
Chelan P.U.D.
**CUSTOMER SATISFACTION
SURVEY**
2014

Prepared By



Insight that drives business success

TABLE OF CONTENTS

	<u>PAGE</u>
Overview	4
Conclusions & Highlights	6
Top-line Results	7
Verbatim Comments Word Cloud	13
Benchmarks	14
QUESTION BY QUESTION	16
First, for classification purposes only, can you please tell me which of the following includes your age? Your response will be kept totally confidential.	17
Q1. Overall, how satisfied are you with Chelan County PUD? Please use a scale of 1 to 5, where 1 is "Very Unsatisfied" and 5 is "Very Satisfied".	18
Q2. Can you please tell me why you rated the Utility (1-3), (4), (5)?	19
Q3. In terms of value, how satisfied are you with the rates you pay for electric service compared to what you pay for other utility services you receive such as cable, gas or water?	20
Q4. How satisfied are you with the overall reliability of electric service from Chelan County PUD?	21
Q5. Have you experienced any outages in the last 12 months?	22
Q6. [If Yes] Was electric service restored in a reasonable amount of time?	23
Q7. How do you rate the overall customer service provided by the utility?	24
Please rate the PUD's customer service representatives in the following areas, using a scale of 1-5:	
Q8. Courtesy:	25
Q9. Responsiveness:	26
Q10. Professionalism:	27
Q11. Solving problems:	28
Q12. Efficiency:	29
Q13. Considering all of your experiences with utility employees, how do you rate the employees overall?	30
Q14. Please rate your level of satisfaction with the overall quality of communication you receive from the PUD?	31
Please rate the utility on communicating with customers on the following topics:	
Q15. Outages:	32
Q16. Rate changes:	33
Q17. PUD finances:	34
Q18. Strategic planning for the next five to 10 years:	35
Q19. Offering ways to manage your account:	36
Q20. Providing ways to save money on electric bills and become more energy efficient:	37

TABLE OF CONTENTS (Continued)

	<u>PAGE</u>
Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of?	
Q21. Energy-efficient appliance rebates:	38
Q22. Lighting discounts:	39
Q23. Insulation rebates:	40
Q24. Window rebates:	41
Q25. Manufactured home duct sealing (free):	42
Q26. Refrigerator recycling:	43
Q27. Heat pump water heater rebates:	44
Q28. Ductless heat pump rebates:	45
Q29. Are there any <i>Other</i> programs you are aware of?	46
Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? [No Prompt]	47
Q31. Which of the following methods do you prefer for receiving information about the PUD?	48
Q32. How do you rate the monthly electric bill you receive in terms of being easy to understand?	49
Q33. Do you have any further comments or suggestions about improving your electric service from the PUD?	50
Q34. Do you own or rent your home?	51
Q35. Which of the following represents your Education level?	52
Q36. How long have you been a Chelan PUD customer? [No Prompt]	53
APPENDIX A (Verbatim Responses)	54
APPENDIX B (Questionnaire)	72

OVERVIEW

This report summarizes and highlights the findings of the 2014 Chelan P.U.D. Customer Satisfaction Survey. This survey is the first survey conducted by SDS Research for the Chelan County Public Utility District.

SDS conducted a total of 403 telephone interviews with Chelan P.U.D. residential customers. Interviews were conducted during February, 2014, ending on February 17th. The average interview took just about nine minutes to conduct. The margin of error is ± 4.85 for the 403 completed interviews.

The survey addresses customer attitudes and opinions on topics such as overall residential customer satisfaction with the Chelan P.U.D. service, responsiveness, communication, problem resolution, interaction with utility staff, and general utility performance. Where applicable, results are compared to SDS Research Industry Benchmarks for utilities.

The first section of this report contains a top-line summary of key findings, including survey highlights. Following the top-line summary are the results of the survey on a question-by-question basis. This summary includes a bar graph and cross-tabulation table for each question. The cross-tabulation tables show results by year (future surveys will have yearly comparisons) for Chelan P.U.D. surveys, with the aggregate results in the last row of each table. Any verbatim response analysis is included in the question-by-question section.

After the results by question are the Appendices, which include the verbatim comments received (Appendix A), and the survey questionnaire instrument used in the administration of the 2014 Chelan P.U.D. Customer Satisfaction Survey (Appendix B).

Net Positive Index (NPI)

The NPI is the difference between combined *top box* and combined *bottom box* responses. This index gives an indication of the most satisfied versus the least satisfied customers.

In SDS' experience, customers who select a 5 response (*top box*) for general satisfaction questions have had some experience or interaction that has motivated a more defined, positive perception. These customers are much more likely to demonstrate short and long-term loyalty to their service provider, due to the level of their satisfaction. Respondents who select the 4 response may not be dissatisfied, but neither are they likely to demonstrate loyalty, while respondents who select a response between 1-3 (*bottom box*) frequently have had some event or experience that has driven their perception to a lower level.

*In addition, we have updated our NPI to and added 100 to all NPI's. This eliminates negative NPI's and facilitates comparisons where scales may differ.

In short, an NPI above 100 means that more respondents selected a top box response than selected a bottom box response, while an NPI below 100 means the opposite – there were more bottom box responses than top box responses.

By focusing on the net difference between the most satisfied and least satisfied customers, the NPI shows in one number the entire range of responses to each question.

The equation is: **$[5 - (1-3)] + 100 = NPI$** .

(For a 10-pt, the equation is: **$[(10 + 9) - (6:1)] + 100 = NPI$** , and a 4-pt question has the equation: **$[4 - (2+1)] + 100 = NPI$** .)

Conclusions & Highlights

- Ratings for the 2014 Chelan P.U.D. survey are very good in all categories. The overall satisfaction with the utility has an NPI of 163, 14 points above the SDS Industry Benchmark of 149.
- Rates paid for electric service compared with other utility services such as cable, gas, or water are rated at an NPI of 155, 37 points higher than the Industry Benchmark for value.
- Overall reliability of the electric service received is one of the highest ratings of the entire survey at 176.
- The stratified verbatim comments for the overall question give additional insight into why respondents chose the quantitative rating they selected. SDS suggests a careful review of both the content analysis in the question-by-question section of this report as well as a thorough evaluation of all verbatim comments found in Appendix A.
- Customer service is rated at 174, above the SDS Industry Benchmark by 13 points.
- Employees are rated very high, as well, with the overall experience respondents have had with Chelan P.U.D. employees rated at 175. The five customer service skills are rated from 173 to 179. The overall employee rating is 10 points higher than the Industry Benchmark of 165.
- The overall quality of communication is rated 19 points above the Industry Benchmark at 161, while communication in the six specific topics is rated from 124 to 152 with an average NPI of 139 for all six. The difference of 22 points between the overall communication rating of 161 and the average of the six specific issues at 139 suggests opportunity to improve in the focus areas, particularly communication regarding rate changes, PUD finances, and strategic planning.
- Awareness of Energy Efficiency Programs offered by Chelan P.U.D. has varied results. Rebates on energy-efficient appliances, windows, and insulation have over 50% awareness, while rebates on ductless heat pumps and manufactured home duct sealing are much lower at about 25%.
- The three preferred methods to receive information from the P.U.D. are direct mail, bill stuffers, and email.
- The electric bill is considered easy to understand with three-fourths of respondents choosing the Top Box (5) rating and an NPI of 168.

Top-line Results

Overall Satisfaction

The NPI for the overall satisfaction question (Question 1) is 163. The following table shows the ratings for Q1, Q3 and Q4, with an NPI for each in the last column:

Overall Satisfaction Questions (Q1, Q3, Q4)				
	5	4	3:1	NPI
Q1. Overall, how satisfied are you with Chelan County PUD?	71	21	8	163
Q3. In terms of value, how satisfied are you with the rates you pay for electric service compared to what you pay for other utility services you receive such as cable, gas or water?	65	24	11	155
Q4. How satisfied are you with the overall reliability of electric service from Chelan County PUD?	80	16	4	176

All numbers in tables are percentages rounded to the nearest whole number.

Question 2 asked *Can you please tell me why you rated the Utility (1-3, 4, or 5)?* These verbatim comments have been stratified by response and a brief analysis for each can be found in the question-by-question section.

All verbatim comments received for this survey can be found in Appendix A, as well as a brief analysis in the question-by-question section of the report.

When asked if they had experienced any outages in the last 12 months (Q5), over one-quarter (28%) said Yes. Of these, 98% said electric service was restored in a reasonable amount of time (Q6).

Customer Service

The NPI for overall customer service (Question 7) is 174.

Overall Customer Service (Q7)				
	5	4	3:1	NPI
Q7. How do you rate the overall customer service provided by the utility?	78	18	4	174

All numbers in tables are percentages rounded to the nearest whole number.

Respondents were asked to rate the PUD's representatives in five areas. The following table shows these ratings with an NPI in the last column and average in the last row:

CSR Ratings (Q8 - Q12)				
(Please rate the PUD's customer service representatives in the following, using a scale of 1-5)	5	4	3:1	NPI
Q8. Courtesy:	82	15	3	179
Q9. Responsiveness:	79	16	5	174
Q10. Professionalism:	81	13	6	175
Q11. Solving problems:	79	16	5	173
Q12. Efficiency:	80	15	6	174
Average	80	15	5	175

All numbers in tables are percentages rounded to the nearest whole number.

Question 13 asked respondents to rate their experiences with utility employees overall:

Overall Employee Ratings (Q13)				
	5	4	3:1	NPI
Q13. Considering all of your experiences with utility employees, how do you rate the employees overall?	80	15	5	175

All numbers in tables are percentages rounded to the nearest whole number.

Communication

The Chelan P.U.D. NPI for Communication is 161, considerably higher than the SDS Industry Benchmark of 142.

Quality of Communication (Q14)				
	5	4	3:1	NPI
Q14. Please rate your level of satisfaction with the overall quality of communication you receive from the PUD?	70	22	9	161

All numbers in tables are percentages rounded to the nearest whole number.

Respondents were asked to rate the PUD's communication on six specific topics. The following table shows these ratings with an NPI in the last column and average in the last row:

Communication Ratings (Q15 – Q20)				
<small>(Please rate the utility on communicating with customers on the following topics)</small>	5	4	3:1	NPI
Q15. Outages:	66	20	14	152
Q16. Rate changes:	54	26	20	133
Q17. PUD finances:	53	23	25	128
Q18. Strategic planning for the next five to 10 years:	51	21	27	124
Q19. Offering ways to manage your account:	64	22	15	149
Q20. Providing ways to save money on electric bills and become more energy efficient:	65	20	16	150
Average	59	22	20	139

All numbers in tables are percentages rounded to the nearest whole number.

Energy Efficiency

Respondents were asked if they are aware of the energy efficiency programs offered by Chelan P.U.D. The following table lists these programs from **most** to **least** aware by the percentage of Yes responses:

Awareness of Energy Efficiency Programs (Q21 – Q28)		
(Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of?)	Yes %	No %
Q21. Energy-efficient appliance rebates:	62	38
Q24. Window rebates:	62	39
Q23. Insulation rebates:	55	45
Q22. Lighting discounts:	47	53
Q26. Refrigerator recycling:	41	59
Q27. Heat pump water heater rebates:	39	61
Q28. Ductless heat pump rebates:	27	73
Q25. Manufactured home duct sealing (free):	23	77

All numbers in tables are percentages rounded to the nearest whole number.

Slightly more than six-of-ten respondents say they are aware of **Energy-efficient appliance rebates** and **Window rebates**, both with 62%. Additionally, more than half (55%) are aware of **Insulation rebates**. Slightly more than one-in-four (27%) are aware of **Ductless heat pump rebates** and less than one-quarter of respondents (23%) are aware of the **Manufactured home duct sealing (free)** program.

Question 29 asked for any *Other* programs respondents may be aware of; of 35 total responses, six said 'Level billing' five mentioned 'Discounts for lower income/disability'; five said 'Rebate programs for insulation/heat pumps' five talked about 'Helping hands'; and five said solar panel rebates. (See question-by-question section and Appendix A).

Energy Efficiency (Continued)

When asked if they could make one single improvement to the energy efficiency of their home, what would it be (Q30), 25% selected *New Windows*, 20% said *Increased Insulation*, 11% said *Upgraded Heating*, and 21% selected something *Other* than the options listed. Please see the question-by-question section for content analysis and Appendix A for all verbatim comments.

Other Issues

Question 31 asked what method respondents prefer for receiving information about the P.U.D.; 36% said they prefer *Direct Mail*; 22% selected *Bill Stuffer*, 22% selected *Email*; 16% selected *Newsletter*; 2% said *Website*; and 1% said *Text message*. Less than one percent selected anything *Other* than the options listed for this question.

Electric Bill Ratings (Q32)				
	5	4	3:1	NPI
Q32. How do you rate the monthly electric bill you receive in terms of being easy to understand?	75	19	7	168

All numbers in tables are percentages rounded to the nearest whole number.

Question 33 asked for further comments about or suggestions for improving electric service from the PUD. Of the 58 total responses, eight mentioned ‘More Information /rebates’, and eight said to ‘Lower the rates’, and seven said they ‘Are very happy with the P.U.D.’ (See question-by-question section for content analysis and Appendix A for all verbatim comments)

Demographics

Own/Rent – 75% of respondents *Own* their home, and 25% *Rent* (Q34).

Education – 34% have completed *Some College*, 33% have a *College Degree*, 23% selected *High School*, and 9% selected *Post-Graduate Degree* (Q35).

Been a customer – the majority (64%) have been customers for *Over 10 years*, 16% said *1-5 years*, 14% said *6-10 years*, and 6% said *Under 1 year* (Q36).

Cross tabulations for all these demographics available upon request.

Industry Benchmark

The following is a comparison between the Chelan P.U.D. 2014 survey ratings and the SDS Industry Benchmark in the following key areas – Overall Satisfaction, Customer Service, Value, and Employees. The SDS benchmark numbers include data collected by SDS over the previous 2 years, with data coming from approximately 50 municipal and co-op utility surveys throughout the country.

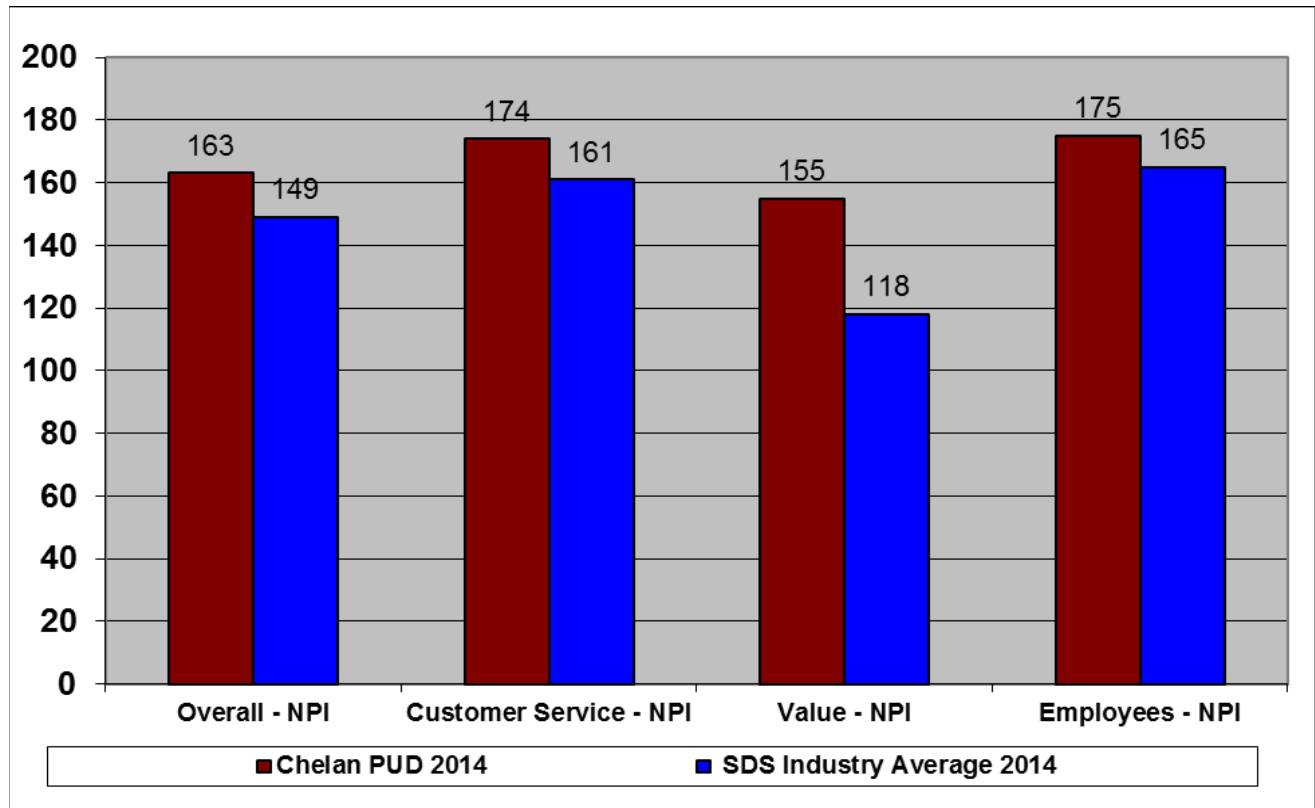
In order to make these comparisons, key questions were selected which best match those included in the Industry Benchmark. Please note that some differences may exist between question phrasing and content. However, the general nature of this comparison is relevant to Chelan P.U.D.’s ratings. The following questions from this project were included:

Benchmark Comparisons			
	Chelan P.U.D. NPI 2014	SDS - BM NPI	Difference
Overall Satisfaction (Q1)	163	149	+14
Value (Q3)	155	118	+37
Customer Service (Q7)	174	161	+13
Employees (Q13)	175	165	+10

All numbers in tables are percentages rounded to the nearest whole number.
 Notables; **Decrease**, **Increase**. (≥5)

All of Chelan P.U.D.’s NPI ratings are at least 10 points above the SDS benchmarks, with the greatest difference in the **Value** ratings, which are 37 points higher.

Chelan P.U.D. vs. SDS Industry Benchmark

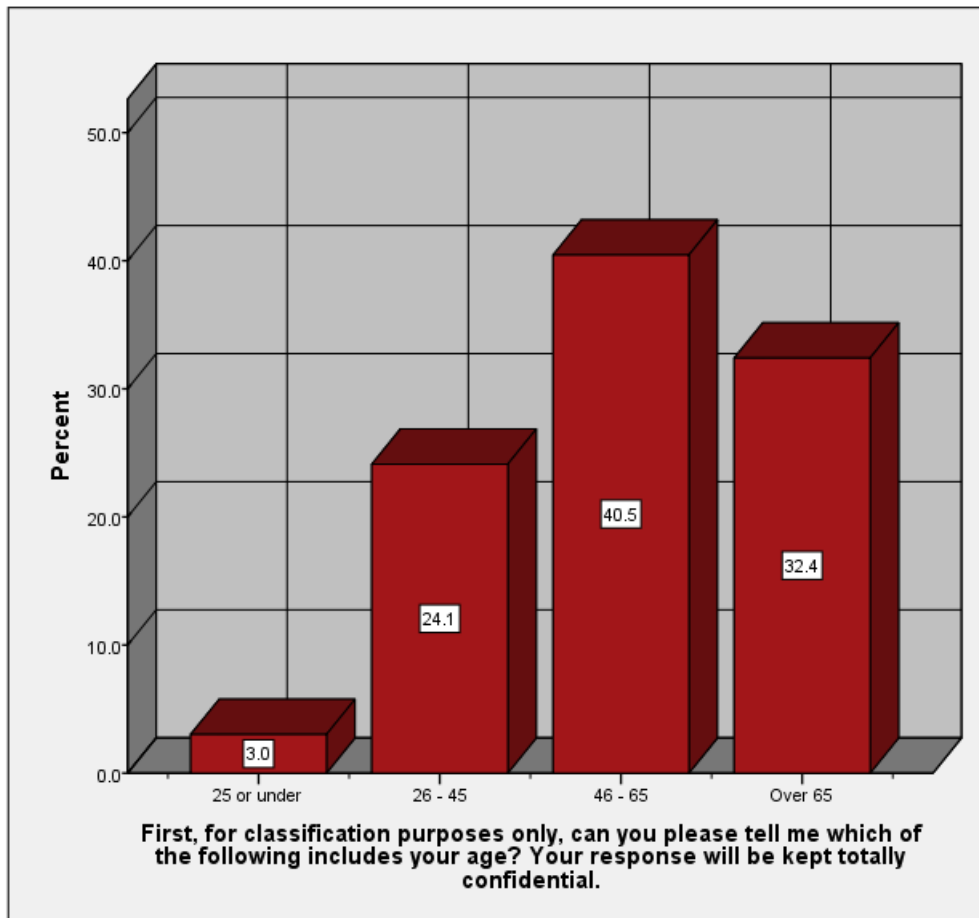


SDS Industry benchmark results are based on responses from over 50 utilities' satisfaction surveys performed by SDS Research during the last 2 years. Because response scales on individual surveys may vary, the NPI is most appropriate for comparison purposes.

