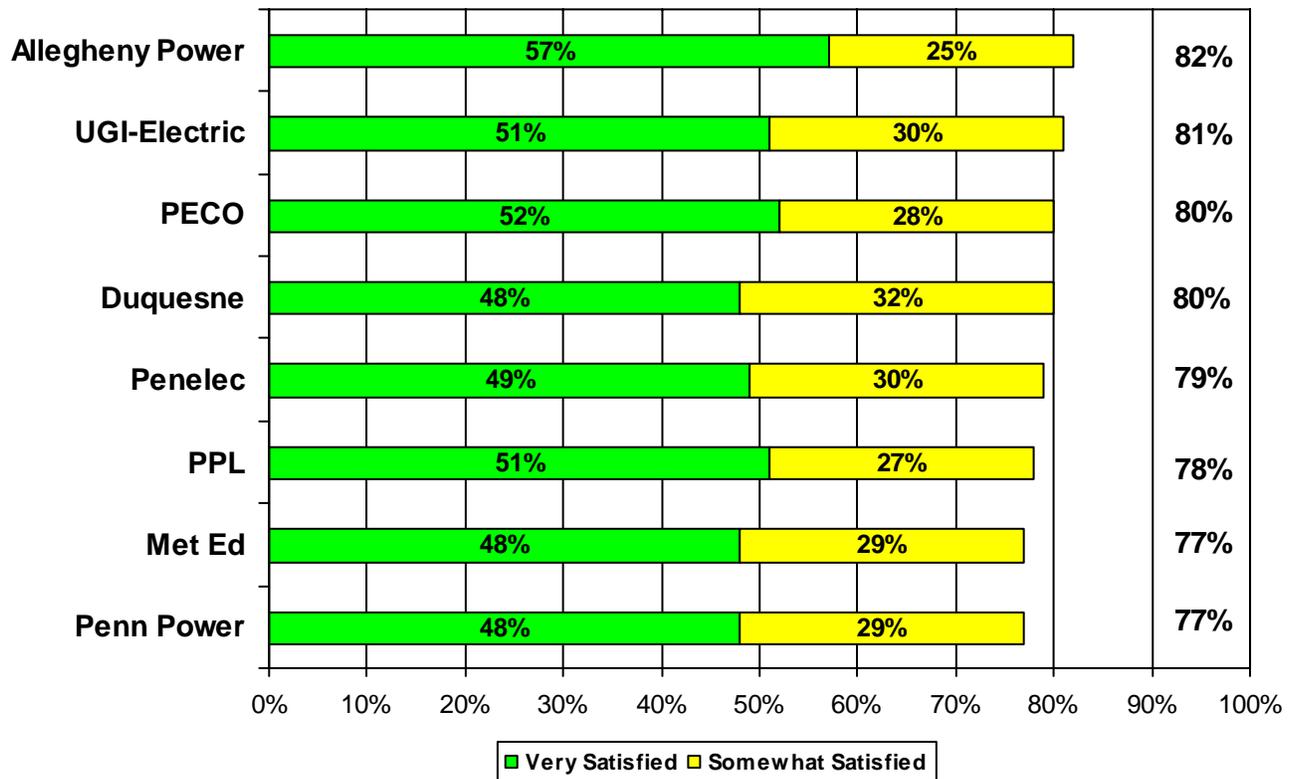
### Satisfaction with the Ease of Reaching the Natural Gas Distribution Company 2005



