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February 25, 2014

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: 2014 Electricity Distribution Rate Application
Board File No.: EB-2013-0174**

Please find enclosed two paper copies and one electronic version (in searchable/unrestricted PDF format) of Veridian's responses to undertaking numbers JT1.1 through JT1.12, as recorded during the Technical Conference held on February 21st 2014.

Also enclosed are two paper copies of Veridian's response to undertaking JTX1.1, which is being filed in accordance with the Ontario Energy Board's Practice Direction on Confidential Filings. An electronic copy of this response will also be filed with those Intervenor who have signed Declarations and Undertakings.

Yours truly,

Original signed by

George Armstrong
Vice President, Corporate Services

cc Richard Battista
Andrew Taylor
Intervenor of Record for EB-2013-0174

The power to make your community better.

Veridian Connections is a wholly owned subsidiary of Veridian Corporation



Veridian Connections Inc.

EB-2013-0174

Responses to Technical Conference Undertakings JT1.1 – JT1.12

JT1.1

TO PROVIDE A COPY OF THE OPA'S THIRD-QUARTER 2013 PRELIMINARY RESULTS

Response:

A copy of the OPA's third-quarter 2013 preliminary results has been attached to this response.



Ontario Power Authority Conservation & Demand Management Status Report Q3 2013 Preliminary Results Update Veridian Connections Inc.

Unverified OPA-Contracted Province-Wide CDM Program Progress at a Glance

Unverified Progress to Targets	Incremental Q3-2013	Program-to-Date Progress Towards OEB Target				Rank (of 76)
		Scenario 1		Scenario 2		
		Savings	%	Savings	%	Scenario 2
Net Peak Demand Savings (MW)	4.4	4.8	16%	9.0	31%	32
Net Energy Savings (GWh)	1.0	68.7	59%	68.7	59%	53

Program-to-Date towards Target: Combination of verified (2011-12) and unverified (2013) results. To align with savings counted towards OEB targets, peak demand is represented by annual savings in 2014 and energy is represented by the cumulative savings from 2011-2014.

Scenario 1: Assumes that demand response resources have a persistence of 1 year. Official reporting policy for demand response resources.

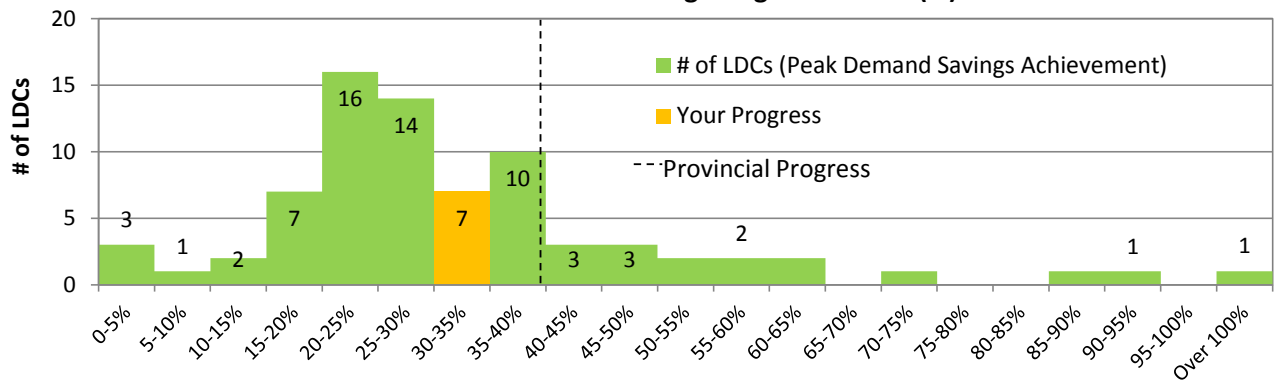
Scenario 2: Assumes that demand response resources remain in your territory until 2014. Used to better assess progress towards demand targets.

Rank: Sorts each LDC by % of peak demand or energy target achieved as of the current reporting period using Scenario 2.

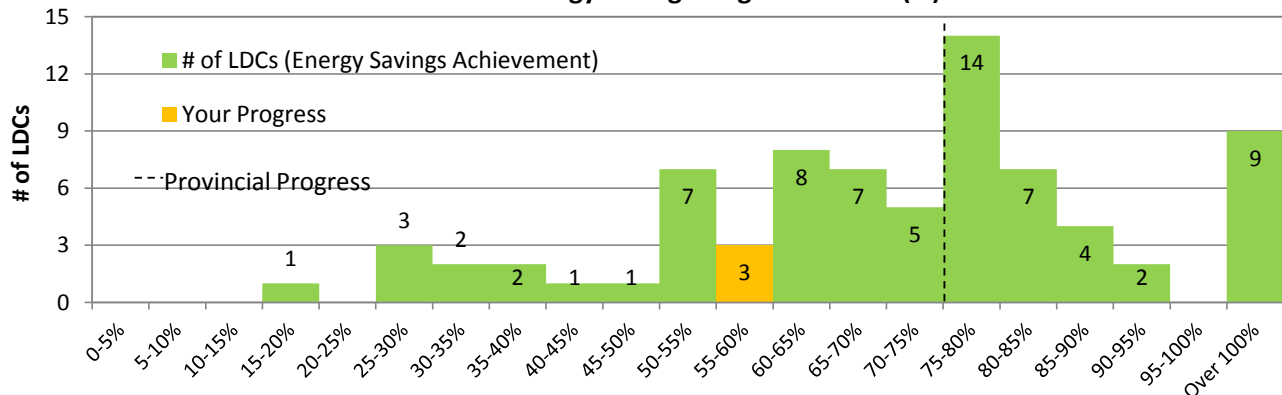
Comparison: Your Achievement vs. LDC Community Achievement

The following graphs assume that demand response resources remain in your territory until 2014 (aligns with Scenario 2)

2014 Annual Peak Demand Savings Target Achieved (%)



2011-2014 Cumulative Energy Savings Target Achieved (%)



Questions? Please check the "About this Report" Section on page 2, Table 5 on page 9 and "Reporting Methodology" on page 10.
More Questions? Please contact LDC.Support@powerauthority.on.ca

Message from the Vice President

I am pleased to present our Q3 2013 LDC report. We continue to achieve great success across all sectors. Provincially we have achieved 75% of the cumulative 6,000 GWh energy target and progress towards the 1,330 MW demand target increased from last quarter to 40%.

A few highlights of our current activities during this reporting period:

- In collaboration with the EDA Policy group and CDM Caucus, the final wave of change management to enable the 2015 extension is underway. Including changes to the Master Services Agreement, initiative contracts, participant agreements and vendor contracts. The changes include:
 - Enabling LDCs to request PAB increases, decreases and reallocations at their discretion
 - Clarification of PAB cost-effectiveness incentive
 - Extending all relevant terms to December 31, 2015
- Targeted workshops aimed at HVAC contractors focused on bringing attention to enhanced incentives and improved processes for replacing rooftop HVAC units (RTUs) within Retrofit has lead to an increase in RTU
- Business program continues to perform well and exceed expectations

Stay tuned for more information on these and more customer focused enhancements. We look forward to continuing to work together on evolving our conservation programs, and engaging channel partners across all sectors to further drive participation.

We encourage you to continue to contact us and tell us your ideas and success stories so we can share our experiences across the province.

Please contact the OPA Conservation Business Development team at ldc.support@powerauthority.on.ca with any questions regarding this report.

Congratulations on another successful quarter!

Sincerely,

Andrew Pride

About this Report

This report contains:

- Peak demand and energy savings for OPA-Contracted Province-Wide programs (does not include Ontario Energy Board (OEB) approved CDM programs or other LDC conservation efforts)
- Progress as of the end of Q3 2013 using unverified quarterly results for 2013 and final verified results for 2011-12
- Program activity data (i.e. projects completed, appliances picked up) completed on or before Sept 30, 2013 and received and entered into the OPA processing systems as per the dates specified in Table 5
- Updates to the previous quarter's participation as a result of further data received
- Information to assist the LDC in reconciling internal data sources with the data contained in this report. Table 5 contains:
 - 1 The date in which savings are considered to 'start';
 - 2 At what point the data becomes available to the OPA;
 - 3 The expected probability and magnitude of updates to the data as more information becomes available.
- iCON CRM Post Stage Retrofit Report data queried on October 17, 2013
 - Retrofit projects completed after December 31, 2011 will be tracked as part of the Business program only
- Preliminary results for peaksaverPLUS® representing customers that have signed a Participant Agreement and information has been successfully uploaded into the RDR settlement system
- peaksaver PLUS® reporting is split into two line items: Switch/Thermostat and IHD

2011-2014 Summary: Net Peak Demand Savings Achieved (MW)

This section provides a portfolio level view of net peak demand savings procured to date through Tier 1 programs.

Table 1 presents:

- Net peak demand savings results from 2011 to Q3 2013 listed by implementation period, status (i.e. final or reported) and summarized by resource type (i.e. energy efficiency or demand response)
- Net annual peak demand savings that are expected to persist through to 2014 from program activity completed as of Q3 2013 using both Scenarios 1 and 2
- A comparison between reported, unverified results and final, verified results
- Energy efficiency resources reported with persistence according to the effective useful life of the technology

Figure 1 presents:

- Net peak demand savings results from 2011 to date using Scenario 1 for demand response resources (persistence of 1 year)

Please note: Demand response resources are only presented in the final quarter of each year and the current reporting quarter (i.e. Q4 2011, Q4 2012, and Q3 2013). Figures below and tables 3B and 4B present demand response in each quarter to display any changes that may have occurred quarter over quarter.

Table 1: Net Peak Demand Savings at the End-User Level (MW)

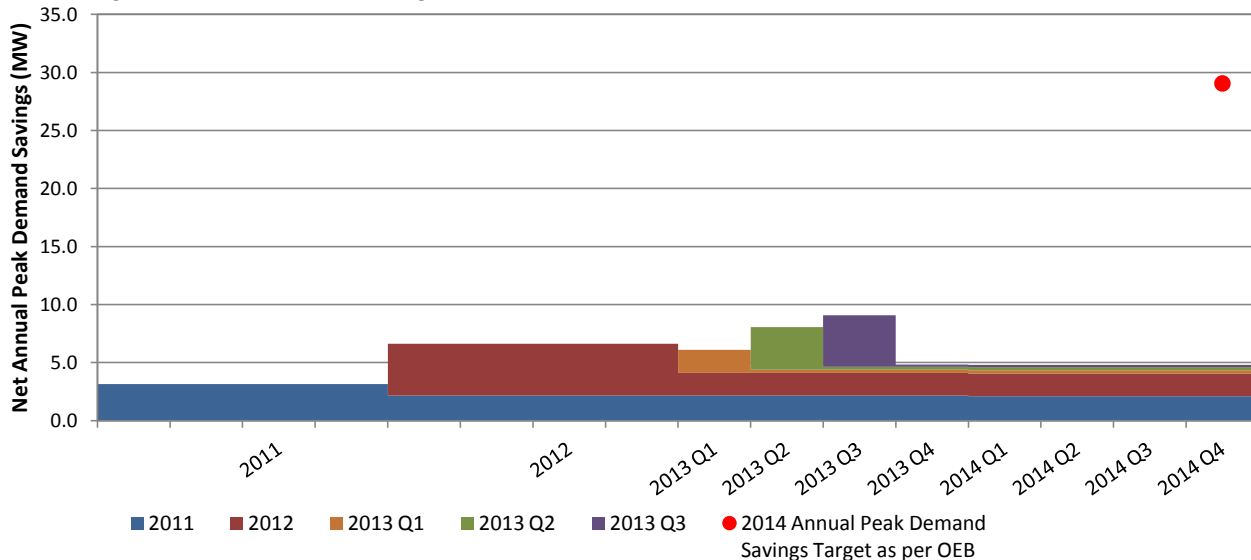
#	Implementation Period	Annual (MW)				
		Scenario 1				Scenario 2
		2011	2012	2013	2014	2014
1	2011 - Final*	3.14	2.15	2.15	2.11	2.11
2	2012 - Final*		4.46	1.96	1.95	1.95
3	2013 - Reported - Quarter 1			0.27	0.27	0.27
4	2013 - Reported - Quarter 2			0.27	0.27	0.27
5	2013 - Reported - Quarter 3			4.42	0.18	4.42
6	2014					
Energy Efficiency		2.15	4.00	4.83	4.79	4.79
Demand Response		0.99	2.51	4.23	0.00	4.23
Net Annual Peak Demand Savings		3.14	6.62	9.06	4.79	9.02
Unverified Net Annual Peak Demand Savings in 2014:					4.8	9.0
2014 Annual Peak Demand Savings Target as per OEB:					29.1	29.1
Unverified 2014 Peak Demand Savings Target Achieved (%):					16%	31%
Incremental Reported (Unverified)		1.88	2.63	4.96		
Incremental Final (Verified)		3.14	4.46	n/a		

* Drop from 2011 to 2012 due to demand response persistence assumption (scenario 1)

Reported DR3 (Ex Ante) (MW)**	1.28
Contracted DR3 (MW)**	1.49

** Consistent with monthly DR3 reports at the end of each quarter

Figure 1: Net Peak Demand Savings (MW)



2011-2014 Summary: Net Energy Savings Achieved (GWh)

This section provides a portfolio level view of net energy savings procured to date through Tier 1 programs.

Table 2 presents net annual energy savings results from 2011 to date listed by implementation period, status (i.e. final or reported) and summarized by resource type. This table aligns with Scenario 1 and presents 2011-2014 net cumulative energy savings expected in 2014 from program activity completed to date. At the bottom of the table a comparison is made between reported results (unverified) and final results (verified) for 2011, 2012, and 2013 year-to-date.

Table 2: Net Energy Savings at the End-User Level (GWh)

#	Implementation Period	Annual (GWh)				Cumulative (GWh)
		2011	2012	2013	2014	2011-2014
1	2011 - Final*	9.34	9.31	9.30	9.21	37.16
2	2012 - Final*	-0.78	8.46	8.43	8.41	24.51
3	2013 - Reported - Quarter 1			1.29	1.29	2.58
4	2013 - Reported - Quarter 2			1.19	1.19	2.38
5	2013 - Reported - Quarter 3			1.04	1.00	2.04
6	2014					
Energy Efficiency		9.31	16.96	21.20	21.09	68.57
Demand Response		0.02	0.03	0.04	0.00	0.10
Net Energy Savings		8.55	17.77	21.24	21.09	68.66
Unverified Net Cumulative Energy Savings 2011-2014:						68.7
2011-2014 Cumulative Energy Savings Target as per OEB:						115.7
Unverified 2011-2014 Cumulative Energy Target Achieved (%):						59%
Incremental Reported (Unverified)		5.98	10.31	3.52		
Incremental Final (Verified)		9.34	8.46	n/a		

Figure 2: Net Cumulative Energy Savings (GWh)

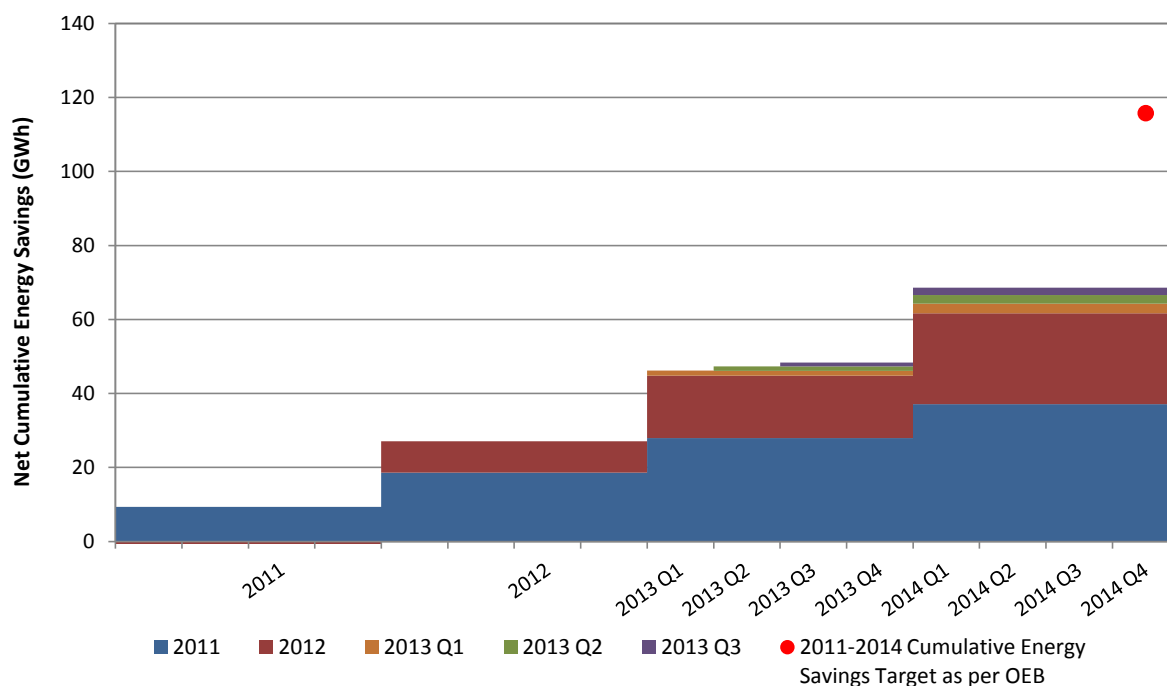


Table 3A: Veridian Connections Inc. Initiative and Program Level Savings by Year (Scenario 1)

#	Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Unverified Progress to Target (excludes DR)	
			2011 Adj.*	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings
															2014	2014
Consumer Program																
1	Appliance Retirement	Appliances	918	455	207		53	27	12		373,331	177,850	80,316		90	2,185,584
2	Appliance Exchange	Appliances	64	81	4		7	12	0		8,088	20,973	682		15	93,065
3	HVAC Incentives	Equipment	2,258	2,422	1,169		809	542	257		1,507,825	934,124	437,917		1,608	9,709,504
4	Conservation Instant Coupon Booklet	Coupons	12,168	727	743		28	5	5		447,750	32,893	30,374		38	1,950,428
5	Bi-Annual Retailer Event	Coupons	22,399	24,958	5,013		40	35	11		691,341	630,039	161,844		85	4,979,169
6	Retailer Co-op	Items	-	-	-		-	-	-		-	-	-		-	-
7	Residential Demand Response (switch/pstat)*	Devices	1,010	3,196	5,204		566	1,631	2,914		1,465	14,113	11,189		-	26,766
8	Residential Demand Response (IHD)	Devices	-	1,654	2,805		-		-		-		-		-	-
9	Residential New Construction	Homes	-	-	-		-	-	-		-	-	-		-	-
Consumer Program Total							1,501	2,252	3,200		3,029,800	1,809,992	722,321		1,837	18,944,516
Business Program																
10	Retrofit	Projects	39	109	74		457	1,213	355		2,463,618	6,472,559	2,233,691		2,024	33,738,773
11	Direct Install Lighting	Projects	80	240	57		85	159	50		212,590	606,683	246,745		252	3,027,366
12	Building Commissioning	Buildings	-	-	-		-	-	-		-	-	-		-	-
13	New Construction	Buildings	-	-	1		-	-	20		-	-	58,813		20	117,625
14	Energy Audit	Audits	4	13	-		-	67	-		-	327,291	-		67	981,874
15	Small Commercial Demand Response (switch/pstat)*	Devices	-	81	67		-	52	38		-	295	144		-	439
16	Small Commercial Demand Response (IHD)	Devices	-	-	-		-	-	-		-	-	-		-	-
17	Demand Response 3*	Facilities	2	2	2		108	109	109		4,235	1,581	2,426		-	8,242
Business Program Total							650	1,600	571		2,680,442	7,408,410	2,541,818		2,364	37,874,319
Industrial Program																
18	Process & System Upgrades	Projects	-	-	-		-	-	-		-	-	-		-	-
19	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-		-	-
20	Energy Manager	Projects	-	-	-		-	-	-		-	-	-		-	-
21	Retrofit	Projects	35	-	-		58	-	-		381,325	-	-		58	1,525,300
22	Demand Response 3*	Facilities	2	4	5		314	718	1,174		18,403	17,294	26,348		-	62,045
Industrial Program Total							372	718	1,174		399,728	17,294	26,348		58	1,587,345
Home Assistance Program																
23	Home Assistance Program	Homes	-	4	382		-	0	15		-	5,139	228,968		16	473,352
Home Assistance Program Total							-	0	15		-	5,139	228,968		16	473,352
Aboriginal Program																
24	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-		-	-
Aboriginal Program Total							-	-	-		-	-	-		-	-
Pre-2011 Programs completed in 2011																
25	Electricity Retrofit Incentive Program	Projects	28	-	-		341	-	-		1,799,948	-	-		341	7,199,790
26	High Performance New Construction	Projects	9	0	-		278	3	-		1,429,152	2,575	-		281	5,724,336
27	Toronto Comprehensive	Projects	-	-	-		-	-	-		-	-	-		-	-
28	Multifamily Energy Efficiency Rebates	Projects	-	-	-		-	-	-		-	-	-		-	-
29	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-		-	-
Pre-2011 Programs completed in 2011 Total							619	3	-		3,229,100	2,575	-		622	12,924,126
Other																
30	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-		-	-
31	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-		-	-
Other Total							-	-	-		-	-	-		-	-
Adjustment to Previous Year's Verified Results								(109)				(784,670)			(109)	(3,138,678)
Energy Efficiency Total							2,155	2,064	727		9,314,968	9,210,127	3,479,348		4,897	71,706,167
Demand Response Total (Scenario 1)							988	2,509	4,234		24,102	33,284	40,106		-	97,492
OPA-Contracted LDC Portfolio Total							3,142	4,464	4,961		9,339,069	8,458,741	3,519,455		4,788	68,664,980
Activity & savings for Demand Response resources for each year and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.			Due to the limited timeframe of data, which didn't include the summer months, 2012 IHD results have been deemed inconclusive. The IHD line item for 2012 & 2013 will be left blank until the savings are quantified in the 2013 evaluation.										Full OEB Target:		29,050	115,740,000
% of Full OEB Target Achieved to Date (Scenario 1):															16%	59%

Table 3B: Veridian Connections Inc. Initiative and Program Level Savings by Quarter for current reporting year**

#	Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)			
			Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2013	Q2 2013	Q3 2013	Q4 2013
Consumer Program														
1	Appliance Retirement	Appliances	49	66	92		3	4	6		20,038	25,109	35,169	
2	Appliance Exchange	Appliances	-	-	4		-	-	0		-	-	682	
3	HVAC Incentives	Equipment	479	483	207		114	101	42		202,829	167,736	67,353	
4	Conservation Instant Coupon Booklet	Coupons	428	255	61		5	1	0		18,737	9,454	2,183	
5	Bi-Annual Retailer Event	Coupons	104	4,874	35		0	10	0		2,963	157,825	1,056	
6	Retailer Co-op	Items	-	-	-		-	-	-		-	-	-	
7	Residential Demand Response (switch/pstat)*	Devices	1,421	4,725	5,204		796	2,402	2,914		3,055	19,644	11,189	
8	Residential Demand Response (IHD)	Devices	1,493	860	452				-				-	
9	Residential New Construction	Homes	-	-	-		-	-	-		-	-	-	
Consumer Program Total							917	2,518	2,963		247,622	379,768	117,631	
Business Program														
10	Retrofit	Projects	23	26	25		91	141	122		778,280	747,728	707,683	
11	Direct Install Lighting	Projects	38	11	8		35	9	6		174,350	36,547	35,847	
12	Building Commissioning	Buildings	-	-	-		-	-	-		-	-	-	
13	New Construction	Buildings	1	-	-		20	-	-		58,813	-	-	
14	Energy Audit	Audits	-	-	-		-	-	-		-	-	-	
15	Small Commercial Demand Response (switch/pstat)*	Devices	8	-	67		4	-	38		15	-	144	
16	Small Commercial Demand Response (IHD)	Devices	-	-	-		-	-	-		-	-	-	
17	Demand Response 3*	Facilities	2	2	2		109	124	109		4,256	2,777	2,426	
Business Program Total							260	274	274		1,015,715	787,052	746,099	
Industrial Program														
18	Process & System Upgrades	Projects	-	-	-		-	-	-		-	-	-	
19	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-	
20	Energy Manager	Projects	-	-	-		-	-	-		-	-	-	
21	Retrofit	Projects												
22	Demand Response 3*	Facilities	4	5	5		800	876	1,174		46,940	19,668	26,348	
Industrial Program Total							800	876	1,174		46,940	19,668	26,348	
Home Assistance Program														
23	Home Assistance Program	Homes	28	81	273		4	4	8		31,996	47,177	149,795	
Home Assistance Program Total							4	4	8		31,996	47,177	149,795	
Aboriginal Program														
24	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-	
Aboriginal Program Total							-	-	-		-	-	-	
Pre-2011 Programs completed in 2011														
25	Electricity Retrofit Incentive Program	Projects	-	-	-		-	-	-		-	-	-	
26	High Performance New Construction	Projects	-	-	-		-	-	-		-	-	-	
27	Toronto Comprehensive	Projects	-	-	-		-	-	-		-	-	-	
28	Multifamily Energy Efficiency Rebates	Projects	-	-	-		-	-	-		-	-	-	
29	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-	
Pre-2011 Programs completed in 2011 Total							-	-	-		-	-	-	
Other														
30	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-	
31	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-	
Other Total							-	-	-		-	-	-	
Adjustment to Previous Year's Verified Results														
Energy Efficiency Total							272	269	185		1,288,006	1,191,576	999,767	
Demand Response Total (Scenario 1)							1,709	3,402	4,234		54,267	42,089	40,106	
OPA-Contracted LDC Portfolio Total							1,981	3,672	4,419		1,342,273	1,233,665	1,039,873	

Activity & savings for Demand Response resources for each year and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

*Includes adjustments after Final Reports were issued

** Updates to the previous quarter's participation may occur as a result of further data received

Table 4A: Province-Wide Initiative and Program Level Savings by Year (Scenario 1)

#	Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Unverified Progress to Target (excludes DR)	
			2011 Adj.*	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings (kWh)
Consumer Program																
1	Appliance Retirement	Appliances	56,110	34,146	15,997		3,299	2,011	978		23,005,812	13,424,518	6,266,108		6,149	144,709,073
2	Appliance Exchange	Appliances	3,688	3,836	302		371	556	32		450,187	974,621	43,168		722	4,598,860
3	HVAC Incentives	Equipment	92,721	85,221	41,082		32,037	19,060	9,005		59,437,670	32,841,283	15,310,950		60,102	366,896,430
4	Conservation Instant Coupon Booklet	Coupons	567,678	30,891	31,584		1,344	230	225		21,211,537	1,398,202	1,291,133		1,800	91,623,019
5	Bi-Annual Retailer Event	Coupons	952,149	1,060,901	213,100		1,681	1,480	459		29,387,468	26,781,674	6,879,644		3,620	211,654,185
6	Retailer Co-op	Items	152	-	-		0	-	-		2,652	-	-		0	10,607
7	Residential Demand Response (switch/pstat)*	Devices	19,550	98,388	107,013		10,947	49,038	59,927		24,870	359,408	230,077		-	614,356
8	Residential Demand Response (IHD)	Devices	-	49,689	45,619		-		-		-		-		-	-
9	Residential New Construction	Homes	26	-	5		0	2	1		743	17,152	2,182		2	58,794
Consumer Program Total							49,681	72,377	70,627		133,520,941	75,796,859	30,023,262		72,396	820,165,325
Business Program																
10	Retrofit	Projects	2,819	5,605	3,875		24,467	61,147	30,118		136,002,258	314,922,468	197,951,323		114,136	1,876,550,105
11	Direct Install Lighting	Projects	20,741	18,494	10,815		23,724	15,284	11,102		61,076,701	57,345,798	47,871,034		42,283	486,814,937
12	Building Commissioning	Buildings	-	-	-		-	-	-		-	-	-		-	-
13	New Construction	Buildings	22	64	21		123	764	455		411,717	1,814,721	1,052,514		1,342	9,196,060
14	Energy Audit	Audits	196	280	95		-	1,450	492		-	7,049,351	2,391,744		1,941	25,931,542
15	Small Commercial Demand Response (switch/pstat)*	Devices	132	294	359		84	187	201		157	1,068	772		-	1,996
16	Small Commercial Demand Response (IHD)	Devices	-	-	82		-	-	-		-	-	-		-	-
17	Demand Response 3*	Facilities	145	151	171		16,218	19,389	24,055		633,421	281,823	536,899		-	1,452,143
Business Program Total							64,617	98,221	66,422		198,124,253	381,415,230	249,804,286		159,702	2,399,946,783
Industrial Program																
18	Process & System Upgrades	Projects	-	-	1		-	-	270		-	-	825,000		270	1,650,000
19	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-		-	-
20	Energy Manager	Projects	-	39	35		-	1,086	679		-	7,372,108	6,958,584		1,765	36,033,492
21	Retrofit	Projects	433		-		4,615		-		28,866,840				4,613	115,462,282
22	Demand Response 3*	Facilities	124	185	281		52,484	74,056	149,404		3,080,737	1,784,712	3,354,125		-	8,219,574
Industrial Program Total							57,098	75,141	150,354		31,947,577	9,156,820	11,137,709		6,648	161,365,347
Home Assistance Program																
23	Home Assistance Program	Homes	46	5,033	11,239		2	566	1,631		39,283	5,442,232	9,455,190		2,200	35,394,211
Home Assistance Program Total							2	566	1,631		39,283	5,442,232	9,455,190		2,200	35,394,211
Aboriginal Program																
24	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-		-	-
Aboriginal Program Total							-	-	-		-	-	-		-	-
Pre-2011 Programs completed in 2011																
24	Electricity Retrofit Incentive Program	Projects	2,028	-	-		21,662	-	-		121,138,219	-	-		21,662	484,552,876
25	High Performance New Construction	Projects	179	69	9		5,098	3,251	1,806		26,185,591	11,901,944	12,769,879		10,155	165,987,955
26	Toronto Comprehensive	Projects	577	-	-		15,805	-	-		86,964,886	-	-		15,805	347,859,545
27	Multifamily Energy Efficiency Rebates	Projects	110	-	-		1,981	-	-		7,595,683	-	-		1,981	30,382,733
28	LDC Custom Programs	Projects	8	-	-		399	-	-		1,367,170	-	-		399	5,468,679
Pre-2011 Programs completed in 2011 Total							44,945	3,251	1,806		243,251,550	11,901,944	12,769,879		50,001	1,034,251,788
Other																
29	Program Enabled Savings	Projects	-	-	-		-	2,304	-		-	1,188,362	-		2,304	3,565,086
30	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-		-	-
Other Total							-	2,304	-		-	1,188,362	-		2,304	3,565,086
Adjustment to Previous Year's Verified Results								1,406				18,689,081			1,156	73,918,598
Energy Efficiency Total							136,610	109,191	57,253		603,144,419	482,474,435	309,068,454		293,251	4,444,400,472
Demand Response Total (Scenario 1)							79,733	142,670	233,587		3,739,185	2,427,011	4,121,872		-	10,288,069
OPA-Contracted LDC Portfolio Total							216,343	253,267	290,840		606,883,604	503,590,526	313,190,326		294,407	4,528,607,138

Activity & savings for Demand Response resources for each year and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

Due to the limited timeframe of data, which didn't include the summer months, 2012 IHD results have been deemed inconclusive. The IHD line item for 2012 & 2013 will be left blank until the savings are quantified in the 2013 evaluation.

Full OEB Target:

% of Full OEB Target Achieved to Date (Scenario 1):

1,330,000	6,000,000,000
22%	75%

Table 4B: Province-Wide Initiative and Program Level Savings by Quarter for Current Reporting Year**

#	Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)			
			Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2013	Q2 2013	Q3 2013	Q4 2013
Consumer Program														
1	Appliance Retirement	Appliances	4,372	5,381	6,244		262	331	385		1,726,524	2,098,963	2,440,621	
2	Appliance Exchange	Appliances	10	130	162		1	14	18		1,138	17,249	24,780	
3	HVAC Incentives	Equipment	13,780	18,689	8,613		3,406	3,865	1,734		6,143,456	6,366,357	2,801,138	
4	Conservation Instant Coupon Booklet	Coupons	18,180	10,830	2,574		195	24	7		796,461	401,881	92,790	
5	Bi-Annual Retailer Event	Coupons	4,425	207,168	1,507		7	445	7		125,949	6,708,799	44,896	
6	Retailer Co-op	Items	-	-	-		-	-	-		-	-	-	
7	Residential Demand Response (switch/pstat)*	Devices	71,642	96,264	107,013		40,120	50,316	59,927		153,447	363,663	230,077	
8	Residential Demand Response (IHD)	Devices	15,153	25,864	4,602				-				-	
9	Residential New Construction	Homes	3	1	1		0	1	0		756	1,272	154	
Consumer Program Total							43,990	54,995	62,077		8,947,731	15,958,184	5,634,456	
Business Program														
10	Retrofit	Projects	1,321	1,509	1,045		11,208	11,615	7,295		70,694,979	66,323,123	60,933,222	
11	Direct Install Lighting	Projects	3,877	4,676	2,262		3,986	4,853	2,264		15,540,497	22,208,242	10,122,295	
12	Building Commissioning	Buildings	-	-	-		-	-	-		-	-	-	
13	New Construction	Buildings	12	7	2		233	97	125		735,556	220,560	96,399	
14	Energy Audit	Audits	51	38	6		264	197	31		1,283,989	956,698	151,058	
15	Small Commercial Demand Response (switch/pstat)*	Devices	241	144	359		135	92	201		463	523	772	
16	Small Commercial Demand Response (IHD)	Devices	29	47	6		-	-	-		-	-	-	
17	Demand Response 3*	Facilities	153	170	171		20,082	27,275	24,055		786,518	608,767	536,899	
Business Program Total							35,907	44,129	33,970		89,042,001	90,317,913	71,840,643	
Industrial Program														
18	Process & System Upgrades	Projects	1	-	-		270	-	-		825,000	-	-	
19	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-	
20	Energy Manager	Projects	26	8	1		429	250	-		3,647,428	3,311,156	-	
21	Retrofit	Projects			-				-				-	
22	Demand Response 3*	Facilities	210	270	281		78,121	106,583	149,404		4,585,608	2,392,785	3,354,125	
Industrial Program Total							78,820	106,833	149,404		9,058,036	5,703,941	3,354,125	
Home Assistance Program														
23	Home Assistance Program	Homes	3,408	5,092	2,739		795	750	86		3,840,100	4,015,556	1,599,534	
Home Assistance Program Total							795	750	86		3,840,100	4,015,556	1,599,534	
Aboriginal Program														
24	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-	
Aboriginal Program Total							-	-	-		-	-	-	
Pre-2011 Programs completed in 2011														
24	Electricity Retrofit Incentive Program	Projects	-	-	-		-	-	-		-	-	-	
25	High Performance New Construction	Projects	4	-	5		731	-	1,075		5,563,680	-	7,206,199	
26	Toronto Comprehensive	Projects	-	-	-		-	-	-		-	-	-	
27	Multifamily Energy Efficiency Rebates	Projects	-	-	-		-	-	-		-	-	-	
28	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-	
Pre-2011 Programs completed in 2011 Total							731	-	1,075		5,563,680	-	7,206,199	
Other														
29	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-	
30	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-	
Other Total							-	-	-		-	-	-	
Adjustment to Previous Year's Verified Results														
Energy Efficiency Total							21,786	22,442	13,025		110,925,512	112,629,856	85,513,085	
Demand Response Total (Scenario 1)							138,458	184,265	233,587		5,526,035	3,365,737	4,121,872	
OPA-Contracted LDC Portfolio Total							160,244	206,707	246,612		116,451,548	115,995,594	89,634,957	

Activity & savings for Demand Response resources for each year and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

*Includes adjustments after Final Reports were issued

** Updates to the previous quarter's participation may occur as a result of additional data received

Table 5: Data Qualifiers for Initiatives Currently In-Market & Likelihood of Additional Data

Data included in the Q3 2013 report includes all program activity completed (as per the savings 'start' date) on or before September 30th, 2013.

Initiative	Savings 'start' Date	Data Available	Additional Data Likely
Consumer Program			
Appliance Retirement	Pick-up date	When database is queried. Typically up-to-date.	Moderate
Appliance Exchange	Exchange event date	Once data is submitted to the OPA by retailers and undergoes QA/QC by OPA staff. Typically 3 - 6 months to receive and process all data.	High
HVAC Incentives	Installation date ¹	Rebate Status = Approved, Cheque Issued and Cheque Cashed; Typically 1 - 4 months delay.	High
Conservation Instant Coupon Booklet	Coupon redemption year	Once data is submitted to the OPA by retailers and undergoes QA/QC by OPA staff. Typically 3 - 6 months to receive and process all data.	High
Bi-Annual Retailer Event	Year and quarter of the event	Once data is submitted to the OPA by retailers and undergoes QA/QC by OPA staff. Typically 3 - 6 months to receive and process all data.	High
Retailer co-op activities	Will vary by specific project	Will vary by specific project	Low
Residential Demand Response	Device installation date	Data successfully uploaded into RDR settlement system as of Sept 30th, 2013	High
Residential New Construction	Project completion	Preliminary Billing Report submitted to OPA	Low
Business (Commercial & Institutional) Program			
Retrofit	Actual project completion date	In the "Post Project Submission" Stage (excluding "Payment Denied by LDC") within iCON CRM as of October 17, 2013	Low
Direct Installed Lighting	Retrofit date	Work-order: invoiced, approved and paid to LDC. Typically 1.5 - 2 months delay. Any projects that are flagged as duplicates will not appear in reports until duplicates have been resolved.	High
Building Commissioning	Hand off date	Preliminary Billing Report submitted to OPA and reviewed	Moderate
New Construction	Actual project completion date	Preliminary Billing Report submitted to OPA and reviewed	Moderate
Energy Audit	Audit completion date	Preliminary Billing Report submitted to OPA and reviewed	Moderate
Small Commercial Demand Response	Device installation date	Data successfully uploaded into RDR settlement system	Moderate
Demand Response 3	Facility is available under contract	Facility available under contract with aggregator	Low
Industrial Program			
Process & System Upgrades	In-service date	Preliminary Billing Report submitted to OPA and reviewed	Low
Monitoring & Targeting	Project completion date	Preliminary Billing Report submitted to OPA and reviewed	Low
Energy Manager (EEM or REM)	Project completion date	Completed, non-incented projects submitted quarterly by Energy Manager.	High
Retrofit		All Retrofit projects are now reported under the Business Program	
Demand Response 3	Facility is available under contract	Facility available under contract with aggregator.	Low
Home Assistance Program			
Home Assistance Program	Project completion date	Preliminary Billing Report submitted to OPA and reviewed	High
Pre-2011 Projects Completed in 2011			
High Performance New Construction	Project completion date	Reviewed and processed from delivery agent, quarterly	Moderate

¹: Monthly reports split savings into months using the approval date

Reporting Glossary

Annual: the peak demand or energy savings that occur in a given year (includes resource savings from new program activity in a given year and resource savings persisting from previous years). Annual savings for Demand Response resources represent the savings from all active facilities contracted since January 1, 2011.

Cumulative Energy Savings: represents the sum of the annual energy savings that accrue over a defined period (in the context of this report the defined period is 2011 - 2014). This concept does not apply to peak demand savings.

Current Reporting Period: the calendar quarter specified on page 1 of this report.

Effective Useful Life: determines the persistence of savings for a given technology or initiative. Factors that may effect the useful life of a technology are typical use and operating hours, upcoming code changes, etc. Demand response resources are assumed to have a persistence of 1 year.

End-User Level: resource savings in this report are measured at the customer level as opposed to the generator level (the difference being line losses). All savings presented in this report are at the end-user level.

Final or Verified Savings: savings achieved that have undergone annual Evaluation, Measurement & Verification (EM&V) and thus have had activity audited and savings assumptions measured and verified.

Implementation Period: the particular calendar quarter or calendar year that conservation activity is achieved based on when the savings are considered to 'start' (please see table 5).

Incremental: the new resource savings attributable to activity procured in a particular reporting period based on when the savings are considered to 'start' (please see table 5). Incremental savings for Demand Response resources represent the savings from all active facilities contracted since January 1, 2011 (i.e. Incremental = Annual for demand response only).

Initiative: a Conservation & Demand Management offering focusing on a particular opportunity or customer end-use (i.e. Retrofit, Fridge & Freezer Pickup).

Net Energy Savings (MWh): energy savings attributable to conservation and demand management activities net of free-riders, etc. Please refer to the webinars in the "Reporting Methodology" section for more information.

Net Peak Demand Savings (MW): peak demand savings attributable to conservation and demand management activities net of free-riders, etc. Please refer to the webinars in the "Reporting Methodology" section for more information.

Program-to-Date: the reporting period from January 1, 2011 until the end of the Current Reporting Period.

Program: a group of initiatives that target a particular market sector (i.e. Consumer, Industrial).

Reported or Unverified Savings: savings achieved that are based on reported activity and forecasted or best available savings assumptions. These savings are not verified, i.e. have not undergone the Evaluation, Measurement & Verification processes.

Unit: for a specific initiative the relevant type of activity acquired in the market place (i.e. appliances picked up, projects completed, coupons redeemed).

Reporting Methodology (Quarterly, Unverified results):

There are several resources on reporting that are available to LDCs:

- Reporting Policy & FAQ Document found on the iCON Portal in the "Other Program Materials" under "Reporting Tools"
- LDC Consumer Program Tracking Tool found on the iCON Portal in "Other Program Materials" under "Reporting Tools"
- Webinars (available at the following link: http://www.snwebcastcenter.com/custom_events/opa-20111781/site/index.php)
 - Understanding your Q4 2011 Report (April 11, 2012)
 - Tools from the Reporting WG (April 25, 2012)
 - A Deeper Look at: peaksaverPLUS® (May 23, 2012)
 - A Deeper Look at: Demand Response 3 (June 6, 2012)
 - Revisiting Reporting (June 20, 2012)
 - Quarterly CDM Status Report update (October 24, 2012) <http://powerauthority.webex.com>; password: DCx2012

JT1.2

**TO PROVIDE THE UNAUDITED 2013 RESULTS FOR COLLECTION CHARGES AND
RECONNECTION CHARGES**

Response:

Reference: 7.1 Board Staff 33

Veridian is providing the 2013 Actual revenue for the following specific service charges.

Collection Charges	\$1,143,711
Reconnection Charges	\$ 313,777

JT1.3

TO REVIEW TABLE 2 REFERENCED FROM THE MAIN APPLICATION AND IN CONJUNCTION WITH THE OPA 2012 REPORT AND UPDATE TABLE 2 AS NECESSARY

Response:

The purpose of this undertaking was to explain the difference between the CDM savings results stated in Table 2 of Exhibit 3, Tab 3, Schedule 1 of Veridian's 2014 Rate Application, and the CDM savings results shown in Table 5 on page 8 of the 2012 OPA Annual CDM Report for Veridian (the "Report").

Table 5 in the Report is misleading as it takes retroactive adjustments that the OPA made to Veridian's 2011 CDM savings of -109 kW and -784,670 kWh and applies them to the 2012 results. Please refer to Table 2 of the Report entitled "Adjustments to Veridian Connections Inc., Verified Results due to Errors or Omissions" to view the 2011 adjustments made by the OPA. Table 1 of the Report shows that the OPA applied the 2011 adjustments to the 2012 savings in the purple row labeled "Adjustments to Previous Year's Verified Results". Beneath Table 5 the OPA has included a note stating "2011 energy adjustments included in cumulative energy savings", which explains why the values in the "2012-Verified" row of 8.5 GWh, 8.4 GWh and 8.4 GWh do not sum to the 24.5 GWh shown in the "Cumulative 2011-2014 column" for 2012. The difference between these values is approximately 0.8 GWh, which directly relates to the retroactive adjustment of -784,670 kWh.

When preparing the CDM adjustment to the load forecast, Veridian intended to correct this inconsistency by showing the 2011 adjustment of -109 kW and -784,670 kWh in the proper year (2011). When correcting this, Veridian made an error by applying the negative adjustments against the 2011 results, but neglected to remove the negative adjustment from the 2012 results. This error led to the negative adjustment being included in both 2011 and 2012 figures, thereby causing an understatement of the 2012 results in tables 1 and 2 in Exhibit 3, Tab 3, Schedule 1.

The corrected versions of all tables in Exhibit 3, Tab 3, Schedule 1 of Veridian's Rate Application can be found below:

Table 1 - 2011 & 2012 CDM Program Savings

Source: 2012 OPA Final Report	2011	2012	2013	2014
2011 Final kWh - Net	8,554,399	8,530,297	8,514,761	8,420,412
2011 Final kW - Net	3,033	2,046	2,040	2,002
	2011	2012	2013	2014
2012 Final kWh - Net	-	9,243,410	9,210,127	9,192,768
2012 Final kW - Net	-	4,572	2,064	2,059

Table 2 – Schedule to Achieve 4 Year kWh and kW Targets

4 Year 2011 - 2014 kWh CDM Target					
115,740,000					
%	2011	2012	2013	2014	Total
2011 Programs	7.4%	7.4%	7.4%	7.3%	29.4%
2012 Programs		8.0%	8.0%	7.9%	23.9%
2013 Programs			15.6%	15.6%	31.1%
2014 Programs				15.6%	15.6%
	7.4%	15.4%	30.9%	46.4%	100.0%

kWh	2011	2012	2013	2014	Total
2011 Programs	8,554,399	8,530,297	8,514,761	8,420,412	34,019,869
2012 Programs		9,243,410	9,210,127	9,192,768	27,646,305
2013 Programs			18,024,609	18,024,609	36,049,217
2014 Programs				18,024,609	18,024,609
	8,554,399	17,773,707	35,749,497	53,662,397	115,740,000

Schedule to achieve 4 Year kW CDM Target

4 Year 2011 - 2014 kW CDM Target					
29,050					
%	2011	2012	2013	2014	Total
2011 Programs	10.4%	7.0%	7.0%	6.9%	31.4%
2012 Programs		15.7%	7.1%	7.1%	29.9%
2013 Programs			43.0%	43.0%	86.0%
2014 Programs				43.0%	43.0%
	10.4%	22.8%	57.1%	100.0%	190.4%

kWh	2011	2012	2013	2014	Total
2011 Programs	3,033	2,046	2,040	2,002	2,002
2012 Programs		4,572	2,064	2,059	2,059
2013 Programs			12,495	12,495	12,495
2014 Programs				12,495	12,495
	3,033	6,618	16,599	29,050	29,050

Table 3 – Manual Adjustment to CDM Savings

	2014 CDM Threshold (kWh of incremental CDM savings needed in 2014)	Application Factor 1.0 Full Year 0.5 Half Year	2014 Net kWh Load Forecast CDM Adjustment
	A	B	C = A * B
Year			
2011	8,420,412	0.0	0
2012	9,192,768	0.5	4,596,384
2013	18,024,609	1.0	18,024,609
2014	18,024,609	0.5	9,012,304
	<u>53,662,397</u>		<u>31,633,297</u>

	2014 CDM Threshold (kW of incremental CDM savings needed in 2014)	Application Factor 1.0 Full Year 0.5 Half Year	2014 Net kW Load Forecast CDM Adjustment
	A	B	C = A * B
Year			
2011	2,002	0.0	0
2012	2,059	0.5	1,030
2013	12,495	1.0	12,495
2014	12,495	0.5	6,247
	<u>29,050</u>		<u>19,771</u>

Table 4 – Harmonized Load Forecast by Customer Class (including CDM)

	Weather Normalized 2014F	Verified CDM Savings 2012 (OPA)		CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
kWh	A	B	D = B / C	F = D * E	F = A - E
Residential	973,174,502	1,787,599	19%	6,117,617	967,056,885
Residential - Seasonal	9,183,667	27,532	0%	94,223	9,089,444
GS<50	304,465,000	1,563,414	17%	5,350,400	299,114,600
GS>50	1,039,731,728	5,711,667	62%	19,546,777	1,020,184,951
Intermediate	126,308,499	18,407	0%	62,993	126,245,506
Large Use	115,197,786	134,790	1%	461,286	114,736,500
Street Lights	21,533,545	-	0%	-	21,533,545
Sentinel Lights	374,941	-	0%	-	374,941
USL	4,496,870	-	0%	-	4,496,870
Total	2,594,466,538	9,243,409	100%	31,633,297	2,562,833,241
		C		E	

	Weather Normalized 2014F	Verified CDM Savings 2012 (OPA)		CDM Load Forecast Adjustment *	2014 CDM Adjusted Load Forecast
kW	H	I	K = I / J	M = K * L	N = H - M
Residential (kWh)			0%	-	-
Residential - Seasonal			0%	-	-
GS<50 (kWh)			0%	-	-
GS>50 (kW)	2,504,507	1,070	97%	19,267	2,485,240
Intermediate (kW)	257,941	3	0%	54	257,887
Large Use (kW)	184,514	25	2%	450	184,064
Street Lights (kW)	59,945		0%	-	59,945
Sentinel Lights (kW)	1,580		0%	-	1,580
USL (kWh)			0%	-	-
Total	3,008,487	1,098	100%	19,771	2,988,716
		J		L	

Table 5 – Non-Harmonized Load Forecast by Customer Class (including CDM)

Veridian_Main				Veridian_Gravenhurst			
	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast		Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
kWh	A	B	C = A - B	kWh	A	B	C = A - B
Residential	938,128,265	5,891,743	932,236,522	Residential-Urban	26,307,769	179,918	26,127,851
GS<50	289,065,931	4,907,770	284,158,161	Residential-Suburban	8,738,468	45,957	8,692,511
GS>50	1,007,662,179	18,881,040	988,781,138	Residential-Seasonal	9,183,667	94,223	9,089,444
Intermediate	126,308,499	62,993	126,245,506	GS<50	15,399,069	442,630	14,956,439
Large Use	115,197,786	461,286	114,736,500	GS>50	32,069,549	665,737	31,403,812
Street Lights	20,938,760	-	20,938,760	Intermediate			-
Sentinel Lights	333,223	-	333,223	Large Use			-
USL	4,496,870	-	4,496,870	Street Lights	594,785		594,785
Total	2,502,131,513	30,204,833	2,471,926,680	Sentinel Lights	41,718		41,718
				USL			-
				Total	92,335,025	1,428,464	90,906,561

	Weather Normalized 2014F	CDM Load Forecast Adjustment *	2014 CDM Adjusted Load Forecast		Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
kW	A	B	C = A - B	kW	A	B	C = A - B
Residential (kWh)		-	-	Residential-Urban		-	-
GS<50 (kWh)		-	-	Residential-Suburban		-	-
GS>50 (kW)	2,426,856	18,611	2,408,245	Residential-Seasonal		-	-
Intermediate (kW)	257,941	54	257,887	GS<50 (kWh)		-	-
Large Use (kW)	184,514	450	184,064	GS>50 (kW)	77,650	656	76,994
Street Lights (kW)	58,270	-	58,270	Intermediate (kW)			-
Sentinel Lights (kW)	1,453	-	1,453	Large Use (kW)			-
USL (kW)		-	-	Street Lights (kW)	1,675		1,675
Total	2,929,034	19,115	2,909,919	Sentinel Lights (kW)	127		127
				USL (kW)			-
				Total	79,452	656	78,796

JT1.4

TO VERIFY THAT THE MOST RECENT HYDRO ONE RATES ARE REFLECTED IN RATES
SHOWN IN VECC IR 59, TABLE 1

Response:

Reference: 8.5 VECC IR #59

Veridian confirms that the rates in VECC IR #59 table 1 are the final updated Hydro One Networks Inc.
rates for 2014.

JT1.5

TO PROVIDE AN UPDATE TO EXHIBIT 4, TAB 1, SCHEDULE 2, TABLE 1

Response:

An update to Table 1 for 2013 actual values is provided below.

Table 1: 'Normalized' Appendix 2-JA Updated for 2013 Actuals
Summary of Recoverable OM&A Expenses

	2010 Board Approved	2010 Actuals	2011 Actuals	2012 Actuals	2013 Actuals	2014 Test Year
Operations	\$ 4,090,515	\$ 4,154,019	\$ 4,502,406	\$ 5,261,746	\$ 6,137,841	\$ 6,388,664
Maintenance	\$ 2,838,441	\$ 2,435,342	\$ 2,582,213	\$ 3,065,734	\$ 2,599,338	\$ 3,952,265
Add: SM Costs	\$ 81,073	\$ 81,073	\$ 109,723			
SubTotal	\$ 7,010,029	\$ 6,670,434	\$ 7,194,342	\$ 8,327,480	\$ 8,737,179	\$10,340,929
% Change (year over)			7.9%	15.8%	4.9%	18.4%
% Change (Test Year vs Last Rebasing Year - Actual)						55.0%
Billing and Collecting	\$ 5,555,867	\$ 5,531,475	\$ 4,890,685	\$ 6,503,668	\$ 6,331,110	\$ 7,131,105
Add: SM Costs	\$ 795,408	\$ 795,408	\$ 507,273			
Community Relations	\$ 389,743	\$ 303,884	\$ 276,921	\$ 192,064	\$ 192,025	\$ 173,011
Administrative and General	\$ 8,611,756	\$ 8,082,128	\$ 8,349,282	\$ 9,448,250	\$ 10,337,132	\$10,638,647
Less: Accounting Changes in Capitalized				-\$ 1,301,395	-\$ 1,539,767	-\$ 1,553,065
SubTotal	\$ 15,352,774	\$ 14,712,895	\$ 14,024,161	\$ 14,842,587	\$ 15,320,500	\$16,389,698
% Change (year over)			-4.7%	5.8%	3.2%	7.0%
% Change (Test Year vs Last Rebasing Year - Actual)						11.4%
Total	\$ 22,362,802	\$ 21,383,328	\$ 21,218,503	\$ 23,170,067	\$ 24,057,679	\$26,730,627
% Change (year over)			-0.8%	9.2%	3.8%	11.1%

In completing its response to this Undertaking, Veridian has discovered that the amount of \$1,743,532 was incorrectly provided as the 2013 actual amount for the “Impact of Change in Capitalization Policy” in Veridian’s response to 4.2-VECC-8. That amount is in error and the correct amount is as provided in the table above as \$1,539,767.

JT1.6

TO UPDATE EXHIBIT 4, TAB 1, SCHEDULE 2, ATTACHMENT 3, APPENDIX 2-L TO INCLUDE
ACTUAL NUMBER OF FTES AND CUSTOMERS

Response:

Please see attached.

In completing its response to this Undertaking, Veridian has discovered that the amount of \$1,743,532 was incorrectly provided as the 2013 actual amount for the “Impact of Change in Capitalization Policy” in Veridian’s response to 4.2-VECC-8. That amount is in error and the correct amount is \$1,539,767 and has been included in the update schedule attached.

Appendix 2-L
Normalized Recoverable OM&A Cost per Customer and per FTE

	Last Rebasing Year 2010- Board Approved	Last Rebasing Year - 2010 Actual	2011 Actuals	2012 Actuals	2013 Bridge Year Forecast	2013 Actuals	2014 Test Year
Reporting Basis	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP
Number of Customers	112,331	112,106	113,380	114,908	117,195	117,002	118,727
Total Recoverable OM&A from Appendix 2-JB	\$ 21,486,322	\$ 20,506,848	\$ 20,601,507	\$ 24,471,462	\$ 26,093,500	\$ 25,597,446	\$ 28,283,692
Add: SM Costs	\$ 876,481	\$ 876,481	\$ 616,996				
Less: Accounting Changes in Capitalized Overheads				-\$ 1,301,395	-\$ 1,634,676	-\$ 1,539,767	-\$ 1,553,065
Normalized OM&A	\$ 22,362,803	\$ 21,383,329	\$ 21,218,503	\$ 23,170,067	\$ 24,458,824	\$ 24,057,679	\$ 26,730,627
Normalized OM&A cost per customer	\$ 199.08	\$ 190.74	\$ 187.15	\$ 201.64	\$ 208.70	\$ 205.62	\$ 225.14
Number of FTEs	236	211	214	215	219	218	230
Customers/FTEs	476.99	532.10	530.86	535.02	535.14	537.94	517.25
Normalized OM&A Cost per FTE	94,958.82	101,494.77	99,347.32	107,880.67	111,684.13	110,610.02	116,454.44

Customer Count is average annual customers, not connections

JT1.7

TO UPDATE THE TABLE IN 7.1-CCC-27 TO BREAK OUT THE THREE COMPONENTS OF CUSTOMER CONTRIBUTION.

Response:

The modified version of the table included in 7.1-CCC-27 (a modified version of Appendix 2-AA) is attached here. It now includes the three components of contributions expected: contributions associated with projects carried over from 2013 into 2014 in service date, contributions associated with projects that moved from a 2014 to a 2015 in service date and contributions associated with changes or additions to the 2014 capital plan.

File Number:
Exhibit:
Tab:
Schedule:
Page:

Date: Feb 24, 2014

**Modified Appendix 2-AA
Capital Projects Table**

Projects	2013 Bridge Year as Filed	2013 Actuals	2014 Test Year as Filed	CHANGES TO 2014			Revised 2014 Test Year	Material Variances (see explanation to the right of this column)
				Additions - Project Carryover from 2013	Removals - Projects Moved out of 2014	Additions - 2014 Non- material changes or additions		
Reporting Basis	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	CGAAP	
SYSTEM ACCESS								
New Residential Services	4,018,000	4,156,589	5,198,000				5,198,000	
New GS Services	1,166,480	870,539	1,400,000				1,400,000	
Retail Meters	479,000	703,949	454,500			24,500	479,000	
Highway #11, Interchange, Gravenhurst Pole Line Relocation								
Kerrison Drive, Ajax Line Extension								
Line Relocation, Altona Road, Pickering								
Highway #7 Pole Line Relocation - Brock Road and Lakeridge								
Southeast Sewer Collector (SEC) Project	350,000	344,794						
GO Transit/City of Pickering - Pedestrian Bridge, Pickering								
Salem Road (Taunton Road to CPR)								
Salem Road Line Relocations (Rossland to Gillett)								
Rossland Road Relocations								
Brock Road Relocation (Rossland X CPR Tracks)								
Brock St West Joint Feeder Extension-Uxbridge	600,000	484,626						A
Brock Road Relocation (Bayly St to Kingston Rd) - Pickering								
Bayly Street Relocation (Shoal Point Road to Lakeridge) - Ajax								
Pickering Parkway Relocation - Pickering								
Cherrywood Wholesale Meter Upgrade								
New CN Rail Crossing, Belleville								
Smart Meters transferred from Variance Account								
LTLT Eliminations - Various Locations	650,000	0	600,000	650,000			1,250,000	B
College Street Extension- Belleville	294,000	0		294,000			294,000	C
Highway 407 Extension - Various Road Relocations	5,288,241	0	8,757,553	3,916,241	-8,757,553	251,875	4,168,116	C
Highway #2 Road Widening - Bus Rapid Transit-Phases 1 & 2	1,023,787	112,265	2,251,700	653,787	-1,067,300		1,838,187	C
Westney Road Relocation (Magill X Telford), Ajax	1,475,000	934,202						D
Rossland Road Relocation (Clearside X Southcott), Ajax	385,000	0		385,000			385,000	C
Line Relocation, Orono Creek, Clarington	258,000	0	85,000	195,000		58,000	338,000	C
Relocation of 44 kV Pole Line, Port Hope			625,000		-625,000		0	E
New REG Connection, Ajax			700,000				700,000	
Three 27.6 kV circuits-Taunton Road (Church to Brock)			1,331,998				1,331,998	
O/H Line Extension - Airport Parkway West, Belleville			306,600				306,600	
Rossland Road (Southcott to Church)			736,000				736,000	
Feeder Relocation, Front Street (Dundas X Pinnacle), Belleville			1,979,219				1,979,219	
Dundas Street (Coleman to Baybridge)			2,200,136		-2,200,136	50,000	50,000	F
Sub-Total Material Projects	15,987,508	7,606,964	26,625,706	6,094,028	-12,649,989	384,375	20,454,120	
Miscellaneous Projects (under materiality threshold)	1,781,500	523,973	632,321	298,000	-357,000	141,000	714,321	
Total System Access	17,769,008	8,130,937	27,258,027	6,392,028	-13,006,989	525,375	21,168,441	
SYSTEM RENEWAL								
Reactive Pole Replacements	752,000	305,000	752,000				752,000	G
Reactive Transformer and Component Replacements	900,000	609,651	900,000				900,000	G
Reactive Pole Rework (reinsulating and reframing)							0	
Old Kingston Road Conversion							0	
South Ajax Cable Replacement - Finley Avenue	1,875,000	1,214,064					0	
Storm Damage Rebuild - Gravenhurst July 2013	799,000	1,120,180					0	
New Feeder - Croft Street, Port Hope			357,000		-357,000		0	H
Substations Transformer Replacement, Greenwood Substation			713,000				713,000	
Substation Transformer Replacement and Component Upgrades- Fairport SS			2,434,500		-2,434,500		0	I

Slightly lower than projected construction costs combined with final site restoration not complete prior to year end.

Missed completion in 2013 and energized in February 2014.

Road authority driven schedule change.

Road authority driven schedule change.

Road authority driven schedule change.

Road authority driven schedule change.

Customer driven schedule change.

Scope change from Road authority has resulted in a very limited scope overhead solution vs extensive underground solution.

Lower than budgeted number of reactionary equipment replacements required in 2013.

Lower than budgeted number of reactionary equipment replacements required in 2013.

Access road not built by municipality in 2013 as planned. Road planned for 2014. This work to move to 2015

Greater than expected time for design approvals from Hydro One are now anticipated after discussions with Hydro One. Inservice date of 2014 not likely. Fairport SS located within Cherrywood TS in Pickering.

Substation Transformer Spare Replenishment			900,000				900,000	
Padmounted Switchgear Replacement program, various locations			900,000				900,000	
Substation Breakers Replacement, Toronto Substation			600,000				600,000	
Wood Pole Replacement Program, various locations			2,041,986				2,041,986	
Primary Cable Rehabilitation Program, various locations			1,000,000				1,000,000	
Polemount Transformer Replacement Program, various			736,000				736,000	
Overhead Line Switch Replacement Program, various			706,000				706,000	
Padmount Transformers Replacement Program, various			800,000				800,000	
Sub-Total Material Projects	4,326,000	3,248,895	12,840,486	0	-2,791,500	0	10,048,986	
Miscellaneous Projects (under materiality threshold)	1,888,800	2,762,822	1,279,100	150,000			1,429,100	
Total System Renewal	6,214,800	6,011,717	14,119,586	150,000	-2,791,500	0	11,478,086	
SYSTEM SERVICE								
Jane Forrester Park Phase 1 and 2, Belleville								
27.6 kV TS Egress Feeders (4) Hydro One Whitby TS#2, Ajax								
Salem Road-2nd Circuit 44 kV-Kingston Road to Rossland Road								
LIS Automation, Belleville								
Duffin Creek WPCP 44 kV Circuit, Ajax								
Pole Line Relocation - Bell Blvd								
Substation Oil Containment			300,000				300,000	
Whitby TS 27.6 kV Switching Phase 1 and 2								
Lakeridge Road								
27.6kV Feeders Rossland Rd (Lakeridge to Westney), Ajax								
Sidney St. Substation, Belleville								
SCADA Reactive Repairs								
Pole line rebuild, Cavan Street, Port Hope								
LIS Installations								
South Ajax Feeder Automation								
Whitby TS Feeders (Part 1 and 2) Lakeridge Road, Rossland Rd, Ajax								
Cannington Substation (Relocation and Replacement)								
Liberty Street North Substation Upgrade, Bowmanville								
Feeder rebuild, Dixie Rd, Pickering								
Feeder rebuild, Edgemoor Road, Belleville								
Feeder rebuild, Moira Street and Palmer Rd, Belleville								
SCADA System Replacement / Upgrade	601,000	599,156						
Wilmut Substation Upgrade, Newcastle	1,900,000	0		2,175,000			2,175,000	J
Pickering Beach Substation Upgrade, Ajax	2,121,000	1,596,227						
Voltage Conversion - 4.16kV First Street (First X James), Gravenhurst	450,400	385,179	432,400				432,400	
New Feeder-13.8 kV Loop Feed, Port of Newcastle, Newcastle			444,000				444,000	
Sub-Total Material Projects	5,072,400	2,580,562	1,176,400	2,175,000	0	0	3,351,400	
Miscellaneous Projects (under materiality threshold)	865,000	2,622,217	446,900	0	0	750,000	1,196,900	
Total System Service	5,937,400	5,202,779	1,623,300	2,175,000	0	750,000	4,548,300	
GENERAL PLANT								
General Plant - Facilities								
Leasehold Improvements, Pickering								
Building Expansion, 55 Taunton Road East, Ajax								
Building Renovations and Control Room Relocation, Ajax								
General Plant - Fleet								
Vehicles (2 large bucket trucks)								
Vehicles (3 medium duty trucks, 2 hybrids)								
Vehicles (1 large bucket truck)								
Vehicles (1 large bucket truck)								
Vehicles (1 large bucket truck)			400,000				400,000	
General Plant - Information Technology								
GIS Computer Software	140,000	151,308	150,000				150,000	
Server Virtualization								
Outage Management System								
Desktop Replacements								
Mobile Computing	400,000	456,109	300,000				300,000	
GIS Data Conversion and Collection Gravenhurst - Phase 1 and 2								
Electronic Document Management and Records Classification								
Design and Construction Standards Development								
GIS Records Management - General								
Unified Messaging - Phone System Replacement, Phases 1 and 2	451,000	444,000	60,000				60,000	
High Availability Data Site	350,000	348,707						
Business Continuity/Disaster Recovery Site			200,000				200,000	
Renewable Generation Asset								
Sub-Total Material Projects	1,341,000	1,400,124	1,110,000	0	0	0	1,110,000	
Miscellaneous Projects (under materiality threshold)	1,947,500	3,211,534	1,914,000	638,000	0	629,000	3,181,000	
Total General Plant	3,288,500	4,611,658	3,024,000	638,000	0	629,000	4,291,000	
Total all Categories - including Renewable Generation	33,209,708	23,957,091	46,024,913	9,355,028	-15,798,489	1,904,375	41,485,827	K
Less Renewable Generation Facility Assets and Other Non Rate-Regulated Utility Assets (input as negative)								
Total	33,209,708	23,957,091	46,024,913	9,355,028	-15,798,489	1,904,375	41,485,827	
Less: Capital Contributions	9,524,524	5,269,983	15,334,242	3,865,816	-8,839,752	344,875	10,705,181	
Total Net Expenditure	23,685,184	18,687,108	30,690,671	5,489,212	-6,958,737	1,559,500	30,780,646	

Note:

CHANGES TO 2014

Missed completion in 2013 and energized in February 2014. Increase in cost due to wet soil conditions and remediation efforts to ensure proper foundation support.

Miscellaneous projects under materiality threshold due to two primary groups of additions- 1) \$750,000 System Service for investments related to the 2013 Ice Storm and 2) Additional IT investments in General Plant

JT1.7 (2)

WITH REFERENCE TO INTERROGATORY 7.1 EP 27, AND IT IS TO PREPARE A WEIGHTED COLLECTION LAG, REFLECTIVE OF THE SUBCOMPONENTS 1 TO 30 DAYS, 31 TO 60 DAYS, 61 TO 90 DAYS AND 91 TO 180 DAYS, AND OVER 180 DAYS

Response:

Reference: 7.1 EP #27

Veridian has recalculated the weighted collection lag based on the aging categories as requested. The results are provided in the table below.

Alternate Methodology				
Aging Categories	Mid Point	Average A/R \$	Weight	Collection Lag
Current 0-30	16	\$ 16,867,361	89.07%	14.25
Overdue 31-60	45	\$ 623,656	3.29%	1.48
Overdue 61-90	75	\$ 256,691	1.36%	1.02
Overdue 91-180	135	\$ 350,273	1.85%	2.50
Overdue > 180	270	\$ 839,604	4.43%	11.97
		\$ 18,937,585	100.00%	31.22

Veridian proposes that as this detailed weighted information is available, this methodology is most appropriate for the calculation of the collection lag within the working capital allowance.

JT1.8

TO EXPLAIN THE REDUCTION IN DEPRECIATION EXPENSE IN 2012 RELATIVE TO 2011 AND 2013 IN THE ORIGINAL FIXED-ASSET CONTINUITY SCHEDULES FOR METERS

Response:

In response to this undertaking, the original depreciation Appendices and original Fixed Asset Continuity Schedules were reviewed and the following error was noted:

In Appendix 2-CO-2012, the net amount of smart meters transferred from the deferral account was recorded in the '2012 additions' column of Appendix 2-CO-2012, rather than in the 'Opening NBV as at Jan 1, 2012' column.

This resulted in 2012 depreciation on these amounts to be calculated using the half-year rule, rather than the full year rule. Additionally, the useful life of new additions was applied rather than the Average Remaining Life of Opening NBV for those assets.

The table below summarizes the values for NBV and depreciation as filed and the updated, corrected values.

Table 1: Impact of half-year rule and incorrect useful life
As Filed in Appendix 2CO-2012

	NBV Recorded	Useful Life	Depreciation Calculated using half year rule	Average Remaining Useful Life	Corrected Depreciation	Difference
Meters	\$ 6,712,966	15	\$ 223,766	13	\$ 516,382	\$ 292,616

Of the \$292,616 difference, \$223,766 was the result of the application of the half-year rule and the remaining \$68,851 was the result of the application of the wrong useful life.

The impact of this correction is to increase 2012 meter depreciation (not including depreciation on stranded meters) from \$708,361 to \$1,000,977.

The table below provides a comparison of the Additions to Meter Depreciation by year in the original Fixed Asset Continuity Schedules with the amounts that would have been filed reflecting the corrections noted above.

Table 2: Schedule of Meter Depreciation by Year

Total Meter Depreciation by Year (excluding stranded meters)	Appendix 2-BA- Fixed Asset Cont Schedule - Additions to Meter Depreciation		Corrected		Difference	
2011	\$	800,507	\$	800,507	\$	- No correction required
2012	\$	708,361	\$	1,000,977	\$	292,616 Impact of error on half year rule and incorrect useful life
2013	\$	992,595	\$	1,061,446	\$	68,851 Impact of prior year useful life correction

JT1.8 (2)

TO ASSESS THE HST REMITTANCE IN THE LEAD LAG STUDY

Response:

Reference: Interrogatory 7.1 EP #33

Veridian believes that the current calculation of the HST Revenue days is appropriate. The calculation HST revenue lag days is calculated on the same basis as the HST Expense lead days.

For both, HST remittance to the government and receipt of HST funds from customers, the services and billing lag days are taken into consideration in the calculations of HST Revenues / Expense lead/Lag days.

Veridian is consistently applying the calculation for HST lead/lag days with the same method for both the HST Revenue and HST expense as shown in the tables below.

The calculation of the HST Revenue lead days shown in green in the table below is based on the 45 days for remittance of HST (last day of following month plus the midpoint of current billing period) minus the total Revenue lag from Customers or the Total Revenue lag from Other Sources. $(45-71.39=-26.39)$ or $(45-36.92=8.08)$

Table 8 of Elenchus Report – Working Capital Requirement

HST Expense Lead - Revenues					
Revenue	Amount (\$)	HST (13%)	Lead (Lag) Days	Weighting Factor	Weighted Lead (Days)
Sources of Rev from All Customers*	297,259,945	38,643,793	-26.39	0.996898	-26.31
Revenues from Retailers	-	-		0	0.00
Revenues from Other Sources	924,910	120,238	8.08	0.003102	0.03
Total	298,184,855	38,764,031	-18.3074	1	-26.28

**Table 9 of Elenchus Report-
Working Capital Requirement**

HST Expense Lead					
Vendor	Amount (\$)	HST (13%)	Lead (Days)	Weighting Factor	Weighted Lead (Days)
IESO	206,514,711	26,846,912	-19.68	0.852102	-16.77
Hydro One	26,571,428	3,454,286	11.16	0.109637	1.22
OM&A	9,273,095	1,205,502	-32.19	0.038262	-1.23
Generators	-	-	45	0	0.00
Total	242,359,234	31,506,700	4.289078	1	-16.78

The calculation HST Expense lead days is shown in green in the table above is based on the Total Expense lead days for each of the Vendors minus 45 days for remittance of HST (last day of following month plus the midpoint of current billing period)

IESO 25.32 days (Table 6 of Elenchus Report)-45 days=-19.68 days
Hydro One 56.16 days (Table 6 of Elenchus Report)-45 days=11.16 days
OM&A 12.81 days (Table 7 of Elenchus Report)-45 days=32.19 days

JT1.9

TO PROVIDE THE UNDERPINNING EXCEL SPREADSHEETS THAT SUPPORT THE
UTILITYPULSE SURVEY

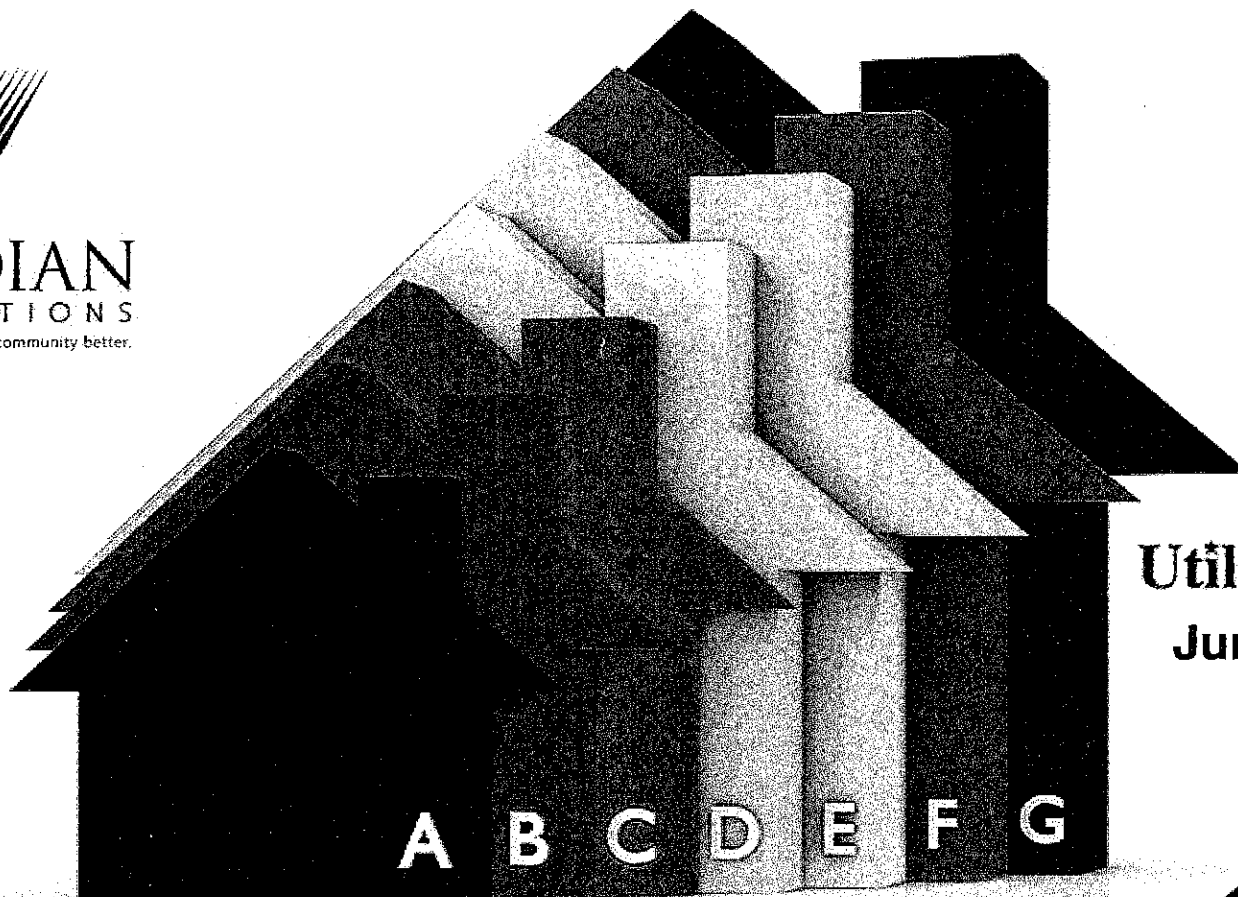
Response:

Data tables presenting the detailed results of Veridian's 2013 customer opinion survey are provided as Attachment 1. Veridian does not have this data in an excel spreadsheet format.