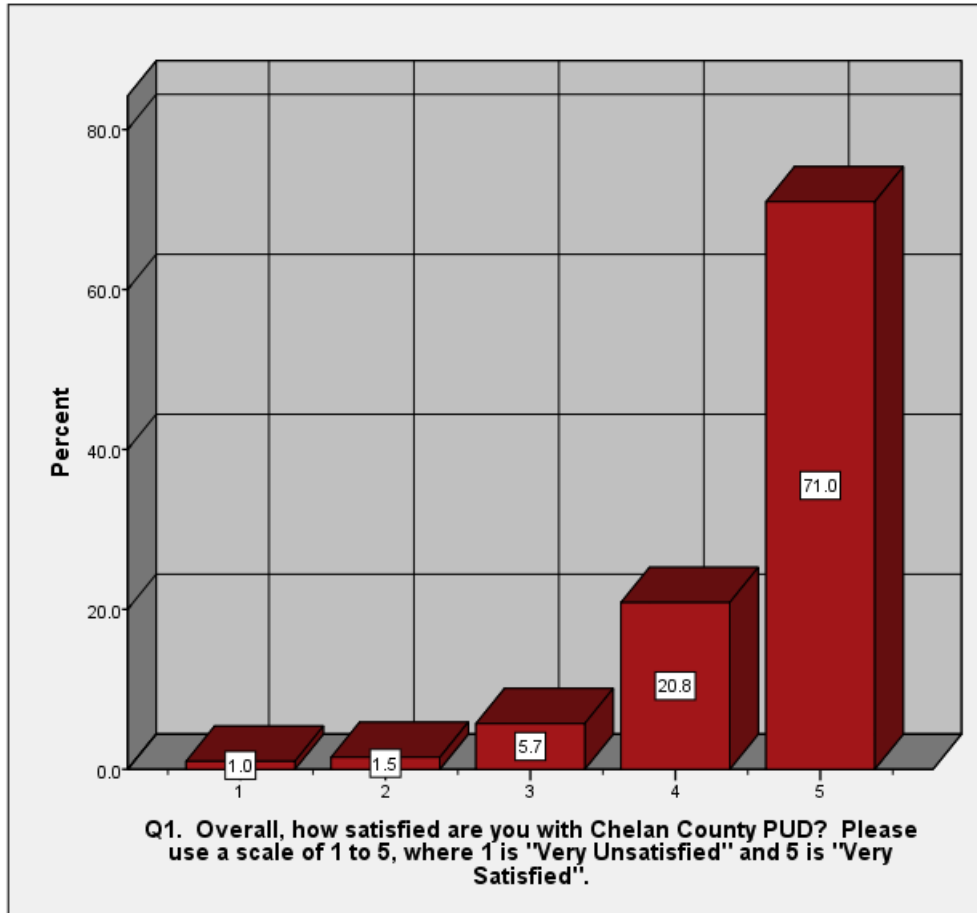
(Please note that the Employee Benchmark NPI in the Benchmark table is an average of all employee (CSR, Tech, Business Office, etc.) NPI ratings.

QUESTION-BY-QUESTION RESULTS

		First, for classification purposes only, can you please tell me which of the following includes your age? Your response will be kept totally confidential.				
		25 or under	26 - 45	46 - 65	Over 65	Total
Year 2014	Count	12	96	161	129	398
	% within Year	3.0%	24.1%	40.5%	32.4%	100.0%
Total	Count	12	96	161	129	398
	% within Year	3.0%	24.1%	40.5%	32.4%	100.0%



		Q1. Overall, how satisfied are you with Chelan County PUD? Please use a scale of 1 to 5, where 1 is "Very Unsatisfied" and 5 is "Very Satisfied".					Total
		1	2	3	4	5	
Year 2014	Count	4	6	23	84	286	403
	% within Year	1.0%	1.5%	5.7%	20.8%	71.0%	100.0%
Total	Count	4	6	23	84	286	403
	% within Year	1.0%	1.5%	5.7%	20.8%	71.0%	100.0%



Q2. Can you please tell me why you rated the Utility 1-3? (Overall, how satisfied are you with Chelan County PUD?)	
Rates are too high	15
Good company/very satisfied	4
Bad management/ customer service	4
I do not have any dealings with them	4
Fix the outages	3
Make a level pay /billing programs	3
Various responses	2
Total Responses	35

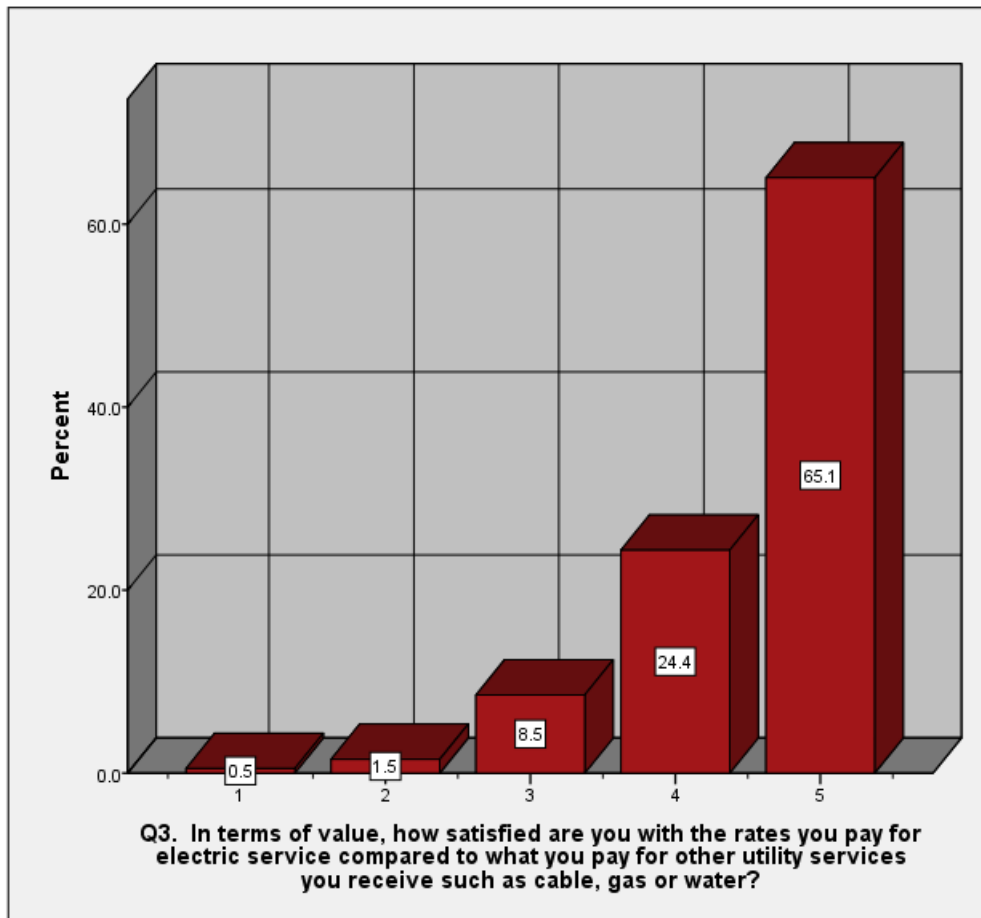
Q2. Can you please tell me why you rated the Utility 4? (Overall, how satisfied are you with Chelan County PUD?)	
Good job/ well satisfied /no problems	43
Rates are too high	12
No/don't know	10
Fix power outages /surges	4
Needs improvement	3
Work on customer service/ management	3
Various responses	9
Total Responses	84

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?)	
Good service./ satisfied	104
No problems	88
Very responsive /reliable	44
Prices are good/ they have low rates	35
No /nothing/no reason	15
Good payment options	4
Various responses	12
Total Responses	302

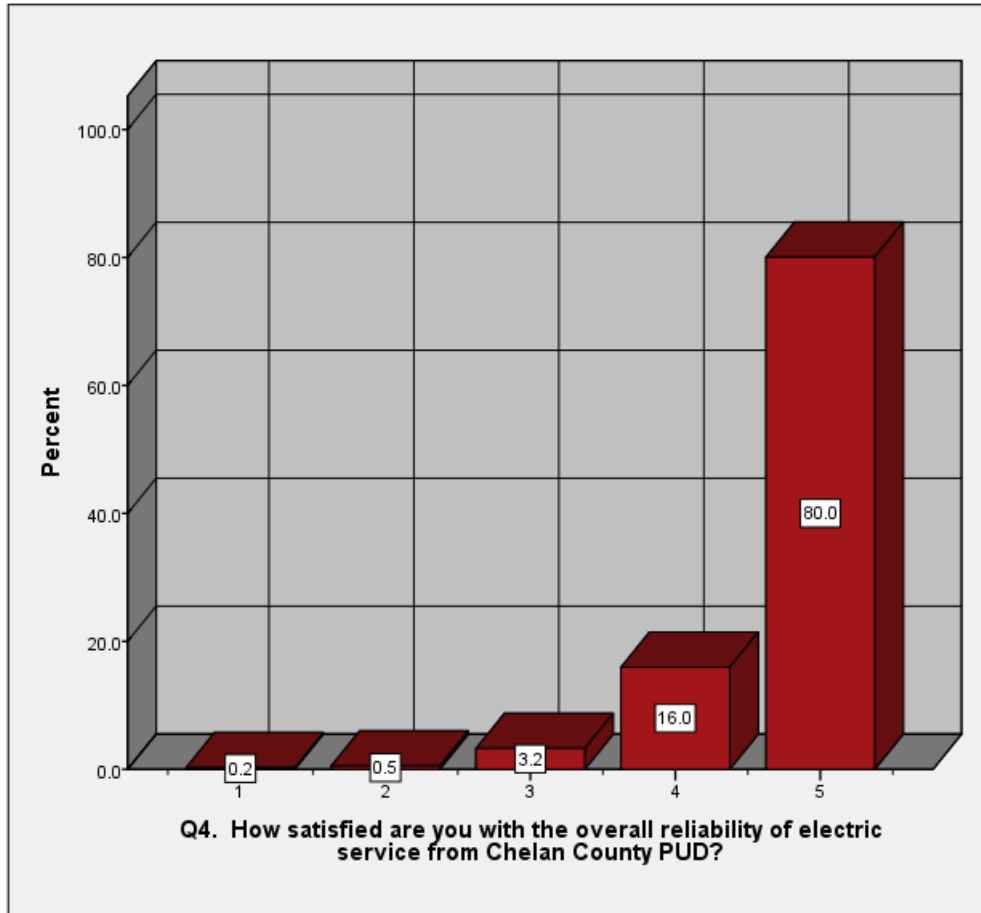
Some respondents gave multiple answers

Please see Appendix A for further comments regarding this question.

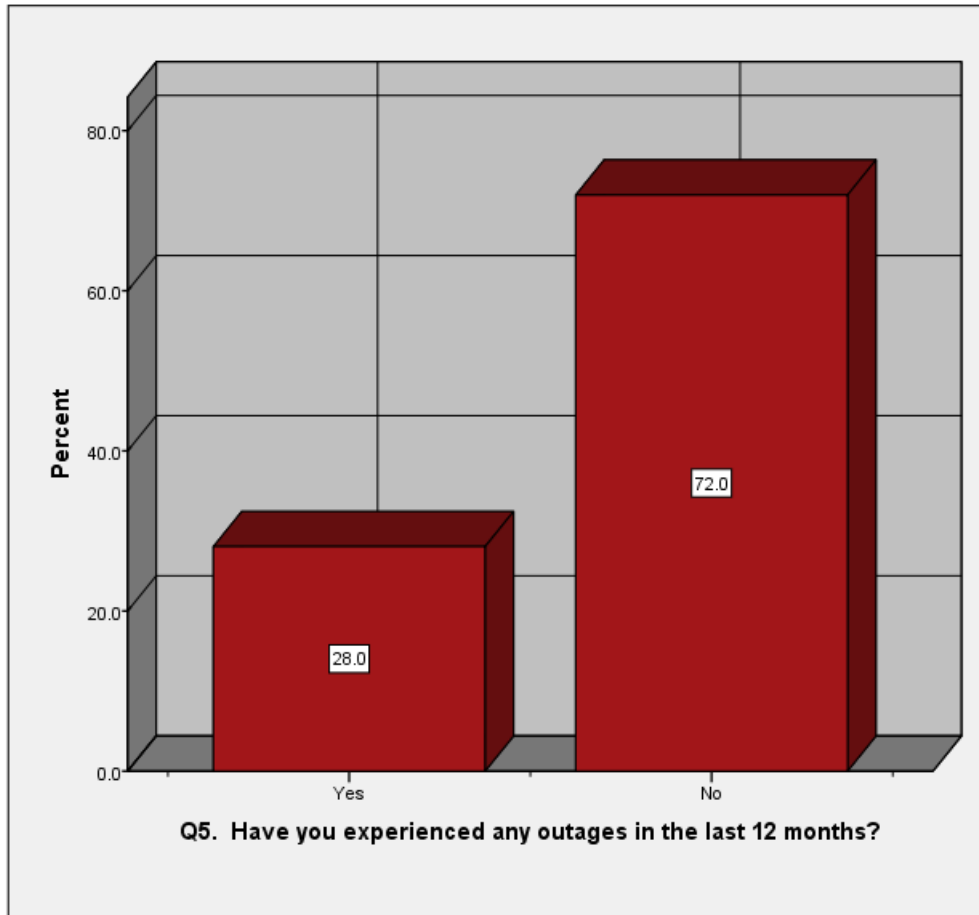
		Q3. In terms of value, how satisfied are you with the rates you pay for electric service compared to what you pay for other utility services you receive such as cable, gas or water?					Total
		1	2	3	4	5	
Year 2014	Count	2	6	34	97	259	398
	% within Year	0.5%	1.5%	8.5%	24.4%	65.1%	100.0%
Total	Count	2	6	34	97	259	398
	% within Year	0.5%	1.5%	8.5%	24.4%	65.1%	100.0%



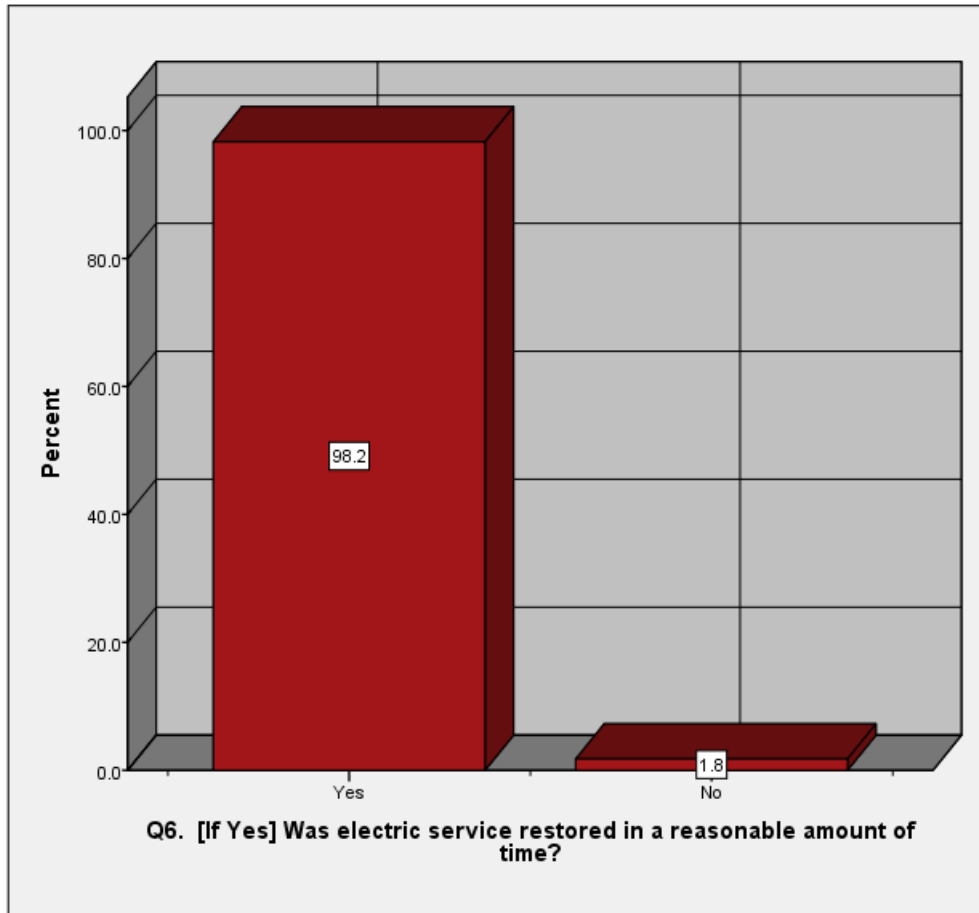
		Q4. How satisfied are you with the overall reliability of electric service from Chelan County PUD?					Total
		1	2	3	4	5	
Year 2014	Count	1	2	13	64	321	401
	% within Year	0.2%	0.5%	3.2%	16.0%	80.0%	100.0%
Total	Count	1	2	13	64	321	401
	% within Year	0.2%	0.5%	3.2%	16.0%	80.0%	100.0%



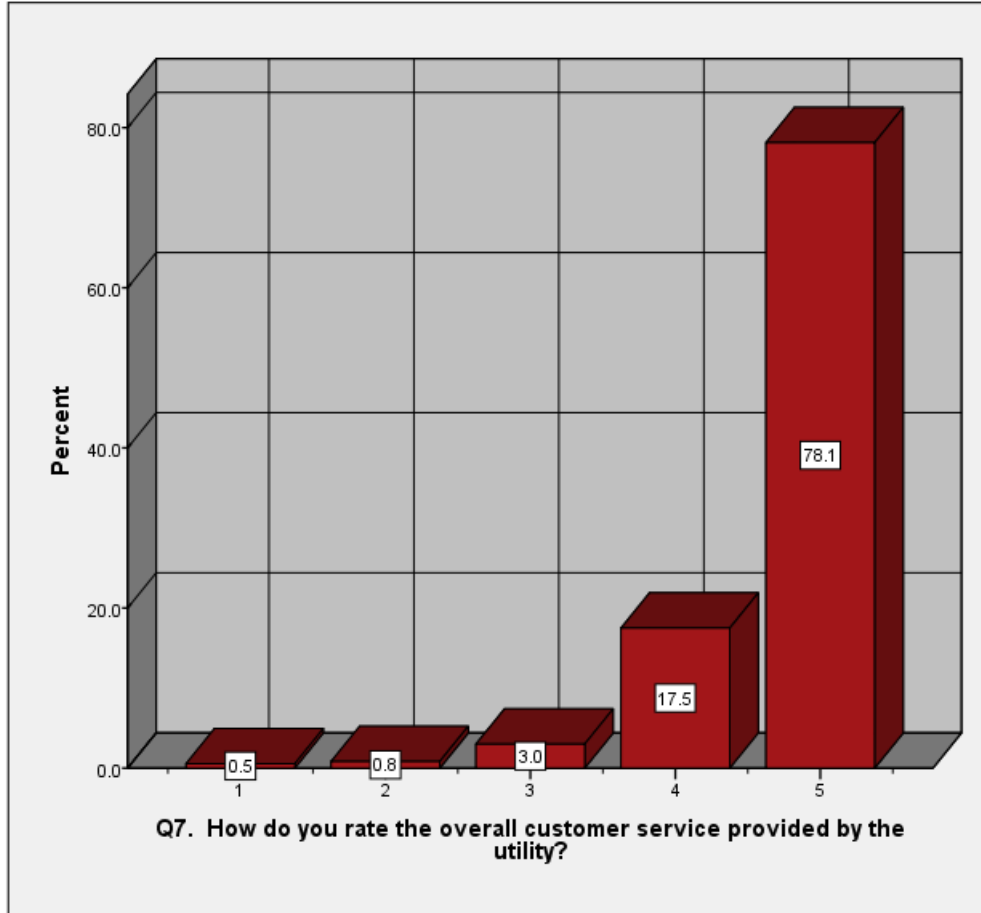
		Q5. Have you experienced any outages in the last 12 months?		Total
		Yes	No	
Year 2014	Count	113	290	403
	% within Year	28.0%	72.0%	100.0%
Total	Count	113	290	403
	% within Year	28.0%	72.0%	100.0%