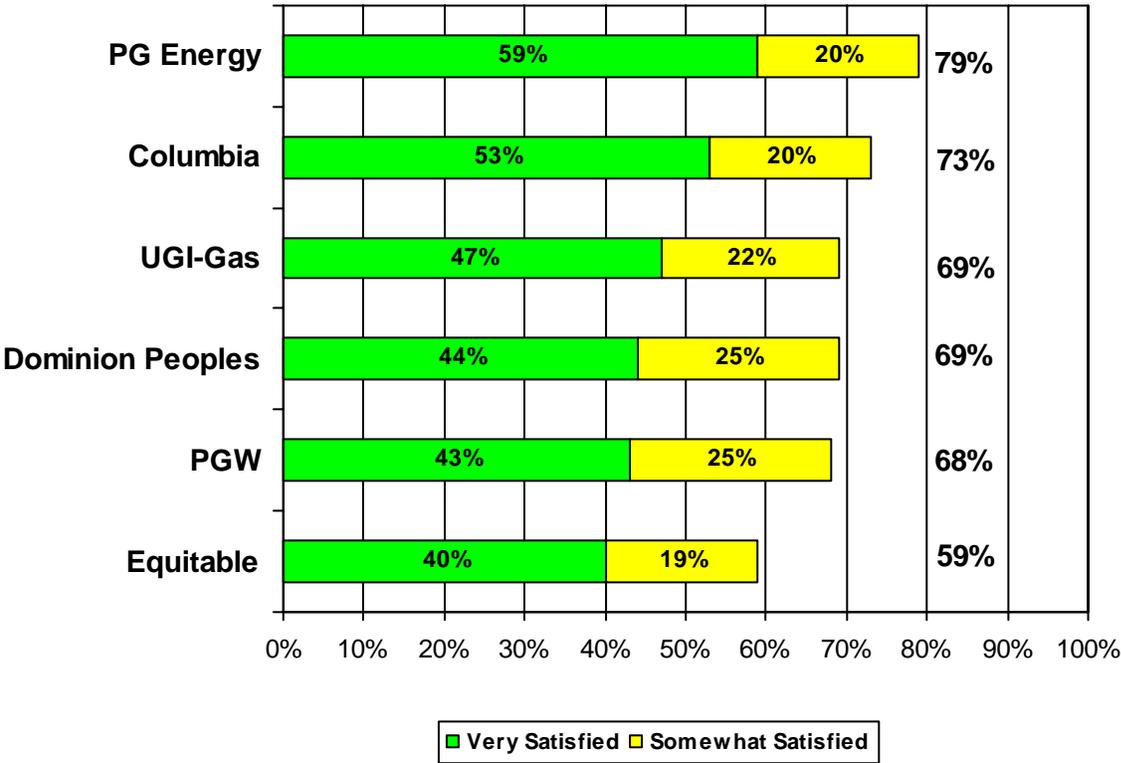
## Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All the EDCs and all but one of the NGDCs use an automated telephone system to filter calls and save time and money when dealing with consumer calls. (NFG does not use an automated telephone system at its call center.) The charts that follow present the level of satisfaction consumers expressed about using the EDCs' or NGDCs' automated telephone systems.

**Satisfaction with Using an Electric Distribution Company's  
Automated Phone System  
2005**



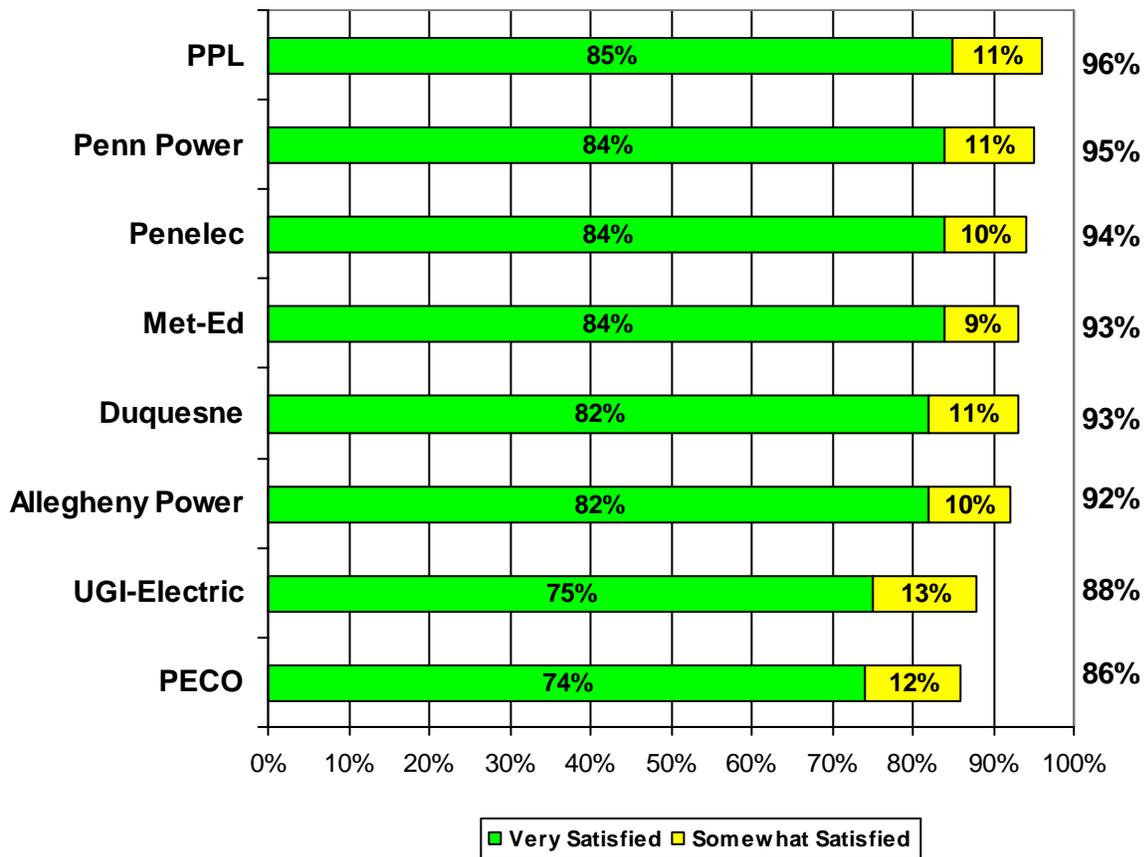
**Satisfaction with Using a Natural Gas Distribution Company's  
Automated Phone System  
2005**