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June 2013

A B C D E F G

DATA TABLES

Veridian Connections

15th Annual Electric Utility Customer Satisfaction Survey

Veridian Connections

Field Work Conducted: March 28 – April 11, 2013



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Q.S2 BILL PAYERS' GENDER
BASED ON RESIDENTIAL RESPONDENTS

RESIDENTIAL BILL PAYERS																													
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
=====					=====										=====					=====					=====				
					AGE																								

Q.S2 BILL PAYERS' GENDER
BASED ON RESIDENTIAL RESPONDENTS

	COMMERCIAL BILL PAYERS																									
	=====																		=====							
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		MONTHS				WEBSITE		DATA		OTHERS		TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009		
UNWTD. TOTAL	384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-	-	-	-	-		
WTD. TOTAL	383	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	318	14	2	-	-	-	-	-		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
MALE	197	19	3	35	163	29	6	11	4	1	7	8	16	39	116	9	163	9	1	-	-	-	-	-		
	51%	66%	38%	54%	51%	51%	74%	41%	67%	29%	50%	57%	53%	54%	51%	50%	51%	65%	50%							
FEMALE	186	10	5	30	156	28	2	16	2	2	7	6	14	33	110	9	155	5	1	-	-	-	-	-		
	49%	34%	62%	46%	49%	49%	26%	59%	33%	71%	50%	43%	47%	46%	49%	50%	49%	35%	50%							

Q.1A OVERALL SATISFACTION WITH SERVICES PROVIDED BY VERIDIAN CONNECTIONS
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																								
	VERIDIAN CONNECTIONS TRACKING												CUSTOMER LOYALTY GROUPS												
	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												AGE												
	HOUSEHOLD SIZE												VERIDIAN CONNECTIONS TRACKING												
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	424	416	416	410	419	358	185	173	38	70	161	39	133	183	185	155	13	351	352	348	357	144	55	201	18
-----	94%	92%	90%	88%	92%	93%	94%	93%	95%	93%	96%	95%	92%	94%	94%	92%	100%	91%	90%	88%	93%	100%	100%	91%	72%
(5) VERY SATISFIED	234	194	232	218	212	196	88	108	25	47	88	19	67	109	115	77	5	162	192	188	179	144	55	29	7
	52%	43%	50%	47%	47%	51%	45%	58%	62%	62%	52%	46%	47%	56%	58%	45%	37%	42%	49%	47%	46%	100%	100%	13%	28%
(4) FAIRLY SATISFIED	190	222	184	192	207	162	97	65	13	24	74	20	66	74	71	79	8	189	160	160	178	-	-	172	11
	42%	49%	40%	41%	46%	42%	49%	35%	33%	31%	44%	49%	46%	38%	36%	46%	63%	49%	41%	40%	46%			78%	44%
(3) NEITHER SATISFIED NOR DISSATISFIED	-	-	-	5	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	5	-	-	-	-
				1%	2%															1%	1%				
(2) FAIRLY DISSATISFIED	12	16	22	34	13	11	3	8	2	2	1	1	3	7	6	5	-	15	20	26	12	-	-	11	1
	3%	4%	5%	7%	3%	3%	1%	4%	5%	3%	1%	2%	2%	4%	3%	3%		4%	5%	7%	3%			5%	4%
(1) VERY DISSATISFIED	6	3	9	17	11	6	6	-	-	-	2	-	4	2	2	4	-	3	9	17	9	-	-	-	6
	1%	1%	2%	4%	3%	2%	3%				1%		3%	1%	1%	2%		1%	2%	4%	2%				24%
BOTTOM 2 BOX	18	19	31	51	25	17	9	8	2	2	3	1	7	9	8	9	-	18	29	43	21	-	-	11	7
-----	4%	4%	7%	11%	5%	4%	5%	4%	5%	3%	2%	2%	5%	5%	4%	5%		5%	7%	11%	5%			5%	28%
DON'T KNOW / REFUSED	9	16	15	1	3	8	3	5	-	3	3	1	4	3	3	5	-	16	12	1	3	-	-	9	-
	2%	4%	3%	*	1%	2%	1%	3%		4%	2%	2%	3%	2%	2%	3%		4%	3%	*	1%			4%	
MEAN	4.43	4.35	4.36	4.20	4.32	4.42	4.33	4.51	4.52	4.59	4.48	4.42	4.35	4.46	4.50	4.33	4.37	4.34	4.33	4.20	4.32	5.00	5.00	4.03	3.47
S.D.	0.76	0.73	0.88	1.03	0.85	0.78	0.83	0.72	0.75	0.64	0.66	0.64	0.84	0.77	0.75	0.84	0.50	0.75	0.90	1.05	0.85	0.00	0.00	0.59	1.56
S.E.	0.04	0.04	0.04	0.05	0.04	0.04	0.06	0.05	0.12	0.08	0.05	0.10	0.07	0.06	0.05	0.07	0.14	0.04	0.05	0.05	0.04	0.00	0.00	0.04	0.31

	COMMERCIAL BILL PAYERS																							
	=====																				=====			
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	424	34	7	79	345	73	6	39	3	4	14	17	36	79	252	18	352	18	1	66	65	64	62	62
-----	94%	97%	87%	94%	99%	99%	69%	100%	51%	100%	93%	95%	95%	93%	95%	94%	100%	100%	97%	97%	92%	88%	91%	91%
(5) VERY SATISFIED	234	13	4	43	192	39	4	30	2	4	7	9	20	49	139	11	198	10	-	38	32	39	30	33
	52%	37%	50%	52%	52%	53%	39%	77%	35%	100%	42%	50%	53%	59%	51%	58%	53%	55%		57%	47%	57%	42%	48%
(4) FAIRLY SATISFIED	190	21	3	36	153	33	3	9	1	-	8	8	16	30	113	7	153	8	1	27	34	24	32	29
	42%	60%	38%	44%	42%	45%	30%	23%	16%		51%	45%	42%	37%	42%	37%	41%	45%	50%	40%	50%	35%	46%	43%
(3) NEITHER SATISFIED NOR DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2
																							1%	3%
(2) FAIRLY DISSATISFIED	12	1	1	3	9	1	2	-	2	-	1	1	1	2	8	-	10	-	1	1	2	2	8	2
	3%	3%	13%	4%	2%	1%	21%		33%		7%	5%	3%	2%	3%		3%		50%	2%	2%	2%	11%	2%
(1) VERY DISSATISFIED	6	-	-	1	5	-	1	-	1	-	-	-	1	2	4	1	5	-	-	-	-	1	-	2
	1%			1%	1%		10%		16%				2%	2%	2%	5%	1%					1%		3%
BOTTOM 2 BOX	18	1	1	4	14	1	3	-	3	-	1	1	2	4	12	1	15	-	1	2	2	2	8	4
-----	4%	3%	13%	5%	4%	1%	31%		49%		7%	5%	5%	5%	4%	5%	4%		50%	2%	2%	3%	11%	6%
DON'T KNOW / REFUSED	9	-	-	-	9	-	-	-	-	-	-	-	-	-	7	-	9	-	-	1	1	3	-	-
	2%				2%										2%		2%			1%	1%	5%		
MEAN	4.43	4.31	4.25	4.41	4.44	4.50	3.66	4.77	3.21	5.00	4.28	4.39	4.41	4.47	4.42	4.42	4.44	4.55	3.00	4.54	4.43	4.51	4.19	4.30
S.D.	0.76	0.64	1.04	0.78	0.75	0.58	1.50	0.43	1.72	0.00	0.81	0.77	0.84	0.82	0.78	0.96	0.76	0.51	1.37	0.60	0.62	0.74	0.92	0.91
S.E.	0.04	0.11	0.37	0.09	0.04	0.07	0.49	0.07	0.71	0.00	0.21	0.18	0.14	0.09	0.05	0.22	0.04	0.12						

Q.2 BILL PAYERS WITH POWER FAILURES OR OUTAGES - PAST 12 MONTHS
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																															
	VERIDIAN CONNECTIONS TRACKING												ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S						AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF	AT RISK							
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25							
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25							
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%								
YES	153	195	129	168	197	128	66	62	8	22	57	11	47	69	63	59	6	175	109	141	170	40	18	84	10							
	34%	43%	28%	36%	43%	34%	34%	33%	20%	30%	34%	27%	33%	35%	32%	35%	47%	45%	28%	35%	44%	28%	33%	38%	40%							
NO	292	249	327	294	251	253	129	124	32	53	110	29	97	125	132	110	7	202	281	252	212	103	36	133	15							
	65%	55%	71%	63%	55%	66%	65%	67%	80%	70%	66%	70%	67%	64%	68%	65%	53%	52%	72%	64%	55%	72%	65%	60%	60%							
DON'T RECALL / DON'T KNOW / REFUSED	6	8	6	5	6	2	2	-	-	-	-	1	-	1	1	1	-	8	2	4	4	1	1	4	-							
	1%	2%	1%	1%	1%	1%	1%					2%		1%	*	1%		2%	1%	1%	1%	1%	2%	2%								

Q.2 BILL PAYERS WITH POWER FAILURES OR OUTAGES - PAST 12 MONTHS
 BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE				CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?	EXPERIENCE		MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING							
	TOTAL	YES	NO	YES		NO	YES	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009		
	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERI-DIAN	2012	2011	2010	2009		
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
YES	153	15	4	51	103	43	8	20	5	3	12	8	21	37	82	4	124	9	2	25	20	20	27	27	
	34%	44%	51%	61%	28%	59%	81%	51%	84%	78%	75%	44%	55%	45%	30%	21%	33%	51%	100%	37%	30%	28%	39%	40%	
NO	292	20	4	31	260	29	2	18	1	1	4	10	16	45	184	15	246	9	-	39	48	46	42	39	
	65%	56%	49%	37%	71%	40%	19%	46%	16%	22%	25%	56%	42%	54%	68%	79%	65%	49%		57%	70%	66%	60%	58%	
DON'T RECALL / DON'T KNOW / REFUSED	6	-	-	1	5	1	-	1	-	-	-	-	1	1	5	-	6	-	-	4	-	4	1	2	
	1%			1%	1%	1%		3%					3%	1%	2%		2%			6%		6%	1%	2%	

Q.3B BILL PAYERS ATTEMPTING TO CONTACT VERIDIAN CONNECTIONS ABOUT SHORTAGES OR OUTAGES - PAST 12 MONTHS
 BASED ON RESPONDENTS WITH OUTAGE PROBLEMS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS/RESPONDENTS WITH OUTAGES RECALLING NUMBER AND LENGTH (2007-08)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK
UNWID. TOTAL	153	179	114	160	180	128	66	62	8	22	57	11	47	69	63	58	6	160	97	133	154	40	18	83	10
WID. TOTAL	153	195	129	168	197	128	66	62	8	22	57	11	47	69	63	59	6	175	109	141	170	40	18	84	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
YES	36	36	29	45	36	29	16	13	2	2	11	2	9	18	14	14	1	30	22	36	29	10	4	20	2
	23%	19%	23%	27%	18%	22%	24%	21%	24%	9%	19%	18%	19%	26%	22%	24%	16%	17%	20%	26%	17%	25%	23%	24%	20%
NO	115	156	99	121	161	99	49	49	6	20	46	9	37	51	49	44	5	142	87	104	141	30	13	64	7
	75%	80%	77%	72%	82%	77%	75%	79%	76%	91%	79%	82%	79%	74%	78%	74%	84%	81%	80%	74%	83%	75%	71%	76%	69%
DON'T RECALL / DON'T KNOW / REFUSED	2	2	1	1	-	1	1	-	-	-	1	-	1	-	-	1	-	2	-	1	-	-	1	-	1
	1%	1%	1%	1%		1%	2%				2%		2%			2%		1%		*			6%		11%

Q.3B BILL PAYERS ATTEMPTING TO CONTACT VERIDIAN CONNECTIONS ABOUT SHORTAGES OR OUTAGES - PAST 12 MONTHS
 BASED ON RESPONDENTS WITH OUTAGE PROBLEMS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS/RESPONDENTS WITH OUTAGES RECALLING NUMBER AND LENGTH (2007-08)

	COMMERCIAL BILL PAYERS																							
	=====																				=====			
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE		CONTACT		ACCESS		SMART		WORK		OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH				TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-				
	SUPP	UNSUP	DIAN	2012	2011	2010	2009																	
UNWTD. TOTAL	153	15	4	51	102	43	8	20	5	3	12	8	21	37	82	4	124	9	2	25	19	17	27	26
WTD. TOTAL	153	15	4	51	103	43	8	20	5	3	12	8	21	37	82	4	124	9	2	25	20	20	27	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
YES	36	1	1	36	-	31	5	13	4	2	9	5	14	15	16	2	29	2	-	7	6	7	9	7
	23%	6%	23%	71%		72%	63%	67%	79%	67%	78%	61%	65%	40%	20%	50%	23%	21%		29%	29%	36%	34%	26%
NO	115	14	3	15	100	12	3	6	1	1	3	3	7	22	64	2	93	7	2	17	14	12	17	20
	75%	94%	77%	29%	98%	28%	37%	33%	21%	33%	22%	39%	35%	60%	77%	50%	75%	79%	100%	66%	71%	60%	63%	74%
DON'T RECALL / DON'T KNOW / REFUSED	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	1	-	1	1	-
	1%				2%										3%		2%			4%		4%	3%	

Q.4 BILL PAYERS WITH PROBLEMS WITH ELECTRICITY BILLS OR STATEMENTS - PAST 12 MONTHS
 BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
YES	23	55	48	49	30	17	11	7	1	2	7	-	7	10	11	6	-	44	38	40	23	4	1	13	6
	5%	12%	10%	10%	7%	5%	5%	4%	2%	2%	4%		5%	5%	5%	3%		11%	10%	10%	6%	3%	1%	6%	23%
NO	424	392	410	416	421	363	185	178	38	72	161	41	136	183	184	162	13	335	352	356	360	140	53	206	19
	94%	87%	89%	89%	93%	95%	94%	96%	95%	96%	96%	100%	95%	94%	94%	96%	100%	87%	90%	90%	93%	97%	97%	93%	77%
DON'T RECALL / DON'T KNOW / REFUSED	4	5	4	2	3	3	2	1	1	1	-	-	1	2	2	1	-	5	2	1	3	-	1	3	-
	1%	1%	1%	*	1%	1%	1%	1%	2%	1%			1%	1%	1%	1%		1%	1%	*	1%		2%	1%	

Q.4 BILL PAYERS WITH PROBLEMS WITH ELECTRICITY BILLS OR STATEMENTS - PAST 12 MONTHS
 BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE CONTACTED				PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
YES	23	3	2	11	12	9	2	6	-	-	2	4	5	6	10	3	15	3	-	5	10	10	9	8
	5%	9%	25%	13%	3%	12%	17%	15%			11%	22%	13%	7%	4%	16%	4%	17%		8%	15%	15%	13%	11%
NO	424	32	6	73	352	65	8	33	6	4	14	14	33	76	258	16	357	15	2	61	57	57	60	60
	94%	91%	75%	87%	96%	88%	83%	85%	100%	100%	89%	78%	87%	92%	95%	84%	95%	83%	100%	91%	85%	83%	86%	89%
DON'T RECALL / DON'T KNOW / REFUSED	4	-	-	-	4	-	-	-	-	-	-	-	-	1	3	-	4	-	-	1	-	2	1	-
	1%				1%									1%	1%		1%			1%		2%	1%	

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																	VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	24	46	52	44	33	18	11	7	1	2	7	-	7	10	11	6	-	37	43	35	24	4	1	13	6
WTD. TOTAL	23	55	48	49	30	17	11	7	1	2	7	-	7	10	11	6	-	44	38	40	23	4	1	13	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
THE METER READING WAS INCORRECT	1	1	3	1	-	1	-	1	-	-	1	-	1	-	-	1	-	-	2	1	-	-	-	1	-
	4%	3%	5%	3%		5%		14%			14%		13%			16%			5%	2%				7%	
THE AMOUNT OWED WAS TOO HIGH	7	18	25	23	8	7	5	2	1	-	1	-	3	4	6	1	-	18	20	22	6	2	-	3	2
	31%	33%	52%	48%	25%	40%	47%	29%	100%		16%		44%	42%	56%	18%		41%	54%	55%	27%	50%		24%	36%
THE AMOUNT OWED WAS TOO LOW	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-
		1%	1%		2%													1%	1%						
THE BILL WAS DIFFICULT TO UNDERSTAND	1	5	1	6	1	1	-	1	-	1	-	-	-	1	1	-	-	5	1	3	1	-	-	1	-
	4%	10%	1%	13%	2%	5%		14%		49%				10%	9%			12%	2%	9%	3%			7%	
THE PAYMENT YOU MADE WAS RECORDED INCORRECTLY OR NOT RECORDED	1	2	3	6	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	6	2	-	-	1	-
	4%	3%	6%	12%	11%														8%	14%	8%			8%	
THE BILL ARRIVED LATE	1	7	5	3	1	-	-	-	-	-	-	-	-	-	-	-	-	4	2	2	1	1	-	-	-
	5%	12%	10%	7%	5%													8%	6%	5%	3%	26%			
COMPLAINT ABOUT RATES OR CHARGES	8	10	6	-	-	6	3	3	-	-	4	-	1	4	3	2	-	5	6	-	-	1	1	4	3
	35%	19%	13%			32%	26%	43%			56%		14%	39%	26%	33%		11%	17%			26%	100%	30%	47%
WRONG INFORMATION ON BILL / RECEIVED THE WRONG BILL	-	6	2	1	4	-	-	-	-	-	-	-	-	-	-	-	-	4	2	1	3	-	-	-	-
		10%	5%	1%	15%													9%	6%	1%	13%				
THEY SENT A NOTICE ABOUT TERMINATING THE ELECTRICITY	1	1	2	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-	1	-
	5%	3%	3%	6%	8%															2%	10%			9%	
THE BILL WAS ESTIMATED	-	-	-	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	-	-
					27%																29%				
TOO MANY EXTRA CHARGES	-	-	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	-	-	-
			1%	10%															1%	6%					

(continued)

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

RESIDENTIAL BILL PAYERS																														
=====																														
										ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S														CUSTOMER LOYALTY GROUPS						
										VERIDIAN CONNECTIONS TRACKING			AGE				HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN						
										=====			=====				=====			=====				=====						
										TOTAL MEN			WOMEN	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	FAVOR ABLE	DIFF ERENT	AT RISK	
										=====			=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
UNWTD. TOTAL	24	46	52	44	33	18	11	7	1	2	7	-	7	10	11	6	-	37	43	35	24	4	1	13	6					
WTD. TOTAL	23	55	48	49	30	17	11	7	1	2	7	-	7	10	11	6	-	44	38	40	23	4	1	13	6					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%					
THE BILL DID NOT ARRIVE / SKIPPED BILL(S)	1 4%	3 6%	1 1%	-	-	1 6%	1 9%	-	-	-	1 15%	-	1 14%	-	-	1 17%	-	2 4%	1 2%	-	-	-	-	1 8%	-					
DON'T FIND THE E-MAIL BILLING CONVENIENT	-	2 3%	-	-	3 10%	-	-	-	-	-	-	-	-	-	-	-	-	2 4%	-	-	2 10%	-	-	-	-					
CLERICAL ERROR - RECEIVED TWO BILLS	-	2 4%	-	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	-	-	-	-	-	-					
BILLS ARE MISLEADING / THE HISTORICAL DATA IS INACCURATE	2 8%	-	-	-	2 6%	1 6%	1 9%	-	-	-	-	-	1 14%	-	-	1 17%	-	-	-	2 8%	-	-	1 7%	1 17%						
THEY OWE ME A REFUND	-	2 3%	1 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 4%	1 4%	-	-	-	-	-	-					
RETIREMENT CHARGE BILLING	-	2 3%	1 2%	-	1 2%	-	-	-	-	-	-	-	-	-	-	-	-	2 4%	-	-	1 2%	-	-	-	-					
THE PERIOD THE BILL COVERS / THE MONTH DID NOT MAKE SENSE	-	1 1%	-	-	2 7%	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	1 3%	-	-	-	-					
WANTED INFO ON PAYMENT OPTIONS / PUTTING BILL ON A PRE-AUTHORIZED PAYMENT PLAN	-	-	-	3 5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	-	-	-	-					
FINANCE CHARGES ON BILL	-	-	2 3%	-	1 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
REFUSE TO LET ME OUT OF CONTRACT	-	-	-	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
SWITCHED THE LANDLORD'S BILL INTO MY NAME	-	-	1 1%	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	1 2%	-	-	-	-	-					

(continued)

RESIDENTIAL BILL PAYERS

(continued)

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	24	46	52	44	33	18	11	7	1	2	7	-	7	10	11	6	-	37	43	35	24	4	1	13	6
WTD. TOTAL	23	55	48	49	30	17	11	7	1	2	7	-	7	10	11	6	-	44	38	40	23	4	1	13	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
DON'T LIKE BILLING SCHEMES / DON'T LIKE TIERS / *TIME OF USE* MAKES IT INCONVENIENT TO DO HOUSEHOLD CHORES	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
			1%																1%						
DON'T KNOW / REFUSED	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
			1%																1%						

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

	COMMERCIAL BILL PAYERS																							
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	2012	2011	2010	2009	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWTD. TOTAL	24	3	2	11	13	9	2	6	-	-	2	4	5	6	11	3	16	3	-	6	9	9	9	
WTD. TOTAL	23	3	2	11	12	9	2	6	-	-	2	4	5	6	10	3	15	3	-	5	10	10	9	
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
THE METER READING WAS INCORRECT	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	1	1	
	4%				7%										9%		6%				14%	8%	7%	
THE AMOUNT OWED WAS TOO HIGH	7	-	1	3	4	3	-	1	-	-	1	1	1	2	4	1	5	-	-	-	5	1	1	
	31%		50%	29%	32%	34%		18%			59%	26%	21%	34%	39%	33%	34%				46%	16%	19%	
THE AMOUNT OWED WAS TOO LOW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
																							10%	
THE BILL WAS DIFFICULT TO UNDERSTAND	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	3	-	
	4%				7%										9%		6%					34%		
THE PAYMENT YOU MADE WAS RECORDED INCORRECTLY OR NOT RECORDED	1	-	-	1	-	1	-	1	-	-	-	-	1	-	1	-	1	-	-	1	2	-	2	
	4%			9%		11%		17%					20%		9%		7%			18%	15%		20%	
THE BILL ARRIVED LATE	1	-	-	1	-	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1	3	2	1	
	5%			10%		12%		18%				26%			10%		7%			19%	29%	23%	10%	
COMPLAINT ABOUT RATES OR CHARGES	8	1	1	3	6	2	1	2	-	-	1	1	1	1	4	1	5	2	-	2	5	-	-	
	35%	32%	50%	24%	45%	21%	43%	30%			41%	26%	17%	17%	34%	33%	34%	63%		44%	50%			
WRONG INFORMATION ON BILL / RECEIVED THE WRONG BILL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	
																					14%		20%	
THEY SENT A NOTICE ABOUT TERMINATING THE ELECTRICITY	1	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	1	2	-	
	5%	37%		11%		13%							23%				37%			21%	14%	15%	27%	
THE BILL WAS ESTIMATED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
																							20%	
TOO MANY EXTRA CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
																							27%	

(continued)

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

	COMMERCIAL BILL PAYERS																																																	
	TIME OF USE CONTACTED												PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING																			
	BILLING		HYDRO?										YES		NO		VS		VDS		12+		7-12		4-6		<3		YES		NO		YES		NO		VERY SUPP		VERY UNSUP		VERI-DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO					
UNWTD. TOTAL	24	3	2	11	13	9	2	6	-	-	2	4	5	6	11	3	16	3	-	6	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9			
WTD. TOTAL	23	3	2	11	12	9	2	6	-	-	2	4	5	6	10	3	15	3	-	5	10	10	9	8	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
THE BILL DID NOT ARRIVE / SKIPPED BILL(S)	1	1	-	1	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	4%	32%		9%		11%		17%				25%																																						
DON'T FIND THE E-MAIL BILLING CONVENIENT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	10%			
CLERICAL ERROR - RECEIVED TWO BILLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	18%				
BILLS ARE MISLEADING / THE HISTORICAL DATA IS INACCURATE	2	-	-	1	1	-	1	-	-	-	-	-	1	2	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	8%			9%	8%		57%						19%	32%		33%	6%			17%																														
THEY OWE ME A REFUND	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
RETIREMENT CHARGE BILLING	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	8%					
THE PERIOD THE BILL COVERS / THE MONTH DID NOT MAKE SENSE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	20%			
WANTED INFO ON PAYMENT OPTIONS / PUTTING BILL ON A PRE-AUTHORIZED PAYMENT PLAN	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	7%				
FINANCE CHARGES ON BILL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	15%				
																																														1	10%			
REFUSE TO LET ME OUT OF CONTRACT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	18%				
SWITCHED THE LANDLORD'S BILL INTO MY NAME	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			

(continued)

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

	COMMERCIAL BILL PAYERS																							
											=====													
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		WITH OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA						TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	24	3	2	11	13	9	2	6	-	-	2	4	5	6	11	3	16	3	-	6	9	9	9	9
WTD. TOTAL	23	3	2	11	12	9	2	6	-	-	2	4	5	6	10	3	15	3	-	5	10	10	9	8
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
BEING BUGGED TO PAY MY BILLS ONLINE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
																							7%	
PROBLEM WITH WATER PART OF BILL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO ACCOUNTABILITY / THEY ARE HOSTILE AND AGGRESSIVE TO DEAL WITH / DID NOT ANSWER QUESTIONS	1	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-
	5%	37%		11%		13%							23%				37%			21%				
THE BILL DOES NOT ARRIVE ON THE SAME DATE EACH MONTE	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-
	4%			9%		11%		17%				24%		16%			6%							
BILL PROCESSED THROUGH THE WRONG ACCOUNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	10%
TWO DIFFERENT BILLINGS GOT PUT ON TO ONE ACCOUNT INSTEAD OF TWO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	10%
HIGH DISCONNECTION FEE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DO NOT UNDERSTAND THE SMART METER	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TO DISCUSS ALL THE OTHER STUFF THEY ADD ON THE BILL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T LIKE BILLING SCHMES / DON'T LIKE TIERS / "TIME OF USE" MAKES IT INCONVENIENT TO DO HOUSEHOLD CHORES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

(continued)

Q.5 SPECIFIC KINDS OF PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

[illegible]

Q.5A ATTEMPTS TO CONTACT VERIDIAN CONNECTIONS ABOUT PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS										
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT							
	=====					=====					=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVOR-ABLE	DIFFERENT	AT RISK
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====
UNWTD. TOTAL	24	46	52	44	33	18	11	7	1	2	7	-	7	10	11	6	-	37	43	35	24	4	1	13	6
WTD. TOTAL	23	55	48	49	30	17	11	7	1	2	7	-	7	10	11	6	-	44	38	40	23	4	1	13	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
YES	10	29	19	27	19	5	5	-	-	1	2	-	1	4	4	1	-	20	14	24	14	3	1	6	-
	42%	54%	39%	56%	63%	28%	45%			51%	27%		14%	40%	36%	17%		44%	37%	59%	60%	75%	100%	47%	
NO	13	25	30	22	11	13	6	7	1	1	5	-	6	6	7	5	-	25	24	16	9	1	-	7	6
	58%	46%	61%	44%	37%	72%	55%	100%	100%	49%	73%		86%	60%	64%	83%		56%	63%	41%	40%	25%		53%	100%

Q.5A ATTEMPTS TO CONTACT VERIDIAN CONNECTIONS ABOUT PROBLEMS WITH BILLS OR STATEMENTS
BASED ON RESPONDENTS WITH BILLING PROBLEMS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE				CONTACTED	PROBLEM		RECENT	TIME SINCE CONTACT				ACCESS		SMART	WORK	WITH OTHERS	VERIDIAN CONNECTIONS						
	BILLING				HYDRO?	SOLVED?		EXPERIENCE	(MONTHS)				WEBSITE		METER DATA			TRACKING						
																	VERY	VERY	VERI-					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWTD. TOTAL	24	3	2	11	13	9	2	6	-	-	2	4	5	6	11	3	16	3	-	6	9	9	9	9
WTD. TOTAL	23	3	2	11	12	9	2	6	-	-	2	4	5	6	10	3	15	3	-	5	10	10	9	8
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
YES	10	2	-	10	-	8	2	6	-	-	1	4	5	3	4	-	7	1	-	5	10	5	4	5
	42%	68%		91%		89%	100%	100%			41%	100%	100%	50%	35%		50%	37%		87%	93%	46%	40%	70%
NO	13	1	2	1	12	1	-	-	-	-	1	-	-	3	7	3	7	2	-	1	1	6	5	2
	58%	32%	100%	9%	100%	11%					59%			50%	65%	100%	50%	63%		13%	7%	54%	60%	30%

Q.5A1 BILL PAYERS ATTEMPTING TO CALL VERIDIAN CONNECTIONS ABOUT SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																												
=====																												
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
=====					=====										=====			=====			=====				=====			
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF	AT RISK				

UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
YES	46	44	37	46	24	37	19	18	3	11	13	6	11	20	21	14	2	33	32	38	19	15	6	21	4			
	10%	10%	8%	10%	5%	10%	10%	10%	7%	14%	8%	14%	8%	10%	11%	8%	15%	9%	8%	9%	5%	10%	11%	10%	16%			
NO	405	405	422	420	430	346	178	168	37	64	154	35	133	174	175	155	11	347	358	359	366	129	49	200	21			
	90%	90%	91%	90%	95%	90%	90%	90%	93%	86%	92%	86%	92%	90%	89%	92%	85%	90%	91%	91%	95%	90%	89%	90%	84%			
DON'T RECALL / DON'T KNOW / REFUSED	-	4	4	1	1	-	-	-	-	-	-	-	-	-	-	-	-	4	3	-	1	-	-	-	-			
		1%	1%	*	*													1%	1%		*							

Q.5A1 BILL PAYERS ATTEMPTING TO CALL VERIDIAN CONNECTIONS ABOUT SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
																WORK WITH OTHERS		VERIDIAN CONNECTIONS						
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
	=====		=====		=====		=====		=====				=====		=====		=====		=====		=====			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
YES	46	3	-	46	-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	5
	10%	8%		56%		56%	52%	59%	68%	48%	38%	62%	67%	16%	9%	11%	10%	11%		14%	16%	7%	12%	7%
NO	405	32	8	37	368	32	4	16	2	2	10	7	13	70	246	17	338	16	2	58	57	64	61	64
	90%	92%	100%	44%	100%	44%	48%	41%	32%	52%	62%	38%	33%	84%	91%	89%	90%	89%	100%	86%	84%	92%	86%	93%
DON'T RECALL / DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-
																						1%	2%	

Q.SAIL TYPE OF INQUIRY
BASED ON RESPONDENTS WHO CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR								
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF	AT RISK			
UNWTD. TOTAL	46	46	46	48	-	37	19	18	3	11	13	6	11	20	21	14	2	35	41	40	-	15	6	21	4			
WTD. TOTAL	46	44	37	46	-	37	19	18	3	11	13	6	11	20	21	14	2	33	32	38	-	15	6	21	4			
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%			
MOVING / SETTING UP NEW ACCOUNT	18	13	14	12	-	11	5	6	1	4	4	3	5	3	5	5	1	10	12	12	-	6	3	8	1			
	39%	31%	38%	25%		30%	26%	33%	33%	36%	31%	49%	47%	15%	24%	35%	50%	29%	39%	31%		41%	50%	38%	26%			
MAINTENANCE OR REPAIR REQUEST	5	6	3	7	-	5	1	4	1	2	2	1	1	3	2	3	-	6	3	5	-	-	2	1	2			
	11%	14%	9%	16%		13%	5%	22%	33%	18%	15%	17%	9%	15%	10%	21%		18%	8%	14%			33%	5%	48%			
TO GET A METER READING	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-			
				9%																11%								
WAYS TO SAVE ENERGY	1	3	1	3	-	1	1	-	-	-	1	-	-	1	1	-	-	1	1	2	-	-	-	1	-			
	2%	7%	1%	8%		3%	5%				8%			5%	5%			2%	2%	5%				5%				
INQUIRE ABOUT SMART METERS OR TIME OF USE BILLING	2	1	7	1	-	1	1	-	-	-	1	-	-	1	-	1	-	1	7	1	-	1	1	-	-			
	5%	1%	18%	3%		3%	6%				8%			5%		8%		2%	21%	3%		8%	17%					
REBATES / INCENTIVES FOR CONSERVING ENERGY	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
				3%																								
ENERGY RETAILERS OR CONTRACTORS NOT AFFILIATED WITH THE UTILITY	1	-	2	3	-	1	1	-	-	1	-	-	-	1	1	-	-	-	2	3	-	1	-	-	-			
	2%		7%	5%		3%	5%			9%				5%	5%				8%	7%		6%						
INQUIRE ABOUT RATES OR CHARGES	7	6	1	-	-	6	3	3	-	1	3	2	2	2	2	4	-	5	1	-	-	3	-	4	-			
	15%	13%	4%			16%	16%	16%		9%	23%	33%	18%	10%	9%	28%		15%	4%			19%		19%				
WATER HEATER RENTAL / WATER HEATER BUSTED	-	1	4	9	-	-	-	-	-	-	-	-	-	-	-	-	-	1	4	8	-	-	-	-	-			
		1%	12%	19%														2%	14%	21%								
GENERAL INFORMATION (E.G. RATES, PROMOTIONS, TECHNICAL QUESTIONS)	7	-	2	3	-	7	4	3	-	3	-	-	2	5	5	2	-	-	1	1	-	3	-	3	1			
	15%		6%	6%		19%	21%	18%		28%			17%	26%	24%	15%			2%	1%		20%		15%	27%			

(continued)

Q.5A11 TYPE OF INQUIRY
BASED ON RESPONDENTS WHO CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

	RESIDENTIAL BILL PAYERS																																						
																					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S				AGE				HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING																																						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK														
UNWTD. TOTAL	46	46	46	48	-	37	19	18	3	11	13	6	11	20	21	14	2	35	41	40	-	15	6	21	4														
WTD. TOTAL	46	44	37	46	-	37	19	18	3	11	13	6	11	20	21	14	2	33	32	38	-	15	6	21	4														
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%														
DIGGING IN MY YARD / MARKING LINES ON MY PROPERTY / UNDERGROUND WIRING / REMOVED THE UTILITY POLE / LINE LOCATION	1 2%	3 7%	1 2%	-	-	1 3%	-	1 5%	-	-	-	1 17%	-	-	-	-	1 50%	2 7%	1 2%	-	-	-	-	1 5%	-														
RETURNING A CALL	-	2 4%	1 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 5%	1 2%	-	-	-	-	-	-														
TO UPGRADE THE THERMOSTAT / THERMOSTAT INSTALLATION	3 6%	-	-	-	-	3 8%	2 11%	1 6%	-	1 9%	2 15%	-	1 9%	2 10%	3 14%	-	-	-	-	-	-	1 7%	-	2 10%	-														
INSPECTION / CHECKING METER FOR POWER FLUCTUATIONS	-	1 2%	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	-	-	-	-	-														
CANCEL SERVICE	-	-	1 1%	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	1 1%	-	-	-	-	-														
PEAKSAVER PROGRAM	1 2%	-	-	-	-	1 3%	-	1 6%	-	1 9%	-	-	-	1 5%	1 5%	-	-	-	-	-	-	-	-	1 5%	-														
JOB INQUIRY / WE ARE A RELATED INDUSTRY, MEETING WITH THEM / THEY ARE MY CUSTOMERS	1 2%	-	-	-	-	1 3%	1 5%	-	-	-	-	-	-	1 5%	1 5%	-	-	-	-	-	-	-	-	1 5%	-														
ASKING IF THEY PROVIDE ANY GREEN ENERGY SERVICE(S)	-	1 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-														
COMPETITOR CAME TO TRY AND SWITCH SUPPLIERS	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-														

(continued)

Q.5A11 TYPE OF INQUIRY
BASED ON RESPONDENTS WHO CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL, PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====					=====					=====					=====			=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWTD. TOTAL	46	46	46	48	-	37	19	18	3	11	13	6	11	20	21	14	2	35	41	40	-	15	6	21	4	
WTD. TOTAL	46	44	37	46	-	37	19	18	3	11	13	6	11	20	21	14	2	33	32	38	-	15	6	21	4	
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
DON'T KNOW / REFUSED	1	9	-	3	-	1	-	1	1	-	-	-	-	1	1	-	-	7	-	3	-	1	-	-	-	
	2%	20%		5%		3%		5%	33%					5%	5%			22%		7%		7%				

Q.5A11 TYPE OF INQUIRY

BASED ON RESPONDENTS WHO CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

	COMMERCIAL BILL PAYERS																								
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	TIME OF USE BILLING			CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	46	3	-	46	-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	-	
WTD. TOTAL	46	3	-	46	-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	-	
	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%		
MOVING / SETTING UP NEW ACCOUNT	18	1	-	18	-	18	-	12	-	-	3	4	11	3	13	1	14	-	-	7	4	2	-	-	
	39%	33%		39%		44%		53%			50%	37%	44%	23%	52%	49%	37%			77%	35%	33%			
MAINTENANCE OR REPAIR REQUEST	5	-	-	5	-	4	1	2	2	-	1	2	1	4	1	-	5	-	-	-	-	1	2	-	
	11%			11%		10%	20%	9%	49%		17%	18%	4%	30%	4%		13%				17%	25%			
TO GET A METER READING	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
WAYS TO SAVE ENERGY	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	2	-	2	-	
	2%	34%		2%		2%						9%					51%				21%		20%		
INQUIRE ABOUT SMART METERS OR TIME OF USE BILLING	2	-	-	2	-	1	1	1	1	-	-	1	1	1	1	-	2	-	-	1	-	-	-	-	
	5%			5%		3%	22%	5%	26%			10%	4%	8%	4%		6%			12%					
REBATES / INCENTIVES FOR CONSERVING ENERGY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	
																						20%			
ENERGY RETAILERS OR CONTRACTORS NOT AFFILIATED WITH THE UTILITY	1	-	-	1	-	1	-	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	
	2%			2%		2%		4%				8%		7%			2%								
INQUIRE ABOUT RATES OR CHARGES	7	1	-	7	-	7	-	3	-	1	1	-	5	2	4	-	6	1	-	1	1	-	-	-	
	15%	33%		15%		17%		12%		55%	17%		19%	16%	15%		15%	49%		11%	7%				
WATER HEATER RENTAL / WATER HEATER BUSTED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
																						8%			
GENERAL INFORMATION (E.G. RATES, PROMOTIONS, TECHNICAL QUESTIONS)	7	-	-	7	-	4	3	3	1	1	-	1	4	1	4	-	6	-	-	-	-	2	2	-	
	15%			15%		10%	58%	13%	24%	45%		9%	17%	8%	16%		16%				33%	28%			

(continued)

Q.SAII TYPE OF INQUIRY
 BASED ON RESPONDENTS WHO CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

	COMMERCIAL BILL PAYERS																																					
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING															
	BILLING		HYDRO?		YES		NO		VS		VDS		12+		7-12		4-6		<3		YES		NO		VERY SUPP		VERY UNSUP		VERI- DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	2012	2011	2010	2009					
UNWTD. TOTAL	46	3	-	46	-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	-	-	-	-	-	-	-	-	-	-	-	-	-		
WTD. TOTAL	46	3	-	46	-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	-	-	-	-	-	-	-	-	-	-	-	-	-		
	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
DIGGING IN MY YARD / MARKING LINES ON MY PROPERTY / UNDERGROUND WIRING / REMOVED THE UTILITY POLE / LINE LOCATION	1	-	-	1	-	1	-	1	-	-	1	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
	2%			2%		2%		4%			17%				4%		3%											7%										
RETURNING A CALL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-		
																															17%							
TO UPGRADE THE THERMOSTAT / THERMOSTAT INSTALLATION	3	-	-	3	-	3	-	-	-	-	-	1	2	1	2	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	6%			6%		7%						9%	8%	8%	8%		8%																					
INSPECTION / CHECKING METER FOR POWER FLUCTUATIONS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
																													7%									
CANCEL SERVICE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
PEAKSAVER PROGRAM	1	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	2%			2%		2%							4%		4%		3%				3%																	
JOB INQUIRY / WE ARE A RELATED INDUSTRY, MEETING WITH THEM / THEY ARE MY CUSTOMERS	1	-	-	1	-	1	-	1	-	-	-	-	1	-	-	1	-	51%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	2%			2%		2%		4%					4%																									
ASKING IF THEY PROVIDE ANY GREEN ENERGY SERVICE(S)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
																													7%									
COMPETITOR CAME TO TRY AND SWITCH SUPPLIERS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
DON'T KNOW / REFUSED	1	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-		
	2%			2%		2%							4%				3%												14%									

Q.5AIII SATISFACTION WITH 'THE TIME IT TOOK TO CONTACT SOMEONE'

BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK
UNWID. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6
WID. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	69	64	57	69	46	54	27	27	4	9	24	8	19	27	29	22	3	44	49	59	36	26	7	32	4
-----	83%	66%	72%	65%	64%	83%	78%	90%	80%	76%	96%	100%	91%	75%	83%	81%	100%	62%	75%	68%	64%	97%	68%	79%	67%
(5) VERY SATISFIED	41	33	36	38	28	33	14	19	3	8	14	6	12	15	17	14	2	24	33	31	23	22	5	12	2
	49%	34%	44%	36%	39%	51%	40%	63%	60%	67%	56%	75%	58%	42%	49%	52%	67%	33%	51%	35%	41%	82%	48%	30%	33%
(4) FAIRLY SATISFIED	28	31	22	31	18	21	13	8	1	1	10	2	7	12	12	8	1	20	16	29	13	4	2	20	2
	34%	32%	27%	29%	24%	32%	37%	27%	20%	9%	39%	25%	33%	33%	34%	30%	33%	29%	24%	33%	23%	15%	20%	50%	34%
(3) NEITHER SATISFIED NOR DISSATISFIED	1	1	2	1	8	1	1	-	-	1	-	-	1	-	1	-	-	1	2	1	7	1	-	-	-
	1%	1%	3%	1%	12%	1%	2%	-	-	7%	-	-	4%	-	2%	-	-	1%	3%	1%	12%	3%	-	-	-
(2) FAIRLY DISSATISFIED	6	5	5	11	5	4	3	1	1	1	-	-	1	3	1	3	-	5	3	9	2	-	1	4	1
	7%	5%	6%	10%	7%	6%	8%	3%	20%	9%	-	-	5%	8%	3%	11%	-	7%	5%	10%	4%	-	11%	10%	17%
(1) VERY DISSATISFIED	5	15	4	7	5	4	4	-	-	-	1	-	-	4	3	1	-	12	3	7	5	-	1	3	1
	6%	16%	4%	7%	7%	6%	12%	-	-	-	4%	-	-	11%	9%	4%	-	17%	4%	8%	8%	-	11%	8%	16%
BOTTOM 2 BOX	11	20	8	18	10	8	7	1	1	1	1	-	1	7	4	4	-	17	6	16	7	-	2	7	2
-----	14%	21%	10%	17%	14%	12%	20%	3%	20%	9%	4%	-	5%	19%	11%	15%	-	24%	9%	18%	13%	-	22%	18%	33%
DON'T KNOW / REFUSED	2	11	12	17	8	2	-	2	-	1	-	-	-	2	1	1	-	10	8	12	6	-	1	1	-
	2%	12%	15%	16%	11%	3%	-	7%	-	9%	-	-	-	6%	3%	4%	-	14%	13%	13%	11%	-	10%	3%	-
MEAN	4.15	3.72	4.20	3.92	3.92	4.19	3.86	4.61	4.19	4.46	4.43	4.75	4.45	3.91	4.15	4.19	4.67	3.63	4.29	3.88	3.95	4.79	3.93	3.86	3.52
S.D.	1.18	1.47	1.13	1.31	1.26	1.16	1.36	0.69	1.31	1.03	0.89	0.47	0.80	1.38	1.21	1.17	0.58	1.54	1.10	1.31	1.29	0.48	1.54	1.21	1.63
S.E.	0.13	0.16	0.14	0.14	0.16	0.15	0.23	0.13	0.60	0.32	0.18	0.17	0.18	0.24	0.21	0.23	0.34	0.20	0.15	0.15	0.18	0.09	0.52	0.19	0.67

Q.5A1111 SATISFACTION WITH 'THE TIME IT TOOK TO CONTACT SOMEONE'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

																	COMMERCIAL BILL PAYERS							
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UMSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
TOP 2 BOX	69	5	1	69	-	65	4	36	2	3	16	15	29	22	36	3	58	4	-	15	19	9	10	10
-----	83%	81%	100%	83%		89%	39%	92%	33%	78%	100%	82%	76%	82%	86%	75%	87%	78%		82%	79%	58%	54%	62%
(5) VERY SATISFIED	41	4	1	41	-	39	2	30	1	1	10	8	18	14	20	1	35	2	-	8	9	2	7	5
	49%	64%	100%	49%		53%	17%	77%	17%	26%	62%	44%	47%	52%	47%	25%	52%	38%		44%	36%	16%	42%	33%
(4) FAIRLY SATISFIED	28	1	-	28	-	26	2	6	1	2	6	7	11	8	16	2	23	2	-	7	10	6	2	5
	34%	17%		34%		35%	22%	15%	16%	52%	38%	38%	29%	29%	38%	50%	34%	40%		38%	42%	42%	12%	29%
(3) NEITHER SATISFIED NOR DISSATISFIED	1	-	-	1	-	-	1	1	-	1	-	-	-	-	1	-	1	-	-	-	1	-	1	2
	1%			1%			9%	2%		22%					2%		1%				3%		4%	10%
(2) FAIRLY DISSATISFIED	6	1	-	6	-	4	2	1	1	-	-	-	6	2	3	1	3	1	-	2	-	2	2	3
	7%	19%		7%		6%	21%	3%	16%				16%	7%	7%	25%	4%	22%		12%		11%	9%	19%
(1) VERY DISSATISFIED	5	-	-	5	-	2	3	-	3	-	-	2	2	3	1	-	5	-	-	1	3	1	1	-
	6%			6%		3%	32%		50%			12%	5%	11%	3%		8%			6%	12%	5%	4%	
BOTTOM 2 BOX	11	1	-	11	-	6	5	1	4	-	-	2	8	5	4	1	8	1	-	3	3	2	2	3
-----	14%	19%		14%		9%	53%	3%	67%			12%	21%	18%	10%	25%	12%	22%		18%	12%	16%	13%	19%
DON'T KNOW / REFUSED	2	-	-	2	-	2	-	1	-	-	-	1	1	-	1	-	-	-	-	-	2	4	5	2
	2%			2%		3%		3%				6%	3%		2%						6%	26%	30%	9%
MEAN	4.15	4.27	5.00	4.15	-	4.34	2.71	4.71	2.33	4.05	4.62	4.09	3.99	4.04	4.23	3.76	4.19	3.93	-	4.01	3.97	3.72	4.14	3.85
S.D.	1.18	1.26	0.00	1.18		0.98	1.60	0.66	1.76	0.80	0.50	1.30	1.30	1.38	1.01	1.26	1.18	1.25		1.25	1.28	1.21	1.32	1.17
S.E.	0.13	0.52	0.00	0.13		0.12	0.52	0.11	0.72	0.41	0.13	0.31	0.21	0.26	0.16	0.64	0.14	0.56		0.29	0.27	0.37	0.38	0.31

Q.5AIII SATISFACTION WITH 'THE TIME IT TOOK SOMEONE TO DEAL WITH YOUR PROBLEM'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	65	71	64	72	50	49	24	25	4	9	21	7	19	23	25	21	3	48	54	59	43	25	9	28	3
-----	78%	74%	80%	69%	70%	75%	69%	83%	80%	76%	84%	87%	91%	64%	71%	78%	100%	68%	83%	67%	76%	93%	89%	69%	51%
(5) VERY SATISFIED	41	34	39	48	31	31	11	20	3	8	9	6	11	14	16	12	3	23	33	39	27	21	9	9	2
	49%	36%	48%	46%	43%	48%	32%	66%	60%	67%	36%	75%	53%	39%	46%	45%	100%	32%	51%	45%	49%	79%	89%	22%	33%
(4) FAIRLY SATISFIED	24	36	26	24	19	18	13	5	1	12	1	8	9	9	9	9	9	25	21	20	15	4	-	19	1
	29%	38%	32%	23%	27%	28%	37%	17%	20%	9%	47%	13%	38%	25%	26%	33%	-	35%	32%	23%	28%	14%	-	47%	17%
(3) NEITHER SATISFIED NOR DISSATISFIED	1	2	3	4	5	1	1	-	-	1	-	-	1	-	1	-	-	2	3	4	2	1	-	-	-
	1%	2%	3%	4%	7%	1%	2%	-	-	7%	-	-	4%	-	2%	-	-	3%	4%	5%	4%	3%	-	-	-
(2) FAIRLY DISSATISFIED	7	5	4	13	5	6	3	3	1	1	3	1	-	5	3	3	-	5	3	10	-	1	1	4	1
	9%	6%	5%	13%	6%	9%	9%	10%	20%	9%	12%	13%	-	14%	9%	11%	-	8%	5%	12%	-	4%	11%	10%	17%
(1) VERY DISSATISFIED	6	9	2	9	10	5	4	1	-	1	-	-	1	4	3	2	-	9	2	9	9	-	-	5	1
	7%	9%	3%	8%	14%	8%	11%	3%	-	9%	-	-	5%	11%	9%	7%	-	12%	3%	10%	16%	-	-	13%	16%
BOTTOM 2 BOX	13	14	6	22	15	11	7	4	1	2	3	1	1	9	6	5	-	14	5	19	9	1	1	9	2
-----	16%	15%	8%	21%	21%	17%	20%	14%	20%	17%	12%	13%	5%	25%	17%	19%	-	20%	7%	22%	16%	4%	11%	23%	33%
DON'T KNOW / REFUSED	4	9	7	7	2	4	3	1	-	-	1	-	-	4	3	1	-	7	4	5	2	-	-	3	1
	5%	10%	8%	6%	3%	6%	9%	3%	-	-	4%	-	-	11%	9%	4%	-	10%	6%	6%	3%	-	-	7%	17%
MEAN	4.10	3.95	4.29	3.91	3.80	4.05	3.76	4.37	4.19	4.17	4.13	4.50	4.35	3.75	4.00	4.00	5.00	3.76	4.32	3.86	3.96	4.68	4.68	3.60	3.43
S.D.	1.26	1.26	1.00	1.37	1.45	1.30	1.37	1.15	1.31	1.41	0.95	1.07	0.96	1.48	1.35	1.29	0.00	1.38	0.97	1.41	1.44	0.72	0.98	1.35	1.80
S.E.	0.14	0.14	0.12	0.14	0.17	0.17	0.24	0.22	0.60	0.41	0.19	0.38	0.21	0.26	0.24	0.25	0.00	0.17	0.12	0.15	0.20	0.14	0.31	0.22	0.81

Q.5AIII SATISFACTION WITH 'THE TIME IT TOOK SOMEONE TO DEAL WITH YOUR PROBLEM'
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	=====				=====		=====		=====		=====				=====		=====		=====		=====				
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17	
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16	
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	
TOP 2 BOX	65	5	1	65	-	62	3	38	-	3	14	11	32	18	36	4	51	4	-	16	23	10	13	8	
-----	78%	83%	100%	78%		85%	28%	98%		78%	93%	61%	84%	67%	85%	100%	76%	80%		88%	91%	68%	75%	48%	
(5) VERY SATISFIED	41	1	-	41	-	40	1	33	-	3	11	5	19	14	23	2	35	1	-	10	11	6	9	4	
	49%	16%		49%		55%	7%	85%		78%	68%	28%	50%	52%	54%	50%	52%	20%		56%	46%	37%	50%	24%	
(4) FAIRLY SATISFIED	24	4	1	24	-	22	2	5	-	-	4	6	13	4	13	2	16	3	-	6	11	5	4	4	
	29%	67%	100%	29%		30%	21%	13%			25%	32%	34%	14%	31%	50%	24%	60%		32%	45%	32%	24%	24%	
(3) NEITHER SATISFIED NOR DISSATISFIED	1	-	-	1	-	-	1	1	-	1	-	-	-	-	1	-	1	-	-	-	-	-	-	2	
	1%			1%			9%	2%		22%					2%		1%							14%	
(2) FAIRLY DISSATISFIED	7	-	-	7	-	5	2	-	2	-	1	3	2	4	3	-	7	-	-	1	-	1	3	5	
	9%			9%		7%	22%		34%		7%	16%	5%	15%	8%		11%			6%		5%	16%	29%	
(1) VERY DISSATISFIED	6	-	-	6	-	3	3	-	4	-	-	2	3	4	1	-	6	-	-	1	-	1	-	2	
	7%			7%		4%	31%		66%			12%	8%	15%	3%		9%			6%		5%		9%	
BOTTOM 2 BOX	13	-	-	13	-	8	5	-	6	-	1	5	5	8	4	-	13	-	-	2	-	2	3	6	
-----	16%			16%		11%	53%		100%		7%	28%	13%	29%	10%		20%			12%		11%	16%	38%	
DON'T KNOW / REFUSED	4	1	-	4	-	3	1	-	-	-	-	2	1	1	1	-	2	1	-	-	2	3	2	-	
	5%	17%		5%		4%	10%					11%	3%	4%	2%		3%	20%			9%	21%	9%		
MEAN	4.10	4.20	4.00	4.10	-	4.29	2.46	4.83	1.34	4.57	4.54	3.56	4.17	3.78	4.30	4.50	4.02	4.25	-	4.25	4.50	4.14	4.20	3.24	
S.D.	1.26	0.44	0.00	1.26		1.09	1.46	0.43	0.52	0.96	0.84	1.48	1.21	1.61	1.03	0.58	1.36	0.50		1.17	0.51	1.20	1.15	1.38	
S.E.	0.14	0.20	0.00	0.14		0.13	0.50	0.07	0.21	0.49	0.21	0.37	0.20	0.31	0.16	0.29	0.17	0.25		0.27	0.11	0.35	0.29	0.34	

Q.5AIII SATISFACTION WITH 'THE HELPFULNESS OF THE STAFF WHO DEALT WITH YOU'
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	70	76	65	80	46	52	26	26	4	10	20	8	18	26	27	22	3	55	56	65	37	24	9	34	3
-----	85%	80%	81%	76%	64%	80%	75%	87%	81%	84%	80%	100%	87%	72%	77%	82%	100%	77%	87%	74%	66%	90%	89%	85%	50%
(5) VERY SATISFIED	49	47	43	54	31	36	17	19	3	8	12	5	13	18	19	14	3	30	39	45	26	21	8	18	2
	60%	49%	54%	51%	43%	56%	49%	63%	61%	67%	48%	62%	62%	50%	55%	52%	100%	43%	60%	51%	46%	79%	80%	46%	33%
(4) FAIRLY SATISFIED	21	29	22	26	15	16	9	7	1	2	8	3	5	8	8	8	-	24	17	20	11	3	1	16	1
	25%	31%	27%	25%	21%	25%	26%	24%	20%	18%	32%	38%	24%	22%	23%	30%	-	34%	26%	23%	20%	11%	10%	39%	17%
(3) NEITHER SATISFIED NOR DISSATISFIED	4	2	2	1	6	4	2	2	1	1	1	-	1	3	4	-	-	2	2	1	3	2	-	1	1
	5%	2%	3%	1%	9%	6%	5%	7%	19%	7%	4%	-	4%	8%	11%	-	-	3%	3%	1%	6%	6%	-	3%	16%
(2) FAIRLY DISSATISFIED	4	7	4	9	8	4	4	-	-	-	3	-	-	4	1	3	-	4	1	9	5	-	1	1	2
	5%	7%	5%	8%	11%	6%	12%	-	-	-	12%	-	-	11%	3%	11%	-	6%	2%	10%	10%	-	11%	2%	34%
(1) VERY DISSATISFIED	3	7	3	11	6	3	3	-	-	-	-	-	1	2	2	1	-	7	1	11	5	-	-	3	-
	4%	7%	3%	10%	9%	5%	9%	-	-	-	-	-	5%	6%	6%	4%	-	9%	2%	13%	8%	-	-	7%	-
BOTTOM 2 BOX	7	13	7	20	14	7	7	-	-	-	3	-	1	6	3	4	-	11	2	20	10	-	1	4	2
-----	8%	14%	9%	19%	19%	11%	20%	-	-	-	12%	-	5%	17%	9%	15%	-	16%	3%	22%	18%	-	11%	10%	34%
DON'T KNOW / REFUSED	2	4	6	4	6	2	-	2	-	1	1	-	1	1	1	1	-	4	4	2	6	1	-	1	-
	2%	5%	7%	4%	8%	3%	-	6%	-	9%	4%	-	4%	3%	3%	3%	-	5%	6%	3%	10%	3%	-	2%	-
MEAN	4.35	4.13	4.33	4.02	3.86	4.24	3.95	4.60	4.42	4.65	4.20	4.62	4.46	4.03	4.21	4.19	5.00	3.99	4.51	3.93	3.95	4.75	4.58	4.16	3.50
S.D.	1.04	1.22	1.04	1.37	1.37	1.13	1.35	0.63	0.89	0.65	1.03	0.52	0.99	1.27	1.15	1.16	0.00	1.29	0.82	1.46	1.37	0.58	0.99	1.13	1.39
S.E.	0.12	0.13	0.12	0.14	0.17	0.14	0.23	0.12	0.40	0.20	0.21	0.19	0.22	0.22	0.20	0.23	0.00	0.16	0.11	0.16	0.19	0.11	0.31	0.18	0.57

Q.SAIII SATISFACTION WITH 'THE HELPFULNESS OF THE STAFF WHO DEALT WITH YOU'
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																								
													WORK WITH OTHERS							VERIDIAN CONNECTIONS TRACKING					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO						
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17	
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16	
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	
TOP 2 BOX	70	6	-	70	-	67	4	38	2	3	14	15	32	21	38	4	55	5	-	18	22	9	15	9	
-----	85%	100%		85%		91%	39%	98%	33%	78%	87%	84%	84%	78%	91%	100%	82%	100%		100%	88%	58%	87%	57%	
(5) VERY SATISFIED	49	6	-	49	-	49	1	35	-	2	10	10	24	12	27	2	37	5	-	14	16	4	9	5	
	60%	100%		60%		66%	7%	90%		52%	62%	57%	64%	45%	64%	50%	56%	100%		73%	67%	26%	50%	33%	
(4) FAIRLY SATISFIED	21	-	-	21	-	18	3	3	2	1	4	5	8	9	11	2	18	-	-	5	5	5	7	4	
	25%			25%		24%	31%	7%	33%	26%	25%	27%	20%	33%	27%	50%	27%			27%	21%	32%	37%	24%	
(3) NEITHER SATISFIED NOR DISSATISFIED	4	-	-	4	-	2	2	1	1	1	2	-	1	1	3	-	4	-	-	-	-	-	1	3	
	5%			5%		3%	19%	2%	16%	22%	13%		2%	4%	7%		6%					4%	19%		
(2) FAIRLY DISSATISFIED	4	-	-	4	-	2	2	-	1	-	-	1	3	3	-	-	4	-	-	-	2	3	-	2	
	5%			5%		3%	22%		18%			5%	8%	11%			6%				9%	21%		14%	
(1) VERY DISSATISFIED	3	-	-	3	-	1	2	-	2	-	-	1	1	2	-	-	3	-	-	-	-	2	-	2	
	4%			4%		1%	21%		33%			6%	3%	7%			4%					10%		10%	
BOTTOM 2 BOX	7	-	-	7	-	3	4	-	3	-	-	2	4	5	-	-	7	-	-	-	2	5	-	4	
-----	8%			8%		4%	43%		51%			11%	11%	19%			11%				9%	31%		24%	
DON'T KNOW / REFUSED	2	-	1	2	-	2	-	-	-	-	-	1	1	-	1	-	1	-	-	-	1	2	2	-	
	2%		100%	2%		3%						5%	3%		2%		1%				3%	11%	9%		
MEAN	4.35	5.00	-	4.35	-	4.55	2.82	4.88	2.50	4.31	4.49	4.30	4.39	3.97	4.59	4.50	4.25	5.00	-	4.73	4.50	3.48	4.51	3.56	
S.D.	1.04	0.00		1.04		0.81	1.35	0.39	1.38	0.93	0.74	1.16	1.06	1.29	0.62	0.58	1.11	0.00		0.45	0.92	1.47	0.59	1.37	
S.E.	0.12	0.00		0.12		0.10	0.44	0.06	0.56	0.48	0.19	0.28	0.17	0.25	0.10	0.29	0.14	0.00		0.11	0.19	0.40	0.15	0.34	

Q.5AIII SATISFACTION WITH 'THE KNOWLEDGE OF THE STAFF WHO DEALT WITH YOU'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																	VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR							
	=====					=====					=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF	AT RISK
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	72	75	64	81	49	54	26	28	4	11	23	7	19	28	28	23	3	51	54	66	39	26	9	35	2
-----	87%	78%	80%	77%	69%	83%	75%	93%	80%	93%	92%	87%	91%	78%	80%	85%	100%	72%	83%	75%	70%	97%	89%	88%	33%
(5) VERY SATISFIED	50	39	42	50	30	35	14	21	4	8	11	6	10	19	19	14	2	24	40	44	25	22	7	19	2
	61%	41%	53%	48%	42%	54%	40%	70%	80%	67%	44%	75%	48%	53%	55%	52%	67%	34%	62%	50%	45%	82%	70%	48%	33%
(4) FAIRLY SATISFIED	22	36	22	31	19	19	12	7	-	3	12	1	9	9	9	9	1	27	14	22	14	4	2	16	-
	26%	37%	27%	29%	26%	29%	34%	24%	-	26%	48%	13%	43%	25%	26%	34%	33%	38%	22%	25%	25%	15%	20%	40%	-
(3) NEITHER SATISFIED NOR DISSATISFIED	4	2	3	3	5	4	3	1	-	1	1	-	1	3	4	-	-	2	3	2	3	1	-	2	1
	5%	2%	3%	2%	7%	6%	8%	3%	-	7%	4%	-	4%	9%	11%	-	-	3%	4%	2%	6%	3%	-	5%	17%
(2) FAIRLY DISSATISFIED	1	5	3	9	7	1	1	-	-	-	-	-	-	1	1	-	-	5	2	8	5	-	-	-	1
	1%	5%	4%	8%	10%	1%	3%	-	-	-	-	-	-	3%	3%	-	-	7%	3%	9%	10%	-	-	-	16%
(1) VERY DISSATISFIED	4	7	3	8	3	4	3	1	1	-	-	1	1	2	1	3	-	7	1	8	2	-	-	2	2
	5%	7%	3%	8%	4%	6%	8%	3%	20%	-	-	13%	5%	5%	3%	11%	-	9%	2%	9%	3%	-	-	5%	33%
BOTTOM 2 BOX	5	12	6	17	10	5	4	1	1	-	-	1	1	3	2	3	-	12	3	16	7	-	-	2	3
-----	6%	12%	8%	16%	13%	8%	11%	3%	20%	-	-	13%	5%	8%	6%	11%	-	16%	5%	18%	13%	-	-	5%	49%
DON'T KNOW / REFUSED	2	8	7	5	8	2	2	-	-	-	1	-	-	2	1	1	-	7	5	4	7	-	1	1	-
	2%	8%	8%	5%	11%	3%	6%	-	-	-	4%	-	-	6%	3%	4%	-	9%	8%	4%	12%	-	11%	2%	-
MEAN	4.40	4.09	4.34	4.06	4.06	4.28	4.01	4.56	4.19	4.60	4.42	4.37	4.30	4.24	4.30	4.20	4.67	3.89	4.51	4.03	4.11	4.79	4.78	4.29	2.85
S.D.	1.00	1.17	1.02	1.27	1.17	1.09	1.22	0.86	1.80	0.65	0.59	1.41	0.95	1.12	1.00	1.26	0.58	1.28	0.88	1.34	1.17	0.48	0.44	0.97	1.84
S.E.	0.11	0.12	0.12	0.13	0.15	0.14	0.21	0.16	0.82	0.19	0.12	0.50	0.21	0.19	0.17	0.25	0.34	0.16	0.11	0.15	0.17	0.09	0.15	0.15	0.75

Q.5AIII SATISFACTION WITH 'THE KNOWLEDGE OF THE STAFF WHO DEALT WITH YOU'
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
TOP 2 BOX	72	6	1	72	-	70	3	38	1	3	16	15	33	21	40	4	57	5	-	18	24	10	15	11
-----	87%	100%	100%	87%		94%	28%	98%	17%	78%	100%	83%	87%	78%	96%	100%	85%	100%		100%	97%	69%	84%	66%
(5) VERY SATISFIED	50	5	1	50	-	49	2	34	-	3	10	9	25	13	28	3	38	5	-	15	15	2	6	5
	61%	84%	100%	61%		66%	17%	88%		78%	62%	51%	66%	48%	67%	75%	57%	100%		84%	60%	16%	34%	33%
(4) FAIRLY SATISFIED	22	1	-	22	-	21	1	4	1	-	6	6	8	8	12	1	19	-	-	3	9	8	9	5
	26%	16%		26%		28%	11%	10%	17%		38%	33%	21%	30%	29%	25%	28%			16%	37%	53%	50%	33%
(3) NEITHER SATISFIED NOR DISSATISFIED	4	-	-	4	-	3	1	1	-	1	-	2	1	1	1	-	3	-	-	-	-	-	1	2
	5%			5%		4%	9%	2%		22%		11%	3%	4%	2%		4%					4%	10%	
(2) FAIRLY DISSATISFIED	1	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-	1	-	-	-	-	2	1	2
	1%			1%			10%		16%				2%	4%			1%					11%	4%	10%
(1) VERY DISSATISFIED	4	-	-	4	-	-	4	-	3	-	-	1	2	3	-	-	4	-	-	-	-	2	-	1
	5%			5%			42%		49%			5%	5%	11%			6%					10%		5%
BOTTOM 2 BOX	5	-	-	5	-	-	5	-	4	-	-	1	3	4	-	-	5	-	-	-	-	3	1	2
-----	6%			6%			52%		65%			5%	8%	14%			7%					21%	4%	14%
DON'T KNOW / REFUSED	2	-	-	2	-	1	1	-	1	-	-	-	1	1	1	-	2	-	-	-	1	2	2	2
	2%			2%		1%	11%		18%				3%	4%	2%		3%				3%	11%	9%	10%
MEAN	4.40	4.84	5.00	4.40	-	4.63	2.45	4.86	1.81	4.57	4.62	4.23	4.45	4.05	4.67	4.75	4.33	5.00	-	4.84	4.62	3.60	4.25	3.89
S.D.	1.00	0.41	0.00	1.00		0.57	1.71	0.41	1.32	0.96	0.50	1.06	1.06	1.33	0.52	0.50	1.07	0.00		0.38	0.50	1.28	0.74	1.21
S.E.	0.11	0.17	0.00	0.11		0.07	0.59	0.07	0.60	0.49	0.13	0.25	0.17	0.26	0.08	0.25	0.13	0.00		0.09	0.10	0.35	0.18	0.32

Q.5AIII SATISFACTION WITH 'THE LEVEL OF COURTESY OF THE STAFF WHO DEALT WITH YOU'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING								ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====								=====			=====			=====			=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ERENT	AT RISK
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	75	84	68	87	53	57	30	27	4	11	21	7	18	32	31	23	3	60	57	73	41	25	9	37	4
-----	90%	88%	85%	83%	74%	88%	86%	90%	80%	93%	84%	87%	87%	88%	89%	85%	100%	85%	87%	83%	73%	94%	89%	92%	66%
(5) VERY SATISFIED	55	54	52	61	37	43	23	20	3	8	15	6	13	24	23	18	2	35	47	53	31	23	7	21	4
	66%	56%	64%	58%	51%	66%	66%	66%	60%	67%	60%	75%	63%	66%	66%	67%	67%	49%	72%	61%	55%	86%	70%	52%	66%
(4) FAIRLY SATISFIED	20	30	16	26	16	14	7	7	1	3	6	1	5	8	8	5	1	25	10	19	10	2	2	16	-
	24%	32%	20%	25%	22%	22%	20%	24%	20%	26%	23%	13%	24%	22%	23%	19%	33%	35%	16%	22%	18%	8%	20%	40%	-
(3) NEITHER SATISFIED NOR DISSATISFIED	3	2	3	1	8	3	1	2	-	1	2	-	2	1	2	1	-	2	3	1	7	2	-	1	-
	3%	2%	3%	1%	11%	4%	2%	7%	-	7%	8%	-	8%	3%	5%	3%	-	3%	4%	1%	12%	6%	-	3%	-
(2) FAIRLY DISSATISFIED	3	-	1	7	3	3	2	1	1	-	1	1	1	1	1	2	-	-	1	6	2	-	-	1	2
	4%	-	1%	6%	4%	5%	6%	3%	20%	-	4%	13%	5%	3%	3%	7%	-	-	2%	7%	3%	-	-	2%	34%
(1) VERY DISSATISFIED	1	4	1	6	4	1	1	-	-	-	-	-	-	1	1	-	-	4	-	5	2	-	-	1	-
	1%	4%	1%	5%	5%	2%	3%	-	-	-	-	-	-	3%	3%	-	-	6%	-	6%	4%	-	-	3%	-
BOTTOM 2 BOX	4	4	2	12	7	4	3	1	1	-	1	1	1	2	2	2	-	4	1	11	4	-	-	2	2
-----	5%	4%	2%	12%	10%	6%	9%	3%	20%	-	4%	13%	5%	6%	6%	7%	-	6%	2%	13%	7%	-	-	5%	34%
DON'T KNOW / REFUSED	1	6	7	5	4	1	1	-	-	-	1	-	-	1	-	1	-	5	4	3	4	-	1	-	-
	1%	6%	9%	5%	6%	2%	3%	-	-	-	4%	-	-	3%	-	4%	-	7%	6%	3%	8%	-	11%	-	-
MEAN	4.53	4.43	4.61	4.30	4.17	4.49	4.45	4.53	4.19	4.60	4.46	4.50	4.45	4.50	4.45	4.51	4.67	4.31	4.68	4.30	4.26	4.79	4.78	4.37	3.98
S.D.	0.83	0.93	0.74	1.14	1.16	0.91	1.03	0.77	1.31	0.65	0.84	1.07	0.86	0.93	0.96	0.90	0.58	1.03	0.66	1.17	1.11	0.55	0.44	0.87	1.56
S.E.	0.09	0.10	0.09	0.11	0.14	0.11	0.18	0.14	0.60	0.19	0.17	0.38	0.19	0.16	0.16	0.18	0.34	0.13	0.08	0.13	0.15	0.11	0.15	0.14	0.64

Q.5A1111 SATISFACTION WITH 'THE LEVEL OF COURTESY OF THE STAFF WHO DEALT WITH YOU'
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																							
	=====																				=====			
	TIME OF USE		CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART	WORK	WITH OTHERS		VERIDIAN CONNECTIONS						
	BILLING		HYDRO?	SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER	DATA	VERY	VERY	VERI-	TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
TOP 2 BOX	75	6	-	75	-	70	6	38	3	3	14	15	35	23	40	4	60	5	-	18	24	11	14	12
-----	90%	100%		90%		95%	59%	98%	49%	78%	93%	84%	92%	85%	96%	100%	90%	100%		100%	97%	74%	79%	76%
(5) VERY SATISFIED	55	6	-	55	-	51	4	35	2	1	11	11	27	19	26	3	43	4	-	12	19	5	7	6
	66%	100%		66%		69%	48%	90%	32%	26%	68%	61%	71%	70%	62%	75%	64%	80%		67%	76%	32%	41%	38%
(4) FAIRLY SATISFIED	20	-	-	20	-	19	1	3	1	2	4	4	8	4	14	1	17	1	-	6	5	6	7	6
	24%			24%		26%	11%	8%	17%	52%	25%	23%	21%	15%	34%	25%	26%	20%		33%	21%	42%	39%	38%
(3) NEITHER SATISFIED NOR DISSATISFIED	3	-	1	3	-	2	1	1	-	1	1	1	-	-	2	-	2	-	-	-	-	-	-	1
	3%		100%	3%		3%	9%	2%		22%	7%	5%			4%		3%							5%
(2) FAIRLY DISSATISFIED	3	-	-	3	-	1	2	-	2	-	-	1	2	2	-	-	3	-	-	-	-	-	1	2
	4%			4%		1%	21%		33%			5%	5%	7%			4%					4%	10%	
(1) VERY DISSATISFIED	1	-	-	1	-	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	-	-	1	2
	1%			1%		1%						6%		4%			2%					5%	4%	9%
BOTTOM 2 BOX	4	-	-	4	-	2	2	-	2	-	-	2	2	3	-	-	4	-	-	-	-	-	1	3
-----	5%			5%		3%	21%		33%			11%	5%	11%			6%					5%	7%	19%
DON'T KNOW / REFUSED	1	-	-	1	-	-	1	-	1	-	-	-	1	1	-	-	1	-	-	-	-	1	3	2
	1%			1%			11%		18%				3%	4%			2%					3%	21%	13%
MEAN	4.53	5.00	3.00	4.53	-	4.59	3.97	4.88	3.59	4.05	4.61	4.28	4.63	4.46	4.57	4.75	4.48	4.80	-	4.67	4.78	4.21	4.26	3.86
S.D.	0.83	0.00	0.00	0.83		0.75	1.34	0.39	1.52	0.80	0.63	1.18	0.76	1.11	0.59	0.50	0.88	0.45		0.48	0.42	1.02	1.01	1.32
S.E.	0.09	0.00	0.00	0.09		0.09	0.46	0.06	0.69	0.41	0.16	0.28	0.12	0.22	0.09	0.25	0.11	0.20		0.11	0.09	0.30	0.26	0.33