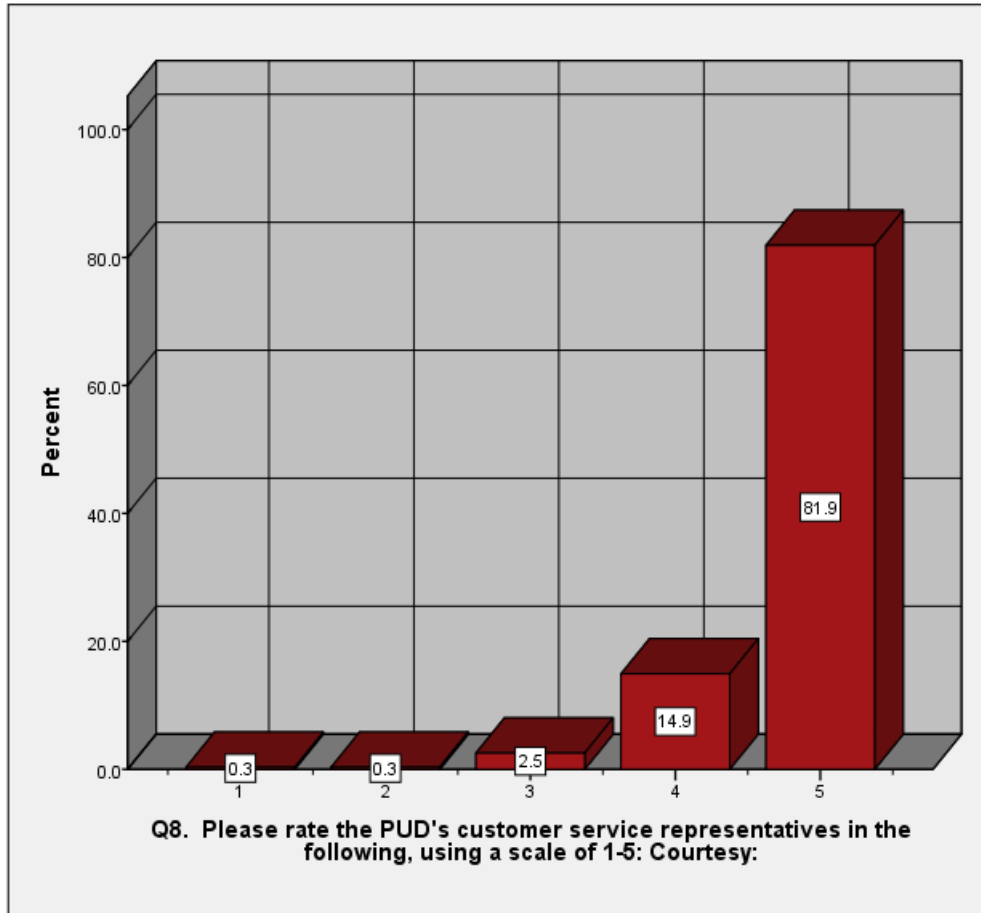
		Q6. [If Yes] Was electric service restored in a reasonable amount of time?		Total
		Yes	No	
Year 2014	Count	111	2	113
	% within Year	98.2%	1.8%	100.0%
Total	Count	111	2	113
	% within Year	98.2%	1.8%	100.0%



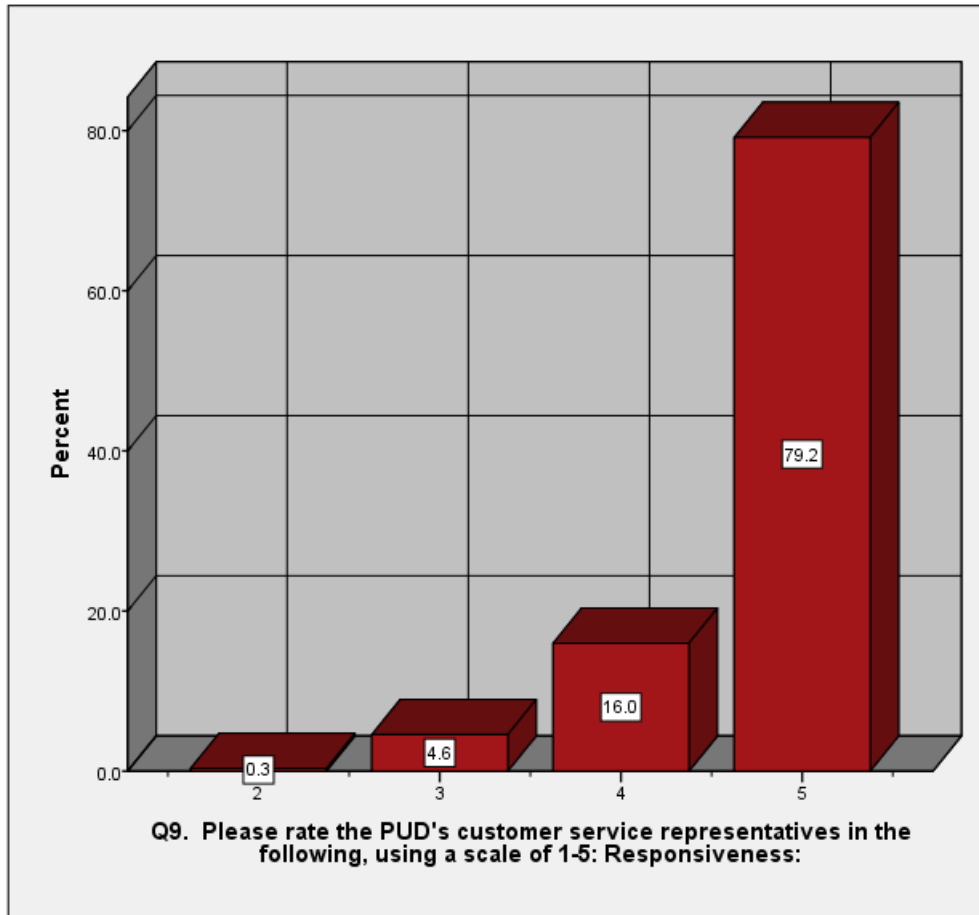
		Q7. How do you rate the overall customer service provided by the utility?					Total
		1	2	3	4	5	
Year 2014	Count	2	3	11	64	286	366
	% within Year	0.5%	0.8%	3.0%	17.5%	78.1%	100.0%
Total	Count	2	3	11	64	286	366
	% within Year	0.5%	0.8%	3.0%	17.5%	78.1%	100.0%



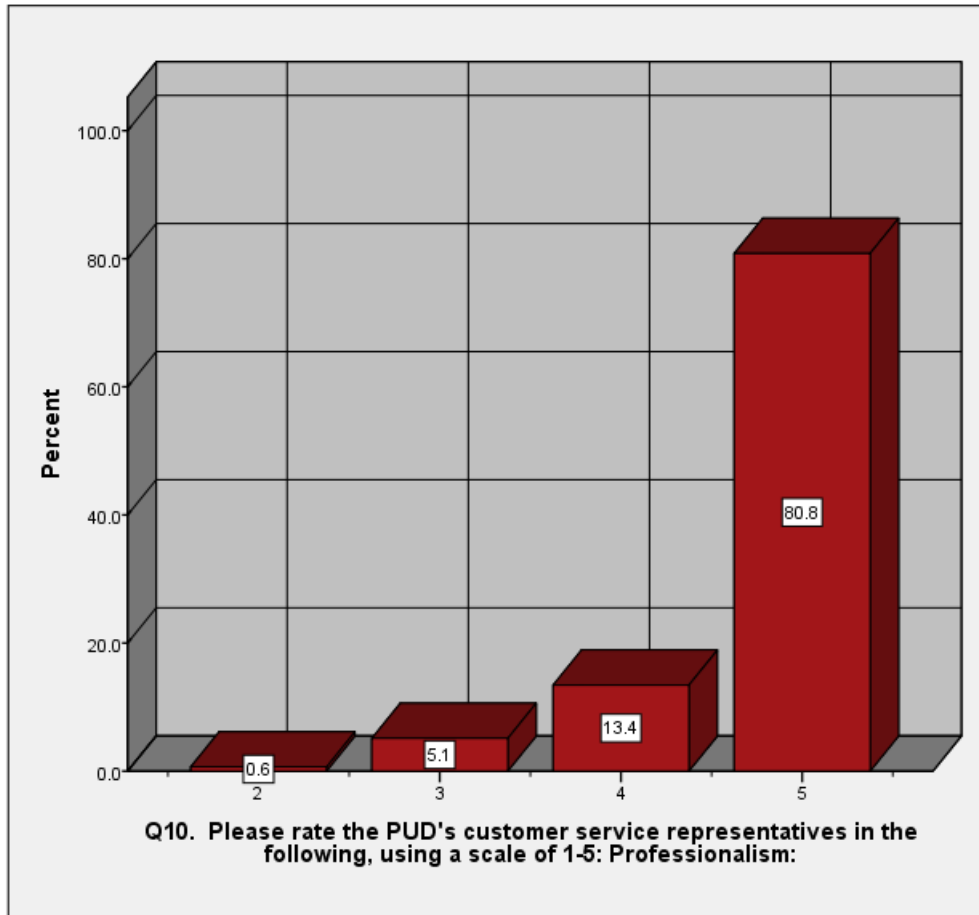
		Q8. Please rate the PUD's customer service representatives in the following, using a scale of 1-5: Courtesy:					Total
		1	2	3	4	5	
Year 2014	Count	1	1	8	47	258	315
	% within Year	0.3%	0.3%	2.5%	14.9%	81.9%	
Total	Count	1	1	8	47	258	315
	% within Year	0.3%	0.3%	2.5%	14.9%	81.9%	



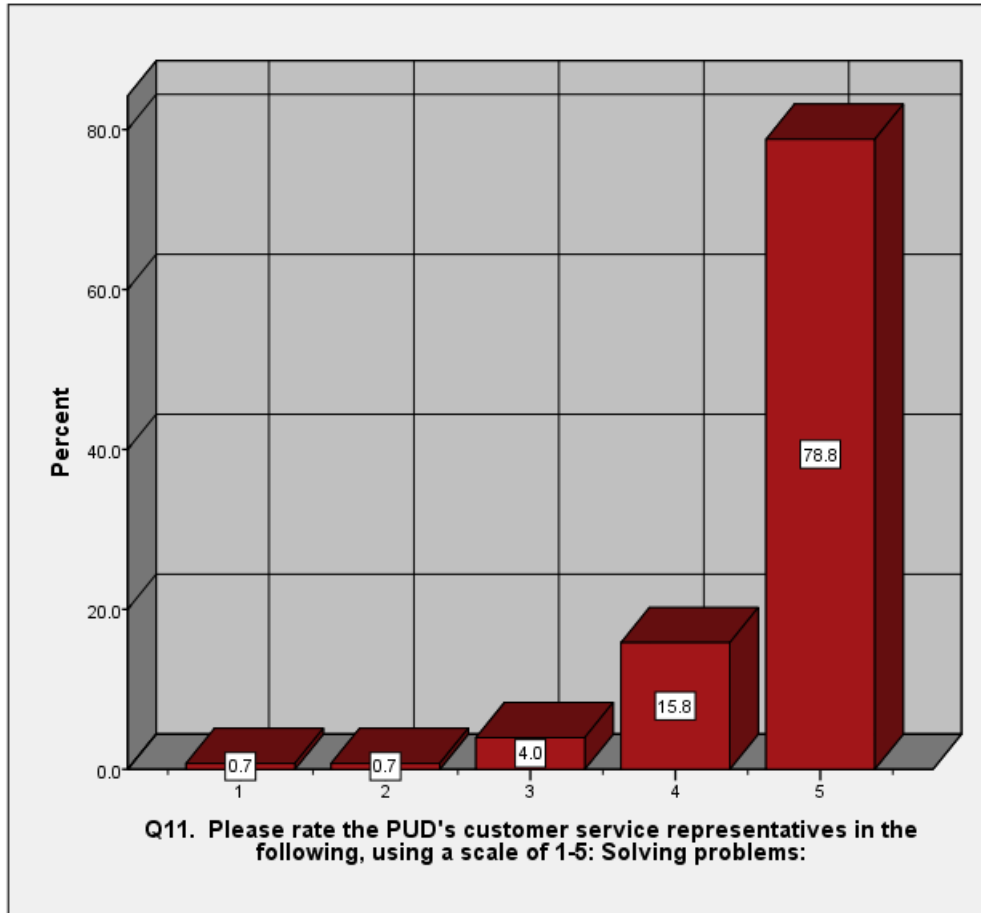
		Q9. Please rate the PUD's customer service representatives in the following, using a scale of 1-5: Responsiveness:				Total
		2	3	4	5	
Year 2014	Count	1	14	49	243	307
	% within Year	0.3%	4.6%	16.0%	79.2%	100.0%
Total	Count	1	14	49	243	307
	% within Year	0.3%	4.6%	16.0%	79.2%	100.0%



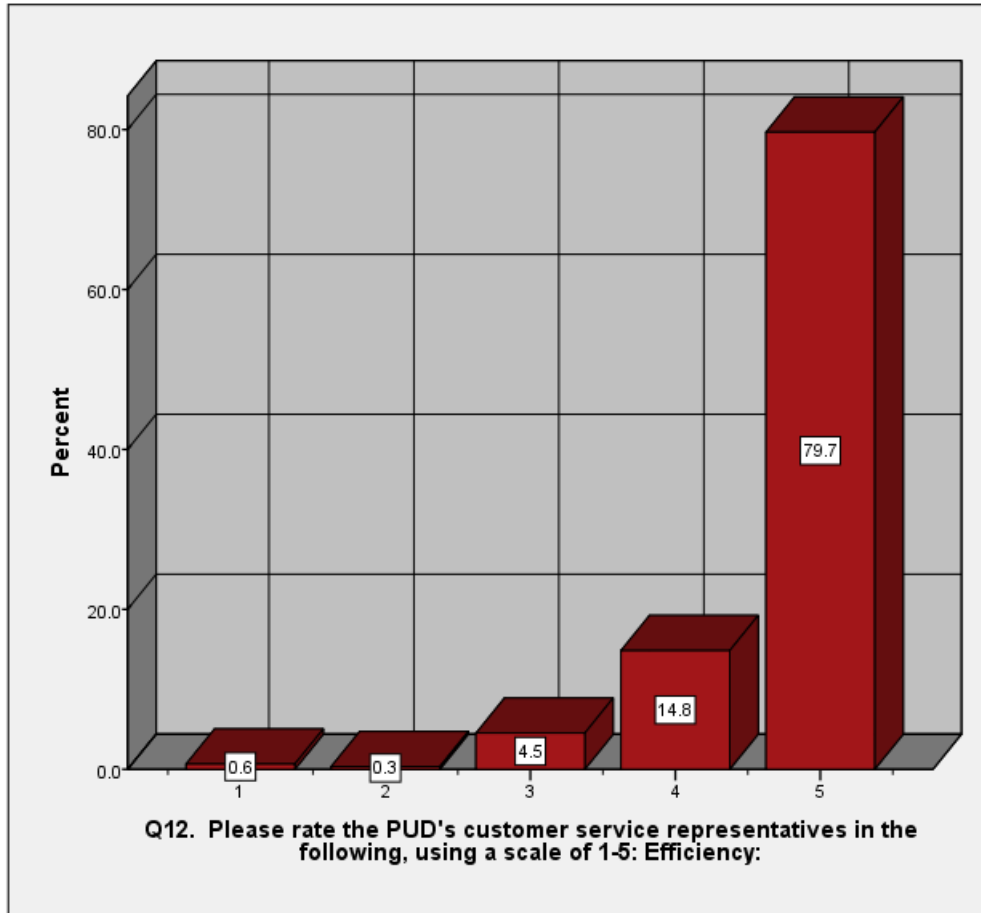
		Q10. Please rate the PUD's customer service representatives in the following, using a scale of 1-5: Professionalism:				
		2	3	4	5	Total
Year 2014	Count	2	16	42	253	313
	% within Year	0.6%	5.1%	13.4%	80.8%	100.0%
Total	Count	2	16	42	253	313
	% within Year	0.6%	5.1%	13.4%	80.8%	100.0%



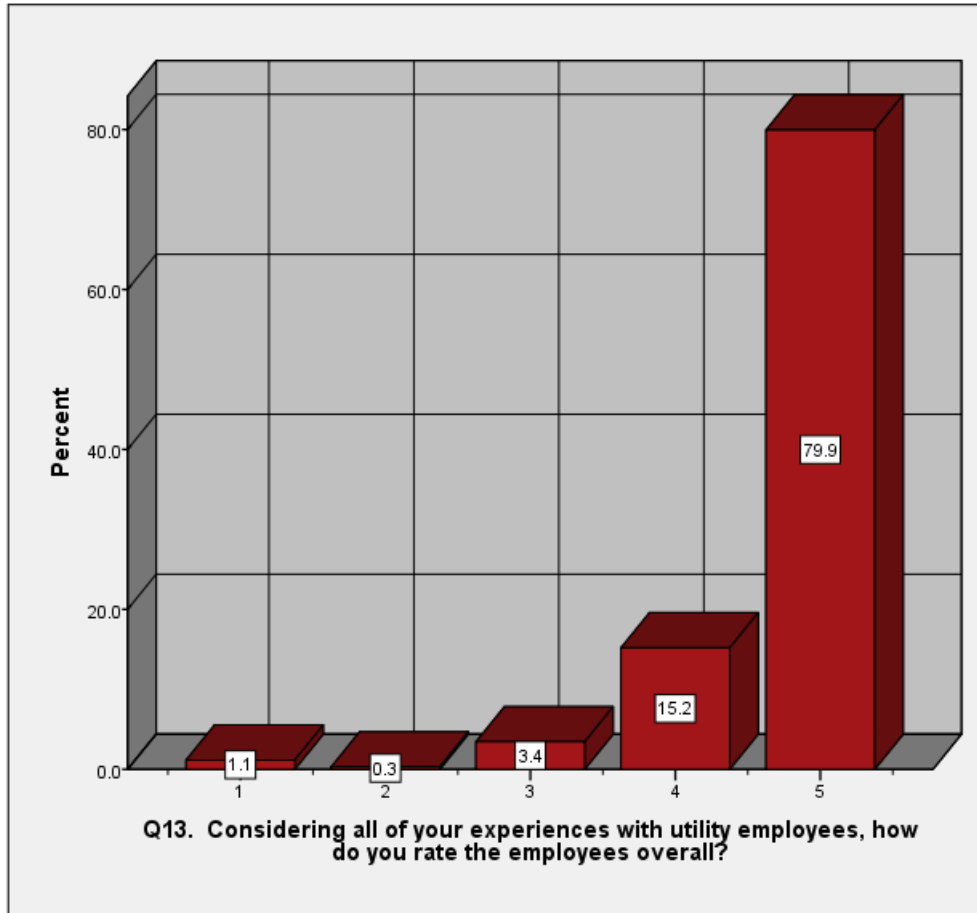
		Q11. Please rate the PUD's customer service representatives in the following, using a scale of 1-5: Solving problems:					Total
		1	2	3	4	5	
Year 2014	Count	2	2	11	44	219	278
	% within Year	0.7%	0.7%	4.0%	15.8%	78.8%	100.0%
Total	Count	2	2	11	44	219	278
	% within Year	0.7%	0.7%	4.0%	15.8%	78.8%	100.0%