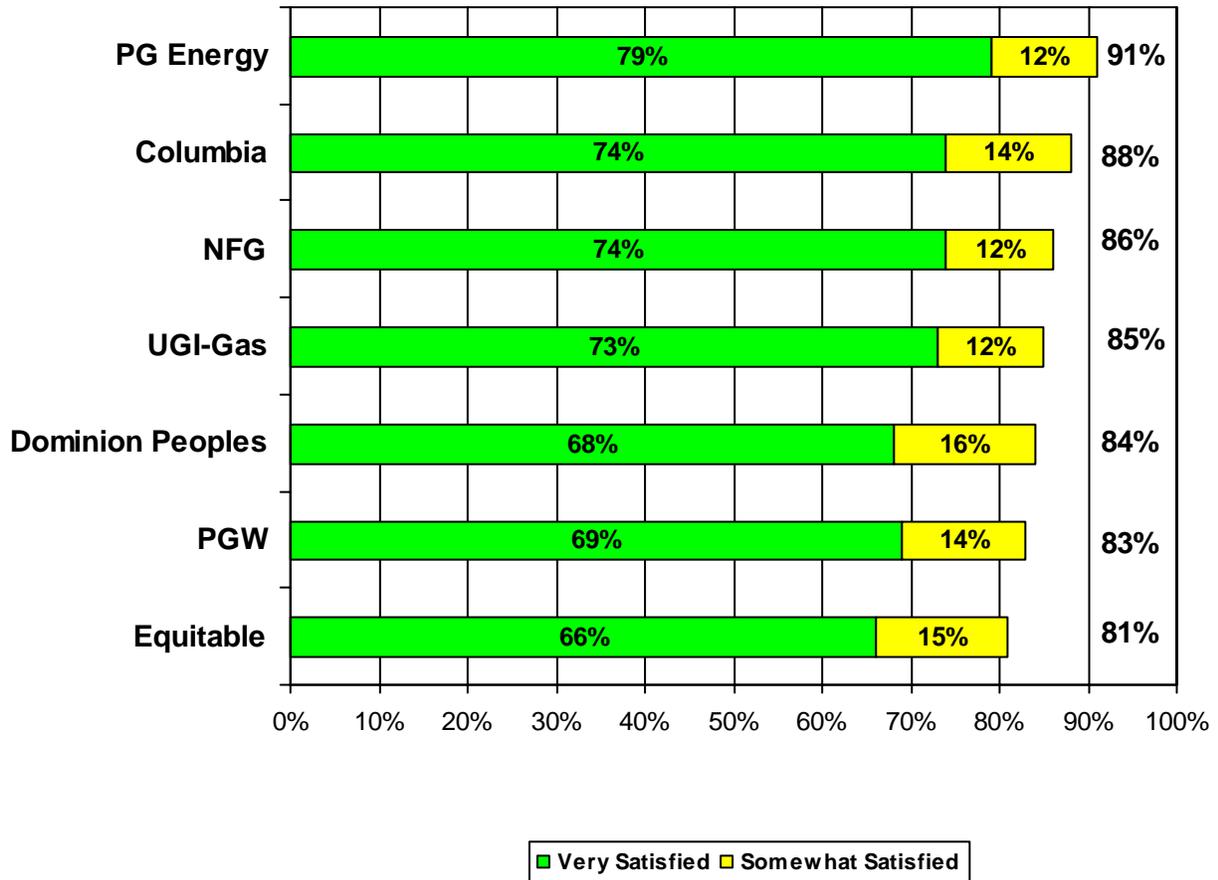
## Company Representatives

The following charts show the percent of EDC and NGDC consumers who indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction.