Q.5AIII SATISFACTION WITH 'THE QUALITY OF INFORMATION PROVIDED BY THE STAFF WHO DEALT WITH YOU'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	RESIDENTIAL BILL PAYERS																																							
																					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					STILL IN FAVOR DIFF AT														
	=====					=====					=====					=====					=====					=====														
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK															
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----														
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6															
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6															
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%															
TOP 2 BOX	69	73	60	85	48	52	25	27	3	11	22	7	19	26	27	22	3	49	52	69	38	25	9	33	2															
-----	83%	76%	75%	80%	67%	80%	72%	90%	61%	93%	88%	87%	91%	72%	78%	82%	100%	69%	80%	79%	69%	94%	89%	82%	33%															
(5) VERY SATISFIED	43	35	36	57	25	32	14	18	1	8	12	6	12	14	18	11	3	22	35	47	21	21	8	12	2															
	52%	37%	45%	54%	35%	49%	40%	60%	20%	67%	48%	75%	58%	39%	52%	41%	100%	30%	55%	54%	37%	79%	80%	30%	33%															
(4) FAIRLY SATISFIED	26	38	24	28	23	20	11	9	2	3	10	1	7	12	9	11	-	28	17	22	18	4	1	21	-															
	31%	39%	30%	26%	32%	31%	31%	30%	40%	26%	40%	13%	34%	33%	26%	41%	-	39%	26%	25%	32%	15%	10%	53%	-															
(3) NEITHER SATISFIED NOR DISSATISFIED	4	2	3	1	6	4	3	1	1	1	1	-	1	3	3	1	-	2	3	1	4	2	1	-	1															
	5%	2%	4%	1%	8%	6%	8%	3%	19%	7%	4%	-	4%	8%	8%	4%	-	3%	5%	1%	7%	6%	11%	-	16%															
(2) FAIRLY DISSATISFIED	3	9	7	6	4	3	3	-	-	-	2	-	-	3	1	2	-	7	4	6	4	-	-	1	2															
	4%	9%	8%	6%	6%	5%	9%	-	-	-	8%	-	-	8%	3%	7%	-	10%	6%	7%	8%	-	-	2%	34%															
(1) VERY DISSATISFIED	5	10	4	9	9	4	3	1	1	-	-	1	1	2	2	2	-	10	1	8	5	-	-	4	1															
	6%	10%	5%	8%	13%	6%	9%	3%	20%	-	-	13%	5%	6%	6%	7%	-	14%	2%	9%	9%	-	-	10%	17%															
BOTTOM 2 BOX	8	18	11	15	13	7	6	1	1	-	2	1	1	5	3	4	-	17	5	14	9	-	-	5	3															
-----	10%	19%	14%	14%	18%	11%	17%	3%	20%	-	8%	13%	5%	14%	9%	14%	-	24%	8%	16%	17%	-	-	13%	50%															
DON'T KNOW / REFUSED	2	3	6	5	4	2	1	1	-	-	-	-	-	2	2	-	-	3	4	3	4	-	-	2	-															
	2%	3%	7%	4%	6%	3%	3%	3%	-	-	-	-	-	6%	6%	-	-	4%	6%	3%	8%	-	-	5%	-															
MEAN	4.22	3.86	4.09	4.18	3.76	4.16	3.89	4.49	3.40	4.60	4.28	4.37	4.39	3.97	4.22	4.01	5.00	3.65	4.33	4.11	3.86	4.72	4.69	3.94	3.00															
S.D.	1.12	1.31	1.19	1.26	1.37	1.15	1.30	0.87	1.53	0.65	0.89	1.41	0.97	1.19	1.14	1.20	0.00	1.40	1.00	1.31	1.31	0.59	0.69	1.19	1.68															
S.E.	0.12	0.14	0.14	0.13	0.17	0.15	0.22	0.16	0.70	0.19	0.18	0.50	0.21	0.20	0.20	0.23	0.00	0.17	0.13	0.14	0.18	0.11	0.22	0.19	0.69															

Q.5AIII SATISFACTION WITH 'THE QUALITY OF INFORMATION PROVIDED BY THE STAFF WHO DEALT WITH YOU'
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																									
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====				=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAM	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17		
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16		
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%		
TOP 2 BOX	69	5	1	69	-	67	3	38	1	3	15	14	32	20	39	4	55	4	-	17	23	8	15	10		
-----	83%	81%	100%	83%		90%	28%	98%	17%	78%	94%	78%	84%	74%	94%	100%	83%	78%		94%	94%	53%	87%	62%		
(5) VERY SATISFIED	43	4	-	43	-	42	1	34	-	2	10	7	21	13	23	2	34	4	-	11	14	1	10	5		
	52%	65%		52%		58%	7%	88%		53%	62%	39%	56%	49%	55%	50%	51%	78%		61%	55%	5%	56%	28%		
(4) FAIRLY SATISFIED	26	1	1	26	-	24	2	4	1	1	5	7	11	7	16	2	21	-	-	6	10	7	6	5		
	31%	16%	100%	31%		33%	21%	10%	17%	25%	32%	39%	28%	25%	39%	50%	32%			33%	39%	47%	32%	33%		
(3) NEITHER SATISFIED NOR DISSATISFIED	4	-	-	4	-	1	3	1	2	1	1	-	2	2	2	-	4	-	-	-	-	-	-	2		
	5%			5%		1%	30%	2%	34%	22%	6%		5%	7%	4%		6%							14%		
(2) FAIRLY DISSATISFIED	3	-	-	3	-	2	1	-	-	-	-	1	2	2	-	-	3	-	-	-	1	2	-	-		
	4%			4%		3%	10%					5%	5%	7%			4%				6%	16%				
(1) VERY DISSATISFIED	5	1	-	5	-	2	3	-	3	-	-	2	2	3	-	-	4	1	-	1	-	3	1	4		
	6%	19%		6%		3%	31%		49%			11%	6%	11%			6%	22%		6%		21%	4%	24%		
BOTTOM 2 BOX	8	1	-	8	-	4	4	-	3	-	-	3	4	5	-	-	7	1	-	1	1	6	1	4		
-----	10%	19%		10%		6%	42%		49%			16%	11%	18%			10%	22%		6%	6%	37%	4%	24%		
DON'T KNOW / REFUSED	2	-	-	2	-	2	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	2	2	-		
	2%			2%		3%						6%			2%		1%					11%	9%			
MEAN	4.22	4.08	4.00	4.22	-	4.43	2.62	4.86	2.18	4.31	4.56	3.95	4.23	3.94	4.52	4.50	4.19	4.11	-	4.43	4.43	3.01	4.49	3.42		
S.D.	1.12	1.67	0.00	1.12		0.90	1.38	0.41	1.33	0.93	0.63	1.34	1.14	1.38	0.59	0.58	1.13	1.86		1.02	0.79	1.42	0.88	1.55		
S.E.	0.12	0.68	0.00	0.12		0.11	0.45	0.07	0.55	0.48	0.16	0.32	0.18	0.27	0.09	0.29	0.14	0.83		0.24	0.16	0.39	0.22	0.39		

Q.5AB OVERALL SATISFACTION WITH MOST RECENT EXPERIENCE
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS																																									
VERIDIAN CONNECTIONS TRACKING																				ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
=====					=====					=====					=====					=====					=====																
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK																	
UNWTD. TOTAL	83	-	-	-	-	65	35	30	5	12	25	8	21	36	35	27	3	-	-	-	-	27	10	40	6																
WTD. TOTAL	83	-	-	-	-	65	35	30	5	12	25	8	21	36	35	27	3	-	-	-	-	27	10	40	6																
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%																
TOP 2 BOX	70	-	-	-	-	54	27	27	4	11	22	7	20	27	29	22	3	-	-	-	-	26	9	33	2																
-----	84%					83%	77%	90%	80%	91%	88%	87%	95%	75%	83%	81%	100%					96%	89%	82%	33%																
(5) VERY SATISFIED	39	-	-	-	-	27	11	16	-	8	9	6	10	11	14	11	2	-	-	-	-	20	7	11	1																
	47%					41%	31%	53%		65%	36%	75%	47%	31%	40%	41%	67%					75%	70%	27%	16%																
(4) FAIRLY SATISFIED	31	-	-	-	-	27	16	11	4	3	13	1	10	16	15	11	1	-	-	-	-	6	2	22	1																
	37%					42%	46%	37%	80%	27%	51%	13%	48%	44%	43%	41%	33%					22%	20%	55%	18%																
(3) NEITHER SATISFIED NOR DISSATISFIED	1	-	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-																
	1%					2%		3%						3%	3%									3%																	
(2) FAIRLY DISSATISFIED	6	-	-	-	-	4	4	-	-	-	2	-	-	4	3	1	-	-	-	-	-	1	-	3	2																
	7%					6%	12%				8%			11%	9%	4%						4%		8%	34%																
(1) VERY DISSATISFIED	6	-	-	-	-	6	4	2	1	1	1	1	1	4	2	4	-	-	-	-	-	-	1	3	2																
	7%					9%	11%	7%	20%	9%	4%	13%	5%	11%	6%	15%							11%	7%	33%																
BOTTOM 2 BOX	12	-	-	-	-	10	8	2	1	1	3	1	1	8	5	5	-	-	-	-	-	1	1	6	4																
-----	14%					15%	23%	7%	20%	9%	12%	13%	5%	22%	14%	19%						4%	11%	15%	67%																
MEAN	4.10	-	-	-	-	4.00	3.74	4.30	3.39	4.39	4.07	4.37	4.33	3.72	4.02	3.89	4.67	-	-	-	-	4.67	4.38	3.87	2.50																
S.D.	1.19					1.24	1.34	1.06	1.35	1.18	1.05	1.41	0.91	1.32	1.15	1.40	0.58					0.68	1.30	1.13	1.62																
S.E.	0.13					0.15	0.23	0.19	0.61	0.34	0.21	0.50	0.20	0.22	0.20	0.27	0.34					0.13	0.41	0.18	0.67																

Q.5AB OVERALL SATISFACTION WITH MOST RECENT EXPERIENCE
 BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																							
											VERIDIAN CONNECTIONS TRACKING													
	TIME OF USE CONTACTED		HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS							
	BILLING																							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	-	-	-	-
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	-	-	-	-
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%				
TOP 2 BOX	70	5	1	70	-	67	3	39	-	4	16	14	30	18	42	4	56	4	-	16	-	-	-	-
-----	84%	81%	100%	84%		92%	27%	100%		100%	100%	78%	79%	67%	100%	100%	84%	78%		89%				
(5) VERY SATISFIED	39	3	-	39	-	37	2	39	-	3	8	7	18	10	24	1	32	2	-	12	-	-	-	-
	47%	48%		47%		51%	16%	100%		75%	49%	39%	48%	38%	56%	25%	48%	39%		66%				
(4) FAIRLY SATISFIED	31	2	1	31	-	30	1	-	-	1	8	7	12	8	18	3	24	2	-	4	-	-	-	-
	37%	33%	100%	37%		41%	11%			25%	51%	39%	31%	30%	44%	75%	36%	39%		23%				
(3) NEITHER SATISFIED NOR DISSATISFIED	1	-	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%			1%		1%						6%												
(2) FAIRLY DISSATISFIED	6	1	-	6	-	4	2	-	-	-	-	2	4	4	-	-	5	1	-	2	-	-	-	-
	7%	19%		7%		6%	20%					11%	11%	14%			7%	22%		11%				
(1) VERY DISSATISFIED	6	-	-	6	-	1	5	-	6	-	-	1	4	5	-	-	6	-	-	-	-	-	-	-
	7%			7%		1%	53%		100%			5%	10%	18%			9%							
BOTTOM 2 BOX	12	1	-	12	-	5	7	-	6	-	-	3	8	9	-	-	11	1	-	2	-	-	-	-
-----	14%	19%		14%		7%	73%		100%			16%	21%	33%			16%	22%		11%				
MEAN	4.10	4.10	4.00	4.10	-	4.34	2.18	5.00	1.00	4.75	4.49	3.95	3.95	3.54	4.56	4.25	4.06	3.94	-	4.44	-	-	-	-
S.D.	1.19	1.21	0.00	1.19		0.88	1.63	0.00	0.00	0.51	0.52	1.21	1.37	1.58	0.50	0.50	1.26	1.26		0.98				
S.E.	0.13	0.50	0.00	0.13		0.10	0.53	0.00	0.00	0.26	0.13	0.28	0.22	0.30	0.08	0.25	0.15	0.56		0.23				

Q.5AC APPROXIMATION OF WHEN MOST RECENT CONTACT WAS
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL, PRE-TAX HOUSEHOLD INCOME - '000S												VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====			AGE			HOUSEHOLD SIZE			=====					=====						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK	
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
UNWTD. TOTAL	83	-	-	-	-	65	35	30	5	12	25	8	21	36	35	27	3	-	-	-	-	27	10	40	6	
WTD. TOTAL	83	-	-	-	-	65	35	30	5	12	25	8	21	36	35	27	3	-	-	-	-	27	10	40	6	
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	
12+ MONTHS AGO	4	-	-	-	-	3	1	2	-	1	1	1	2	-	2	1	-	-	-	-	-	3	-	1	-	
	5%					4%	2%	7%		7%	4%	13%	9%		5%	4%						10%		3%		
7-12 MONTHS AGO	16	-	-	-	-	14	7	7	2	1	6	2	6	6	9	3	2	-	-	-	-	3	4	9	-	
	19%					22%	20%	23%	39%	8%	24%	25%	29%	17%	26%	11%	67%					11%	37%	22%		
4-6 MONTHS AGO	18	-	-	-	-	14	8	6	1	1	8	3	3	8	7	7	-	-	-	-	-	7	1	9	1	
	22%					22%	23%	20%	20%	8%	32%	38%	14%	22%	20%	25%						26%	11%	23%	17%	
3 OR LESS MONTHS AGO	38	-	-	-	-	30	16	14	2	8	9	2	9	19	14	15	1	-	-	-	-	12	5	17	4	
	46%					46%	46%	47%	40%	69%	36%	24%	43%	53%	40%	56%	33%					45%	53%	42%	68%	
DON'T KNOW / REFUSED	7	-	-	-	-	4	3	1	-	1	1	-	1	3	3	1	-	-	-	-	-	2	-	4	1	
	9%					6%	9%	3%		8%	4%		5%	8%	8%	4%						8%		10%	16%	

Q.5AC APPROXIMATION OF WHEN MOST RECENT CONTACT WAS
BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																							
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	-	-	-	-
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	-	-	-	-
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%				
12+ MONTHS AGO	4	-	-	4	-	3	1	3	-	4	-	-	-	2	1	-	3	1	-	1	-	-	-	-
	5%			5%		4%	9%	7%		100%				7%	2%		4%	20%		6%				
7-12 MONTHS AGO	16	1	-	16	-	15	1	8	-	-	16	-	-	4	11	1	14	-	-	2	-	-	-	-
	19%	16%		19%		20%	7%	19%			100%			15%	25%	25%	20%			9%				
4-6 MONTHS AGO	18	2	1	18	-	17	1	7	1	-	-	18	-	6	8	-	13	1	-	4	-	-	-	-
	22%	33%	100%	22%		23%	10%	18%	16%			100%		22%	20%		20%	20%		23%				
3 OR LESS MONTHS AGO	38	3	-	38	-	32	6	18	4	-	-	-	38	13	18	3	30	3	-	8	-	-	-	-
	46%	51%		46%		44%	63%	47%	67%				100%	46%	43%	75%	45%	60%		45%				
DON'T KNOW / REFUSED	7	-	-	7	-	6	1	3	1	-	-	-	-	2	4	-	7	-	-	3	-	-	-	-
	9%			9%		8%	10%	8%	16%					8%	10%		11%			18%				

Q.5B WAS THE PROBLEM SOLVED?

BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING								ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S									VERIDIAN CONNECTIONS TRACKING									CUSTOMER LOYALTY GROUPS			
									AGE			HOUSEHOLD SIZE																		
	=====								=====			=====			=====			=====			=====			=====						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK					
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	3	69	76	85	59	27	10	40	6					
WTD. TOTAL	83	96	80	105	72	65	35	30	5	12	25	8	21	36	35	27	3	71	65	88	56	27	10	40	6					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
SOLVED	74	69	68	81	60	57	29	28	4	10	24	7	19	31	31	23	3	49	58	65	49	25	8	37	3					
	89%	72%	84%	77%	84%	88%	83%	93%	80%	84%	96%	87%	91%	86%	89%	85%	100%	69%	89%	75%	87%	93%	83%	93%	51%					
NOT SOLVED	9	24	11	23	10	8	6	2	1	2	1	1	2	5	4	4	-	20	6	21	6	2	2	3	3					
	11%	25%	14%	22%	14%	12%	17%	7%	20%	16%	4%	13%	9%	14%	11%	15%		28%	9%	24%	11%	7%	17%	7%	49%					
NOT SURE / REFUSED	-	3	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	1	-	-	-	-					
		3%	1%	1%	3%													3%	2%	1%	2%									

Q.5B WAS THE PROBLEM SOLVED?

BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE				CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS				
	BILLING		HYDRO?		SOLVED?	EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH	OTHERS	TRACKING						
	=====		=====		=====	=====		=====				=====		=====		=====	=====	=====						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-	2012	2011	2010	2009
UNWTD. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WTD. TOTAL	83	6	1	83	-	74	9	39	6	4	16	18	38	27	42	4	67	5	-	18	25	15	18	16
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%
SOLVED	74	6	1	74	-	74	-	37	1	3	15	17	32	21	40	4	58	5	-	17	19	9	15	12
	89%	100%	100%	89%		100%		96%	17%	78%	96%	95%	84%	78%	94%	100%	86%	100%		91%	79%	63%	87%	72%
NOT SOLVED	9	-	-	9	-	-	9	2	5	1	1	1	6	6	3	-	9	-	-	2	4	6	2	4
	11%			11%			100%	4%	83%	22%	4%	5%	16%	22%	6%		14%			9%	15%	37%	13%	24%
NOT SURE / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
																					6%			5%

Q.5B SHARE OF ALL BILL PAYERS WITH UNRESOLVED PROBLEMS
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																												
	=====																												
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME ~ '000S											HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
						=====																							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK				
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====					
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25				
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
SOLVED	74	69	68	81	60	57	29	28	4	10	24	7	19	31	31	23	3	49	58	65	49	25	8	37	3				
	16%	15%	15%	17%	13%	15%	15%	15%	10%	13%	14%	17%	13%	16%	16%	14%	22%	13%	15%	16%	13%	17%	15%	17%	12%				
NOT SOLVED	9	24	11	23	10	8	6	2	1	2	1	1	2	5	4	4	-	20	6	21	6	2	2	3	3				
	2%	5%	2%	5%	2%	2%	3%	1%	2%	3%	1%	2%	1%	3%	2%	2%	-	5%	1%	5%	2%	1%	3%	1%	12%				
NOT SURE / REFUSED	-	3	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	1	-	-	-	-				
		1%	*	*	*													*	*	*	*								
DID NOT ATTEMPT TO CONTACT VERIDIAN CONNECTIONS	368	356	382	362	382	319	163	156	35	63	142	33	123	159	161	142	10	313	328	310	330	117	45	181	19				
	82%	79%	83%	77%	84%	83%	82%	84%	88%	84%	85%	81%	86%	81%	82%	84%	78%	81%	83%	78%	86%	81%	82%	82%	76%				

Q.5B SHARE OF ALL BILL PAYERS WITH UNRESOLVED PROBLEMS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																										
	WORK WITH OTHERS																		VERIDIAN CONNECTIONS TRACKING								
	TIME OF USE CONTACTED BILLING				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERI-DIAN	2012	2011	2010	2009			
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67			
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
SOLVED	74	6	1	74	-	74	-	37	1	3	15	17	32	21	40	4	58	5	-	17	19	9	15	12			
	16%	17%	12%	89%	100%	96%	17%	96%	17%	78%	96%	95%	84%	26%	15%	21%	15%	28%	-	25%	29%	14%	22%	17%			
NOT SOLVED	9	-	-	9	-	9	2	5	1	1	1	1	6	6	3	-	9	-	-	2	4	6	2	4			
	2%	-	-	11%	-	100%	4%	83%	22%	4%	5%	16%	7%	1%	-	3%	-	-	2%	6%	8%	3%	6%				
NOT SURE / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1			
																				2%				1%			
DID NOT ATTEMPT TO CONTACT VERIDIAN CONNECTIONS	368	29	7	-	368	-	-	-	-	-	-	-	-	56	229	15	309	13	2	49	43	54	52	52			
	82%	83%	88%	-	100%	-	-	-	-	-	-	-	-	67%	84%	79%	82%	72%	100%	73%	63%	78%	75%	76%			

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: DEALS PROFESSIONALLY WITH CUSTOMERS' PROBLEMS
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																															
																					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	FAVOR ABLE	DIFF ERENT	AT RISK							
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25							
WTD. TOTAL	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 100%	144 100%	55 100%	221 100%	25 100%							
TOP 2 BOX -----	319 71%	331 73%	311 67%	347 74%	313 69%	266 70%	133 67%	134 72%	29 72%	61 82%	121 72%	34 83%	101 70%	130 67%	134 68%	123 73%	7 54%	281 73%	260 66%	289 73%	265 69%	128 89%	35 64%	138 62%	13 51%							
(4) AGREE STRONGLY	178 40%	189 42%	170 37%	210 45%	179 39%	144 38%	65 33%	79 42%	17 42%	37 49%	61 36%	23 56%	52 36%	69 35%	70 36%	72 42%	2 15%	166 43%	140 36%	176 44%	154 40%	103 72%	16 29%	53 24%	6 23%							
(3) AGREE SOMEWHAT	141 31%	142 31%	141 30%	137 29%	134 29%	122 32%	67 34%	55 30%	12 30%	25 33%	60 36%	11 27%	49 34%	61 31%	65 33%	51 30%	5 39%	115 30%	119 30%	112 28%	111 29%	25 17%	19 35%	84 38%	7 28%							
(2) DISAGREE SOMEWHAT	13 3%	19 4%	12 3%	22 5%	11 3%	10 3%	6 3%	4 2%	3 7%	1 1%	2 1%	2 5%	2 1%	6 3%	6 3%	3 2%	- 3%	11 3%	12 3%	21 5%	8 2%	1 1%	- 3%	7 20%	5 8%							
(1) DISAGREE STRONGLY	4 1%	7 2%	4 1%	15 3%	5 1%	4 1%	4 2%	- 2%	- 7%	- 1%	3 2%	- 5%	2 3%	2 1%	1 1%	3 2%	- 2%	7 2%	3 1%	13 3%	5 1%	- 1%	- 4%	2 8%	2 28%							
BOTTOM 2 BOX -----	17 4%	26 6%	16 4%	38 8%	17 4%	14 4%	10 5%	4 2%	3 7%	1 1%	5 3%	2 5%	4 3%	8 4%	7 3%	6 3%	- 5%	17 5%	15 4%	34 9%	13 3%	1 1%	- 4%	9 28%	7 28%							
NEITHER	47 10%	28 6%	42 9%	17 4%	41 9%	45 12%	24 12%	21 11%	4 10%	7 9%	16 10%	2 5%	14 10%	28 15%	27 14%	14 8%	3 23%	27 7%	41 10%	17 4%	31 8%	3 2%	7 13%	34 15%	2 8%							
DON'T KNOW / REFUSED	68 15%	67 15%	93 20%	66 14%	83 18%	58 15%	31 16%	27 15%	4 10%	6 8%	25 15%	3 7%	25 18%	29 15%	28 14%	26 16%	3 23%	59 15%	78 20%	58 14%	77 20%	12 8%	13 23%	40 18%	3 13%							
MEAN	3.47	3.44	3.46	3.41	3.48	3.45	3.36	3.54	3.44	3.57	3.42	3.58	3.44	3.43	3.44	3.49	3.28	3.47	3.45	3.40	3.49	3.79	3.46	3.29	2.84							
S.D.	0.63	0.69	0.63	0.77	0.65	0.64	0.70	0.55	0.67	0.53	0.65	0.60	0.63	0.65	0.61	0.66	0.48	0.68	0.63	0.78	0.64	0.43	0.51	0.62	0.99							
S.E.	0.03	0.04	0.03	0.04	0.04	0.04	0.06	0.05	0.12	0.07	0.06	0.10	0.06	0.06	0.05	0.06	0.18	0.04	0.04	0.04	0.04	0.04	0.09	0.05	0.22							

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: CUSTOMER-FOCUSED AND TREATS CUSTOMERS AS IF THEY'RE VALUED
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																												
																					CUSTOMER LOYALTY GROUPS								
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING								
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK				
UNWID. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25				
WID. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
TOP 2 BOX	344	343	339	349	323	291	145	146	33	65	127	35	103	150	148	130	8	292	287	301	268	138	45	148	10				
-----	76%	76%	73%	75%	71%	76%	74%	78%	83%	87%	76%	86%	71%	77%	76%	77%	62%	76%	73%	76%	70%	96%	82%	67%	40%				
(4) AGREE STRONGLY	160	156	151	163	167	130	57	73	19	30	53	20	40	69	73	54	2	133	122	135	139	106	16	38	-				
	36%	34%	33%	35%	37%	34%	29%	39%	48%	40%	32%	49%	28%	35%	37%	32%	16%	35%	31%	34%	36%	73%	29%	17%	-				
(3) AGREE SOMEWHAT	184	187	189	186	156	162	89	73	14	35	74	15	62	81	75	75	6	158	164	166	129	32	29	109	10				
	41%	41%	41%	40%	34%	42%	45%	39%	35%	47%	44%	37%	43%	42%	38%	45%	46%	41%	42%	42%	33%	23%	53%	49%	40%				
(2) DISAGREE SOMEWHAT	22	32	30	23	28	21	15	6	3	5	7	2	10	9	11	9	1	29	25	16	24	-	-	16	6				
	5%	7%	7%	5%	6%	5%	8%	3%	7%	7%	4%	5%	7%	5%	6%	5%	7%	8%	6%	4%	6%	-	-	7%	24%				
(1) DISAGREE STRONGLY	14	25	14	17	13	11	8	3	-	-	5	-	5	6	4	7	-	24	12	15	12	-	1	7	5				
	3%	6%	3%	4%	3%	3%	4%	2%	-	-	3%	-	4%	3%	2%	4%	-	6%	3%	4%	3%	-	2%	3%	21%				
BOTTOM 2 BOX	36	57	44	40	41	32	23	9	3	5	12	2	15	15	15	16	1	53	37	30	36	-	1	23	11				
-----	8%	13%	10%	9%	9%	8%	12%	5%	7%	7%	7%	5%	10%	8%	8%	10%	7%	14%	9%	8%	9%	-	2%	10%	44%				
NEITHER	24	14	22	17	38	21	11	10	-	2	12	2	8	11	10	11	-	11	22	15	34	1	2	18	2				
	5%	3%	5%	4%	8%	5%	6%	5%	-	3%	7%	5%	6%	6%	5%	7%	-	3%	6%	4%	9%	1%	4%	8%	8%				
DON'T KNOW / REFUSED	47	38	57	61	51	39	18	21	4	3	16	2	18	19	23	12	4	29	47	51	48	5	7	32	2				
	10%	8%	12%	13%	11%	10%	9%	11%	10%	4%	10%	5%	13%	10%	12%	7%	31%	7%	12%	13%	12%	3%	13%	15%	7%				
MEAN	3.29	3.18	3.24	3.27	3.31	3.27	3.15	3.40	3.45	3.36	3.25	3.49	3.17	3.29	3.33	3.21	3.12	3.16	3.23	3.27	3.30	3.77	3.30	3.05	2.23				
S.D.	0.74	0.83	0.75	0.76	0.77	0.73	0.77	0.66	0.65	0.61	0.72	0.60	0.76	0.73	0.71	0.77	0.60	0.85	0.74	0.75	0.78	0.43	0.60	0.69	0.84				
S.E.	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.05	0.11	0.07	0.06	0.10	0.07	0.06	0.06	0.06	0.20	0.05	0.04	0.04	0.04	0.04	0.09	0.05	0.18				

	COMMERCIAL BILL PAYERS																							
	=====																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	344	26	6	70	274	65	5	38	16	4	16	13	31	61	208	15	288	15	53	51	53	49	55	
-----	76%	75%	75%	84%	74%	89%	48%	98%	16%	100%	100%	73%	82%	73%	77%	79%	77%	84%	10%	78%	76%	76%	70%	81%
(4) AGREE STRONGLY	160	8	2	36	124	35	2	26	-	3	5	8	17	35	95	9	136	8	-	30	23	28	28	28
	36%	23%	25%	44%	34%	47%	18%	67%		78%	30%	45%	45%	42%	35%	47%	36%	44%		45%	33%	41%	40%	41%
(3) AGREE SOMEWHAT	184	18	4	34	150	31	3	12	1	1	11	5	14	26	113	6	151	7	1	22	29	24	20	27
	41%	52%	49%	41%	41%	42%	30%	30%	16%	22%	70%	28%	37%	31%	42%	32%	40%	40%	50%	33%	42%	35%	29%	40%
(2) DISAGREE SOMEWHAT	22	2	-	8	14	5	3	-	3	-	-	3	5	10	8	2	17	-	1	1	3	5	7	4
	5%	6%		10%	4%	7%	30%		49%			17%	13%	12%	3%	11%	4%		50%	1%	4%	7%	11%	6%
(1) DISAGREE STRONGLY	14	2	1	2	12	-	2	-	2	-	-	-	2	2	9	-	11	-	-	3	1	2	2	2
	3%	6%	13%	2%	3%		22%		34%				5%	2%	3%		3%			5%	2%	3%	3%	2%
BOTTOM 2 BOX	36	4	1	10	26	5	5	-	5	-	-	3	7	12	17	2	28	-	1	4	5	7	10	5
-----	8%	12%	13%	12%	7%	7%	52%		84%			17%	18%	14%	6%	11%	7%		50%	6%	7%	10%	14%	8%
NEITHER	24	3	-	-	24	-	-	-	-	-	-	-	-	3	17	1	20	1	-	3	3	-	2	4
	5%	8%			7%									4%	6%	5%	5%		5%	4%		2%	6%	
DON'T KNOW / REFUSED	47	2	1	3	44	3	-	1	-	-	-	2	-	7	29	1	40	2	-	8	9	9	10	4
	10%	5%	13%	4%	12%	4%		2%				11%		9%	11%	5%	11%			12%	13%			

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: PROVIDES GOOD VALUE FOR YOUR MONEY
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																									
	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				CUSTOMER LOYALTY GROUPS					
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					STILL IN FAVOR DIFF AT					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK	
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25	
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	329	303	309	333	337	278	132	146	32	58	125	37	95	143	144	122	8	259	264	290	294	135	45	139	7	
-----	73%	67%	67%	71%	74%	73%	67%	78%	80%	77%	75%	90%	66%	73%	74%	72%	61%	67%	67%	73%	76%	94%	82%	63%	28%	
(4) AGREE STRONGLY	124	113	102	116	100	105	49	56	17	28	39	12	31	62	59	46	-	100	89	100	83	84	8	32	1	
	27%	25%	22%	25%	22%	27%	25%	30%	42%	37%	23%	29%	21%	32%	30%	27%		26%	23%	25%	21%	58%	14%	14%	4%	
(3) AGREE SOMEWHAT	206	190	207	216	236	173	83	90	15	30	86	25	64	81	86	76	8	159	175	190	211	52	37	108	6	
	46%	42%	45%	46%	52%	45%	42%	48%	38%	39%	52%	61%	45%	41%	44%	45%	61%	41%	45%	48%	55%	36%	68%	49%	24%	
(2) DISAGREE SOMEWHAT	61	66	76	67	37	56	33	23	3	12	23	4	25	27	29	23	3	50	60	52	30	4	6	45	5	
	14%	15%	16%	14%	8%	15%	17%	12%	7%	15%	14%	10%	17%	14%	15%	14%	24%	13%	15%	13%	8%	3%	11%	20%	20%	
(1) DISAGREE STRONGLY	30	50	47	31	31	26	19	7	3	3	11	-	13	13	9	17	-	45	43	27	25	1	2	18	8	
	7%	11%	10%	7%	7%	7%	10%	4%	8%	4%	7%		9%	7%	4%	10%		12%	11%	7%	6%	1%	4%	8%	32%	
BOTTOM 2 BOX	91	116	123	99	68	82	52	30	6	15	34	4	38	40	38	40	3	95	103	79	55	5	8	63	13	
-----	20%	26%	27%	21%	15%	21%	26%	16%	15%	19%	20%	10%	27%	20%	19%	24%	24%	25%	26%	20%	14%	3%	14%	29%	53%	
NEITHER	12	11	8	4	25	9	5	4	-	1	2	-	5	4	5	4	-	11	8	4	20	1	-	8	1	
	3%	3%	2%	1%	6%	2%	3%	2%		1%	1%		4%	2%	3%	3%		3%	2%	1%	5%	1%		4%	4%	
DON'T KNOW / REFUSED	19	22	22	32	24	14	8	6	2	2	7	-	6	8	9	3	2	19	17	25	17	3	2	10	4	
	4%	5%	5%	7%	5%	4%	4%	3%	5%	3%	4%		4%	4%	5%	2%	16%	5%	4%	6%	4%	2%	4%	4%	15%	
MEAN	3.01	2.87	2.84	2.97	3.00	2.99	2.88	3.11	3.21	3.15	2.96	3.19	2.84	3.05	3.07	2.93	2.72	2.89	2.84	2.98	3.01	3.55	2.96	2.75	1.99	
S.D.	0.85	0.94	0.91	0.85	0.80	0.86	0.92	0.77	0.91	0.84	0.82	0.60	0.89	0.88	0.82	0.92	0.47	0.96	0.92	0.84	0.78	0.59	0.64	0.82	0.97	
S.E.	0.04	0.05	0.04	0.04	0.04	0.05	0.07	0.06	0.15	0.10	0.06	0.09	0.08	0.06	0.06	0.07	0.14	0.05	0.05	0.04	0.04	0.05	0.09	0.06	0.22	

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: PROVIDES GOOD VALUE FOR YOUR MONEY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE				CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS				
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING						
	=====		=====		=====		=====		=====				=====		=====		=====		=====						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	329	27	6	64	266	57	6	33	3	4	13	16	26	58	201	13	275	15	-	51	44	45	43	43	
-----	73%	77%	75%	77%	72%	78%	69%	84%	51%	100%	81%	89%	68%	69%	74%	69%	73%	83%		76%	65%	61%	63%		
(4) AGREE STRONGLY	124	10	1	27	97	24	3	16	-	3	4	6	12	25	71	8	102	6	-	19	13	13	17	18	
	27%	28%	12%	32%	26%	33%	27%	40%		75%	23%	34%	31%	30%	26%	42%	27%	33%		27%	19%	19%	24%	26%	
(3) AGREE SOMEWHAT	206	17	5	37	169	33	4	17	3	1	9	10	14	33	130	5	173	9	-	33	31	31	26	25	
	46%	49%	63%	45%	46%	45%	42%	45%	51%	25%	58%	55%	37%	39%	48%	27%	46%	50%		49%	46%	45%	37%	37%	
(2) DISAGREE SOMEWHAT	61	2	1	8	53	7	1	2	2	-	3	1	4	15	36	3	53	1	-	5	16	16	15	7	
	14%	5%	13%	10%	14%	10%	10%	5%	33%		19%	6%	11%	18%	13%	15%	14%	6%		7%	23%	23%	22%	10%	
(1) DISAGREE STRONGLY	30	4	-	5	25	3	2	-	1	-	-	1	3	6	19	-	26	1	2	4	5	4	5	6	
	7%	12%		6%	7%	4%	21%		16%			6%	8%	7%	7%		7%	5%	100%	6%	8%	6%	7%	9%	
BOTTOM 2 BOX	91	6	1	13	78	10	3	2	3	-	3	2	7	21	55	3	79	2	2	9	21	20	20	13	
-----	20%	17%	13%	16%	21%	14%	31%	5%	49%		19%	11%	19%	25%	20%	15%	21%	11%	100%	14%	31%	28%	28%	19%	
NEITHER	12	1	-	1	10	1	-	-	-	-	-	-	1	1	6	-	10	-	-	2	1	-	-	5	
	3%	3%		1%	3%	1%							3%	1%	2%		3%			3%	1%			8%	
DON'T KNOW / REFUSED	19	1	1	5	14	5	-	4	-	-	-	-	4	3	9	3	11	1	-	5	2	5	7	7	
	4%	3%	13%	6%	4%	7%		11%					11%	4%	3%	16%	3%	6%		7%	3%	7%	10%	10%	
MEAN	3.01	3.00	2.99	3.11	2.98	3.16	2.76	3.39	2.35	3.75	3.04	3.17	3.06	2.97	2.99	3.32	2.99	3.18	1.00	3.08	2.79	2.84	2.88	2.97	
S.D.	0.85	0.94	0.57	0.85	0.85	0.80	1.13	0.60	0.81	0.51	0.67	0.79	0.93	0.91	0.85	0.79	0.86	0.80	0.00	0.82	0.85	0.82	0.90	0.94	
S.E.	0.04	0.16	0.22	0.10	0.05	0.10	0.37	0.10	0.33	0.26	0.17	0.19	0.16	0.10	0.05	0.20	0.05	0.19	0.00	0.11	0.11	0.10	0.11	0.13	

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: WORKS WITH CUSTOMERS TO KEEP THEIR ELECTRICITY COSTS AFFORDABLE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																											
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S											VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS					
	TOTAL					TOTAL	MEN	WOMEN				AGE				HOUSEHOLD SIZE					SEC-URE						
		2012	2011	2010	2009				<\$40	<\$70	\$70+		18-34	35-54	55+		1-2	3-5	6+	2012		2011	2010	2009	FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25		
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
TOP 2 BOX	274	261	251	297	269	231	109	122	32	54	92	30	86	113	121	102	5	212	213	260	232	123	33	108	7		
-----	61%	58%	54%	63%	59%	60%	55%	66%	80%	72%	55%	73%	60%	58%	62%	60%	38%	55%	54%	66%	60%	86%	61%	49%	28%		
(4) AGREE STRONGLY	111	101	81	106	85	97	49	49	21	20	40	14	32	50	57	39	1	85	69	92	74	85	3	22	1		
	25%	22%	17%	23%	19%	25%	25%	26%	52%	26%	24%	34%	23%	26%	29%	23%	7%	22%	18%	23%	19%	59%	6%	10%	4%		
(3) AGREE SOMEWHAT	163	161	171	190	184	134	61	73	11	35	52	16	53	63	65	62	4	127	144	168	158	39	30	86	6		
	36%	36%	37%	41%	41%	35%	31%	39%	27%	46%	31%	39%	37%	32%	33%	37%	31%	33%	37%	42%	41%	27%	55%	39%	24%		
(2) DISAGREE SOMEWHAT	74	64	71	48	43	64	41	23	2	7	35	8	25	29	26	33	2	57	63	36	37	9	8	49	7		
	16%	14%	15%	10%	10%	17%	21%	12%	5%	9%	21%	20%	18%	15%	13%	20%	16%	15%	16%	9%	9%	6%	14%	22%	27%		
(1) DISAGREE STRONGLY	40	62	63	48	43	36	20	16	1	6	16	1	19	16	18	17	1	56	50	39	36	1	3	26	9		
	9%	14%	14%	10%	10%	9%	10%	9%	2%	8%	9%	2%	13%	8%	9%	10%	8%	15%	13%	10%	9%	1%	5%	12%	37%		
BOTTOM 2 BOX	114	125	134	96	87	99	60	39	3	13	50	9	44	45	44	50	3	113	112	76	73	10	10	75	16		
-----	25%	28%	29%	21%	19%	26%	31%	21%	8%	17%	30%	22%	31%	23%	22%	30%	24%	29%	29%	19%	19%	7%	19%	34%	63%		
NEITHER	26	18	21	15	40	24	12	12	2	3	11	2	5	17	15	7	2	17	19	13	30	5	4	15	1		
	6%	4%	5%	3%	9%	6%	6%	6%	5%	4%	7%	5%	4%	9%	8%	4%	15%	4%	5%	3%	8%	3%	7%	7%	4%		
DON'T KNOW / REFUSED	37	47	55	60	59	29	16	13	3	5	14	-	9	20	16	10	3	43	48	48	51	6	7	23	1		
	8%	10%	12%	13%	13%	8%	8%	7%	8%	7%	8%		6%	10%	8%	6%	23%	11%	12%	12%	13%	4%	13%	10%	4%		
MEAN	2.89	2.78	2.70	2.91	2.87	2.88	2.81	2.96	3.48	3.01	2.81	3.10	2.76	2.93	2.97	2.82	2.60	2.74	2.71	2.93	2.89	3.55	2.77	2.57	1.95		
S.D.	0.94	1.01	0.98	0.93	0.91	0.95	0.98	0.92	0.74	0.88	0.97	0.82	0.99	0.95	0.97	0.95	0.92	1.03	0.97	0.92	0.91	0.66	0.67	0.88	0.93		
S.E.	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.08	0.07	0.13	0.11	0.08	0.13	0.09	0.08	0.08	0.08	0.32	0.06	0.05	0.05	0.06	0.10	0.07	0.20		

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: WORKS WITH CUSTOMERS TO KEEP THEIR ELECTRICITY COSTS AFFORDABLE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	=====																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS					
																			TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	274	22	5	52	222	44	8	29	5	3	9	11	24	53	160	11	229	8	1	43	50	39	36	37
-----	61%	63%	62%	63%	60%	60%	82%	75%	84%	75%	57%	61%	63%	64%	59%	58%	61%	45%	50%	64%	73%	56%	52%	54%
(4) AGREE STRONGLY	111	8	1	21	90	18	3	11	1	2	1	4	12	22	63	6	93	6	1	14	16	12	14	11
	25%	23%	12%	25%	24%	25%	31%	28%	18%	48%	6%	22%	32%	27%	23%	31%	25%	34%	50%	20%	23%	17%	20%	16%
(3) AGREE SOMEWHAT	163	14	4	31	132	26	5	18	4	1	8	7	12	31	97	5	136	2	-	29	34	27	22	26
	36%	40%	51%	37%	36%	36%	51%	47%	66%	26%	51%	39%	31%	37%	36%	27%	36%	11%		43%	50%	39%	32%	38%
(2) DISAGREE SOMEWHAT	74	4	2	12	62	11	1	3	1	1	1	5	5	16	46	2	64	4	-	11	7	9	12	7
	16%	12%	25%	15%	17%	15%	10%	8%	16%	25%	7%	28%	13%	19%	17%	10%	17%	22%		16%	10%	13%	17%	10%
(1) DISAGREE STRONGLY	40	4	1	6	34	5	1	1	-	-	3	1	2	8	24	5	29	2	1	4	6	13	8	7
	9%	11%	13%	7%	9%	7%	7%	2%			17%	6%	5%	10%	9%	26%	8%	11%	50%	6%	9%	19%	12%	10%
BOTTOM 2 BOX	114	8	3	18	96	16	2	4	1	1	4	6	7	24	70	7	93	6	1	15	13	22	20	14
-----	25%	23%	38%	22%	26%	22%	18%	9%	16%	25%	24%	34%	19%	29%	26%	37%	25%	34%	50%	22%	19%	32%	29%	20%
NEITHER	26	2	-	4	22	4	-	3	-	-	2	-	2	1	18	-	23	2	-	2	1	2	2	10
	6%	6%		5%	6%	5%		8%			13%		5%	1%	7%		6%	11%		3%	1%	2%	2%	15%
DON'T KNOW / REFUSED	37	3	-	9	28	9	-	3	-	-	1	1	5	5	23	1	31	2	-	8	5	7	12	8
	8%	8%		11%	8%	12%		8%			6%	6%	13%	6%	9%	5%	8%	11%		12%	7%	10%	17%	11%
MEAN	2.89	2.87	2.62	2.96	2.87	2.94	3.07	3.20	3.01	3.23	2.57	2.80	3.09	2.87	2.86	2.67	2.91	2.86	2.50	2.92	2.95	2.61	2.75	2.81
S.D.	0.94	0.97	0.91	0.90	0.94	0.91	0.89	0.70	0.64	0.96	0.94	0.89	0.91	0.95	0.93	1.24	0.92	1.17	2.06	0.84	0.87	1.04	1.00	0.93
S.E.	0.05	0.18	0.33	0.11	0.05	0.12	0.29	0.12	0.26	0.49	0.27	0.21	0.16	0.11	0.06	0.29	0.05	0.31	1.42	0.11	0.11	0.13	0.13	0.13

Q. 6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS PRO-ACTIVE IN COMMUNICATING CHANGES AND ISSUES WHICH MAY AFFECT CUSTOMERS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S													VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====								AGE			HOUSEHOLD SIZE			=====					=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK		
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25		
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
TOP 2 BOX	350	345	351	392	371	295	144	150	28	61	133	35	108	148	150	132	9	291	299	334	319	130	48	159	8		
-----	78%	76%	76%	84%	82%	77%	73%	81%	69%	82%	80%	85%	75%	76%	77%	78%	69%	76%	76%	84%	83%	90%	87%	72%	32%		
(4) AGREE STRONGLY	181	164	156	196	191	159	66	93	18	39	71	19	58	81	85	67	5	142	132	167	173	109	20	50	2		
	40%	36%	34%	42%	42%	42%	34%	50%	45%	52%	42%	46%	40%	41%	44%	40%	37%	37%	34%	42%	45%	76%	36%	23%	8%		
(3) AGREE SOMEWHAT	169	181	195	196	180	136	78	57	10	23	63	16	51	67	65	66	4	149	167	167	146	21	28	109	6		
	37%	40%	42%	42%	40%	35%	40%	31%	25%	30%	37%	39%	35%	34%	33%	39%	32%	39%	43%	42%	38%	15%	51%	49%	24%		
(2) DISAGREE SOMEWHAT	37	39	28	40	34	35	21	14	3	7	13	4	15	16	17	16	1	35	21	33	30	-	3	28	6		
	8%	9%	6%	9%	7%	9%	11%	7%	7%	9%	8%	10%	10%	8%	9%	9%	7%	9%	5%	8%	8%	-	5%	13%	24%		
(1) DISAGREE STRONGLY	11	21	13	13	15	9	7	2	1	1	4	-	6	3	2	6	1	17	10	11	12	-	1	5	3		
	2%	5%	3%	3%	3%	2%	4%	1%	3%	1%	2%	-	4%	2%	1%	4%	8%	4%	3%	3%	3%	-	2%	2%	12%		
BOTTOM 2 BOX	48	60	40	53	48	44	28	16	4	8	17	4	21	19	19	22	2	52	32	44	42	-	4	33	9		
-----	11%	13%	9%	11%	11%	11%	14%	9%	10%	11%	10%	10%	15%	10%	10%	13%	16%	14%	8%	11%	11%	-	7%	15%	36%		
NEITHER	23	10	22	2	12	22	12	10	3	2	9	1	8	13	14	7	1	8	20	2	7	3	2	15	3		
	5%	2%	5%	*	3%	6%	6%	5%	8%	3%	5%	2%	5%	7%	7%	4%	7%	2%	5%	*	2%	2%	4%	7%	12%		
DON'T KNOW / REFUSED	31	37	49	20	23	23	13	10	5	4	8	1	7	15	13	8	1	33	41	17	19	11	1	14	5		
	7%	8%	11%	4%	5%	6%	7%	5%	13%	5%	5%	2%	5%	8%	7%	5%	8%	9%	11%	4%	5%	8%	2%	6%	19%		
MEAN	3.31	3.21	3.26	3.29	3.30	3.31	3.18	3.45	3.40	3.43	3.33	3.38	3.24	3.35	3.38	3.25	3.16	3.21	3.27	3.30	3.33	3.84	3.29	3.07	2.41		
S.D.	0.75	0.81	0.73	0.75	0.77	0.76	0.80	0.70	0.80	0.74	0.75	0.67	0.84	0.73	0.71	0.80	0.99	0.82	0.72	0.75	0.77	0.37	0.67	0.71	0.94		
S.E.	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.05	0.14	0.09	0.06	0.11	0.07	0.06	0.05	0.06	0.30	0.04	0.04	0.04	0.04	0.03	0.09	0.05	0.23		

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS PRO-ACTIVE IN COMMUNICATING CHANGES AND ISSUES WHICH MAY AFFECT CUSTOMERS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA										
	=====		=====		=====		=====		=====				=====		=====		=====		=====		=====		=====		
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	350	27	7	67	283	61	6	35	2	4	15	14	29	65	210	16	291	17	-	55	54	51	58	52	
-----	78%	77%	87%	81%	77%	83%	59%	90%	34%	100%	94%	78%	77%	78%	78%	84%	77%	94%	-	81%	80%	74%	83%	76%	
(4) AGREE STRONGLY	181	13	4	35	146	31	4	21	1	2	9	8	15	42	102	11	148	12	-	22	22	24	29	18	
	40%	37%	49%	42%	40%	42%	39%	53%	18%	48%	56%	44%	39%	50%	38%	58%	39%	65%	-	32%	32%	34%	41%	27%	
(3) AGREE SOMEWHAT	169	14	3	32	136	30	2	14	1	2	6	6	14	23	108	5	142	5	-	33	32	28	29	34	
	37%	41%	39%	39%	37%	41%	21%	37%	16%	52%	38%	34%	37%	28%	40%	26%	38%	29%	-	49%	48%	40%	41%	49%	
(2) DISAGREE SOMEWHAT	37	6	-	9	28	7	2	3	3	-	-	3	5	11	19	-	29	-	-	2	4	6	8	4	
	8%	17%	-	11%	8%	10%	21%	8%	50%	-	-	17%	13%	13%	7%	-	8%	-	-	3%	6%	9%	11%	6%	
(1) DISAGREE STRONGLY	11	2	-	1	10	-	1	-	-	-	-	-	1	2	7	-	9	-	2	2	4	2	2	3	
	2%	6%	-	1%	3%	-	10%	-	-	-	-	-	2%	2%	3%	-	2%	-	100%	3%	5%	3%	2%	4%	
BOTTOM 2 BOX	48	8	-	10	38	7	3	3	3	-	-	3	6	13	26	-	38	-	2	4	8	9	9	7	
-----	11%	23%	-	12%	10%	10%	30%	8%	50%	-	-	17%	16%	16%	10%	-	10%	-	100%	6%	11%	12%	13%	10%	
NEITHER	23	-	-	4	19	4	-	1	-	-	1	1	2	2	14	2	21	-	-	1	2	2	-	5	
	5%	-	-	5%	5%	5%	-	3%	-	-	6%	6%	5%	2%	5%	11%	6%	-	-	2%	3%	2%	-	7%	
DON'T KNOW / REFUSED	31	-	1	2	29	1	1	-	1	-	-	-	1	3	21	1	27	1	-	8	4	8	3	5	
	7%	-	13%	3%	8%	2%	10%	-	16%	-	-	-	2%	4%	8%	5%	7%	6%	-	12%	6%	11%	4%	7%	
MEAN	3.31	3.08	3.56	3.31	3.31	3.35	2.98	3.47	2.62	3.48	3.59	3.29	3.23	3.35	3.29	3.69	3.31	3.69	1.00	3.27	3.17	3.21	3.27	3.14	
S.D.	0.75	0.89	0.54	0.72	0.76	0.66	1.11	0.64	0.91	0.58	0.51	0.77	0.80	0.81	0.74	0.48	0.75	0.48	0.00	0.69	0.80	0.79	0.76	0.76	
S.E.	0.04	0.15	0.21	0.08	0.04	0.08	0.38	0.10	0.41	0.30	0.13	0.19	0.13	0.09	0.05	0.12	0.04	0.11	0.00	0.09	0.10	0.10	0.09	0.10	

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: THE COST OF ELECTRICITY IS REASONABLE WHEN COMPARED TO OTHER UTILITIES SUCH AS GAS, CABLE OR TELEPHONE BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SRC-URE	STILL IN FAVOR	DIFF AT RISK	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	275	263	244	302	303	238	111	127	29	50	106	29	87	120	120	109	6	227	212	259	256	117	39	110	6
-----	61%	58%	53%	65%	67%	62%	56%	68%	72%	66%	63%	71%	60%	62%	61%	64%	47%	59%	54%	65%	66%	81%	71%	50%	25%
(4) AGREE STRONGLY	73	66	75	104	93	66	28	38	12	19	24	9	23	33	37	28	1	58	66	90	80	52	6	13	2
	16%	15%	16%	22%	21%	17%	14%	20%	30%	25%	15%	22%	16%	17%	19%	16%	7%	15%	17%	23%	21%	36%	11%	6%	7%
(3) AGREE SOMEWHAT	202	197	169	197	210	172	83	90	17	31	81	20	63	87	84	81	5	169	146	169	175	65	33	97	4
	45%	44%	37%	42%	46%	45%	42%	48%	42%	41%	49%	49%	44%	45%	43%	48%	39%	44%	37%	43%	45%	45%	60%	44%	17%
(2) DISAGREE SOMEWHAT	71	67	74	66	55	60	37	23	2	10	31	10	26	24	27	29	4	58	59	54	49	13	4	52	2
	16%	15%	16%	14%	12%	16%	19%	12%	5%	13%	19%	24%	18%	12%	14%	17%	31%	15%	15%	14%	13%	9%	7%	24%	8%
(1) DISAGREE STRONGLY	64	81	97	48	38	54	37	17	5	10	23	-	21	33	25	26	1	71	85	42	29	6	6	35	17
	14%	18%	21%	10%	8%	14%	19%	9%	13%	13%	14%	-	15%	17%	13%	16%	8%	19%	22%	11%	8%	4%	10%	16%	67%
BOTTOM 2 BOX	136	149	171	114	93	114	74	40	7	20	55	10	47	57	52	55	5	130	145	96	78	19	10	87	19
-----	30%	33%	37%	24%	20%	30%	38%	21%	18%	26%	33%	24%	33%	29%	27%	33%	39%	34%	37%	24%	20%	13%	18%	40%	75%
NEITHER	13	14	10	11	22	12	3	9	-	2	2	2	2	7	9	2	-	11	10	10	19	5	1	7	-
	3%	3%	2%	2%	5%	3%	1%	5%	-	3%	1%	5%	1%	4%	5%	1%	-	3%	3%	2%	5%	3%	2%	3%	-
DON'T KNOW / REFUSED	27	26	37	41	37	19	9	10	4	4	5	-	8	11	14	3	2	16	25	32	34	3	5	17	-
	6%	6%	8%	9%	8%	5%	5%	5%	10%	5%	3%	-	6%	6%	7%	2%	15%	4%	6%	8%	9%	2%	9%	8%	-
MEAN	2.69	2.60	2.53	2.86	2.91	2.71	2.55	2.89	3.00	2.85	2.67	2.97	2.66	2.68	2.76	2.67	2.54	2.60	2.54	2.86	2.92	3.20	2.81	2.44	1.65
S.D.	0.94	0.98	1.04	0.92	0.86	0.94	0.98	0.87	0.99	0.98	0.91	0.71	0.95	0.98	0.95	0.94	0.82	0.98	1.05	0.93	0.86	0.79	0.81	0.86	1.03
S.E.	0.05	0.05	0.05	0.05	0.04	0.05	0.07	0.07	0.17	0.12	0.07	0.11	0.08	0.07	0.07	0.07	0.24	0.05	0.06	0.05	0.05	0.07	0.12	0.06	0.21

Q. 6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: THE COST OF ELECTRICITY IS REASONABLE WHEN COMPARED TO OTHER UTILITIES SUCH AS GAS, CABLE OR TELEPHONE BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
																	WORK WITH OTHERS		VERIDIAM CONNECTIONS TRACKING					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	2012	2011	2010	2009	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
TOP 2 BOX	275	20	6	46	229	41	5	23	3	2	9	10	24	50	168	12	232	8	-	36	36	32	43	47
-----	61%	57%	75%	55%	62%	55%	51%	59%	51%	47%	57%	55%	63%	60%	62%	63%	62%	45%		54%	53%	46%	61%	70%
(4) AGREE STRONGLY	73	1	1	13	60	11	2	9	-	1	4	1	7	13	46	4	66	1	-	7	8	9	14	13
	16%	3%	13%	15%	16%	15%	20%	22%		22%	25%	6%	18%	16%	17%	20%	18%	6%		10%	12%	13%	21%	19%
(3) AGREE SOMEWHAT	202	19	5	33	169	30	3	14	3	1	5	9	17	37	122	8	166	7	-	29	28	23	28	34
	45%	55%	62%	40%	46%	41%	31%	37%	51%	25%	32%	49%	44%	45%	45%	43%	44%	39%		44%	41%	33%	40%	51%
(2) DISAGREE SOMEWHAT	71	7	1	19	52	17	2	6	2	1	5	4	6	17	37	3	56	5	-	11	9	14	12	6
	16%	20%	13%	23%	14%	24%	21%	15%	33%	26%	32%	23%	16%	20%	14%	15%	15%	28%		16%	13%	20%	17%	9%
(1) DISAGREE STRONGLY	64	5	-	11	54	8	3	4	1	-	2	3	4	14	39	3	54	2	2	11	10	12	5	8
	14%	15%		13%	15%	11%	28%	9%	16%		11%	16%	11%	17%	14%	16%	14%	11%	100%	16%	15%	17%	8%	12%
BOTTOM 2 BOX	136	12	1	30	105	26	5	10	3	1	7	7	10	31	76	6	111	7	2	22	19	26	17	14
-----	30%	34%	13%	36%	29%	35%	49%	25%	49%	26%	43%	39%	27%	37%	28%	31%	29%	39%	100%	32%	28%	37%	24%	21%
NEITHER	13	1	1	2	11	2	-	2	-	-	-	-	2	2	9	1	10	1	-	1	3	-	2	3
	3%	3%	13%	2%	3%	3%		5%					5%	2%	3%	5%	3%	5%		2%	4%		2%	5%
DON'T KNOW / REFUSED	27	2	-	5	22	5	-	4	-	1	-	1	2	-	18	-	23	2	-	8	10	12	9	3
	6%	5%		6%	6%	7%		11%		27%		6%	6%		7%		6%	11%		13%	14%	17%	13%	4%
MEAN	2.69	2.50	3.00	2.63	2.70	2.66	2.44	2.86	2.35	2.94	2.72	2.47	2.79	2.60	2.72	2.72	2.71	2.46	1.00	2.56	2.63	2.50	2.87	2.84
S.D.	0.94	0.81	0.58	0.93	0.94	0.90	1.16	0.95	0.81	1.00	0.99	0.87	0.91	0.96	0.95	1.01	0.95	0.83	0.00	0.93	0.95	0.99	0.89	0.91
S.E.	0.05	0.14	0.22	0.11	0.05	0.11	0.38	0.17	0.33	0.60	0.25	0.21	0.16	0.11	0.06	0.24	0.05	0.21	0.00	0.12	0.13	0.13	0.12	0.12

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS A COMPANY THAT IS 'EASY TO DO BUSINESS WITH'
 BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S													VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL					TOTAL	MEN	WOMEN	AGE			HOUSEHOLD SIZE							SEC- URE	STILL IN			AT RISK				
		2012	2011	2010	2009				<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012		2011	2010	2009		FAVOR ABLE	DIFF ERENT		
UNWTD. TOTAL	451	452	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	-	-	-	145	55	220	25		
WTD. TOTAL	451 100%	452 100%	-	-	-	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100%	-	-	-	144 100%	55 100%	221 100%	25 100%		
TOP 2 BOX -----	389 86%	387 86%	-	-	-	326 85%	167 85%	159 86%	32 80%	67 89%	148 88%	36 88%	125 87%	163 83%	166 85%	145 86%	12 92%	329 86%	-	-	-	142 99%	50 91%	180 81%	14 55%		
(4) AGREE STRONGLY	216 48%	219 49%	-	-	-	181 47%	81 41%	100 54%	21 53%	43 57%	78 46%	26 63%	70 49%	84 43%	93 48%	82 48%	5 38%	191 50%	-	-	-	127 88%	22 40%	62 28%	5 19%		
(3) AGREE SOMEWHAT	172 38%	168 37%	-	-	-	145 38%	86 43%	60 32%	11 27%	25 33%	70 42%	10 24%	54 38%	79 41%	73 37%	63 37%	7 54%	138 36%	-	-	-	15 10%	28 51%	117 53%	9 36%		
(2) DISAGREE SOMEWHAT	17 4%	20 4%	-	-	-	15 4%	10 5%	5 3%	2 5%	3 4%	5 3%	2 5%	4 3%	9 5%	9 5%	6 4%	- 4%	15	-	-	-	-	-	12 6%	4 16%		
(1) DISAGREE STRONGLY	7 2%	13 3%	-	-	-	6 2%	5 3%	1 1%	- 2%	2 2%	4 2%	1 2%	3 2%	2 1%	1 *	5 3%	- 3%	13 3%	-	-	-	-	-	3 1%	4 16%		
BOTTOM 2 BOX -----	24 5%	34 7%	-	-	-	21 5%	15 8%	6 3%	2 5%	9 7%	3 5%	7 5%	11 6%	10 5%	11 7%	-	28 7%	-	-	-	-	-	15 7%	8 32%			
NEITHER	13 3%	9 2%	-	-	-	13 3%	6 3%	7 4%	1 3%	1 1%	3 2%	1 2%	7 5%	5 3%	8 4%	5 3%	- 2%	9 2%	-	-	-	-	1 2%	8 4%	2 8%		
DON'T KNOW / REFUSED	25 6%	22 5%	-	-	-	23 6%	9 5%	14 8%	5 12%	2 3%	7 4%	1 3%	5 4%	16 8%	12 6%	8 5%	1 8%	19 5%	-	-	-	2 1%	4 7%	18 8%	1 4%		
MEAN	3.45	3.41	-	-	-	3.44	3.34	3.56	3.56	3.50	3.41	3.57	3.46	3.41	3.47	3.42	3.42	3.42	-	-	-	3.90	3.44	3.23	2.66		
S.D.	0.66	0.73				0.66	0.71	0.59	0.61	0.70	0.68	0.71	0.67	0.65	0.62	0.72	0.51	0.74				0.31	0.50	0.63	1.04		
S.E.	0.03	0.04				0.04	0.05	0.05	0.11	0.08	0.05	0.11	0.06	0.05	0.05	0.06	0.15	0.04				0.03	0.07	0.04	0.22		

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS A COMPANY THAT IS 'EASY TO DO BUSINESS WITH'
 BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
																	WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING						
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				VERY SUPP	VERY UNSUP	VERI-DIAN				
	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO					2012	2011	2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO					2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	-	-	-	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	-	-	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
TOP 2 BOX	389	28	7	75	314	68	6	39	4	4	15	15	34	70	238	17	326	16	1	63	59	-	-	-	
-----	86%	80%	87%	90%	85%	93%	69%	100%	67%	100%	94%	83%	89%	84%	88%	89%	87%	88%	50%	92%	87%				
{4} AGREE STRONGLY	216	16	3	44	172	42	2	30	-	4	5	11	20	44	128	11	182	11	-	36	29	-	-	-	
	48%	45%	37%	53%	47%	57%	20%	77%		100%	32%	61%	53%	53%	47%	57%	48%	61%		53%	42%				
{3} AGREE SOMEWHAT	172	12	4	31	141	26	5	9	4	-	10	4	14	26	110	6	144	5	1	27	30	-	-	-	
	38%	34%	51%	37%	38%	35%	49%	23%	67%		61%	23%	37%	31%	41%	32%	38%	28%	50%	40%	44%				
{2} DISAGREE SOMEWHAT	17	4	-	7	10	4	3	-	2	-	1	2	4	5	7	-	13	1	1	2	5	-	-	-	
	4%	12%		9%	3%	6%	31%		33%		6%	11%	11%	6%	3%		3%	6%	50%	3%	8%				
{1} DISAGREE STRONGLY	7	1	-	-	7	-	-	-	-	-	-	-	-	1	5	-	6	-	-	1	1	-	-	-	
	2%	3%			2%									1%	2%		2%			2%	1%				
BOTTOM 2 BOX	24	5	-	7	17	4	3	-	2	-	1	2	4	6	12	-	19	1	1	3	6	-	-	-	
-----	5%	15%		9%	5%	6%	31%		33%		6%	11%	11%	7%	4%		5%	6%	50%	5%	9%				
NEITHER	13	2	-	-	13	-	-	-	-	-	-	-	-	4	6	1	10	-	-	-	-	-	-	-	
	3%	6%			4%									5%	2%	5%	3%								
DON'T KNOW / REFUSED	25	-	1	1	24	1	-	-	-	-	-	1	-	3	15	1	21	1	-	2	3	-	-	-	
	6%		13%	1%	7%	1%						6%		4%	5%	5%	6%	5%		3%	4%				
MEAN	3.45	3.29	3.42	3.45	3.45	3.52	2.89	3.77	2.67	4.00	3.26	3.53	3.42	3.48	3.44	3.64	3.45	3.58	2.50	3.47	3.34	-	-	-	
S.D.	0.66	0.82	0.53	0.65	0.66	0.61	0.75	0.42	0.52	0.00	0.58	0.72	0.69	0.69	0.65	0.49	0.66	0.63	0.69	0.65	0.68				
S.E.	0.03	0.14	0.20	0.07	0.04	0.07	0.24	0.07	0.21	0.00	0.15	0.17	0.11	0.08	0.04	0.12	0.04	0.15	0.47	0.08	0.08				

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: QUICKLY DEALS WITH ISSUES THAT AFFECT CUSTOMERS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING				ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
					AGE																	STILL IN FAVOR DIFF AT			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF	AT RISK
UNWTD. TOTAL	451	452	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	-	-	-	145	55	220	25
WTD. TOTAL	451	452	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	384	-	-	-	144	55	221	25
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%
TOP 2 BOX	323	329	-	-	-	273	136	136	28	64	121	35	106	129	138	122	9	273	-	-	-	129	39	142	10
-----	72%	73%				71%	69%	73%	70%	86%	72%	86%	74%	66%	70%	72%	69%	71%				89%	71%	64%	40%
(4) AGREE STRONGLY	167	146	-	-	-	139	62	76	16	34	57	22	50	66	71	63	5	126	-	-	-	106	18	43	1
	37%	32%				36%	32%	41%	40%	45%	34%	54%	35%	34%	36%	37%	38%	33%				73%	33%	19%	4%
(3) AGREE, SOMEWHAT	156	183	-	-	-	134	74	60	12	31	64	13	56	63	67	59	4	147	-	-	-	23	21	99	9
	35%	40%				35%	37%	32%	30%	41%	38%	32%	39%	32%	34%	35%	31%	38%				16%	38%	45%	36%
(2) DISAGREE SOMEWHAT	16	16	-	-	-	13	10	3	-	2	5	1	4	8	6	6	1	15	-	-	-	-	-	11	5
	3%	3%				3%	5%	2%		3%	3%	2%	3%	4%	3%	3%	8%	4%						5%	18%
(1) DISAGREE STRONGLY	6	12	-	-	-	4	3	1	-	1	1	-	2	2	-	4	-	11	-	-	-	-	-	4	1
	1%	3%				1%	2%	1%		1%	1%		1%	1%		2%		3%						2%	4%
BOTTOM 2 BOX	22	27	-	-	-	17	13	4	-	3	6	1	6	10	6	10	1	26	-	-	-	-	-	15	6
-----	5%	6%				4%	7%	2%		4%	4%	2%	4%	5%	3%	6%	8%	7%						7%	22%
NEITHER	41	27	-	-	-	40	19	21	4	5	16	2	12	26	25	14	1	26	-	-	-	5	7	26	2
	9%	6%				10%	10%	11%	10%	6%	10%	5%	8%	13%	13%	8%	7%	7%				3%	13%	12%	8%
DON'T KNOW / REFUSED	65	69	-	-	-	54	29	25	8	3	24	3	20	30	27	23	2	60	-	-	-	11	9	38	7
	14%	15%				14%	15%	13%	20%	4%	14%	7%	14%	15%	14%	14%	15%	16%				7%	16%	17%	29%
MEAN	3.40	3.30	-	-	-	3.41	3.31	3.51	3.57	3.44	3.39	3.58	3.37	3.39	3.45	3.37	3.39	3.30	-	-	-	3.82	3.46	3.15	2.64
S.D.	0.66	0.70				0.64	0.69	0.58	0.50	0.64	0.61	0.55	0.65	0.67	0.58	0.72	0.70	0.73				0.38	0.51	0.65	0.73
S.E.	0.04	0.04				0.04	0.06	0.05	0.10	0.08	0.05	0.09	0.06	0.06	0.05	0.06	0.22	0.04				0.03	0.08	0.05	0.18

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: ADAPTS WELL TO CHANGES IN CUSTOMER EXPECTATIONS
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																																		
																					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					STILL IN PAVOR DIFF AT													
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERRNT	RISK										
UNWTD. TOTAL	451	452	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	-	-	-	145	55	220	25										
WTD. TOTAL	451	452	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	384	-	-	-	144	55	221	25										
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%										
TOP 2 BOX	295	278	-	-	-	248	123	125	32	54	107	32	89	125	127	109	7	228	-	-	-	122	36	122	10										
-----	65%	61%				65%	62%	67%	80%	72%	64%	78%	62%	64%	65%	64%	55%	59%				85%	66%	55%	39%										
(4) AGREE STRONGLY	108	112	-	-	-	87	42	45	10	26	33	15	25	47	49	38	1	94	-	-	-	77	11	20	-										
	24%	25%				23%	22%	24%	25%	34%	19%	36%	17%	24%	25%	22%	7%	24%				53%	20%	9%											
(3) AGREE SOMEWHAT	186	165	-	-	-	161	81	80	22	29	75	17	64	78	79	71	6	135	-	-	-	45	25	102	10										
	41%	37%				42%	41%	43%	55%	38%	45%	42%	45%	40%	40%	42%	47%	35%				31%	46%	46%	39%										
(2) DISAGREE SOMEWHAT	23	47	-	-	-	21	12	9	2	6	9	4	7	10	10	10	1	41	-	-	-	2	-	15	6										
	5%	10%				5%	6%	5%	5%	8%	5%	10%	5%	5%	5%	6%	7%	11%				1%		7%	24%										
(1) DISAGREE STRONGLY	18	31	-	-	-	16	12	4	-	1	8	-	10	6	5	11	-	28	-	-	-	-	1	11	4										
	4%	7%				4%	6%	2%		1%	5%		7%	3%	2%	6%		7%					2%	5%	16%										
BOTTOM 2 BOX	41	78	-	-	-	37	24	13	2	7	17	4	17	16	15	21	1	69	-	-	-	2	1	27	10										
-----	9%	17%				10%	12%	7%	5%	9%	10%	10%	12%	8%	7%	12%	7%	18%				1%	2%	12%	41%										
NEITHER	46	26	-	-	-	43	21	22	3	9	18	1	16	25	24	19	-	26	-	-	-	7	6	30	2										
	10%	6%				11%	11%	12%	8%	12%	11%	2%	11%	13%	12%	11%		7%				5%	11%	14%	8%										
DON'T KNOW / REFUSED	69	71	-	-	-	55	29	26	3	5	25	4	22	29	30	20	5	61	-	-	-	13	11	42	3										
	15%	16%				14%	15%	14%	8%	7%	15%	10%	15%	15%	15%	12%	38%	16%				9%	21%	19%	12%										
MEAN	3.15	3.01	-	-	-	3.12	3.05	3.20	3.24	3.29	3.06	3.31	2.98	3.18	3.21	3.04	3.00	2.99	-	-	-	3.60	3.25	2.88	2.29										
S.D.	0.76	0.89				0.77	0.83	0.68	0.55	0.71	0.77	0.67	0.82	0.73	0.71	0.84	0.52	0.91				0.52	0.59	0.73	0.81										
S.E.	0.04	0.05				0.05	0.07	0.06	0.10	0.09	0.07	0.11	0.08	0.06	0.06	0.07	0.18	0.05				0.05	0.10	0.06	0.18										

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: ADAPTS WELL TO CHANGES IN CUSTOMER EXPECTATIONS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO						
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	-	-	-	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	-	-	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
TOP 2 BOX	295	26	6	53	242	51	2	29	-	3	9	14	25	52	172	14	242	14	1	47	50	-	-	-	
-----	65%	74%	75%	64%	66%	69%	22%	75%		78%	56%	78%	66%	63%	63%	73%	64%	78%	50%	69%	73%				
(4) AGREE STRONGLY	108	7	1	21	87	20	1	16	-	1	2	4	14	25	61	7	92	5	-	21	19	-	-	-	
	24%	20%	12%	25%	24%	27%	11%	41%		27%	12%	22%	37%	30%	22%	36%	24%	28%		31%	28%				
(3) AGREE SOMEWHAT	186	19	5	32	154	31	1	13	-	2	7	10	11	27	111	7	150	9	1	25	31	-	-	-	
	41%	54%	63%	39%	42%	42%	10%	34%		52%	44%	55%	29%	33%	41%	37%	40%	50%	50%	38%	45%				
(2) DISAGREE SOMEWHAT	23	4	-	5	18	4	1	1	2	-	-	1	4	8	10	2	17	1	1	2	6	-	-	-	
	5%	12%		6%	5%	6%	10%	3%	33%			5%	11%	10%	4%	11%	5%	6%	50%	3%	9%				
(1) DISAGREE STRONGLY	18	-	-	3	15	1	2	-	1	-	-	-	3	4	13	-	18	-	-	2	3	-	-	-	
	4%			3%	4%	1%	20%		16%				7%	5%	5%		5%			3%	4%				
BOTTOM 2 BOX	41	4	-	8	33	5	3	1	3	-	-	1	7	12	23	2	35	1	1	4	9	-	-	-	
-----	9%	12%		9%	9%	7%	30%	3%	50%			5%	18%	15%	8%	11%	9%	6%	50%	6%	13%				
NEITHER	46	2	1	8	38	7	1	5	-	1	5	-	2	6	32	2	38	2	-	3	-	-	-	-	
	10%	6%	13%	10%	10%	10%	9%	13%		22%	33%		5%	7%	12%	11%	10%	11%		4%					
DON'T KNOW / REFUSED	69	3	1	14	55	10	4	4	3	-	2	3	4	13	44	1	61	1	-	14	9	-	-	-	
	15%	8%	13%	17%	15%	14%	39%	9%	50%		11%	17%	11%	16%	16%	5%	16%	5%		20%	13%				
MEAN	3.15	3.09	3.16	3.17	3.14	3.25	2.25	3.50	1.67	3.34	3.22	3.21	3.14	3.14	3.13	3.30	3.14	3.26	2.50	3.29	3.12	-	-	-	
S.D.	0.76	0.61	0.40	0.77	0.76	0.66	1.32	0.57	0.58	0.58	0.44	0.56	0.96	0.87	0.78	0.70	0.79	0.60	0.69	0.74	0.79				
S.E.	0.04	0.11	0.17	0.10	0.05	0.09	0.60	0.10	0.34	0.33	0.15	0.14	0.17	0.11	0.06	0.18	0.05	0.15	0.47	0.10	0.10				

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: PROVIDES INFORMATION AND TOOLS TO HELP MANAGE ELECTRICITY CONSUMPTION
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT								
	TOTAL 2012 2011 2010 2009					TOTAL MEN WOMEN <\$40 <\$70 \$70+					18-34 35-54 55+					1-2 3-5 6+					2012 2011 2010 2009				SEC- URE			
UNWTD. TOTAL	451	-	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	-	-	-	-	145	55	220	25			
WTD. TOTAL	451	-	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	-	-	-	-	144	55	221	25			
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%			
TOP 2 BOX	372	-	-	-	-	317	155	162	30	66	143	35	116	163	154	147	11	-	-	-	-	134	42	175	18			
-----	83%					83%	79%	87%	75%	88%	85%	83%	81%	83%	79%	87%	84%					93%	77%	79%	71%			
(4) AGREE STRONGLY	198	-	-	-	-	169	75	94	20	40	76	19	62	86	91	73	4	-	-	-	-	116	15	63	3			
	44%					44%	38%	51%	50%	53%	45%	47%	43%	44%	46%	43%	31%					80%	28%	28%	13%			
(3) AGREE SOMEWHAT	174	-	-	-	-	149	81	68	10	26	67	16	54	76	63	74	7	-	-	-	-	19	27	112	15			
	39%					39%	41%	37%	25%	35%	40%	39%	38%	39%	32%	44%	53%					13%	49%	51%	59%			
(2) DISAGREE SOMEWHAT	33	-	-	-	-	28	18	10	3	5	11	4	16	8	16	12	-	-	-	-	2	3	23	3				
	7%					7%	9%	5%	7%	7%	7%	10%	11%	4%	8%	7%					1%	5%	10%	12%				
(1) DISAGREE STRONGLY	11	-	-	-	-	9	7	2	-	-	4	1	5	3	4	4	1	-	-	-	-	-	3	5	2			
	2%					2%	4%	1%			2%	2%	3%	2%	2%	2%	8%						5%	2%	8%			
BOTTOM 2 BOX	44	-	-	-	-	37	25	12	3	5	15	5	21	11	20	16	1	-	-	-	-	2	6	28	5			
-----	10%					10%	13%	6%	7%	7%	9%	12%	15%	6%	10%	10%	8%					1%	10%	13%	20%			
NEITHER	12	-	-	-	-	9	7	2	3	2	3	-	2	7	7	2	-	-	-	-	1	2	8	1				
	3%					2%	4%	1%	8%	3%	2%		1%	4%	4%	1%					1%	4%	4%	4%				
DON'T KNOW / REFUSED	23	-	-	-	-	20	10	10	4	2	6	1	5	14	15	4	1	-	-	-	-	7	5	10	1			
	5%					5%	5%	5%	10%	3%	4%	2%	3%	7%	8%	2%	7%					5%	9%	5%	4%			
MEAN	3.34	-	-	-	-	3.35	3.24	3.46	3.52	3.49	3.36	3.33	3.26	3.41	3.39	3.32	3.16	-	-	-	-	3.83	3.14	3.15	2.83			
S.D.	0.74					0.73	0.78	0.66	0.66	0.63	0.73	0.76	0.81	0.67	0.75	0.72	0.85					0.41	0.78	0.71	0.78			
S.E.	0.04					0.04	0.06	0.05	0.12	0.07	0.06	0.12	0.07	0.05	0.06	0.06	0.24					0.04	0.11	0.05	0.16			