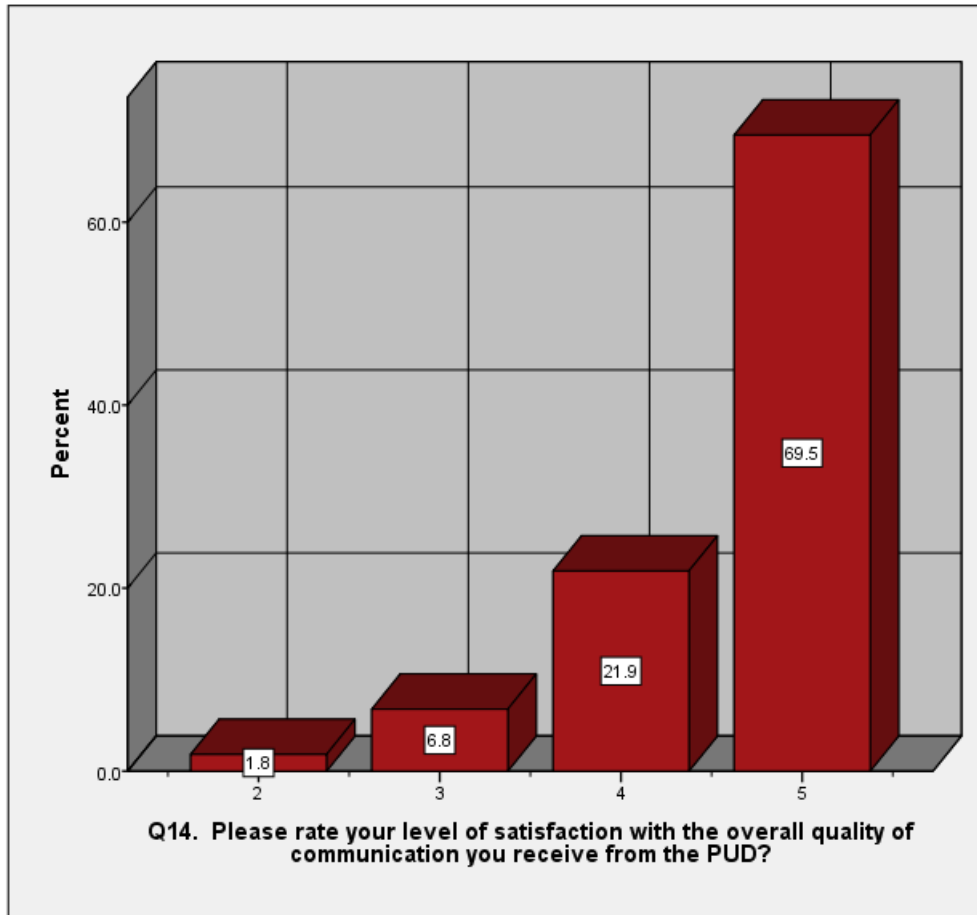
		Q12. Please rate the PUD's customer service representatives in the following, using a scale of 1-5: Efficiency:					Total
		1	2	3	4	5	
Year 2014	Count	2	1	14	46	247	310
	% within Year	0.6%	0.3%	4.5%	14.8%	79.7%	100.0%
Total	Count	2	1	14	46	247	310
	% within Year	0.6%	0.3%	4.5%	14.8%	79.7%	100.0%



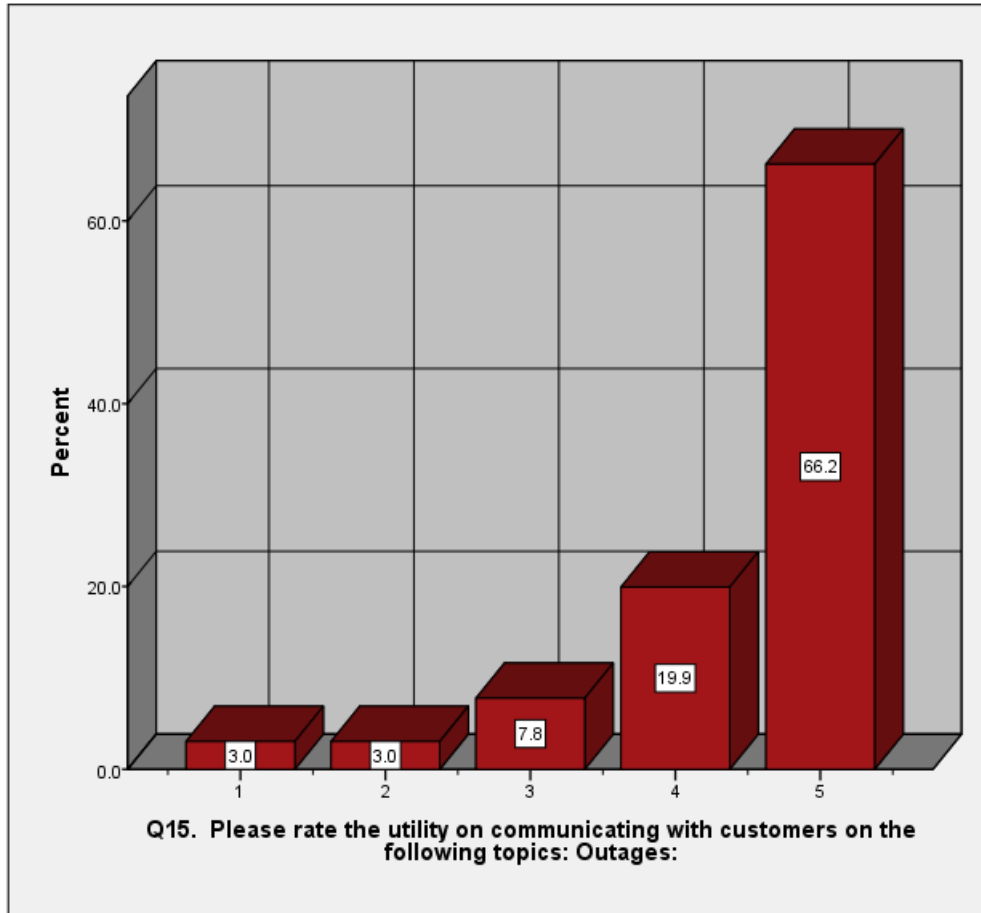
		Q13. Considering all of your experiences with utility employees, how do you rate the employees overall?					Total
		1	2	3	4	5	
Year 2014	Count	4	1	12	53	279	
	% within Year	1.1%	0.3%	3.4%	15.2%	79.9%	100.0%
Total	Count	4	1	12	53	279	349
	% within Year	1.1%	0.3%	3.4%	15.2%	79.9%	100.0%



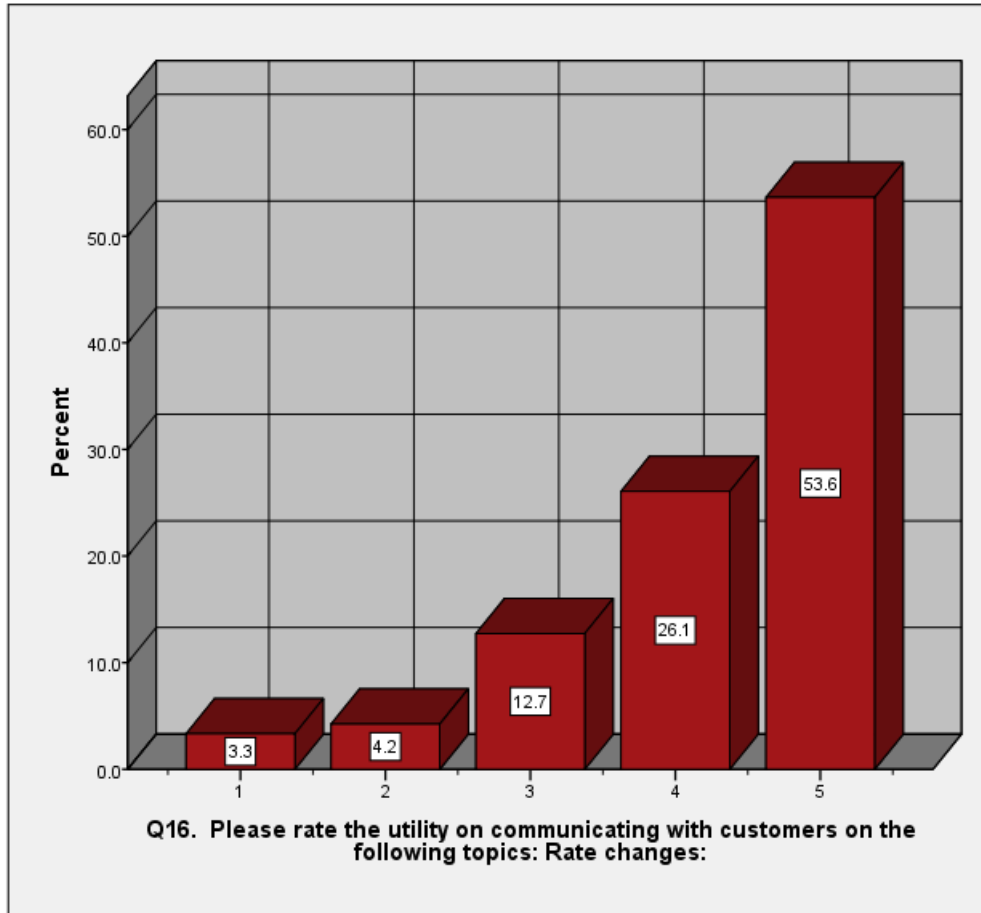
		Q14. Please rate your level of satisfaction with the overall quality of communication you receive from the PUD?				
		2	3	4	5	Total
Year 2014	Count	7	26	84	267	384
	% within Year	1.8%	6.8%	21.9%	69.5%	100.0%
Total	Count	7	26	84	267	384
	% within Year	1.8%	6.8%	21.9%	69.5%	100.0%



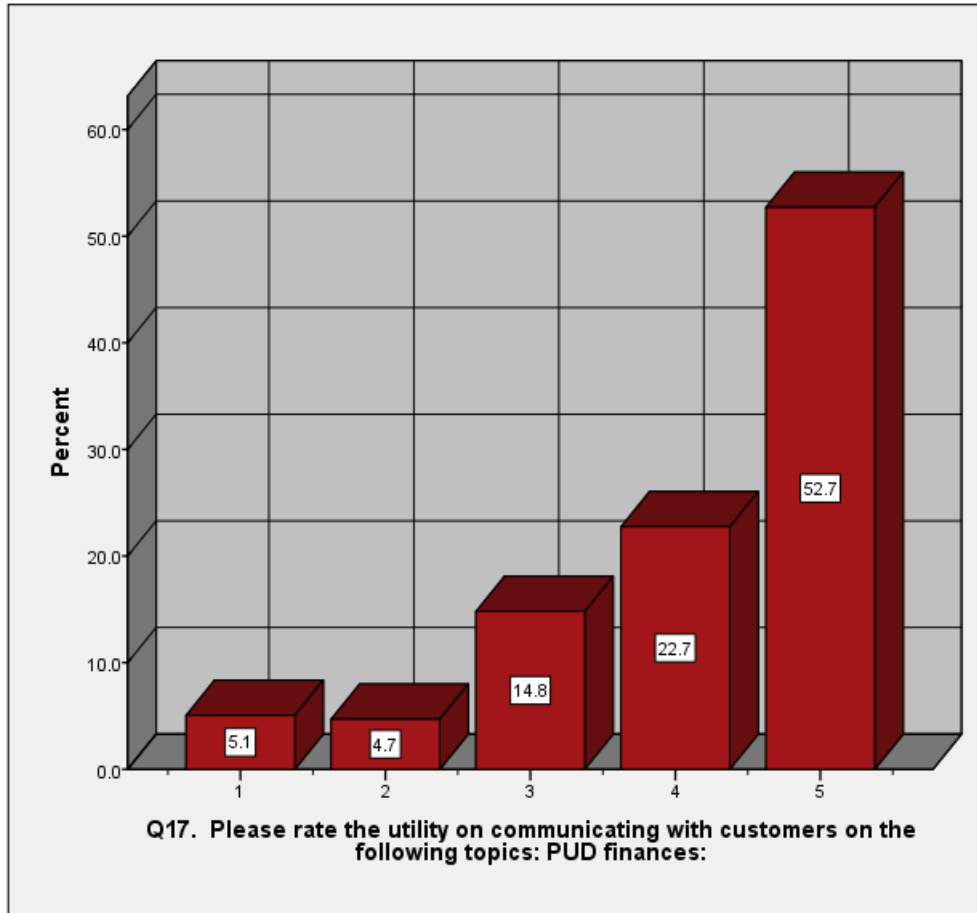
		Q15. Please rate the utility on communicating with customers on the following topics: Outages:					Total
		1	2	3	4	5	
Year 2014	Count	9	9	23	59	196	296
	% within Year	3.0%	3.0%	7.8%	19.9%	66.2%	100.0%
Total	Count	9	9	23	59	196	296
	% within Year	3.0%	3.0%	7.8%	19.9%	66.2%	100.0%



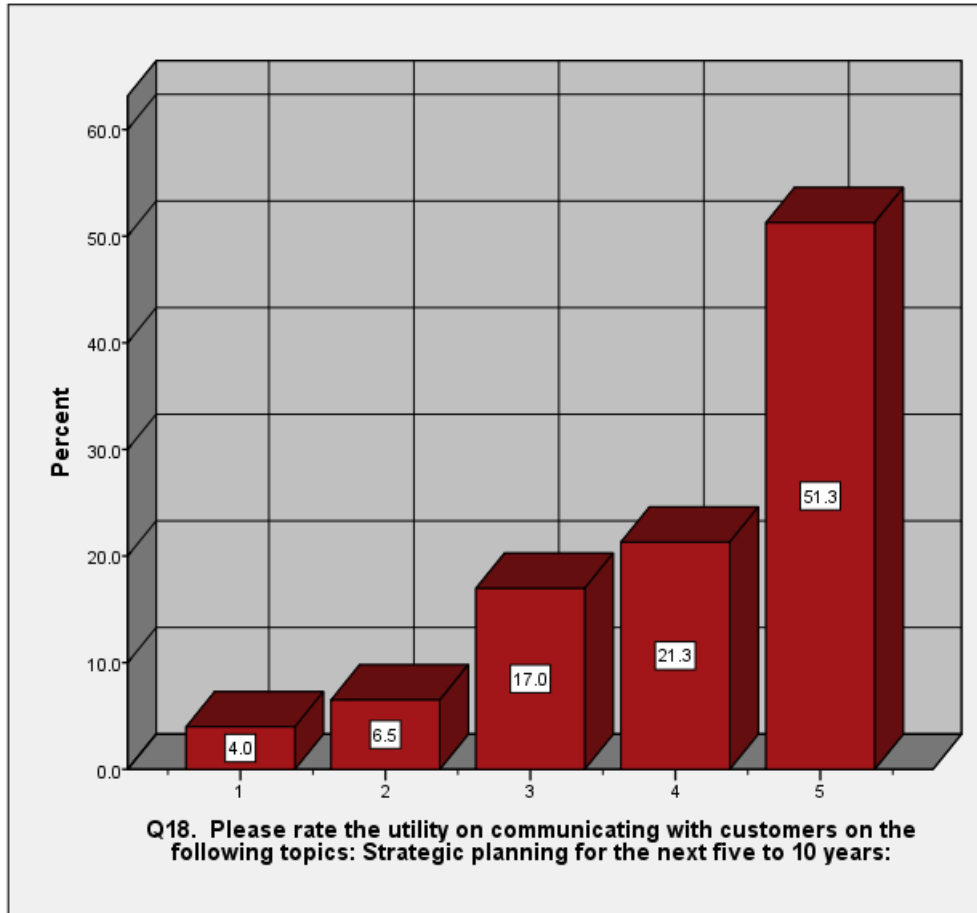
		Q16. Please rate the utility on communicating with customers on the following topics: Rate changes:					Total
		1	2	3	4	5	
Year 2014	Count	11	14	42	86	177	330
	% within Year	3.3%	4.2%	12.7%	26.1%	53.6%	100.0%
Total	Count	11	14	42	86	177	330
	% within Year	3.3%	4.2%	12.7%	26.1%	53.6%	100.0%



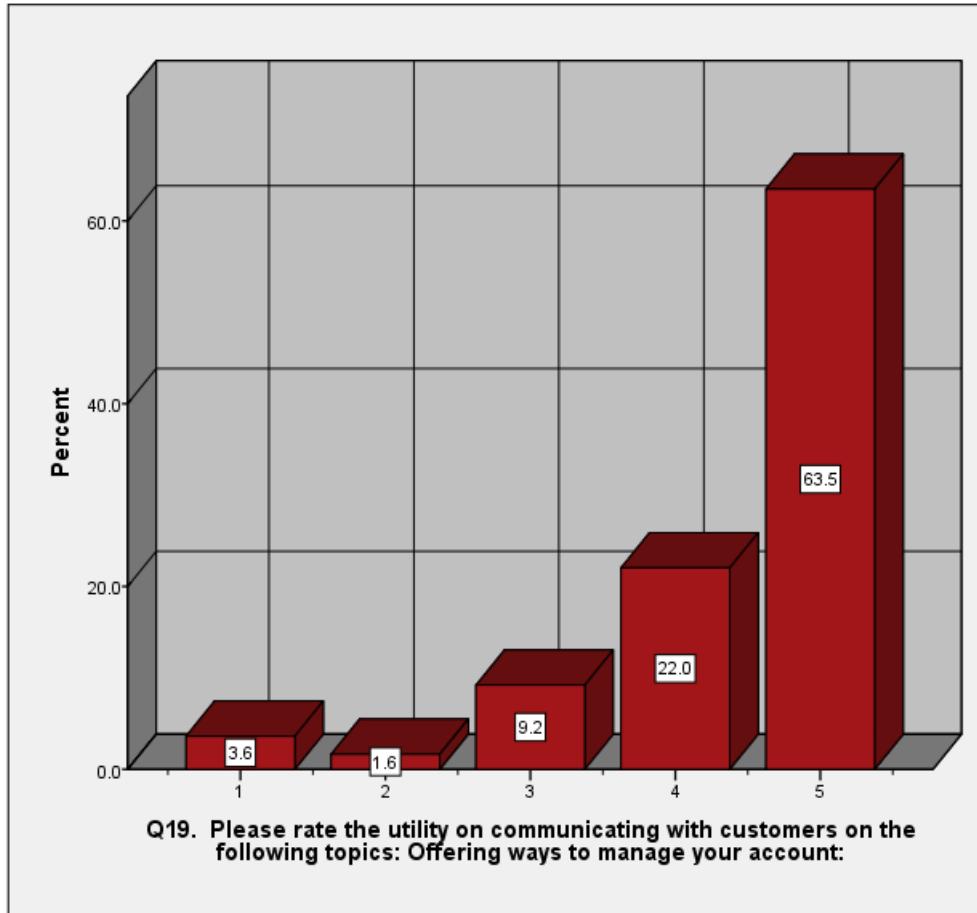
		Q17. Please rate the utility on communicating with customers on the following topics: PUD finances:					Total
		1	2	3	4	5	
Year 2014	Count	14	13	41	63	146	277
	% within Year	5.1%	4.7%	14.8%	22.7%	52.7%	100.0%
Total	Count	14	13	41	63	146	277
	% within Year	5.1%	4.7%	14.8%	22.7%	52.7%	100.0%



