

We would like to thank each of you who took the time to complete our survey and return it.
Following are the results of the information you each provided to the Utility.

2009 Ferry County P.U.D. Customer Survey

2554 July Bills Mailed

Number of Surveys returned 671 26.27% Response percent of total mailed

Question #

2 Target Audience - My age falls in the following category:

| | | | | | | | | | | |
|---------------------|----------|------------|----------|-------|--------|-------|----------|-----|----------|-------------|
| | 16 | 30 & Under | 118 | 31-50 | 277 | 51-65 | 242 | 66+ | 18 | No response |
| % of total response | 0.023845 | | 0.175857 | | 0.4128 | | 0.360656 | | 0.026826 | |

FCPUD OPERATIONS & MAINTENANCE

(An outage is defined as power being off 5 minutes or more)

3 Outage Frequency: Do you feel that the frequency of outages over the past 12 months have occurred:

| | | | | | |
|-----|-----------------|----|-----------------|-----|-------------------|
| 252 | Less frequently | 75 | More frequently | 306 | Same as last year |
| 38 | No response | | | | |

4 Outage Duration: Do you feel that the duration of FCPUD outages:

| | | | |
|-----|---------------------------------|----|--------------------|
| 520 | Are reasonable | 36 | Are far to lengthy |
| 42 | Are less than expected | 16 | No response |
| 57 | Should be resolved more quickly | 1 | Not sure |

5 Outage Response Time: When your power goes out or you have other electrical problems, what is your level of satisfaction with FCPUD's response time?

| | | | | | | |
|-----|--------------------|--|-----|-------------|-----|----|
| 265 | Very satisfied | To help control costs, would you be willing to wait until our next regularly scheduled shift for outage repairs? | | | | |
| 308 | Satisfied | | | | | |
| 62 | Somewhat satisfied | | | | | |
| 7 | Dissatisfied | Winter | 69 | Yes | 387 | No |
| | | Weekends | 142 | Yes | 303 | No |
| | | Summer | 222 | Yes | 245 | No |
| | | Week days | 172 | Yes | 262 | No |
| 29 | No response | | 172 | No response | | |

6 Electric Service: Overall, how satisfied are you with the reliability of your electrical service?

| | | | |
|-----|--------------------|---|-------------------|
| 311 | Very satisfied | 5 | Dissatisfied |
| 306 | Satisfied | 3 | Very dissatisfied |
| 41 | Somewhat satisfied | | |
| 5 | No response | | |

CUSTOMER SERVICE

7 P.U.D. Bill: What is your normal method of paying for FCPUD bill?

| | | | |
|-----|-----------------------------------|-----|----------------------|
| 318 | By mail | 22 | Automatic bank draft |
| 8 | By telephone (credit card) | 250 | In person |
| 16 | Automated credit card payment | 2 | Don't know |
| 49 | By mail or in person - depends on | 2 | No response |
| 4 | By mail or telephone credit card | | |

8 Rates: Considering the rural service territory, FCPUD rates are?

| | | | |
|-----|---------------------|----|-----------------------|
| 74 | Very reasonable | 64 | Somewhat unreasonable |
| 259 | Reasonable | 27 | Very unreasonable |
| 160 | Somewhat reasonable | 38 | Don't know |
| 49 | No response | | |

- 9 Rate changes:** Regarding rates, is it more important to:
- | | |
|-----|---|
| 174 | Change rates more often to keep them as low as possible? |
| 382 | Maintain rate stability with infrequent rate changes? |
| 22 | Have less frequent rate increases, understanding that when they occur they would be larger? |
| 93 | No response |
- 10 Customer Service:** What is your level of satisfaction with customer service at FCPUD?
- | | | | |
|-----|--------------------|----|-----------------------|
| 301 | Very satisfied | 17 | Somewhat dissatisfied |
| 269 | Satisfied | 6 | Very dissatisfied |
| 32 | Somewhat satisfied | | |
| 46 | No response | | |
- 11 Help Your Neighbor Program:** Would you be willing to voluntarily contribute to a special fund to help customers who are unable to pay their bill?
- | | | | | | | |
|-----|-------------------------------------|--------|----|--------|----|-------|
| 165 | Yes | 405 | No | | | |
| | If yes, would you be willing to don | | | | | |
| | 94 | \$1/mo | 39 | \$5/mo | 14 | Other |
| 101 | No response | | | | | |