Q.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: PROVIDES INFORMATION AND TOOLS TO HELP MANAGE ELECTRICITY CONSUMPTION
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS						
																			TRACKING						
	TOTAL		YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	-	-	-	-	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	-	-	-	-	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
TOP 2 BOX	372	31	7	68	304	62	6	32	4	3	14	14	30	72	217	17	306	18	1	55	-	-	-	-	
-----	83%	88%	87%	82%	83%	85%	63%	83%	67%	78%	89%	78%	79%	87%	80%	90%	81%	100%	50%	81%					
(4) AGREE STRONGLY	198	17	3	37	160	35	2	22	1	2	5	10	18	41	108	12	157	15	1	29	-	-	-	-	
	44%	49%	37%	45%	44%	48%	21%	57%	16%	53%	32%	56%	48%	49%	40%	64%	42%	84%	50%	43%					
(3) AGREE SOMEWHAT	174	14	4	31	143	27	4	10	3	1	9	4	12	31	109	5	150	3	-	26	-	-	-	-	
	39%	39%	51%	37%	39%	37%	42%	25%	51%	25%	57%	22%	31%	38%	40%	26%	40%	16%		38%					
(2) DISAGREE SOMEWHAT	33	2	-	5	28	3	2	1	1	1	-	3	1	9	21	2	28	-	1	5	-	-	-	-	
	7%	6%		6%	8%	4%	19%	2%	16%	22%		17%	3%	11%	8%	10%	7%		50%	7%					
(1) DISAGREE STRONGLY	11	-	-	3	8	1	2	2	1	-	1	-	2	1	10	-	10	-	-	2	-	-	-	-	
	2%			3%	2%	2%	18%	5%	16%		4%		6%	1%	4%		3%			3%					
BOTTOM 2 BOX	44	2	-	8	36	4	3	3	2	1	1	3	3	10	31	2	38	-	1	7	-	-	-	-	
-----	10%	6%		9%	10%	6%	37%	7%	33%	22%	4%	17%	8%	12%	11%	10%	10%		50%	10%					
NEITHER	12	2	-	4	8	4	-	1	-	-	1	-	3	-	6	-	10	-	-	3	-	-	-	-	
	3%	6%		5%	2%	5%		3%			6%		8%		2%		3%			4%					
DON'T KNOW / REFUSED	23	-	1	3	20	3	-	3	-	-	-	1	2	1	17	-	22	-	-	3	-	-	-	-	
	5%		13%	4%	5%	4%		8%				6%	5%	1%	6%		6%			5%					
MEAN	3.34	3.46	3.42	3.36	3.34	3.45	2.67	3.51	2.67	3.31	3.25	3.42	3.39	3.37	3.27	3.53	3.32	3.84	3.00	3.34	-	-	-	-	
S.D.	0.74	0.62	0.53	0.77	0.73	0.67	1.06	0.79	1.02	0.93	0.71	0.79	0.84	0.73	0.78	0.69	0.74	0.38	1.37	0.75					
S.E.	0.04	0.11	0.20	0.09	0.04	0.08	0.35	0.13	0.42	0.48	0.19	0.19	0.15	0.08	0.05	0.16	0.04	0.09	0.94	0.10					

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: PROVIDES CONSISTENT, RELIABLE ENERGY
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
	=====					=====					=====			=====			=====					=====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK	
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25	
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	421	418	446	441	420	356	181	174	36	73	159	40	134	178	177	160	13	352	378	379	362	143	52	200	21	
-----	93%	92%	97%	94%	93%	93%	92%	94%	90%	97%	95%	98%	93%	91%	91%	95%	100%	92%	96%	95%	94%	99%	94%	90%	84%	
(4) AGREE STRONGLY	291	289	303	282	264	241	111	130	26	53	102	32	83	123	129	106	4	250	259	242	229	132	33	112	11	
	64%	64%	66%	60%	58%	63%	56%	70%	65%	70%	61%	78%	58%	63%	66%	63%	31%	65%	66%	61%	59%	92%	61%	51%	43%	
(3) AGREE SOMEWHAT	130	129	142	159	156	115	71	44	10	21	57	8	51	55	48	54	9	102	120	137	133	11	19	88	10	
	29%	29%	31%	34%	34%	30%	36%	24%	25%	27%	34%	19%	35%	28%	25%	32%	69%	27%	30%	34%	34%	7%	34%	40%	41%	
(2) DISAGREE SOMEWHAT	13	22	10	13	19	12	9	3	2	-	3	1	5	6	7	5	-	20	8	9	15	-	-	12	1	
	3%	5%	2%	3%	4%	3%	5%	2%	5%		2%	2%	3%	3%	3%	3%		5%	2%	2%	4%			5%	4%	
(1) DISAGREE STRONGLY	3	6	4	3	8	3	2	1	-	1	-	-	-	3	1	2	-	6	4	3	6	-	-	1	2	
	1%	1%	1%	1%	2%	1%	1%	1%		1%				2%	*	1%		2%	1%	1%	2%			*	8%	
BOTTOM 2 BOX	16	28	13	16	27	15	11	4	2	1	3	1	5	9	8	7	-	26	12	12	21	-	-	13	3	
-----	4%	6%	3%	3%	6%	4%	6%	2%	5%	1%	2%	2%	3%	5%	4%	4%		7%	3%	3%	5%			6%	12%	
NEITHER	5	1	1	1	6	5	2	3	1	-	1	-	2	3	4	1	-	1	1	1	2	-	1	2	1	
	1%	*	*	*	1%	1%	1%	2%	2%		1%		1%	2%	2%	1%		*	*	*	1%		2%	1%	4%	
DON'T KNOW / REFUSED	9	6	2	10	1	8	3	5	1	1	4	-	3	5	7	1	-	5	2	6	1	1	2	6	-	
	2%	1%	*	2%	*	2%	2%	3%	3%	1%	2%		2%	3%	3%	1%		1%	1%	1%	*	1%	4%	3%		
MEAN	3.62	3.57	3.62	3.58	3.51	3.60	3.51	3.70	3.63	3.68	3.61	3.76	3.56	3.60	3.65	3.58	3.31	3.57	3.62	3.58	3.53	3.92	3.64	3.46	3.25	
S.D.	0.58	0.65	0.57	0.58	0.66	0.59	0.64	0.53	0.59	0.55	0.53	0.49	0.57	0.63	0.58	0.62	0.48	0.67	0.58	0.58	0.65	0.26	0.48	0.63	0.89	
S.E.	0.03	0.03	0.03	0.03	0.03	0.03	0.05	0.04	0.10	0.06	0.04	0.08	0.05	0.05	0.04	0.05	0.13	0.03	0.03	0.03	0.03	0.02	0.07	0.04	0.18	

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: PROVIDES CONSISTENT, RELIABLE ENERGY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	WORK WITH OTHERS												VERIDIAN CONNECTIONS TRACKING											
	=====												=====											
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	421	31	8	75	346	69	6	38	4	4	14	17	33	74	256	16	353	18	1	66	65	68	62	59
-----	93%	88%	100%	90%	94%	93%	69%	97%	68%	100%	87%	94%	87%	89%	95%	84%	94%	100%	50%	97%	97%	98%	89%	86%
(4) AGREE STRONGLY	291	16	4	51	240	46	5	31	2	4	10	9	25	56	179	13	250	13	-	50	39	45	40	36
	64%	46%	51%	62%	65%	62%	58%	80%	33%	100%	63%	51%	66%	68%	66%	68%	66%	72%	-	73%	57%	65%	57%	52%
(3) AGREE SOMEWHAT	130	15	4	24	106	23	1	7	2	-	4	8	8	18	77	3	103	5	1	16	27	23	22	23
	29%	43%	49%	29%	29%	31%	11%	18%	35%	-	25%	44%	21%	21%	28%	16%	28%	28%	50%	23%	40%	33%	32%	34%
(2) DISAGREE SOMEWHAT	13	3	-	4	9	3	1	1	1	-	2	-	2	3	7	1	9	-	-	1	2	2	4	5
	3%	9%	-	5%	2%	4%	10%	3%	16%	-	13%	-	5%	4%	3%	5%	2%	-	-	2%	2%	2%	5%	7%
(1) DISAGREE STRONGLY	3	1	-	2	1	-	2	-	1	-	-	-	2	2	-	-	2	-	1	-	-	-	-	2
	1%	3%	-	2%	*	-	21%	-	16%	-	-	-	5%	2%	-	-	1%	-	50%	-	-	-	-	2%
BOTTOM 2 BOX	16	4	-	6	10	3	3	1	2	-	2	-	4	5	7	1	11	-	1	1	2	2	4	6
-----	4%	12%	-	7%	3%	4%	31%	3%	32%	-	13%	-	10%	6%	3%	5%	3%	-	50%	2%	2%	2%	5%	9%
NEITHER	5	-	-	1	4	1	-	-	-	-	-	1	-	2	1	1	4	-	-	-	-	-	-	3
	1%	-	-	1%	1%	1%	-	-	-	-	-	6%	-	2%	*	5%	1%	-	-	-	-	-	-	5%
DON'T KNOW / REFUSED	9	-	-	1	8	1	-	-	-	-	-	-	1	2	7	1	8	-	-	1	1	-	4	-
	2%	-	-	1%	2%	1%	-	-	-	-	-	-	3%	2%	3%	5%	2%	-	-	1%	1%	-	6%	-
MEAN	3.62	3.31	3.51	3.53	3.64	3.60	3.06	3.77	2.85	4.00	3.50	3.54	3.52	3.63	3.66	3.71	3.65	3.72	2.00	3.73	3.55	3.62	3.55	3.43
S.D.	0.58	0.77	0.54	0.70	0.55	0.57	1.30	0.49	1.15	0.00	0.73	0.51	0.83	0.68	0.53	0.59	0.56	0.46	1.37	0.49	0.55	0.53	0.61	0.74
S.E.	0.03	0.13	0.19	0.08	0.03	0.07	0.42	0.08	0.47	0.00	0.19	0.12	0.14	0.08	0.03	0.14	0.03	0.11	0.94	0.06	0.07	0.06	0.07	0.09

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: DELIVERS ON ITS SERVICE COMMITMENTS TO CUSTOMERS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE	HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70		\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ERENT
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	387	404	397	404	400	329	168	161	33	70	145	39	120	167	166	147	12	343	339	343	343	140	50	173	18
-----	86%	89%	86%	86%	88%	86%	85%	87%	82%	93%	87%	95%	83%	86%	85%	87%	92%	89%	86%	86%	89%	97%	91%	78%	73%
(4) AGREE STRONGLY	224	220	229	225	199	188	92	96	20	46	87	22	69	96	94	86	7	190	195	192	172	129	22	67	6
	50%	49%	50%	48%	44%	49%	47%	51%	50%	62%	52%	54%	48%	49%	48%	51%	53%	49%	50%	48%	45%	90%	41%	30%	25%
(3) AGREE SOMEWHAT	162	184	168	179	201	141	76	65	13	24	59	17	51	71	72	61	5	153	144	151	171	11	27	107	12
	36%	41%	36%	38%	44%	37%	39%	35%	32%	32%	35%	42%	36%	36%	37%	36%	39%	40%	37%	38%	44%	8%	50%	48%	48%
(2) DISAGREE SOMEWHAT	13	12	9	12	10	12	8	4	1	2	3	-	5	7	6	6	-	11	8	12	6	-	-	11	2
	3%	3%	2%	3%	2%	3%	4%	2%	2%	3%	2%		3%	4%	3%	4%		3%	2%	3%	1%			5%	8%
(1) DISAGREE STRONGLY	2	2	1	4	3	2	2	-	-	-	1	-	2	-	-	2	-	2	1	4	3	-	-	-	2
	*	*	*	1%	1%	1%	1%				1%		1%			1%		*	*	1%	1%				8%
BOTTOM 2 BOX	15	14	10	16	13	14	10	4	1	2	4	-	7	7	6	8	-	13	9	16	9	-	-	11	4
-----	3%	3%	2%	3%	3%	4%	5%	2%	2%	3%	2%		5%	4%	3%	5%		3%	2%	4%	2%			5%	16%
NEITHER	16	6	16	6	15	15	5	10	1	1	7	-	7	8	8	7	-	6	16	6	12	2	2	10	2
	4%	1%	4%	1%	3%	4%	3%	5%	2%	1%	4%		5%	4%	4%	4%		2%	4%	1%	3%	1%	4%	5%	8%
DON'T KNOW / REFUSED	33	28	38	41	27	25	14	11	5	2	11	2	10	13	16	7	1	22	29	33	22	2	3	26	1
	7%	6%	8%	9%	6%	7%	7%	6%	13%	3%	6%	5%	7%	7%	8%	4%	8%	6%	7%	8%	6%	1%	5%	12%	3%
MEAN	3.52	3.49	3.53	3.49	3.45	3.50	3.45	3.56	3.56	3.61	3.55	3.56	3.47	3.51	3.52	3.49	3.58	3.49	3.53	3.48	3.46	3.92	3.45	3.30	3.01
S.D.	0.59	0.58	0.56	0.61	0.58	0.60	0.64	0.54	0.56	0.55	0.57	0.50	0.65	0.58	0.56	0.64	0.52	0.59	0.55	0.62	0.58	0.27	0.50	0.58	0.87
S.E.	0.03	0.03	0.03	0.03	0.03	0.03	0.05	0.04	0.10	0.06	0.05	0.08	0.06	0.04	0.04	0.05	0.15	0.03	0.03	0.03	0.03	0.02	0.07	0.04	0.19

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: DELIVERS ON ITS SERVICE COMMITMENTS TO CUSTOMERS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	387	30	7	67	320	59	7	35	4	4	12	15	29	74	231	16	323	16	1	57	60	58	61	56
-----	86%	85%	87%	80%	87%	81%	79%	89%	68%	100%	80%	83%	76%	89%	85%	84%	86%	88%	50%	85%	89%	84%	87%	83%
(4) AGREE STRONGLY	224	16	3	41	183	38	3	26	-	4	8	9	17	44	135	10	190	11	-	36	30	34	33	27
	50%	45%	37%	49%	50%	52%	27%	66%	-	100%	49%	50%	45%	53%	50%	52%	50%	60%	-	54%	45%	49%	48%	39%
(3) AGREE SOMEWHAT	162	14	4	26	136	21	5	9	4	-	5	6	12	30	96	6	133	5	1	21	30	24	28	30
	36%	40%	50%	31%	37%	28%	52%	23%	68%	-	32%	33%	31%	37%	35%	32%	35%	28%	50%	31%	44%	35%	39%	44%
(2) DISAGREE SOMEWHAT	13	3	-	4	9	2	2	1	2	-	-	-	4	3	7	1	9	1	1	1	1	1	-	4
	3%	9%	-	5%	2%	3%	21%	3%	32%	-	-	-	11%	4%	3%	5%	2%	6%	50%	2%	1%	1%	-	6%
(1) DISAGREE STRONGLY	2	-	-	-	2	-	-	-	-	-	-	-	-	1	1	1	1	-	-	-	-	1	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	1%	*	5%	*	-	-	-	-	1%	-	-
BOTTOM 2 BOX	15	3	-	4	11	2	2	1	2	-	-	-	4	4	8	2	10	1	1	1	1	2	-	4
-----	3%	9%	-	5%	3%	3%	21%	3%	32%	-	-	-	11%	5%	3%	11%	3%	6%	50%	2%	1%	2%	-	6%
NEITHER	16	1	-	5	11	5	-	2	-	-	3	-	2	2	9	1	14	-	-	1	-	-	1	3
	4%	3%	-	6%	3%	7%	-	5%	-	-	20%	-	6%	2%	3%	5%	4%	-	-	2%	-	-	1%	5%
DON'T KNOW / REFUSED	33	1	1	7	26	7	-	1	-	-	-	3	3	3	22	-	29	1	-	8	7	9	8	5
	7%	3%	13%	8%	7%	9%	-	3%	-	-	17%	-	7%	4%	8%	-	8%	6%	-	12%	10%	14%	12%	7%
MEAN	3.52	3.38	3.43	3.52	3.52	3.59	3.07	3.69	2.68	4.00	3.61	3.60	3.39	3.50	3.53	3.38	3.54	3.57	2.50	3.60	3.48	3.53	3.55	3.38
S.D.	0.59	0.66	0.54	0.61	0.58	0.56	0.73	0.53	0.51	0.00	0.51	0.51	0.71	0.64	0.58	0.85	0.57	0.63	0.69	0.53	0.53	0.60	0.50	0.61
S.E.	0.03	0.12	0.20	0.07	0.03	0.07	0.24	0.09	0.21	0.00	0.14	0.13	0.12	0.07	0.04	0.20	0.03	0.15	0.47	0.07	0.07	0.08	0.06	0.08

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: ACCURATE BILLING
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																											
	=====																				=====							
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS =====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK			
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----			
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
TOP 2 BOX	406	386	399	387	408	343	175	168	38	65	155	38	127	175	171	157	11	323	342	334	350	141	54	188	19			
-----	90%	85%	86%	83%	90%	89%	88%	90%	95%	87%	93%	93%	88%	90%	87%	93%	84%	84%	87%	84%	91%	98%	98%	85%	77%			
(4) AGREE STRONGLY	271	238	255	243	236	226	105	121	24	51	103	30	80	115	115	105	6	200	218	206	207	130	37	92	10			
	60%	53%	55%	52%	52%	59%	53%	65%	59%	68%	62%	73%	55%	59%	59%	62%	45%	52%	56%	52%	54%	90%	67%	42%	41%			
(3) AGREE SOMEWHAT	135	149	144	144	172	117	69	47	14	15	52	8	47	60	57	53	5	124	123	128	143	11	17	95	9			
	30%	33%	31%	31%	38%	30%	35%	25%	35%	20%	31%	20%	33%	31%	29%	31%	39%	32%	31%	32%	37%	8%	31%	43%	36%			
(2) DISAGREE SOMEWHAT	10	23	14	14	9	10	5	5	-	4	2	1	2	6	7	1	1	20	12	9	5	-	1	9	-			
	2%	5%	3%	3%	2%	3%	2%	3%		5%	1%	2%	1%	3%	3%	1%	7%	5%	3%	2%	1%		2%	4%				
(1) DISAGREE STRONGLY	3	5	11	17	4	2	2	-	-	-	-	-	2	-	-	2	-	5	8	15	4	-	-	1	2			
	1%	1%	2%	4%	1%	1%	1%						1%			1%		1%	2%	4%	1%		*	8%				
BOTTOM 2 BOX	13	28	25	32	14	12	7	5	-	4	2	1	4	6	7	3	1	25	21	24	9	-	1	10	2			
-----	3%	6%	5%	7%	3%	3%	3%	3%		5%	1%	2%	3%	3%	3%	2%	7%	6%	5%	6%	2%		2%	4%	8%			
NEITHER	9	12	4	7	9	9	6	3	2	1	3	-	5	4	6	3	-	12	4	7	5	1	-	6	1			
	2%	3%	1%	2%	2%	2%	3%	2%	5%	1%	2%		4%	2%	3%	2%		3%	1%	2%	1%	1%		3%	4%			
DON'T KNOW / REFUSED	23	26	33	40	24	20	10	10	-	5	7	2	8	10	12	6	1	25	26	31	22	2	-	18	3			
	5%	6%	7%	9%	5%	5%	5%	5%		6%	4%	5%	6%	5%	6%	3%	8%	6%	7%	8%	6%	1%		8%	10%			
MEAN	3.61	3.50	3.52	3.46	3.52	3.60	3.53	3.67	3.63	3.67	3.64	3.74	3.56	3.60	3.61	3.62	3.41	3.49	3.52	3.47	3.54	3.92	3.65	3.42	3.29			
S.D.	0.57	0.66	0.68	0.75	0.60	0.57	0.61	0.53	0.49	0.58	0.50	0.50	0.61	0.55	0.56	0.57	0.66	0.67	0.68	0.75	0.58	0.27	0.52	0.60	0.91			
S.E.	0.03	0.03	0.03	0.04	0.03	0.03	0.05	0.04	0.08	0.07	0.04	0.08	0.05	0.04	0.04	0.05	0.19	0.04	0.04	0.04	0.03	0.02	0.07	0.04	0.20			

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: ACCURATE BILLING
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																									
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67		
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
TOP 2 BOX	406	32	6	74	332	66	8	37	6	4	15	17	33	75	244	16	339	17	1	63	63	57	53	58		
-----	90%	91%	75%	89%	90%	89%	90%	95%	100%	100%	94%	94%	88%	91%	90%	84%	90%	95%	50%	93%	93%	83%	76%	85%		
(4) AGREE STRONGLY	271	17	3	53	218	48	5	29	3	4	12	12	23	58	164	12	231	11	-	44	38	37	36	29		
	60%	48%	37%	64%	59%	65%	58%	75%	49%	100%	75%	67%	61%	70%	61%	63%	61%	61%	-	66%	56%	53%	52%	43%		
(3) AGREE SOMEWHAT	135	15	3	21	114	18	3	8	3	-	3	5	10	17	80	4	108	6	1	19	25	21	17	29		
	30%	43%	38%	26%	31%	25%	32%	20%	51%	-	19%	27%	27%	21%	29%	21%	29%	34%	50%	27%	37%	30%	24%	43%		
(2) DISAGREE SOMEWHAT	10	2	1	3	7	3	-	-	-	-	1	1	1	4	1	1	6	1	1	-	3	2	5	4		
	2%	6%	13%	3%	2%	4%	-	-	-	-	6%	6%	2%	5%	*	5%	2%	5%	50%	-	4%	2%	7%	6%		
(1) DISAGREE STRONGLY	3	-	-	1	2	-	1	-	-	-	-	-	-	1	2	1	1	2	-	1	-	2	2	1		
	1%	-	-	1%	1%	-	10%	-	-	-	-	-	-	2%	2%	*	5%	1%	-	1%	-	3%	3%	1%		
BOTTOM 2 BOX	13	2	1	4	9	3	1	-	-	-	1	1	2	6	2	2	8	1	1	1	3	4	7	5		
-----	3%	6%	13%	5%	2%	4%	10%	-	-	-	6%	6%	5%	7%	1%	11%	2%	5%	50%	1%	4%	6%	11%	7%		
NEITHER	9	-	-	1	8	1	-	-	-	-	-	-	-	1	-	7	-	9	-	-	-	-	-	4		
	2%	-	-	1%	2%	1%	-	-	-	-	-	-	-	3%	-	3%	-	2%	-	-	-	-	-	6%		
DON'T KNOW / REFUSED	23	1	1	4	19	4	-	2	-	-	-	-	-	2	2	18	1	20	-	-	4	1	8	9	2	
	5%	3%	13%	5%	5%	5%	-	5%	-	-	-	-	-	5%	2%	7%	5%	5%	-	-	6%	2%	11%	13%	2%	
MEAN	3.61	3.44	3.28	3.62	3.61	3.65	3.39	3.79	3.49	4.00	3.68	3.61	3.59	3.62	3.66	3.50	3.64	3.56	2.50	3.67	3.53	3.50	3.44	3.38		
S.D.	0.57	0.61	0.76	0.62	0.56	0.56	0.95	0.42	0.55	0.00	0.60	0.61	0.68	0.69	0.51	0.86	0.55	0.61	0.69	0.56	0.59	0.73	0.81	0.66		
S.E.	0.03	0.10	0.29	0.07	0.03	0.07	0.31	0.07	0.22	0.00	0.15	0.14	0.11	0.08	0.03	0.20	0.03	0.14	0.47	0.07	0.07	0.09	0.10	0.08		

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: QUICKLY HANDLES OUTAGES AND RESTORES POWER
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING							CUSTOMER LOYALTY GROUPS							
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT							
	=====					=====					=====			=====				=====							
	=====					=====					=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	390	372	396	413	391	333	165	167	36	69	147	38	128	163	162	153	12	314	336	349	333	140	49	180	17
-----	86%	82%	86%	88%	86%	87%	84%	90%	90%	92%	88%	93%	89%	84%	83%	91%	92%	82%	86%	88%	86%	97%	89%	82%	68%
(4) AGREE STRONGLY	250	246	258	261	237	208	97	111	27	44	94	29	79	99	103	99	5	212	216	221	200	125	24	89	11
	55%	54%	56%	56%	52%	54%	49%	60%	67%	58%	56%	71%	55%	51%	52%	58%	38%	55%	55%	56%	52%	86%	44%	40%	43%
(3) AGREE SOMEWHAT	140	127	138	151	154	124	68	56	9	25	53	9	49	64	60	54	7	102	119	129	133	15	25	91	6
	31%	28%	30%	32%	34%	32%	34%	30%	22%	34%	32%	22%	34%	33%	30%	32%	54%	27%	30%	32%	35%	11%	45%	41%	25%
(2) DISAGREE SOMEWHAT	20	20	12	7	12	17	15	2	2	-	5	1	7	9	12	5	-	19	9	5	9	-	-	16	4
	4%	4%	3%	2%	3%	4%	8%	1%	5%		3%	2%	5%	5%	6%	3%		5%	2%	1%	2%			7%	16%
(1) DISAGREE STRONGLY	4	15	4	5	11	4	2	2	-	2	-	-	-	4	1	3	-	15	3	5	8	-	-	3	1
	1%	3%	1%	1%	2%	1%	1%	1%		3%				2%	*	2%		4%	1%	1%	2%			1%	4%
BOTTOM 2 BOX	24	36	16	12	23	21	17	4	2	5	1	7	13	13	13	8	-	33	12	10	18	-	-	19	5
-----	5%	8%	3%	3%	5%	5%	9%	2%	5%	3%	3%	2%	5%	7%	7%	5%		9%	3%	2%	5%			9%	20%
NEITHER	13	9	18	9	11	12	5	7	1	2	4	1	6	5	8	4	-	8	18	9	9	1	2	8	-
	3%	2%	4%	2%	2%	3%	3%	4%	3%	3%	2%	2%	4%	3%	4%	2%		2%	5%	2%	2%	1%	4%	4%	
DON'T KNOW / REFUSED	24	35	32	33	28	18	10	8	1	2	11	1	3	14	13	4	1	29	27	29	26	3	4	14	3
	5%	8%	7%	7%	6%	5%	5%	4%	3%	2%	7%	2%	2%	7%	7%	2%	8%	7%	7%	7%	7%	2%	7%	6%	12%
MEAN	3.53	3.48	3.58	3.58	3.49	3.52	3.43	3.61	3.66	3.56	3.58	3.72	3.53	3.46	3.51	3.54	3.41	3.47	3.58	3.57	3.50	3.89	3.49	3.34	3.22
S.D.	0.64	0.76	0.60	0.59	0.68	0.64	0.69	0.58	0.58	0.65	0.56	0.51	0.60	0.70	0.65	0.65	0.51	0.78	0.59	0.60	0.67	0.31	0.51	0.69	0.92
S.E.	0.03	0.04	0.03	0.03	0.03	0.03	0.05	0.04	0.09	0.08	0.05	0.08	0.05	0.05	0.05	0.05	0.15	0.04	0.03	0.03	0.04	0.03	0.07	0.05	0.20

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: QUICKLY HANDLES OUTAGES AND RESTORES POWER
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	390	28	8	66	324	59	6	34	3	4	11	15	29	71	234	18	324	17	1	58	59	60	63	58
-----	86%	79%	100%	79%	88%	81%	69%	87%	51%	100%	69%	83%	76%	86%	86%	95%	86%	94%	50%	85%	87%	86%	90%	85%
(4) AGREE STRONGLY	250	17	6	41	209	36	5	26	2	3	8	7	21	47	146	13	206	14	1	41	34	42	41	37
	55%	48%	76%	49%	57%	49%	50%	68%	34%	78%	49%	39%	55%	57%	54%	68%	55%	78%	50%	61%	50%	60%	58%	55%
(3) AGREE SOMEWHAT	140	11	2	25	115	23	2	8	1	1	3	8	8	24	88	5	118	3	-	16	25	18	23	21
	31%	31%	24%	30%	31%	32%	19%	20%	16%	22%	20%	44%	21%	29%	33%	27%	31%	16%		24%	37%	26%	32%	30%
(2) DISAGREE SOMEWHAT	20	4	-	7	13	5	2	-	1	-	2	1	4	6	9	1	15	1	-	3	2	3	2	3
	4%	12%		9%	4%	7%	21%		16%		13%	6%	11%	7%	3%	5%	4%	6%		5%	2%	5%	3%	5%
(1) DISAGREE STRONGLY	4	1	-	3	1	2	1	1	2	-	-	-	3	2	1	-	3	-	1	-	1	1	-	2
	1%	3%		4%	*	3%	10%	3%	33%				8%	2%	*		1%		50%		1%	1%		3%
BOTTOM 2 BOX	24	5	-	10	14	7	3	1	3	-	2	1	7	8	10	1	18	1	1	3	2	4	2	5
-----	5%	15%		12%	4%	10%	31%	3%	49%		13%	6%	19%	10%	4%	5%	5%	6%	50%	5%	3%	6%	3%	8%
NEITHER	13	1	-	3	10	3	-	1	-	-	2	1	-	2	8	-	12	-	-	1	1	-	-	2
	3%	3%		4%	3%	4%		3%			13%	6%		2%	3%		3%			1%	1%			3%
DON'T KNOW / REFUSED	24	1	-	4	20	4	-	3	-	-	1	1	2	2	19	-	22	-	-	6	6	6	5	2
	5%	3%		5%	5%	5%		8%			6%	6%	5%	2%	7%		6%			9%	9%	8%	7%	3%
MEAN	3.53	3.32	3.76	3.36	3.57	3.40	3.09	3.69	2.52	3.78	3.44	3.37	3.30	3.47	3.55	3.63	3.54	3.71	2.50	3.63	3.50	3.58	3.59	3.47
S.D.	0.64	0.83	0.46	0.82	0.58	0.77	1.11	0.64	1.38	0.48	0.78	0.62	0.98	0.75	0.59	0.60	0.62	0.59	2.06	0.59	0.62	0.65	0.56	0.76
S.E.	0.03	0.14	0.16	0.09	0.03	0.09	0.36	0.11	0.57	0.24	0.22	0.15	0.16	0.08	0.04	0.14	0.03	0.14	1.42	0.08	0.08	0.08	0.07	0.10

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: MAKES ELECTRICITY SAFETY A TOP PRIORITY FOR EMPLOYEES AND CONTRACTORS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ABLE	AT RISK			
UNWID. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
TOP 2 BOX	235	388	384	393	350	190	99	91	24	49	76	28	67	93	88	95	5	331	327	336	301	104	24	91	13			
-----	52%	86%	83%	84%	77%	49%	50%	49%	60%	66%	45%	68%	47%	48%	45%	56%	39%	86%	83%	85%	78%	73%	43%	41%	53%			
(4) AGREE STRONGLY	156	257	253	242	197	124	62	61	18	30	53	18	43	62	61	59	3	220	216	209	166	90	11	47	7			
	35%	57%	55%	52%	43%	32%	32%	33%	45%	39%	32%	44%	30%	32%	31%	35%	24%	57%	55%	53%	43%	62%	19%	21%	29%			
(3) AGREE SOMEWHAT	79	131	131	151	153	66	36	30	6	20	22	10	24	31	27	36	2	111	111	127	135	15	13	44	6			
	18%	29%	28%	32%	34%	17%	18%	16%	15%	26%	13%	24%	17%	16%	14%	21%	15%	29%	28%	32%	35%	10%	24%	20%	23%			
(2) DISAGREE SOMEWHAT	3	9	6	3	7	3	2	1	1	1	1	-	-	3	3	-	-	7	5	3	7	-	-	2	1			
	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%			2%	1%			2%	1%	1%	2%			1%	4%			
(1) DISAGREE STRONGLY	-	4	1	4	6	-	-	-	-	-	-	-	-	-	-	-	-	4	1	3	6	-	-	-	-			
		1%	*	1%	1%													1%	*	1%	2%							
BOTTOM 2 BOX	3	13	7	7	13	3	2	1	1	1	1	-	-	3	3	-	-	11	6	6	13	-	-	2	1			
-----	1%	3%	1%	2%	3%	1%	1%	1%	2%	1%	1%			2%	1%			3%	1%	1%	3%			1%	4%			
NEITHER	64	13	24	14	35	59	26	33	4	7	30	4	25	30	30	25	3	12	23	13	28	10	10	40	2			
	14%	3%	5%	3%	8%	15%	13%	18%	10%	9%	18%	10%	17%	16%	15%	15%	22%	3%	6%	3%	7%	7%	19%	18%	8%			
DON'T KNOW / REFUSED	149	39	47	53	57	132	71	61	11	18	61	9	52	69	76	49	5	30	37	42	44	30	21	88	9			
	33%	9%	10%	11%	12%	34%	36%	33%	28%	24%	36%	22%	36%	35%	39%	29%	39%	8%	9%	11%	12%	21%	38%	40%	35%			
MEAN	3.64	3.60	3.63	3.58	3.49	3.63	3.60	3.66	3.68	3.57	3.68	3.64	3.64	3.61	3.64	3.62	3.61	3.60	3.63	3.59	3.47	3.86	3.45	3.48	3.45			
S.D.	0.51	0.58	0.52	0.57	0.62	0.52	0.53	0.50	0.56	0.54	0.50	0.49	0.48	0.55	0.55	0.49	0.54	0.59	0.52	0.55	0.64	0.35	0.51	0.54	0.65			
S.E.	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.05	0.11	0.08	0.06	0.09	0.06	0.06	0.06	0.05	0.24	0.03	0.03	0.03	0.04	0.03	0.10	0.06	0.17			

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: USES RESPONSIBLE BUSINESS PRACTICES WHEN COMPLETING WORK
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																																			
																					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S								VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					STILL IN FAVOR DIFF AT														
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	BRENT	RISK											
UNWTD. TOTAL	451	452	462	467	-	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	-	145	55	220	25											
WTD. TOTAL	451	452	462	467	-	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	-	144	55	221	25											
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%											
TOP 2 BOX	296	328	289	313	-	245	127	118	26	59	112	34	89	120	120	114	8	276	245	261	-	120	35	125	11											
-----	66%	73%	63%	67%		64%	64%	63%	65%	78%	67%	83%	62%	62%	61%	67%	62%	72%	62%	66%		84%	63%	57%	45%											
(4) AGREE STRONGLY	178	193	178	162	-	144	66	78	13	38	63	20	46	77	78	63	3	164	147	129	-	98	23	53	3											
	40%	43%	38%	35%		38%	33%	42%	32%	50%	38%	49%	32%	39%	40%	37%	24%	43%	37%	32%		68%	41%	24%	13%											
(3) AGREE SOMEWHAT	117	135	111	151	-	101	61	40	13	21	49	14	42	44	42	51	5	112	98	132	-	22	12	72	8											
	26%	30%	24%	32%		26%	31%	21%	32%	28%	29%	34%	29%	22%	22%	30%	39%	29%	25%	33%		15%	22%	33%	32%											
(2) DISAGREE SOMEWHAT	6	7	7	8	-	5	4	1	1	1	1	1	1	3	3	2	-	4	6	7	-	-	-	4	2											
	1%	1%	2%	2%		1%	2%	*	2%	1%	1%	2%	1%	2%	1%	1%		1%	1%	2%				2%	8%											
(1) DISAGREE STRONGLY	2	4	5	5	-	2	2	-	-	-	2	-	2	-	-	2	-	4	3	3	-	-	-	-	2											
	*	1%	1%	1%		1%	1%				1%		1%			1%		1%	1%	1%					8%											
BOTTOM 2 BOX	8	11	12	13	-	7	6	1	1	1	3	1	3	3	3	4	-	9	9	10	-	-	-	4	4											
-----	2%	2%	3%	3%		2%	3%	*	2%	1%	2%	2%	2%	2%	1%	2%		2%	2%	3%				2%	16%											
NEITHER	51	30	48	24	-	49	19	30	6	6	20	2	17	30	29	19	1	27	48	24	-	7	7	32	3											
	11%	7%	10%	5%		13%	10%	16%	15%	8%	12%	5%	12%	16%	15%	11%	7%	7%	12%	6%		5%	13%	15%	12%											
DON'T KNOW / REFUSED	96	84	112	117	-	82	45	37	7	10	32	4	35	41	44	32	4	72	90	102	-	17	13	60	7											
	21%	19%	24%	25%		21%	23%	20%	18%	13%	19%	10%	24%	21%	22%	19%	30%	19%	23%	26%		12%	24%	27%	27%											
MEAN	3.55	3.53	3.53	3.44	-	3.54	3.44	3.65	3.44	3.62	3.51	3.54	3.45	3.60	3.61	3.48	3.38	3.53	3.53	3.43	-	3.82	3.65	3.38	2.81											
S.D.	0.57	0.60	0.63	0.62		0.58	0.63	0.50	0.58	0.52	0.61	0.56	0.64	0.54	0.54	0.63	0.52	0.61	0.61	0.61		0.39	0.48	0.55	0.95											
S.E.	0.03	0.03	0.04	0.03		0.04	0.05	0.05	0.11	0.07	0.06	0.09	0.07	0.05	0.05	0.06	0.18	0.04	0.04	0.04		0.04	0.08	0.05	0.25											

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: USES RESPONSIBLE BUSINESS PRACTICES WHEN COMPLETING WORK
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
													=====											
	TIME OF USE BILLING			CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	=====			=====		=====		=====		=====				=====		=====		=====		=====				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	-
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-
TOP 2 BOX	296	28	5	55	241	48	7	28	4	3	10	16	22	54	174	14	240	13	1	51	51	44	51	-
-----	66%	80%	62%	66%	65%	66%	71%	72%	68%	78%	61%	89%	58%	65%	64%	73%	64%	72%	50%	75%	76%	64%	73%	-
{4} AGREE STRONGLY	178	16	3	36	143	33	3	23	-	3	5	11	15	36	104	10	145	9	-	34	29	31	33	-
	40%	45%	36%	43%	39%	45%	29%	59%	-	78%	29%	61%	39%	43%	39%	52%	39%	49%	-	51%	42%	44%	47%	-
{3} AGREE SOMEWHAT	117	12	2	19	98	15	4	5	4	-	5	5	7	18	70	4	95	4	1	16	23	13	19	-
	26%	35%	26%	23%	27%	21%	42%	13%	68%	-	32%	28%	19%	22%	26%	21%	25%	22%	50%	24%	33%	19%	27%	-
{2} DISAGREE SOMEWHAT	6	1	-	2	4	2	-	1	-	-	-	-	2	-	5	-	5	1	-	1	2	2	2	-
	1%	3%	-	3%	1%	3%	-	3%	-	-	-	-	6%	-	2%	-	1%	6%	-	2%	3%	2%	2%	-
{1} DISAGREE STRONGLY	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	2	2	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	2%	2%	-
BOTTOM 2 BOX	8	1	-	2	6	2	-	1	-	-	-	-	2	-	7	-	7	1	-	1	2	3	3	-
-----	2%	3%	-	3%	2%	3%	-	3%	-	-	-	-	6%	-	3%	-	2%	6%	-	2%	3%	5%	5%	-
NEITHER	51	4	-	7	44	7	-	3	-	-	4	-	3	6	35	1	46	1	-	2	3	-	1	-
	11%	12%	-	9%	12%	10%	-	8%	-	-	26%	-	8%	7%	13%	5%	12%	6%	-	3%	4%	-	1%	-
DON'T KNOW / REFUSED	96	2	3	19	77	16	3	7	2	1	2	2	11	23	55	4	83	3	1	14	11	22	15	-
	21%	6%	38%	23%	21%	22%	29%	18%	32%	22%	13%	11%	29%	28%	20%	21%	22%	16%	50%	21%	17%	32%	21%	-
MEAN	3.55	3.51	3.58	3.59	3.55	3.61	3.41	3.75	3.00	4.00	3.48	3.68	3.52	3.66	3.53	3.71	3.55	3.55	3.00	3.64	3.49	3.55	3.51	-
S.D.	0.57	0.58	0.55	0.57	0.57	0.58	0.53	0.52	0.00	0.00	0.53	0.48	0.67	0.48	0.61	0.47	0.58	0.66	0.00	0.53	0.58	0.72	0.70	-
S.E.	0.03	0.11	0.25	0.08	0.04	0.08	0.21	0.10	0.00	0.00	0.17	0.12	0.14	0.06	0.05	0.13	0.04	0.17	0.00	0.07	0.08	0.11	0.09	-

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: IS EFFICIENT AT MANAGING THE HYDRO ELECTRIC SYSTEM
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																																								
																									ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
VERIDIAN CONNECTIONS TRACKING																																								
=====					=====					=====					=====					=====				=====																
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ERENT	AT RISK																
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----													
UNWTD. TOTAL	451	-	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	-	-	-	-	145	55	220	25															
WTD. TOTAL	451	-	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	-	-	-	-	144	55	221	25															
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%															
TOP 2 BOX	311	-	-	-	-	258	127	131	27	57	116	35	98	122	120	126	8	-	-	-	-	124	35	135	14															
-----	69%					67%	64%	70%	67%	76%	69%	85%	68%	63%	61%	74%	61%					86%	64%	61%	55%															
(4) AGREE STRONGLY	158	-	-	-	-	130	58	72	19	29	59	22	45	62	62	66	3	-	-	-	-	98	10	49	3															
	35%					34%	30%	39%	47%	38%	35%	54%	32%	32%	31%	39%	23%					69%	18%	22%	10%															
(3) AGREE SOMEWHAT	153	-	-	-	-	128	69	59	8	28	57	13	52	61	58	60	5	-	-	-	-	27	26	86	11															
	34%					33%	35%	32%	20%	38%	34%	32%	36%	31%	30%	36%	39%					18%	47%	39%	45%															
(2) DISAGREE SOMEWHAT	17	-	-	-	-	16	9	7	1	2	4	-	8	8	9	7	-	-	-	-	-	-	2	12	3															
	4%					4%	5%	4%	2%	3%	2%		6%	4%	5%	4%						4%	5%	12%																
(1) DISAGREE STRONGLY	11	-	-	-	-	9	4	5	1	4	2	-	5	4	2	7	-	-	-	-	-	1	1	5	4															
	2%					2%	2%	3%	2%	6%	1%		3%	2%	1%	4%						1%	2%	2%	16%															
BOTTOM 2 BOX	28	-	-	-	-	25	13	12	2	6	6	-	13	12	11	14	-	-	-	-	-	1	3	17	7															
-----	6%					7%	7%	6%	5%	8%	4%		9%	6%	6%	8%						1%	5%	8%	28%															
NEITHER	34	-	-	-	-	31	16	15	4	5	13	1	11	19	19	10	2	-	-	-	-	7	4	20	2															
	8%					8%	8%	8%	10%	6%	8%	2%	8%	10%	10%	6%	15%					5%	7%	9%	8%															
DON'T KNOW / REFUSED	78	-	-	-	-	69	41	28	7	7	32	5	22	41	46	19	3	-	-	-	-	12	12	49	2															
	17%					18%	21%	15%	18%	9%	19%	12%	15%	21%	24%	11%	24%					8%	23%	22%	8%															
MEAN	3.35	-	-	-	-	3.34	3.29	3.38	3.55	3.29	3.41	3.63	3.25	3.34	3.37	3.32	3.37	-	-	-	-	3.76	3.15	3.18	2.59															
S.D.	0.72					0.73	0.72	0.74	0.74	0.82	0.64	0.49	0.78	0.73	0.68	0.79	0.52					0.48	0.63	0.71	0.97															
S.E.	0.04					0.04	0.06	0.06	0.14	0.10	0.06	0.08	0.07	0.06	0.06	0.07	0.18					0.04	0.10	0.06	0.21															

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: OVERALL THE UTILITY PROVIDES EXCELLENT QUALITY SERVICES
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																															
=====																															
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
						AGE				STILL IN FAVOR				DIFFERENT														AT RISK			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK						
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====						
UNWTD. TOTAL	451	-	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	-	-	-	-	145	55	220	25						
WTD. TOTAL	451	-	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	-	-	-	-	144	55	221	25						
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%						
TOP 2 BOX	412	-	-	-	-	348	175	173	37	70	153	39	131	174	175	156	11	-	-	-	-	143	53	196	17						
-----	91%					91%	88%	93%	93%	93%	92%	95%	91%	89%	89%	92%	84%					99%	96%	89%	68%						
(4) AGREE STRONGLY	233	-	-	-	-	194	84	110	24	45	86	26	68	100	105	86	4	-	-	-	-	132	28	68	5						
	52%					51%	43%	59%	60%	60%	51%	63%	47%	51%	53%	51%	30%					92%	51%	31%	19%						
(3) AGREE SOMEWHAT	179	-	-	-	-	153	90	63	13	25	67	13	63	74	70	71	7	-	-	-	-	11	25	128	12						
	40%					40%	46%	34%	33%	34%	40%	32%	44%	38%	36%	42%	54%					8%	46%	58%	49%						
(2) DISAGREE SOMEWHAT	16	-	-	-	-	15	10	5	3	2	6	2	5	8	7	7	1	-	-	-	-	-	-	12	4						
	4%					4%	5%	3%	7%	3%	4%	5%	3%	4%	4%	4%	7%						5%	16%							
(1) DISAGREE STRONGLY	7	-	-	-	-	7	6	1	-	1	2	-	3	4	3	4	-	-	-	-	-	1	-	2	4						
	2%					2%	3%	1%	-	1%	1%	-	2%	2%	1%	2%						1%	-	1%	16%						
BOTTOM 2 BOX	23	-	-	-	-	22	16	6	3	3	8	2	8	12	10	11	1	-	-	-	-	1	-	14	8						
-----	5%					6%	8%	3%	7%	4%	5%	5%	5%	6%	5%	6%	7%					1%	-	6%	32%						
NEITHER	5	-	-	-	-	4	3	1	-	1	2	-	2	2	2	2	-	-	-	-	-	-	-	3	-						
	1%					1%	2%	1%	-	1%	1%	-	1%	1%	1%	1%								1%							
DON'T KNOW / REFUSED	11	-	-	-	-	10	4	6	-	1	4	-	3	7	9	-	1	-	-	-	-	-	2	8	-						
	2%					3%	2%	3%	-	1%	2%	-	2%	4%	5%		8%						4%	4%							
MEAN	3.47	-	-	-	-	3.45	3.33	3.58	3.52	3.56	3.47	3.59	3.41	3.45	3.50	3.42	3.25	-	-	-	-	3.90	3.53	3.25	2.72						
S.D.	0.65					0.66	0.72	0.58	0.64	0.62	0.63	0.59	0.67	0.68	0.65	0.69	0.62					0.36	0.50	0.60	0.97						
S.E.	0.03					0.03	0.05	0.04	0.10	0.07	0.05	0.09	0.06	0.05	0.05	0.05	0.18					0.03	0.07	0.04	0.19						

Q.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: OVERALL THE UTILITY PROVIDES EXCELLENT QUALITY SERVICES
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	-	-	-	-
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
TOP 2 BOX -----	412	31	8	74	338	68	6	39	3	4	15	16	32	75	247	18	342	17	1	65	-	-	-	-
	91%	88%	100%	89%	92%	93%	59%	100%	51%	100%	94%	89%	84%	91%	91%	95%	91%	94%	50%	96%				
(4) AGREE STRONGLY	233	15	2	47	186	45	3	31	-	4	8	11	21	41	147	10	197	12	-	38	-	-	-	-
	52%	42%	26%	57%	50%	61%	27%	80%		100%	49%	62%	56%	49%	54%	53%	52%	66%		57%				
(3) AGREE SOMEWHAT	179	16	6	27	153	24	3	8	3	-	7	5	11	34	100	8	146	5	1	26	-	-	-	-
	40%	46%	74%	32%	41%	32%	31%	20%	51%		44%	27%	28%	41%	37%	42%	39%	28%	50%	39%				
(2) DISAGREE SOMEWHAT	16	3	-	5	11	3	2	-	2	-	-	2	3	4	8	-	13	1	1	1	-	-	-	-
	4%	9%		6%	3%	4%	21%		33%			11%	8%	5%	3%		3%	6%	50%	2%				
(1) DISAGREE STRONGLY	7	-	-	2	5	-	2	-	1	-	-	-	2	3	4	1	6	-	-	-	-	-	-	-
	2%			2%	1%		21%		16%				5%	4%	1%	5%	2%							
BOTTOM 2 BOX -----	23	3	-	7	16	3	4	-	3	-	-	2	5	7	12	1	19	1	1	1	-	-	-	-
	5%	9%		9%	4%	4%	41%		49%			11%	13%	8%	4%	5%	5%	6%	50%	2%				
NEITHER	5	1	-	-	5	-	-	-	-	-	-	-	-	-	4	-	4	-	-	1	-	-	-	-
	1%	3%			1%										1%		1%			1%				
DON'T KNOW / REFUSED	11	-	-	2	9	2	-	-	-	-	1	-	1	1	8	-	11	-	-	1	-	-	-	-
	2%			2%	2%	3%					6%		3%	1%	3%		3%			1%				
MEAN	3.47	3.34	3.26	3.47	3.47	3.58	2.65	3.80	2.35	4.00	3.53	3.51	3.38	3.38	3.51	3.42	3.48	3.60	2.50	3.57	-	-	-	-
S.D.	0.65	0.65	0.47	0.73	0.63	0.58	1.15	0.41	0.81	0.00	0.52	0.71	0.86	0.74	0.63	0.77	0.65	0.62	0.69	0.53				
S.E.	0.03	0.11	0.17	0.08	0.03	0.07	0.38	0.07	0.33	0.00	0.14	0.17	0.14	0.08	0.04	0.18	0.03	0.15	0.47	0.07				

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A RESPECTED COMPANY IN THE COMMUNITY
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING				STILL IN FAVORABLE								
	=====					=====					=====				=====				=====								
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFFERENT	AT RISK		
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25		
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
TOP 2 BOX	381	382	380	385	363	323	157	166	35	63	145	36	120	164	164	144	10	326	330	327	313	137	48	179	11		
-----	85%	84%	82%	82%	80%	84%	79%	89%	88%	84%	87%	88%	83%	84%	84%	85%	77%	85%	84%	82%	81%	95%	87%	81%	45%		
(4) AGREE STRONGLY	240	236	225	225	189	197	86	111	24	42	88	24	73	99	104	88	5	208	188	188	160	133	23	78	3		
	53%	52%	49%	48%	42%	51%	44%	60%	60%	55%	53%	59%	51%	51%	53%	52%	39%	54%	48%	47%	41%	92%	43%	35%	12%		
(3) AGREE SOMEWHAT	141	146	154	160	174	126	70	55	11	22	58	12	47	65	61	57	5	118	142	140	153	4	24	101	8		
	31%	32%	33%	34%	38%	33%	36%	30%	28%	29%	34%	30%	33%	34%	31%	33%	39%	31%	36%	35%	40%	3%	44%	46%	33%		
(2) DISAGREE SOMEWHAT	13	23	12	9	13	12	9	3	2	4	3	1	5	6	3	8	1	19	9	7	11	-	1	7	5		
	3%	5%	3%	2%	3%	3%	5%	2%	5%	5%	2%	2%	4%	3%	2%	5%	7%	5%	2%	2%	3%	-	2%	3%	20%		
(1) DISAGREE STRONGLY	3	6	3	11	8	3	3	-	-	1	1	1	2	-	1	2	-	6	3	11	8	-	-	-	3		
	1%	1%	1%	2%	2%	1%	1%	-	-	1%	1%	2%	1%	-	*	1%	-	2%	1%	3%	2%	-	-	-	12%		
BOTTOM 2 BOX	16	29	16	20	21	15	12	3	2	5	4	2	7	6	4	10	1	25	12	18	19	-	1	7	8		
-----	4%	6%	3%	4%	5%	4%	6%	2%	5%	7%	2%	5%	5%	3%	2%	6%	7%	6%	3%	4%	5%	-	2%	3%	32%		
NEITHER	17	4	16	11	27	15	8	7	2	2	4	1	7	7	11	4	-	4	15	10	24	1	2	13	1		
	4%	1%	4%	2%	6%	4%	4%	4%	5%	3%	2%	2%	5%	4%	6%	2%	-	1%	4%	2%	6%	1%	4%	6%	3%		
DON'T KNOW / REFUSED	37	38	50	51	42	30	21	10	1	5	14	2	10	17	16	11	2	30	36	42	30	6	4	22	5		
	8%	8%	11%	11%	9%	8%	10%	5%	2%	7%	8%	5%	7%	9%	8%	6%	15%	8%	9%	11%	8%	4%	8%	10%	20%		
MEAN	3.56	3.49	3.52	3.48	3.42	3.53	3.42	3.64	3.59	3.52	3.55	3.56	3.50	3.54	3.59	3.49	3.37	3.51	3.51	3.46	3.40	3.97	3.46	3.38	2.60		
S.D.	0.60	0.67	0.60	0.68	0.66	0.61	0.68	0.52	0.60	0.68	0.57	0.68	0.65	0.57	0.56	0.66	0.67	0.68	0.59	0.69	0.67	0.17	0.54	0.56	0.96		
S.E.	0.03	0.03	0.03	0.03	0.03	0.03	0.05	0.04	0.10	0.08	0.05	0.11	0.06	0.04	0.04	0.05	0.20	0.04	0.03	0.04	0.04	0.01	0.08	0.04	0.22		

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A RESPECTED COMPANY IN THE COMMUNITY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																																
																			WORK WITH OTHERS						VERIDIAN CONNECTIONS TRACKING								
	TIME OF USE BILLING			CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				VERY SUPP		VERY UNSUP		VERI- DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO		
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67									
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68									
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%									
TOP 2 BOX	381	28	6	66	315	61	5	33	1	4	13	15	30	66	238	16	319	13	1	58	56	50	58	50									
-----	85%	79%	75%	80%	86%	83%	51%	85%	18%	100%	83%	84%	79%	80%	88%	84%	85%	72%	50%	86%	82%	72%	83%	74%									
{4} AGREE STRONGLY	240	14	2	41	198	39	3	25	-	3	4	11	20	50	145	13	203	11	-	42	28	37	38	29									
	53%	39%	26%	50%	54%	52%	31%	65%		75%	25%	62%	52%	61%	54%	68%	54%	61%		63%	41%	53%	54%	43%									
{3} AGREE SOMEWHAT	141	14	4	25	117	23	2	8	1	1	9	4	10	16	93	3	117	2	1	16	28	13	20	21									
	31%	40%	49%	30%	32%	31%	21%	21%	18%	25%	57%	21%	26%	20%	34%	16%	31%	11%	50%	24%	41%	18%	29%	31%									
{2} DISAGREE SOMEWHAT	13	3	-	6	7	4	2	-	3	-	-	2	4	7	2	1	9	1	1	1	5	3	2	2									
	3%	9%		7%	2%	6%	21%		50%			11%	11%	8%	1%	5%	2%	6%	50%	2%	7%	5%	3%	3%									
{1} DISAGREE STRONGLY	3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	-	-	-	-									
	1%				1%										1%		1%																
BOTTOM 2 BOX	16	3	-	6	10	4	2	-	3	-	-	2	4	7	5	1	12	1	1	1	5	4	2	2									
-----	4%	9%		7%	3%	6%	21%		50%			11%	11%	8%	2%	5%	3%	6%	50%	2%	7%	6%	3%	3%									
NEITHER	17	1	-	3	14	2	1	2	1	-	1	-	1	2	10	1	15	1	-	2	-	2	2	3									
	4%	3%		4%	4%	3%	10%	5%	16%			6%		3%	2%	4%	5%	4%	6%	3%		2%	2%	5%									
DON'T KNOW / REFUSED	37	3	2	7	29	6	2	4	1	-	2	1	3	7	18	1	30	3	-	6	8	14	8	12									
	8%	8%	25%	9%	8%	8%	17%	9%	16%		11%	5%	7%	9%	6%	5%	8%	16%		9%	11%	20%	12%	18%									
MEAN	3.56	3.34	3.35	3.49	3.57	3.52	3.13	3.76	2.26	3.75	3.31	3.54	3.46	3.59	3.56	3.71	3.57	3.70	2.50	3.69	3.39	3.60	3.59	3.51									
S.D.	0.60	0.67	0.52	0.65	0.59	0.62	0.90	0.43	0.51	0.51	0.48	0.72	0.71	0.66	0.58	0.59	0.59	0.63	0.69	0.50	0.63	0.67	0.57	0.58									
S.E.	0.03	0.12	0.22	0.08	0.03	0.08	0.35	0.08	0.25	0.26	0.13	0.17	0.12	0.08	0.04	0.14	0.03	0.17	0.47	0.07	0.08	0.09	0.07	0.08									

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: MAINTAINS HIGH STANDARDS OF BUSINESS ETHICS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																										
=====																										
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
=====					=====												=====					=====				
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	AGE	18-34	35-54	55+	HOUSEHOLD SIZE	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
=====					=====												=====					=====				
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25	
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	303	358	338	330	302	258	131	127	28	62	113	33	94	128	126	122	5	303	288	280	250	130	37	125	9	
-----	67%	79%	73%	71%	67%	67%	66%	68%	69%	82%	67%	81%	65%	66%	65%	72%	38%	79%	73%	71%	65%	91%	68%	57%	35%	
(4) AGREE STRONGLY	183	185	166	182	146	152	73	80	18	43	65	20	51	80	78	72	2	161	139	152	122	114	15	53	1	
	41%	41%	36%	39%	32%	40%	37%	43%	44%	57%	39%	49%	35%	41%	40%	42%	15%	42%	35%	38%	32%	79%	27%	24%	3%	
(3) AGREE SOMEWHAT	120	173	171	148	156	105	58	47	10	19	48	13	43	48	49	51	3	142	149	129	128	17	22	72	8	
	27%	38%	37%	32%	34%	27%	29%	25%	25%	28%	32%	30%	30%	25%	25%	30%	23%	37%	38%	32%	33%	12%	41%	33%	32%	
(2) DISAGREE SOMEWHAT	11	11	10	20	16	8	6	2	1	1	3	-	4	4	4	3	1	10	8	15	14	-	2	5	4	
	2%	2%	2%	4%	3%	2%	3%	1%	2%	1%	2%		3%	2%	2%	2%	7%	3%	2%	4%	4%		4%	2%	17%	
(1) DISAGREE STRONGLY	6	5	4	7	6	5	3	2	-	2	1	1	2	2	2	3	-	5	4	7	4	-	-	3	3	
	1%	1%	1%	1%	1%	1%	1%	1%		3%	1%	2%	1%	1%	1%	2%		1%	1%	2%	1%			1%	12%	
BOTTOM 2 BOX	17	16	14	27	22	13	9	4	1	3	4	1	6	6	6	6	1	15	12	22	18	-	2	8	7	
-----	4%	4%	3%	6%	5%	3%	4%	2%	2%	4%	2%	2%	4%	3%	3%	3%	7%	4%	3%	6%	5%		4%	4%	28%	
NEITHER	40	20	31	15	37	38	17	21	5	3	18	2	15	20	20	16	2	18	31	14	30	5	5	26	2	
	9%	4%	7%	3%	8%	10%	9%	11%	13%	4%	11%	5%	10%	10%	10%	9%	16%	5%	8%	4%	8%	3%	9%	12%	8%	
DON'T KNOW / REFUSED	90	59	80	95	93	75	41	34	6	8	33	5	29	41	44	25	5	49	62	80	87	9	11	62	7	
	20%	13%	17%	20%	20%	20%	21%	18%	16%	10%	20%	12%	20%	21%	22%	15%	39%	13%	16%	20%	23%	6%	20%	28%	29%	
MEAN	3.50	3.44	3.42	3.42	3.36	3.50	3.44	3.56	3.59	3.59	3.52	3.53	3.43	3.54	3.53	3.49	3.16	3.44	3.41	3.41	3.37	3.87	3.33	3.32	2.41	
S.D.	0.66	0.62	0.61	0.69	0.67	0.65	0.68	0.61	0.57	0.68	0.60	0.65	0.67	0.63	0.63	0.66	0.75	0.64	0.61	0.69	0.66	0.34	0.57	0.66	0.86	
S.E.	0.04	0.03	0.03	0.04	0.04	0.04	0.06	0.05	0.11	0.08	0.06	0.11	0.07	0.05	0.05	0.06	0.31	0.04	0.04	0.04	0.04	0.03	0.09	0.06	0.22	

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: MAINTAINS HIGH STANDARDS OF BUSINESS ETHICS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO							
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	303	23	4	52	252	46	6	28	3	3	10	11	23	60	180	14	257	12	1	46	55	50	50	52
-----	67%	65%	51%	63%	68%	63%	61%	72%	51%	78%	62%	61%	60%	73%	67%	73%	68%	66%	50%	68%	81%	72%	71%	76%
(4) AGREE STRONGLY	183	12	4	30	153	28	2	19	-	2	4	7	14	35	110	11	154	8	-	31	23	28	30	24
	41%	34%	51%	36%	42%	38%	18%	49%		53%	23%	39%	36%	42%	41%	57%	41%	44%		46%	34%	40%	43%	35%
(3) AGREE SOMEWHAT	120	11	-	22	98	18	4	9	3	1	6	4	9	25	70	3	103	4	1	15	32	22	20	28
	27%	31%		26%	27%	24%	43%	23%	51%	25%	38%	22%	24%	30%	26%	16%	27%	22%	50%	22%	47%	32%	28%	42%
(2) DISAGREE SOMEWHAT	11	1	-	2	9	-	2	-	1	-	-	-	2	4	5	1	9	-	-	3	1	2	5	2
	2%	3%		2%	2%		20%		16%				5%	5%	2%	5%	2%			5%	1%	3%	7%	2%
(1) DISAGREE STRONGLY	6	1	1	2	4	2	-	-	1	-	-	-	2	1	3	-	4	1	-	1	-	-	-	2
	1%	3%	13%	3%	1%	3%			17%				6%	1%	1%		1%	6%		2%				3%
BOTTOM 2 BOX	17	2	1	4	13	2	2	-	2	-	-	-	4	5	8	1	13	1	-	4	1	2	5	4
-----	4%	6%	13%	5%	4%	3%	20%		33%				10%	6%	3%	5%	3%	6%		6%	1%	3%	7%	6%
NEITHER	40	5	1	7	33	7	-	3	-	-	4	1	2	5	23	1	33	1	-	2	2	-	1	7
	9%	14%	12%	9%	9%	10%		8%			26%	5%	6%	6%	9%	5%	9%	6%		3%	3%		1%	10%
DON'T KNOW / REFUSED	90	5	2	20	70	18	2	8	1	1	2	6	9	13	60	3	73	4	1	16	10	17	15	5
	20%	14%	25%	24%	19%	25%	19%	20%	16%	22%	12%	34%	23%	15%	22%	16%	19%	22%	50%	23%	15%	25%	21%	8%
MEAN	3.50	3.35	3.40	3.43	3.52	3.50	2.98	3.68	2.40	3.68	3.38	3.64	3.29	3.45	3.53	3.66	3.51	3.44	3.00	3.51	3.41	3.49	3.47	3.31
S.D.	0.66	0.78	1.34	0.74	0.64	0.72	0.74	0.48	0.90	0.57	0.51	0.50	0.92	0.68	0.63	0.62	0.64	0.91	0.00	0.72	0.52	0.59	0.65	0.73
S.E.	0.04	0.16	0.60	0.10	0.04	0.10	0.27	0.09	0.40	0.33	0.17	0.15	0.18	0.08	0.05	0.16	0.04	0.25	0.00	0.10	0.07	0.08	0.09	0.10

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: A LEADER IN PROMOTING ENERGY CONSERVATION
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWID. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WID. TOTAL	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 100%	144 100%	55 100%	221 100%	25 100%
TOP 2 BOX -----	334 74%	334 74%	326 71%	321 69%	314 69%	287 75%	142 72%	145 78%	34 85%	58 78%	129 77%	36 88%	106 74%	142 73%	140 72%	133 79%	9 70%	285 74%	283 72%	273 69%	272 71%	131 91%	40 73%	144 65%	16 64%
(4) AGREE STRONGLY	156 35%	156 34%	145 31%	141 30%	136 30%	131 34%	60 31%	70 38%	19 47%	32 42%	54 32%	22 54%	37 26%	71 36%	69 35%	58 34%	4 31%	129 34%	120 31%	122 31%	120 31%	100 70%	11 20%	44 20%	1 4%
(3) AGREE SOMEWHAT	178 39%	178 39%	182 39%	180 38%	177 39%	156 41%	81 41%	75 40%	15 37%	27 36%	75 45%	14 34%	69 48%	71 36%	72 37%	75 44%	5 39%	155 40%	163 41%	152 38%	152 39%	31 21%	29 53%	100 45%	15 60%
(2) DISAGREE SOMEWHAT	24 5%	33 7%	36 8%	24 5%	27 6%	22 6%	13 7%	9 5%	-	7 9%	6 4%	1 2%	12 8%	8 4%	10 5%	10 6%	1 7%	26 7%	33 8%	22 5%	22 6%	1 1%	3 5%	16 7%	4 16%
(1) DISAGREE STRONGLY	6 1%	12 3%	8 2%	17 4%	3 1%	6 2%	4 2%	2 1%	-	2 3%	1 1%	-	1 1%	5 3%	3 2%	3 2%	-	12 3%	8 2%	14 3%	3 1%	1 1%	1 2%	2 1%	2 8%
BOTTOM 2 BOX -----	30 7%	44 10%	46 10%	41 9%	30 7%	28 7%	17 9%	11 6%	-	9 12%	7 4%	1 2%	13 9%	13 7%	13 7%	13 8%	1 7%	38 10%	42 11%	35 9%	25 6%	2 1%	4 7%	18 8%	6 24%
NEITHER	28 6%	16 4%	19 4%	20 4%	35 8%	25 7%	14 7%	11 6%	3 8%	3 4%	8 5%	2 5%	9 6%	14 7%	17 9%	8 5%	-	15 4%	18 4%	20 5%	31 8%	2 1%	3 6%	19 9%	2 8%
DON'T KNOW / REFUSED	59 13%	58 13%	72 16%	85 18%	75 17%	43 11%	25 12%	19 10%	3 8%	5 6%	24 14%	2 5%	16 11%	26 13%	25 13%	15 9%	3 23%	47 12%	50 13%	69 17%	58 15%	9 6%	8 15%	40 18%	1 4%
MEAN	3.33	3.26	3.25	3.23	3.30	3.31	3.25	3.36	3.56	3.30	3.34	3.57	3.19	3.34	3.34	3.29	3.30	3.24	3.22	3.24	3.31	3.73	3.15	3.15	2.68
S.D.	0.67	0.75	0.72	0.77	0.65	0.68	0.71	0.66	0.50	0.78	0.60	0.55	0.64	0.73	0.69	0.69	0.67	0.76	0.73	0.77	0.65	0.51	0.63	0.63	0.71
S.E.	0.04	0.04	0.04	0.04	0.03	0.04	0.06	0.05	0.09	0.10	0.05	0.09	0.06	0.06	0.06	0.06	0.21	0.04	0.04	0.04	0.04	0.04	0.09	0.05	0.15

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: A LEADER IN PROMOTING ENERGY CONSERVATION
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	334	28	5	57	277	50	7	29	4	3	10	15	26	62	203	13	280	12	1	48	49	43	48	41
	74%	80%	62%	69%	75%	68%	78%	74%	66%	73%	61%	83%	67%	75%	75%	69%	75%	67%	50%	70%	72%	62%	68%	61%
(4) AGREE STRONGLY	156	9	2	31	125	29	2	19	-	3	3	10	14	33	98	8	136	3	1	26	26	24	20	16
	35%	26%	26%	37%	34%	40%	20%	49%	-	7%	19%	57%	36%	40%	36%	42%	36%	17%	50%	38%	39%	35%	28%	23%
(3) AGREE SOMEWHAT	178	19	3	26	152	21	5	10	4	-	7	5	12	29	105	5	144	9	-	22	22	19	28	25
	39%	54%	36%	32%	41%	28%	58%	25%	66%	-	43%	27%	31%	35%	39%	27%	38%	50%	-	32%	33%	27%	40%	37%
(2) DISAGREE SOMEWHAT	24	-	2	5	19	4	1	2	1	-	2	-	2	9	10	2	20	1	-	2	6	2	2	5
	5%	-	25%	6%	5%	5%	10%	5%	16%	-	13%	-	5%	10%	4%	11%	5%	5%	-	3%	9%	3%	3%	8%
(1) DISAGREE STRONGLY	6	1	-	1	5	1	-	-	-	-	-	1	-	1	4	-	5	-	1	-	-	-	4	-
	1%	3%	-	1%	1%	1%	-	-	-	-	-	6%	-	1%	1%	-	1%	-	50%	-	-	-	5%	-
BOTTOM 2 BOX	30	1	2	6	24	5	1	2	1	-	2	1	2	10	14	2	25	1	1	2	6	2	6	5
	7%	3%	25%	7%	6%	7%	10%	5%	16%	-	13%	6%	5%	12%	5%	11%	7%	5%	50%	3%	9%	3%	9%	8%
NEITHER	28	1	-	4	24	4	-	2	-	-	2	-	2	4	17	1	25	1	-	3	1	2	1	5
	6%	3%	-	5%	7%	6%	-	5%	-	-	13%	-	6%	5%	6%	5%	7%	5%	-	5%	2%	2%	1%	7%
DON'T KNOW / REFUSED	59	5	1	15	43	14	1	6	1	1	2	2	8	7	37	3	45	4	-	15	11	22	15	17
	13%	14%	13%	18%	12%	19%	11%	16%	18%	27%	12%	11%	22%	9%	14%	16%	12%	23%	-	22%	17%	32%	22%	25%
MEAN	3.33	3.24	3.01	3.38	3.32	3.42	3.11	3.55	2.80	4.00	3.07	3.51	3.43	3.31	3.37	3.40	3.35	3.16	2.50	3.49	3.37	3.48	3.18	3.23
S.D.	0.67	0.64	0.83	0.71	0.67	0.71	0.61	0.62	0.45	0.00	0.68	0.82	0.64	0.74	0.66	0.74	0.68	0.55	2.06	0.57	0.68	0.60	0.81	0.64
S.E.	0.04	0.12	0.32	0.09	0.04	0.10	0.21	0.11	0.20	0.00	0.20	0.20	0.12	0.09	0.04	0.19	0.04	0.15	1.42	0.08	0.09	0.09	0.11	0.09

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: KEEPS ITS PROMISES TO CUSTOMERS AND THE COMMUNITY
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																												
=====																												
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
=====																												
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK				

UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
TOP 2 BOX	316	343	321	326	299	269	134	135	30	59	126	35	95	136	131	128	7	290	272	282	261	130	36	138	9			
-----	70%	76%	70%	70%	66%	70%	68%	73%	75%	78%	75%	85%	66%	70%	67%	75%	54%	75%	69%	71%	68%	91%	66%	62%	36%			
(4) AGREE STRONGLY	167	165	162	149	136	137	64	74	19	33	59	18	44	75	74	61	3	141	131	127	117	108	10	47	1			
	37%	36%	35%	32%	30%	36%	32%	40%	47%	44%	35%	44%	30%	38%	38%	36%	23%	37%	33%	32%	30%	75%	18%	21%	4%			
(3) AGREE SOMEWHAT	150	179	160	177	163	131	70	61	11	26	67	17	51	61	57	67	4	149	141	155	144	22	26	91	8			
	33%	40%	35%	38%	36%	34%	35%	33%	28%	34%	40%	42%	35%	31%	29%	40%	31%	39%	36%	39%	37%	15%	48%	41%	32%			
(2) DISAGREE SOMEWHAT	14	11	14	18	16	11	8	3	1	1	3	-	5	6	6	4	1	9	13	15	15	-	2	9	3			
	3%	2%	3%	4%	4%	3%	4%	2%	2%	1%	2%		3%	3%	3%	2%	7%	2%	3%	4%	4%		4%	4%	12%			
(1) DISAGREE STRONGLY	7	9	2	9	13	7	5	2	1	2	3	1	4	2	4	3	-	9	2	7	10	1	-	1	5			
	2%	2%	1%	2%	3%	2%	3%	1%	2%	3%	2%	2%	3%	1%	2%	2%		2%	1%	2%	3%	1%	*	20%				
BOTTOM 2 BOX	21	20	16	27	29	18	13	5	2	3	6	1	9	8	10	7	1	18	16	22	26	1	2	10	8			
-----	5%	4%	4%	6%	6%	5%	7%	3%	5%	4%	4%	2%	6%	4%	5%	4%	7%	5%	4%	5%	7%	1%	4%	5%	32%			
NEITHER	31	21	32	15	44	29	16	13	3	4	10	1	15	13	16	13	-	20	32	14	33	4	4	20	1			
	7%	5%	7%	3%	10%	8%	8%	7%	8%	5%	6%	2%	10%	7%	8%	8%		5%	8%	4%	8%	3%	7%	9%	4%			
DON'T KNOW / REFUSED	83	67	92	99	82	68	35	33	5	10	25	4	25	38	39	22	5	57	73	79	66	9	13	54	7			
	18%	15%	20%	21%	18%	18%	18%	18%	13%	13%	15%	10%	18%	19%	20%	13%	38%	15%	18%	20%	17%	6%	23%	24%	28%			
MEAN	3.41	3.37	3.42	3.32	3.29	3.39	3.31	3.48	3.51	3.46	3.37	3.45	3.30	3.45	3.43	3.37	3.25	3.37	3.39	3.32	3.28	3.81	3.20	3.24	2.29			
S.D.	0.67	0.67	0.61	0.69	0.73	0.68	0.73	0.61	0.71	0.69	0.65	0.64	0.74	0.64	0.71	0.66	0.70	0.68	0.62	0.67	0.72	0.44	0.52	0.59	0.98			
S.E.	0.04	0.03	0.03	0.04	0.04	0.04	0.06	0.05	0.13	0.09	0.06	0.11	0.07	0.05	0.06	0.06	0.25	0.04	0.04	0.04	0.04	0.04	0.08	0.05	0.24			