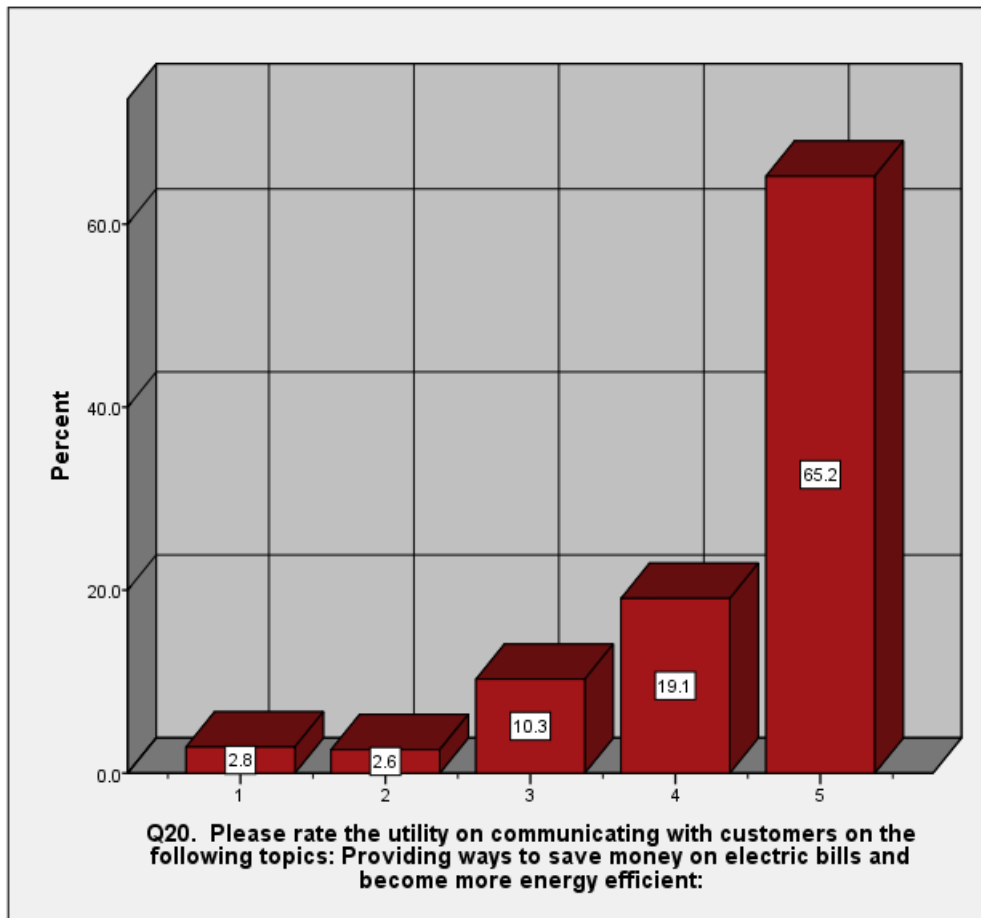
		Q18. Please rate the utility on communicating with customers on the following topics: Strategic planning for the next five to 10 years:					Total
		1	2	3	4	5	
Year 2014	Count	11	18	47	59	142	277
	% within Year	4.0%	6.5%	17.0%	21.3%	51.3%	100.0%
Total	Count	11	18	47	59	142	277
	% within Year	4.0%	6.5%	17.0%	21.3%	51.3%	100.0%



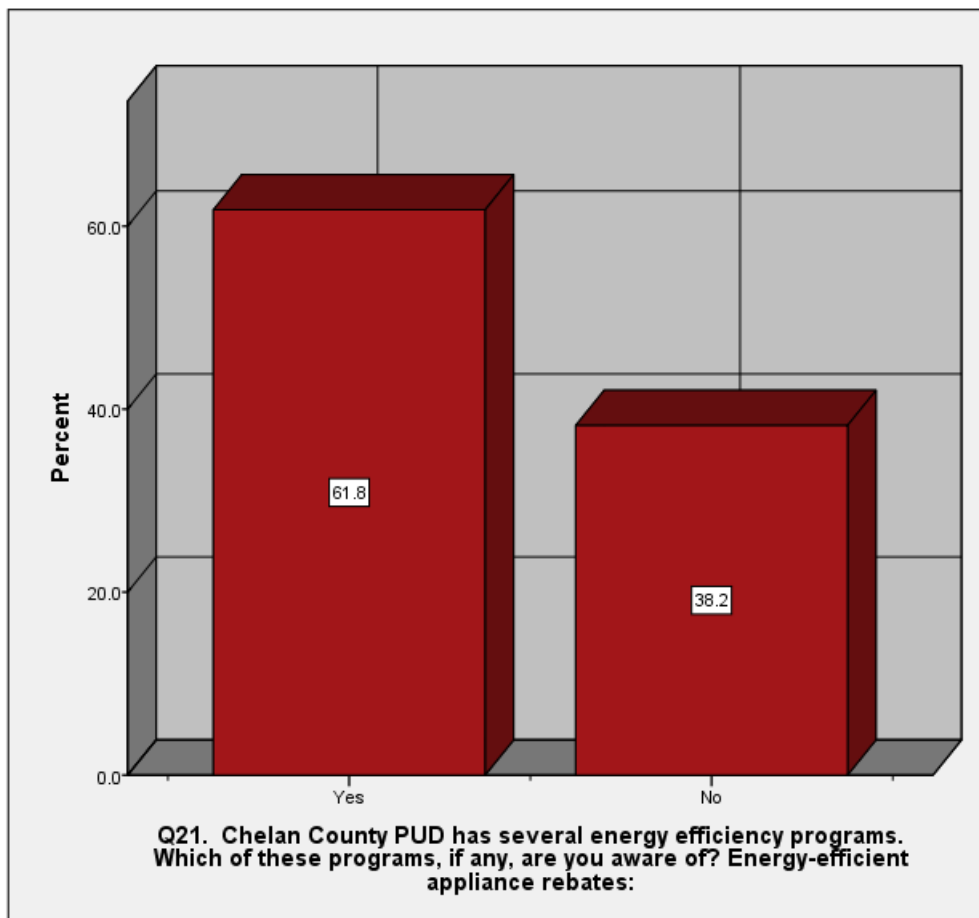
		Q19. Please rate the utility on communicating with customers on the following topics: Offering ways to manage your account:					Total
		1	2	3	4	5	
Year 2014	Count	11	5	28	67	193	
	% within Year	3.6%	1.6%	9.2%	22.0%	63.5%	100.0%
Total	Count	11	5	28	67	193	304
	% within Year	3.6%	1.6%	9.2%	22.0%	63.5%	100.0%



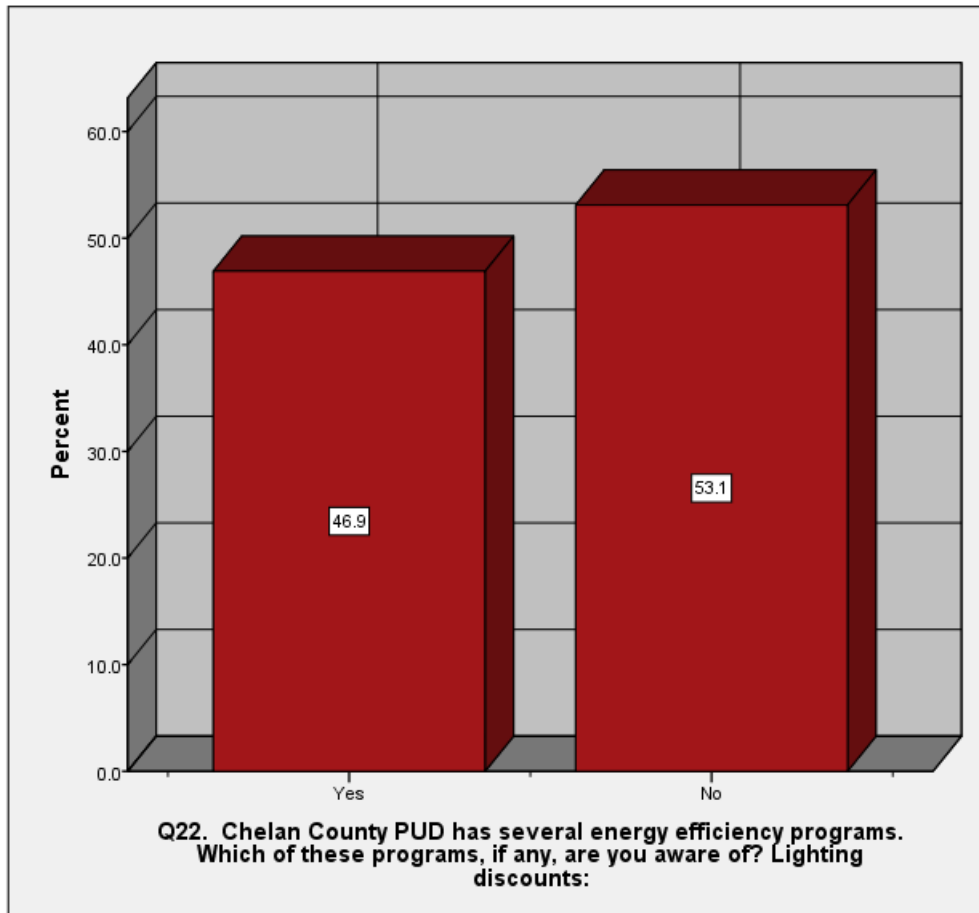
		Q20. Please rate the utility on communicating with customers on the following topics: Providing ways to save money on electric bills and become more energy efficient:					Total
		1	2	3	4	5	
Year 2014	Count	10	9	36	67	229	351
	% within Year	2.8%	2.6%	10.3%	19.1%	65.2%	100.0%
Total	Count	10	9	36	67	229	351
	% within Year	2.8%	2.6%	10.3%	19.1%	65.2%	100.0%



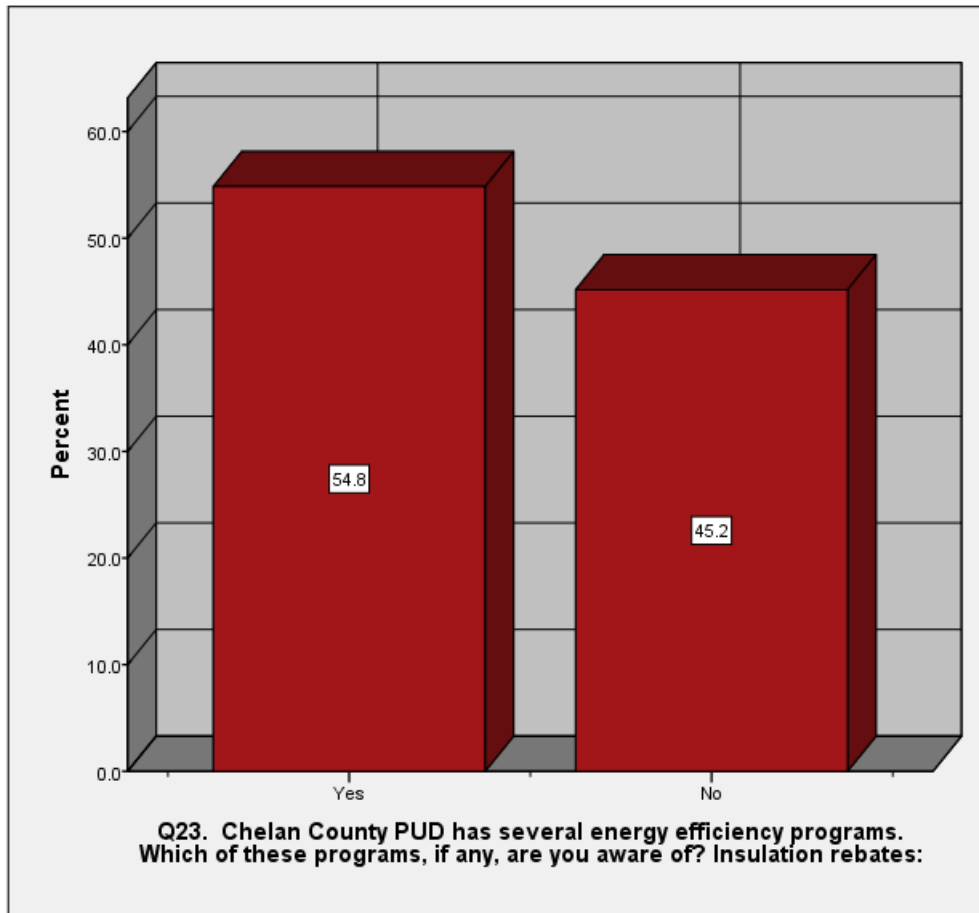
		Q21. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Energy-efficient appliance rebates:		
		Yes	No	Total
Year 2014	Count	249	154	403
	% within Year	61.8%	38.2%	100.0%
Total	Count	249	154	403
	% within Year	61.8%	38.2%	100.0%



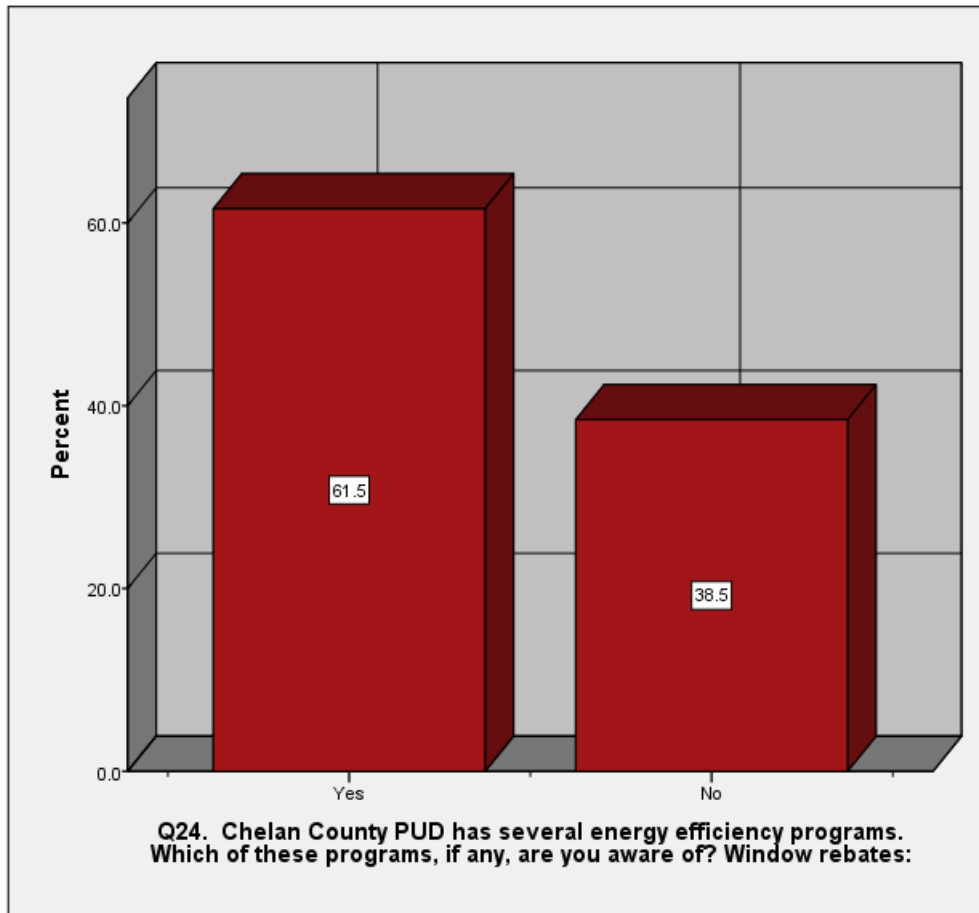
		Q22. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Lighting discounts:		
		Yes	No	Total
Year 2014	Count	189	214	403
	% within Year	46.9%	53.1%	100.0%
Total	Count	189	214	403
	% within Year	46.9%	53.1%	100.0%



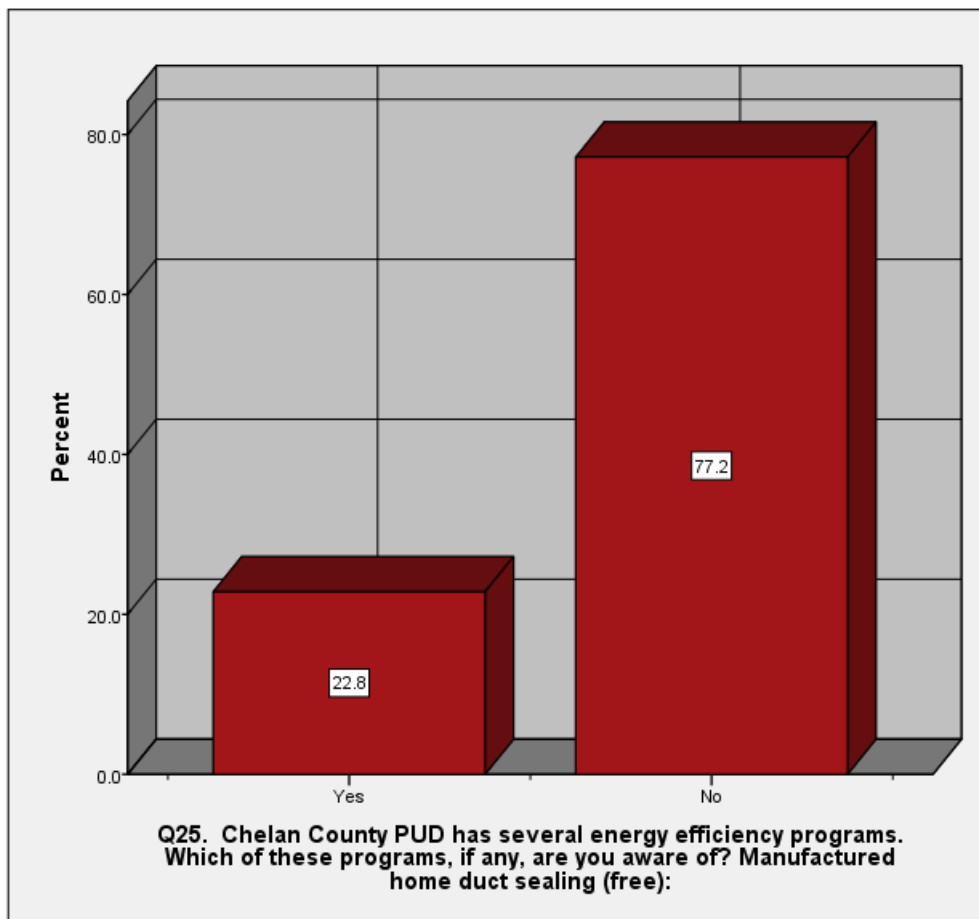
		Q23. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Insulation rebates:		Total	
		Yes	No		
Year	2014	Count	221	182	403
		% within Year	54.8%	45.2%	100.0%
Total		Count	221	182	403
		% within Year	54.8%	45.2%	100.0%