PUBLIC RELATIONS

- 12 Communication Methods:** Please rank the following methods of communication in the order that you prefer FCPUD to communicate with you.
- | | | | |
|-----|---------------------|-----|---------------------------------------|
| 310 | Republic News-Miner | 194 | Community meetings |
| 292 | Omak Chronicle | 96 | Radio, What Station Omak, local, KPBX |
| 542 | Bill stuffer | 187 | FCPUD's website |
| 50 | No response | | |
- 13 Communication Information:** What is your level of satisfaction with how FCPUD keeps you informed about its operations and plans?
- | | | | |
|-----|--------------------|----|-----------------------|
| 137 | Very satisfied | 32 | Somewhat dissatisfied |
| 338 | Satisfied | 18 | Very dissatisfied |
| 101 | Somewhat satisfied | 45 | No response |

ENERGY SERVICES

- 14 Green Power** - Green power is power from renewable resources, such as wind, solar, biomass (Landfill gas), and fuel cells. Would you be willing to pay extra for green power?
- | | | | |
|-----|--|-----|---------|
| 201 | Yes | 344 | No |
| | If yes, how much more would you be willing to pay? | | |
| 120 | .01/kWh | 42 | .05/kWh |
| 126 | No response | | |
- 15 Financial Incentives:** FCPUD offers rebates for the installation of home weatherization measures and/or purchase of energy-efficient appliances
- | | | | | |
|--|--------------------|-----|-----------------------|----|
| - Have you heard about our rebate program? | 305 | Yes | 294 | No |
| - Should we continue the rebate program? | 490 | Yes | 38 | No |
| - Have you taken advantage of our rebate program? | 123 | Yes | 449 | No |
| - If yes, how satisfied are you with the service you received concern. | | | | |
| 81 | Very satisfied | 4 | Somewhat dissatisfied | |
| 35 | Somewhat satisfied | 1 | Very dissatisfied | |
| 48 | No response | | | |
- 16 Products or Services:** Please check any of the following products or services that you would like FCPUD to offer as a conservation program to its customers.

16
Continued

| | | | |
|-----|--------------------------------------|-----|----------------------------------|
| 291 | Energy Star® windows | 218 | Energy-efficient heat pumps |
| 183 | Energy-efficient dishwashers | 230 | Energy-efficient clothes washers |
| 241 | Energy-efficient refrigerators | 220 | Energy-efficient freezers |
| 264 | Compact fluorescent lights | 178 | Commercial weatherization |
| 120 | Commercial HVAC improvements | 137 | Commercial lighting retrofits |
| 191 | Shower heads/aerators | 163 | Duct seal and testing |
| | Other: | | |
| 3 | Wind power | | |
| 1 | On-demand hot water heaters | | |
| 1 | Geo-thermal | | |
| 1 | Alternative power generation | | |
| 5 | Solar panels | | |
| 5 | Hot water heater | | |
| 1 | Energy audit | | |
| 1 | Solar hot water | | |
| 6 | Clothes dryers | | |
| 2 | Solar, wind & water conversions | | |
| 1 | Hot water heater blanket | | |
| 1 | Micro hydro grid intertie | | |
| 1 | Doors | | |
| 1 | Back-up generators & propane | | |
| 1 | Photovoltaic & solar thermal systems | | |
| 1 | Home insulation | | |
| 1 | Energy-efficient LED lights | | |
| 229 | No response | | |

17 Percentage of Compact Fluorescent Lamps (CFL's) installed in your home, approximately?

| | | | | | |
|-----|------|-----|------|-----|-------------|
| 68 | 100% | 168 | 75% | 116 | 50% |
| 147 | 25% | 90 | None | 67 | No response |
| 5 | 10% | 10 | 90% | | |

18 Would you support FCPUD in an attempt to obtain authorization to provide retail high speed Broadband Internet service?

| | | | | | |
|-----|-----|-----|----|-----|-------------|
| 378 | Yes | 157 | No | 131 | No response |
|-----|-----|-----|----|-----|-------------|

19 32 Add my name to the Medical Emergency List

20 Is the information on your billing readable and understandable?

| | | | | | |
|-----|-----|----|----|-----|-------------|
| 532 | Yes | 10 | No | 129 | No response |
|-----|-----|----|----|-----|-------------|