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: KEEPS ITS PROMISES TO CUSTOMERS AND THE COMMUNITY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK							
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		VERIDIAN CONNECTIONS					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	316	25	5	58	258	54	5	31	2	4	9	15	27	58	191	15	264	12	1	47	53	49	44	38
-----	70%	71%	62%	70%	70%	73%	48%	79%	33%	100%	56%	83%	71%	70%	70%	79%	70%	67%	50%	70%	79%	71%	63%	56%
(4) AGREE STRONGLY	167	12	3	35	132	32	3	22	-	3	2	10	17	34	97	10	139	6	-	29	24	31	22	20
	37%	34%	38%	42%	36%	44%	29%	56%		78%	11%	55%	44%	41%	36%	52%	37%	33%	-	43%	35%	44%	31%	29%
(3) AGREE SOMEWHAT	150	13	2	23	126	21	2	9	2	1	7	5	10	24	93	5	125	6	1	18	29	18	22	18
	33%	37%	24%	28%	34%	29%	19%	23%	33%	22%	45%	28%	27%	29%	34%	27%	33%	34%	50%	27%	43%	26%	32%	27%
(2) DISAGREE SOMEWHAT	14	2	-	5	9	2	3	2	2	-	1	-	4	6	5	1	11	-	-	3	2	1	3	1
	3%	6%		6%	2%	3%	30%	5%	32%		7%		10%	7%	2%	5%	3%			5%	3%	1%	4%	1%
(1) DISAGREE STRONGLY	7	-	-	2	5	2	-	-	-	-	1	-	1	1	5	1	6	-	-	-	-	-	2	2
	2%			2%	1%	3%					6%		3%	1%	2%	5%	2%						3%	3%
BOTTOM 2 BOX	21	2	-	7	14	4	3	2	2	-	2	-	5	7	10	2	17	-	-	3	2	1	5	3
-----	5%	6%		8%	4%	6%	30%	5%	32%		13%		13%	8%	4%	11%	4%			5%	3%	1%	8%	5%
NEITHER	31	4	-	2	29	2	-	2	-	-	2	-	-	6	17	2	24	2	-	2	1	-	1	11
	7%	12%		2%	8%	3%		5%			13%			7%	6%	11%	6%	11%		3%	2%		1%	17%
DON'T KNOW / REFUSED	83	4	3	16	67	14	2	4	2	-	3	3	6	12	53	-	71	4	1	15	11	20	20	15
	18%	12%	38%	19%	18%	19%	22%	10%	34%		18%	17%	16%	14%	20%		19%	22%	50%	22%	16%	28%	29%	23%
MEAN	3.41	3.36	3.61	3.40	3.41	3.45	2.98	3.60	2.51	3.78	2.88	3.66	3.34	3.40	3.41	3.41	3.41	3.49	3.00	3.51	3.39	3.60	3.28	3.34
S.D.	0.67	0.63	0.55	0.76	0.65	0.73	0.93	0.62	0.58	0.48	0.81	0.49	0.83	0.72	0.66	0.87	0.67	0.52	0.00	0.62	0.57	0.53	0.79	0.79
S.E.	0.04	0.12	0.25	0.09	0.04	0.10	0.34	0.11	0.29	0.24	0.25	0.13	0.15	0.09	0.05	0.21	0.04	0.15	0.00	0.09	0.08	0.07	0.11	0.12

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: BEYOND CREATING JOBS AND PAYING TAXES, IS A SOCIALLY RESPONSIBLE COMPANY
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK	
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25	
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	296	314	306	296	289	248	130	118	27	54	117	34	96	116	120	116	8	265	263	255	248	121	37	122	12	
-----	66%	69%	66%	63%	64%	65%	66%	63%	67%	72%	70%	83%	66%	59%	61%	68%	62%	69%	67%	64%	64%	84%	67%	55%	48%	
(4) AGREE STRONGLY	153	142	141	135	117	128	56	72	16	33	61	16	49	63	68	58	3	123	117	115	99	98	11	40	1	
	34%	31%	31%	29%	26%	33%	29%	39%	40%	43%	36%	39%	34%	32%	35%	34%	23%	32%	30%	29%	26%	68%	20%	18%	4%	
(3) AGREE SOMEWHAT	143	172	165	161	172	120	74	46	11	22	56	18	47	53	53	58	5	142	146	140	148	23	26	92	11	
	32%	38%	36%	35%	38%	31%	37%	25%	27%	29%	34%	44%	32%	27%	27%	34%	39%	37%	37%	35%	38%	16%	47%	37%	44%	
(2) DISAGREE SOMEWHAT	12	18	13	6	27	12	6	6	1	2	3	-	4	8	6	5	1	15	10	6	23	-	-	10	2	
	3%	4%	3%	1%	6%	3%	3%	3%	2%	3%	2%		3%	4%	3%	3%	7%	4%	3%	1%	6%			5%	8%	
(1) DISAGREE STRONGLY	5	11	5	15	16	5	4	1	-	2	2	1	2	2	2	3	-	8	2	12	14	-	1	1	3	
	1%	2%	1%	3%	4%	1%	2%	1%		2%	1%	2%	1%	1%	1%	2%		2%	1%	3%	4%		2%	*	12%	
BOTTOM 2 BOX	17	29	18	21	43	17	10	7	1	4	5	1	6	10	8	8	1	23	13	18	38	-	1	11	5	
-----	4%	6%	4%	4%	9%	4%	5%	4%	2%	5%	3%	2%	4%	5%	4%	5%	7%	6%	3%	5%	10%		2%	5%	20%	
NEITHER	43	26	28	35	42	37	18	19	5	5	12	2	14	20	23	14	-	24	28	32	34	6	3	28	3	
	9%	6%	6%	7%	9%	10%	9%	10%	13%	7%	7%	5%	10%	10%	12%	8%		6%	7%	8%	9%	4%	5%	13%	12%	
DON'T KNOW / REFUSED	96	83	111	115	81	81	39	42	7	12	33	4	28	49	45	31	4	72	89	92	67	17	14	59	5	
	21%	18%	24%	25%	18%	21%	20%	23%	18%	16%	20%	10%	20%	25%	23%	19%	31%	19%	23%	23%	17%	12%	25%	27%	20%	
MEAN	3.42	3.30	3.37	3.31	3.17	3.40	3.30	3.51	3.54	3.46	3.44	3.40	3.40	3.40	3.45	3.38	3.23	3.32	3.37	3.31	3.17	3.81	3.24	3.21	2.59	
S.D.	0.64	0.71	0.63	0.73	0.77	0.67	0.68	0.63	0.58	0.72	0.63	0.64	0.67	0.68	0.66	0.68	0.66	0.70	0.60	0.73	0.78	0.39	0.59	0.61	0.87	
S.E.	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.06	0.11	0.09	0.06	0.11	0.07	0.06	0.06	0.06	0.22	0.04	0.04	0.04	0.05	0.04	0.10	0.05	0.21	

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: BEYOND CREATING JOBS AND PAYING TAXES, IS A SOCIALLY RESPONSIBLE COMPANY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	WORK WITH OTHERS												VERIDIAN CONNECTIONS TRACKING											
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	296	25	5	51	245	44	6	26	3	4	7	14	23	56	177	13	247	13	1	48	49	43	41	41
-----	66%	71%	62%	61%	67%	60%	69%	66%	51%	100%	48%	78%	60%	68%	65%	68%	66%	72%	50%	70%	72%	62%	58%	60%
(4) AGREE STRONGLY	153	11	3	26	127	23	3	16	-	3	1	12	9	33	88	8	129	7	1	25	19	24	19	17
	34%	31%	38%	31%	34%	32%	31%	41%	-	75%	6%	67%	24%	40%	32%	42%	34%	38%	50%	36%	28%	35%	28%	26%
(3) AGREE SOMEWHAT	143	14	2	25	118	21	4	10	3	1	7	2	14	23	89	5	117	6	-	23	30	19	22	24
	32%	40%	24%	30%	32%	29%	39%	25%	51%	25%	42%	11%	37%	28%	33%	27%	31%	34%	-	34%	44%	27%	31%	35%
(2) DISAGREE SOMEWHAT	12	3	-	4	8	4	-	3	-	-	1	1	1	4	5	-	9	-	1	-	3	2	1	4
	3%	9%	-	5%	2%	6%	-	8%	-	-	7%	6%	3%	5%	2%	-	2%	-	50%	-	4%	3%	1%	6%
(1) DISAGREE STRONGLY	5	-	1	-	5	-	-	-	-	-	-	-	-	-	3	-	4	-	-	-	3	2	2	2
	1%	-	13%	-	1%	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	4%	3%	3%	2%
BOTTOM 2 BOX	17	3	1	4	13	4	-	3	-	-	1	1	1	4	8	-	13	-	1	-	6	5	3	5
-----	4%	9%	13%	5%	3%	6%	-	8%	-	-	7%	6%	3%	5%	3%	-	3%	-	50%	-	9%	7%	4%	8%
NEITHER	43	6	-	8	34	7	1	3	1	-	3	-	4	8	22	4	32	3	-	5	2	-	2	8
	9%	17%	-	10%	9%	10%	10%	8%	16%	-	20%	-	11%	10%	8%	21%	8%	17%	-	8%	3%	-	3%	11%
DON'T KNOW / REFUSED	96	1	2	20	76	18	2	7	2	-	4	3	10	15	64	2	85	2	-	15	11	21	24	14
	21%	3%	25%	24%	21%	24%	21%	18%	32%	-	25%	17%	26%	18%	24%	11%	23%	11%	-	22%	16%	31%	34%	20%
MEAN	3.42	3.28	3.17	3.40	3.42	3.40	3.44	3.46	3.00	3.75	2.98	3.73	3.33	3.48	3.42	3.61	3.43	3.53	3.00	3.52	3.18	3.36	3.32	3.23
S.D.	0.64	0.66	1.18	0.63	0.65	0.65	0.54	0.69	0.00	0.51	0.51	0.60	0.57	0.62	0.63	0.51	0.64	0.52	1.37	0.51	0.77	0.80	0.76	0.74
S.E.	0.04	0.12	0.49	0.09	0.04	0.09	0.21	0.13	0.00	0.26	0.18	0.15	0.12	0.08	0.05	0.14	0.04	0.14	0.94	0.07	0.10	0.12	0.12	0.11

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A TRUSTED AND TRUSTWORTHY COMPANY
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S											VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	CONNECTIONS				TOTAL	MEN	WOMEN	INCOME			AGE		HOUSEHOLD SIZE			CONNECTIONS				SEC-URE	STILL IN FAVOR			
		2012	2011	2010	2009				<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010		2009	ABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	451	452	462	467	-	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	-	145	55	220	25
WTD. TOTAL	451	452	462	467	-	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	-	144	55	221	25
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%
TOP 2 BOX	379	391	390	380	-	319	157	162	35	63	145	35	117	164	160	143	12	332	332	324	-	141	50	173	10
-----	84%	87%	84%	81%		83%	80%	87%	87%	84%	87%	86%	81%	84%	82%	85%	92%	86%	85%	82%		98%	91%	78%	39%
(4) AGREE STRONGLY	224	209	217	214	-	181	81	100	26	48	79	21	61	98	91	83	5	180	182	178	-	130	21	68	4
	50%	46%	47%	46%		47%	41%	54%	65%	64%	47%	51%	42%	50%	47%	49%	38%	47%	46%	45%		90%	39%	31%	15%
(3) AGREE SOMEWHAT	155	182	173	166	-	138	76	62	9	15	66	14	56	66	69	60	7	152	150	146	-	12	29	105	6
	34%	40%	37%	36%		36%	39%	33%	22%	20%	40%	34%	39%	34%	35%	36%	54%	40%	38%	37%		8%	52%	48%	24%
(2) DISAGREE SOMEWHAT	16	11	14	19	-	13	8	5	-	5	4	1	7	5	5	8	-	8	13	17	-	-	1	12	3
	4%	2%	3%	4%		3%	4%	3%		7%	2%	2%	5%	3%	3%	5%		2%	3%	4%			2%	5%	13%
(1) DISAGREE STRONGLY	7	4	7	8	-	6	5	1	1	2	2	2	4	-	1	5	-	4	6	7	-	-	1	1	5
	2%	1%	2%	2%		2%	2%	1%	2%	3%	1%	5%	3%		*	3%		1%	2%	2%			2%	*	20%
BOTTOM 2 BOX	23	15	22	27	-	19	13	6	1	7	6	3	11	5	6	13	-	12	19	24	-	-	2	13	8
-----	5%	3%	5%	6%		5%	7%	3%	2%	9%	4%	7%	8%	3%	3%	8%		3%	5%	6%			4%	6%	32%
NEITHER	15	10	11	12	-	14	9	5	2	1	3	1	7	6	10	4	-	10	11	12	-	1	1	10	2
	3%	2%	2%	3%		4%	5%	3%	5%	1%	2%	2%	5%	3%	5%	2%		3%	3%	3%		1%	2%	5%	8%
DON'T KNOW / REFUSED	34	35	39	47	-	31	18	13	2	4	13	2	9	20	20	9	1	30	31	37	-	2	2	25	5
	8%	8%	8%	10%		8%	9%	7%	5%	5%	8%	5%	6%	10%	10%	5%	8%	8%	8%	9%		1%	4%	11%	20%
MEAN	3.48	3.47	3.46	3.44	-	3.46	3.37	3.55	3.67	3.56	3.47	3.42	3.36	3.55	3.51	3.42	3.42	3.48	3.45	3.42	-	3.92	3.35	3.29	2.48
S.D.	0.66	0.60	0.65	0.68		0.66	0.71	0.59	0.63	0.75	0.62	0.79	0.73	0.56	0.59	0.73	0.51	0.61	0.65	0.68		0.28	0.62	0.61	1.14
S.E.	0.03	0.03	0.03	0.03		0.04	0.05	0.05	0.11	0.09	0.05	0.13	0.06	0.04	0.05	0.06	0.15	0.03	0.03	0.04		0.02	0.09	0.04	0.27

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A TRUSTED AND TRUSTWORTHY COMPANY
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																									
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN TRACKING				CONNECTIONS	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009		
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	-		
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	-		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-		
TOP 2 BOX	379	28	6	67	312	62	6	35	1	4	13	13	31	64	237	16	319	16	1	60	59	58	56	-		
-----	84%	80%	75%	81%	85%	84%	59%	90%	18%	100%	81%	73%	82%	77%	87%	84%	85%	89%	50%	88%	88%	84%	80%	-		
(4) AGREE STRONGLY	224	13	4	37	187	35	3	25	-	3	3	9	19	41	139	10	190	12	-	43	29	35	36	-		
	50%	37%	51%	45%	51%	47%	31%	65%		75%	19%	51%	50%	50%	51%	53%	51%	66%		64%	43%	51%	51%	-		
(3) AGREE SOMEWHAT	155	15	2	30	125	27	3	10	1	1	10	4	12	23	98	6	129	4	1	16	30	23	20	-		
	34%	43%	24%	36%	34%	37%	28%	25%	18%	25%	62%	21%	32%	27%	36%	32%	34%	23%	50%	24%	44%	33%	29%	-		
(2) DISAGREE SOMEWHAT	16	4	-	5	11	4	1	1	2	-	1	1	3	9	2	1	11	-	-	3	3	2	2	-		
	4%	12%		6%	3%	6%	10%	3%	33%		7%	6%	8%	11%	1%	5%	3%			5%	4%	2%	3%	-		
(1) DISAGREE STRONGLY	7	-	-	1	6	-	1	-	1	-	-	1	-	1	6	-	7	-	-	1	-	2	1	-		
	2%			1%	2%		10%		16%			5%		1%	2%		2%			1%		2%	1%	-		
BOTTOM 2 BOX	23	4	-	6	17	4	2	1	3	-	1	2	3	10	8	1	18	-	-	4	3	3	3	-		
-----	5%	12%		7%	5%	6%	21%	3%	50%		7%	11%	8%	12%	3%	5%	5%			6%	4%	5%	4%	-		
NEITHER	15	1	-	3	12	2	1	1	1	-	1	-	1	2	8	1	13	-	-	1	-	-	1	-		
	3%	3%		4%	3%	3%	10%	3%	16%		6%		3%	2%	3%	5%	3%			2%			1%	-		
DON'T KNOW / REFUSED	34	2	2	7	27	6	1	2	1	-	1	3	3	7	18	1	26	2	1	3	5	8	10	-		
	8%	6%	25%	8%	7%	8%	10%	5%	16%		6%	16%	7%	8%	7%	5%	7%	11%	50%	4%	8%	11%	15%	-		
MEAN	3.48	3.27	3.67	3.41	3.50	3.46	2.99	3.67	2.02	3.75	3.13	3.41	3.47	3.41	3.51	3.53	3.49	3.74	3.00	3.60	3.42	3.50	3.55	-		
S.D.	0.66	0.69	0.51	0.69	0.65	0.62	1.10	0.54	0.82	0.51	0.54	0.91	0.66	0.76	0.64	0.62	0.66	0.45	0.00	0.66	0.59	0.68	0.64	-		
S.E.	0.03	0.12	0.21	0.08	0.04	0.08	0.40	0.09	0.41	0.26	0.15	0.23	0.11	0.09	0.04	0.15	0.04	0.11	0.00	0.08	0.07	0.09	0.08	-		

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: OPERATES A COST EFFECTIVE HYDRO ELECTRIC SYSTEM
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																										
ANNUAL PRE-TAX HOUSEHOLD INCOME - '000\$																				CUSTOMER LOYALTY GROUPS						
VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					STILL IN FAVOR DIFF AT						
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK		
UNWTD. TOTAL	451	-	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	-	-	-	-	145	55	220	25	
WTD. TOTAL	451	-	-	-	-	383	197	186	40	75	167	41	144	195	196	169	13	-	-	-	-	144	55	221	25	
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	
TOP 2 BOX	279	-	-	-	-	239	111	127	32	54	105	31	87	117	118	111	6	-	-	-	-	119	33	119	6	
-----	62%					62%	56%	68%	80%	71%	63%	76%	60%	60%	60%	66%	46%					83%	60%	54%	24%	
(4) AGREE STRONGLY	115	-	-	-	-	90	38	52	17	22	34	15	29	45	50	40	-	-	-	-	78	6	28	2		
	25%					24%	19%	28%	42%	29%	20%	36%	20%	23%	25%	24%					54%	11%	13%	8%		
(3) AGREE SOMEWHAT	165	-	-	-	-	149	73	75	15	32	72	16	57	72	68	71	6	-	-	-	-	41	27	91	4	
	36%					39%	37%	41%	37%	43%	43%	39%	40%	37%	35%	42%	46%					29%	50%	41%	16%	
(2) DISAGREE SOMEWHAT	37	-	-	-	-	30	16	14	2	7	10	3	11	16	17	11	2	-	-	-	-	3	6	25	2	
	8%					8%	8%	8%	5%	9%	6%	7%	8%	8%	9%	7%	16%					2%	11%	11%	8%	
(1) DISAGREE STRONGLY	22	-	-	-	-	19	13	6	2	3	6	-	10	9	8	11	-	-	-	-	2	-	12	8		
	5%					5%	7%	3%	5%	4%	4%		7%	5%	4%	7%					1%		5%	32%		
BOTTOM 2 BOX	60	-	-	-	-	49	29	20	4	10	16	3	21	25	25	22	2	-	-	-	-	5	6	37	10	
-----	13%					13%	15%	11%	10%	13%	10%	7%	15%	13%	13%	13%	16%					4%	11%	17%	40%	
NEITHER	30	-	-	-	-	28	17	11	3	4	12	2	12	14	18	10	-	-	-	-	5	4	17	2		
	7%					7%	9%	6%	8%	5%	7%	5%	8%	7%	9%	6%					3%	8%	8%	8%		
DON'T KNOW / REFUSED	82	-	-	-	-	68	40	28	1	8	34	5	24	39	36	26	5	-	-	-	-	15	12	48	7	
	18%					18%	20%	15%	3%	10%	20%	12%	17%	20%	18%	15%	38%					10%	22%	22%	28%	
MEAN	3.10	-	-	-	-	3.08	2.97	3.17	3.30	3.13	3.09	3.35	2.98	3.08	3.12	3.05	2.75	-	-	-	-	3.57	3.00	2.86	2.00	
S.D.	0.84					0.82	0.87	0.76	0.83	0.79	0.74	0.65	0.87	0.83	0.82	0.85	0.46					0.63	0.56	0.80	1.16	
S.E.	0.05					0.05	0.07	0.06	0.14	0.10	0.07	0.11	0.08	0.07	0.07	0.07	0.16					0.06	0.09	0.06	0.29	

Q.6C AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: OPERATES A COST EFFECTIVE HYDRO ELECTRIC SYSTEM
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																				VERIDIAN CONNECTIONS TRACKING			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN		CONNECTIONS			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	-	-	-	-
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	-	-	-	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	279	23	4	50	229	44	6	25	2	4	8	13	25	48	173	9	236	11	-	40	-	-	-	-
-----	62%	65%	51%	60%	62%	60%	59%	64%	34%	100%	49%	73%	66%	58%	64%	48%	63%	61%	-	60%	-	-	-	-
(4) AGREE STRONGLY	115	6	1	26	89	23	3	15	-	3	3	6	14	20	73	6	97	6	-	25	-	-	-	-
	25%	17%	14%	31%	24%	32%	27%	38%	-	75%	17%	34%	38%	24%	27%	31%	26%	34%	-	36%	-	-	-	-
(3) AGREE SOMEWHAT	165	17	3	24	141	21	3	10	2	1	5	7	11	28	100	3	139	5	-	16	-	-	-	-
	36%	48%	37%	29%	38%	29%	31%	26%	34%	25%	33%	39%	28%	34%	37%	16%	37%	27%	-	24%	-	-	-	-
(2) DISAGREE SOMEWHAT	37	3	-	4	33	4	-	-	1	-	1	1	1	9	21	2	31	1	-	7	-	-	-	-
	8%	9%	-	5%	9%	6%	-	-	17%	-	7%	6%	3%	11%	8%	10%	8%	5%	-	11%	-	-	-	-
(1) DISAGREE STRONGLY	22	3	1	3	19	2	1	2	1	-	-	-	2	5	12	2	16	-	2	3	-	-	-	-
	5%	9%	13%	4%	5%	3%	10%	6%	16%	-	-	-	5%	6%	4%	11%	4%	-	100%	5%	-	-	-	-
BOTTOM 2 BOX	60	6	1	7	52	6	1	2	2	-	1	1	3	14	33	4	47	1	2	10	-	-	-	-
-----	13%	18%	13%	9%	14%	9%	10%	6%	33%	-	7%	6%	8%	17%	12%	21%	13%	5%	100%	15%	-	-	-	-
NEITHER	30	3	-	4	26	3	1	2	1	-	2	-	1	3	18	1	25	2	-	2	-	-	-	-
	7%	9%	-	5%	7%	4%	10%	5%	16%	-	13%	-	3%	4%	7%	5%	7%	11%	-	3%	-	-	-	-
DON'T KNOW / REFUSED	82	3	3	22	61	20	2	10	1	-	5	4	9	18	47	5	67	4	-	15	-	-	-	-
	18%	8%	37%	26%	16%	27%	21%	25%	16%	-	31%	22%	24%	21%	17%	27%	18%	23%	-	22%	-	-	-	-
MEAN	3.10	2.89	2.82	3.27	3.06	3.29	3.10	3.38	2.27	3.75	3.17	3.36	3.33	3.01	3.14	3.00	3.12	3.43	1.00	3.22	-	-	-	-
S.D.	0.84	0.87	1.11	0.83	0.84	0.80	1.07	0.87	0.95	0.51	0.66	0.63	0.86	0.89	0.82	1.15	0.82	0.67	0.00	0.92	-	-	-	-
S.E.	0.05	0.16	0.50	0.11	0.05	0.11	0.42	0.17	0.47	0.26	0.22	0.17	0.16	0.11	0.06	0.32	0.05	0.19	0.00	0.13	-	-	-	-

Q.6A36 AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS A COMPANY THAT YOU WOULD LIKE TO CONTINUE TO DO BUSINESS WITH
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					TOTAL	MEN	WOMEN	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009				<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR DIFF AT		
																							ABLE	ERENT	RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 100%	144 100%	55 100%	221 100%	25 100%
TOP 2 BOX -----	386 86%	377 83%	389 84%	395 85%	402 88%	324 84%	163 82%	161 87%	35 88%	70 93%	146 87%	38 93%	124 86%	158 81%	163 83%	144 85%	13 100%	322 84%	331 84%	339 85%	341 88%	144 100%	55 100%	173 78%	9 36%
(5) AGREE STRONGLY	237 53%	212 47%	215 46%	223 48%	242 53%	200 52%	94 47%	106 57%	27 67%	48 63%	86 51%	28 68%	63 43%	107 55%	108 55%	87 51%	5 38%	183 48%	178 45%	192 48%	199 52%	144 100%	22 40%	70 32%	2 7%
(4) AGREE SOMEWHAT	149 33%	165 36%	174 38%	173 37%	159 35%	124 32%	69 35%	55 30%	8 20%	22 30%	60 36%	10 24%	61 43%	51 26%	55 28%	58 34%	8 62%	139 36%	154 39%	147 37%	142 37%	-	33 60%	103 47%	7 28%
(3) NEITHER AGREE NOR DISAGREE	26 6%	12 3%	17 4%	42 9%	28 6%	25 6%	10 5%	15 8%	2 5%	2 3%	8 5%	2 5%	7 5%	16 8%	16 8%	9 5%	-	11 3%	15 4%	35 9%	25 6%	-	-	22 10%	4 16%
(2) DISAGREE SOMEWHAT	20 4%	12 3%	18 4%	5 1%	11 2%	19 5%	15 8%	4 2%	2 5%	3 4%	5 3%	-	6 4%	13 7%	10 5%	9 5%	-	8 2%	17 4%	4 1%	9 2%	-	-	16 7%	3 12%
(1) DISAGREE STRONGLY	7 2%	15 3%	11 2%	15 3%	4 1%	6 2%	5 3%	1 *	1 2%	-	4 2%	-	2 1%	4 2%	3 1%	3 2%	-	13 3%	7 2%	12 3%	2 1%	-	-	-	7 28%
BOTTOM 2 BOX -----	27 6%	28 6%	29 6%	20 4%	15 3%	25 6%	20 10%	5 3%	3 7%	3 4%	9 5%	-	8 6%	17 9%	13 6%	12 7%	-	21 5%	24 6%	16 4%	12 3%	-	-	16 7%	10 40%
DEPENDS	-	-	-	7 2%	7 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7 2%	7 2%	-	-	-	-
DON'T KNOW / REFUSED	12 3%	36 8%	27 6%	2 *	3 1%	10 3%	5 3%	5 3%	-	-	5 3%	1 2%	5 4%	4 2%	5 3%	4 2%	-	31 8%	22 6%	1 *	1 *	-	-	10 5%	2 8%
MEAN	4.34	4.31	4.29	4.27	4.41	4.32	4.20	4.45	4.46	4.52	4.35	4.65	4.27	4.28	4.33	4.31	4.38	4.33	4.29	4.29	4.39	5.00	4.40	4.08	2.72
S.D.	0.90	0.94	0.92	0.92	0.79	0.92	1.02	0.78	0.97	0.75	0.90	0.58	0.86	1.01	0.94	0.94	0.50	0.93	0.89	0.90	0.77	0.00	0.49	0.86	1.42
S.E.	0.04	0.05	0.04	0.04	0.04	0.05	0.07	0.06	0.15	0.09	0.07	0.09	0.07	0.07	0.07	0.07	0.14	0.05	0.05	0.05	0.04	0.00	0.07	0.06	0.30

Q.6A36 AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: IS A COMPANY THAT YOU WOULD LIKE TO CONTINUE TO DO BUSINESS WITH
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE		CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK	WITH OTHERS		VERIDIAN CONNECTIONS						
	BILLING		HYDRO?	SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH	UNSUP		TRACKING						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67	
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	386	29	7	67	319	62	5	37	2	4	15	14	29	71	236	15	325	15	1	62	55	58	56	60	
-----	86%	82%	87%	81%	87%	85%	48%	95%	35%	100%	94%	78%	76%	85%	87%	79%	87%	83%	50%	92%	81%	83%	81%	89%	
(5) AGREE STRONGLY	237	12	5	44	194	40	4	28	1	4	9	8	21	47	144	10	203	13	-	37	29	37	31	43	
	53%	34%	62%	53%	53%	55%	39%	72%	18%	100%	55%	44%	56%	57%	53%	53%	54%	71%		55%	42%	53%	44%	63%	
(4) AGREE SOMEWHAT	149	17	2	23	126	22	1	9	1	-	6	6	8	24	92	5	122	2	1	25	26	21	25	18	
	33%	48%	25%	28%	34%	30%	10%	23%	17%		38%	34%	21%	29%	34%	26%	32%	11%	50%	37%	39%	30%	36%	26%	
(3) NEITHER AGREE NOR DISAGREE	26	1	1	6	20	3	3	-	3	-	1	3	1	5	14	2	20	-	-	1	1	2	7	3	
	6%	3%	13%	7%	5%	4%	31%		49%		6%	17%	3%	6%	5%	11%	5%			1%	1%	2%	10%	4%	
(2) DISAGREE SOMEWHAT	20	3	-	6	14	5	1	2	1	-	-	-	1	5	9	2	15	-	1	1	4	2	1	2	
	4%	9%		7%	4%	7%	10%	5%	16%				6%	13%	6%	3%	11%	4%		50%	2%	7%	2%	1%	2%
(1) DISAGREE STRONGLY	7	1	-	2	5	1	1	-	-	-	-	-	-	2	3	-	6	1	-	1	2	4	4	2	
	2%	3%		2%	1%	1%	10%							5%	2%	1%	2%	5%		2%	3%	6%	5%	2%	
BOTTOM 2 BOX	27	4	-	8	19	6	2	2	1	-	-	1	7	7	12	2	21	1	1	2	7	5	4	3	
-----	6%	12%		10%	5%	8%	21%	5%	16%			6%	16%	9%	4%	11%	6%	5%	50%	3%	10%	8%	6%	4%	
DEPENDS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	
																							1%		
DON'T KNOW / REFUSED	12	1	-	2	10	2	-	-	-	-	-	-	-	1	-	9	-	10	2	-	2	5	5	2	
	3%	3%		3%	3%	3%								3%		3%		3%	12%		3%	8%	7%	2%	2%
MEAN	4.34	4.06	4.50	4.25	4.37	4.34	3.56	4.61	3.37	5.00	4.49	4.16	4.12	4.31	4.40	4.21	4.37	4.63	3.00	4.47	4.20	4.32	4.17	4.48	
S.D.	0.90	1.02	0.76	1.04	0.87	0.96	1.44	0.76	1.04	0.00	0.63	0.92	1.28	1.01	0.83	1.04	0.89	1.01	1.37	0.77	1.03	1.08	1.05	0.88	
S.E.	0.04	0.17	0.27	0.12	0.05	0.11	0.47	0.12	0.43	0.00	0.16	0.22	0.21	0.11	0.05	0.24	0.05	0.25	0.94	0.10	0.13	0.13	0.13	0.11	

Q.6C37 AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A COMPANY THAT YOU WOULD RECOMMEND TO A FRIEND OR COLLEAGUE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING								ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWID. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WID. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	343	353	356	318	306	290	139	151	31	60	130	35	110	143	148	129	9	301	304	268	258	144	55	140	2
-----	76%	78%	77%	68%	67%	76%	70%	81%	77%	80%	78%	86%	76%	73%	76%	76%	69%	78%	78%	67%	67%	100%	100%	63%	8%
(5) AGREE STRONGLY	202	192	187	119	152	164	69	94	21	39	77	23	56	84	85	72	5	166	157	100	126	144	10	47	-
	45%	43%	40%	26%	33%	43%	35%	51%	52%	51%	46%	56%	39%	43%	44%	43%	39%	43%	40%	25%	33%	100%	19%	21%	
(4) AGREE SOMEWHAT	141	160	169	199	154	126	69	57	10	22	54	12	54	59	63	57	4	135	147	168	131	-	45	93	2
	31%	35%	36%	43%	34%	33%	35%	30%	25%	29%	32%	30%	37%	30%	32%	34%	30%	35%	38%	42%	34%	-	81%	42%	8%
(3) NEITHER AGREE NOR DISAGREE	33	23	24	86	90	30	16	14	3	4	12	3	12	14	18	11	1	22	22	79	79	-	-	30	1
	7%	5%	5%	19%	20%	8%	8%	7%	7%	5%	7%	7%	8%	7%	9%	6%	7%	6%	6%	20%	20%	-	-	13%	4%
(2) DISAGREE SOMEWHAT	21	29	33	21	28	20	14	6	-	5	7	-	6	14	9	10	1	23	30	16	26	-	-	18	2
	5%	7%	7%	4%	6%	5%	7%	3%	-	6%	4%	-	4%	7%	4%	6%	7%	6%	8%	4%	7%	-	-	8%	8%
(1) DISAGREE STRONGLY	18	12	15	23	12	15	11	4	2	3	7	2	6	7	6	8	1	9	10	19	10	-	-	-	18
	4%	3%	3%	5%	3%	4%	6%	2%	5%	4%	4%	5%	4%	4%	3%	5%	8%	2%	3%	5%	3%	-	-	-	72%
BOTTOM 2 BOX	39	41	48	44	40	35	25	10	2	8	14	2	12	21	14	18	2	32	40	35	36	-	-	18	20
-----	9%	9%	10%	9%	9%	9%	12%	5%	5%	10%	8%	5%	8%	11%	7%	11%	16%	8%	10%	9%	9%	-	-	8%	80%
DEPENDS	-	-	-	6	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	5	-	-	-	-
				1%	1%															1%	1%				
DON'T KNOW / REFUSED	37	35	35	13	12	30	18	11	4	3	11	1	10	17	15	11	1	29	26	10	10	-	-	34	2
	8%	8%	8%	3%	3%	8%	9%	6%	11%	4%	7%	2%	7%	9%	8%	7%	8%	8%	7%	3%	2%	-	-	15%	8%
MEAN	4.18	4.18	4.12	3.83	3.93	4.14	3.96	4.32	4.33	4.23	4.19	4.36	4.11	4.12	4.18	4.11	3.91	4.20	4.12	3.82	3.91	5.00	4.19	3.90	1.44
S.D.	1.06	1.01	1.05	1.04	1.03	1.06	1.16	0.93	1.04	1.09	1.06	0.99	1.05	1.09	1.01	1.11	1.33	0.99	1.03	1.02	1.03	0.00	0.39	0.88	0.95
S.E.	0.05	0.05	0.05	0.05	0.05	0.06	0.09	0.07	0.17	0.13	0.08	0.16	0.09	0.08	0.08	0.09	0.38	0.05	0.05	0.05	0.05	0.00	0.05	0.06	0.20

Q.6C37 AGREEMENT WITH ATTRIBUTES DESCRIBING VERIDIAN CONNECTIONS AS A COMPANY: IS A COMPANY THAT YOU WOULD RECOMMEND TO A FRIEND OR COLLEAGUE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	WORK WITH OTHERS												VERIDIAN CONNECTIONS TRACKING											
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOP 2 BOX	343	27	5	60	283	55	5	37	1	3	13	14	26	63	211	16	286	12	1	53	52	51	51	49
-----	76%	77%	62%	72%	77%	75%	48%	95%	18%	73%	87%	78%	69%	76%	78%	84%	76%	66%	50%	79%	77%	74%	72%	72%
(5) AGREE STRONGLY	202	13	2	37	165	35	2	23	-	3	3	13	16	39	124	11	171	9	-	38	26	30	20	26
	45%	37%	25%	45%	45%	48%	20%	59%		73%	19%	73%	42%	47%	46%	58%	46%	49%		57%	39%	43%	28%	38%
(4) AGREE SOMEWHAT	141	14	3	23	118	20	3	14	1	-	11	1	10	24	87	5	115	3	1	15	26	21	31	23
	31%	40%	37%	28%	32%	27%	28%	36%	18%		68%	6%	27%	29%	32%	26%	31%	16%	50%	22%	38%	31%	44%	34%
(3) NEITHER AGREE NOR DISAGREE	33	2	1	5	28	4	1	-	2	-	1	-	3	5	18	1	29	-	-	3	1	2	8	12
	7%	6%	13%	6%	8%	5%	10%		33%		7%		8%	6%	7%	5%	8%			4%	1%	2%	11%	17%
(2) DISAGREE SOMEWHAT	21	3	-	6	15	4	2	-	1	-	1	1	4	6	9	2	16	-	1	1	7	3	4	2
	5%	9%		7%	4%	5%	21%		16%		6%	6%	10%	7%	3%	11%	4%		50%	2%	10%	5%	6%	3%
(1) DISAGREE STRONGLY	18	1	-	4	14	2	2	1	2	-	-	1	2	6	10	-	16	1	-	3	3	5	4	2
	4%	3%		5%	4%	3%	21%	2%	32%			5%	5%	7%	4%		4%	5%		4%	4%	7%	6%	3%
BOTTOM 2 BOX	39	4	-	10	29	6	4	1	3	-	1	2	6	12	19	2	31	1	1	4	10	8	9	5
-----	9%	12%		12%	8%	8%	41%	2%	49%		6%	11%	15%	14%	7%	11%	8%	5%	50%	6%	14%	11%	13%	7%
DEPENDS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
																						1%	1%	
DON'T KNOW / REFUSED	37	2	2	8	29	8	-	1	-	1	-	2	3	3	23	-	30	5	-	7	5	9	2	2
	8%	6%	25%	10%	8%	11%		3%		27%		11%	8%	4%	9%		8%	29%		11%	8%	13%	3%	3%
MEAN	4.18	4.06	4.17	4.12	4.19	4.27	3.06	4.54	2.36	5.00	3.99	4.51	3.98	4.05	4.23	4.31	4.18	4.47	3.00	4.40	4.05	4.13	3.85	4.04
S.D.	1.06	1.06	0.76	1.16	1.04	1.03	1.54	0.75	1.22	0.00	0.74	1.20	1.24	1.24	1.02	1.00	1.07	1.12	1.37	1.02	1.15	1.20	1.13	1.02
S.E.	0.05	0.18	0.31	0.13	0.06	0.13	0.50	0.12	0.50	0.00	0.19	0.30	0.21	0.14	0.06	0.23	0.06	0.31	0.94	0.13	0.15	0.15	0.14	0.13

Q.7B DO BILL PAYERS PURCHASE ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT ELECTRICITY RETAILER?
 BASED ON TOTAL RESPONDENTS/RESPONDENTS IN ONTARIO (TRACKING)

	RESIDENTIAL BILL PAYERS																									
	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												HOUSEHOLD SIZE						VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					TOTAL	MEN	WOMEN	AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				SEC-URE	STILL IN FAVOR DIFF AT						
	TOTAL	2012	2011	2010	2009				<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012		2011	2010	2009	ABLE	ERENT	RISK	
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF	AT	
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF	AT	
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25	
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
VERIDIAN CONNECTIONS	419	421	431	418	411	361	190	171	38	68	160	41	135	183	188	160	9	357	370	360	354	136	49	213	22	
	93%	93%	93%	90%	90%	94%	96%	92%	95%	91%	96%	100%	94%	94%	96%	95%	69%	93%	94%	91%	92%	94%	89%	96%	87%	
INDEPENDENT ELECTRICITY RETAILER	18	19	19	38	30	12	5	7	-	6	4	-	5	7	2	8	2	17	13	29	23	6	2	8	2	
	4%	4%	4%	8%	7%	3%	3%	4%		8%	2%		4%	4%	1%	5%	16%	4%	3%	7%	6%	4%	4%	4%	9%	
DON'T KNOW / REFUSED	13	12	12	11	13	10	2	8	2	1	3	-	4	5	6	1	2	10	10	8	10	2	4	-	1	
	3%	3%	3%	2%	3%	3%	1%	4%	5%	1%	2%		3%	2%	3%	1%	15%	3%	2%	2%	2%	1%	7%		5%	

Q.7B DO BILL PAYERS PURCHASE ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT ELECTRICITY RETAILER?
 BASED ON TOTAL RESPONDENTS/RESPONDENTS IN ONTARIO (TRACKING)

																			COMMERCIAL BILL PAYERS							
	TIME OF USE				CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK							
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		VERIDIAN CONNECTIONS							
																			TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67		
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
VERIDIAN CONNECTIONS	419	34	8	76	343	66	9	36	6	4	12	16	37	79	249	19	347	16	2	58	64	61	59	57		
	93%	97%	100%	91%	93%	90%	100%	92%	100%	100%	80%	89%	97%	95%	92%	100%	92%	90%	100%	86%	94%	88%	84%	84%		
INDEPENDENT ELECTRICITY RETAILER	18	-	-	6	12	6	-	2	-	-	2	2	1	4	12	-	17	1	-	6	2	6	8	8		
	4%			8%	3%	8%		6%			13%	11%	3%	5%	5%		5%	5%		9%	3%	9%	12%	11%		
DON'T KNOW / REFUSED	13	1	-	1	12	1	-	1	-	-	1	-	-	-	9	-	11	1	-	3	1	2	3	3		
	3%	3%		1%	3%	1%		3%			6%				3%		3%	5%		5%	2%	3%	4%	5%		

Q.13 OVERALL SATISFACTION WITH VERIDIAN CONNECTIONS 'AFTER DISCUSSING ELECTRICITY FOR A WHILE'
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																	
											AGE										HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK			
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
TOP 2 BOX	419	431	419	440	433	354	178	175	37	67	159	38	134	178	181	154	13	365	355	375	371	142	54	203	15			
-----	93%	95%	91%	94%	95%	92%	90%	94%	93%	89%	95%	93%	93%	91%	92%	91%	100%	95%	90%	94%	96%	99%	98%	92%	60%			
(5) VERY SATISFIED	208	189	213	191	186	178	82	96	21	44	76	18	60	99	105	70	3	163	183	165	161	118	29	60	2			
	46%	42%	46%	41%	41%	46%	41%	52%	52%	58%	46%	44%	42%	51%	53%	41%	22%	43%	46%	42%	42%	82%	52%	27%	9%			
(4) FAIRLY SATISFIED	211	242	206	249	247	176	97	79	16	24	83	20	74	79	77	84	10	201	173	210	211	24	25	144	13			
	47%	54%	45%	53%	54%	46%	49%	43%	40%	31%	50%	49%	51%	41%	39%	50%	78%	52%	44%	53%	55%	17%	46%	65%	51%			
(3) NEITHER SATISFIED NOR DISSATISFIED	5	-	3	4	3	5	3	2	-	2	2	1	1	3	3	2	-	-	3	4	2	-	1	3	1			
	1%		1%	1%	1%	1%	2%	1%		3%	1%	2%	1%	2%	2%	1%			1%	1%	1%		2%	1%	4%			
(2) FAIRLY DISSATISFIED	21	14	32	16	9	19	13	6	2	5	4	2	7	10	7	12	-	12	28	13	7	-	-	12	8			
	5%	3%	7%	4%	2%	5%	7%	3%	5%	7%	2%	5%	5%	5%	3%	7%		3%	7%	3%	2%			5%	32%			
(1) VERY DISSATISFIED	4	4	6	5	8	4	3	1	1	1	1	-	1	3	3	1	-	4	5	4	5	2	-	1	1			
	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%		1%	1%	1%	1%		1%	1%	1%	1%		*	4%				
BOTTOM 2 BOX	25	18	38	22	17	23	16	7	3	6	5	2	8	13	10	13	-	16	32	17	12	2	-	13	9			
-----	6%	4%	8%	5%	4%	6%	8%	4%	7%	8%	3%	5%	6%	7%	5%	8%		4%	8%	4%	3%	1%		6%	36%			
DON'T KNOW / REFUSED	2	3	2	2	-	2	-	2	-	-	1	-	1	1	2	-	-	3	2	2	-	-	-	2	-			
	*	1%	*	*		1%		1%			1%		1%	1%	1%			1%	1%	*				1%				
MEAN	4.33	4.33	4.28	4.30	4.31	4.32	4.22	4.43	4.35	4.38	4.38	4.32	4.29	4.35	4.41	4.24	4.22	4.33	4.28	4.32	4.33	4.78	4.51	4.14	3.28			
S.D.	0.79	0.72	0.89	0.76	0.75	0.82	0.88	0.72	0.92	0.92	0.69	0.75	0.78	0.86	0.82	0.84	0.43	0.74	0.89	0.74	0.71	0.58	0.54	0.73	1.15			
S.E.	0.04	0.03	0.04	0.04	0.04	0.04	0.06	0.05	0.15	0.11	0.05	0.12	0.07	0.06	0.06	0.06	0.12	0.04	0.04	0.04	0.04	0.05	0.07	0.05	0.23			

Q.13 OVERALL SATISFACTION WITH VERIDIAN CONNECTIONS 'AFTER DISCUSSING ELECTRICITY FOR A WHILE'
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																									
	WORK WITH OTHERS												VERIDIAN CONNECTIONS TRACKING													
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
	=====				=====		=====		=====		=====				=====		=====		=====		=====		=====		=====	
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010
UNWTD. TOTAL	451	35	8		83	368	73	10	39	6	4	16	18	38	83	271	19	376		2	67	67	66	72	67	
WTD. TOTAL	451	35	8		83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68	
	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
TOP 2 BOX	419	31	8		73	346	68	5	39	2	4	15	16	32	76	254	18	349	17	1	65	66	64	65	62	
-----	93%	88%	100%		88%	94%	93%	48%	100%	35%	100%	94%	89%	84%	92%	94%	95%	93%	94%	50%	97%	98%	92%	93%	91%	
(5) VERY SATISFIED	208	13	3		35	173	31	4	26	1	3	5	6	20	36	124	11	174	13	-	31	26	30	25	25	
	46%	37%	37%		42%	47%	43%	39%	67%	18%	75%	29%	35%	53%	44%	46%	57%	46%	72%	-	45%	38%	43%	36%	37%	
(4) FAIRLY SATISFIED	211	18	5		38	173	37	1	13	1	1	10	10	12	40	130	7	175	4	1	35	41	34	39	37	
	47%	51%	63%		46%	47%	50%	10%	33%	17%	25%	64%	54%	31%	48%	48%	37%	46%	22%	50%	52%	60%	49%	56%	54%	
(3) NEITHER SATISFIED NOR DISSATISFIED	5	-	-		2	3	1	1	-	1	-	-	-	1	-	3	-	5	-	-	-	-	-	-	1	
	1%				2%	1%	1%	10%		16%				3%		1%		1%							1%	
(2) FAIRLY DISSATISFIED	21	4	-		7	14	4	3	-	2	-	1	2	4	6	11	1	16	1	1	2	2	4	4	2	
	5%	12%			9%	4%	6%	31%		33%		6%	11%	11%	7%	4%	5%	4%	6%	50%	3%	2%	6%	5%	3%	
(1) VERY DISSATISFIED	4	-	-		1	3	-	1	-	1	-	-	-	1	1	2	-	4	-	-	-	-	2	2	3	
	1%				1%	1%		10%		16%				2%	1%	1%		1%					2%	2%	4%	
BOTTOM 2 BOX	25	4	-		8	17	4	4	-	3	-	1	2	5	7	13	1	20	1	1	2	2	6	5	5	
-----	6%	12%			10%	5%	6%	41%		49%		6%	11%	13%	8%	5%	5%	5%	6%	50%	3%	2%	8%	7%	8%	
DON'T KNOW / REFUSED	2	-	-		2	-	-	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-	
	*				1%											*		1%								
MEAN	4.33	4.13	4.37		4.19	4.36	4.30	3.35	4.67	2.88	4.75	4.17	4.13	4.21	4.26	4.35	4.47	4.34	4.60	3.00	4.38	4.33	4.25	4.19	4.16	
S.D.	0.79	0.93	0.52		0.93	0.76	0.77	1.58	0.48	1.48	0.51	0.75	0.91	1.10	0.88	0.76	0.77	0.79	0.80	1.37	0.67	0.60	0.90	0.87	0.96	
S.E.	0.04	0.16	0.18		0.10	0.04	0.09	0.52	0.08	0.61	0.26	0.19	0.21	0.18	0.10	0.05	0.18	0.04	0.19	0.94	0.08	0.07	0.11	0.10	0.12	

Q.1A/13 CHANGES IN SATISFACTION WITH 'THE LOCAL ELECTRICITY UTILITY'/VERIDIAN CONNECTIONS FROM BEGINNING OF INTERVIEW
 BASED ON TOTAL RESPONDENTS

	VERY SATISFIED	FAIRLY SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DON'T KNOW/ REFUSED
	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	451	451	451	451	451	451
WTD. TOTAL	451 100%	451 100%	451 100%	451 100%	451 100%	451 100%
INITIALLY (Q1A)	234 52%	190 42%	-	12 3%	6 1%	9 2%
LATER (Q13)	208 46%	211 47%	5 1%	21 5%	4 1%	2 *
CHANGE	-26 -6%	+21 +5%	+5 +1%	+9 +2%	-2 *	-7 -2%

Q.1A/13 CHANGES IN SATISFACTION WITH 'THE LOCAL ELECTRICITY UTILITY'/VERIDIAN CONNECTIONS FROM BEGINNING OF INTERVIEW
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '0008																								VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE				HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING													
	=====					=====					=====				=====				=====				=====									
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK							
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25							
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25							
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
INITIALLY VERY SATISFIED (Q1A)	234	194	232	218	212	196	88	108	25	47	88	19	67	109	115	77	5	162	192	188	179	144	55	29	7							
	52%	43%	50%	47%	47%	51%	45%	58%	62%	62%	52%	46%	47%	56%	58%	45%	37%	42%	49%	47%	46%	100%	100%	13%	28%							
LATER VERY SATISFIED (Q13)	208	189	213	191	186	178	82	96	21	44	76	18	60	99	105	70	3	163	183	165	161	118	29	60	2							
	46%	42%	46%	41%	41%	46%	41%	52%	52%	58%	46%	44%	42%	51%	53%	41%	22%	43%	46%	42%	42%	82%	52%	27%	9%							
CHANGE	-26	-5	-19	-27	-26	-18	-7	-12	-4	-3	-11	-1	-7	-10	-10	-7	-2	+1	-10	-23	-18	-26	-26	+31	-5							
	-6%	-1%	-4%	-6%	-6%	-5%	-3%	-6%	-10%	-4%	-7%	-2%	-5%	-5%	-5%	-4%	-15%	*	-2%	-6%	-5%	-18%	-48%	+14%	-19%							

Q.1A/13 CHANGES IN SATISFACTION WITH 'THE LOCAL ELECTRICITY UTILITY'/VERIDIAN CONNECTIONS FROM BEGINNING OF INTERVIEW
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH				TRACKING			
	=====		=====		=====		=====		=====				=====		=====		=====		=====		=====			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-	2012	2011	2010	2009
	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
INITIALLY VERY SATISFIED (Q1A)	234	13	4	43	192	39	4	30	2	4	7	9	20	49	139	11	198	10	-	38	32	39	30	33
	52%	37%	50%	52%	52%	53%	39%	77%	35%	100%	42%	50%	53%	59%	51%	58%	53%	55%	-	57%	47%	57%	42%	48%
LATER VERY SATISFIED (Q13)	208	13	3	35	173	31	4	26	1	3	5	6	20	36	124	11	174	13	-	31	26	30	25	25
	46%	37%	37%	42%	47%	43%	39%	67%	18%	75%	29%	35%	53%	44%	46%	57%	46%	72%	-	45%	38%	43%	36%	37%
CHANGE	-26	-0	-1	-8	-18	-8	-	-4	-1	-1	-2	-3	-0	-12	-15	-0	-24	+3	-	-8	-6	-9	-4	-8
	-6%	*	-13%	-9%	-5%	-11%		-11%	-17%	-25%	-13%	-15%	-1%	-15%	-6%	*	-6%	+17%		-11%	-9%	-14%	-6%	-11%

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S											AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF	AT RISK					
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25					
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25					
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99	108	150	144	99	91	53	37	8	18	48	6	32	51	42	41	7	96	125	133	81	24	12	53	9					
	22%	24%	32%	31%	22%	24%	27%	20%	20%	24%	29%	15%	22%	26%	21%	24%	54%	25%	32%	33%	21%	17%	22%	24%	37%					
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34	31	29	25	31	33	14	19	1	6	16	-	17	16	18	14	-	24	28	20	28	5	6	21	2					
	8%	7%	6%	5%	7%	9%	7%	10%	3%	8%	10%		12%	8%	9%	8%		6%	7%	5%	7%	3%	11%	9%	8%					
BE MORE EFFICIENT / COST EFFECTIVE / IMPROVE MANAGEMENT/ GET RID OF EMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24	3	11	4	27	22	14	8	2	3	9	2	8	12	9	12	1	2	10	4	16	5	2	13	4					
	5%	1%	2%	1%	6%	6%	7%	4%	5%	4%	5%	5%	6%	6%	5%	7%	7%	1%	3%	1%	4%	4%	4%	6%	16%					
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23	31	44	39	55	23	16	7	1	3	11	-	9	14	12	10	1	29	36	37	48	7	2	11	2					
	5%	7%	10%	8%	12%	6%	8%	4%	3%	4%	7%		6%	7%	6%	6%	8%	8%	9%	9%	13%	5%	4%	5%	8%					
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OF PEAK-HOUR PREMIUM RATES SAVING ENERGY	23	20	52	16	16	21	13	8	2	2	12	4	10	7	3	16	2	19	50	13	14	5	4	13	-					
	5%	4%	11%	3%	3%	5%	7%	4%	5%	3%	7%	10%	7%	4%	2%	9%	16%	5%	13%	3%	4%	3%	7%	6%						
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18	41	22	20	33	17	9	8	1	4	9	-	7	10	8	9	-	32	20	15	29	4	-	13	1					
	4%	9%	5%	4%	7%	4%	5%	4%	2%	5%	6%		5%	5%	4%	5%		8%	5%	4%	8%	3%		6%	4%					

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING											
	=====					=====					=====			=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK			
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----			
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18	13	11	9	7	16	7	9	2	1	8	2	7	7	9	6	1	10	11	7	6	4	3	10	1			
	4%	3%	2%	2%	2%	4%	3%	5%	5%	1%	5%	5%	5%	4%	5%	3%	7%	3%	3%	2%	2%	3%	5%	4%	4%			
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BULBS / CUT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13	17	11	23	33	9	4	5	-	1	6	3	4	2	2	6	1	15	9	21	30	6	1	6	-			
	3%	4%	2%	5%	7%	2%	2%	3%		1%	4%	8%	3%	1%	1%	4%	7%	4%	2%	5%	8%	4%	1%	3%				
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BETTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10	21	8	18	7	8	7	1	1	1	5	1	3	4	2	5	1	19	8	15	4	1	-	7	2			
	2%	5%	2%	4%	2%	2%	4%	1%	2%	1%	3%	2%	2%	2%	1%	3%	7%	5%	2%	4%	1%	1%		3%	8%			
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10	23	8	1	4	9	4	5	2	1	3	2	5	2	5	4	-	21	8	1	4	3	1	3	2			
	2%	5%	2%	*	1%	2%	2%	3%	5%	1%	2%	5%	4%	1%	3%	2%		5%	2%	*	1%	2%	1%	1%	8%			
COMPLAINTS ABOUT THIS SURVEY	9	8	5	5	5	7	3	4	-	2	4	1	2	4	5	2	-	7	4	5	5	4	2	2	1			
	2%	2%	1%	1%	1%	2%	2%	2%		3%	2%	2%	1%	2%	3%	1%		2%	1%	1%	1%	3%	4%	1%	4%			
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7	14	8	9	14	7	2	5	1	1	2	-	3	4	4	3	-	12	8	8	11	-	2	3	2			
	2%	3%	2%	2%	3%	2%	1%	3%	3%	1%	1%		2%	2%	2%	2%		3%	2%	2%	3%		4%	1%	8%			

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING										ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====										=====					=====			=====			=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK				
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----			
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25				
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7	1	3	3	2	7	5	2	-	-	5	-	5	2	3	3	1	-	2	2	1	1	1	4	1				
	2%	*	1%	1%	*	2%	2%	1%			3%		3%	1%	1%	2%	7%		*	*	*	1%	2%	2%	4%				
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6	14	14	13	21	5	3	2	1	1	1	-	1	4	4	1	-	10	9	13	14	1	2	3	-				
	1%	3%	3%	3%	5%	1%	2%	1%	2%	1%	1%		1%	2%	2%	1%		3%	2%	3%	4%	1%	4%	1%					
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6	5	6	11	19	5	3	2	1	3	1	1	-	4	4	1	-	3	6	9	17	2	-	4	-				
	1%	1%	1%	2%	4%	1%	1%	1%	2%	4%	1%	2%		2%	2%	1%		1%	2%	2%	4%	1%		2%					
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOESN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE PRICE UP TO COMPENSATE FOR PROFIT LOSS	5	1	1	3	4	4	3	1	-	1	3	1	1	2	2	2	-	1	1	2	1	1	1	3	-				
	1%	*	*	1%	1%	1%	2%	1%		1%	2%	2%	1%	1%	1%	1%		*	*	*	*	1%	1%	1%					
MORE INVOLVEMENT WITH THE COMMUNITY	4	4	4	2	3	3	2	1	-	1	1	1	2	-	1	2	-	4	4	2	2	2	-	1	1				
	1%	1%	1%	*	1%	1%	1%	1%		1%	1%	2%	1%		*	1%		1%	1%	*	1%	1%		*	4%				
DON'T COME TO MY DOOR / DON'T SOLICIT	3	1	1	-	2	3	1	2	-	1	2	1	2	-	1	2	-	1	1	-	2	2	1	-	-				
	1%	*	*		*	1%	1%	1%		1%	1%	2%	1%		1%	1%		*	*		*	1%	2%						
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3	1	1	5	6	3	2	1	-	-	2	-	1	2	1	2	-	1	1	4	5	-	-	2	1				
	1%	*	*	1%	1%	1%	1%	1%			1%		1%	1%	1%	1%		*	*	1%	1%			1%	4%				

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	RESIDENTIAL BILL PAYERS																								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFFERENT	AT RISK			
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25			
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 1%	2 *	2 1%	11 2%	2 1%	1 *	-	1 1%	-	-	1 1%	-	-	1 1%	1 1%	-	-	1 *	2 1%	9 2%	2 1%	-	-	2 1%	1 4%			
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	3 1%	1 *	-	-	-	3 1%	1 *	2 1%	-	1 1%	-	-	1 1%	2 1%	2 1%	1 1%	-	1 *	-	-	-	-	1 2%	2 1%	-			
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 1%	7 2%	17 4%	27 6%	21 5%	2 1%	-	2 1%	-	1 1%	-	1 2%	-	1 1%	1 1%	-	1 7%	6 2%	16 4%	26 6%	21 5%	2 1%	-	1 *	-			
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1%	-	-	-	-	2 1%	1 *	1 1%	-	-	2 1%	1 2%	1 1%	-	1 1%	1 1%	-	-	-	-	-	1 1%	-	2 1%	-			
STOP TRADING ELECTRICITY WITH THE USA	2 *	1 *	1 *	-	-	1 *	-	1 1%	-	1 1%	-	-	-	1 1%	-	1 1%	-	1 *	1 *	-	-	-	-	2 1%	-			
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2 *	3 1%	1 *	5 1%	4 1%	2 1%	1 1%	1 1%	-	-	1 1%	-	1 1%	1 1%	1 *	1 1%	-	3 1%	1 *	3 1%	4 1%	-	-	2 1%	-			
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1 *	3 1%	10 2%	-	-	1 *	1 1%	-	-	1 1%	-	-	-	1 1%	1 1%	-	-	3 1%	10 3%	-	-	1 1%	-	-	-			
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1 *	-	-	-	-	1 *	1 *	-	-	1 1%	-	-	-	1 1%	-	1 1%	-	-	-	-	-	1 1%	-	-	-			
MORE SURVEYS	1 *	1 *	-	-	-	1 *	1 *	-	-	-	-	1 2%	-	-	-	1 1%	-	1 *	-	-	-	-	-	1 *	-			

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING								AGE				HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR				
	=====								=====				=====				=====				=====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GOVERNMENT SUBSIDIES / INVOLVEMENT	1	-	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-
	*					*		1%						1%	*								*		
MAINTAIN LOCAL CONTROL OVER HYDRO: MORE CONTROL TO THE SMALL TOWNS	1	-	-	1	1	1	1	-	-	-	1	-	-	1	1	-	-	-	-	1	-	-	-	-	1
	*			*	*	*	*				1%			1%	*					*					4%
UPGRADE METERS / INSTALL SMART METERS / DON'T CHARGE FOR SMART METERS / VARY RATES DEPENDING ON USAGE / TIME (i.e. USE LESS, PAY LESS FOR OFF-PEAK HOURS)	1	9	5	4	32	1	-	1	-	1	-	-	-	1	1	-	-	8	5	4	31	-	-	1	-
	*	2%	1%	1%	7%	*		1%		1%				*	*			2%	1%	1%	8%			*	
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1	-	-	-	-	1	-	1	-	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-
	*					*		*			1%		1%			1%								*	
DO NOT PRIVATIZE	-	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	-
			*	*															*	*					
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	1	1	3	2	-	-	-	-	-	-	-	-	-	-	-	-	1	1	3	2	-	-	-	-
		*	*	1%	1%													*	*	1%	1%				
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	2	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	2	-	1	-	-	-	-
		*	*		*													*	*		*				
EXPLORE THOSE HOME BASED ELECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-
					1%																1%				

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																													
VERIDIAN CONNECTIONS TRACKING														ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										CUSTOMER LOYALTY GROUPS					
										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					STILL IN FAVOR				
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	FAVOR ABLE	DIFF ERENT	AT RISK					
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25				
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25	100%	100%	100%	100%
DISLIKE THE SUBCONTRACTING OF ENERGY	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-				
DON'T USE A SEPARATE BILLING AGENT / GO BACK TO COLLECTING FOR HOT WATER TANKS - WE DON'T NEED TO PAY FOR ANOTHER BUREAUCRACY	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-				
THEY NEED MORE NUCLEAR STATIONS	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-				
INCREASE GENERATING CAPACITY	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-				
ONE PLANT PRODUCING ELECTRICITY FOR THE COMMUNITY WILL BE SHUT DOWN FOR ENVIRONMENTAL PURPOSES AND THEY HAVE NOTHING REPLACING IT	-	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	-	-	-				
MISCELLANEOUS	26	-	-	-	-	23	7	16	3	6	8	1	8	13	11	11	-	-	-	-	-	12	1	11	1	6%			
SATISFIED/ NO PROBLEMS	128	128	110	122	118	99	43	56	12	20	37	14	35	50	62	35	2	109	89	97	103	55	19	53	2	28%	28%	24%	26%
DON'T KNOW / CAN'T SAY / REFUSED	67	52	44	56	48	54	32	23	7	10	24	6	20	27	28	24	-	44	37	43	39	23	6	33	3	15%	11%	9%	12%

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																															
	WORK WITH OTHERS																		VERIDIAN CONNECTIONS TRACKING													
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP		VERY UNSUP		VERI-DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009	2008	2007	2006	2005		
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67								
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68								
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%								
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99	9	3	10	89	9	1	2	1	-	2	5	2	19	58	6	78	5	1	8	12	24	11	18								
	22%	25%	39%	12%	24%	12%	11%	5%	18%		13%	27%	6%	23%	21%	33%	21%	27%	50%	12%	18%	35%	16%	27%								
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34	2	-	8	26	8	-	3	-	1	1	-	4	10	20	2	29	-	-	1	7	2	6	3								
	8%	6%		9%	7%	11%		8%		25%	6%		10%	12%	7%	11%	8%			2%	11%	2%	8%	4%								
BE MORE EFFICIENT / COST EFFECTIVE / IMPROVE MANAGEMENT/ GET RID OF EMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24	3	-	4	20	4	-	2	1	-	1	1	2	3	17	-	21	1	-	2	1	2	-	11								
	5%	9%		5%	6%	5%		5%	17%		6%	5%	5%	4%	6%		6%	6%		3%	1%	2%		16%								
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23	1	1	10	13	7	3	2	2	-	1	2	6	9	10	1	19	1	1	-	2	9	2	7								
	5%	3%	14%	12%	3%	10%	31%	5%	32%		6%	11%	16%	11%	4%	5%	5%	6%	50%		3%	13%	3%	10%								
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OF PEAK-HOUR PREMIUM RATES SAVING ENERGY	23	3	-	6	17	5	1	4	-	-	2	2	2	6	14	3	17	-	-	2	1	2	3	2								
	5%	8%		7%	5%	7%	7%	10%			11%	11%	5%	7%	5%	16%	4%			2%	1%	3%	4%	3%								
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18	1	1	2	16	-	2	-	-	-	-	-	2	8	7	3	13	-	-	1	9	2	6	4								
	4%	3%	14%	2%	4%		20%						5%	9%	3%	16%	3%			1%	13%	3%	8%	6%								

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
													=====											
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH				TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-	=====			
																		SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18	1	-	4	14	4	-	2	-	-	2	-	-	6	9	2	14	2	-	2	3	-	2	1
	4%	3%		5%	4%	5%		5%			13%			7%	3%	11%	4%	11%		3%	4%		3%	1%
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BULBS / CUT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13	2	-	3	10	3	-	3	-	1	1	1	-	3	7	-	10	2	-	4	1	2	2	2
	3%	6%		4%	3%	4%		8%		26%	6%	6%		3%	3%		3%	11%		6%	2%	2%	3%	3%
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BETTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10	4	-	4	6	2	2	-	2	-	-	2	2	3	3	-	6	2	-	2	2	-	3	3
	2%	12%		5%	2%	3%	21%		33%			11%	6%	4%	1%		2%	12%		3%	3%		4%	4%
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10	1	-	3	7	2	1	-	1	1	-	1	1	4	4	-	9	-	-	1	3	-	-	-
	2%	3%		4%	2%	3%	10%		16%	25%		5%	3%	4%	2%		2%			1%	4%			
COMPLAINTS ABOUT THIS SURVEY	9	-	-	2	7	2	-	1	-	-	-	-	2	1	5	-	9	-	-	2	1	1	-	-
	2%			3%	2%	3%		3%					5%	1%	2%		2%			3%	1%	1%		
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7	2	-	2	5	2	-	1	-	-	1	-	-	2	3	1	4	-	1	-	2	-	1	3
	2%	6%		2%	1%	3%		2%			7%			2%	1%	5%	1%		50%		3%		2%	4%
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7	2	-	1	6	1	-	-	-	-	1	-	-	1	4	-	5	1	-	-	1	2	2	1
	2%	6%		1%	2%	1%					6%			1%	1%		1%	5%			2%	2%	2%	1%

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6	-	-	3	3	2	1	1	1	-	-	1	1	1	3	-	5	-	-	1	4	6	1	7
	1%			4%	1%	3%	10%	3%	16%			6%	3%	1%	1%		1%			2%	5%	8%	1%	10%
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6	-	-	3	3	3	-	2	-	-	1	1	1	1	5	-	6	-	-	1	1	-	2	2
	1%			3%	1%	4%		5%			6%	5%	2%	1%	2%		2%			2%	2%		2%	2%
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOESN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE PRICE UP TO COMPENSATE FOR PROFIT LOSS	5	-	-	2	3	1	1	2	-	-	2	-	-	1	4	1	4	-	-	1	-	-	1	3
	1%			2%	1%	1%	7%	4%			11%			1%	1%	5%	1%			1%			1%	4%
MORE INVOLVEMENT WITH THE COMMUNITY	4	-	-	-	4	-	-	-	-	-	-	-	-	2	2	-	4	-	-	1	-	-	-	1
	1%				1%									2%	1%		1%			2%				1%
DON'T COME TO MY DOOR / DON'T SOLICIT	3	-	-	1	2	1	-	1	-	1	-	-	-	1	2	-	3	-	-	-	-	-	-	-
	1%			1%	1%	1%		3%		26%				1%	1%		1%							
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3	2	-	-	3	-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	-	1	2
	1%	6%			1%										*		*	6%					1%	2%
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3	1	-	2	1	1	1	-	-	-	-	-	2	1	1	-	2	1	-	2	1	-	2	-
	1%	3%		2%	*	2%	10%						5%	1%	*		1%	6%		3%	2%		2%	
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	3	-	-	1	2	1	-	1	-	-	-	-	1	2	1	-	3	-	-	-	-	-	-	-
	1%			1%	1%	1%		3%					3%	2%	*		1%							

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3	-	-	2	1	2	-	2	-	-	1	-	1	-	3	-	3	-	-	1	1	1	1	-
	1%			2%	*	3%		5%			6%		3%		1%		1%			2%	2%	1%	2%	
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	3	-	-	1	-	-	-	-
	1%				1%										1%		1%			1%				
STOP TRADING ELECTRICITY WITH THE USA	2	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	-
	*	3%			1%												*		50%	2%				
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2	-	-	1	1	1	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	1	-
	*			1%	*	1%									1%		1%						2%	
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	3%			*																			
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*				*																			
MORE SURVEYS	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	*				*										*		*							
GOVERNMENT SUBSIDIES / INVOLVEMENT	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	*	3%			*													5%						1%

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UPGRADE METERS / INSTALL SMART METERS / DON'T CHARGE FOR SMART METERS / VARY RATES DEPENDING ON USAGE / TIME (i.e. USE LESS, PAY LESS FOR OFF-PEAK HOURS)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-	-	1
	*				*										*		*				1%			1%
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	*				*										*		*							
DO NOT PRIVATIZE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-
																					1%	1%		
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
																					2%			
EXPLORE THOSE HOME BASED ELECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DISLIKE THE SUBCONTRACTING OF ENERGY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T USE A SEPARATE BILLING AGENT / GO BACK TO COLLECTING FOR HOT WATER TANKS - WE DON'T NEED TO PAY FOR ANOTHER BUREAUCRACY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																															
	WORK WITH OTHERS																		VERIDIAN CONNECTIONS TRACKING													
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP		VERY UNSUP		VERI-DIAN									
	YES		NO		YES		NO		VS		VDS		12+		7-12		4-6		<3		YES		NO		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	2012	2011	2010	2009	2012	2011	2010	2009	
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67								
WID. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68								
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%								
THEY NEED MORE NUCLEAR STATIONS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
INCREASE GENERATING CAPACITY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-		
																							2%									
ONE PLANT PRODUCING ELECTRICITY FOR THE COMMUNITY WILL BE SHUT DOWN FOR ENVIRONMENTAL PURPOSES AND THEY HAVE NOTHING REPLACING IT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
MISCELLANEOUS	26	2	-	2	24	2	-	2	-	-	-	1	1	1	18	-	23	1	-	3	-	-	-	-								
	6%	5%		2%	7%	3%		5%				6%	2%	1%	7%		6%	5%		5%												
SATISFIED/ NO PROBLEMS	128	7	4	23	106	22	1	12	-	1	5	5	9	23	75	5	110	3	-	29	19	21	25	15								
	28%	20%	49%	27%	29%	29%	9%	31%		22%	32%	29%	24%	28%	28%	25%	29%	17%		44%	28%	31%	36%	21%								
DON'T KNOW / CAN'T SAY / REFUSED	67	4	1	11	56	10	1	5	-	1	2	1	7	9	44	4	56	4	-	13	8	7	13	9								
	15%	11%	13%	13%	15%	13%	11%	13%		27%	12%	6%	18%	11%	16%	21%	15%	22%		19%	11%	10%	19%	13%								

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK				
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20				
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99	108	150	144	99	91	53	37	8	18	48	6	32	51	42	41	7	96	125	133	81	24	12	53	9				
	39%	40%	48%	50%	34%	40%	44%	35%	38%	40%	45%	29%	36%	44%	40%	37%	64%	42%	47%	52%	33%	36%	42%	40%	45%				
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34	31	29	25	31	33	14	19	1	6	16	-	17	16	18	14	-	24	28	20	28	5	6	21	2				
	13%	12%	10%	9%	11%	14%	11%	18%	5%	13%	15%		19%	14%	17%	13%		10%	10%	8%	12%	8%	21%	16%	10%				
BE MORE EFFICIENT / COST EFFECTIVE / IMPROVE MANAGEMENT/ GET RID OF EMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24	3	11	4	27	22	14	8	2	3	9	2	8	12	9	12	1	2	10	4	16	5	2	13	4				
	10%	1%	4%	1%	9%	10%	11%	8%	10%	7%	8%	9%	9%	10%	9%	11%	9%	1%	4%	1%	7%	8%	7%	10%	20%				
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23	31	44	39	55	23	16	7	1	3	11	-	9	14	12	10	1	29	36	37	48	7	2	11	2				
	9%	12%	14%	14%	19%	10%	13%	7%	5%	7%	10%		10%	12%	11%	9%	9%	13%	13%	15%	20%	11%	7%	8%	10%				
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OF PEAK-HOUR PREMIUM RATES SAVING ENERGY	23	20	52	16	16	21	13	8	2	2	12	4	10	7	3	16	2	19	50	13	14	5	4	13	-				
	9%	7%	17%	5%	5%	9%	11%	8%	9%	4%	11%	19%	11%	6%	3%	14%	18%	8%	19%	5%	6%	7%	13%	10%					
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18	41	22	20	33	17	9	8	1	4	9	-	7	10	8	9	-	32	20	15	29	4	-	13	1				
	7%	15%	7%	7%	11%	7%	7%	7%	5%	9%	9%		8%	9%	8%	8%		14%	7%	6%	12%	6%		10%	5%				

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																	VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING								AGE			HOUSEHOLD SIZE							STILL IN FAVOR DIFF AT						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	ABLE	ERENT	RISK
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18	13	11	9	7	16	7	9	2	1	8	2	7	7	9	6	1	10	11	7	6	4	3	10	1
	7%	5%	4%	3%	2%	7%	5%	8%	9%	2%	7%	10%	8%	6%	9%	5%	8%	4%	4%	3%	3%	6%	10%	7%	5%
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BULBS / CUT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13	17	11	23	33	9	4	5	-	1	6	3	4	2	2	6	1	15	9	21	30	6	1	6	-
	5%	6%	4%	8%	11%	4%	3%	5%		2%	6%	15%	4%	2%	2%	5%	9%	7%	3%	8%	12%	9%	2%	5%	
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BETTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10	21	8	18	7	8	7	1	1	1	5	1	3	4	2	5	1	19	8	15	4	1	-	7	2
	4%	8%	3%	6%	2%	4%	6%	1%	5%	2%	5%	5%	3%	4%	2%	5%	9%	8%	3%	6%	2%	2%		5%	10%
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10	23	8	1	4	9	4	5	2	1	3	2	5	2	5	4	-	21	8	1	4	3	1	3	2
	4%	9%	2%	*	1%	4%	3%	5%	9%	2%	3%	9%	6%	2%	5%	4%		9%	3%	*	2%	4%	2%	2%	10%
COMPLAINTS ABOUT THIS SURVEY	9	8	5	5	5	7	3	4	-	2	4	1	2	4	5	2	-	7	4	5	5	4	2	2	1
	4%	3%	2%	2%	2%	3%	2%	4%		5%	4%	5%	2%	4%	5%	2%		3%	2%	2%	2%	6%	7%	1%	5%
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7	14	8	9	14	7	2	5	1	1	2	-	3	4	4	3	-	12	8	8	11	-	2	3	2
	3%	5%	3%	3%	5%	3%	2%	5%	5%	2%	2%		3%	3%	4%	3%		5%	3%	3%	4%		7%	2%	10%