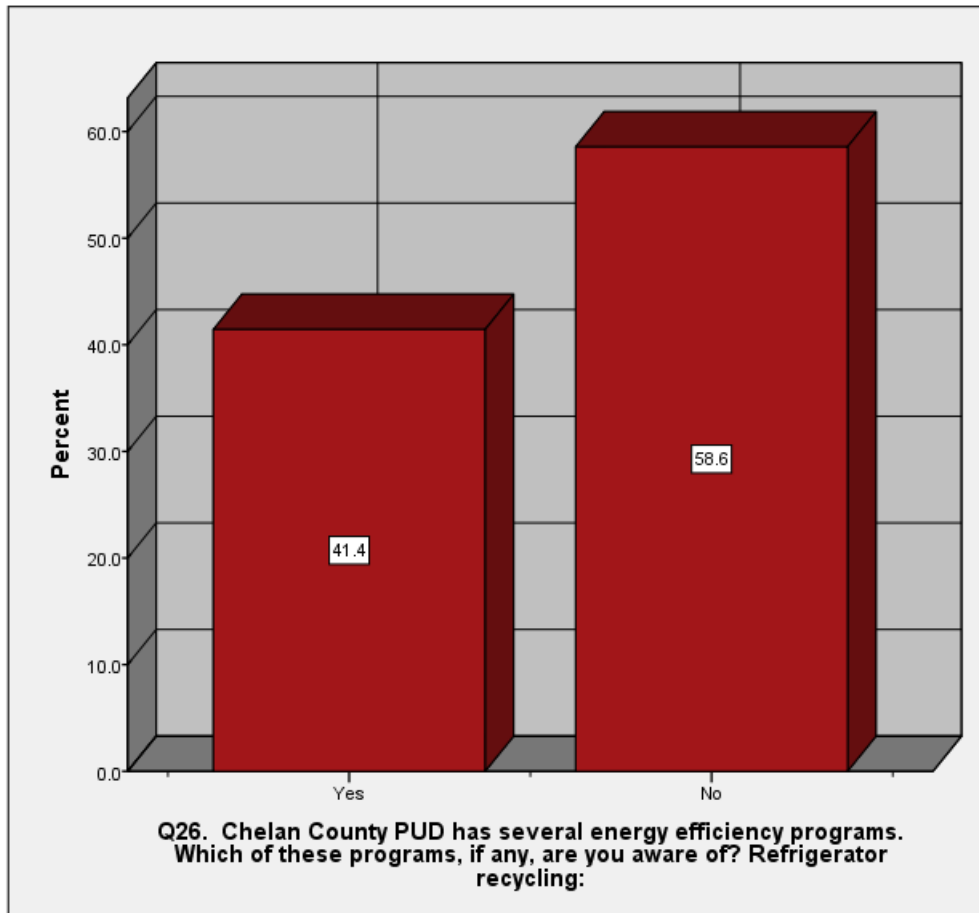
		Q24. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Window rebates:		
		Yes	No	Total
Year 2014	Count	248	155	403
	% within Year	61.5%	38.5%	100.0%
Total	Count	248	155	403
	% within Year	61.5%	38.5%	100.0%



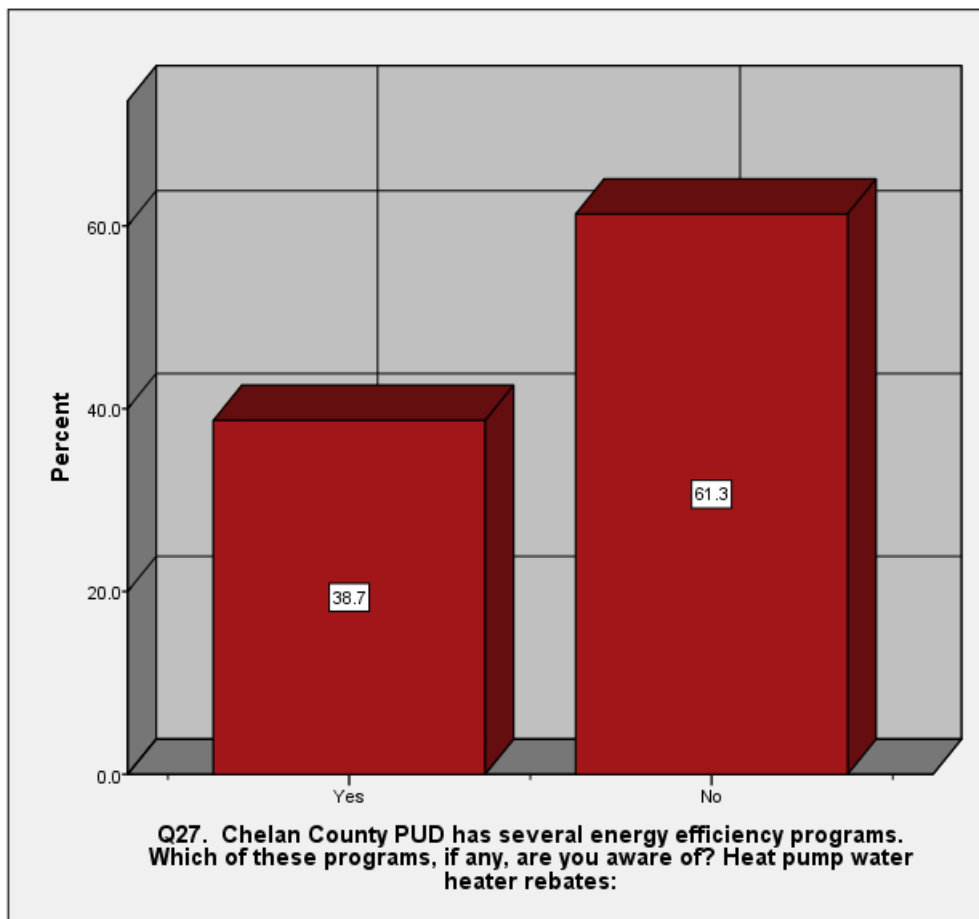
		Q25. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Manufactured home duct sealing (free):		Total	
		Yes	No		
Year	2014	Count	92	311	403
		% within Year	22.8%	77.2%	100.0%
Total		Count	92	311	403
		% within Year	22.8%	77.2%	100.0%



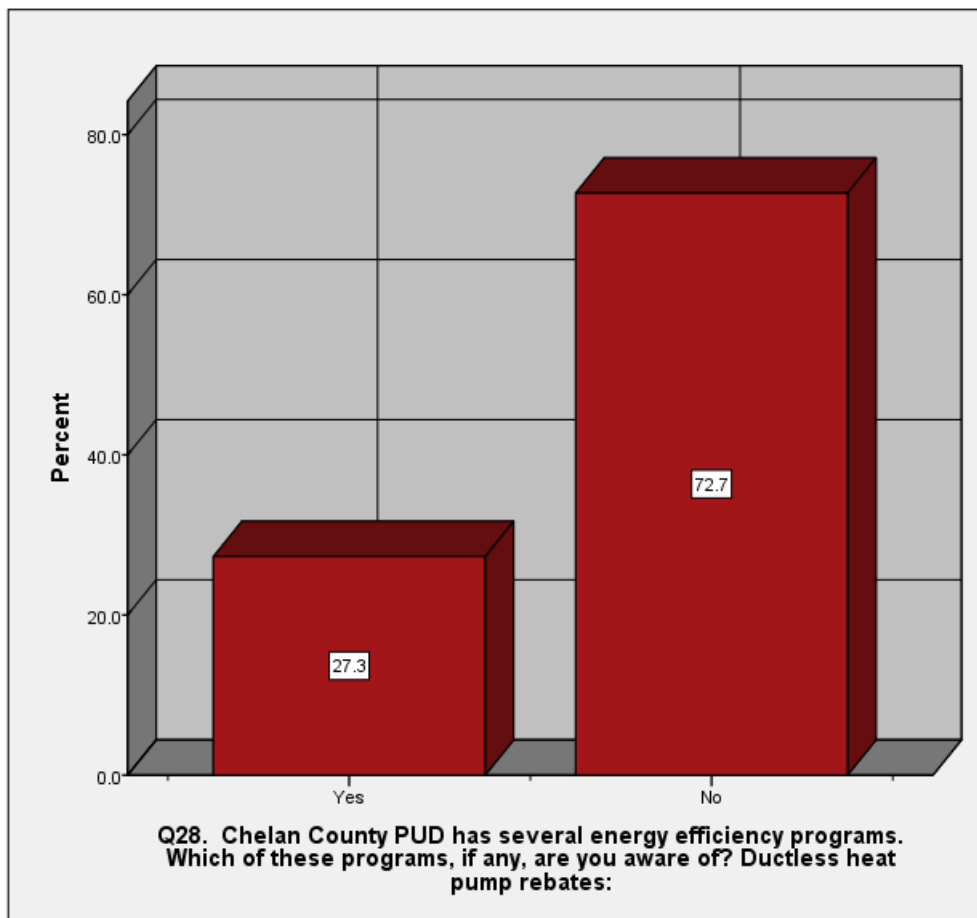
		Q26. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Refrigerator recycling:		
		Yes	No	Total
Year 2014	Count	167	236	403
	% within Year	41.4%	58.6%	100.0%
Total	Count	167	236	403
	% within Year	41.4%	58.6%	100.0%



		Q27. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Heat pump water heater rebates:			
		Yes	No	Total	
Year	2014	Count	156	247	403
		% within Year	38.7%	61.3%	100.0%
Total		Count	156	247	403
		% within Year	38.7%	61.3%	100.0%



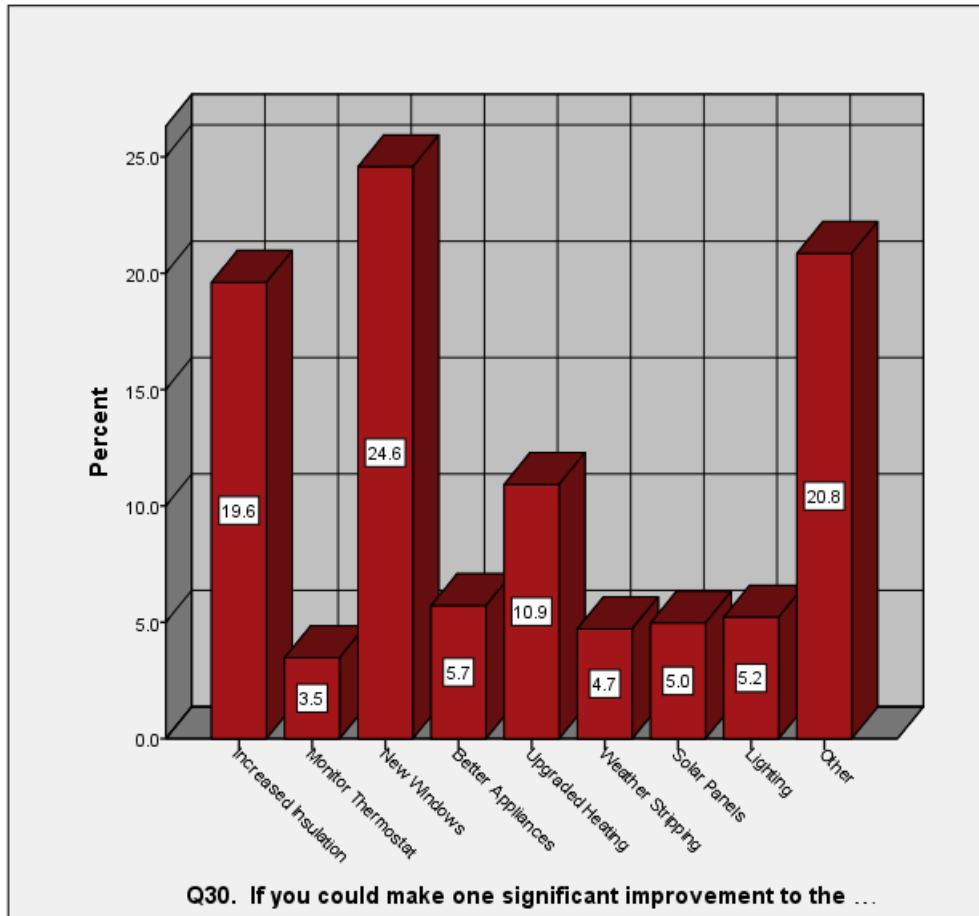
		Q28. Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Ductless heat pump rebates:			
		Yes	No	Total	
Year	2014	Count	110	293	403
		% within Year	27.3%	72.7%	100.0%
Total		Count	110	293	403
		% within Year	27.3%	72.7%	100.0%



Q29. Are there any Other programs you are aware of?	
Level billing plan/snap	6
Discounts for lower income/ disability	5
Rebate programs for insulation/heat pumps	5
Solar panel rebates	5
Helping hands	5
Energy audits	3
Free light bulbs	1
Various responses	5
Total Responses	35

Please see Appendix A for further comments regarding this question.

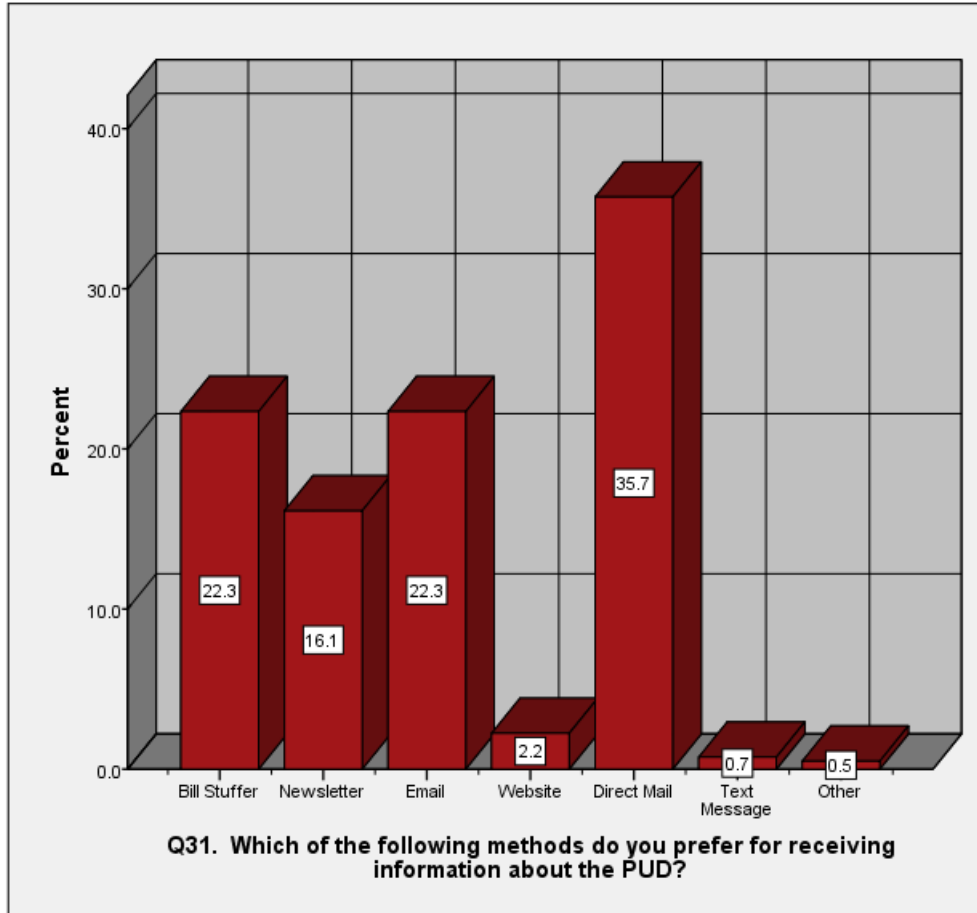
		Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? [No Prompt]										
		Increased Insulation	Monitor Thermostat	New Windows	Better Appliances	Upgraded Heating	Weather Stripping	Solar Panels	Lighting	Other	Total	
Year	2014	Count	79	14	99	23	44	19	20	21	84	403
		% within Year	19.6%	3.5%	24.6%	5.7%	10.9%	4.7%	5.0%	5.2%	20.8%	100.0%
Total		Count	79	14	99	23	44	19	20	21	84	403
		% within Year	19.6%	3.5%	24.6%	5.7%	10.9%	4.7%	5.0%	5.2%	20.8%	100.0%



Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? Other:	
Home improvements were made already	20
New home	14
Weather proofing /doors /windows /roof	7
I rent	6
Various responses	5
Total Responses	52

Please see Appendix A for further comments regarding this question.

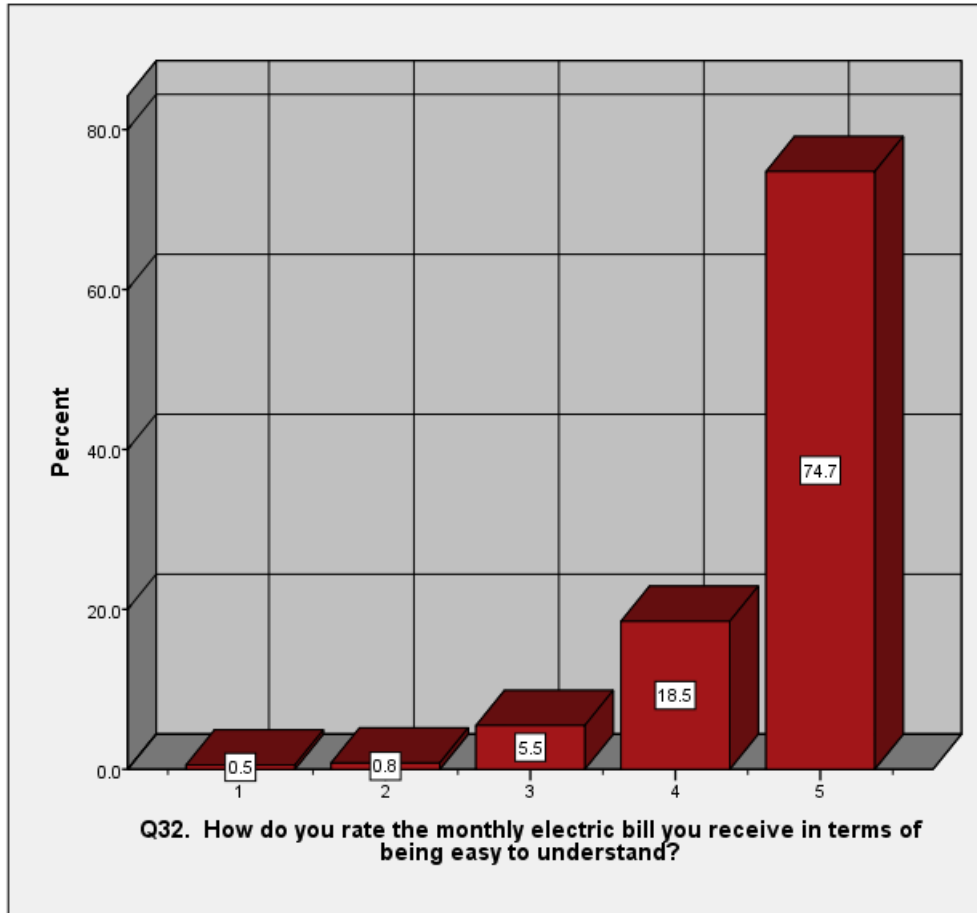
		Q31. Which of the following methods do you prefer for receiving information about the PUD?								
		Bill Stuffer	Newsletter	Email	Website	Direct Mail	Text Message	Other	Total	
Year	2014	Count	90	65	90	9	144	3	2	403
		% within Year	22.3%	16.1%	22.3%	2.2%	35.7%	0.7%	0.5%	100.0%
Total		Count	90	65	90	9	144	3	2	403
		% within Year	22.3%	16.1%	22.3%	2.2%	35.7%	0.7%	0.5%	100.0%



Q31. Which of the following methods do you prefer for receiving information about the PUD? Other:	
Radio	1
Direct mail in Spanish	1
Total Responses	2

Please see Appendix A for further comments regarding this question.