**Satisfaction with the Electric Distribution Company  
Representative’s Handling of the Contact  
2005**



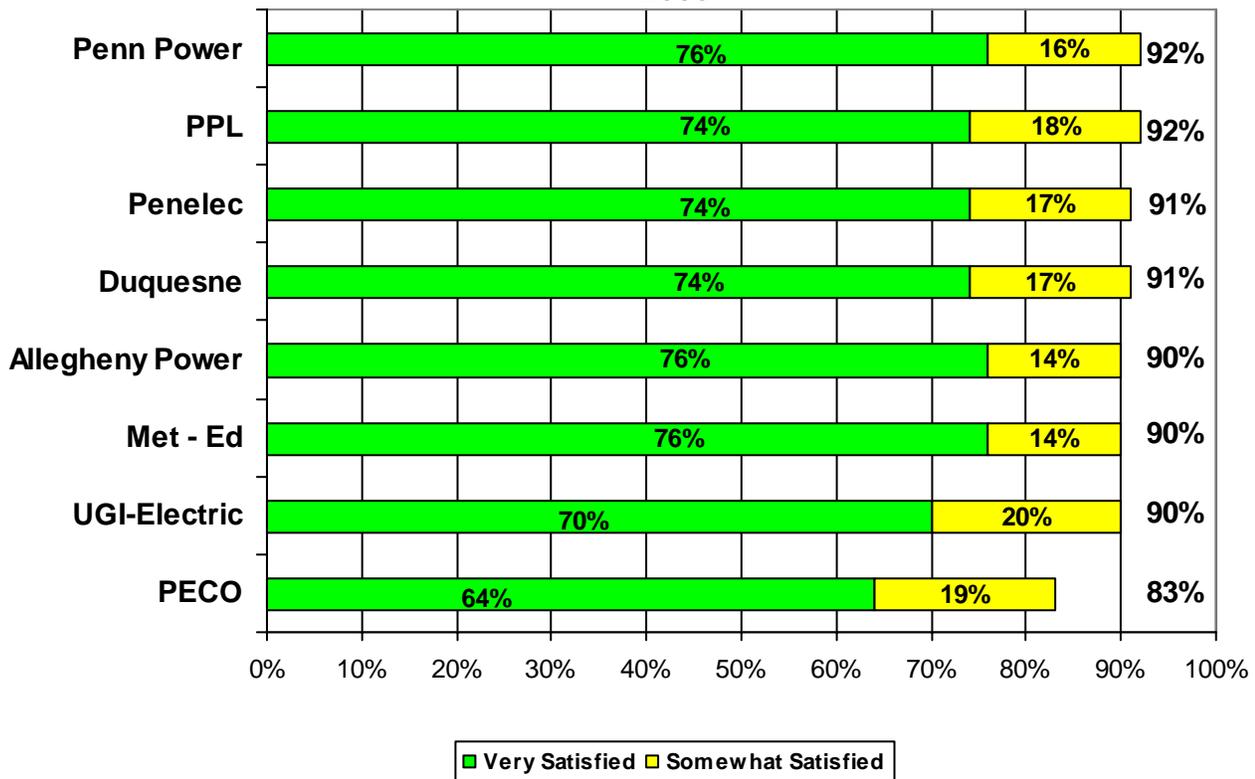
**Satisfaction with the Natural Gas Distribution Company  
Representative's Handling of the Contact  
2005**



## Overall Satisfaction

Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company's automated telephone system, the wait to speak to a company representative and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this too would affect the consumer's overall assessment. The tables that follow present the 2005 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

**Overall Satisfaction with the Electric Distribution Company's  
Quality of Service During Recent Contact  
2005**



**Overall Satisfaction with the Natural Gas Distribution Company's  
Quality of Service During Recent Contact  
2005**