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK	2012	2011	2010	2009
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20				
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7 3%	1 1%	3 1%	3 1%	2 1%	7 3%	5 4%	2 2%	-	-	5 5%	-	5 6%	2 2%	3 3%	3 3%	1 9%	-	2 1%	2 1%	1 1%	1 1%	1 3%	4 3%	1 5%				
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6 2%	14 5%	14 5%	13 5%	21 7%	5 2%	3 2%	2 2%	1 5%	1 2%	1 1%	-	1 1%	4 3%	4 4%	1 1%	-	10 4%	9 3%	13 5%	14 6%	1 1%	2 7%	3 2%	-				
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6 2%	5 2%	6 2%	11 4%	19 6%	5 2%	3 2%	2 2%	1 5%	3 6%	1 1%	1 4%	-	4 3%	4 4%	1 1%	-	3 1%	6 2%	9 4%	17 7%	2 3%	-	4 3%	-				
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOESN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE PRICE UP TO COMPENSATE FOR PROFIT LOSS	5 2%	1 *	1 *	3 1%	4 1%	4 2%	3 2%	1 1%	-	1 2%	3 3%	1 5%	1 1%	2 2%	2 2%	2 2%	-	1 *	1 *	2 1%	1 *	1 1%	1 2%	3 2%	-				
MORE INVOLVEMENT WITH THE COMMUNITY	4 2%	4 1%	4 1%	2 1%	3 1%	3 1%	2 2%	1 1%	-	1 2%	1 1%	1 5%	2 2%	-	1 1%	2 2%	-	4 2%	4 1%	2 1%	2 1%	2 3%	-	1 1%	1 5%				
DON'T COME TO MY DOOR / DON'T SOLICIT	3 1%	1 *	1 *	-	2 1%	3 1%	1 1%	2 2%	-	1 2%	2 2%	1 5%	2 2%	-	1 1%	2 2%	-	1 *	1 *	-	2 1%	2 3%	1 4%	-	-				
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3 1%	1 *	1 *	5 2%	6 2%	3 1%	2 2%	1 1%	-	-	2 2%	-	1 1%	2 2%	1 1%	2 2%	-	1 *	1 *	4 2%	5 2%	-	-	2 2%	1 5%				

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	RESIDENTIAL BILL PAYERS																								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING											
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK			
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20			
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 1%	2 1%	2 1%	11 4%	2 1%	1 *	-	1 1%	-	-	1 1%	-	-	1 1%	1 1%	-	-	1 *	2 1%	9 4%	2 1%	-	-	2 2%	1 5%			
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	1 *	-	-	-	-	1 *	-	1 1%	-	-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	-	-	1 1%	-			
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 1%	7 3%	17 5%	27 9%	21 7%	2 1%	-	2 2%	-	1 2%	-	1 5%	-	1 1%	1 1%	-	1 9%	6 3%	16 6%	26 10%	21 9%	2 3%	-	1 1%	-			
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1%	-	-	-	-	2 1%	1 1%	1 1%	-	-	2 2%	1 5%	1 1%	-	1 1%	1 1%	-	-	-	-	-	1 2%	-	2 1%	-			
STOP TRADING ELECTRICITY WITH THE USA	2 1%	1 *	1 *	-	-	1 *	-	1 1%	-	1 2%	-	-	-	1 1%	-	1 1%	-	1 1%	1 *	-	-	-	-	2 2%	-			
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2 1%	3 1%	1 *	5 2%	4 1%	2 1%	1 1%	1 1%	-	-	1 1%	-	1 1%	1 1%	1 1%	1 1%	-	3 1%	1 *	3 1%	4 2%	-	-	2 2%	-			
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1 *	3 1%	10 3%	-	-	1 *	1 1%	-	-	1 2%	-	-	-	1 1%	1 1%	-	-	3 1%	10 4%	-	-	1 2%	-	-	-			
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1 *	-	-	-	-	1 *	1 1%	-	-	1 2%	-	-	-	1 1%	-	1 1%	-	-	-	-	-	1 1%	-	-	-			
MORE SURVEYS	1 *	1 *	-	-	-	1 *	1 1%	-	-	-	-	1 5%	-	-	-	1 1%	-	1 *	-	-	-	-	-	1 1%	-			

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S											VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====					AGE	HOUSEHOLD SIZE					=====					SEC-URE	STILL IN FAVOR DIFF AT		
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	URE	ABLE	ERENT	RISK
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GOVERNMENT SUBSIDIES / INVOLVEMENT	1 *	-	-	-	-	1 *	-	1 1%	-	-	-	-	-	1 1%	1 1%	-	-	-	-	-	-	-	-	1 1%	-
MAINTAIN LOCAL CONTROL OVER HYDRO; MORE CONTROL TO THE SMALL TOWNS	1 *	-	-	1 *	1 *	1 *	1 1%	-	-	-	1 1%	-	-	1 1%	1 1%	-	-	-	-	1 *	-	-	-	-	1 5%
UPGRADE METERS / INSTALL SMART METERS / DON'T CHARGE FOR SMART METERS / VARY RATES DEPENDING ON USAGE / TIME (i.e. USE LESS, PAY LESS FOR OFF-PEAK HOURS)	1 *	9 3%	5 2%	4 1%	32 11%	1 *	-	1 1%	-	1 2%	-	-	-	1 1%	1 1%	-	-	8 3%	5 2%	4 1%	31 13%	-	-	1 1%	-
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1 *	-	-	-	-	1 *	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-	-	-	-	-	-	-	1 1%	-
DO NOT PRIVATIZE	-	-	1 *	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 1%	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	1 1%	1 *	3 1%	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	1 *	1 *	3 1%	2 1%	-	-	-	-
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	2 1%	2 1%	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 1%	-	1 1%	-	-	-	-
EXPLORE THOSE HOME BASED ELECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	3 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3 1%	-	-	-	-

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	RESIDENTIAL BILL PAYERS																												
																					CUSTOMER LOYALTY GROUPS								
	VERIDIAN CONNECTIONS					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS					STILL IN FAVOR DIFF AT								
	TRACKING					AGE										HOUSEHOLD SIZE					TRACKING					SEC- URE			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	URE	ABLE	ERENT	RISK				
UNWTD. TOTAL	253	266	303	275	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20				
WTD. TOTAL	254	272	309	289	288	228	122	106	21	45	107	21	89	116	105	110	11	230	268	257	244	66	29	133	20				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
DISLIKE THE SUBCONTRACTING OF ENERGY	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-				
DON'T USE A SEPARATE BILLING AGENT / GO BACK TO COLLECTING FOR HOT WATER TANKS - WE DON'T NEED TO PAY FOR ANOTHER BUREAUCRACY	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-				
THEY NEED MORE NUCLEAR STATIONS	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-				
INCREASE GENERATING CAPACITY	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-				
ONE PLANT PRODUCING ELECTRICITY FOR THE COMMUNITY WILL BE SHUT DOWN FOR ENVIRONMENTAL PURPOSES AND THEY HAVE NOTHING REPLACING IT	-	1 *	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 1%	-	-	-	-	-	-				
MISCELLANEOUS	26 10%	-	-	-	-	23 10%	7 6%	16 15%	3 14%	6 14%	8 7%	1 5%	8 9%	13 11%	11 10%	11 10%	-	-	-	-	-	12 18%	1 4%	11 8%	1 5%				

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	COMMERCIAL BILL PAYERS																							
	=====																=====							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WTD. TOTAL	254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99	9	3	10	89	9	1	2	1	~	2	5	2	19	58	6	78	5	1	8	12	24	11	18
	39%	37%	100%	21%	43%	22%	14%	10%	18%		24%	42%	10%	39%	38%	61%	37%	44%	50%	33%	29%	60%	35%	41%
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34	2	-	8	26	8	-	3	-	1	1	-	4	10	20	2	29	-	-	1	7	2	6	3
	13%	8%		16%	13%	19%		15%		49%	11%		19%	20%	13%	20%	14%			4%	18%	4%	17%	7%
BE MORE EFFICIENT / COST EFFECTIVE / IMPROVE MANAGEMENT/ GET RID OF EMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24	3	-	4	20	4	-	2	1	-	1	1	2	3	17	-	21	1	-	2	1	2	-	11
	10%	13%		8%	10%	10%		9%	17%		11%	8%	9%	6%	11%		10%	9%		8%	2%	4%		24%
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23	1	1	10	13	7	3	2	2	~	1	2	6	9	10	1	19	1	1	-	2	9	2	7
	9%	4%	35%	20%	6%	17%	39%	10%	32%		11%	16%	29%	18%	6%	10%	9%	9%	50%		6%	21%	6%	16%
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OF PEAK-HOUR PREMIUM RATES SAVING ENERGY	23	3	-	6	17	5	1	4	-	-	2	2	2	6	14	3	17	-	-	2	1	2	3	2
	9%	12%		12%	8%	12%	9%	18%			20%	17%	9%	12%	9%	29%	8%			7%	2%	6%	9%	5%
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18	1	1	2	16	-	2	-	-	-	-	-	2	8	7	3	13	-	-	1	9	2	6	4
	7%	4%	35%	4%	8%		25%						9%	16%	5%	30%	6%			4%	22%	6%	17%	9%

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	COMMERCIAL BILL PAYERS																										
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS			VERIDIAN CONNECTIONS TRACKING			
	BILLING		HYDRO?																								
	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009			
UNWTD. TOTAL	253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45			
WTD. TOTAL	254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18	1	-	4	14	4	-	2	-	-	2	-	-	6	9	2	14	2	-	2	3	-	2	1			
	7%	4%		8%	7%	10%		9%			24%			12%	6%	20%	7%	18%		8%	7%		7%	2%			
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BULBS / CUT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13	2	-	3	10	3	-	3	-	1	1	1	-	3	7	-	10	2	-	4	1	2	2	2			
	5%	9%		6%	5%	7%		15%		51%	11%	9%		6%	5%		5%	18%		15%	4%	4%	6%	5%			
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BETTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10	4	-	4	6	2	2	-	2	-	-	2	2	3	3	-	6	2	-	2	2	-	3	3			
	4%	17%		8%	3%	5%	26%		33%			17%	10%	6%	2%		3%	19%		9%	5%		9%	7%			
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10	1	-	3	7	2	1	-	1	1	-	1	1	4	4	-	9	-	-	1	3	-	-	-			
	4%	4%		6%	3%	5%	13%		16%	49%		8%	5%	7%	3%		4%			3%	7%						
COMPLAINTS ABOUT THIS SURVEY	9	-	-	2	7	2	-	1	-	-	-	-	2	1	5	-	9	-	-	2	1	1	-	-			
	4%			4%	3%	5%		5%					10%	2%	3%		4%			8%	2%	2%					
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7	2	-	2	5	2	-	1	-	-	1	-	-	2	3	1	4	-	1	-	2	-	1	3			
	3%	8%		4%	2%	5%		4%			12%			4%	2%	10%	2%		50%		5%		4%	7%			
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7	2	-	1	6	1	-	-	-	-	1	-	-	1	4	-	5	1	-	-	1	2	2	1			
	3%	8%		2%	3%	2%					11%			2%	3%		2%	9%			4%	4%	5%	2%			

(continued)

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-				
																		SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWTD. TOTAL	253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WTD. TOTAL	254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6	-	-	3	3	2	1	1	1	-	-	1	1	1	3	-	5	-	-	1	4	6	1	7
	2%			6%	1%	5%	13%	5%	16%			9%	5%	2%	2%		2%			4%	9%	13%	2%	16%
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6	-	-	3	3	3	-	2	-	-	1	1	1	1	5	-	6	-	-	1	1	-	2	2
	2%			6%	1%	7%		9%			11%	8%	4%	2%	3%		3%			4%	4%		5%	4%
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DORSN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE PRICE UP TO COMPENSATE FOR PROFIT LOSS	5	-	-	2	3	1	1	2	-	-	2	-	-	1	4	1	4	-	-	1	-	-	1	3
	2%			3%	1%	2%	9%	8%			19%			2%	2%	10%	2%			3%			2%	7%
MORE INVOLVEMENT WITH THE COMMUNITY	4	-	-	-	4	-	-	-	-	-	-	-	-	2	2	-	4	-	-	1	-	-	-	1
	2%				2%									4%	1%		2%			4%				2%
DON'T COME TO MY DOOR / DON'T SOLICIT	3	-	-	1	2	1	-	1	-	1	-	-	-	1	2	-	3	-	-	-	-	-	-	-
	1%			2%	1%	2%		5%		51%				2%	1%		1%							
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3	2	-	-	3	-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	-	1	2
	1%	8%			1%										1%		*	9%					2%	3%
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HEDRO / ALLOW PARTIAL BILL PAYMENTS	3	1	-	2	1	1	1	-	-	-	-	-	2	1	1	-	2	1	-	2	1	-	2	-
	1%	5%		4%	*	3%	12%						10%	2%	1%		1%	10%		8%	4%		5%	
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	*				*									2%			*							

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

COMMERCIAL BILL PAYERS																																						
TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING																
BILLING		HYDRO?		YES		NO		VS		VDS		12+		7-12		4-6		<3		YES		NO		VERY SUPP		VERY UNSUP		VERI-DIAN		2012		2011		2010		2009		
TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	2012	2011	2010	2009	2012	2011	2010	2009	2012	2011	2010	2009	
253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45															
254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44															
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%															
3	-	-	2	1	2	-	2	-	-	1	-	1	-	3	-	3	-	-	1	1	1	1	-															
1%			4%	1%	5%		9%			11%		5%		2%		1%			4%	4%	2%	4%																
3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	3	-	-	1	-	-	-	-															
1%				1%										2%		1%			4%																			
2	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	-	-	-															
1%	4%			1%												1%		50%	4%																			
2	-	-	1	1	1	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-															
1%			2%	*	3%									1%		1%																						
1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-															
*	4%			1%																																		
1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-															
*				*									2%			*																						
1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-															
*				*										1%		*																						
1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-															
*				*										1%		*																						
1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-															
*	4%			*															9%																			

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS					
																			TRACKING				2012	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WTD. TOTAL	254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UPGRADE METERS / INSTALL SMART METERS / DON'T CHARGE FOR SMART METERS / VARY RATES DEPENDING ON USAGE / TIME (i.e. USE LESS, PAY LESS FOR OFF-PEAK HOURS)	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 1%	-	1 *	-	-	-	1 2%	-	-	1 2%
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 1%	-	1 *	-	-	-	-	-	-	-
DO NOT PRIVATIZE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	1 2%	-	-
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 4%	-	-	-
EXPLORE THOSE HOME BASED ELECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DISLIKE THE SUBCONTRACTING OF ENERGY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T USE A SEPARATE BILLING AGENT / GO BACK TO COLLECTING FOR HOT WATER TANKS - WE DON'T NEED TO PAY FOR ANOTHER BUREAUCRACY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

(continued)

Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE
BASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVRD?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS	VERIDIAN CONNECTIONS TRACKING							
	=====		=====		=====		=====		=====				=====		=====		=====	=====							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
UNWTD. TOTAL	253	24	3	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45	
WTD. TOTAL	254	24	3	49	205	41	8	21	6	2	9	12	21	50	150	10	208	11	2	26	41	41	32	44	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
THEY NEED MORE NUCLEAR STATIONS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
INCREASE GENERATING CAPACITY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	
																					4%				
ONE PLANT PRODUCING ELECTRICITY FOR THE COMMUNITY WILL BE SHUT DOWN FOR ENVIRONMENTAL PURPOSES AND THEY HAVE NOTHING REPLACING IT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
MISCELLANEOUS	26	2	-	2	24	2	-	2	-	-	-	1	1	1	18	-	23	1	-	3	-	-	-	-	
	10%	8%		4%	12%	5%		9%				8%	4%	2%	12%		11%	8%		12%					

Q.12 IS PAYING FOR ELECTRICITY A WORRY OR MAJOR PROBLEM?
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING								ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S									VERIDIAN CONNECTIONS TRACKING									CUSTOMER LOYALTY GROUPS								
	=====								=====									=====									=====								
									AGE									HOUSEHOLD SIZE																	
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK										
UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25										
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25										
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
PAYING FOR ELECTRICITY IS NOT REALLY A WORRY	353	286	314	305	344	301	156	145	29	62	139	30	116	153	159	132	7	242	266	257	294	121	45	170	14										
	78%	63%	68%	65%	76%	79%	79%	78%	72%	83%	83%	73%	80%	79%	81%	78%	54%	63%	68%	65%	76%	84%	83%	77%	56%										
SOMETIMES I WORRY ABOUT FINDING THE MONEY TO PAY FOR ELECTRICITY	57	113	88	111	76	48	21	27	7	6	21	8	19	21	20	23	5	96	77	96	66	19	6	25	6										
	13%	25%	19%	24%	17%	13%	11%	14%	17%	8%	13%	20%	13%	11%	10%	14%	38%	25%	20%	24%	17%	13%	11%	11%	23%										
PAYING FOR ELECTRICITY IS OFTEN A MAJOR PROBLEM	21	36	34	31	28	17	10	7	3	2	4	1	4	12	9	6	1	29	28	26	22	4	-	12	4										
	5%	8%	7%	7%	6%	4%	5%	4%	8%	3%	2%	2%	3%	6%	5%	4%	8%	7%	7%	7%	6%	3%	-	5%	17%										
DEPENDS	12	10	14	13	3	11	5	6	1	4	3	1	4	6	5	6	-	10	14	12	2	-	2	9	1										
	3%	2%	3%	3%	1%	3%	3%	3%	3%	5%	2%	2%	3%	3%	3%	4%	-	3%	4%	3%	*	-	3%	4%	4%										
DON'T KNOW / REFUSED	8	7	12	8	2	6	5	1	-	1	-	1	1	3	3	2	-	7	7	6	2	-	2	5	-										
	2%	2%	2%	2%	*	2%	2%	1%	-	1%	-	2%	1%	1%	1%	1%	-	2%	2%	1%	*	-	3%	2%	-										

Q.12 IS PAYING FOR ELECTRICITY A WORRY OR MAJOR PROBLEM?
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																							
	=====																		=====					
	TIME OF USE		CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		OTHERS		VERIDIAN CONNECTIONS				
	BILLING		HYDRO?	SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH				TRACKING				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PAYING FOR ELECTRICITY IS NOT REALLY A WORRY	353	22	7	60	293	54	6	30	3	4	9	15	29	68	218	15	301	15	-	52	44	47	48	51
	78%	63%	87%	72%	80%	74%	62%	77%	50%	100%	58%	83%	76%	82%	80%	78%	80%	83%		77%	64%	68%	68%	74%
SOMETIMES I WORRY ABOUT FINDING THE MONEY TO PAY FOR ELECTRICITY	57	4	-	10	47	9	1	6	1	-	3	2	2	9	34	2	49	1	-	9	17	11	15	10
	13%	11%		12%	13%	12%	10%	16%	16%		18%	11%	5%	11%	13%	11%	13%	5%		13%	25%	16%	21%	14%
PAYING FOR ELECTRICITY IS OFTEN A MAJOR PROBLEM	21	4	1	7	14	5	2	-	1	-	2	1	3	3	9	-	15	1	-	4	7	6	5	6
	5%	11%	13%	9%	4%	7%	21%		16%		13%	6%	8%	4%	3%		4%	6%		6%	11%	9%	6%	9%
DEPENDS	12	5	-	2	10	2	-	-	1	-	-	-	2	2	5	-	7	1	2	1	-	-	1	2
	3%	14%		2%	3%	3%			17%				5%	2%	2%		2%	5%	100%	1%			1%	2%
DON'T KNOW / REFUSED	8	-	-	4	4	3	1	3	-	-	2	-	2	1	5	2	3	-	-	2	-	5	2	-
	2%			5%	1%	4%	7%	7%			11%		6%	1%	2%	11%	1%			3%		7%	3%	

Q.14 AGES OF RESIDENTIAL BILL PAYERS
BASED ON RESIDENTIAL BILL PAYERS

	RESIDENTIAL BILL PAYERS																															
	=====																															
	VERIDIAN CONNECTIONS TRACKING												ANNUAL PRE-TAX HOUSEHOLD INCOME - '0008				AGE				HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====												=====				=====				=====				=====							
	TOTAL 2012 2011 2010 2009												TOTAL MEN WOMEN <\$40-\$70 \$70+				18-34 35-54 55+				1-2 3-5 6+				2012 2011 2010 2009				SEC-URE STILL IN FAVOR DIFF AT			
	-----												-----				-----				-----				-----							
UNWTD. TOTAL	384	385	396	395	387	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	121	47	191	21							
WTD. TOTAL	383	384	393	397	386	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	120	47	191	21							
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
18 TO 24	1	9	5	8	10	1	-	1	1	-	-	1	-	-	-	1	-	9	5	8	10	1	-	-	-							
	*	2%	1%	2%	3%	*		1%	2%			2%				1%		2%	1%	2%	3%	1%										
25 TO 34	40	84	34	49	37	40	19	21	3	12	16	40	-	-	15	24	1	84	34	49	37	16	1	21	2							
	10%	22%	9%	12%	10%	10%	10%	11%	7%	16%	10%	98%			8%	14%	7%	22%	9%	12%	10%	13%	2%	11%	9%							
35 TO 44	60	101	70	88	59	60	34	26	3	6	39	-	60	-	17	41	2	101	70	88	59	23	9	26	2							
	16%	26%	18%	22%	15%	16%	17%	14%	8%	8%	23%		42%		9%	24%	16%	26%	18%	22%	15%	19%	19%	14%	10%							
45 TO 54	84	85	103	120	112	84	44	40	2	10	46	-	84	-	28	50	5	85	103	120	112	16	13	46	6							
	22%	22%	26%	30%	29%	22%	22%	22%	5%	13%	28%		58%		14%	30%	39%	22%	26%	30%	29%	13%	28%	24%	29%							
55 TO 64	91	53	85	70	94	91	51	40	7	18	46	-	-	91	49	37	4	53	85	70	94	30	13	39	9							
	24%	14%	22%	18%	24%	24%	26%	22%	17%	24%	28%			47%	25%	22%	31%	14%	22%	18%	24%	25%	27%	21%	42%							
65 OR OVER	104	47	93	62	73	104	48	56	24	30	20	-	-	104	86	16	1	47	93	62	73	34	11	57	2							
	27%	12%	24%	16%	19%	27%	24%	30%	60%	40%	12%			53%	44%	9%	7%	12%	24%	16%	19%	28%	24%	30%	9%							
REFUSED	4	4	2	1	1	4	2	2	-	-	-	-	-	-	2	-	-	4	2	1	1	1	-	2	-							
	1%	1%	1%	*	*	1%	1%	1%							1%			1%	1%	*	*	1%		1%								

COMMERCIAL BILL PAYERS																							
																		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERI-DIAN	2012	2011	2010	2009
384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-	-	-	-	
383	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	318	14	2	-	-	-	-	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	
*				*									1%			*							
40	4	1	8	32	7	1	6	1	1	2	3	2	10	23	2	32	1	-	-	-	-	-	
10%	14%	13%	12%	10%	12%	13%	22%	16%	36%	14%	21%	6%	14%	10%	11%	10%	7%						
60	4	1	7	53	7	-	2	-	1	3	1	2	14	40	3	51	1	1	-	-	-	-	
16%	14%	12%	11%	17%	12%		7%		35%	21%	7%	7%	19%	18%	16%	16%	8%	50%					
84	5	2	14	70	12	2	8	1	1	3	2	7	17	53	5	69	4	-	-	-	-	-	
22%	17%	26%	21%	22%	21%	23%	29%	16%	29%	22%	14%	23%	24%	23%	28%	22%	29%						
91	8	1	16	75	13	3	3	4	-	2	4	8	20	53	5	76	4	1	-	-	-	-	
24%	28%	12%	25%	24%	23%	38%	11%	67%		15%	29%	26%	28%	24%	28%	24%	28%	50%					
104	8	2	20	84	18	2	8	-	-	4	4	11	9	56	3	88	3	-	-	-	-	-	
27%	28%	25%	31%	26%	32%	26%	31%			28%	28%	38%	12%	25%	16%	28%	22%						
4	-	1	-	4	-	-	-	-	-	-	-	-	1	1	-	2	1	-	-	-	-	-	
1%		13%		1%									1%	*		1%	7%						

Q.15 SIZE OF RESIDENTIAL BILL PAYERS' HOUSEHOLDS
BASED ON RESIDENTIAL BILL PAYERS

	RESIDENTIAL BILL PAYERS																								
	=====																								
	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												CUSTOMER LOYALTY GROUPS												
	VERIDIAN CONNECTIONS TRACKING					AGE							HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK
=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
UNWTD. TOTAL	384	385	396	-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	396	-	-	121	47	191	21
WTD. TOTAL	383	384	393	-	-	383	197	186	40	75	167	41	144	195	196	169	13	384	393	-	-	120	47	191	21
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
1 TO 2	196	148	196	-	-	196	95	101	31	46	58	15	45	135	196	-	-	148	196	-	-	67	30	90	8
	51%	39%	50%			51%	48%	54%	77%	62%	35%	36%	31%	69%	100%			39%	50%			56%	64%	47%	37%
3 TO 5	169	201	180	-	-	169	92	77	9	27	100	25	91	53	-	169	-	201	180	-	-	49	15	92	12
	44%	52%	46%			44%	47%	41%	23%	36%	60%	61%	63%	27%		100%		52%	46%			41%	32%	48%	58%
6 TO 10	11	19	11	-	-	11	6	5	-	2	7	1	6	4	-	-	11	19	11	-	-	3	1	5	1
	3%	5%	3%			3%	3%	3%		3%	4%	2%	4%	2%			84%	5%	3%			2%	2%	3%	5%
11+	2	8	2	-	-	2	1	1	-	-	2	-	1	1	-	-	2	8	2	-	-	-	1	1	-
	1%	2%	*			1%	1%	1%			1%		1%	1%			16%	2%	*				2%	1%	
DON'T KNOW / REFUSED	5	7	4	-	-	5	3	2	-	-	-	-	1	2	-	-	-	7	4	-	-	-	-	4	-
	1%	2%	1%			1%	1%	1%					1%	1%				2%	1%					2%	

Q.16 ANNUAL PRE-TAX HOUSEHOLD INCOME OF RESIDENTIAL BILL PAYERS
BASED ON RESIDENTIAL BILL PAYERS

RESIDENTIAL BILL PAYERS																											
=====																											
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====										=====			=====					=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	AGE	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ERENT	AT RISK	

UNWTD. TOTAL	384	385	396	395	387	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	121	47	191	21		
WTD. TOTAL	383	384	393	397	386	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	120	47	191	21		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
UNDER \$20,000	12	19	13	13	16	12	6	6	12	-	-	1	-	11	9	3	-	19	13	13	16	4	-	6	2		
	3%	5%	3%	3%	4%	3%	3%	3%	30%			2%		6%	5%	2%		5%	3%	3%	4%	3%		3%	9%		
\$20,000 TO LESS THAN \$40,000	28	37	31	51	44	28	12	16	28	-	-	3	5	20	22	6	-	37	31	51	44	11	3	13	1		
	7%	10%	8%	13%	11%	7%	6%	8%	70%			7%	3%	10%	11%	4%		10%	8%	13%	11%	9%	6%	7%	4%		
\$40,000 TO LESS THAN \$70,000	75	64	80	98	77	75	34	41	-	75	-	12	16	48	46	27	2	64	80	98	77	33	9	31	3		
	20%	17%	20%	25%	20%	20%	17%	22%		100%		29%	11%	24%	24%	16%	15%	17%	20%	25%	20%	27%	19%	16%	14%		
\$70,000 TO LESS THAN \$100,000	62	91	75	61	67	62	38	24	-	-	62	5	28	29	21	35	6	91	75	61	67	15	11	29	6		
	16%	24%	19%	15%	17%	16%	19%	13%			37%	12%	19%	15%	11%	21%	47%	24%	19%	15%	17%	12%	23%	15%	29%		
\$100,000 OR MORE	105	83	90	59	87	105	61	44	-	-	105	11	57	37	37	65	3	83	90	59	87	38	13	50	3		
	27%	22%	23%	15%	22%	27%	31%	24%			63%	27%	40%	19%	19%	38%	23%	22%	23%	15%	22%	31%	27%	26%	15%		
DON'T KNOW / REFUSED	101	91	103	115	96	101	46	55	-	-	-	9	38	50	61	33	2	91	103	115	96	20	11	62	6		
	26%	24%	26%	29%	25%	26%	23%	30%				22%	26%	26%	31%	20%	15%	24%	26%	29%	25%	17%	24%	32%	29%		

Q.16 ANNUAL, PRE-TAX HOUSEHOLD INCOME OF RESIDENTIAL BILL PAYERS
BASED ON RESIDENTIAL BILL PAYERS

	COMMERCIAL BILL PAYERS																			
	WORK WITH OTHERS										VERIDIAN CONNECTIONS TRACKING									
	BILLING					HYDRO?					PROBLEM SOLVED?					RECENT EXPERIENCE				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERI-
UNWTD. TOTAL	384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-
WTD. TOTAL	383	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	318	14	2	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-
UNDER \$20,000	12	-	-	2	10	1	1	-	1	-	-	1	1	1	3	1	11	-	-	-
	3%			3%	3%	2%	13%		16%			7%	3%	1%	1%	6%	3%			-
\$20,000 TO LESS THAN \$40,000	28	1	-	3	25	3	-	-	-	-	2	-	1	2	18	-	26	1	1	-
	7%	4%		4%	8%	5%					14%		3%	3%	8%		8%	8%	50%	-
\$40,000 TO LESS THAN \$70,000	75	10	2	12	63	10	2	8	1	1	1	1	8	13	39	4	58	1	1	-
	20%	35%	24%	18%	20%	17%	24%	28%	17%	29%	7%	7%	27%	18%	17%	22%	18%	8%	50%	-
\$70,000 TO LESS THAN \$100,000	62	5	1	10	52	10	-	2	-	1	3	3	3	9	44	3	51	4	-	-
	16%	17%	14%	15%	16%	17%		8%		36%	22%	22%	9%	12%	20%	16%	16%	28%		-
\$100,000 OR MORE	105	8	2	15	90	14	1	7	1	-	3	5	6	24	64	4	88	7	-	-
	27%	27%	24%	23%	28%	25%	14%	26%	18%		22%	35%	20%	34%	28%	23%	28%	50%		-
DON'T KNOW / REFUSED	101	5	3	23	78	19	4	10	3	1	5	4	11	23	57	6	84	1	-	-
	26%	17%	38%	36%	24%	34%	50%	38%	49%	35%	36%	29%	37%	32%	25%	33%	26%	7%		-

Q.E1 ACCESS TO THE INTERNET
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																										
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK		
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24	
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24	
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	
YES	356	362	-	-	-	299	154	145	24	52	143	34	125	139	138	148	11	309	-	-	-	118	47	163	22	
	89%	91%				88%	89%	86%	63%	82%	97%	97%	96%	80%	79%	97%	100%	90%				89%	92%	87%	93%	
NO	45	36	-	-	-	42	19	23	14	11	5	1	5	35	36	5	-	32	-	-	-	14	4	24	2	
	11%	9%				12%	11%	14%	37%	18%	3%	3%	4%	20%	21%	3%		9%				11%	8%	13%	7%	
DON'T KNOW / REFUSED	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	
		*																1%								

[illegible]

Q.E2 ACCESSED VERIDIAN CONNECTIONS WEBSITE OVER THE PAST SIX MONTHS
BASED ON RESPONDENTS IN GROUP A WITH INTERNET ACCESS

RESIDENTIAL BILL PAYERS																												
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK				
UNWID. TOTAL	356	353	-	-	-	300	155	145	24	53	143	34	125	139	139	148	11	302	-	-	-	119	47	163	22			
WID. TOTAL	356	364	-	-	-	299	154	145	24	52	143	34	125	139	138	148	11	310	-	-	-	118	47	163	22			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%			
YES	83	84	-	-	-	72	39	33	3	13	33	11	31	29	30	40	2	79	-	-	-	33	11	30	9			
	23%	23%				24%	25%	23%	12%	25%	23%	32%	25%	21%	22%	27%	18%	26%				28%	23%	19%	41%			
NO	271	278	-	-	-	226	116	110	21	39	108	23	93	109	107	107	9	229	-	-	-	83	36	133	13			
	76%	76%				75%	75%	76%	88%	75%	76%	68%	74%	78%	78%	72%	82%	74%				70%	77%	81%	59%			
DON'T KNOW / REFUSED	2	2	-	-	-	2	-	2	-	-	2	-	1	1	1	1	-	2	-	-	-	2	-	-	-			
	1%	*				1%		1%			1%		1%	1%	1%	1%		1%				2%						

Q.E2 ACCESSED VERIDIAN CONNECTIONS WEBSITE OVER THE PAST SIX MONTHS
 BASED ON RESPONDENTS IN GROUP A WITH INTERNET ACCESS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	=====				=====		=====		=====		=====				=====		=====		=====		=====				
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	356	-	-		69	287	60	9	34	5	3	15	14	31	83	271	17	334	-	-	56	51	-	-	-
WTD. TOTAL	356	-	-		69	287	61	8	34	5	3	15	14	31	83	271	17	334	-	-	56	53	-	-	-
	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
YES	83	-	-		27	56	21	6	10	5	2	4	6	13	83	-	15	67	-	-	11	5	-	-	-
	23%				39%	19%	35%	70%	30%	100%	71%	28%	41%	42%	100%		88%	20%			20%	9%			
NO	271	-	-		42	229	40	3	24	-	1	11	8	18	-	271	2	266	-	-	45	49	-	-	-
	76%				61%	80%	65%	30%	70%		29%	72%	59%	58%		100%	12%	80%			80%	91%			
DON'T KNOW / REFUSED	2	-	-		2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%				1%													*							

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: SETTING UP A NEW ACCOUNT
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF	AT RISK	ABLE	ERENT		
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24				
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24				
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%				
TOP 2 BOX	147	177	-	-	-	124	66	58	8	18	73	17	59	48	48	73	3	158	-	-	-	57	16	67	6				
-----	37%	44%				36%	38%	35%	21%	28%	49%	49%	46%	28%	27%	48%	27%	46%				43%	31%	36%	24%				
(5) VERY LIKELY	87	90	-	-	-	76	36	40	4	10	45	12	38	26	34	41	1	80	-	-	-	37	9	38	2				
	22%	23%				22%	21%	24%	10%	16%	30%	35%	29%	15%	19%	27%	9%	23%				28%	17%	20%	7%				
(4) SOMEWHAT LIKELY	60	87	-	-	-	48	30	18	4	8	28	5	21	22	14	32	2	78	-	-	-	20	7	29	4				
	15%	22%				14%	17%	11%	11%	13%	19%	14%	16%	13%	8%	21%	18%	23%				15%	14%	15%	17%				
(3) NEITHER LIKELY NOR UNLIKELY	6	4	-	-	-	4	1	3	1	1	-	-	2	2	3	1	-	4	-	-	-	1	-	5	-				
	1%	1%				1%	*	2%	3%	2%			1%	1%	2%	1%		1%				1%		3%					
(2) SOMEWHAT UNLIKELY	54	63	-	-	-	44	22	22	5	10	19	9	13	22	29	14	1	47	-	-	-	15	10	27	-				
	13%	16%				13%	13%	13%	13%	16%	13%	26%	10%	13%	17%	9%	9%	14%				11%	20%	15%					
(1) VERY UNLIKELY	183	150	-	-	-	159	81	78	22	34	53	9	55	93	89	60	7	128	-	-	-	54	23	85	18				
	46%	38%				46%	47%	46%	58%	54%	36%	25%	42%	53%	51%	39%	64%	37%				41%	45%	45%	76%				
BOTTOM 2 BOX	237	213	-	-	-	203	103	100	27	44	72	18	68	115	118	74	8	174	-	-	-	69	33	112	18				
-----	59%	53%				59%	59%	60%	71%	70%	49%	51%	52%	66%	68%	48%	73%	51%				52%	65%	60%	76%				
DON'T KNOW / REFUSED	11	6	-	-	-	11	4	7	2	-	3	-	1	9	5	5	-	6	-	-	-	5	2	3	-				
	3%	2%				3%	2%	4%	5%		2%		1%	5%	3%	3%		2%				4%	4%	2%					
MEAN	2.52	2.76	-	-	-	2.51	2.52	2.50	1.97	2.19	2.95	3.07	2.80	2.19	2.25	2.86	1.99	2.81	-	-	-	2.77	2.36	2.50	1.80				
S.D.	1.69	1.67				1.70	1.69	1.72	1.46	1.57	1.75	1.70	1.77	1.58	1.62	1.75	1.54	1.68				1.76	1.61	1.66	1.46				
S.E.	0.09	0.08				0.09	0.13	0.14	0.24	0.20	0.14	0.29	0.16	0.12	0.12	0.14	0.46	0.09				0.16	0.23	0.12	0.30				

	COMMERCIAL BILL PAYERS																							
																	WORK WITH OTHERS		VERIDIUM TRACKING		CONNECTIONS			
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART									
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA									
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWID. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	147	-	-	21	126	17	4	10	3	-	5	3	13	49	91	12	134	-	-	23	19	-	-	-
-----	37%			29%	38%	27%	42%	29%	50%		34%	21%	38%	59%	34%	63%	36%			39%	33%			
(5) VERY LIKELY	87	-	-	12	74	10	2	7	1	-	3	-	9	33	48	11	75	-	-	11	11	-	-	-
	22%			17%	23%	16%	22%	21%	18%		21%		26%	39%	18%	58%	20%			18%	18%			
(4) SOMEWHAT LIKELY	60	-	-	9	51	7	2	3	2	-	2	3	4	16	43	1	59	-	-	12	8	-	-	-
	15%			12%	16%	11%	21%	8%	32%		13%	21%	11%	19%	16%	5%	16%			20%	14%			
(3) NEITHER LIKELY NOR UNLIKELY	6	-	-	1	5	1	-	-	-	-	-	1	-	1	4	1	5	-	-	2	-	-	-	-
	1%			2%	1%	2%						8%		1%	1%	5%	1%			4%				
(2) SOMEWHAT UNLIKELY	54	-	-	11	42	11	-	5	-	1	1	2	4	5	43	1	52	-	-	9	16	-	-	-
	13%			15%	13%	17%		14%		36%	7%	14%	11%	6%	16%	5%	14%			16%	28%			
(1) VERY UNLIKELY	183	-	-	40	144	34	5	19	3	2	8	8	18	28	123	5	175	-	-	25	23	-	-	-
	46%			54%	44%	53%	58%	54%	50%	64%	53%	57%	51%	34%	45%	26%	47%			42%	40%			
BOTTOM 2 BOX	237	-	-	51	186	45	5	24	3	3	9	10	22	33	167	6	227	-	-	34	38	-	-	-
-----	59%			69%	57%	70%		68%	50%	100%	59%	71%	62%	40%	61%	31%	60%			58%	67%			
DON'T KNOW / REFUSED	11	-	-	1	10	1	-	1	-	-	1	-	-	-	9	-	10	-	-	-	-	-	-	-
	3%			1%	3%	2%		3%			7%				3%		3%							
MEAN	2.52	-	-	2.22	2.59	2.18	2.48	2.26	2.69	1.36	2.38	1.92	2.51	3.24	2.43	3.64	2.47	-	-	2.57	2.45	-	-	-
S.D.	1.69			1.60	1.70	1.57	1.87	1.69	1.88	0.60	1.80	1.25	1.78	1.78	1.62	1.80	1.66			1.62	1.57			
S.E.	0.09			0.19	0.10	0.20	0.61	0.29	0.77	0.36	0.49	0.33	0.30	0.20	0.10	0.42	0.09			0.21	0.21			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: ARRANGING A MOVE
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN										18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: ARRANGING A MOVE
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																									
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	BILLING		HYDRO?																							
	=====		=====		=====		=====		=====		=====		=====		=====		=====		=====		=====		=====			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-	-	
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-	-	
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%					
TOP 2 BOX	178	-	-	27	151	21	6	9	3	-	6	5	16	56	118	14	164	-	-	27	28	-	-	-	-	
-----	44%			37%	46%	33%	63%	26%	50%		40%	36%	46%	67%	44%	74%	44%			46%	50%					
(5) VERY LIKELY	108	-	-	16	91	11	5	6	3	-	4	1	11	42	63	13	95	-	-	11	16	-	-	-	-	
	27%			22%	28%	17%	54%	18%	50%		27%	7%	32%	50%	23%	69%	25%			18%	29%					
(4) SOMEWHAT LIKELY	70	-	-	11	60	10	1	3	-	-	2	4	5	14	55	1	69	-	-	16	12	-	-	-	-	
	18%			15%	18%	15%	10%	8%			13%	28%	14%	17%	20%	5%	18%			27%	21%					
(3) NEITHER LIKELY NOR UNLIKELY	6	-	-	1	5	1	-	1	-	-	-	1	-	-	4	-	6	-	-	1	-	-	-	-		
	1%			1%	2%	2%		3%				7%			1%		2%			2%						
(2) SOMEWHAT UNLIKELY	48	-	-	7	41	7	-	4	-	1	1	2	1	6	37	1	46	-	-	11	12	-	-	-	-	
	12%			9%	13%	11%		11%		36%	7%	14%	3%	7%	14%	5%	12%			19%	21%					
(1) VERY UNLIKELY	162	-	-	39	123	35	3	21	3	2	8	6	18	21	108	4	154	-	-	19	17	-	-	-	-	
	40%			53%	38%	55%	37%	60%	50%	64%	53%	43%	51%	26%	40%	21%	41%			33%	29%					
BOTTOM 2 BOX	210	-	-	46	164	42	3	25	3	3	9	8	19	27	146	5	200	-	-	31	29	-	-	-	-	
-----	52%			62%	50%	66%	37%	71%	50%	100%	60%	57%	54%	33%	54%	26%	53%			51%	50%					
DON'T KNOW / REFUSED	7	-	-	-	7	-	-	-	-	-	-	-	-	-	3	-	6	-	-	1	-	-	-	-		
	2%				2%										1%		2%			1%						
MEAN	2.78	-	-	2.44	2.86	2.30	3.43	2.13	3.01	1.36	2.55	2.42	2.73	3.59	2.73	3.95	2.75	-	-	2.80	2.99	-	-	-	-	
S.D.	1.73			1.72	1.73	1.64	1.99	1.62	2.19	0.60	1.85	1.51	1.88	1.72	1.69	1.72	1.72			1.59	1.67					
S.E.	0.09			0.20	0.10	0.20	0.65	0.27	0.90	0.36	0.49	0.40	0.32	0.19	0.10	0.40	0.09			0.21	0.22					

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: ACCESSING INFORMATION ABOUT YOUR BILL
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
						AGE					HOUSEHOLD SIZE														
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF ERENT	AT RISK
	UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%
TOP 2 BOX	228	260	-	-	-	189	101	88	10	26	105	22	90	76	68	114	6	226	-	-	-	80	29	109	7
-----	57%	65%				55%	58%	53%	26%	41%	71%	63%	69%	44%	39%	74%	54%	66%				60%	57%	58%	30%
(5) VERY LIKELY	136	169	-	-	-	116	58	58	6	15	66	12	57	46	47	66	3	151	-	-	-	56	16	59	4
	34%	42%				34%	33%	35%	16%	23%	45%	34%	44%	26%	27%	43%	27%	44%				42%	31%	31%	17%
(4) SOMEWHAT LIKELY	92	91	-	-	-	73	43	30	4	11	39	10	33	30	21	48	3	75	-	-	-	24	13	50	3
	23%	23%				21%	25%	18%	11%	17%	26%	29%	25%	17%	12%	31%	27%	22%				18%	26%	27%	12%
(3) NEITHER LIKELY NOR UNLIKELY	1	3	-	-	-	1	-	1	-	-	1	1	-	-	-	1	-	3	-	-	-	-	-	1	-
	*	1%				*		1%			1%	3%				1%		1%						1%	
(2) SOMEWHAT UNLIKELY	51	38	-	-	-	42	21	21	7	8	14	5	13	24	25	15	1	34	-	-	-	14	5	26	5
	13%	9%				12%	12%	12%	18%	13%	10%	14%	10%	14%	14%	10%	9%	10%				11%	10%	14%	22%
(1) VERY UNLIKELY	118	98	-	-	-	107	51	56	21	29	28	7	27	72	80	23	4	79	-	-	-	39	17	50	12
	30%	25%				31%	30%	33%	55%	47%	19%	20%	21%	42%	46%	15%	36%	23%				29%	33%	27%	48%
BOTTOM 2 BOX	170	136	-	-	-	149	72	77	28	37	42	12	40	97	105	38	5	113	-	-	-	53	22	76	17
-----	42%	34%				44%	42%	46%	74%	59%	28%	34%	31%	56%	60%	25%	46%	33%				40%	43%	41%	70%
DON'T KNOW / REFUSED	2	1	-	-	-	2	-	2	-	-	-	-	-	1	1	-	-	1	-	-	-	-	-	1	-
	1%	*				1%		1%						1%	1%			*						1%	
MEAN	3.19	3.49	-	-	-	3.14	3.20	3.08	2.13	2.58	3.69	3.44	3.62	2.73	2.59	3.78	2.99	3.54	-	-	-	3.34	3.11	3.23	2.28
S.D.	1.70	1.67				1.72	1.69	1.75	1.56	1.72	1.56	1.57	1.60	1.73	1.75	1.47	1.79	1.65				1.75	1.72	1.65	1.60
S.E.	0.09	0.08				0.09	0.13	0.14	0.25	0.22	0.13	0.27	0.14	0.13	0.13	0.12	0.53	0.09				0.15	0.24	0.12	0.33

	COMMERCIAL BILL PAYERS																							
	=====																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS	VERIDIAN CONNECTIONS TRACKING						
	=====		=====		=====		=====		=====				=====		=====		=====	=====						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	228	-	-	37	191	35	3	19	3	1	7	9	19	72	149	17	210	-	-	39	34	-	-	-
-----	57%			50%	58%	53%	30%	55%	49%	36%	47%	64%	55%	86%	55%	89%	56%			66%	59%			
(5) VERY LIKELY	136	-	-	18	118	17	1	9	2	1	4	2	11	57	75	16	119	-	-	20	18	-	-	-
	34%			25%	36%	27%	10%	26%	33%	36%	27%	14%	32%	68%	28%	84%	32%			34%	31%			
(4) SOMEWHAT LIKELY	92	-	-	19	73	17	2	10	1	-	3	7	8	15	74	1	91	-	-	19	16	-	-	-
	23%			26%	22%	27%	20%	29%	16%		20%	50%	22%	18%	27%	5%	24%			32%	28%			
(3) NEITHER LIKELY NOR UNLIKELY	1	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-	-
	*			1%		2%						7%			*		*							
(2) SOMEWHAT UNLIKELY	51	-	-	9	42	6	3	2	1	-	1	1	5	3	44	-	49	-	-	9	4	-	-	-
	13%			12%	13%	9%	33%	6%	18%		7%	7%	14%	4%	16%		13%			16%	7%			
(1) VERY UNLIKELY	118	-	-	27	92	23	3	14	2	2	7	3	11	8	76	2	114	-	-	11	20	-	-	-
	30%			36%	28%	36%	37%	39%	33%	64%	45%	22%	31%	10%	28%	11%	30%			19%	34%			
BOTTOM 2 BOX	170	-	-	36	134	29	7	16	3	2	8	4	16	11	121	2	163	-	-	20	23	-	-	-
-----	42%			48%	41%	45%	70%	45%	51%	64%	53%	29%	45%	14%	44%	11%	43%			34%	41%			
DON'T KNOW / REFUSED	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%				1%												*							
MEAN	3.19	-	-	2.91	3.25	2.99	2.34	2.98	2.98	2.43	2.76	3.26	3.11	4.31	3.10	4.52	3.14	-	-	3.46	3.16	-	-	-
S.D.	1.70			1.68	1.70	1.70	1.48	1.75	1.89	2.39	1.83	1.45	1.72	1.29	1.63	1.28	1.69			1.55	1.73			
S.E.	0.09			0.20	0.09	0.21	0.48	0.29	0.77	1.43	0.48	0.38	0.29	0.14	0.10	0.30	0.09			0.20	0.23			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: ACCESSING INFORMATION ABOUT YOUR ELECTRICITY USAGE
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																													
=====																													
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====					=====					=====					=====					=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK				
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----				
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	-	133	51	187	24			
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	-	132	51	188	24			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%			
TOP 2 BOX	225	277	-	-	-	194	103	91	14	28	103	23	89	81	76	110	7	241	-	-	-	-	78	28	108	9			
-----	56%	69%				57%	59%	54%	37%	44%	70%	66%	69%	47%	44%	72%	64%	70%					59%	55%	58%	38%			
(5) VERY LIKELY	119	156	-	-	-	109	52	57	8	14	60	13	57	40	49	58	2	140	-	-	-	-	51	13	53	2			
	30%	39%				32%	30%	34%	21%	21%	40%	37%	44%	23%	28%	38%	18%	41%					38%	25%	28%	8%			
(4) SOMEWHAT LIKELY	106	120	-	-	-	85	50	34	6	14	43	10	32	41	26	52	5	100	-	-	-	-	27	15	55	7			
	26%	30%				25%	29%	20%	16%	22%	29%	29%	25%	24%	15%	34%	46%	29%					21%	30%	29%	30%			
(3) NEITHER LIKELY NOR UNLIKELY	3	1	-	-	-	3	1	2	1	1	-	-	2	1	2	1	-	1	-	-	-	-	1	-	1	-			
	1%	*				1%	1%	1%	3%	2%			2%	1%	1%	1%		*				1%		1%					
(2) SOMEWHAT UNLIKELY	49	26	-	-	-	36	20	16	2	7	17	5	16	15	19	15	1	23	-	-	-	-	14	5	27	1			
	12%	6%				11%	12%	9%	5%	11%	11%	14%	12%	9%	11%	10%	9%	7%					11%	10%	14%	4%			
(1) VERY UNLIKELY	121	94	-	-	-	106	49	57	21	27	28	7	23	75	75	27	3	76	-	-	-	-	39	18	50	14			
	30%	24%				31%	28%	34%	55%	42%	19%	20%	18%	43%	43%	18%	28%	22%					29%	35%	26%	57%			
BOTTOM 2 BOX	170	120	-	-	-	142	69	73	23	34	45	12	39	90	94	42	4	99	-	-	-	-	53	23	77	15			
-----	42%	30%				41%	40%	43%	61%	53%	30%	34%	30%	52%	54%	27%	36%	29%					40%	45%	41%	62%			
DON'T KNOW / REFUSED	3	2	-	-	-	3	1	2	-	1	-	-	-	2	2	-	-	2	-	-	-	-	-	-	2	-			
	1%	1%				1%	*	1%		1%				1%	1%			1%							1%				
MEAN	3.13	3.55	-	-	-	3.16	3.22	3.11	2.42	2.69	3.61	3.49	3.65	2.74	2.74	3.64	3.17	3.61	-	-	-	-	3.27	2.99	3.19	2.28			
S.D.	1.67	1.61				1.70	1.65	1.75	1.73	1.69	1.56	1.59	1.56	1.71	1.76	1.50	1.60	1.60					1.72	1.69	1.62	1.59			
S.E.	0.08	0.08				0.09	0.13	0.14	0.28	0.21	0.13	0.27	0.14	0.13	0.13	0.12	0.48	0.09					0.15	0.24	0.12	0.33			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: ACCESSING INFORMATION ABOUT YOUR ELECTRICITY USAGE
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	=====				=====		=====		=====		=====				=====		=====		=====		=====				
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	401	-	-		74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-		74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	225	-	-		39	186	36	3	21	3	2	9	9	18	73	144	18	204	-	-	31	36	-	-	-
-----	56%				53%	57%	56%	30%	60%	49%	71%	61%	64%	51%	88%	53%	95%	54%			53%	63%			
(5) VERY LIKELY	119	-	-		17	102	16	1	8	1	2	4	4	7	53	62	16	102	-	-	10	16	-	-	-
	30%				23%	31%	25%	10%	23%	16%	71%	27%	28%	20%	64%	23%	84%	27%			16%	29%			
(4) SOMEWHAT LIKELY	106	-	-		22	84	20	2	13	2	-	5	5	11	19	82	2	102	-	-	22	20	-	-	-
	26%				30%	26%	32%	20%	37%	33%		34%	36%	31%	23%	30%	11%	27%			36%	34%			
(3) NEITHER LIKELY NOR UNLIKELY	3	-	-		-	3	-	-	-	-	-	-	-	-	-	2	-	3	-	-	-	-	-	-	-
	1%					1%										1%		1%							
(2) SOMEWHAT UNLIKELY	49	-	-		10	38	8	2	1	1	-	2	1	4	4	44	-	48	-	-	13	3	-	-	-
	12%				14%	12%	13%	23%	3%	18%		13%	7%	12%	5%	16%		13%			22%	5%			
(1) VERY UNLIKELY	121	-	-		25	96	20	4	13	2	1	4	4	13	6	81	1	119	-	-	15	18	-	-	-
	30%				33%	29%	31%	47%	37%	33%	29%	25%	29%	37%	7%	30%	5%	32%			26%	32%			
BOTTOM 2 BOX	170	-	-		35	135	28	7	14	3	1	6	5	17	10	125	1	167	-	-	28	21	-	-	-
-----	42%				47%	41%	44%	70%	40%	51%	29%	39%	36%	49%	12%	46%	5%	44%			47%	37%			
DON'T KNOW / REFUSED	3	-	-		-	3	-	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	-	-	-
	1%					1%										*		*							
MEAN	3.13	-	-		2.95	3.18	3.05	2.23	3.06	2.82	3.82	3.25	3.26	2.84	4.32	3.00	4.68	3.06	-	-	2.96	3.24	-	-	-
S.D.	1.67				1.65	1.68	1.65	1.54	1.69	1.71	2.27	1.64	1.69	1.66	1.19	1.61	0.96	1.66			1.52	1.67			
S.E.	0.08				0.19	0.09	0.20	0.50	0.29	0.70	1.36	0.43	0.45	0.28	0.13	0.10	0.22	0.09			0.20	0.22			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: VISITING THE WEBSITE FOR ENERGY SAVING TIPS AND ADVICE
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT			
	=====					=====					=====					=====					=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVORABLE	DIFFERENT	AT RISK			
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24			
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%			
TOP 2 BOX	199	246	-	-	-	172	86	86	12	31	90	21	77	73	72	94	5	216	-	-	-	80	25	81	9			
-----	50%	62%				50%	49%	51%	31%	49%	61%	60%	59%	42%	41%	61%	45%	63%				61%	49%	43%	38%			
(5) VERY LIKELY	91	112	-	-	-	82	38	44	5	14	43	14	42	26	34	47	1	103	-	-	-	44	9	35	3			
	23%	28%				24%	22%	26%	13%	22%	29%	40%	32%	15%	19%	31%	9%	30%				33%	17%	19%	13%			
(4) SOMEWHAT LIKELY	108	134	-	-	-	90	48	42	7	17	47	7	35	47	38	47	4	113	-	-	-	36	16	46	6			
	27%	34%				26%	28%	25%	18%	27%	32%	20%	27%	27%	22%	31%	36%	33%				28%	32%	24%	26%			
(3) NEITHER LIKELY NOR UNLIKELY	2	2	-	-	-	2	1	1	1	-	1	-	1	1	1	1	-	2	-	-	-	2	-	-	-			
	*	*				1%	1%	1%	3%		1%		1%	1%	1%	1%		1%				1%						
(2) SOMEWHAT UNLIKELY	69	43	-	-	-	55	30	25	3	13	20	8	17	30	30	22	3	35	-	-	-	11	9	48	1			
	17%	11%				16%	17%	15%	8%	20%	14%	23%	13%	17%	17%	14%	27%	10%				8%	18%	26%	4%			
(1) VERY UNLIKELY	129	106	-	-	-	111	57	54	22	20	37	6	35	69	71	36	3	87	-	-	-	39	17	57	14			
	32%	27%				32%	33%	32%	58%	31%	25%	17%	27%	39%	41%	23%	28%	26%				29%	33%	30%	58%			
BOTTOM 2 BOX	198	149	-	-	-	165	87	79	25	32	57	14	52	99	100	58	6	122	-	-	-	50	26	105	15			
-----	49%	37%				48%	50%	47%	66%	51%	39%	40%	40%	57%	58%	38%	55%	36%				38%	51%	56%	62%			
DON'T KNOW / REFUSED	2	2	-	-	-	2	-	2	-	-	-	-	-	1	1	-	-	2	-	-	-	-	-	1	-			
	1%	1%				1%		1%						1%	1%			1%						1%				
MEAN	2.91	3.26	-	-	-	2.93	2.89	2.98	2.20	2.88	3.26	3.42	3.25	2.61	2.62	3.31	2.72	3.32	-	-	-	3.27	2.82	2.75	2.31			
S.D.	1.63	1.61				1.64	1.62	1.67	1.59	1.62	1.60	1.61	1.65	1.58	1.64	1.59	1.49	1.61				1.68	1.59	1.56	1.66			
S.E.	0.08	0.08				0.09	0.12	0.13	0.26	0.20	0.13	0.27	0.15	0.12	0.12	0.13	0.44	0.09				0.15	0.22	0.11	0.34			

																			COMMERCIAL BILL PAYERS					
																			=====					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
																			=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERIDIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	199	-	-	37	161	32	5	19	4	2	8	8	18	71	122	17	179	-	-	27	30	-	-	-
-----	50%			50%	49%	50%	55%	67%	71%	55%	56%	52%	85%	45%	89%	48%			45%	52%				
(5) VERY LIKELY	91	-	-	15	76	13	2	7	1	2	2	2	8	40	48	13	77	-	-	9	9	-	-	-
	23%			20%	23%	20%	21%	20%	16%	71%	14%	14%	23%	49%	18%	68%	20%			15%	16%			
(4) SOMEWHAT LIKELY	108	-	-	22	86	19	3	12	3	-	6	6	10	30	74	4	102	-	-	18	21	-	-	-
	27%			30%	26%	30%	32%	35%	51%		41%	42%	29%	37%	27%	21%	27%			30%	37%			
(3) NEITHER LIKELY NOR UNLIKELY	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-
	*				1%										1%		1%							
(2) SOMEWHAT UNLIKELY	69	-	-	13	56	12	1	5	1	1	1	4	4	3	61	-	68	-	-	15	8	-	-	-
	17%			18%	17%	19%	9%	14%	17%	29%	7%	29%	11%	4%	23%		18%			25%	15%			
(1) VERY UNLIKELY	129	-	-	24	105	20	4	11	1	-	6	2	13	9	86	2	126	-	-	18	19	-	-	-
	32%			32%	32%	31%	39%	31%	16%		39%	14%	37%	11%	32%	11%	33%			31%	33%			
BOTTOM 2 BOX	198	-	-	37	161	32	4	16	2	1	7	6	17	12	147	2	194	-	-	33	27	-	-	-
-----	49%			50%	49%	50%	47%	45%	33%	29%	45%	44%	48%	15%	54%	11%	52%			55%	48%			
DON'T KNOW / REFUSED	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%				1%												*							
MEAN	2.91	-	-	2.89	2.91	2.89	2.87	2.99	3.33	4.12	2.85	3.12	2.88	4.08	2.77	4.35	2.83	-	-	2.74	2.87</			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: LEARNING MORE ABOUT SMART METERS
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																									
ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				CUSTOMER LOYALTY GROUPS					
VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVORABLE				DIFFERENT		AT RISK		
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVORABLE	DIFFERENT	AT RISK	
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%
TOP 2 BOX	189	238	-	-	-	163	84	79	13	29	82	18	74	70	69	88	5	209	-	-	-	70	22	89	6
-----	47%	59%				48%	48%	47%	34%	46%	55%	52%	57%	40%	40%	57%	45%	61%				53%	44%	47%	26%
(5) VERY LIKELY	94	110	-	-	-	86	40	46	6	15	45	8	43	35	37	47	2	100	-	-	-	44	8	39	3
	23%	28%				25%	23%	27%	16%	23%	30%	23%	33%	20%	21%	31%	18%	29%				33%	16%	21%	13%
(4) SOMEWHAT LIKELY	95	127	-	-	-	77	44	33	7	14	37	10	31	35	32	41	3	109	-	-	-	26	14	49	3
	24%	32%				23%	25%	20%	19%	22%	25%	29%	24%	20%	19%	27%	27%	32%				20%	28%	26%	13%
(3) NEITHER LIKELY NOR UNLIKELY	10	1	-	-	-	9	3	6	1	1	1	2	3	4	5	4	-	1	-	-	-	2	2	5	1
	3%	*				3%	2%	4%	3%	2%	1%	6%	2%	2%	3%	3%		*				2%	4%	3%	4%
(2) SOMEWHAT UNLIKELY	55	39	-	-	-	43	24	19	3	8	23	7	17	18	20	19	3	32	-	-	-	15	6	32	1
	14%	10%				13%	14%	11%	8%	12%	16%	20%	13%	10%	11%	12%	27%	9%				11%	12%	17%	4%
(1) VERY UNLIKELY	143	117	-	-	-	124	61	63	21	25	41	8	36	79	78	41	3	96	-	-	-	45	21	59	16
	36%	29%				36%	35%	37%	55%	39%	28%	23%	28%	45%	45%	27%	28%	28%				34%	41%	32%	66%
BOTTOM 2 BOX	199	156	-	-	-	167	85	82	24	32	64	15	53	97	98	60	6	127	-	-	-	59	27	92	17
-----	50%	39%				49%	49%	49%	63%	51%	43%	43%	41%	56%	56%	39%	55%	37%				45%	52%	49%	70%
DON'T KNOW / REFUSED	3	5	-	-	-	3	2	1	-	1	1	-	-	3	2	1	-	5	-	-	-	1	-	2	-
	1%	1%				1%	1%	1%		1%	1%			2%	1%	1%		1%				1%		1%	
MEAN	2.85	3.19	-	-	-	2.88	2.87	2.88	2.32	2.79	3.15	3.09	3.22	2.59	2.59	3.22	2.81	3.26	-	-	-	3.07	2.67	2.87	2.04
S.D.	1.66	1.64				1.68	1.66	1.71	1.65	1.70	1.66	1.54	1.67	1.68	1.68	1.64	1.61	1.64				1.74	1.61	1.60	1.58
S.E.	0.08	0.08				0.09	0.13	0.13	0.27	0.21	0.14	0.26	0.15	0.13	0.13	0.13	0.48	0.09				0.15	0.23	0.12	0.32

Q.R3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: LEARNING MORE ABOUT SMART METERS
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	189	-	-	32	157	27	5	15	4	1	8	5	18	56	127	17	168	-	-	26	29	-	-	-
-----	47%			43%	48%	42%	53%	43%	67%	36%	54%	36%	51%	67%	47%	89%	45%			44%	50%			
(5) VERY LIKELY	94	-	-	15	79	12	3	7	2	1	4	3	7	34	57	12	80	-	-	8	10	-	-	-
	23%			20%	24%	19%	33%	20%	34%	36%	27%	22%	20%	41%	21%	62%	21%			14%	18%			
(4) SOMEWHAT LIKELY	95	-	-	17	78	15	2	8	2	-	4	2	11	22	70	5	88	-	-	18	18	-	-	-
	24%			23%	24%	23%	20%	23%	33%		27%	14%	31%	27%	26%	27%	23%			30%	32%			
(3) NEITHER LIKELY NOR UNLIKELY	10	-	-	1	9	1	-	-	-	1	-	-	-	1	9	-	10	-	-	1	-	-	-	-
	3%			1%	3%	2%				35%				1%	3%		3%			2%				
(2) SOMEWHAT UNLIKELY	55	-	-	9	46	9	-	2	-	-	1	3	1	8	41	-	54	-	-	12	8	-	-	-
	14%			12%	14%	14%		6%			7%	21%	3%	10%	15%		14%			20%	13%			
(1) VERY UNLIKELY	143	-	-	31	113	26	4	18	2	1	6	5	16	17	94	2	140	-	-	20	21	-	-	-
	36%			42%	34%	41%	47%	51%	33%	29%	39%	36%	46%	20%	35%	11%	37%			34%	37%			
BOTTOM 2 BOX	199	-	-	40	159	36	4	20	2	1	7	8	17	25	134	2	194	-	-	32	29	-	-	-
-----	50%			54%	49%	55%	47%	57%	33%	29%	46%	57%	49%	30%	50%	11%	52%			54%	50%			
DON'T KNOW / REFUSED	3	-	-	1	2	1	-	-	-	-	-	1	-	1	1	-	3	-	-	-	-	-	-	-
	1%			1%	1%	2%						7%		1%	*		1%							
MEAN	2.85	-	-	2.68	2.89	2.64	2.91	2.55	3.35	3.13	2.96	2.62	2.77	3.58	2.83	4.30	2.77	-	-	2.71	2.81	-	-	-
S.D.	1.66			1.67	1.65	1.65	1.95	1.74	1.86	2.01	1.79	1.72	1.73	1.59	1.62	1.26	1.64			1.54	1.63			
S.E.	0.08			0.20	0.09	0.21	0.64	0.29	0.76	1.20	0.47	0.47	0.29	0.18	0.10	0.29	0.09			0.20	0.22			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: REGISTERING A COMPLAINT ABOUT THE UTILITY OR ONE OF ITS EMPLOYEES
BASED ON RESPONDENTS IN GROUP A

	RESIDENTIAL BILL PAYERS																														
																				ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING												
	=====																		=====												
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK						
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24						
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24						
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%						
TOP 2 BOX -----	163	193	-	-	-	140	75	65	9	19	77	18	64	58	50	85	4	167	-	-	-	54	22	79	8						
	41%	48%				41%	44%	38%	23%	30%	52%	52%	49%	34%	29%	56%	35%	49%				41%	43%	42%	33%						
(5) VERY LIKELY	88	109	-	-	-	79	40	39	6	12	44	8	37	34	35	43	1	98	-	-	-	35	11	39	3						
	22%	27%				23%	23%	23%	16%	19%	30%	23%	28%	20%	20%	28%	9%	29%				26%	21%	21%	12%						
(4) SOMEWHAT LIKELY	75	84	-	-	-	61	36	25	3	7	33	10	27	24	15	42	3	70	-	-	-	19	11	40	5						
	19%	21%				18%	21%	15%	8%	11%	22%	29%	21%	14%	9%	27%	26%	20%				14%	22%	21%	21%						
(3) NEITHER LIKELY NOR UNLIKELY	2	3	-	-	-	2	2	-	-	-	-	-	1	-	2	-	3	-	-	-	-	-	-	2	-						
	1%	1%				1%	1%						1%		1%		1%							1%							
(2) SOMEWHAT UNLIKELY	66	74	-	-	-	52	28	24	3	10	27	7	18	27	24	26	1	65	-	-	-	19	8	37	-						
	17%	19%				15%	16%	14%	8%	15%	18%	20%	14%	16%	14%	17%	9%	19%				14%	15%	20%							
(1) VERY UNLIKELY	163	125	-	-	-	142	64	78	26	33	42	9	45	87	95	41	5	103	-	-	-	57	21	65	16						
	41%	31%				41%	37%	46%	69%	53%	28%	25%	35%	50%	55%	27%	46%	30%				43%	41%	35%	67%						
BOTTOM 2 BOX -----	229	199	-	-	-	193	92	102	29	43	69	16	63	114	119	67	6	168	-	-	-	76	29	103	16						
	57%	50%				57%	53%	60%	77%	68%	47%	46%	48%	65%	68%	44%	56%	49%				58%	57%	55%	67%						
DON'T KNOW / REFUSED	7	5	-	-	-	6	4	2	-	1	2	1	2	2	3	1	1	4	-	-	-	2	-	4	-						
	2%	1%				2%	2%	1%		1%	1%	3%	2%	1%	2%	1%	9%	1%				1%		2%							
MEAN	2.64	2.94	-	-	-	2.65	2.76	2.54	1.93	2.27	3.07	3.03	2.94	2.37	2.25	3.13	2.36	2.98	-	-	-	2.65	2.67	2.73	2.13						
S.D.	1.67	1.67				1.69	1.67	1.71	1.57	1.64	1.67	1.60	1.71	1.65	1.65	1.63	1.63	1.67				1.74	1.68	1.62	1.65						
S.E.	0.08	0.08				0.09	0.13	0.13	0.26	0.21	0.14	0.28	0.15	0.13	0.13	0.13	0.51	0.09				0.15	0.24	0.12	0.34						

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: REGISTERING A COMPLAINT ABOUT THE UTILITY OR ONE OF ITS EMPLOYEES
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS	VERIDIAN CONNECTIONS TRACKING						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	163	-	-	28	134	23	5	12	4	-	7	8	13	52	106	12	150	-	-	23	25	-	-	-
	41%			38%	41%	36%	53%	35%	67%		47%	55%	38%	63%	39%	64%	40%			38%	45%			
(5) VERY LIKELY	88	-	-	12	75	9	3	7	2	-	2	2	8	32	52	11	77	-	-	9	11	-	-	-
	22%			16%	23%	14%	32%	21%	34%		14%	14%	23%	38%	19%	59%	20%			15%	20%			
(4) SOMEWHAT LIKELY	75	-	-	16	59	14	2	5	2	-	5	6	5	20	54	1	73	-	-	14	14	-	-	-
	19%			21%	18%	21%	21%	14%	33%		33%	42%	15%	24%	20%	5%	19%			23%	25%			
(3) NEITHER LIKELY NOR UNLIKELY	2	-	-	-	2	-	-	-	-	-	-	-	-	1	1	-	2	-	-	-	-	-	-	-
	1%				1%									1%	*		1%							
(2) SOMEWHAT UNLIKELY	66	-	-	12	54	12	1	5	-	1	1	4	3	8	53	1	65	-	-	14	9	-	-	-
	17%			17%	16%	18%	10%	15%		36%	7%	30%	8%	9%	20%	5%	17%			24%	16%			
(1) VERY UNLIKELY	163	-	-	34	129	30	4	18	2	2	7	2	19	22	107	6	153	-	-	21	22	-	-	-
	41%			45%	40%	46%	38%	50%	33%	64%	45%	14%	54%	27%	39%	31%	41%			36%	38%			
BOTTOM 2 BOX	229	-	-	46	183	42	4	23	2	3	8	6	22	30	160	7	218	-	-	36	31	-	-	-
	57%			62%	56%	64%	47%	65%	33%	100%	53%	45%	62%	36%	59%	36%	58%			60%	54%			
DON'T KNOW / REFUSED	7	-	-	-	7	-	-	-	-	-	-	-	-	-	4	-	6	-	-	1	1	-	-	-
	2%				2%										1%		2%			2%	1%			
MEAN	2.64	-	-	2.47	2.68	2.39	3.00	2.40	3.34	1.36	2.63	3.10	2.45	3.38	2.59	3.55	2.61	-	-	2.56	2.71	-	-	-
S.D.	1.67			1.62	1.68	1.58	1.86	1.69	1.87	0.60	1.69	1.41	1.76	1.68	1.62	1.89	1.65			1.55	1.65			
S.E.	0.08			0.19	0.09	0.20	0.61	0.29	0.76	0.36	0.44	0.37	0.30	0.18	0.10	0.44	0.09			0.20	0.22			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: REGISTERING A COMPLIMENT ABOUT THE UTILITY OR ONE OF ITS EMPLOYEES
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																									
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
						AGE					HOUSEHOLD SIZE														
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVOR	DIFF AT	RISK
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%
TOP 2 BOX	189	221	-	-	-	162	81	81	14	25	80	20	72	70	71	84	6	191	-	-	-	77	26	80	6
-----	47%	55%				47%	47%	48%	37%	39%	54%	57%	55%	40%	41%	55%	53%	56%				58%	51%	43%	25%
(5) VERY LIKELY	100	97	-	-	-	89	44	45	7	14	46	12	39	38	38	49	2	86	-	-	-	47	11	41	2
	25%	24%				26%	25%	27%	18%	22%	31%	34%	30%	22%	22%	32%	18%	25%				35%	21%	22%	8%
(4) SOMEWHAT LIKELY	89	124	-	-	-	73	37	36	7	11	34	8	33	32	33	35	4	105	-	-	-	30	15	39	4
	22%	31%				21%	21%	22%	18%	18%	23%	23%	25%	19%	19%	23%	36%	31%				23%	30%	21%	17%
(3) NEITHER LIKELY NOR UNLIKELY	5	3	-	-	-	5	4	1	1	-	1	-	3	1	3	1	1	3	-	-	-	-	1	4	-
	1%	1%				1%	2%	1%	3%		1%		2%	1%	2%	1%	9%	1%					2%	2%	
(2) SOMEWHAT UNLIKELY	64	62	-	-	-	51	29	22	5	11	23	5	17	29	23	26	1	55	-	-	-	14	9	33	5
	16%	16%				15%	17%	13%	13%	18%	16%	14%	13%	17%	13%	17%	9%	16%				11%	18%	18%	21%
(1) VERY UNLIKELY	134	109	-	-	-	116	55	61	18	26	42	10	38	68	74	39	3	91	-	-	-	39	15	66	12
	34%	27%				34%	32%	36%	48%	42%	28%	29%	29%	39%	43%	26%	28%	26%				30%	29%	35%	49%
BOTTOM 2 BOX	198	171	-	-	-	167	84	83	23	37	65	15	55	97	97	65	4	145	-	-	-	53	24	100	17
-----	49%	43%				49%	49%	49%	61%	59%	44%	43%	42%	56%	56%	43%	37%	42%				40%	47%	53%	70%
DON'T KNOW / REFUSED	8	5	-	-	-	7	4	3	-	1	2	-	-	6	3	3	-	3	-	-	-	2	-	4	1
	2%	1%				2%	2%	2%		1%	1%			3%	2%	2%		1%				1%		2%	5%
MEAN	2.89	3.10	-	-	-	2.90	2.91	2.90	2.46	2.60	3.13	3.20	3.14	2.66	2.64	3.19	3.06	3.12	-	-	-	3.24	2.95	2.76	2.09
S.D.	1.67	1.60				1.68	1.66	1.71	1.65	1.68	1.67	1.71	1.66	1.67	1.68	1.65	1.58	1.60				1.72	1.59	1.64	1.44
S.E.	0.08	0.08				0.09	0.13	0.13	0.27	0.21	0.14	0.29	0.15	0.13	0.13	0.13	0.47	0.09				0.15	0.22	0.12	0.30

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: REGISTERING A COMPLIMENT ABOUT THE UTILITY OR ONE OF ITS EMPLOYEES
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS	VERIDIAN CONNECTIONS TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-	
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-	
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%				
TOP 2 BOX	189	-	-	32	157	27	5	19	3	2	7	8	14	60	121	15	173	-	-	28	30	-	-	-	
-----	47%			44%	48%	42%	54%	56%	50%	71%	47%	57%	41%	72%	45%	79%	46%			46%	53%				
(5) VERY LIKELY	100	-	-	16	84	14	2	9	1	1	3	4	8	36	59	13	88	-	-	12	11	-	-	-	
	25%			22%	26%	22%	21%	26%	16%	36%	21%	28%	23%	44%	22%	68%	23%			20%	20%				
(4) SOMEWHAT LIKELY	89	-	-	16	73	13	3	10	2	1	4	4	6	23	62	2	85	-	-	16	19	-	-	-	
	22%			22%	22%	20%	33%	29%	34%	35%	27%	29%	18%	28%	23%	11%	23%			27%	33%				
(3) NEITHER LIKELY NOR UNLIKELY	5	-	-	-	5	-	-	-	-	-	-	-	-	1	4	-	5	-	-	-	-	-	-	-	
	1%				2%									1%	1%		1%								
(2) SOMEWHAT UNLIKELY	64	-	-	14	50	12	2	4	1	-	2	2	7	9	52	1	62	-	-	13	8	-	-	-	
	16%			19%	15%	19%	20%	12%	16%		14%	15%	20%	11%	19%	5%	16%			21%	13%				
(1) VERY UNLIKELY	134	-	-	25	109	23	2	12	2	1	6	3	13	11	92	3	129	-	-	18	18	-	-	-	
	34%			34%	33%	36%	26%	33%	33%	29%	39%	22%	37%	13%	34%	16%	34%			31%	32%				
BOTTOM 2 BOX	198	-	-	40	158	35	4	16	3	1	8	5	20	20	143	4	191	-	-	31	26	-	-	-	
-----	49%			53%	49%	54%	46%	44%	50%	29%	53%	36%	56%	24%	53%	21%	51%			52%	45%				
DON'T KNOW / REFUSED	8	-	-	2	6	2	-	-	-	-	-	1	1	2	3	-	7	-	-	1	1	-	-	-	
	2%			3%	2%	3%						7%	3%	2%	1%		2%			2%	3%				
MEAN	2.89	-	-	2.77	2.92	2.73	3.01	3.05	2.83	3.47	2.77	3.29	2.70	3.80	2.80	4.10	2.84	-	-	2.84	2.96	-	-	-	
S.D.	1.67			1.65	1.67	1.66	1.64	1.69	1.72	2.06	1.71	1.65	1.69	1.46	1.62	1.56	1.65			1.60	1.62				
S.E.	0.08			0.19	0.09	0.21	0.54	0.29	0.70	1.23	0.45	0.45	0.29	0.16	0.10	0.36	0.09			0.21	0.22				