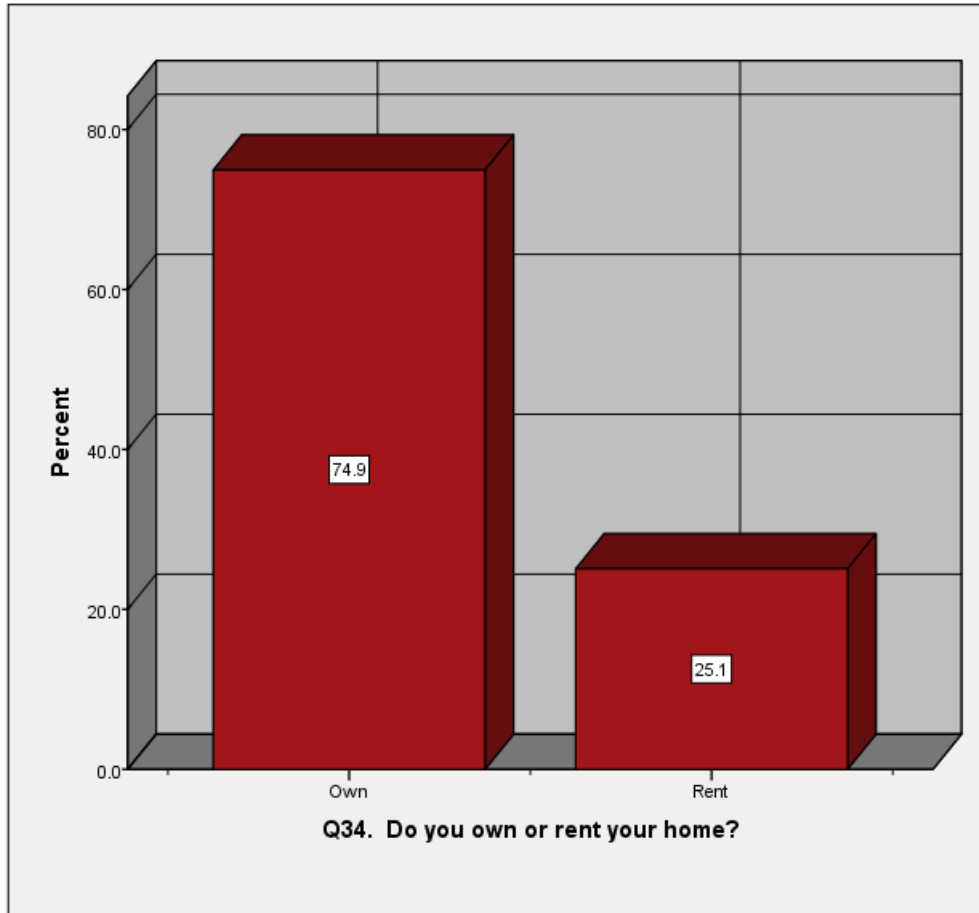
		Q32. How do you rate the monthly electric bill you receive in terms of being easy to understand?					Total
		1	2	3	4	5	
Year 2014	Count	2	3	21	71	287	384
	% within Year	0.5%	0.8%	5.5%	18.5%	74.7%	
Total	Count	2	3	21	71	287	384
	% within Year	0.5%	0.8%	5.5%	18.5%	74.7%	



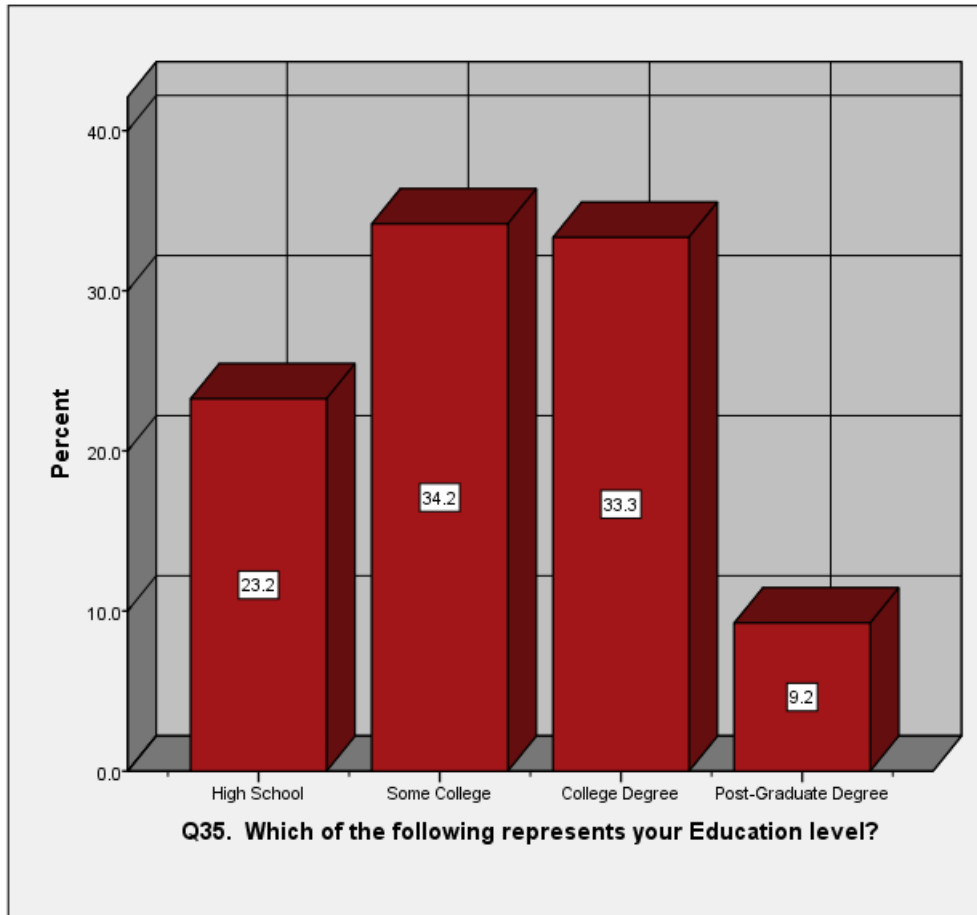
Q33. Do you have any further comments about or suggestions for improving your electric service from the PUD?	
<small>*Nothing, No, No Comment removed*</small>	
More Information /rebates	8
Lower the rates	8
Very pleased/Happy with PUD	7
Needs new management	6
Needs more staff members	4
Better your billing system	3
Check the meters more	2
More Spanish speaking friendly	2
Improve the website	2
Get the two month billing back	2
Various responses	14
Total Responses	58

Please see Appendix A for further comments regarding this question.

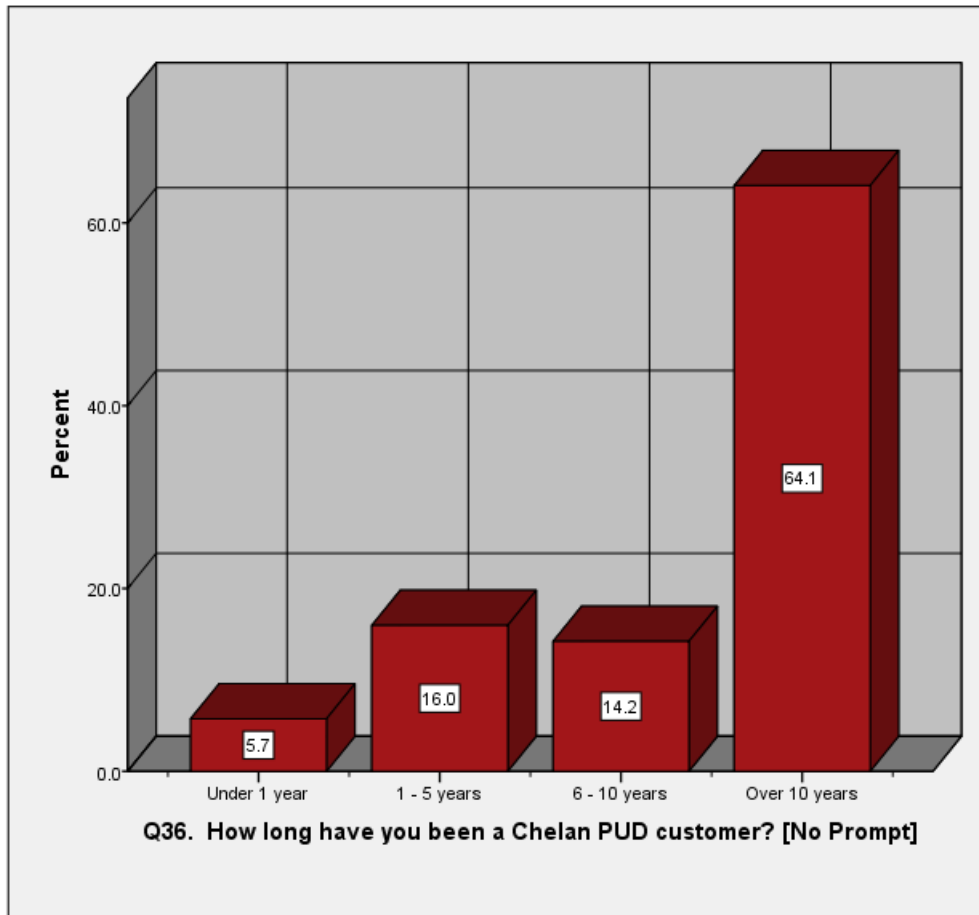
		Q34. Do you own or rent your home?		Total
		Own	Rent	
Year 2014	Count	302	101	403
	% within Year	74.9%	25.1%	100.0%
Total	Count	302	101	403
	% within Year	74.9%	25.1%	100.0%



		Q35. Which of the following represents your Education level?					
		High School	Some College	College Degree	Post-Graduate Degree	Total	
Year	2014	Count	83	122	119	33	357
		% within Year	23.2%	34.2%	33.3%	9.2%	100.0%
Total		Count	83	122	119	33	357
		% within Year	23.2%	34.2%	33.3%	9.2%	100.0%



		Q36. How long have you been a Chelan PUD customer? [No Prompt]					
		Under 1 year	1 - 5 years	6 - 10 years	Over 10 years	Total	
Year	2014	Count	23	64	57	257	401
		% within Year	5.7%	16.0%	14.2%	64.1%	100.0%
Total		Count	23	64	57	257	401
		% within Year	5.7%	16.0%	14.2%	64.1%	100.0%



APPENDIX A

APPENDIX A DESCRIPTION

The following pages contain all verbatim comments received for the 2014 The Chelan P.U.D. Customer Satisfaction Survey. The verbatim comments are organized by question number. Every comment received by SDS is included. A customer ID number accompanies each comment. This “tagging” method allows readers to identify a single customer’s remarks throughout the survey, retaining customer anonymity as guaranteed by SDS Agents in the introduction to the survey.

These comments should be considered “anecdotal” evidence of potential trends rather than statistically representative of customer attitudes. There are many valuable comments and recommendations given. However, care should be taken to avoid projecting any specific comment to the entire customer population.

In connection with the SDS Alert program, when the SDS agent conducting the survey sensed a legitimate, unanswered complaint or need from a verbatim comment received, with the customer’s permission the agent immediately communicated the concern to the utility via email.

In the following comments, the symbol [A] identifies comments that generated an alert response. If the customer being interviewed did not desire contact from The Chelan P.U.D., the symbol [AN] was placed after the remark. An [AP] indicates that an alert has already been reported for the same customer giving the same response on a different question.

There were 2 Alerts, 0 [AN] and 0 [AP].

Chelan County PUD 2014

Q2. Can you please tell me why you rated the Utility 1-3? (Overall, how satisfied are you with Chelan County PUD?)

- 24 You are a good company.
- 30 The rates are too high.
- 59 I don't have any dealings with them.
- 67 The cost is too high. They get paid too much.
- 72 My bills are too high considering that I use very little electricity.
- 78 Our electrical bill has been a little high and they haven't installed our new meters.
- 93 I don't like the manager and the way he is running the utility.
- 103 Absolutely bad service.
- 114 Rates have gone up a lot this winter.
- 122 Had some serious outages last year.
- 136 The power goes out frequently.
- 144 Power goes out a lot.
- 152 I don't have too many dealings with them.
- 165 Very satisfied on the electric service.
- 180 I don't have any contact with them.
- 181 The service is good but the cost is high.
- 211 They waste money continuously.
- 209 The new billing system is not personal anymore.
- 217 They have been very good.
- 218 The rates keep going up.
- 229 The rates are too high.
- 234 They have a disorganized approach to their billing system. They are not a public utility that is concerned about the people who own it. They are too top heavy with executives.
- 257 My bills are too high.
- 282 Lake levels.
- 284 I wish they offered different service.
- 296 We used to get our bill every two months and now we get it every month and the amount is the same as it was when we received it every other month.
- 304 It is too expensive.
- 309 They don't have good customer service. Their representatives are rude.
- 316 I think they are probably about to increase rates.
- 358 No comment.
- 360 Concerns about the billing and the rates structures.
- 365 I do not agree with the fiber situation.
- 413 They pay the people at the top too much and the customers suffer.
- 14 I do not believe that any company is perfect, but this is doing well.
- 16 I haven't had any problems.
- 17 Some of the services they do not extend to our area, the digital Internet, phone, and television.
- 18 No.

Q2. Can you please tell me why you rated the Utility 4? (Overall, how satisfied are you with Chelan County PUD?)

- 20 Some issues with power outages.
- 21 They're OK.
- 27 No real reason.
- 37 I don't know enough about them overall.
- 38 I have a condo and we rent it out, every time we go over there there's an outage.
- 41 Good.
- 45 I don't have any reason to give them the five or one.
- 51 My bills go up even if I don't change my electric usage.
- 60 I am generally satisfied but I am very dissatisfied with the very high salaries some of the employees get.
- 61 I don't have any dealings with them. It's a vacation home.
- 75 The rates are too high.
- 76 They do a good job.
- 79 My billing is not 100% all the time.
- 82 They have a substation and the animals can get in; they need to put screens on them.
- 91 They are doing a pretty good job.
- 99 Great company but not perfect.
- 104 Price is right.
- 105 I think we haven't had any problem.
- 110 Good, just not perfect.
- 125 We get good service.
- 124 You are pretty good.
- 127 We had a water leak, two guys came out and neither was able to find or repair the leak. Last summer we finally figured out where the leak was and were able to get that leak fixed.
- 131 No good reason to give them a rating of five. They do a good job on what they are doing.
- 135 Response time is good.
- 147 Most of the time we don't have any problems with our service at all.
- 151 OK. Low rates.
- 158 Pretty good service.
- 161 No.
- 178 I haven't had any power outages.
- 193 The service is good, but the fiber of the utility is not up to standard.
- 194 The service is good.
- 198 The price.
- 202 The prices are good.
- 208 Nobody is perfect.
- 212 Good.
- 238 Our bill is too high in the winter.
- 245 There is always room for improvement.
- 247 I don't agree with some of the decisions they make, but I'm not the manager.

Q2. Can you please tell me why you rated the Utility 4? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 254 The service has been great but there has been one problem. The meter was read wrong. They then forget to send my bill. They then called and asked for information that I was not comfortable giving them.
- 261 OK.
- 260 Failure to follow through with fiber optic scale.
- 270 You're not perfect yet.
- 272 No real reason.
- 275 The amount we pay is really high.
- 276 OK.
- 277 Management changes too much.
- 278 Because of the outages.
- 281 I think you could do a little more for the community.
- 288 My service is good.
- 294 Good service.
- 300 Our service is good.
- 311 Our service is good.
- 320 No reason.
- 322 The electric goes on and off occasionally.
- 334 Highly recommend but not perfect.
- 332 I have had no outages.
- 333 I have no problems with my service.
- 340 They do a good job but the rates are high. I think they are overpaid for the work they do.
- 343 Good price.
- 345 Good rates.
- 344 I don't have any complaints.
- 349 No reason.
- 351 OK.
- 353 No.
- 356 The service is good.
- 362 No problems; do a great job, but always room for improvement.
- 373 Need to lower cost.
- 370 You are getting better about money management.
- 380 They give good service.
- 377 I don't trust them.
- 382 No problems.
- 385 I haven't had any problems.
- 390 No problems.
- 395 Rates are good.
- 404 My bills are too high.
- 409 No reason.
- 411 The number of outages and power surges are annoying.

Q2. Can you please tell me why you rated the Utility 4? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 419 We get good service.
- 423 Every month, I get my bill and I pay it on time.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?)

- 2 They keep the rates low.
- 4 The rates are low and they are very responsive when we have an outage.
- 6 Because they are always very responsive when needed.
- 7 Service is good with no interruption.
- 8 I have never lost power.
- 10 I never had a problem with my power
- 9 I like the online payment option.
- 11 They are very good.
- 13 Nothing.
- 15 You are here when I call.
- 19 I've never had any problems.
- 23 Reliable service.
- 22 No one is perfect.
- 25 Because I've always had good service with them.
- 26 There is no problem.
- 28 We never have trouble.
- 31 They are able to always answer my questions.
- 33 The line men are awesome.
- 32 I have never had a problem with the utility.
- 35 You have been very good with us.
- 34 They are outstanding.
- 36 Good service.
- 39 I am on the budget plan and they adjust it periodically.
- 40 If we have any problem you are prompt.
- 42 Their service people are great to work with.
- 43 I've had no problems.
- 44 Great service.
- 47 Never had a problem.
- 46 I never had any problems. It's the most stable utility around.
- 48 I have only had one power outage.
- 49 I have never has any problem
- 50 Good service.
- 53 They are quick to respond when there are emergency situations.
- 54 Never had any problems.
- 52 They are restructuring their debt which is good.
- 55 No problem.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 56 I had no problems.
- 57 That's how I feel.
- 58 Good service.
- 62 They are all very nice.
- 63 I personally know the people; they have integrity and are friendly and courteous even down to the meter reader. It is important to us. We also appreciate the low rate.
- 65 The cost is less and the service is good.
- 68 We haven't had an outage lately.
- 69 I don't have any problems with my service.
- 70 You are very prompt.
- 71 We have power.
- 73 The price is about 1/2 the rate as in Idaho, the service is great, and they are very reliable.
- 74 It is reliable.
- 77 We have always had electricity, no problems.
- 80 The employees are very nice and helpful.
- 81 I haven't had any problems.
- 83 Good service.
- 84 Only wish we could be able to get cable.
- 86 They are on top of everything, money making is good.
- 87 I've had no problems.
- 88 Good service.
- 89 No problems.
- 90 No issues with them.
- 94 Price is good.
- 92 They are very courteous and considerate.
- 95 No reason.
- 96 No comment.
- 98 Good service.
- 97 I haven't had any problems with my service.
- 100 Low rates.
- 102 Their employees are very nice and considerate.
- 106 Great service.
- 101 People at the PUD are great. It's nice to be treated like a human being.
- 107 No.
- 108 They give good service.
- 109 Having lived in different parts of the country.
- 111 No.
- 113 They are always good.
- 112 Our electric service is very reliable.
- 115 We've never had any problems with service.
- 117 Great company.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 116 The power is always on.
- 118 They are very nice and I don't have any problems with my service.
- 120 I've had no outages.
- 119 I actually live in Seattle, but I do have a place in Washington that I only stay in the summer months. The utility is very responsive and they also have online where I can pay my bill.
- 121 No problems.
- 123 Never had any issues.
- 126 They are always on top of it. I have never had a poor experience.
- 128 They are always working long hours and very responsive.
- 129 Treated me well.
- 133 The service is reliable.
- 130 They do a good job.
- 134 Uninterrupted services.
- 132 They are very kind.
- 138 No.
- 137 The service is reliable.
- 139 We very seldom have an outage.
- 141 No problems.
- 140 They have real good service.
- 143 Price.
- 142 Our service is reliable.
- 145 No problems.
- 146 They are very helpful and cooperative.
- 148 Low rates.
- 149 Very reliable.
- 150 I've never had any problems or issues.
- 153 No problems.
- 155 No.
- 154 Service is always good. There are no power outages. The service has been great.
- 157 The electricity is reasonable and I've had no problems.
- 156 When the power goes out they get it on quickly.
- 159 Great service.
- 160 Every time I worked with them it was perfect. There were no problems.
- 163 No.
- 164 You fix what I ask you to fix.
- 166 My electric service is good.
- 167 Service is good, good customer service.
- 169 We get good service for a good price.
- 168 The service is very reliable.
- 170 It works.
- 172 The rates are low and they offer a weatherization program.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 171 The service is reliable.
- 173 I haven't had any problems.
- 174 I think the rates are fair. I lived here all my life and I have never had a problem.
- 175 They offer good service.
- 176 I never had any major problems.
- 177 Their prices are good.
- 179 I haven't had any complaints and I like the rates.
- 182 I've never had any problems.
- 184 You work really hard concerning outages.
- 183 Everything is fine.
- 185 We get good service.
- 186 It's simple to make payments.
- 188 You always work with me on my bill.
- 189 I get good service.
- 190 I always have power.
- 195 It is dependable.
- 196 They are responsive and accurate on everything they do.
- 197 I have never had a problem.
- 200 OK.
- 201 No problems.
- 203 Good service.
- 204 No problems.
- 205 Really good service with good rates.
- 207 Rates.
- 206 Good service and no outages.
- 210 Excellent.
- 213 No.
- 214 Good service, no outages.
- 216 No problems.
- 215 Our service is reliable.
- 221 Rates are cheap.
- 220 No problems.
- 222 There have not been any issues with our services that you provide.
- 224 Good service.
- 225 I've had no trouble.
- 219 No problems.
- 227 The rates.
- 226 I have never had a problem.
- 228 Haven't had any problems.
- 231 Good job.
- 230 The rates a very reasonable and I haven't had an issue.
- 233 No problems.
- 232 No reason.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 237 Good service.
- 236 You have the lowest rates.
- 235 No problems.
- 243 No.
- 239 They are good.
- 240 We've always had good service and very few blackouts.
- 241 No problems.
- 242 Good service.
- 244 They have handled our needs well.
- 248 No problems.
- 249 Always have good service.
- 251 I've had no issues.
- 246 We get good service.
- 252 OK.
- 250 I've never had any problems and also the rates are pretty fair.
- 253 No problems.
- 255 I get good service from the PUD.
- 256 They are doing a very good job of keeping are rates low.
- 259 No problems.
- 258 I'm satisfied.
- 263 No problems.
- 266 Good rates.
- 264 No problems and the rates are affordable.
- 265 Because I have been here for over fifty years.
- 267 You are there when I need you.
- 268 The price is good and the reliability is excellent.
- 269 My electric service is good.
- 274 No problems.
- 271 No problems and is a great utility, they rate very high in the nation.
- 273 We get good service.
- 279 No problems.
- 283 I have no problems with my service.
- 285 I have no problems with my electric service.
- 286 OK.
- 287 Never had any problems.
- 289 No problems.
- 290 Customer service.
- 291 Response time is excellent.
- 292 No.
- 293 Low rates and you're responsible for the parks.
- 295 Rates are extremely good.
- 297 They are quick to respond when there is an outage.
- 298 I know some of the employees and they are great.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 299 I've never had a problem.
- 302 It's really cheap.
- 301 I like the level billing option.
- 303 I don't have any problems.
- 305 They keep the power on.
- 306 They have low rates and good customer service.
- 307 I've never had an issue.
- 308 No problems.
- 310 I am new.
- 312 I haven't lost power, quick recovery when it does.
- 313 They do a good job.
- 315 I have no problems with my service.
- 317 We get good service.
- 319 The one time we had an issue they were right out there.
- 318 The service is good.
- 321 They're easy to work with great rates and very responsive.
- 323 Never had any problems.
- 325 No issues.
- 326 We love their rates.
- 327 Their rates are reasonable.
- 329 Never had any problems.
- 324 The service is OK but the public relations are not good.
- 328 Good rates.
- 330 You are very prompt and offer great service.
- 331 I have no problems with my service.
- 335 I'm satisfied.
- 336 Because everything I asked they do.
- 338 They are dependable and rates are good.
- 337 Never any problem, I do not have to think about their service. It is always efficient and running smoothly. I also rate it highly because of the hydroelectricity which makes it much cheaper than other electricity customers.
- 339 My service is good.
- 342 The rates are reasonable and good service.
- 341 I get good service.
- 346 I've had no problems.
- 348 They are very good at communicating.
- 347 I don't have any problems with my service.
- 352 No problems. Easy to make payment.
- 350 Faster internet and great electric service.
- 359 Good rates and good service. There is never any delay with fixing any electric problems.
- 361 Good customer service.
- 363 I have very little trouble.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 366 They have been easy to get along with.
- 364 No bad experience.
- 368 No problems.
- 367 We get good service at a reasonable price.
- 369 No problems.
- 372 Very dependable, good prices.
- 375 I think the price is reasonable.
- 374 I don't have any problems with my service.
- 376 Good service.
- 378 Haven't had any problems and the rates are great.
- 379 No problems.
- 381 The PUD is a great company because you are always struggling to find new ways to save us money and keep our rates lower. All of the problems I have had have been handled quickly.
- 383 No issues.
- 384 No problem.
- 387 Good service.
- 388 OK.
- 386 The service is good.
- 389 I haven't had any problems with my service.
- 391 Good service.
- 393 Because they are always trying to use renewable resources.
- 392 My electric service is reliable.
- 396 Because they deliver inexpensive rates.
- 394 I have had no complaints.
- 399 No.
- 400 I've never had any problems.
- 397 No problem.
- 398 I haven't had any problems with my service.
- 401 Very prompt and always striving to meet all of the needs of your customers.
- 403 No problems.
- 406 We bought our place and there were trees on the power lines. It took 3 weeks but when he showed up he was helpful to pickup our trees.
- 407 Good service.
- 408 No problems.
- 410 I don't have any problems with my service.
- 412 No problems.
- 414 The rates are fantastic. When we have questions the customer service is very friendly. We haven't had a power outage yet so they offer good steady power.
- 415 I haven't had any problems.
- 416 I believe they have a great rate.
- 417 We get good service.
- 418 We get good service.

Q2. Can you please tell me why you rated the Utility 5? (Overall, how satisfied are you with Chelan County PUD?) (Continued)

- 420 No problems.
- 421 No real reason.
- 424 Good emergency response.
- 425 During the major ice storm last year your efforts were amazing and greatly appreciated.
- 426 Good service.
- 427 No problems.

Q29. Are there any Other programs you are aware of?

Nothing, No, No Comment removed

- 7 Plan for contributions
- 15 Helping Hands.
- 23 Programs for the children.
- 39 Level billing plan.
- 44 Solar panel rebates.
- 52 Well they didn't ask any questions regarding the Rocky Dam public facility on the visitor areas.
- 63 At one time there was a program where they had a special thermostat to turn the heat and air conditioner. I don't know if they still do that.
- 76 I get a discount on my bill because I am on disability.
- 102 They also offer assistance with your bills if you qualify.
- 135 Energy audits.
- 148 Information on solar energy.
- 166 They offer assistance with your bill if you qualify.
- 167 Level billing.
- 182 Insulation program for those on low income.
- 181 Wind generation.
- 186 Helping Hands program. Senior discount.
- 193 I know they offer to buy into the wind power. SNAP purchase where you pre buy power.
- 206 Home energy audits.
- 216 Help from SNAP. Donate to solar energy.
- 218 Community Action Council.
- 244 Heat pump rebates. Regular electric water heater rebates.
- 260 I think there was a way to help people who cannot pay their bill. I do not know if it is still offered.
- 268 Free light bulbs.
- 273 They also do home energy audits.
- 284 Kelly Narozny. 509-293-1078. I was wondering if you offer a program for screen doors. I would like information on all rebates offered by the utility company. I have made several improvements. [A]
- 301 Level billing.

Q29. Are there any Other programs you are aware of? (Continued)

Nothing, No, No Comment removed

- 305 They used to offer something called Helping Hands that helped people with their utility bills. When I called to get information about that service I was very disappointed that my daughter did not qualify.
- 306 SNAP. It is an account that they use to help those who are unable to pay their bill. They take a little out of your account and put in the SNAP account for that.
- 308 Helping Hands program.
- 321 Fiber program.
- 330 Level billing.
- 333 They have meetings to see if customers qualify for certain programs.
- 385 They have programs to help customers who have problems paying their bills.
- 423 Attic insulation rebates or programs.
- 426 Level billing.

Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? Other:

- 8 I probably would need a new home; I live in an older 63 mobile home.
- 10 I'm good
- 17 I have made many improvements already.
- 18 A new home.
- 26 A newer home.
- 28 We have a new home.
- 42 Nothing, new home.
- 44 New French doors.
- 49 We have a brand new home.
- 52 I would start over; it is an older home, 1930s.
- 57 I have done all the above.
- 59 Duct work.
- 63 I can't think of anything. We do try to keep up on energy efficient improvements.
- 68 Doors.
- 77 We are already energy efficient.
- 79 Windows and doors.
- 81 I am pretty energy efficient.
- 91 An energy efficient air conditioning unit.
- 121 There is nothing I would do.
- 129 A newer home.
- 135 I rent my place and it is energy efficient.
- 137 I rent so I can't make any significant improvements.
- 156 My home is very energy efficient.
- 160 I have a brand new home.
- 168 We don't need any of those improvements.
- 171 My home is already energy efficient so I wouldn't make any changes.
- 177 My home is already energy efficient so I wouldn't make any improvements.

Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? Other: (Continued)

- 196 My home is already energy efficient.
- 206 I live in an apartment in a senior living complex and our apartments are very energy efficient.
- 214 We have been in our home for fifty years and we have already done most of those improvements.
- 220 We are in the process of remodeling our old country home and are doing everything possible to make our home more energy efficient. We have been taking advantage of all the rebates the PUD offers.
- 234 I would not be beholding to any government energy company, especially Chelan PUD.
- 241 Could not afford anything.
- 246 I would put in a new door.
- 247 New roof.
- 263 My home is only 10 years old.
- 272 I feel my place is already energy efficient; I have made most of the improvements mentioned.
- 275 Lower the power bill.
- 273 Our house is already energy efficient so we wouldn't make any changes.
- 278 Weather proofing.
- 291 Energy efficient light bulbs.
- 296 I would like to receive a home energy audit.
- 302 Needs no improvement.
- 301 I rent so I'm not very involved in improvements.
- 318 My home is energy efficient so I don't need to make any improvements.
- 323 I pretty much have everything energy efficient that I know.
- 324 Insulate and re-skirt my mobile home.
- 332 I have a new home.
- 337 I have a home that is currently energy efficient. It is only three years old.
- 349 I live in a rental.
- 364 It is a new home.
- 365 I have a new home.
- 374 I would not make any improvements because I have put in new windows and more insulation and other improvements and have not seen any changes with my bill.
- 379 Already have done.
- 377 I am already energy efficient; I do not need any other improvements.
- 400 I would like to change everything.

Q31. Which of the following methods do you prefer for receiving information about the PUD? Other:

- 46 Radio.
- 415 Direct mail in Spanish.

Q33. Do you have any further comments about or suggestions for improving your electric service from the PUD?

Nothing, No, No Comment removed

- 3 We have to pay tax on fiber optics and they will not agree to put in Douglas County.
- 9 I am looking for an energy efficient shatterproof LED lighting system for my business.
- 27 Interested in learning about any programs you might have for the visually impaired.
- 28 Get the information about their rebates out to the customers.
- 30 I would like them to take notice of the people that are on a fixed-income.
- 34 Give me a break.
- 42 Need more customer engineers.
- 54 Please don't raise the rates.
- 52 I don't have any issue.
- 62 I appreciate them having the ease and protection of the power being put back in my name after a renter moves out of my rentals.
- 73 I am very pleased with the PUD and more information on the rebates would be wonderful.
- 81 Not enough time for the due date.
- 93 Lower the rates.
- 100 Show the two years usage instead of just the past year.
- 103 In management they shouldn't need retired manager when new manager could do the job. I feel like that's a waste of money.
- 101 Go paperless. Improve the website, be more straight forward.
- 118 We should monitor our electric usage.
- 123 To have the local information sent out to people that have summer and winter homes in the area.
- 126 Maybe one clear spot where we could find all the programs that are available from the utility.
- 130 The neighbors have a tree that needs to be trimmed because the power lines go right through the branches. I'm concerned that if we get a big wind storm those limbs are going to come down and cause a problem.
- 136 Minimize power outages.
- 165 Keep maintenance crews in Levensworth so there would be quicker response to the area should something happen.
- 178 Provide more information on how I can reduce my electric bill.
- 183 Maria Becerril. (Maria Paz Bererril Estrada). 1-509-421-1512. Information on all of the rebates that were mentioned in this survey. Could someone please contact us? [A]
- 196 They are doing an excellent job,
- 211 We do not have to hire a new commissioner and keep on the past commissioner to give pointers on the job to the new commissioner.
- 209 Better billing system.
- 234 Just to remember that the people own this PUD.
- 241 My life line is off the battery and if power fails I'll be in trouble.

Q33. Do you have any further comments about or suggestions for improving your electric service from the PUD? (Continued)

Nothing, No, No Comment removed

- 242 I think the PUD is wasting money on things that are not important, like this survey. I have heard they are going to raise the sewer and water rates and I totally disagree with that. Many residents are older and can't afford it.
- 244 I would like a little more information about solar.
- 246 I think that the PUD should put in a light pole behind my apartment complex because it is too dark there. I have told them about that but they haven't gotten back to me.
- 254 Have outage check everywhere when there is an outage. Our power was out two months.
- 257 I need to go and ask the PUD why my bills are so high.
- 268 I like the service; it is much cheaper than my home in Seattle.
- 271 We only need one manager.
- 273 Monitoring ones electric and water usage would help.
- 278 I'd like to know more about the outages that occur when I am not there.
- 281 You could always help with extra people at the Park services.
- 284 You need to make residents aware of the programs. 80 percent of people do not know about it.
- 298 I object to the fixed price sales to other utility companies, especially out of state companies.
- 304 Improve cost.
- 305 Offer some kind of programs for disadvantaged individuals, especially if they have children, maybe extensions or discounts, especially if they have kept their accounts current in the past.
- 316 They need to be more courteous with their Spanish speakers.
- 317 I am very concerned about the water level in Chelan County for boat usage.
- 329 Lowering the rates.
- 333 Monitoring my electric usage helps.
- 340 Reduce the rates. Reduce the work force, I see three to five people standing around for every one person working. Switch the set retirement pay to a 401K so employees have to work till age sixty two or older.
- 350 Please put a link or a postcard suggesting that we look up the energy efficient programs on our monthly bill. I think it would be most beneficial if some information was included in our bill because I do not normally receive the newsletters, etcetera.
- 356 Better management.
- 360 Re-establishing the rates at Lake Wenatchee. Full disclosure regarding revising the current water utility rates.
- 365 I need better working relationship with employees.
- 377 Tell the PUD employees to get off their high horse and do not think they are better than us because they have a secure job. I couldn't pay my bill because of illness and they would not work with me.
- 385 It would help if they went back to sending the bills every two months like they used to.



409 Reduce the water rates.

Q33. Do you have any further comments about or suggestions for improving your electric service from the PUD? (Continued)

Nothing, No, No Comment removed

410 I wish that the PUD would consider installing fiber optic services in our area.

414 The only suggestion is to keep the programs that they offer in front of the patrons more often. If they don't know they can't take advantage of them.

419 They should make the bill easier to understand.

424 Improve the website; it is not very user friendly. It is confusing.

423 Monthly newsletter that includes all of the rebate information that you offer.

425 Keep up your efforts on keeping our rates low.

426 No, I am very satisfied with my service.

APPENDIX B

APPENDIX B DESCRIPTION

The following pages contain the survey questionnaire instrument used in the administration of the 2014 The Chelan P.U.D. customer satisfaction survey.

(Labels in parentheses are for SDS data collection systems, and are included for reference by SDS analysts; they do not impact the administration of the survey.)

Hello, my name is _____ with SDS Research calling on behalf of Chelan County PUD. The utility has asked that we contact some of their customers to have them participate in a short survey regarding the electric service it provides. This is not a sales call. May I please speak with the person who pays the electric bill? [Once on phone, reintroduce then:] The survey only takes about 7 minutes to complete. Would you be willing to help me with the survey? [Continue if given permission]

(age) First, for clarification purposes only, can you please tell me which of the following includes your age? Your response will be kept totally confidential.

25 or under 26 – 45 46 – 65 Over 65 [cap at 32%] Refused (No Prompt)

I would like to now ask you a couple of questions regarding your level of satisfaction with Chelan County PUD. Please use a scale of 1-5, where 1 is “Very Unsatisfied” and 5 is “Very Satisfied.”

(b_ovsat) Q1. Overall, how satisfied are you with Chelan County PUD? Please use a scale of 1 to 5, where 1 is “Very Unsatisfied” and 5 is “Very Satisfied”. Rate 1 to 5 or No Opinion

[Stratified into 3 groups: 1 – 3, 4 and 5]

(ovsat3) Q2. Can you please tell me why you rated the Utility 1 - 3?

(ovsat4) Q2. Can you please tell me why you rated the Utility 4?

(ovsat5) Q2. Can you please tell me why you rated the Utility 5?

(valstrt) Q3. In terms of value, how satisfied are you with the rates you pay for electric service compared to what you pay for other utility services you receive such as cable, gas or water?
Rate 1 to 5 or No Opinion

(ovreli) Q4. How satisfied are you with the overall reliability of electric service from Chelan County PUD? Rate 1 to 5 or No Opinion

(exoutg) Q5. Have you experienced any outages in the last 12 months?
Yes No

(elrstm) Q6. [If Yes] Was electric service restored in a reasonable amount of time?
Yes No

The next few questions deal with the customer service provided by Chelan County PUD. Please use a rating scale of 1-5 where 1 is “Falls short of your expectations” and 5 is “Exceeds your expectations.”

(b_cserv) Q7. How do you rate the overall customer service provided by the utility? Rate 1 to 5 or No Opinion

Please rate the PUD’s customer service representatives in the following areas, using a scale of 1-5, where 1 is “Very Unsatisfied” and 5 is “Very Satisfied.”

Rate 1 to 5 or No Opinion

(cscty) Q8. Courtesy:
(csresp) Q9. Responsiveness:
(csprof) Q10. Professionalism:
(cssvpb) Q11. Solving problems:
(cseff) Q12. Efficiency:

(b_employ) Q13. Considering all of your experiences with utility employees, how do you rate the employees overall? Rate 1 to 5 or No Opinion

(qulcomm) Q14. Please rate your level of satisfaction with the overall quality of communication you receive from the PUD?

Rate 1 to 5 or No Opinion

Please rate the utility on communicating with customers on the following topics:

Rate 1 to 5 or No Opinion

(cmout) Q15. Outages:
(cmrtch) Q16. Rate changes:
(cmfinc) Q17. PUD finances:
(cmstpl) Q18. Strategic planning for the next five to 10 years:
(cmowma) Q19. Offering ways to manage your account:
(cmsmb) Q20. Providing ways to save money on electric bills and become more energy efficient:

(cont.)

Chelan County PUD has several energy efficiency programs. Which of these programs, if any, are you aware of? Yes No

- (eeaprb) Q21. Energy-efficient appliance rebates;**
- (eeltdsc) Q22. Lighting discounts:**
- (eeinrb) Q23. Insulation rebates:**
- (eewnrb) Q24. Window rebates:**
- (eemhds) Q25. Manufactured home duct sealing (free):**
- (eefrrc) Q26. Refrigerator recycling:**
- (eehpwh) Q27. Heat pump water heater rebates:**
- (eedhpr) Q28. Ductless heat pump rebates:**

(eooter) Q29. Are there any Other programs you are aware of? Please list:

(imprvmt) Q30. If you could make one significant improvement to the energy efficiency of your home, what would it be? (No Prompt - only one response is allowed.)

- | | |
|----------------------|--------------------|
| INCREASED INSULATION | MONITOR THERMOSTAT |
| NEW WINDOWS | BETTER APPLIANCES |
| UPGRADED HEATING | WEATHER STRIPPING |
| SOLAR PANELS | LIGHTING |

(impoter) OTHER:

(infmeth) Q31. Which of the following methods do you prefer for receiving information about the PUD?

- | | | |
|--------------|-------------|--------------|
| BILL STUFFER | NEWSLETTER | EMAIL |
| WEBSITE | DIRECT MAIL | TEXT MESSAGE |

(inmoter) OTHER:

(blleasy) Q32. How do you rate the monthly electric bill you receive in terms of being easy to understand? Rate 1 to 5 or No Opinion

(comsug) Q33. Do you have any further comments about or suggestions for improving your electric service from the PUD?

(cont.)

These last questions are for clarification purposes only. Again, your responses will be kept totally confidential.

(ownrent) Q34. Do you own or rent your home? Own Rent

(eductn) Q35. Which of the following represents your Education level?

High School Some College College Degree
Post-Graduate Degree Refuse (no prompt)

(Ingcust) Q36. How long have you been a Chelan PUD customer? [No Prompt]

Under 1 year 1 – 5 years 6 – 10 years
Over 10 years Refuse/Don't Know (no prompt)

That completes the survey; thank you for your time.