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: FINDING OUT MORE ABOUT TIME OF USE RATES
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR								
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF	AT RISK			
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24			
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%		
TOP 2 BOX	221	250	-	-	-	194	101	93	14	31	101	21	91	81	79	108	6	220	-	-	-	80	28	104	8			
-----	55%	63%				57%	58%	56%	37%	49%	68%	60%	70%	47%	45%	71%	54%	64%				60%	55%	55%	34%			
(5) VERY LIKELY	118	140	-	-	-	104	46	58	9	17	54	13	51	40	44	57	3	127	-	-	-	56	9	50	3			
	29%	35%				30%	26%	35%	23%	26%	37%	37%	39%	23%	25%	37%	27%	37%				42%	17%	27%	13%			
(4) SOMEWHAT LIKELY	103	110	-	-	-	90	55	35	5	14	47	8	40	41	35	51	3	92	-	-	-	24	20	54	5			
	26%	28%				26%	32%	21%	13%	23%	32%	23%	31%	24%	20%	33%	27%	27%				18%	38%	29%	21%			
(3) NEITHER LIKELY NOR UNLIKELY	6	5	-	-	-	6	2	4	1	-	2	-	1	5	3	2	1	5	-	-	-	-	2	3	1			
	2%	1%				2%	1%	2%	3%		1%		1%	3%	2%	1%	9%	1%					4%	2%	4%			
(2) SOMEWHAT UNLIKELY	50	35	-	-	-	36	20	16	4	6	15	5	14	17	19	16	-	29	-	-	-	11	6	32	-			
	13%	9%				11%	12%	9%	11%	9%	10%	15%	11%	10%	11%	10%		8%				8%	12%	17%				
(1) VERY UNLIKELY	118	109	-	-	-	101	48	53	19	26	28	9	23	69	71	26	4	88	-	-	-	39	15	46	15			
	30%	27%				30%	28%	32%	50%	42%	19%	25%	18%	40%	41%	17%	36%	26%				30%	29%	25%	62%			
BOTTOM 2 BOX	169	144	-	-	-	137	69	69	23	32	43	14	37	86	90	42	4	117	-	-	-	50	21	79	15			
-----	42%	36%				40%	40%	41%	61%	51%	29%	40%	28%	49%	52%	27%	36%	34%				38%	41%	42%	62%			
DON'T KNOW / REFUSED	5	1	-	-	-	4	2	2	-	-	2	-	1	2	2	1	-	1	-	-	-	2	-	2	-			
	1%	*				1%	1%	1%			1%		1%	1%	1%	1%		*				2%		1%				
MEAN	3.13	3.35	-	-	-	3.17	3.17	3.18	2.49	2.82	3.58	3.32	3.64	2.80	2.77	3.64	3.08	3.41	-	-	-	3.35	3.02	3.16	2.25			
S.D.	1.66	1.66				1.67	1.62	1.72	1.73	1.75	1.54	1.69	1.52	1.69	1.72	1.49	1.76	1.65				1.76	1.55	1.59	1.66			
S.E.	0.08	0.08				0.09	0.12	0.13	0.28	0.22	0.13	0.29	0.13	0.13	0.13	0.12	0.52	0.09				0.15	0.22	0.12	0.34			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: FINDING OUT MORE ABOUT TIME OF USE RATES
 BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS	VERIDIAN CONNECTIONS TRACKING						
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	221	-	-	41	180	36	4	18	4	2	8	9	19	66	144	18	199	-	-	27	31	-	-	-
-----	55%			55%	55%	56%	43%	52%	67%	71%	55%	64%	55%	79%	53%	95%	53%			46%	54%			
(5) VERY LIKELY	118	-	-	22	96	19	3	10	2	2	4	4	11	48	63	17	99	-	-	14	13	-	-	-
	29%			30%	29%	30%	32%	29%	32%	71%	27%	29%	32%	57%	23%	89%	26%			24%	22%			
(4) SOMEWHAT LIKELY	103	-	-	18	85	17	1	8	2	-	4	5	8	18	81	1	100	-	-	13	18	-	-	-
	26%			25%	26%	27%	11%	23%	35%		28%	35%	23%	22%	30%	5%	27%			22%	32%			
(3) NEITHER LIKELY NOR UNLIKELY	6	-	-	-	6	-	-	-	-	-	-	-	-	1	3	-	6	-	-	-	-	-	-	-
	2%				2%									1%	1%		2%							
(2) SOMEWHAT UNLIKELY	50	-	-	4	46	4	-	1	-	-	-	-	1	4	43	-	50	-	-	14	6	-	-	-
	13%			6%	14%	6%		3%					3%	5%	16%		13%			24%	11%			
(1) VERY UNLIKELY	118	-	-	29	89	24	5	16	2	1	7	5	15	12	77	1	116	-	-	17	20	-	-	-
	30%			40%	27%	37%	57%	45%	33%	29%	45%	36%	42%	15%	29%	5%	31%			29%	35%			
BOTTOM 2 BOX	169	-	-	34	135	28	5	17	2	1	7	5	16	16	121	1	167	-	-	31	26	-	-	-
-----	42%			45%	41%	44%	57%	48%	33%	29%	45%	36%	45%	19%	45%	5%	44%			53%	46%			
DON'T KNOW / REFUSED	5	-	-	-	5	-	-	-	-	-	-	-	-	-	3	-	4	-	-	1	-	-	-	-
	1%				2%										1%		1%				2%			
MEAN	3.13	-	-	3.00	3.16	3.05	2.61	2.88	3.34	3.82	2.91	3.19	2.99	4.03	3.04	4.73	3.04	-	-	2.88	2.95	-	-	-
S.D.	1.66			1.77	1.64	1.75	1.98	1.82	1.85	2.27	1.84	1.77	1.82	1.46	1.60	0.94	1.65			1.62	1.67			
S.E.	0.08			0.21	0.09	0.22	0.65	0.31	0.76	1.36	0.48	0.47	0.31	0.16	0.10	0.22	0.09			0.21	0.22			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: MAINTAINING INFORMATION ABOUT YOUR ACCOUNT OR PREFERENCES
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS				
						AGE															HOUSEHOLD SIZE			STILL IN FAVOR DIFF AT	
	=====					=====										=====			=====						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%
TOP 2 BOX	224	248	-	-	-	191	101	90	16	24	111	22	89	79	74	109	7	218	-	-	-	77	31	104	7
-----	56%	62%				56%	58%	54%	42%	38%	75%	63%	69%	45%	43%	71%	64%	64%				58%	61%	56%	30%
(5) VERY LIKELY	114	139	-	-	-	100	51	49	9	11	56	13	49	39	43	56	2	124	-	-	-	49	11	49	5
	29%	35%				29%	30%	29%	24%	17%	38%	37%	38%	22%	25%	36%	18%	36%				37%	21%	26%	21%
(4) SOMEWHAT LIKELY	110	109	-	-	-	91	49	41	7	13	55	9	40	40	32	54	5	94	-	-	-	28	20	55	2
	27%	27%				27%	28%	25%	18%	21%	37%	26%	31%	23%	18%	35%	46%	27%				21%	40%	29%	9%
(3) NEITHER LIKELY NOR UNLIKELY	2	-	-	-	-	2	2	-	-	1	-	-	1	1	2	-	-	-	-	-	-	-	-	2	-
	*					1%	1%			2%			1%	1%	1%									1%	
(2) SOMEWHAT UNLIKELY	52	44	-	-	-	44	22	22	3	8	12	6	13	25	28	13	2	38	-	-	-	14	4	31	3
	13%	11%				13%	13%	13%	8%	12%	8%	17%	10%	15%	16%	9%	18%	11%				11%	8%	16%	13%
(1) VERY UNLIKELY	121	104	-	-	-	102	48	54	19	31	25	7	27	68	69	31	2	82	-	-	-	41	16	49	14
	30%	26%				30%	28%	32%	50%	48%	17%	20%	21%	39%	39%	20%	18%	24%				31%	31%	26%	57%
BOTTOM 2 BOX	173	147	-	-	-	146	71	76	22	38	37	13	40	93	97	44	4	120	-	-	-	55	20	80	17
-----	43%	37%				43%	41%	45%	58%	61%	25%	37%	30%	54%	56%	29%	36%	35%				42%	39%	43%	70%
DON'T KNOW / REFUSED	2	4	-	-	-	2	-	2	-	-	-	-	-	1	1	-	-	4	-	-	-	-	-	1	-
	1%	1%				1%		1%						1%	1%			1%						1%	
MEAN	3.11	3.34	-	-	-	3.13	3.19	3.06	2.57	2.45	3.71	3.44	3.55	2.75	2.72	3.59	3.27	3.41	-	-	-	3.23	3.11	3.13	2.23
S.D.	1.66	1.65				1.67	1.64	1.69	1.77	1.64	1.46	1.61	1.57	1.67	1.69	1.54	1.48	1.63				1.74	1.61	1.60	1.70
S.E.	0.08	0.08				0.09	0.12	0.13	0.29	0.21	0.12	0.27	0.14	0.13	0.13	0.12	0.44	0.09				0.15	0.23	0.12	0.35

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: MAINTAINING INFORMATION ABOUT YOUR ACCOUNT OR PREFERENCES
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH				TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	224	-	-	33	191	31	2	16	2	1	8	8	14	67	145	14	209	-	-	33	30	-	-	-
-----	56%			45%	58%	49%	21%	46%	33%	36%	55%	56%	40%	81%	54%	74%	56%			56%	53%			
(5) VERY LIKELY	114	-	-	16	98	14	2	9	1	1	6	2	7	45	64	13	100	-	-	14	15	-	-	-
	29%			21%	30%	22%	21%	25%	16%	36%	41%	14%	20%	55%	24%	69%	27%			23%	26%			
(4) SOMEWHAT LIKELY	110	-	-	17	92	17	-	7	1	-	2	6	7	21	81	1	109	-	-	19	15	-	-	-
	27%			24%	28%	27%		21%	17%		14%	43%	20%	26%	30%	5%	29%			32%	26%			
(3) NEITHER LIKELY NOR UNLIKELY	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-
	*				1%										1%		1%							
(2) SOMEWHAT UNLIKELY	52	-	-	15	37	12	3	6	2	-	1	4	8	7	42	3	47	-	-	8	6	-	-	-
	13%			21%	11%	19%	33%	18%	34%		7%	29%	23%	8%	16%	15%	13%			13%	11%			
(1) VERY UNLIKELY	121	-	-	25	95	21	4	13	2	2	6	2	13	9	82	2	117	-	-	18	21	-	-	-
	30%			34%	29%	32%	46%	36%	33%	64%	39%	14%	37%	11%	30%	10%	31%			31%	37%			
BOTTOM 2 BOX	173	-	-	41	132	33	7	19	4	2	7	6	21	16	124	5	164	-	-	26	27	-	-	-
-----	43%			55%	40%	51%	79%	54%	67%	64%	45%	44%	60%	19%	46%	26%	44%			44%	47%			
DON'T KNOW / REFUSED	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%				1%												*							
MEAN	3.11	-	-	2.77	3.19	2.86	2.15	2.82	2.49	2.43	3.11	3.13	2.64	4.06	3.01	4.07	3.08	-	-	3.03	2.94	-	-	-
S.D.	1.66			1.63	1.66	1.63	1.60	1.70	1.63	2.39	1.90	1.40	1.62	1.37	1.62	1.53	1.65			1.63	1.71			
S.E.	0.08			0.19	0.09	0.20	0.52	0.29	0.67	1.43	0.50	0.37	0.27	0.15	0.10	0.36	0.09			0.21	0.23			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: PAYING YOUR BILL THROUGH THE UTILITY'S WEBSITE
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR			
																									DIFF			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	ABLE	ERENT	AT RISK			
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24			
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%		
TOP 2 BOX -----	119	150	-	-	-	105	55	50	8	14	61	14	45	47	40	61	4	130	-	-	-	45	12	54	7			
	30%	37%				31%	32%	30%	21%	22%	41%	40%	35%	27%	23%	40%	35%	38%				34%	24%	29%	30%			
(5) VERY LIKELY	73	95	-	-	-	65	26	39	5	11	36	8	30	26	26	36	2	82	-	-	-	31	6	33	2			
	18%	24%				19%	15%	23%	13%	18%	25%	23%	23%	15%	15%	24%	18%	24%				24%	12%	18%	9%			
(4) SOMEWHAT LIKELY	46	55	-	-	-	41	29	12	3	3	25	6	15	20	14	25	2	48	-	-	-	14	6	21	5			
	11%	14%				12%	17%	7%	8%	5%	17%	17%	11%	12%	8%	16%	17%	14%				10%	12%	11%	22%			
(3) NEITHER LIKELY NOR UNLIKELY	8	3	-	-	-	6	4	2	-	-	4	-	3	3	1	5	-	2	-	-	-	2	-	5	1			
	2%	1%				2%	2%	1%			3%		2%	2%	1%	3%		*				2%		3%	4%			
(2) SOMEWHAT UNLIKELY	50	50	-	-	-	38	20	18	2	6	21	6	17	15	17	19	2	40	-	-	-	12	8	29	-			
	13%	13%				11%	12%	11%	5%	9%	14%	17%	13%	9%	10%	12%	19%	12%				9%	16%	15%				
(1) VERY UNLIKELY	217	192	-	-	-	185	91	94	28	42	60	15	62	106	111	66	5	167	-	-	-	71	30	96	16			
	54%	48%				54%	53%	56%	74%	67%	40%	43%	48%	61%	64%	43%	46%	49%				54%	58%	51%	56%			
BOTTOM 2 BOX -----	267	242	-	-	-	223	111	112	30	48	81	21	79	121	128	85	7	206	-	-	-	83	38	125	16			
	67%	61%				65%	64%	66%	79%	76%	55%	60%	61%	70%	74%	56%	65%	60%				63%	74%	67%	66%			
DON'T KNOW / REFUSED	7	5	-	-	-	7	3	4	-	1	2	-	3	3	4	2	-	5	-	-	-	2	1	3	-			
	2%	1%				2%	2%	2%		2%	1%		2%	2%	2%	1%		1%				1%	2%	2%				
MEAN	2.26	2.52	-	-	-	2.29	2.29	2.29	1.82	1.95	2.70	2.61	2.48	2.10	1.98	2.64	2.42	2.52	-	-	-	2.40	2.02	2.27	2.07			
S.D.	1.62	1.72				1.65	1.60	1.71	1.51	1.59	1.70	1.70	1.70	1.58	1.55	1.70	1.68	1.73				1.74	1.49	1.60	1.56			
S.E.	0.08	0.09				0.09	0.12	0.13	0.25	0.20	0.14	0.29	0.15	0.12	0.12	0.14	0.50	0.09				0.15	0.21	0.12	0.32			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: PAYING YOUR BILL THROUGH THE UTILITY'S WEBSITE
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	119	-	-	16	103	14	2	6	2	1	5	1	9	34	81	10	108	-	-	13	20	-	-	-
-----	30%			22%	31%	22%	22%	17%	35%	36%	34%	7%	26%	41%	30%	53%	29%			22%	35%			
(5) VERY LIKELY	73	-	-	12	61	11	1	4	1	1	5	1	5	25	47	8	64	-	-	8	13	-	-	-
	18%			16%	19%	17%	10%	11%	17%	36%	34%	7%	14%	30%	17%	43%	17%			14%	24%			
(4) SOMEWHAT LIKELY	46	-	-	4	42	3	1	2	1	-	-	-	4	9	35	2	44	-	-	5	7	-	-	-
	11%			5%	13%	5%	11%	6%	18%				11%	11%	13%	10%	12%			8%	12%			
(3) NEITHER LIKELY NOR UNLIKELY	8	-	-	-	8	-	-	-	-	-	-	-	-	1	7	-	8	-	-	2	1	-	-	-
	2%				2%									1%	3%		2%			4%	3%			
(2) SOMEWHAT UNLIKELY	50	-	-	11	39	10	1	6	1	-	1	4	5	6	42	1	49	-	-	12	11	-	-	-
	13%			15%	12%	16%	10%	17%	16%		7%	29%	14%	7%	16%	5%	13%			20%	19%			
(1) VERY UNLIKELY	217	-	-	46	171	39	6	22	3	2	8	9	21	41	137	8	205	-	-	32	25	-	-	-
	54%			62%	52%	61%	68%	63%	49%	64%	53%	64%	60%	49%	51%	42%	54%			54%	43%			
BOTTOM 2 BOX	267	-	-	57	210	50	7	28	4	2	9	13	26	47	180	9	254	-	-	44	35	-	-	-
-----	67%			77%	64%	77%	78%	80%	65%	64%	59%	93%	74%	56%	66%	47%	68%			74%	62%			
DON'T KNOW / REFUSED	7	-	-	1	6	1	-	1	-	-	1	-	-	1	3	-	6	-	-	-	-	-	-	-
	2%			1%	2%	2%		3%			7%			1%	1%		2%							
MEAN	2.26	-	-	1.98	2.32	1.99	1.86	1.82	2.37	2.43	2.52	1.58	2.06	2.66	2.30	3.08	2.22	-	-	2.08	2.54	-	-	-
S.D.	1.62			1.54	1.64	1.55	1.51	1.39	1.76	2.39	1.96	1.09	1.55	1.82	1.60	1.93	1.60			1.48	1.68			
S.E.	0.08			0.18	0.09	0.19	0.49	0.24	0.72	1.43	0.53	0.29	0.26	0.20	0.10	0.45	0.08			0.19	0.22			

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: PAYING YOUR BILL USING SMART PHONE APPLICATIONS
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK				
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24				
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24				
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%				
TOP 2 BOX	85	114	-	-	-	76	41	35	7	7	47	18	36	22	23	50	3	96	-	-	-	34	9	39	3				
-----	21%	28%				22%	24%	21%	18%	11%	32%	52%	28%	13%	13%	33%	26%	28%				26%	17%	21%	13%				
(5) VERY LIKELY	52	72	-	-	-	46	26	20	5	6	30	14	24	8	14	31	1	65	-	-	-	27	5	18	2				
	13%	18%				13%	15%	12%	13%	9%	20%	40%	19%	5%	8%	20%	9%	19%				20%	9%	10%	9%				
(4) SOMEWHAT LIKELY	34	41	-	-	-	30	15	15	2	1	17	4	12	14	9	19	2	30	-	-	-	7	4	21	1				
	8%	10%				9%	9%	9%	5%	2%	12%	12%	9%	8%	5%	13%	17%	9%				5%	8%	11%	5%				
(3) NEITHER LIKELY NOR UNLIKELY	4	3	-	-	-	4	2	2	1	1	2	-	1	3	3	1	-	3	-	-	-	1	-	3	-				
	1%	1%				1%	1%	1%	3%	2%	1%		1%	2%	2%	1%		1%				1%		2%					
(2) SOMEWHAT UNLIKELY	55	47	-	-	-	38	18	20	2	10	20	8	13	17	18	17	3	37	-	-	-	16	8	29	-				
	14%	12%				11%	10%	12%	5%	16%	14%	23%	10%	10%	11%	11%	28%	11%				12%	16%	16%					
(1) VERY UNLIKELY	251	231	-	-	-	218	109	109	28	45	77	9	78	129	128	83	5	203	-	-	-	79	34	114	21				
	63%	58%				64%	63%	65%	74%	71%	52%	25%	60%	74%	73%	54%	46%	59%				60%	67%	61%	87%				
BOTTOM 2 BOX	307	279	-	-	-	256	127	129	30	55	97	17	91	147	146	100	8	240	-	-	-	95	42	143	21				
-----	76%	70%				75%	74%	77%	79%	87%	66%	48%	70%	84%	84%	65%	74%	70%				72%	83%	76%	87%				
DON'T KNOW / REFUSED	5	4	-	-	-	5	3	2	-	-	2	-	2	2	2	2	-	4	-	-	-	2	-	2	-				
	1%	1%				1%	2%	1%			1%		1%	1%	1%	1%		1%				1%		1%					
MEAN	1.94	2.18	-	-	-	1.95	2.00	1.90	1.78	1.62	2.34	3.18	2.15	1.57	1.62	2.33	2.16	2.17	-	-	-	2.13	1.77	1.92	1.49				
S.D.	1.47	1.62				1.50	1.55	1.46	1.46	1.23	1.66	1.74	1.64	1.16	1.25	1.68	1.46	1.64				1.64	1.34	1.40	1.28				
S.E.	0.07	0.08				0.08	0.12	0.11	0.24	0.16	0.14	0.30	0.14	0.09	0.10	0.14	0.44	0.09				0.14	0.19	0.10	0.26				

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: PAYING YOUR BILL USING SMART PHONE APPLICATIONS
 BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS						
																			TRACKING						
	TOTAL		YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-	
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-	
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%				
TOP 2 BOX	85	-	-	14	71	13	1	7	1	1	4	3	6	23	60	8	77	-	-	9	18	-	-	-	
-----	21%			19%	22%	20%	10%	20%	16%	36%	26%	21%	17%	28%	22%	43%	21%			15%	31%				
(5) VERY LIKELY	52	-	-	9	43	8	1	4	1	1	2	2	4	17	34	6	46	-	-	6	7	-	-	-	
	13%			12%	13%	12%	10%	11%	16%	36%	13%	14%	11%	20%	13%	32%	12%			10%	12%				
(4) SOMEWHAT LIKELY	34	-	-	5	29	5	-	3	-	-	2	1	2	6	26	2	32	-	-	3	11	-	-	-	
	8%			7%	9%	8%		9%			13%	7%	6%	7%	10%	11%	8%			6%	19%				
(3) NEITHER LIKELY NOR UNLIKELY	4	-	-	1	3	1	-	1	-	-	-	-	-	1	1	1	4	-	-	-	-	-	-	-	
	1%			1%	1%	2%		3%						3%	1%	*	1%								
(2) SOMEWHAT UNLIKELY	55	-	-	12	43	10	2	4	1	-	1	4	5	7	46	-	55	-	-	17	11	-	-	-	
	14%			17%	13%	16%	22%	12%	16%		7%	29%	15%	8%	17%		15%			28%	19%				
(1) VERY UNLIKELY	251	-	-	47	205	40	6	23	4	2	10	7	23	51	162	11	236	-	-	34	28	-	-	-	
	63%			63%	63%	62%	68%	66%	67%	64%	67%	50%	65%	62%	60%	57%	63%			56%	49%				
BOTTOM 2 BOX	307	-	-	59	247	51	8	27	5	2	11	11	28	58	208	11	291	-	-	50	39	-	-	-	
-----	76%			80%	76%	78%	90%	77%	84%	64%	74%	79%	80%	70%	77%	57%	77%			85%	67%				
DON'T KNOW / REFUSED	5	-	-	-	5	-	-	-	-	-	-	-	-	1	2	-	4	-	-	-	1	-	-	-	
	1%				2%									1%	1%		1%				1%				
MEAN	1.94	-	-	1.88	1.95	1.91	1.64	1.88	1.82	2.43	1.99	2.06	1.83	2.15	1.98	2.60	1.92	-	-	1.84	2.26	-	-	-	
S.D.	1.47			1.42	1.48	1.44	1.29	1.44	1.60	2.39	1.60	1.48	1.40	1.67	1.46	1.93	1.45			1.29	1.53				
S.E.	0.07			0.16	0.08	0.18	0.42	0.24	0.65	1.43	0.42	0.39	0.24	0.18	0.09	0.45	0.07			0.17	0.20				

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: GETTING INFORMATION ABOUT POWER OUTAGES
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS							
	VERIDIAN CONNECTIONS TRACKING				AGE																HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR			
	=====				=====																=====				=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVOR	DIFF	AT RISK							
UNWTD. TOTAL	401	-	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	-	-	-	-	133	51	187	24							
WTD. TOTAL	401	-	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	-	-	-	-	132	51	188	24							
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%							
TOP 2 BOX	178	-	-	-	-	149	75	74	13	20	82	18	68	62	64	79	5	-	-	-	-	62	21	86	6							
-----	45%					44%	43%	44%	34%	31%	56%	51%	52%	36%	37%	52%	45%					47%	41%	46%	26%							
(5) VERY LIKELY	106	-	-	-	-	92	41	51	6	15	52	11	45	36	39	50	3	-	-	-	-	45	13	46	1							
	26%					27%	24%	30%	16%	23%	35%	31%	35%	21%	22%	33%	27%					34%	25%	24%	4%							
(4) SOMEWHAT LIKELY	73	-	-	-	-	57	34	23	7	5	30	7	23	26	25	29	2	-	-	-	-	18	8	40	5							
	18%					17%	20%	14%	18%	8%	20%	20%	18%	15%	14%	19%	18%					13%	16%	21%	22%							
(3) NEITHER LIKELY NOR UNLIKELY	4	-	-	-	-	4	3	1	1	-	2	-	1	3	2	1	1	-	-	-	-	1	-	2	-							
	1%					1%	2%	1%	3%		1%		1%	2%	1%	1%	9%					1%		1%								
(2) SOMEWHAT UNLIKELY	56	-	-	-	-	45	26	19	2	11	21	10	15	20	24	21	-	-	-	-	17	8	29	2								
	14%					13%	15%	11%	5%	17%	14%	29%	11%	12%	14%	14%					13%	16%	16%	9%								
(1) VERY UNLIKELY	152	-	-	-	-	134	66	68	22	29	42	7	45	81	78	50	5	-	-	-	-	49	21	66	15							
	38%					39%	38%	40%	58%	46%	28%	20%	35%	46%	45%	33%	46%					37%	41%	35%	63%							
BOTTOM 2 BOX	208	-	-	-	-	178	91	87	24	40	63	17	60	101	101	71	5	-	-	-	-	66	29	95	17							
-----	52%					52%	53%	52%	63%	63%	42%	49%	46%	58%	58%	46%	46%					50%	57%	51%	71%							
DON'T KNOW / REFUSED	11	-	-	-	-	10	4	6	-	4	1	-	1	8	7	2	-	-	-	-	3	1	5	1								
	3%					3%	2%	4%		6%	1%		1%	5%	4%	1%					2%	2%	3%	3%								
MEAN	2.81	-	-	-	-	2.79	2.76	2.82	2.28	2.42	3.20	3.13	3.07	2.50	2.54	3.06	2.81	-	-	-	-	2.94	2.67	2.84	1.93							
S.D.	1.71					1.73	1.68	1.78	1.66	1.71	1.70	1.61	1.76	1.69	1.70	1.73	1.84					1.79	1.73	1.68	1.42							
S.E.	0.09					0.10	0.13	0.14	0.27	0.22	0.14	0.27	0.16	0.13	0.13	0.14	0.55					0.16	0.24	0.12	0.29							

Q.E3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: GETTING INFORMATION ABOUT POWER OUTAGES
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTRACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	-	-	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	-	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%				
TOP 2 BOX	178	-	-	27	151	21	6	10	4	2	3	9	12	53	120	11	167	-	-	29	-	-	-	-
-----	45%			36%	46%	33%	61%	28%	67%	64%	21%	64%	34%	64%	44%	58%	44%			49%				
(5) VERY LIKELY	106	-	-	17	89	14	3	8	1	2	2	4	9	37	66	9	96	-	-	13	-	-	-	-
	26%			23%	27%	21%	30%	22%	16%	64%	14%	28%	25%	45%	24%	47%	25%			23%				
(4) SOMEWHAT LIKELY	73	-	-	10	63	7	3	2	3	-	1	5	3	16	55	2	71	-	-	16	-	-	-	-
	18%			14%	19%	11%	32%	6%	50%		7%	36%	9%	19%	20%	11%	19%			27%				
(3) NEITHER LIKELY NOR UNLIKELY	4	-	-	1	3	1	-	1	-	-	1	-	-	-	3	-	4	-	-	-	-	-	-	-
	1%			1%	1%	2%		3%			7%				1%		1%							
(2) SOMEWHAT UNLIKELY	56	-	-	14	42	14	-	6	-	1	2	2	6	11	40	2	54	-	-	11	-	-	-	-
	14%			19%	13%	22%		17%		36%	13%	14%	17%	13%	15%	11%	14%			19%				
(1) VERY UNLIKELY	152	-	-	32	120	28	4	18	2	-	8	3	17	19	100	6	142	-	-	18	-	-	-	-
	38%			43%	37%	44%	39%	52%	33%		58%	22%	49%	23%	37%	32%	38%			31%				
BOTTOM 2 BOX	208	-	-	46	162	42	4	24	2	1	10	5	23	30	140	8	196	-	-	29	-	-	-	-
-----	52%			62%	49%	66%	39%	69%	33%	36%	72%	36%	66%	36%	52%	42%	52%			49%				
DON'T KNOW / REFUSED	11	-	-	-	11	-	-	-	-	-	-	-	-	-	8	-	10	-	-	1	-	-	-	-
	3%				3%										3%		3%			1%				
MEAN	2.81	-	-	2.54	2.87	2.45	3.14	2.29	3.17	3.93	2.05	3.32	2.45	3.50	2.80	3.32	2.79	-	-	2.92	-	-	-	-
S.D.	1.71			1.67	1.72	1.64	1.84	1.66	1.72	1.79	1.54	1.61	1.73	1.67	1.69	1.86	1.70			1.63				
S.E.	0.09			0.19	0.10	0.20	0.60	0.28	0.70	1.07	0.40	0.42	0.29	0.18	0.10	0.43	0.09			0.21				

Q.E3D ACCESSED SMART METER DATA ON THE VERIDIAN CONNECTIONS WEBSITE
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																								VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE				HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVORABLE										
	=====					=====					=====				=====			=====				=====										
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	FAVOR ABLE	DIFF ERENT	AT RISK							
UNWTD. TOTAL	401	-	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	-	-	-	-	133	51	187	24							
WTD. TOTAL	401 100%	-	-	-	-	341 100%	173 100%	168 100%	38 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	-	-	-	-	132 100%	51 100%	188 100%	24 100%							
YES	19 5%	-	-	-	-	18 5%	9 5%	9 5%	1 3%	4 6%	7 5%	2 6%	8 6%	8 5%	10 6%	8 5%	-	-	-	-	7 5%	2 4%	9 5%	1 4%								
NO	376 94%	-	-	-	-	318 93%	163 94%	155 92%	37 97%	58 92%	139 94%	33 94%	120 92%	164 94%	163 94%	143 94%	10 91%	-	-	-	-	124 94%	47 92%	178 95%	22 91%							
DON'T KNOW / REFUSED	6 2%	-	-	-	-	5 2%	1 1%	4 2%	-	1 2%	2 1%	-	2 2%	2 1%	1 1%	2 1%	1 9%	-	-	-	-	1 1%	2 4%	1 1%	1 4%							

Q.E3D ACCESSED SMART METER DATA ON THE VERIDIAN CONNECTIONS WEBSITE
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																										
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	BILLING		HYDRO?		YES		NO		VS		VDS		12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	-	-	-	-	-	-	
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	-	-	-	-	-	-	
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%							
YES	19	-	-	4	15	4	-	1	-	-	1	-	3	15	2	19	-	-	1	-	-	-	-	-	-		
	5%			5%	4%	6%		3%			7%		8%	18%	1%	100%			2%								
NO	376	-	-	67	309	58	9	32	6	3	14	13	30	67	266	-	376	-	-	57	-	-	-	-	-		
	94%			90%	95%	89%	100%	91%	100%	100%	93%	93%	85%	81%	98%		100%			97%							
DON'T KNOW / REFUSED	6	-	-	3	3	3	-	2	-	-	-	1	2	1	3	-	-	-	-	1	-	-	-	-	-		
	2%			4%	1%	5%		6%				7%	6%	1%	1%					2%							

Q.E3E EASE OF ACCESSING INFORMATION
BASED ON RESPONDENTS THAT ACCESSED SMART METER DATA ON VERIDIAN CONNECTIONS WEBSITE

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE						VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT				
	=====					=====					=====						=====				=====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK
UNWTD. TOTAL	19	-	-	-	-	18	9	9	1	4	7	2	8	8	10	8	-	-	-	-	-	7	2	9	1
WTD. TOTAL	19	-	-	-	-	18	9	9	1	4	7	2	8	8	10	8	-	-	-	-	-	7	2	9	1
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%
TOP 2 BOX	16	-	-	-	-	15	6	9	1	3	7	2	7	6	7	8	-	-	-	-	-	6	2	7	1
-----	84%					84%	67%	100%	100%	76%	100%	100%	88%	76%	70%	100%						87%	100%	78%	100%
(5) VERY EASY	7	-	-	-	-	6	1	5	-	2	3	1	4	1	3	3	-	-	-	-	-	3	1	3	-
	37%					33%	11%	55%		51%	42%	50%	50%	12%	29%	38%						43%	48%	33%	
(4) SOMEWHAT EASY	9	-	-	-	-	9	5	4	1	1	4	1	3	5	4	5	-	-	-	-	-	3	1	4	1
	48%					50%	56%	45%	100%	25%	58%	50%	38%	63%	41%	62%						44%	52%	44%	100%
(3) NEITHER EASY NOR HARD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(2) SOMEWHAT UNEASY (HARD)	1	-	-	-	-	1	1	-	-	1	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-
	5%					5%	11%			24%				12%	9%							13%			
(1) VERY UNEASY (VERY HARD)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BOTTOM 2 BOX	1	-	-	-	-	1	1	-	-	1	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-
-----	5%					5%	11%			24%				12%	9%							13%			
DON'T KNOW / REFUSED	2	-	-	-	-	2	2	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	2	-
	11%					11%	23%						12%	13%	20%									22%	
MEAN	4.30	-	-	-	-	4.26	3.87	4.55	4.00	4.03	4.42	4.50	4.57	3.87	4.13	4.38	-	-	-	-	-	4.16	4.48	4.43	4.00
S.D.	0.76					0.76	0.89	0.53	0.00	1.41	0.53	0.72	0.54	0.88	0.97	0.52						1.05	0.73	0.54	0.00
S.E.	0.19					0.19	0.34	0.18	0.00	0.71	0.20	0.51	0.20	0.34	0.35	0.18						0.40	0.53	0.20	0.00

Q.E3E BASE OF ACCESSING INFORMATION

BASED ON RESPONDENTS THAT ACCESSED SMART METER DATA ON VERIDIAN CONNECTIONS WEBSITE

	COMMERCIAL BILL PAYERS																							
																	WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO				2012	2011	2010	2009
UNWTD. TOTAL	19	-	-	4	15	4	-	1	-	-	1	-	3	15	2	19	-	-	-	1	-	-	-	-
WTD. TOTAL	19	-	-	4	15	4	-	1	-	-	1	-	3	15	2	19	-	-	-	1	-	-	-	-
	100%			100%	100%	100%		100%			100%		100%	100%	100%	100%				100%				
TOP 2 BOX -----	16	-	-	2	14	2	-	-	-	-	-	-	2	13	2	16	-	-	-	1	-	-	-	-
	84%			50%	94%	50%							66%	87%	100%	84%				100%				
(5) VERY EASY	7	-	-	1	6	1	-	-	-	-	-	-	1	7	-	7	-	-	-	1	-	-	-	-
	37%			25%	40%	25%							33%	46%		37%				100%				
(4) SOMEWHAT EASY	9	-	-	1	8	1	-	-	-	-	-	-	1	6	2	9	-	-	-	-	-	-	-	-
	48%			25%	54%	25%							33%	41%	100%	48%								
(3) NEITHER EASY NOR HARD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(2) SOMEWHAT UNEASY (HARD)	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
	5%				6%									6%		5%								
(1) VERY UNEASY (VERY HARD)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BOTTOM 2 BOX -----	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-
	5%				6%									6%		5%								
DON'T KNOW / REFUSED	2	-	-	2	-	2	-	1	-	-	1	-	1	1	-	2	-	-	-	-	-	-	-	-
	11%			50%		50%		100%			100%		34%	7%		11%								
MEAN	4.30	-	-	4.50	4.27	4.50	-	-	-	-	-	-	4.50	4.36	4.00	4.30	-	-	-	5.00	-	-	-	-
S.D.	0.76			0.72	0.79	0.72							0.72	0.83	0.00	0.76				0.00				
S.E.	0.19			0.51	0.20	0.51							0.51	0.22	0.00	0.19				0.00				

Q.E3F LIKELIHOOD OF ACCESSING SMART METER DATA ON THE WEBSITE IN THE FUTURE
BASED ON RESPONDENTS ASKED QUESTION

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '0008																				VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK			
UNWID. TOTAL	395	-	-	-	-	337	173	164	38	63	146	35	128	172	174	151	10	-	-	-	-	132	49	186	23			
WTD. TOTAL	394	-	-	-	-	336	172	164	38	62	146	35	128	172	173	151	10	-	-	-	-	131	49	187	23			
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%			
TOP 2 BOX	173	-	-	-	-	147	80	66	9	23	82	20	65	61	62	80	4	-	-	-	-	63	21	79	7			
-----	44%					44%	47%	40%	23%	36%	56%	57%	51%	36%	36%	53%	40%					48%	43%	42%	31%			
(5) VERY LIKELY	79	-	-	-	-	71	38	33	3	13	37	11	32	28	32	38	1	-	-	-	-	27	10	38	4			
	20%					21%	22%	20%	8%	21%	25%	32%	25%	16%	18%	25%	10%					20%	20%	20%	17%			
(4) SOMEWHAT LIKELY	95	-	-	-	-	76	43	33	6	10	45	9	33	33	30	42	3	-	-	-	-	37	11	41	3			
	24%					23%	25%	20%	16%	16%	31%	25%	26%	19%	17%	28%	30%					28%	23%	22%	14%			
(3) NEITHER LIKELY NOR UNLIKELY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
(2) SOMEWHAT UNLIKELY	61	-	-	-	-	50	24	25	2	6	29	6	21	23	19	27	4	-	-	-	-	12	4	40	3			
	15%					15%	14%	15%	5%	10%	20%	17%	16%	14%	11%	18%	40%					9%	9%	21%	14%			
(1) VERY UNLIKELY	159	-	-	-	-	139	67	72	27	34	36	9	43	86	91	45	2	-	-	-	-	56	24	67	12			
	40%					41%	39%	44%	72%	54%	24%	26%	33%	50%	53%	30%	20%					43%	49%	36%	55%			
BOTTOM 2 BOX	220	-	-	-	-	189	92	97	29	39	64	15	63	110	110	71	6	-	-	-	-	68	28	107	16			
-----	56%					56%	53%	59%	77%	64%	44%	43%	49%	64%	64%	47%	60%					52%	57%	57%	69%			
DON'T KNOW / REFUSED	1	-	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-			
	*					*		1%						1%	1%									1%				
MEAN	2.68	-	-	-	-	2.67	2.76	2.57	1.83	2.40	3.13	3.20	2.93	2.37	2.37	3.01	2.69	-	-	-	-	2.74	2.57	2.69	2.26			
S.D.	1.65					1.67	1.67	1.66	1.44	1.71	1.58	1.66	1.66	1.62	1.66	1.63	1.41					1.69	1.71	1.62	1.65			
S.E.	0.08					0.09	0.13	0.13	0.23	0.22	0.13	0.28	0.15	0.12	0.13	0.13	0.44					0.15	0.25	0.12	0.35			

Q.E3F LIKELIHOOD OF ACCESSING SMART METER DATA ON THE WEBSITE IN THE FUTURE
BASED ON RESPONDENTS ASKED QUESTION

	COMMERCIAL BILL PAYERS																									
	=====																		VERIDIAN CONNECTIONS							
																			TRACKING							
																			VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009	
TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
UNWTD. TOTAL	395	-	-	71	324	61	10	33	6	3	15	13	33	82	268	19	376	-	-	58	-	-	-	-	-	-
WTD. TOTAL	394	-	-	71	324	61	9	33	6	3	15	13	33	82	268	19	376	-	-	58	-	-	-	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%						
TOP 2 BOX	173	-	-	27	146	22	5	11	4	1	5	5	16	61	110	17	157	-	-	27	-	-	-	-	-	-
-----	44%			38%	45%	36%	52%	33%	67%	36%	33%	37%	49%	74%	41%	89%	42%			46%						
(5) VERY LIKELY	79	-	-	10	69	7	3	2	2	-	3	1	6	29	47	12	67	-	-	8	-	-	-	-	-	-
	20%			14%	21%	11%	32%	6%	34%		20%	8%	18%	36%	18%	63%	18%			13%						
(4) SOMEWHAT LIKELY	95	-	-	17	78	15	2	9	2	1	2	4	10	31	62	5	90	-	-	19	-	-	-	-	-	-
	24%			24%	24%	24%	20%	27%	33%	36%	13%	30%	30%	38%	23%	27%	24%			33%						
(3) NEITHER LIKELY NOR UNLIKELY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(2) SOMEWHAT UNLIKELY	61	-	-	14	47	14	-	6	-	1	3	5	3	9	49	1	60	-	-	11	-	-	-	-	-	-
	15%			20%	14%	23%		19%		35%	21%	39%	9%	11%	18%	5%	16%			19%						
(1) VERY UNLIKELY	159	-	-	30	130	25	5	16	2	1	7	3	14	12	110	1	158	-	-	21	-	-	-	-	-	-
	40%			42%	40%	41%	48%	48%	33%	29%	45%	24%	42%	14%	41%	5%	42%			35%						
BOTTOM 2 BOX	220	-	-	44	176	40	5	22	2	2	10	8	17	21	158	2	218	-	-	32	-	-	-	-	-	-
-----	56%			62%	54%	64%	48%	67%	33%	64%	67%	63%	51%	26%	59%	11%	58%			54%						
DON'T KNOW / REFUSED	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*			*													*									
MEAN	2.68	-	-	2.48	2.72	2.42	2.87	2.25	3.35	2.42	2.41	2.58	2.73	3.70	2.59	4.36	2.59	-	-	2.70	-	-	-	-	-	-
S.D.	1.65			1.56	1.67	1.51	1.95	1.45	1.86	1.55	1.67	1.39	1.68	1.43	1.61	1.13	1.63			1.55						
S.E.	0.08			0.19	0.09	0.19	0.63	0.25	0.76	0.92	0.44	0.38	0.29	0.16	0.10	0.26	0.08			0.20						

Q.41G LIKELIHOOD TO USE A SOCIAL MEDIA SITE AS A RESOURCE FOR ENERGY EFFICIENCY TIPS OR TO HELP MANAGE ELECTRICITY USE
BASED ON RESPONDENTS IN GROUP A / ONTARIO RESPONDENTS IN GROUP B (2011)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
											AGE															STILL IN FAVOR DIFF AT			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	FAVOR ABLE	DIFF ERENT	RISK				
UNWTD. TOTAL	401	399	62	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	53	-	-	133	51	187	24				
WTD. TOTAL	401	399	62	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	52	-	-	132	51	188	24				
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%				
TOP 2 BOX	54	46	10	-	-	48	24	24	6	8	22	5	25	18	15	31	1	40	9	-	-	25	5	22	1				
-----	13%	12%	16%			14%	14%	14%	16%	13%	15%	14%	19%	10%	8%	20%	9%	12%	17%			19%	9%	12%	4%				
(4) VERY LIKELY	15	18	-	-	-	12	5	7	1	2	9	-	8	4	4	8	-	17	-	-	-	8	1	6	-				
	4%	5%				3%	3%	4%	3%	3%	6%		6%	2%	2%	5%		5%				6%	1%	3%					
(3) SOMEWHAT LIKELY	39	28	10	-	-	36	19	17	5	6	13	5	17	14	11	23	1	24	9	-	-	17	4	16	1				
	10%	7%	16%			10%	11%	10%	13%	9%	9%	14%	13%	8%	6%	15%	9%	7%	17%			13%	8%	9%	4%				
(2) NOT LIKELY	83	100	8	-	-	73	40	33	3	15	39	8	29	36	37	32	3	89	8	-	-	30	12	35	4				
	21%	25%	13%			21%	23%	20%	8%	23%	26%	23%	22%	21%	21%	21%	26%	26%	15%			23%	24%	19%	18%				
(1) NOT LIKELY AT ALL	256	250	32	-	-	213	109	104	29	35	86	22	75	114	116	90	6	210	23	-	-	73	34	127	19				
	64%	63%	52%			62%	63%	62%	77%	56%	58%	63%	58%	65%	67%	59%	56%	61%	45%			56%	67%	68%	78%				
BOTTOM 2 BOX	339	350	40	-	-	286	148	137	32	50	125	30	104	150	153	122	9	299	31	-	-	103	46	162	23				
-----	85%	88%	65%			84%	86%	82%	84%	79%	85%	86%	80%	86%	88%	80%	82%	87%	60%			78%	91%	87%	96%				
DON'T HAVE A SOCIAL MEDIA ACCOUNT	6	3	2	-	-	6	1	5	-	5	1	-	1	5	5	-	1	3	2	-	-	4	-	2	-				
	2%	1%	3%			2%	1%	3%		8%	1%		1%	3%	3%		9%	1%	3%			3%		1%					
NOT ASKED	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	-	-	-	-	-	-				
			16%																19%										
DON'T KNOW / REFUSED	2	1	1	-	-	2	-	2	-	-	-	-	-	1	1	-	-	1	1	-	-	-	-	1	-				
	1%	*	1%			1%		1%						1%	1%			*	1%					1%					
MEAN	1.52	1.53	1.55	-	-	1.54	1.53	1.55	1.41	1.56	1.62	1.51	1.67	1.45	1.42	1.67	1.48	1.55	1.64	-	-	1.68	1.43	1.46	1.26				
S.D.	0.82	0.82	0.81			0.82	0.80	0.85	0.82	0.82	0.88	0.74	0.93	0.75	0.72	0.92	0.70	0.83	0.83			0.93	0.70	0.79	0.53				
S.E.	0.04	0.04	0.11			0.05	0.06	0.07	0.13	0.11	0.07	0.13	0.08	0.06	0.06	0.07	0.22	0.04	0.13			0.08	0.10	0.06	0.11				

Q.41G LIKELIHOOD TO USE A SOCIAL MEDIA SITE AS A RESOURCE FOR ENERGY EFFICIENCY TIPS OR TO HELP MANAGE ELECTRICITY USE
BASED ON RESPONDENTS IN GROUP A / ONTARIO RESPONDENTS IN GROUP B (2011)

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS					
																			TRACKING				2012	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	9	-	-
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	9	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%		
TOP 2 BOX	54	-	-	9	44	7	2	4	2	-	1	3	5	17	33	4	49	-	-	6	6	1	-	-
-----	13%			13%	14%	11%	22%	12%	34%		7%	22%	15%	20%	12%	21%	13%			10%	10%	8%		
(4) VERY LIKELY	15	-	-	2	13	2	-	2	-	-	-	1	1	5	9	2	13	-	-	3	1	-	-	-
	4%			3%	4%	3%		6%				7%	3%	6%	3%	10%	3%			5%	3%			
(3) SOMEWHAT LIKELY	39	-	-	7	32	5	2	2	2	-	1	2	4	12	24	2	36	-	-	3	5	1	-	-
	10%			10%	10%	8%	22%	6%	34%		7%	15%	12%	14%	9%	11%	10%			5%	8%	8%		
(2) NOT LIKELY	83	-	-	18	65	17	1	8	2	1	5	6	5	24	55	3	79	-	-	10	11	-	-	-
	21%			24%	20%	26%	10%	23%	33%	36%	33%	42%	15%	29%	20%	16%	21%			17%	20%			
(1) NOT LIKELY AT ALL	256	-	-	46	211	39	6	22	2	2	9	5	24	42	178	12	241	-	-	43	40	9	-	-
	64%			62%	64%	61%	68%	63%	32%	64%	60%	36%	68%	51%	66%	63%	64%			73%	70%	92%		
BOTTOM 2 BOX	339	-	-	64	275	56	7	30	4	3	14	11	29	66	234	15	320	-	-	53	51	9	-	-
-----	85%			86%	84%	87%	78%	85%	66%	100%	93%	78%	83%	80%	86%	79%	85%			90%	90%	92%		
DON'T HAVE A SOCIAL MEDIA ACCOUNT	6	-	-	1	5	1	-	1	-	-	-	-	1	-	4	-	6	-	-	-	-	-	-	-
	2%			1%	2%	2%		3%					3%		1%		2%							
NOT ASKED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW / REFUSED	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%				1%												*							
MEAN	1.52	-	-	1.53	1.52	1.53	1.54	1.54	2.02	1.36	1.47	1.94	1.48	1.75	1.49	1.68	1.51	-	-	1.42	1.43	1.16	-	-
S.D.	0.82			0.79	0.83	0.79	0.87	0.87	0.89	0.60	0.64	0.92	0.83	0.91	0.80	1.05	0.81			0.80	0.75	0.58		
S.E.	0.04			0.09	0.05	0.10	0.29	0.15	0.37	0.36	0.17	0.24	0.14	0.10	0.05	0.24	0.04			0.10	0.10	0.19		

Q.E4 FEELINGS ABOUT ELECTRONIC BILL STATEMENTS
BASED ON RESPONDENTS IN GROUP A

RESIDENTIAL BILL PAYERS																													
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK				
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24				
WTD. TOTAL	401	399	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	342	-	-	-	132	51	188	24				
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%				
I AM ALREADY RECEIVING MY HYDRO BILL ELECTRONICALLY	40	33	-	-	-	37	22	15	4	5	18	6	13	18	17	19	1	31	-	-	-	16	3	18	3				
	10%	8%				11%	13%	9%	11%	8%	12%	17%	10%	10%	10%	12%	9%	9%				12%	6%	10%	13%				
I USE ON-LINE BANKING AND WILL DEFINITELY BE REQUESTING THAT MY BILL BE SENT TO ME ELECTRONICALLY	55	48	-	-	-	50	25	25	2	7	27	7	26	17	24	25	1	43	-	-	-	19	8	24	4				
	14%	12%				15%	14%	15%	5%	11%	18%	20%	20%	10%	14%	16%	9%	13%				14%	15%	13%	17%				
I USE ON-LINE BANKING BUT PREFER TO HAVE PAPER STATEMENTS	131	163	-	-	-	115	61	55	5	15	70	14	58	43	44	66	4	140	-	-	-	35	19	65	8				
	33%	41%				34%	35%	32%	13%	24%	47%	40%	45%	25%	25%	43%	36%	41%				27%	38%	35%	34%				
I PREFER TO HAVE THE PAPER COPY OF MY BILLS	99	92	-	-	-	79	41	38	13	19	20	6	20	51	50	27	2	75	-	-	-	34	9	47	6				
	25%	23%				23%	24%	23%	34%	30%	14%	17%	16%	29%	29%	18%	19%	22%				26%	18%	25%	25%				
I DON'T USE ON-LINE BANKING	76	60	-	-	-	60	25	35	14	17	13	2	12	45	39	16	3	49	-	-	-	28	11	33	3				
	19%	15%				18%	14%	21%	37%	27%	9%	6%	9%	26%	22%	11%	27%	14%				21%	21%	18%	11%				
DON'T KNOW / REFUSED	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	1	-	-				
	*	1%																1%				2%							

Q.E4 FEELINGS ABOUT ELECTRONIC BILL STATEMENTS
BASED ON RESPONDENTS IN GROUP A

	COMMERCIAL BILL PAYERS																																									
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING																			
	BILLING		HYDRO?		YES		NO		VS		VDS		12+		7-12		4-6		<3		YES		NO		YES		NO		VERY SUPP		VERY UNSUP		VERI-DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO			
	UNWTD. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
WTD. TOTAL	401	-	-	74	327	65	9	35	6	3	15	14	35	83	271	19	376	-	-	59	57	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%																					
I AM ALREADY RECEIVING MY HYDRO BILL ELECTRONICALLY	40	-	-	5	35	4	1	1	2	-	-	-	4	23	15	9	30	-	-	3	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	10%			7%	11%	6%	10%	3%	33%				11%	28%	6%	48%	8%			5%	4%																					
I USE ON-LINE BANKING AND WILL DEFINITELY BE REQUESTING THAT MY BILL BE SENT TO ME ELECTRONICALLY	55	-	-	7	48	6	1	2	-	-	3	-	4	18	35	2	52	-	-	5	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	14%			10%	15%	9%	10%	6%			20%		12%	21%	13%	10%	14%			8%	8%																					
I USE ON-LINE BANKING BUT PREFER TO HAVE PAPER STATEMENTS	131	-	-	28	103	25	3	14	2	3	8	8	7	28	100	5	124	-	-	16	23	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	33%			37%	32%	39%	31%	39%	34%	100%	55%	56%	20%	34%	37%	26%	33%			26%	40%																					
I PREFER TO HAVE THE PAPER COPY OF MY BILLS	99	-	-	16	82	15	2	8	2	-	1	4	8	12	71	3	96	-	-	19	17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	25%			22%	25%	22%	21%	24%	33%		7%	28%	23%	15%	26%	15%	25%			33%	30%																					
I DON'T USE ON-LINE BANKING	76	-	-	17	59	14	3	9	-	-	3	2	11	2	49	-	74	-	-	16	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	19%			23%	18%	22%	28%	25%			18%	16%	31%	2%	18%		20%			26%	18%																					
DON'T KNOW / REFUSED	1	-	-	1	-	1	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-					
	*			2%		2%		3%					3%		*					2%																						

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: PROVIDING A ONE-TIME FINANCIAL INCENTIVE TO SWITCH BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE				HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVORABLE					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFFERENT	AT RISK		
UNWTD. TOTAL	400	394	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	338	-	-	-	133	50	187	24		
WTD. TOTAL	400	396	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	338	-	-	-	132	50	188	24		
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%		
TOP 2 BOX	199	259	-	-	-	171	94	78	9	28	93	26	80	65	62	103	5	223	-	-	-	70	23	92	11		
-----	50%	66%				50%	54%	46%	24%	44%	63%	74%	61%	38%	36%	67%	45%	66%				53%	46%	49%	47%		
(5) VERY LIKELY	112	143	-	-	-	101	56	45	4	16	53	15	50	36	41	58	2	132	-	-	-	46	13	47	5		
	28%	36%				30%	32%	27%	11%	25%	36%	42%	38%	21%	24%	38%	18%	39%				35%	25%	25%	21%		
(4) SOMEWHAT LIKELY	87	117	-	-	-	70	38	32	5	12	40	11	30	29	21	45	3	91	-	-	-	24	10	45	6		
	22%	30%				21%	22%	19%	13%	19%	27%	32%	23%	17%	12%	29%	27%	27%				18%	21%	24%	26%		
(3) NEITHER LIKELY NOR UNLIKELY	4	3	-	-	-	4	2	2	-	-	3	1	1	2	1	3	-	3	-	-	-	1	-	2	-		
	1%	1%				1%	1%	1%			2%	3%	1%	1%	1%	2%		1%				1%		1%			
(2) SOMEWHAT UNLIKELY	50	32	-	-	-	39	18	21	2	6	17	4	18	16	24	14	1	26	-	-	-	12	9	29	-		
	13%	8%				11%	10%	13%	5%	9%	11%	11%	14%	9%	14%	9%	9%	8%				9%	18%	15%			
(1) VERY UNLIKELY	139	87	-	-	-	122	58	65	26	30	35	4	30	87	85	31	5	71	-	-	-	48	17	60	12		
	35%	22%				36%	33%	38%	69%	47%	24%	11%	23%	50%	49%	21%	46%	21%				36%	34%	32%	49%		
BOTTOM 2 BOX	189	119	-	-	-	161	76	86	28	35	52	8	48	103	109	45	6	98	-	-	-	60	26	89	12		
-----	47%	30%				47%	44%	51%	74%	56%	35%	23%	37%	59%	62%	30%	55%	29%				45%	52%	48%	49%		
DON'T KNOW / REFUSED	8	14	-	-	-	5	2	3	1	-	-	-	1	3	2	2	-	14	-	-	-	1	1	4	1		
	2%	4%				1%	1%	2%	3%				1%	2%	1%	1%		4%				1%	1%	2%	4%		
MEAN	2.95	3.52	-	-	-	2.97	3.09	2.83	1.89	2.66	3.40	3.83	3.40	2.48	2.48	3.55	2.61	3.58	-	-	-	3.06	2.85	2.94	2.68		
S.D.	1.71	1.59				1.73	1.73	1.72	1.51	1.76	1.62	1.40	1.65	1.70	1.71	1.57	1.74	1.60				1.78	1.69	1.66	1.80		
S.E.	0.09	0.08				0.09	0.13	0.13	0.25	0.22	0.13	0.24	0.15	0.13	0.13	0.13	0.52	0.09				0.16	0.24	0.12	0.38		

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: PROVIDING A ONE-TIME FINANCIAL INCENTIVE TO SWITCH
BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

	COMMERCIAL BILL PAYERS																							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS					
																			TRACKING				VERI-	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	400	-	-	73	327	63	10	34	6	3	15	14	34	83	270	19	376	-	-	58	56	-	-	-
WTD. TOTAL	400	-	-	73	327	64	9	34	6	3	15	14	34	83	270	19	376	-	-	58	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	199	-	-	34	164	28	6	15	5	2	6	8	18	62	128	13	186	-	-	27	36	-	-	-
-----	50%			47%	50%	44%	64%	45%	84%	71%	41%	56%	54%	74%	47%	69%	49%			47%	63%			
(5) VERY LIKELY	112	-	-	20	92	17	3	10	2	-	6	2	12	39	70	12	100	-	-	11	11	-	-	-
	28%			27%	28%	27%	32%	30%	33%		41%	14%	36%	47%	26%	64%	27%			19%	18%			
(4) SOMEWHAT LIKELY	87	-	-	14	72	11	3	5	3	2	-	6	6	23	57	1	86	-	-	16	26	-	-	-
	22%			19%	22%	18%	32%	15%	51%	71%		43%	18%	28%	21%	5%	23%			28%	45%			
(3) NEITHER LIKELY NOR UNLIKELY	4	-	-	-	4	-	-	-	-	-	-	-	-	-	2	-	4	-	-	-	-	-	-	-
	1%				1%										1%		1%							
(2) SOMEWHAT UNLIKELY	50	-	-	13	37	11	2	7	-	1	2	4	5	8	40	1	47	-	-	11	6	-	-	-
	13%			18%	12%	17%	18%	20%		29%	14%	28%	14%	10%	15%	5%	13%			19%	10%			
(1) VERY UNLIKELY	139	-	-	24	115	23	1	11	1	-	6	1	11	12	96	4	134	-	-	17	15	-	-	-
	35%			33%	35%	36%	10%	33%	16%		41%	7%	32%	15%	35%	21%	36%			29%	26%			
BOTTOM 2 BOX	189	-	-	37	152	34	3	18	1	1	8	5	16	20	136	5	181	-	-	28	21	-	-	-
-----	47%			51%	47%	54%	29%	53%	16%	29%	55%	36%	46%	24%	50%	26%	48%			48%	37%			
DON'T KNOW / REFUSED	8	-	-	2	6	1	1	1	-	-	1	1	-	1	5	1	6	-	-	3	-	-	-	-
	2%			2%	2%	2%	7%	2%			5%	8%		1%	2%	5%	1%			5%				
MEAN	2.95	-	-	2.90	2.96	2.80	3.61	2.88	3.84	3.41	2.85	3.29	3.11	3.83	2.87	3.91	2.92	-	-	2.88	3.18	-	-	-
S.D.	1.71			1.70	1.71	1.71	1.50	1.73	1.46	1.14	1.96	1.32	1.76	1.48	1.69	1.74	1.70			1.60	1.54			
S.E.	0.09			0.20	0.10	0.22	0.51	0.30	0.60	0.68	0.53	0.36	0.30	0.16	0.10	0.41	0.09			0.21	0.20			

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: BEING ENTERED INTO A SPECIAL DRAW FOR CUSTOMERS WHO MAKE THE SWITCH BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																								VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFF ERENT	AT RISK							
UNWTD. TOTAL	400	394	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	338	-	-	-	133	50	187	24							
WTD. TOTAL	400	396	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	338	-	-	-	132	50	188	24							
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%							
TOP 2 BOX	157	200	-	-	-	136	73	64	12	27	70	20	65	52	47	85	4	176	-	-	-	62	19	70	6							
	39%	50%				40%	42%	38%	32%	43%	47%	57%	50%	30%	27%	56%	35%	52%				47%	38%	37%	26%							
(5) VERY LIKELY	76	118	-	-	-	69	35	34	6	13	35	12	33	24	22	44	3	103	-	-	-	38	9	26	3							
	19%	30%				20%	20%	20%	16%	20%	24%	34%	25%	14%	13%	29%	26%	31%				29%	18%	14%	13%							
(4) SOMEWHAT LIKELY	81	82	-	-	-	67	38	29	6	14	35	8	32	27	26	41	1	73	-	-	-	24	10	44	3							
	20%	21%				20%	22%	18%	16%	22%	24%	23%	25%	16%	15%	27%	9%	22%				18%	20%	23%	13%							
(3) NEITHER LIKELY NOR UNLIKELY	4	4	-	-	-	3	2	1	-	-	2	-	2	1	2	1	-	4	-	-	-	1	-	1	-							
	1%	1%				1%	1%	1%			1%		2%	1%	1%	1%		1%				1%		1%								
(2) SOMEWHAT UNLIKELY	66	64	-	-	-	54	30	24	5	7	27	8	17	28	28	23	2	52	-	-	-	15	11	36	2							
	17%	16%				16%	17%	14%	13%	11%	18%	23%	13%	16%	16%	15%	19%	15%				11%	22%	19%	9%							
(1) VERY UNLIKELY	167	119	-	-	-	145	67	78	21	29	49	7	46	91	95	44	5	98	-	-	-	53	20	79	14							
	42%	30%				43%	39%	46%	55%	47%	33%	20%	35%	53%	55%	29%	46%	29%				40%	40%	42%	59%							
BOTTOM 2 BOX	234	184	-	-	-	199	97	102	26	36	76	15	63	119	123	67	7	150	-	-	-	68	31	115	16							
	58%	46%				58%	56%	60%	68%	57%	51%	43%	48%	69%	71%	44%	65%	44%				51%	62%	62%	68%							
DON'T KNOW / REFUSED	5	9	-	-	-	3	1	2	-	-	-	-	-	2	2	-	-	9	-	-	-	1	-	1	2							
	1%	2%				1%	1%	1%						1%	1%			3%				1%		1%	7%							
MEAN	2.58	3.04	-	-	-	2.59	2.67	2.51	2.24	2.59	2.87	3.29	2.92	2.21	2.14	3.12	2.51	3.10	-	-	-	2.84	2.55	2.47	2.05							
S.D.	1.63	1.68				1.65	1.64	1.67	1.62	1.70	1.64	1.61	1.68	1.55	1.51	1.65	1.79	1.68				1.75	1.61	1.56	1.59							
S.E.	0.08	0.09				0.09	0.12	0.13	0.26	0.21	0.13	0.27	0.15	0.12	0.12	0.13	0.54	0.09				0.15	0.23	0.11	0.34							

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: LEARNING MORE ABOUT THE BENEFITS TO GOING GREEN WITH PAPERLESS BILLING
BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S											AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====					=====					=====			=====			=====			=====				=====						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK					
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====					
UNWTD. TOTAL	400	394	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	338	-	-	-	133	50	187	24					
WTD. TOTAL	400	396	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	338	-	-	-	132	50	188	24					
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%				
TOP 2 BOX	171	222	-	-	2	145	75	71	12	31	70	20	61	64	57	82	6	198	-	-	-	68	21	74	8					
-----	43%	56%				43%	43%	42%	32%	49%	48%	57%	47%	37%	33%	53%	54%	58%				51%	41%	40%	34%					
(5) VERY LIKELY	71	114	-	-	-	63	31	32	6	14	28	10	25	28	29	31	3	102	-	-	-	36	7	22	6					
	18%	29%				18%	18%	19%	16%	22%	19%	28%	19%	16%	17%	20%	27%	30%				27%	15%	12%	26%					
(4) SOMEWHAT LIKELY	99	108	-	-	-	82	44	38	6	17	42	10	36	35	29	51	3	96	-	-	-	32	13	52	2					
	25%	27%				24%	25%	23%	16%	27%	28%	29%	27%	20%	16%	33%	27%	28%				24%	27%	28%	8%					
(3) NEITHER LIKELY NOR UNLIKELY	4	2	-	-	-	4	3	1	-	-	2	-	3	1	2	2	-	2	-	-	-	-	-	2	-					
	1%	1%				1%	2%	1%			1%		2%	1%	1%	1%		1%						1%						
(2) SOMEWHAT UNLIKELY	65	56	-	-	-	54	29	25	3	7	26	8	19	27	28	25	-	42	-	-	-	13	8	42	2					
	16%	14%				16%	17%	15%	8%	11%	18%	23%	15%	15%	16%	16%		12%				10%	15%	22%	8%					
(1) VERY UNLIKELY	155	108	-	-	-	135	65	71	23	25	49	7	46	82	86	43	5	89	-	-	-	50	22	68	13					
	39%	27%				40%	37%	42%	61%	39%	33%	20%	35%	47%	49%	28%	46%	26%				38%	44%	36%	54%					
BOTTOM 2 BOX	220	164	-	-	-	189	94	95	26	32	75	15	65	108	114	68	5	131	-	-	-	63	29	110	15					
-----	55%	42%				55%	54%	57%	68%	50%	50%	43%	50%	62%	65%	45%	46%	39%				48%	59%	58%	62%					
DON'T KNOW / REFUSED	5	7	-	-	-	3	2	1	-	1	1	-	1	1	1	1	-	7	-	-	-	1	-	2	1					
	1%	2%				1%	1%	1%		1%	1%		1%	*	*	1%		2%				1%		1%	4%					
MEAN	2.66	3.16	-	-	-	2.66	2.69	2.62	2.18	2.81	2.83	3.22	2.81	2.43	2.35	3.01	2.90	3.24	-	-	-	2.93	2.54	2.56	2.42					
S.D.	1.61	1.64				1.62	1.61	1.65	1.64	1.69	1.60	1.57	1.62	1.61	1.60	1.57	1.87	1.64				1.73	1.61	1.50	1.81					
S.E.	0.08	0.08				0.09	0.12	0.13	0.27	0.21	0.13	0.27	0.14	0.12	0.12	0.13	0.56	0.09				0.15	0.23	0.11	0.38					

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: LEARNING MORE ABOUT THE BENEFITS TO GOING GREEN WITH PAPERLESS BILLING
BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

	COMMERCIAL BILL PAYERS																								
	TIME OF USE BILLING				CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	=====				=====		=====		=====		=====				=====		=====		=====		=====				
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWTD. TOTAL	400	-	-		73	327	63	10	34	6	3	15	14	34	83	270	19	376	-	-	58	56	-	-	-
WTD. TOTAL	400	-	-		73	327	64	9	34	6	3	15	14	34	83	270	19	376	-	-	58	57	-	-	-
	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	171	-	-		28	142	23	5	11	3	2	6	5	15	50	114	11	159	-	-	25	24	-	-	-
-----	43%				39%	44%	37%	53%	33%	51%	71%	41%	36%	44%	60%	42%	58%	42%			44%	42%			
(5) VERY LIKELY	71	-	-		11	60	9	2	3	1	1	4	1	5	27	41	8	62	-	-	8	12	-	-	-
	18%				15%	18%	14%	22%	9%	18%	35%	27%	7%	15%	33%	15%	42%	17%			14%	21%			
(4) SOMEWHAT LIKELY	99	-	-		17	82	14	3	8	2	1	2	4	10	23	72	3	96	-	-	17	12	-	-	-
	25%				24%	25%	23%	31%	24%	33%	36%	14%	30%	29%	28%	27%	16%	26%			30%	21%			
(3) NEITHER LIKELY NOR UNLIKELY	4	-	-		-	4	-	-	-	-	-	-	-	-	-	4	-	4	-	-	-	-	-	-	-
	1%					1%										2%		1%							
(2) SOMEWHAT UNLIKELY	65	-	-		15	51	13	2	6	2	-	1	6	7	14	48	4	60	-	-	12	14	-	-	-
	16%				20%	15%	20%	21%	17%	33%		6%	42%	20%	17%	18%	21%	16%			20%	25%			
(1) VERY UNLIKELY	155	-	-		29	126	26	2	16	1	1	8	2	12	18	100	4	150	-	-	19	19	-	-	-
	39%				39%	38%	41%	26%	47%	16%	29%	53%	14%	35%	22%	37%	21%	40%			33%	33%			
BOTTOM 2 BOX	220	-	-		44	176	39	4	22	3	1	9	8	19	33	148	8	209	-	-	31	33	-	-	-
-----	55%				60%	54%	62%	47%	64%	49%	29%	59%	56%	56%	40%	55%	42%	56%			53%	58%			
DON'T KNOW / REFUSED	5	-	-		1	4	1	-	1	-	-	-	1	-	-	4	-	4	-	-	2	-	-	-	-
	1%				1%	1%	2%		3%				7%			1%		1%			3%				
MEAN	2.66	-	-		2.54	2.69	2.47	3.01	2.29	3.03	3.47	2.57	2.70	2.68	3.31	2.65	3.37	2.63	-	-	2.71	2.71	-	-	-
S.D.	1.61				1.58	1.62	1.56	1.65	1.51	1.56	2.05	1.86	1.31	1.58	1.60	1.57	1.71	1.60			1.55	1.61			
S.E.	0.08				0.19	0.09	0.20	0.54	0.26	0.64	1.22	0.49	0.36	0.27	0.18	0.10	0.40	0.08			0.21	0.21			

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: A BETTER UNDERSTANDING OF THE CONVENIENCE OF PAPERLESS BILLING
BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT			
	=====					=====					=====					=====					=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK			
UNWTD. TOTAL	400	394	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	338	-	-	-	133	50	187	24			
WTD. TOTAL	400	396	-	-	-	341	173	168	38	63	148	35	130	174	174	153	11	338	-	-	-	132	50	188	24			
	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%		
TOP 2 BOX	170	212	-	-	-	145	74	72	10	29	70	20	62	63	60	79	6	186	-	-	-	68	21	72	8			
-----	42%	54%				43%	43%	43%	26%	47%	47%	57%	48%	36%	35%	52%	54%	55%				51%	43%	39%	34%			
(5) VERY LIKELY	76	105	-	-	-	69	36	33	4	19	32	11	30	29	34	32	4	92	-	-	-	38	8	23	6			
	19%	27%				20%	21%	20%	11%	31%	22%	31%	23%	17%	19%	21%	36%	27%				29%	16%	12%	25%			
(4) SOMEWHAT LIKELY	94	106	-	-	-	76	37	38	6	10	38	9	32	34	26	47	2	94	-	-	-	29	13	49	2			
	24%	27%				22%	22%	23%	16%	16%	26%	26%	25%	19%	15%	31%	18%	28%				22%	27%	26%	9%			
(3) NEITHER LIKELY NOR UNLIKELY	3	4	-	-	-	3	3	-	-	-	1	-	2	1	1	2	-	3	-	-	-	1	-	1	-			
	1%	1%				1%	2%				1%		2%	1%	1%	1%		1%				1%		1%				
(2) SOMEWHAT UNLIKELY	63	60	-	-	-	53	29	24	4	6	28	9	21	23	24	27	1	49	-	-	-	11	11	37	2			
	16%	15%				15%	17%	14%	10%	10%	19%	26%	16%	13%	14%	18%	9%	14%				8%	21%	20%	8%			
(1) VERY UNLIKELY	154	115	-	-	-	131	64	67	22	26	47	6	45	79	84	42	4	95	-	-	-	51	17	70	14			
	39%	29%				38%	37%	40%	58%	41%	32%	17%	35%	46%	48%	28%	37%	28%				39%	34%	38%	58%			
BOTTOM 2 BOX	217	175	-	-	-	184	93	91	26	32	75	15	66	102	108	69	5	144	-	-	-	62	27	107	16			
-----	54%	44%				54%	53%	54%	68%	50%	51%	43%	51%	59%	62%	45%	46%	42%				47%	55%	57%	66%			
DON'T KNOW / REFUSED	10	5	-	-	-	9	4	5	2	2	2	-	-	8	5	3	-	5	-	-	-	1	1	7	-			
	2%	1%				3%	2%	3%	5%	3%	1%			5%	3%	2%		2%				1%	2%	4%				
MEAN	2.68	3.07	-	-	-	2.70	2.73	2.67	2.05	2.86	2.87	3.28	2.85	2.46	2.42	3.00	3.07	3.12	-	-	-	2.94	2.70	2.54	2.35			
S.D.	1.63	1.64				1.65	1.64	1.66	1.53	1.80	1.61	1.56	1.65	1.64	1.66	1.57	1.87	1.63				1.75	1.58	1.53	1.79			
S.E.	0.08	0.08				0.09	0.13	0.13	0.26	0.23	0.13	0.27	0.14	0.13	0.13	0.13	0.56	0.09				0.15	0.23	0.11	0.37			

Q.E5 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: A BETTER UNDERSTANDING OF THE CONVENIENCE OF PAPERLESS BILLING
BASED ON RESPONDENTS IN GROUP A WITH A FEELING ABOUT ELECTRONIC BILL STATEMENTS

	COMMERCIAL BILL PAYERS																							
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	TRACKING		2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO				2012	2011		
UNWTD. TOTAL	400	-	-	73	327	63	10	34	6	3	15	14	34	83	270	19	376	-	-	58	56	-	-	-
WTD. TOTAL	400	-	-	73	327	64	9	34	6	3	15	14	34	83	270	19	376	-	-	58	57	-	-	-
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%			
TOP 2 BOX	170	-	-	33	136	27	6	16	3	3	5	7	17	54	106	12	157	-	-	24	25	-	-	-
-----	42%			46%	42%	43%	62%	48%	51%	100%	34%	50%	51%	65%	39%	63%	42%			42%	45%			
(5) VERY LIKELY	76	-	-	12	64	9	3	6	1	1	4	1	6	25	49	10	65	-	-	6	13	-	-	-
	19%			16%	20%	14%	31%	17%	17%	29%	27%	7%	17%	30%	18%	53%	17%			10%	24%			
(4) SOMEWHAT LIKELY	94	-	-	22	72	19	3	11	2	2	1	6	11	29	58	2	92	-	-	18	12	-	-	-
	24%			30%	22%	29%	31%	31%	34%	71%	7%	43%	33%	36%	21%	11%	24%			31%	21%			
(3) NEITHER LIKELY NOR UNLIKELY	3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	1	-	-	-
	1%			1%											1%		1%				1%			
(2) SOMEWHAT UNLIKELY	63	-	-	12	51	10	2	6	2	-	3	3	6	13	44	4	58	-	-	10	11	-	-	-
	16%			16%	16%	16%	21%	17%	32%		20%	21%	17%	16%	16%	21%	15%			17%	18%			
(1) VERY UNLIKELY	154	-	-	27	128	25	2	11	1	-	7	3	11	15	109	3	149	-	-	23	20	-	-	-
	39%			37%	39%	40%	18%	32%	16%		46%	21%	32%	18%	41%	16%	40%			40%	36%			
BOTTOM 2 BOX	217	-	-	39	178	35	4	17	3	-	10	6	17	29	153	7	207	-	-	33	31	-	-	-
-----	54%			53%	55%	55%	38%	49%	49%		66%	43%	49%	35%	57%	37%	55%			57%	54%			
DON'T KNOW / REFUSED	10	-	-	1	9	1	-	1	-	-	-	1	-	-	7	-	9	-	-	1	-	-	-	-
	2%			1%	3%	2%		3%				7%			3%		2%			2%				
MEAN	2.68	-	-	2.71	2.67	2.61	3.37	2.83	3.03	4.29	2.49	2.92	2.87	3.42	2.59	3.64	2.63	-	-	2.55	2.78	-	-	-
S.D.	1.63			1.60	1.64	1.59	1.61	1.60	1.55	0.57	1.77	1.43	1.59	1.52	1.62	1.67	1.62			1.54	1.66			
S.E.	0.08			0.19	0.09	0.20	0.52	0.28	0.63	0.34	0.47	0.39	0.27	0.17	0.10	0.39	0.08			0.20	0.22			

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING ENERGY-EFFICIENT LIGHT BULBS OR LIGHTING EQUIPMENT
BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====					=====			=====			=====					=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	11	15	82	-	-	9	4	5	-	4	3	2	2	5	3	4	1	14	71	-	-	3	2	6	-
	21%	29%	24%			21%	16%	28%		32%	16%	34%	14%	23%	13%	24%	51%	33%	24%			25%	49%	18%	
NO	6	3	28	-	-	5	2	3	2	-	1	-	1	4	4	1	-	2	20	-	-	2	-	4	-
	12%	6%	8%			12%	9%	16%	100%		5%		8%	19%	18%	7%		4%	7%			17%		12%	
ALREADY DONE	33	33	228	-	-	27	17	10	-	8	14	4	11	11	15	11	-	26	200	-	-	7	1	23	1
	65%	62%	67%			65%	71%	56%		68%	74%	66%	78%	54%	69%	69%		63%	69%			59%	27%	70%	100%
DON'T KNOW / REFUSED	1	1	2	-	-	1	1	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	1	-	-
	2%	3%	*			2%	4%			5%				4%			49%						24%		

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING ENERGY-EFFICIENT LIGHT BULBS OR LIGHTING EQUIPMENT BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS' IN GROUP A (2011)

																			COMMERCIAL BILL PAYERS							
																			WORK WITH OTHERS				VERIDIAN CONNECTIONS TRACKING			
	TIME OF BILLING		USE HYDRO?		CONTACTED		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA									
																			VERY SUPP		VERY UNSUP		VERI- DIAN			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	2012	2011	2010	2009					
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%				
YES	11	6	3	1	10	1	-	1	-	-	-	1	-	-	-	-	-	2	-	2	2	12	-	-		
	21%	17%	37%	11%	24%	11%		25%				25%						11%		24%	15%	23%				
NO	6	4	1	-	6	-	-	-	-	-	-	-	-	-	-	-	-	2	1	1	1	9	-	-		
	12%	11%	13%		15%													11%	50%	12%	14%	17%				
ALREADY DONE	33	24	4	8	25	8	-	3	-	1	1	3	3	-	-	-	-	13	1	5	6	28	-	-		
	65%	69%	51%	89%	59%	89%		75%		100%	100%	75%	100%					73%	50%	64%	57%	56%				
DON'T KNOW / REFUSED	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1	2	-	-		
	2%	3%			2%													5%			14%	3%				

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING TIMERS ON LIGHTS, OR EQUIPMENT
 BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										AGE						HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING																										
	=====					=====					=====					=====			=====				=====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL FAVORABLE	IN DIFFERENT	AT RISK		
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1		
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1		
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%		
YES	8	7	43	-	-	8	4	4	-	1	5	1	3	4	4	3	-	5	34	-	-	3	-	5	-		
	16%	13%	13%			19%	17%	22%		8%	26%	17%	22%	19%	18%	18%		11%	12%			25%		15%			
NO	27	30	196	-	-	23	13	10	2	6	8	4	7	11	11	9	2	26	169	-	-	6	4	17	-		
	54%	57%	58%			55%	54%	55%	100%	50%	42%	67%	50%	52%	50%	57%	100%	63%	58%			50%	100%	51%			
ALREADY DONE	14	13	99	-	-	11	7	4	-	5	6	1	4	6	7	4	-	11	85	-	-	3	-	10	1		
	29%	25%	29%			26%	29%	23%		42%	32%	17%	28%	29%	32%	25%		26%	29%			25%		31%	100%		
DON'T KNOW / REFUSED	1	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	1	-		
	2%	4%	1%																1%					3%			

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING TIMERS ON LIGHTS, OR EQUIPMENT
 BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

																	COMMERCIAL BILL PAYERS									
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS			
	BILLING				HYDRO?																		TRACKING			
	=====				=====				=====				=====				=====		=====		=====		=====			
	TOTAL	YES	NO		YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%				
YES	8	6	1	-	8	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2	9	-	-		
	16%	17%	13%		19%													11%			21%	17%				
NO	27	16	6	5	22	5	-	2	-	1	-	2	2	-	-	-	-	12	1	4	4	28	-	-		
	54%	45%	76%	55%	53%	55%		50%		100%		52%	63%					66%	50%	49%	37%	55%				
ALREADY DONE	14	12	1	4	10	4	-	2	-	-	1	2	1	-	-	-	-	4	1	3	2	14	-	-		
	29%	35%	12%	45%	25%	45%		50%			100%	48%	37%					23%	50%	39%	21%	28%				
DON'T KNOW / REFUSED	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	-	-			
	2%	3%			2%															12%	21%					

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: SHIFTING YOUR USE OF ELECTRICITY TO LOWER COST PERIODS
BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING										ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S							VERIDIAN CONNECTIONS TRACKING							CUSTOMER LOYALTY GROUPS			
	=====					=====					AGE			HOUSEHOLD SIZE				=====					=====					
	=====					=====					=====			=====				=====					=====					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK			
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1			
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1			
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%			
YES	15	12	86	-	-	15	4	11	-	4	5	2	4	9	8	6	-	11	77	-	-	4	2	9	-			
	29%	23%	25%			35%	16%	60%		33%	26%	34%	28%	42%	35%	37%		27%	27%			33%	49%	27%				
NO	13	12	68	-	-	7	6	1	1	2	2	2	1	3	5	-	1	8	41	-	-	3	1	9	-			
	26%	23%	20%			17%	25%	5%	50%	16%	10%	33%	8%	14%	23%		49%	20%	14%			25%	24%	27%				
ALREADY DONE	22	22	180	-	-	20	14	6	1	6	12	2	9	9	9	10	1	20	167	-	-	5	1	15	1			
	45%	42%	53%			48%	59%	34%	50%	51%	64%	33%	65%	44%	42%	63%	51%	49%	58%			42%	27%	46%	100%			
DON'T KNOW / REFUSED	-	6	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	5	-	-	-	-	-	-			
		12%	2%															4%	2%									

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: SHIFTING YOUR USE OF ELECTRICITY TO LOWER COST PERIODS
 BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

																			COMMERCIAL BILL PAYERS							
																			WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING					
	TIME OF USE CONTACTED		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA													
	BILLING		HYDRO?																							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009		
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%				
YES	15	10	4	1	14	1	-	1	-	-	-	-	1	-	-	-	-	3	-	-	1	9	-	-		
	29%	28%	49%	10%	33%	10%		24%					30%					16%			7%	17%				
NO	13	7	2	1	12	1	-	1	-	1	-	-	-	-	-	-	-	6	-	6	4	28	-	-		
	26%	20%	25%	11%	29%	11%		26%		100%								33%		74%	36%	55%				
ALREADY DONE	22	18	2	7	15	7	-	2	-	-	1	4	2	-	-	-	-	9	2	2	2	13	-	-		
	45%	52%	25%	78%	37%	78%		50%			100%	100%	70%					51%	100%	26%	14%	25%				
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	2	-	-		
																					42%	3%				

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING WINDOW BLINDS OR AWNINGS
 BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	=====					=====					=====			=====			=====					=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	9	9	43	-	-	9	3	6	-	2	3	-	2	7	5	3	-	9	37	-	-	1	2	6	-
	17%	18%	13%			21%	12%	33%		16%	15%		14%	32%	22%	18%		22%	13%			8%	49%	18%	
NO	10	14	119	-	-	8	4	4	1	3	3	2	1	5	6	1	1	8	97	-	-	2	2	6	-
	20%	26%	35%			19%	17%	22%	50%	25%	16%	33%	7%	24%	28%	6%	49%	20%	33%			17%	51%	18%	
ALREADY DONE	31	27	176	-	-	25	17	8	1	7	13	4	11	9	11	12	1	24	155	-	-	9	-	21	1
	62%	52%	52%			60%	71%	45%	50%	59%	69%	67%	79%	43%	50%	76%	51%	58%	53%			75%		64%	100%
DON'T KNOW / REFUSED	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
		4%	1%																*						

																			COMMERCIAL BILL PAYERS							
																			=====							
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS							
																			TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERIDIAN						
2012																					2011	2010	2009			
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%				
YES	9	5	4	1	8	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	5	-	-		
	17%	14%	49%	11%	19%	11%							32%					5%				11%				
NO	10	8	-	2	8	2	-	2	-	1	1	-	-	-	-	-	-	6	-	2	5	22	-	-		
	20%	23%		22%	20%	22%		51%		100%	100%							34%		25%	50%	44%				
ALREADY DONE	31	22	4	6	25	6	-	2	-	-	-	4	2	-	-	-	-	11	2	6	3	21	-	-		
	62%	63%	51%	67%	61%	67%		49%				100%	68%					61%	100%	75%	29%	42%				
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	
																						21%	3%			

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING A PROGRAMMABLE THERMOSTAT
BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000\$										AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING															VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR					
	=====					=====					=====					=====				=====					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	5	9	39	-	-	4	-	4	-	1	1	2	-	2	2	2	-	9	33	-	-	1	-	4	-
	10%	18%	12%			9%		22%		8%	5%	34%		9%	9%	12%		23%	11%			8%		12%	
NO	13	15	92	-	-	12	8	4	2	4	4	-	3	9	7	3	1	11	78	-	-	2	2	9	-
	26%	29%	27%			28%	33%	22%	100%	34%	20%		21%	42%	31%	19%	49%	25%	27%			17%	48%	27%	
ALREADY DONE	31	25	201	-	-	25	16	9	-	7	14	4	10	10	13	10	1	21	173	-	-	9	2	19	1
	62%	47%	59%			60%	67%	50%		58%	75%	66%	72%	48%	60%	62%	51%	50%	60%			75%	52%	57%	100%
DON'T KNOW / REFUSED	1	3	7	-	-	1	-	1	-	-	-	-	1	-	-	1	-	1	6	-	-	-	-	1	-
	2%	6%	2%			2%		6%					7%			6%		2%	2%					3%	

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: INSTALLING A PROGRAMMABLE THERMOSTAT
 BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

																	COMMERCIAL BILL PAYERS								
	TIME OF USE CONTACTED				PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK								
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS	VERIDIAN CONNECTIONS							
																		TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	VERY	VERY	VERI-				
																		UNSUP	DIAN	2012	2011	2010	2009		
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-	
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-	
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%			
YES	5	4	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	6	-	-	
	10%	12%			12%													5%		14%		12%			
NO	13	9	2	3	10	3	-	3	-	1	-	1	1	-	-	-	-	4	2	1	5	14	-	-	
	26%	25%	24%	33%	24%	33%		75%		100%		25%	30%					22%	100%	12%	43%	28%			
ALREADY DONE	31	21	6	6	25	6	-	1	-	-	1	3	2	-	-	-	-	13	-	6	4	28	-	-	
	62%	60%	76%	67%	61%	67%		25%			100%	75%	70%					73%		74%	36%	56%			
DON'T KNOW / REFUSED	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	
	2%	3%			2%																21%	3%			

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING AN ENERGY EXPERT CONDUCT AN ENERGY AUDIT
BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										VERIDIAN CONNECTIONS TRACKING						CUSTOMER LOYALTY GROUPS								
	VERIDIAN CONNECTIONS TRACKING					AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				=====							
	=====					=====					=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50	53	340	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	12	4	33	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	3	5	34	-	-	2	1	1	-	-	1	-	1	1	-	2	-	3	28	-	-	1	-	2	-
	6%	9%	10%			5%	4%	6%			5%		7%	5%		12%		7%	10%			8%		6%	
NO	37	38	259	-	-	32	18	14	2	9	13	6	11	14	18	10	2	32	222	-	-	10	3	23	1
	73%	72%	76%			76%	75%	77%	100%	74%	67%	100%	78%	66%	81%	62%	100%	76%	76%			84%	73%	69%	100%
ALREADY DONE	10	3	43	-	-	8	5	3	-	3	5	-	2	6	4	4	-	2	37	-	-	1	1	8	-
	21%	6%	13%			20%	21%	18%		26%	27%		15%	29%	19%	26%		4%	13%			8%	27%	25%	
DON'T KNOW / REFUSED	-	7	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	3	-	-	-	-	-	-
		13%	1%															13%	1%						

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING AN ENERGY EXPERT CONDUCT AN ENERGY AUDIT
BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

																			COMMERCIAL BILL PAYERS							
	TIME OF USE CONTACTED				PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		VERIDIAN CONNECTIONS							
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		WITH OTHERS		TRACKING							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-						
																			SUPP	UNSUP	DIAN	2012	2011	2010	2009	
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	48	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	11	50	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%				
YES	3	2	-	1	2	1	-	-	-	-	-	-	1	-	-	-	-	2	-	1	1	6	-	-		
	6%	6%		11%	5%	11%							32%					11%		12%	14%	12%				
NO	37	24	8	8	29	8	-	4	-	1	1	4	2	-	-	-	-	11	1	5	6	37	-	-		
	73%	68%	100%	89%	70%	89%		100%		100%	100%	100%	68%					61%	50%	62%	58%	73%				
ALREADY DONE	10	9	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	5	1	2	2	6	-	-		
	21%	27%			25%													28%	50%	26%	15%	12%				
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-		
																					14%	2%				

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING YOUR OLD REFRIGERATOR OR FREEZER REMOVED FOR FREE (2012+) / TAKING ADVANTAGE OF THE SAVE-ON-ENERGY FRIDGE AND FREEZER PICKUP PROGRAM FOR AN OLD FREEZER OR REFRIGERATOR (2011) BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																								CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR					
																							DIFF AT RISK					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	FAVORABLE	DIFFERENT	AT RISK			
UNWTD. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	9	4	28	1			
WTD. TOTAL	42	42	290	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	9	4	28	1			
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%			
YES	6	8	44	-	-	6	3	3	-	3	1	1	1	4	4	2	-	8	44	-	-	2	1	3	-			
	14%	20%	15%			14%	13%	17%		25%	5%	17%	7%	19%	18%	12%		20%	15%			23%	25%	11%				
NO	21	16	176	-	-	21	12	9	2	6	8	2	8	10	13	6	1	16	176	-	-	4	2	14	1			
	50%	38%	61%			50%	50%	50%	100%	49%	42%	33%	57%	47%	59%	37%	51%	38%	61%			45%	51%	50%	100%			
ALREADY DONE	11	15	64	-	-	11	6	5	-	2	8	2	4	5	3	6	1	15	64	-	-	2	1	8	-			
	26%	35%	22%			26%	25%	28%		17%	43%	34%	29%	24%	14%	38%	49%	35%	22%			22%	24%	29%				
DON'T KNOW / REFUSED	4	3	5	-	-	4	3	1	-	1	2	1	1	2	2	2	-	3	5	-	-	1	-	3	-			
	10%	7%	2%			10%	13%	6%		9%	10%	17%	8%	9%	9%	13%		7%	2%			11%		11%				

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING YOUR OLD REFRIGERATOR OR FREEZER REMOVED FOR FREE (2012+) /
TAKING ADVANTAGE OF THE SAVE-ON-ENERGY FRIDGE AND FREEZER PICKUP PROGRAM FOR AN OLD FREEZER OR REFRIGERATOR (2011)
BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

	COMMERCIAL BILL PAYERS																		VERIDIAN CONNECTIONS				
	TIME OF USE		CONTACTED	PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART	WORK	OTHERS		TRACKING					
	BILLING		HYDRO?	SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER	DATA	VERY	VERY	VERI-	CONNECTIONS				
																SUPP	UNSUP	DIAN	2012	2011	2010	2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO						
UNWTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-
WTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-
	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%					100%	100%				
YES	6	4	2	-	6	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	14%	14%	25%		17%													7%					
NO	21	14	4	4	17	4	-	2	-	-	1	1	2	-	-	-	-	7	1	-	-	-	-
	50%	48%	49%	57%	48%	57%		66%			100%	26%	100%					50%	50%				
ALREADY DONE	11	7	2	2	9	2	-	1	-	-	-	2	-	-	-	-	-	4	1	-	-	-	-
	26%	24%	25%	28%	26%	28%		34%				48%						29%	50%				
DON'T KNOW / REFUSED	4	4	-	1	3	1	-	-	-	-	-	1	-	-	-	-	-	2	-	-	-	-	-
	10%	14%		15%	9%	15%						25%						15%					

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: JOINING THE PEAKSAVERPLUS PROGRAM
 BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																								VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE					HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING													
	=====					=====					=====					=====			=====				=====									
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK							
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----							
UNWTD. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	9	4	28	1							
WTD. TOTAL	42	42	290	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	9	4	28	1							
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%							
YES	9	9	44	-	-	9	2	7	-	2	5	2	3	4	5	4	-	9	44	-	-	2	-	7	-							
	21%	21%	15%			21%	9%	38%		17%	26%	34%	21%	19%	23%	24%		21%	15%			22%		25%								
NO	26	13	164	-	-	26	17	9	1	8	11	3	9	13	12	10	2	13	164	-	-	6	3	16	1							
	62%	31%	56%			62%	70%	50%	50%	66%	58%	50%	64%	61%	54%	63%	100%	31%	56%			66%	75%	57%	100%							
ALREADY DONE	5	10	37	-	-	5	4	1	-	1	3	1	2	2	3	2	-	10	37	-	-	1	-	4	-							
	12%	23%	13%			12%	17%	6%		9%	16%	17%	15%	10%	14%	13%		23%	13%			12%		15%								
DON'T KNOW / REFUSED	2	10	45	-	-	2	1	1	1	1	-	-	-	2	2	-	-	10	45	-	-	-	1	1	-							
	5%	24%	16%			5%	4%	5%	50%	8%				10%	9%			24%	16%			25%	4%									

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: JOINING THE PEAKSAVERPLUS PROGRAM
 BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

	COMMERCIAL BILL PAYERS																							
	=====																		VERIDIAN CONNECTIONS					
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		WITH OTHERS					
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		SUPP		UNSUP		TRACKING			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY	VERY	VERI-	2012	2011	2010	2009
UNWTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-	
WTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-	
	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%					100%	100%					
YES	9	5	3	2	7	2	-	-	-	-	-	2	-	-	-	-	-	2	-	-	-	-	-	
	21%	17%	37%	28%	20%	28%						49%						14%						
NO	26	21	4	4	22	4	-	3	-	-	1	1	2	-	-	-	-	8	2	-	-	-	-	
	62%	72%	51%	57%	63%	57%		100%			100%	25%	100%					56%	100%					
ALREADY DONE	5	3	-	1	4	1	-	-	-	-	-	1	-	-	-	-	-	3	-	-	-	-	-	
	12%	11%		15%	12%	15%						26%						23%						
DON'T KNOW / REFUSED	2	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	
	5%		13%		6%													8%						

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: REPLACING YOUR FURNACE WITH A HIGH EFFICIENCY MODEL (2012+) /
TAKING ADVANTAGE OF A SAVE-ON-ENERGY INCENTIVE TO REPLACE YOUR FURNACE OR AIR-CONDITIONER (2011)
BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING											
	=====					=====					=====		=====			=====				=====							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK		
UNWTD. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	9	4	28	1		
WTD. TOTAL	42	42	290	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	9	4	28	1		
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%		
YES	9	7	41	-	-	9	5	4	-	2	4	2	2	5	3	5	1	7	41	-	-	2	-	7	-		
	21%	16%	14%			21%	21%	22%		17%	21%	34%	14%	24%	14%	31%	51%	16%	14%			23%		25%			
NO	16	18	167	-	-	16	10	6	2	5	7	3	6	7	11	4	1	18	167	-	-	3	2	10	1		
	37%	42%	58%			37%	41%	33%	100%	41%	35%	50%	41%	33%	49%	24%	49%	42%	58%			32%	48%	36%	100%		
ALREADY DONE	17	16	70	-	-	17	9	8	-	5	8	1	6	9	8	7	-	16	70	-	-	4	2	11	-		
	41%	39%	24%			41%	38%	45%		42%	44%	17%	44%	43%	37%	45%		39%	24%			45%	52%	40%			
DON'T KNOW / REFUSED	-	1	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	11	-	-	-	-	-	-		
		3%	4%															3%	4%								

Q.31a IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: REPLACING YOUR FURNACE WITH A HIGH EFFICIENCY MODEL (2012+) / TAKING ADVANTAGE OF A SAVE-ON-ENERGY INCENTIVE TO REPLACE YOUR FURNACE OR AIR-CONDITIONER (2011) BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

[illegible]

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: REPLACING YOUR AIR CONDITIONER WITH A HIGH EFFICIENCY MODEL
BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWTD. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	9	4	28	1
WTD. TOTAL	42	42	290	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	9	4	28	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	8	5	-	-	-	8	5	3	-	2	5	1	3	4	4	4	-	5	-	-	-	4	-	4	-
	19%	12%				19%	21%	16%		18%	26%	17%	21%	19%	18%	25%		12%				45%		14%	
NO	17	18	9	-	-	17	9	8	1	3	8	2	5	10	8	6	2	18	9	-	-	3	3	10	1
	40%	42%	3%			40%	37%	44%	50%	25%	41%	33%	35%	47%	36%	37%	100%	42%	3%			33%	76%	35%	100%
ALREADY DONE	16	15	5	-	-	16	9	7	1	7	5	3	6	6	9	6	-	15	5	-	-	2	1	13	-
	38%	37%	2%			38%	38%	39%	50%	58%	28%	50%	44%	29%	41%	39%		37%	2%			23%	24%	47%	
DON'T KNOW / REFUSED	1	4	276	-	-	1	1	-	-	-	1	-	-	1	1	-	-	4	276	-	-	-	-	1	-
	2%	9%	95%			2%	4%			5%				5%	5%			9%	95%					4%	

Q.31A. IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: REPLACING YOUR AIR CONDITIONER WITH A HIGH EFFICIENCY MODEL
 BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

	COMMERCIAL BILL PAYERS																			
	WORK WITH OTHERS										VERIDIAN CONNECTIONS TRACKING									
	BILLING					HYDRO?					PROBLEM SOLVED?					RECENT EXPERIENCE				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	VERI-
UNWTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-
WTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-
	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%					100%	100%	
YES	8	6	1	2	6	2	-	2	-	-	-	1	1	-	-	-	-	3	-	-
	19%	21%	13%	28%	17%	28%		66%				25%	49%					21%		
NO	17	10	5	3	14	3	-	-	-	-	-	2	1	-	-	-	-	5	-	-
	40%	34%	63%	43%	40%	43%						50%	51%					35%		
ALREADY DONE	16	12	2	1	15	1	-	1	-	-	1	-	-	-	-	-	-	5	2	-
	38%	42%	24%	14%	43%	14%		34%			100%							37%	100%	
DON'T KNOW / REFUSED	1	1	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-
	2%	3%		15%		15%						25%						7%		

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: USING A COUPON THAT SAVES MONEY ON THE PURCHASE OF QUALIFIED ENERGY SAVING PRODUCTS
BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING										AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING									
	=====					=====					=====		=====			=====				=====					
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40-<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	9	4	28	1
WTD. TOTAL	42	42	290	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	290	-	-	9	4	28	1
	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%
YES	16	18	128	-	-	16	9	7	1	5	8	2	6	8	9	7	-	18	128	-	-	4	1	11	-
	38%	43%	44%			38%	38%	39%	50%	42%	41%	34%	42%	39%	41%	43%		43%	44%			45%	25%	39%	
NO	17	12	98	-	-	17	9	8	1	5	5	1	6	9	7	6	2	12	98	-	-	5	2	10	-
	40%	28%	34%			40%	37%	44%	50%	41%	26%	17%	43%	42%	31%	38%	100%	28%	34%			55%	48%	35%	
ALREADY DONE	7	9	51	-	-	7	5	2	-	2	4	2	1	4	5	2	-	9	51	-	-	-	1	5	1
	17%	20%	18%			17%	21%	11%		17%	22%	33%	8%	20%	23%	13%		20%	18%			27%	18%	100%	
DON'T KNOW / REFUSED	2	4	12	-	-	2	1	1	-	-	2	1	1	-	1	1	-	4	12	-	-	-	-	2	-
	5%	9%	4%			5%	4%	6%			11%	17%	8%		5%	6%		9%	4%				7%		

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: USING A COUPON THAT SAVES MONEY ON THE PURCHASE OF QUALIFIED ENERGY SAVING PRODUCTS
 BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

	COMMERCIAL BILL PAYERS																							
																	WORK WITH OTHERS	VERIDIAN CONNECTIONS						
	TIME OF USE CONTACTED		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				TRACKING							
	BILLING		HYDRO?																					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-	-
WTD. TOTAL	42	29	8	7	35	7	-	3	-	-	1	4	2	-	-	-	-	14	2	-	-	-	-	-
	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%					100%	100%					
YES	16	11	2	5	11	5	-	1	-	-	-	4	1	-	-	-	-	5	-	-	-	-	-	-
	38%	38%	24%	72%	31%	72%		34%				100%	51%					36%						
NO	17	11	5	1	16	1	-	1	-	-	-	-	1	-	-	-	-	4	2	-	-	-	-	-
	40%	37%	63%	14%	45%	14%		32%					49%					28%	100%					
ALREADY DONE	7	6	1	1	6	1	-	1	-	-	1	-	-	-	-	-	-	4	-	-	-	-	-	-
	17%	21%	13%	14%	18%	14%		34%			100%							29%						
DON'T KNOW / REFUSED	2	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	5%	3%			6%													8%						

RESIDENTIAL BILL PAYERS

[illegible]

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: JOINING THE PEAKSAVERPLUS PROGRAM FOR SMALL BUSINESS
 BASED ON COMMERCIAL RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																						
																	WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING				
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO						
UNWTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-
WTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-
	100%	100%		100%	100%	100%		100%		100%			100%					100%		100%	100%		
YES	2	1	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	3	-	-
	24%	16%			32%													48%		24%	29%		
NO	4	3	-	1	3	1	-	1	-	1	-	-	-	-	-	-	-	1	-	4	4	-	-
	50%	50%		48%	51%	48%		100%		100%								25%		50%	36%		
ALREADY DONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW / REFUSED	2	2	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	2	4	-	-
	26%	34%		52%	16%	52%							100%					27%		26%	36%		

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: PARTICIPATING IN THE SMALL BUSINESS LIGHTING PROGRAM WHERE QUALIFYING BUSINESSES CAN GET UP TO \$1,500 WORTH IN ENERGY-EFFICIENT LIGHTING AND EQUIPMENT UPGRADES BASED ON COMMERCIAL RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																		VERIDIAN CONNECTIONS TRACKING					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-	-
WTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-	-
	100%	100%		100%	100%	100%		100%		100%			100%					100%		100%	100%			
YES	2	1	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	2	-	2	2	-	-	-
	25%	18%		52%	16%	52%		-	-	-	-	-	100%					51%		25%	21%			
NO	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	3	3	-	-	-
	36%	48%			49%													24%		36%	28%			
ALREADY DONE	3	2	-	1	2	1	-	1	-	1	-	-	-	-	-	-	-	1	-	3	2	-	-	-
	38%	34%		48%	35%	48%		100%		100%								25%		38%	22%			
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-
																					28%			

RESIDENTIAL BILL PAYERS

[illegible]

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: PARTICIPATING IN A BUILDING RETROFIT PROGRAM THAT PROVIDES FINANCIAL INCENTIVES FOR REPLACING EXISTING EQUIPMENT WITH HIGH EFFICIENCY EQUIPMENT
BASED ON COMMERCIAL RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																		VERIDIAN CONNECTIONS TRACKING				
	TIME OF USE CONTACTED BILLING		HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERI-DIAN	2012	2011	2010	2009
																	VERY SUPP	VERY UNSUP					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES							
UNWTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-
WTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	11	-	-
	100%	100%		100%	100%	100%		100%		100%			100%					100%		100%	100%		
YES	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-
	12%				16%													24%		12%			
NO	5	4	-	1	4	1	-	1	-	1	-	-	-	-	-	-	-	2	-	5	8	-	-
	62%	66%		48%	68%	48%		100%		100%								49%		62%	79%		
ALREADY DONE	2	2	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	2	-	-	-
	26%	34%		52%	16%	52%							100%					27%		26%			
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
																					21%		

Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING AN ENERGY AUDIT DONE ON YOUR BUILDING
BASED ON COMMERCIAL RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																			VERIDIAN CONNECTIONS				
	TIME OF USE		CONTACTED		PROBLEM		RECENT		TIME SINCE CONTACT				ACCESS		SMART		WORK		WITH OTHERS		VERIDIAN CONNECTIONS			
	BILLING		HYDRO?		SOLVED?		EXPERIENCE		(MONTHS)				WEBSITE		METER DATA		UNSUP		TRACKING		CONNECTIONS			
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	-	-	-	-
WTD. TOTAL	8	6	-	2	6	2	-	1	-	1	-	-	1	-	-	-	-	4	-	8	-	-	-	-
	100%	100%		100%	100%	100%		100%		100%			100%					100%		100%				
YES	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
	12%				16%													24%		12%				
NO	4	3	-	1	3	1	-	1	-	1	-	-	-	-	-	-	-	2	-	4	-	-	-	-
	49%	48%		48%	49%	48%		100%		100%								49%		49%				
ALREADY DONE	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	26%	34%			35%															26%				
DON'T KNOW / REFUSED	1	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	-	-
	14%	18%		52%		52%							100%					27%		14%				

Q.20 ALREADY ON TIME-OF-USE BILLING
BASED ON RESPONDENTS IN GROUP B (2013+) / RESPONDENTS IN ONTARIO WITH SMART METERS (2010-2012)

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING								ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S							AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	=====								=====							=====			=====			=====				=====			
	=====								=====							=====			=====			=====				=====			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK				
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----				
UNWTD. TOTAL	50	38	256	263	-	42	24	18	2	12	19	6	14	21	22	16	2	34	225	226	-	12	4	33	1				
WTD. TOTAL	50	36	249	251	-	42	24	18	2	12	19	6	14	21	22	16	2	32	216	216	-	12	4	33	1				
	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%				
YES	35	23	198	76	-	29	19	10	1	10	13	4	9	16	14	12	2	20	174	59	-	8	2	24	1				
	70%	62%	79%	30%		69%	79%	56%	50%	84%	68%	66%	64%	76%	63%	75%	100%	63%	81%	27%		67%	51%	73%	100%				
NO	8	4	26	109	-	8	3	5	-	2	3	1	3	3	4	3	-	3	20	94	-	2	2	4	-				
	16%	10%	10%	43%		19%	12%	27%		16%	16%	17%	21%	14%	18%	18%		9%	9%	43%		17%	49%	12%					
DON'T KNOW / REFUSED	7	10	25	66	-	5	2	3	1	-	3	1	2	2	4	1	-	9	22	63	-	2	-	5	-				
	14%	27%	10%	26%		12%	9%	17%	50%		16%	17%	15%	10%	19%	6%		28%	10%	29%		17%		16%					

Q.20 ALREADY ON TIME-OF-USE BILLING

BASED ON RESPONDENTS IN GROUP B (2013+) / RESPONDENTS IN ONTARIO WITH SMART METERS (2010-2012)

	COMMERCIAL BILL PAYERS																													
	TIME OF USE CONTACTED BILLING				PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING											
	YES		NO		YES		NO		VS		VDS		YES		NO		YES		NO		VERI-DIAN		2012		2011		2010		2009	
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009						
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	4	31	37	-						
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	4	33	36	-						
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%	100%	100%	100%							
YES	35	35	-	6	29	6	-	3	-	-	1	2	3	-	-	-	-	11	2	6	2	24	18	-						
	70%	100%		67%	71%	67%		74%			100%	50%	100%					61%	100%	76%	59%	71%	49%							
NO	8	-	8	1	7	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	6	15	-						
	16%		100%	10%	17%	10%						23%						5%			21%	19%	43%							
DON'T KNOW / REFUSED	7	-	-	2	5	2	-	1	-	1	-	1	-	-	-	-	-	6	-	2	1	3	3	-						
	14%			23%	13%	23%		26%		100%		26%						34%		24%	21%	10%	8%							

Q.208 AGREEMENT WITH STATEMENT: TIME-OF-USE BILLING HAS CHANGED THE WAY IN WHICH YOU CONSUME ELECTRICITY ON A DAY-TO-DAY BASIS
BASED ON RESPONDENTS IN GROUP B ALREADY ON TIME-OF-USE BILLING

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS				
	VERIDIAN CONNECTIONS TRACKING								AGE				HOUSEHOLD SIZE				VERIDIAN CONNECTIONS TRACKING								
	=====				=====				=====				=====				=====				=====				
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	STILL IN FAVORABLE	DIFFERENT	AT RISK
UNWTD. TOTAL	35	-	-	-	-	29	19	10	1	10	13	4	9	16	14	12	2	-	-	-	-	8	2	24	1
WTD. TOTAL	35	-	-	-	-	29	19	10	1	10	13	4	9	16	14	12	2	-	-	-	-	8	2	24	1
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%
TOP 2 BOX	27	-	-	-	-	23	15	8	1	8	9	2	9	12	10	11	1	-	-	-	-	7	-	20	-
-----	77%					80%	80%	80%	100%	81%	70%	50%	100%	76%	72%	92%	51%					87%		83%	
(5) AGREE STRONGLY	14	-	-	-	-	12	9	3	1	5	5	-	6	6	4	7	1	-	-	-	-	4	-	10	-
	41%					43%	49%	30%	100%	52%	39%		67%	39%	29%	60%	51%					50%		43%	
(4) AGREE SOMEWHAT	13	-	-	-	-	11	6	5	-	3	4	2	3	6	6	4	-	-	-	-	-	3	-	10	-
	36%					37%	31%	50%		29%	31%	50%	33%	37%	42%	32%						37%		40%	
(3) NEITHER / NEUTRAL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(2) DISAGREE SOMEWHAT	5	-	-	-	-	4	3	1	-	1	3	2	-	2	2	1	1	-	-	-	-	1	1	2	1
	14%					13%	15%	10%		10%	22%	50%		12%	14%	8%	49%					13%	47%	8%	100%
(1) DISAGREE STRONGLY	3	-	-	-	-	2	1	1	-	1	1	-	-	2	2	-	-	-	-	-	-	-	1	2	-
	9%					7%	5%	10%		10%	8%			12%	14%								53%	9%	
BOTTOM 2 BOX	8	-	-	-	-	6	4	2	-	2	4	2	-	4	4	1	1	-	-	-	-	1	2	4	1
-----	23%					20%	20%	20%		19%	30%	50%		24%	28%	8%	49%					13%	100%	17%	100%
MEAN	3.87	-	-	-	-	3.95	4.03	3.79	5.00	4.03	3.70	3.00	4.67	3.78	3.58	4.43	3.54	-	-	-	-	4.25	1.47	4.01	2.00
S.D.	1.34					1.28	1.28	1.33	0.00	1.40	1.44	1.16	0.50	1.44	1.46	0.89	2.18					1.04	0.71	1.26	0.00
S.E.	0.23					0.24	0.29	0.42	0.00	0.44	0.40	0.59	0.17	0.36	0.39	0.26	1.58					0.37	0.51	0.26	0.00

Q.20B AGREEMENT WITH STATEMENT: TIME-OF-USE BILLING HAS CHANGED THE WAY IN WHICH YOU CONSUME ELECTRICITY ON A DAY-TO-DAY BASIS
 BASED ON RESPONDENTS IN GROUP B ALREADY ON TIME-OF-USE BILLING

	COMMERCIAL BILL PAYERS																			VERIDIAN CONNECTIONS				
	=====																			TRACKING				
	=====																			=====				
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009
UNWTD. TOTAL	35	35	-	6	29	6	-	3	-	-	1	2	3	-	-	-	-	11	2	6	-	-	-	-
WTD. TOTAL	35	35	-	6	29	6	-	3	-	-	1	2	3	-	-	-	-	11	2	6	-	-	-	-
	100%	100%		100%	100%	100%		100%			100%	100%	100%					100%	100%	100%				
TOP 2 BOX	27	27	-	5	22	5	-	2	-	-	-	2	3	-	-	-	-	8	2	4	-	-	-	-
-----	77%	77%		84%	76%	84%		66%				100%	100%					74%	100%	66%				
(5) AGREE STRONGLY	14	14	-	3	11	3	-	2	-	-	-	1	2	-	-	-	-	4	2	2	-	-	-	-
	41%	41%		51%	39%	51%		66%				49%	68%					38%	100%	34%				
(4) AGREE SOMEWHAT	13	13	-	2	11	2	-	-	-	-	-	1	1	-	-	-	-	4	-	2	-	-	-	-
	36%	36%		33%	37%	33%						51%	32%					36%		32%				
(3) NEITHER / NEUTRAL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(2) DISAGREE SOMEWHAT	5	5	-	1	4	1	-	1	-	-	1	-	-	-	-	-	-	2	-	1	-	-	-	-
	14%	14%		16%	13%	16%		34%			100%							17%		16%				
(1) DISAGREE STRONGLY	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
	9%	9%			11%													9%		18%				
BOTTOM 2 BOX	8	8	-	1	7	1	-	1	-	-	1	-	-	-	-	-	-	3	-	2	-	-	-	-
-----	23%	23%		16%	24%	16%		34%			100%							26%		34%				
MEAN	3.87	3.87	-	4.18	3.80	4.18	-	3.98	-	-	2.00	4.49	4.68	-	-	-	-	3.75	5.00	3.48	-	-	-	-
S.D.	1.34	1.34		1.16	1.38	1.16		1.76			0.00	0.71	0.57					1.42	0.00	1.66				
S.E.	0.23	0.23		0.48	0.26	0.48		1.04			0.00	0.50	0.33					0.43	0.00	0.66				

Q.SG1 LEVEL OF KNOWLEDGE ABOUT THE SMART GRID
BASED ON RESPONDENTS IN GROUP B

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING				ANNUAL PRE-TAX HOUSEHOLD INCOME - '0008										HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK
UNWTD. TOTAL	50	-	-	-	-	42	24	18	2	12	19	6	14	21	22	16	2	-	-	-	-	12	4	33	1
WTD. TOTAL	50 100%	-	-	-	-	42 100%	24 100%	18 100%	2 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100%	16 100%	2 100%	-	-	-	-	12 100%	4 100%	33 100%	1 100%
I HAVE A FAIRLY GOOD UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT BENEFIT HOMES AND BUSINESSES	2 4%	-	-	-	-	1 3%	1 4%	-	-	1 9%	-	-	1 8%	-	-	1 7%	-	-	-	-	-	-	2 7%	-	-
I HAVE A BASIC UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT WORK	7 14%	-	-	-	-	7 17%	5 21%	2 11%	-	3 25%	3 16%	-	3 22%	4 19%	4 18%	3 19%	-	-	-	-	-	2 18%	2 51%	3 9%	-
I'VE HEARD OF THE TERM, BUT DON'T KNOW MUCH ABOUT IT	26 51%	-	-	-	-	24 57%	13 54%	11 60%	2 100%	3 24%	12 63%	3 50%	8 56%	12 57%	10 45%	11 68%	1 51%	-	-	-	-	6 48%	-	19 57%	1 100%
I HAVE NOT HEARD OF THE TERM	15 30%	-	-	-	-	10 24%	5 21%	5 28%	-	5 42%	4 21%	3 50%	2 15%	5 24%	8 37%	1 7%	1 49%	-	-	-	-	4 34%	2 49%	9 28%	-

Q.SG1 LEVEL OF KNOWLEDGE ABOUT THE SMART GRID
BASED ON RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																									
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	BILLING		HYDRO?																							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI-DIAN	2012	2011	2010	2009		
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%						
I HAVE A FAIRLY GOOD UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT BENEFIT HOMES AND BUSINESSES	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-		
	4%	6%			5%													6%		14%						
I HAVE A BASIC UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT WORK	7	5	2	1	6	1	-	-	-	-	-	-	1	-	-	-	-	2	-	-	-	-	-	-		
	14%	14%	25%	11%	15%	11%							32%					11%								
I'VE HEARD OF THE TERM, BUT DON'T KNOW MUCH ABOUT IT	26	18	4	5	21	5	-	2	-	-	-	4	1	-	-	-	-	9	1	2	-	-	-	-		
	51%	51%	49%	54%	51%	54%		49%				100%	30%					49%	50%	24%						
I HAVE NOT HEARD OF THE TERM	15	10	2	3	12	3	-	2	-	1	1	-	1	-	-	-	-	6	1	5	-	-	-	-		
	30%	29%	25%	35%	29%	35%		51%		100%	100%		37%					34%	50%	62%						

Q.SG2 IMPORTANCE OF VERIDIAN CONNECTIONS IN PURSUING THE IMPLEMENTATION OF THE SMART GRID AND ITS ASSOCIATED TECHNOLOGIES
BASED ON RESPONDENTS IN GROUP B

RESIDENTIAL BILL PAYERS

	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S																			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
	VERIDIAN CONNECTIONS TRACKING										AGE		HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				STILL IN FAVOR DIFF AT							
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC-URE	ABLE	ERENT	RISK		
UNWTD. TOTAL	50	-	-	-	-	42	24	18	2	12	19	6	14	21	22	16	2	-	-	-	-	12	4	33	1		
WTD. TOTAL	50	-	-	-	-	42	24	18	2	12	19	6	14	21	22	16	2	-	-	-	-	12	4	33	1		
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%		
TOP 2 BOX	32	-	-	-	-	29	16	13	1	7	15	3	10	15	13	14	1	-	-	-	-	9	2	21	-		
-----	64%					69%	67%	72%	50%	59%	79%	50%	71%	72%	59%	87%	51%					74%	51%	64%			
(5) VERY IMPORTANT	9	-	-	-	-	8	6	2	-	2	5	-	2	6	5	3	-	-	-	-	-	3	2	4	-		
	18%					19%	25%	11%		17%	27%		14%	29%	23%	19%					25%	51%	12%				
(4) SOMEWHAT IMPORTANT	23	-	-	-	-	21	10	11	1	5	10	3	8	9	8	11	1	-	-	-	-	6	-	17	-		
	46%					50%	42%	60%	50%	42%	52%	50%	56%	43%	36%	68%	51%					49%		52%			
(3) NEITHER IMPORTANT OR UNIMPORTANT	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-		
	2%																				8%						
(2) SOMEWHAT UNIMPORTANT	5	-	-	-	-	3	1	2	-	1	1	1	-	2	3	-	-	-	-	-	-	-	-	4	1		
	10%					7%	4%	11%		8%	5%	17%		9%	13%									12%	100%		
(1) UNIMPORTANT	4	-	-	-	-	3	3	-	1	2	-	1	2	-	2	1	-	-	-	-	-	1	-	3	-		
	8%					7%	12%		50%	16%		17%	14%		9%	7%						8%		9%			
BOTTOM 2 BOX	9	-	-	-	-	6	4	2	1	3	1	2	2	2	5	1	-	-	-	-	-	1	-	7	1		
-----	18%					14%	16%	11%	50%	24%	5%	33%	14%	9%	22%	7%						8%		21%	100%		
DON'T KNOW / REFUSED	8	-	-	-	-	7	4	3	-	2	3	1	2	4	4	1	1	-	-	-	-	1	2	5	-		
	16%					17%	16%	17%		17%	16%	17%	15%	19%	19%	7%	49%					9%	49%	15%			
MEAN	3.67	-	-	-	-	3.81	3.76	3.87	2.50	3.42	4.20	3.00	3.66	4.13	3.63	3.99	4.00	-	-	-	-	3.91	5.00	3.54	2.00		
S.D.	1.22					1.16	1.36	0.84	2.06	1.49	0.75	1.42	1.31	0.92	1.37	0.95	0.00					1.14	0.00	1.23	0.00		
S.E.	0.19					0.20	0.30	0.22	1.42	0.47	0.19	0.64	0.38	0.22	0.32	0.24	0.00					0.34	0.00	0.23	0.00		

	COMMERCIAL BILL PAYERS																							
																	WORK WITH OTHERS		VERIDIAN CONNECTIONS					
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA				TRACKING					
	=====		=====		=====		=====		=====				=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%				
TOP 2 BOX	32	23	5	7	25	7	-	2	-	-	-	4	3	-	-	-	-	12	-	3	-	-	-	-
-----	64%	66%	62%	78%	61%	78%		49%				100%	100%					67%		39%				
(5) VERY IMPORTANT	9	7	1	1	8	1	-	-	-	-	-	1	-	-	-	-	-	5	-	1	-	-	-	-
	18%	20%	12%	11%	19%	11%						25%						28%		12%				
(4) SOMEWHAT IMPORTANT	23	16	4	6	17	6	-	2	-	-	-	3	3	-	-	-	-	7	-	2	-	-	-	-
	46%	46%	51%	66%	42%	66%		49%				75%	100%					39%		27%				
(3) NEITHER IMPORTANT OR UNIMPORTANT	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
	2%	3%			2%													6%		12%				
(2) SOMEWHAT UNIMPORTANT	5	3	1	2	3	2	-	2	-	1	1	-	-	-	-	-	-	2	-	2	-	-	-	-
	10%	8%	13%	22%	7%	22%		51%		100%	100%							11%		25%				
(1) UNIMPORTANT	4	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	8%	11%			10%														50%	12%				
BOTTOM 2 BOX	9	7	1	2	7	2	-	2	-	1	1	-	-	-	-	-	-	2	1	3	-	-	-	-
-----	18%	20%	13%	22%	17%	22%		51%		100%	100%							11%	50%	37%				
DON'T KNOW / REFUSED	8	4	2	-	8	-	-	-	-	-	-	-	-	-	-	-	-	3	1	1	-	-	-	-
	16%	11%	25%		20%													17%	50%	12%				
MEAN	3.67	3.62	3.82	3.66	3.67	3.66	-	2.97	-	2.00	2.00	4.25	4.00	-	-	-	-	4.00	1.00	3.02	-	-	-	-
S.D.	1.22	1.31	0.98	1.00	1.29	1.00		1.16		0.00	0.00	0.50	0.00					1.00	0.00	1.39				
S.E.	0.19	0.23	0.41	0.33	0.22	0.33		0.59		0.00	0.00	0.25	0.00					0.26	0.00	0.52				

Q.SG3 LEVEL OF SUPPORT TOWARDS VERIDIAN CONNECTIONS WORKING WITH NEIGHBOURING UTILITIES
 BASED ON RESPONDENTS IN GROUP B

RESIDENTIAL BILL PAYERS																												
	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S										HOUSEHOLD SIZE					VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS			
						AGE																						
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR	DIFF ERENT	AT RISK			
	UNWTD. TOTAL	50	-	-	-	-	42	24	18	2	12	19	6	14	21	22	16	2	-	-	-	-	12	4	33	1		
WTD. TOTAL	50	-	-	-	-	42	24	18	2	12	19	6	14	21	22	16	2	-	-	-	-	12	4	33	1			
	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%			
TOP 2 BOX	41	-	-	-	-	34	20	14	1	10	18	5	12	16	18	13	2	-	-	-	-	11	4	25	1			
-----	82%					81%	83%	77%	50%	83%	95%	83%	85%	76%	82%	81%	100%					92%	100%	76%	100%			
(5) VERY SUPPORTIVE	18	-	-	-	-	14	9	5	1	1	11	1	5	7	8	4	1	-	-	-	-	5	2	10	1			
	36%					34%	38%	28%	50%	9%	58%	17%	36%	33%	37%	25%	49%					41%	51%	31%	100%			
(4) SOMEWHAT SUPPORTIVE	23	-	-	-	-	20	11	9	-	9	7	4	7	9	10	9	1	-	-	-	-	6	2	15	-			
	46%					47%	46%	49%		74%	37%	66%	49%	43%	45%	56%	51%					51%	49%	45%				
(3) NEITHER SUPPORTIVE OR UNSUPPORTIVE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
(2) SOMEWHAT UNSUPPORTIVE	1	-	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-			
	2%					2%		6%						5%	4%							8%						
(1) UNSUPPORTIVE	2	-	-	-	-	2	1	1	1	1	-	-	1	1	-	2	-	-	-	-	-	-	-	2	-			
	4%					5%	4%	6%	50%	9%			8%	5%		13%								6%				
BOTTOM 2 BOX	3	-	-	-	-	3	1	2	1	1	-	-	1	2	1	2	-	-	-	-	-	1	-	2	-			
-----	6%					7%	4%	11%	50%	9%			8%	10%	4%	13%						8%		6%				
DON'T KNOW / REFUSED	6	-	-	-	-	5	3	2	-	1	1	1	1	3	3	1	-	-	-	-	-	-	-	6	-			
	12%					12%	12%	11%		8%	5%	17%	7%	14%	14%	6%								18%				
MEAN	4.22	-	-	-	-	4.16	4.28	3.99	3.00	3.81	4.61	4.20	4.15	4.10	4.33	3.84	4.49	-	-	-	-	4.25	4.51	4.15	5.00			
S.D.	0.95					1.00	0.92	1.12	2.75	1.01	0.50	0.45	1.09	1.09	0.75	1.27	0.73					0.86	0.58	1.04	0.00			
S.E.	0.14					0.16	0.20	0.28	1.89	0.30	0.12	0.20	0.30	0.26	0.17	0.33	0.53					0.25	0.30	0.20	0.00			

Q.SG3 LEVEL OF SUPPORT TOWARDS VERIDIAN CONNECTIONS WORKING WITH NEIGHBOURING UTILITIES
BASED ON RESPONDENTS IN GROUP B

	COMMERCIAL BILL PAYERS																									
	TIME OF USE CONTACTED				PROBLEM SOLVED?				RECENT EXPERIENCE				TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING			
	BILLING		HYDRO?																							
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009		
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----		
UNWTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-		
WTD. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3	-	-	-	-	18	2	8	-	-	-	-		
	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%					100%	100%	100%						
TOP 2 BOX	41	29	6	8	33	8	-	4	-	1	1	3	3	-	-	-	-	18	-	7	-	-	-	-		
-----	82%	83%	75%	89%	81%	89%		100%		100%	100%	74%	100%					100%		88%						
(5) VERY SUPPORTIVE	18	11	1	5	13	5	-	2	-	1	-	1	3	-	-	-	-	18	-	4	-	-	-	-		
	36%	31%	13%	56%	32%	56%		50%		100%		25%	100%					100%		50%						
(4) SOMEWHAT SUPPORTIVE	23	18	5	3	20	3	-	2	-	-	1	2	-	-	-	-	-	-	-	3	-	-	-	-		
	46%	51%	62%	32%	49%	32%		50%			100%	48%								38%						
(3) NEITHER SUPPORTIVE OR UNSUPPORTIVE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
(2) SOMEWHAT UNSUPPORTIVE	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	2%	3%			2%																					
(1) UNSUPPORTIVE	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-		
	4%	6%			5%															100%						
BOTTOM 2 BOX	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-		
-----	6%	9%			8%															100%						
DON'T KNOW / REFUSED	6	3	2	1	5	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-		
	12%	8%	25%	11%	12%	11%						26%									12%					
MEAN	4.22	4.08	4.17	4.64	4.13	4.64	-	4.50	-	5.00	4.00	4.35	5.00	-	-	-	-	5.00	1.00	4.57	-	-	-	-		
S.D.	0.95	1.04	0.41	0.51	1.00	0.51		0.58		0.00	0.00	0.59	0.00					0.00	0.00	0.53						
S.E.	0.14	0.18	0.17	0.18	0.17	0.18		0.29		0.00	0.00	0.34	0.00					0.00	0.00	0.20						

Q.LOY CUSTOMER LOYALTY GROUPS

BASED ON RESPONDENTS WHO BUY ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT RETAILER

RESIDENTIAL BILL PAYERS

	VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING					CUSTOMER LOYALTY GROUPS			
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVORABLE	DIFF ERENT	AT RISK
UNWTD. TOTAL	438	437	451	454	439	374	196	178	38	75	164	41	140	190	191	168	11	371	388	385	375	143	51	220	24
WTD. TOTAL	438	440	450	456	441	373	195	178	38	74	164	41	140	190	190	168	11	374	383	389	376	142	51	221	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SECURE	142	121	126	70	95	118	54	63	14	32	52	17	38	61	65	49	3	101	103	58	80	142	-	-	-
	32%	27%	28%	15%	22%	31%	28%	36%	36%	43%	32%	41%	27%	32%	34%	29%	27%	27%	27%	15%	21%	100%			
FAVORABLE	51	50	69	94	69	44	21	23	2	9	23	1	21	21	27	15	1	43	58	81	59	-	51	-	-
	12%	11%	15%	21%	16%	12%	11%	13%	5%	12%	14%	2%	15%	11%	14%	9%	9%	11%	15%	21%	16%	100%			
INDIFFERENT	221	250	233	255	259	191	104	87	19	31	80	21	72	96	90	92	6	215	205	218	223	-	-	221	-
	50%	57%	52%	56%	59%	51%	53%	49%	51%	41%	48%	51%	52%	51%	47%	54%	55%	57%	54%	56%	59%			100%	
AT RISK	24	19	23	37	18	21	16	5	3	3	9	2	8	11	8	12	1	15	17	32	14	-	-	-	24
	5%	4%	5%	8%	4%	6%	8%	3%	8%	4%	5%	5%	6%	6%	4%	7%	10%	4%	4%	8%	4%				100%

Q.LOY CUSTOMER LOYALTY GROUPS

BASED ON RESPONDENTS WHO BUY ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT RETAILER

											COMMERCIAL BILL PAYERS													
	TIME OF USE CONTACTED		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA		WORK WITH OTHERS		VERIDIAN CONNECTIONS TRACKING							
	BILLING		HYDRO?																					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWTD. TOTAL	438	34	8	82	356	72	10	38	6	4	15	18	38	83	262	19	365	17	2	64	66	63	69	64
WTD. TOTAL	438	34	8	82	356	73	9	38	6	4	15	18	38	83	262	19	364	17	2	64	66	67	67	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
SECURE	142	8	2	27	115	25	2	20	-	3	3	7	12	33	82	7	122	5	-	25	20	23	12	15
	32%	23%	25%	33%	32%	34%	20%	53%		73%	20%	38%	32%	40%	31%	37%	34%	29%		38%	31%	34%	18%	23%
FAVORABLE	51	1	2	9	42	7	2	6	1	-	3	1	5	11	34	2	44	1	-	7	8	11	13	10
	12%	3%	24%	11%	12%	10%	18%	16%	18%		18%	6%	14%	13%	13%	10%	12%	6%		12%	11%	16%	19%	15%
INDIFFERENT	221	24	4	40	181	37	3	11	3	1	9	9	17	30	133	9	178	10	2	29	35	28	38	36
	50%	71%	50%	49%	51%	51%	30%	29%	50%	27%	62%	50%	44%	37%	51%	48%	49%	60%	100%	46%	52%	41%	56%	56%
AT RISK	24	1	-	6	18	3	3	1	2	-	-	1	4	9	12	1	21	1	-	3	4	6	4	4
	5%	3%		7%	5%	4%	31%	2%	32%			5%	11%	11%	5%	5%	6%	6%		4%	6%	8%	7%	6%

Q.CUSTSEG CUSTOMER SEGMENTS
BASED ON TOTAL RESPONDENTS

RESIDENTIAL BILL PAYERS																									
=====																									
VERIDIAN CONNECTIONS TRACKING					ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S					AGE			HOUSEHOLD SIZE			VERIDIAN CONNECTIONS TRACKING				CUSTOMER LOYALTY GROUPS					
=====					=====					=====			=====			=====				=====					
TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	SEC- URE	STILL IN FAVOR ABLE	DIFF ERENT	AT RISK	

UNWTD. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451	452	462	467	454	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	144	55	221	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RESIDENTIAL	383	384	393	397	386	383	197	186	40	75	167	41	144	195	196	169	13	384	393	397	386	120	47	191	21
	85%	85%	85%	85%	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	86%	87%	84%
COMMERCIAL	68	68	69	70	68	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	25	7	29	4
	15%	15%	15%	15%	15%																	17%	14%	13%	16%

Q.CUSTSEG CUSTOMER SEGMENTS
BASED ON TOTAL RESPONDENTS

	COMMERCIAL BILL PAYERS																											
																			WORK WITH OTHERS						VERIDIAN CONNECTIONS TRACKING			
	TIME OF USE BILLING		CONTACTED HYDRO?		PROBLEM SOLVED?		RECENT EXPERIENCE		TIME SINCE CONTACT (MONTHS)				ACCESS WEBSITE		SMART METER DATA													
	=====		=====		=====		=====		=====				=====		=====		=====		=====		=====		=====					
	TOTAL	YES	NO	YES	NO	YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSUP	VERI- DIAN	2012	2011	2010	2009				
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67				
WTD. TOTAL	451	35	8	83	368	74	9	39	6	4	16	18	38	83	271	19	376	18	2	68	68	69	70	68				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
RESIDENTIAL	383	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	318	14	2	-	-	-	-	-				
	85%	82%	100%	78%	87%	77%	83%	69%	100%	73%	90%	76%	78%	87%	83%	95%	85%	77%	100%									
COMMERCIAL	68	6	-	18	49	17	2	12	-	1	2	4	8	11	45	1	57	4	-	68	68	69	70	68				
	15%	18%		22%	13%	23%	17%	31%		27%	10%	24%	22%	13%	17%	5%	15%	23%		100%	100%	100%	100%	100%				

RESIDENTIAL BILL PAYERS

[illegible]

Q. LANG LANGUAGE
BASED ON TOTAL RESPONDENTS

[illegible]

JT1.10

TO PROVIDE THE SCORECARDS, TARGET AND ACTUALS FOR 2013, 2012 AND 2011, AND
PROJECTED FOR 2014

Response:

Veridian Connections Inc.'s Corporate Scorecards for 2011-2014 follow this response.

2011 Veridian Corporate Scorecard

Performance Measures		Goal Description	2011 Target	2011 Actual
Financial	Veridian Connections Inc. Operations, Maintenance and Administration Expense per Customer (\$)	Maximum Corporate performance bonus will be achieved if cost per customer 5% better than budget is achieved.	\$199	\$186
			\$204	
			\$209	
			\$214	
			\$219	
	Planned Capital Expenditure Completion.	Maximum Corporate performance bonus will be achieved if 90% of the planned capital expenditures are completed. (Planned capital expenditures does not include development projects or road demand related projects)	90%	78.2%
			87.5%	
			85%	
			82.5%	
			80.0% or lower	
Customer	Customer Satisfaction	VCI conducts an annual survey that measures the level of satisfaction customers have with Veridian service. Achieving a service level that is 6% higher than the provincial benchmark in Simul's annual utility survey is the target	+6%	5%
			+3%	
			Benchmark	
			lower	
	Low Cost/High Value Service Provider	Residential monthly bill in the 50th percentile (50% of utilities with the lowest rates) compared to large Ontario utilities	60%	50th
			55%	
			50%	
			45%	
	System Average Interruption Duration Index (hours)	Improvements in Saidi reliability towards being in the 75th percentile in Ontario. Performance will be tracked separately for Veridian Main and Veridian Gravenhurst. Incentive pay will be awarded on Veridian Main only.	1.36	1.31
			1.56	
			1.76	
			1.96	
	System Average Interruption Frequency Index	Improvements in Saifi reliability towards being in the 75th percentile in Ontario. Performance will be tracked separately for Veridian Main and Veridian Gravenhurst. Incentive pay will be awarded on Veridian Main only.	2.16 or higher	2.19
			1.81	
			1.91	
			2.01	
	Customer Average Interruption Duration Index (hours)	Improvements in Caidi reliability towards being in the 75th percentile in Ontario. Performance will be tracked separately for Veridian Main and Veridian Gravenhurst. Incentive pay will be awarded on Veridian Main only.	2.11	0.60
			2.21 or higher	
			0.61	
			0.81	
Internal	Environment Impact	Reducing carbon dioxide emissions per customer. Total kg/customer of carbon dioxide emissions produced from facilities and fleet energy use to be 9.8 kg or better.	1.01	13.2
			1.21	
			1.41 or higher	
			10.8 kg	
			11.0 kg	
Learning and Growth	Employee Turnover	Increasing the engagement of employees. Veridian will compare favourably to the level of employee turnover in the MEARIE Utility Performance Management Survey	11.2 kg	0.03
			11.4 kg	
			11.8 kg or higher	
			0.04	
			0.05	
	Engaged Employees	Increasing the engagement of employees. Veridian will compare favourably to the level of employee absenteeism in the MEARIE Utility Performance Management Survey	0.06	2.39
			0.07	
			Above 0.07	
			3.25	
			3.5	
	Lost Time Accidents	Promoting an accident free workplace	3.75	2
			4.5	
			Above 4.5	
			0	
			1	
	Accident Severity	If a lost time accident occurs, the severity of the accident will be low.	2	59
			3	
			More than 3	
			< 7days	
			< 11 days	
			< 14 days	
			<18 days	
			<20 days	

2012 Veridian Corporate Scorecard

Performance Measures		Goal Description	2012 Targets	2012 Actual
Financial	Veridian Connections Inc. Operations, Maintenance and Administration Expense per Customer (\$)	Target Corporate performance bonus will be earned if budget cost per customer is achieved (reported on a Modified IFRS basis)	\$205	\$213.96
			\$210	
			\$215	
			\$217	
			\$220	
			\$222	
	Planned Capital Expenditure Completion	Maximum Corporate performance bonus will be achieved if 100% of the planned capital expenditures are completed. (Planned capital expenditures does not include development projects or road demand related projects. Expenditures in excess of the budget are to be removed from the calculation)	100%	80.8%
			90%	
			85%	
			80%	
	Return on Equity	Return on Equity using CGAAP.	8.6%	11.4%
			8.4%	
			8.2%	
			8.0%	
			7.8%	
Customer	Customer Satisfaction	VCI conducts an annual survey that measures the level of satisfaction customers have with Veridian service. Achieving a service level that is 6% higher than the provincial benchmark in Simul's annual utility survey is the target	6%	7%
			5%	
			+4.5%	
			+4%	
			+3.5%	
	System Average Interruption Duration Index (hours) - LDC Distribution Only	Improvements in Saidi reliability towards being in the 75th percentile in Ontario. Performance will be tracked on a consolidated basis including both Veridian Main and Veridian Gravenhurst. Only interruptions due to LDC causes will be tracked.	1.06	1.190
			1.13	
			1.20	
			1.27	
			1.34	
People and Processes	Lost Time Accident Frequency	Accident free Workplace	1.45	0
			0	
			0	
			1	
			2	
	Lost Time Accident Severity	If a lost time accident occurs, the severity of the accident will be low. Days lost per 200,000 hours due to lost time accidents	3	0
			0 days	
			4 days	
			7 days	
			10 days	
			15 days	

NOTES:

OM&A Expense per Customer
Planned Capex Completion
ROE
Customer Satisfaction
SAIDI
Lost Time Accidents
Lost Time Accident Severity

Q4 results are audited YE 2012 OM&A costs per customer
Q4 results are final measure of applicable in-service costs
Q4 results are audited final YE results
Q4 results based on 2012 Simul survey results
Q4 results - Final YE 2012 reliability statistics
No lost time injuries for 2012
One employee was unavailable for work while recovering from surgery needed as a result of an injury on the job in 2001 - WSIB records this against 2001, therefore not included in Lost Time statistics in 2012

2013 Preliminary Veridian Corporate Scorecard

Performance Measures		Measure Description	2013 Targets	2013 Actual
Financial	Controllable Cost per Customer	Veridian Connections Inc. Operations, Maintenance and Administration Expense per Customer (\$)	\$214.83	\$218.49
			\$216.74	
			\$218.64	
			\$219.59	
			\$220.55	
	Veridian Connections Return on Equity (ROE)	Veridian Connections Inc. Return on equity ratio, after adjusting for the after tax impact of unrealized interest rate swap gains and losses	7.09%	8.80%
			6.87%	
			6.65%	
			6.43%	
			6.21%	
	Planned Capital Expenditure Completion Rate	Percent of planned capital expenditures completed, excluding non-discretionary projects relating to new development and roadway relocations and excluding amounts over-budget	100%	72.1%
			90%	
			85%	
Customer	Customer Satisfaction	Percent deviation between Veridian Connections Inc customer satisfaction and Ontario electricity consumer customer satisfaction, as measured by an annual telephone survey	6%	3.0%
			5%	
			4%	
			3%	
	Reliability	Average outage duration hours per customer served, excluding outages related to loss of upstream supply (System Average Interruption Duration Index (SAIDI))	1.22	16.71
			1.29	
			1.36	
			1.43	
		Average number of interruptions per customer served, excluding outages related to loss of upstream supply (System Average Interruption Frequency Index (SAIFI))	1.50	2.79
			1.33	
			1.39	
			1.45	
People and Processes	Lost Time Accident Frequency Rate	Number of lost time accidents per 200,000 hours worked	0	0.47
			1	
			2	
			3	
	Lost Time Accident Severity Rate	Number of days lost due to lost time accidents per 200,000 hours worked	0	0.95
			4	
			7	
			10	

NOTES:

Controllable Cost per Customer

Return on Equity

Planned Capex Completion

Customer Satisfaction

SAIDI

SAIFI

Lost Time Accidents

Lost Time Accident Severity

Calculation based on 2013 year-end customer count and OM&A costs.

Figure has been adjusted to omit OM&A costs related the July 19th, 2013 Gravenhurst storm.

Excludes the impact of unrealized interest rate swap gains and losses and future income taxes.

Calculation based on year-end in-service dates and spending levels for the applicable projects.

Based on 2013 Simul survey results.

Actual data for 2013.

Figure has been adjusted to omit the effects of the July 19th, 2013 Gravenhurst storm.

Actual data for 2013

1 lost time injury in January 2013; first lost time injury since September 2011.

2 days missed in January due to the lost time injury. Calculation based on a 12-month rolling average.

Changes between quarters is the result of variability in hours worked over the corresponding

12 month rolling average.

2014 Veridian Corporate Scorecard

Performance Measures		Measure Description	2014 Targets
Financial	Controllable Cost per Customer	Veridian Connections Inc. Operations, Maintenance and Administration Expense per Customer (\$)	\$236.15
			\$238.56
			\$240.97
			\$242.17
			\$243.38
	Veridian Connections Return on Equity (ROE)	Veridian Connections Inc. Return on equity ratio, after adjusting for the after tax impact of unrealized interest rate swap gains and losses	9.71%
			9.44%
			9.17%
			8.90%
			8.63%
	Planned Capital Expenditure Completion Rate	Percent of planned capital expenditures completed, excluding non-discretionary projects relating to new development and roadway relocations and excluding amounts over-budget	100%
			90%
			85%
Customer	Service Quality Composite Index	Percent of time that Ontario Energy Board annual service quality performance levels are met on a monthly basis. ¹	100%
			95%
			90% ¹
			85%
			80%
	Reliability	Average outage duration hours per customer served, excluding outages related to loss of upstream supply (System Average Interruption Duration Index (SAIDI))	1.13
			1.21
			1.29
			1.37
		Average number of interruptions per customer served, excluding outages related to loss of upstream supply (System Average Interruption Frequency Index (SAIFI))	1.45
			1.46
			1.53
			1.61
People and Processes	Lost Time Accident Frequency Rate	Number of lost time accidents per 200,000 hours worked	1.68
			1.76
			0
	Lost Time Accident Severity Rate	Number of days lost due to lost time accidents per 200,000 hours worked	1
			2
			0
			4
			7
			10

NOTES:

1. Target level performance for the Service Quality Composite Index is 90% and full compliance with OEB annual requirements. "At Risk" amounts are capped at the 85% performance level if OEB compliance is not met.

JT1.11

TO PROVIDE A COMPLETED PERMANENT EMPLOYEE BUSINESS CASE FORM FOR ALL
NEW POSITIONS SINCE 2011

Response:

At Exhibit 4, Tab 3, Schedule 1, pages 10 -13, Veridian provides information on new positions created or proposed for the period 2011 through 2014.

Attachment 1 to this response provides the completed business cases for each new position with the following exceptions:

Position	Comments
Corporate Governance Administrator (2011)	The requirement was identified in 2010 to support corporate governance activities prior to adoption of formal employee business case procedures
Part-time Records Coordinator (2012)	No business case requirement identified for part-time staff under 24 hours per week.
Manager of Engineering (2013)	Evidence erroneously identifies this position as 'new' when in fact, the position was a replacement for the Manager of Engineering and Construction in 2013 due to the 2012 Executive restructuring upon the retirement of two senior VPs. The previous Manager of Engineering was promoted to Vice President-Engineering and this was the replacement of the existing position, hence no business case was required.
P&C Automation Technician	Provided in response to 4.2-VECC-11

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE : __Regulatory Accounting Clerk__

DEPARTMENT : __Corporate Planning__

Details of position:

X ☐ Full-time __35__ Hrs. per week **OR** ☐ Part-time __Hrs. per week

Classification: __Accounting Associate__

Is this a new position that has been rated by HR for Internal Equity points? X ☐ Yes **OR** ☐ No

Proposed Hire Date (QQ/YY) __Q2/2012__

Position tasks are currently being performed by:

☐ contract employee ☒ other employee (Please include details below)

Low level accounting duties currently being completed by the Financial Analyst.

__# months (or years) tasks have been performed by contract or other employee.

☐ Position tasks are not being performed at all.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

Generate monthly reports using standard queries (Cognos and Frx) developed by others. Prepare Excel data files nad pivot tables from query results using standard procedures developed by others. Compare and identify out of balance conditions between statistical queries and general ledger accounts. Preparation and data entry of journal entries related to Regulatory Accounting for cost of power accruals, variance accounts, carrying charges. Reconciliation and balancing of various variance and regulatory accounts monthly. Gather data for input to quarterly regulatory reporting and submissions for review by Financial Planning and Regulatory Accounting Administrator

These duties are currently performed at an analyst level but are not appropriately matched with the skill sets and responsibility level of the analyst position. As well, due to recent restructuring in the Financial Services division, the analyst position within Corporate Planning will be recast with higher level responsibilities and these lower level duties must be transferred to an associate position. This necessitates the hiring of another associate as there is currently no available capacity for this work within the current pool of associates.

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: __\$51,312_____

Proposed GL or Job Number Allocation _____5615.23.800_____

Operating: \$ __100%_____ %age of total annual Operating Budget _____%

Capital: \$ _____

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses
_____Computer Workstation and phone will be
required. _____

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

This position has been identified as a requirement within the reorganization of the Financial Services division as a result of the earlier transition of the Manager of Corporate Planning to the CFO position. No direct backfill of the manager position is taking place, but rather, an additional resource is being added at the lowest level within the department. This will allow for lower level work to be moved from other positions and for those other positions to be realigned with higher responsibilities.

Adequate resourcing of Corporate Planning is strategically important as this group has significant responsibilities for regulatory submissions including Cost of Service applications and poor performance due to inadequate resourcing would present higher risks of adverse revenue requirement results.

2. Explain how this new position would support Veridian's Business Objectives.

The addition of this position allows for development of key human resources within the Corporate Planning department to support regulatory submissions .

Submitted by:

Manager: _____

Date: _____

Authorization:

Vice-President: _____

Date: _____

(Please attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE : Engineering Supervisor

DEPARTMENT : Engineering & Construction

Details of position:

☒ Full-time 40 Hrs. per week **OR** ☐ Part-time ____ Hrs. per week

Classification: M2 (to be confirmed through job evaluation)

Is this a new position that has been rated by HR for Internal Equity points? ☐ Yes **OR** ☒ No

Proposed Hire Date (QQ/YY) ASAP

Position tasks are currently being performed by:

☐ contract employee ☒ other employee (Please include details below)

Manager, Engineering & Construction

10 # ~~months~~ (or years) tasks have been performed by contract or other employee.

☒ Position tasks are being performed as best as possible.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

Refer to Engineering Supervisor job description.

The importance of the position is that it provides direct daily technical support for the engineering technicians which is inadequate with the existing engineering department organization. Despite best efforts, the Manager, Engineering & Construction has not been able to provide adequate technical support for the engineering technicians which is required to address daily issues in a timely manner. Similarly the Manager has not been able to carry out high level strategic initiatives required for improvements, development and innovation due to the daily involvement with the technicians.

The situation will not improve with the company re-organization with the Manager, Engineering & Construction moving to a new position where the ability to focus on strategic leadership is critical. The positions of Engineering Supervisor, and Manager Engineering (when introduced) will transfer the responsibilities to a better suited management and supervisory structure that mirrors other Trades groups that currently exist at Veridian.

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: \$118,590.00

Proposed GL or Job Number Allocation: 80% to capital and recoverable job numbers

Operating: \$23,718.00 (20%)

Capital: \$94,872.00 (80%)

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

Refer to the comments under importance of position to the operating department above.

2. Explain how this new position would support Veridian's Business Objectives.

The new position will introduce and focus direct supervision and oversight of the staff involved. It will address issues in a more timely manner. It will provide the ability to better manage projects and work including much more financial analysis and oversight. The position would support the Executive Sponsor for major projects over \$350,000.

Submitted by:

Manager: _____ Date: _____

Authorization:

Vice-President: _____ Date: _____

(Please attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE: Accounting Coordinator DEPARTMENT: Financial Reporting

Details of position:

☒ Full-time 40 Hrs. per week OR ☐ Part-time Hrs. per week

Classification: AC6

Is this a new position that has been rated by HR for Internal Equity points? ☒ Yes OR ☐ No

Proposed Hire Date (QQ/YY) 04/2012

Position tasks are currently being performed by:

☐ contract employee ☒ other employee (Please include details below)

Some duties currently performed by Manager, Payroll + Treasury.

 # months (or years) tasks have been performed by contract or other employee.

☐ Position tasks are not being performed at all.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

- Job description attached.
- Position is part of restructuring in Financial Services due to Exec restructuring in 2012 AND retirement of 1 manager position.
- Restructuring reduces overall costs while mitigating risks to service levels and financial data and analysis
- Coordination of schedules, check-in of completed working papers,
- Backup for Payroll

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: \$80K

Proposed GL or Job Number Allocation 5615, 23, 415 (Financial Reporting)

Operating: \$ 80K %age of total annual Operating Budget 100 10 %

Capital: \$ _____

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses
-none-

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

- Inadequate review/coordination of staff work, accounting reconciliations
- Strategically important - allows transfer of lower level activities from Manager to Coordinator.

2. Explain how this new position would support Veridian's Business Objectives.

- Ensure timely, and accurate completion of account analysis,

Submitted by:

Manager: [Signature]

Date: Oct 9, 2012

Authorization:

Vice-President: Jane D. McLay

Date: Oct 9, 2012

(Please send a copy of this form to Tracey Strong and also attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE : _ Asset Mgmt & Planning Tech _ DEPARTMENT : _ Planning and Maintenance _

Details of position:

☒ Full-time 40 Hrs. per week OR ☐ Part-time ___ Hrs. per week

Classification: _ S9 _

Is this a new position that has been rated by HR for Internal Equity points? ☒ Yes OR ☐ No

Proposed Hire Date (QQ/YY) _ Q1/2014 _

Position tasks are currently being performed by:

☐ contract employee ☒ other employee (Please include details below)

Distribution Engineer is currently completing Capital budgeting estimates and ongoing Capital plan updates at a high level. New Asset Mgmt Tech starting in July 2013 will begin to complete these duties. This request is for a second Asset Mgmt Tech.

_ 12 _ # months (or years) tasks have been performed by contract or other employee.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

This role will work to gather, develop and maintain key asset condition information that will be rolled into the capital planning process going forward as we proactively support equipment refurbishment/replacement decisions with more detailed investigation and justifications. Veridian has begun an Asset Condition Assessment project with Kinectrics starting that will have a multi year commitment to developing and maturing system Asset condition knowledge. A data repository will be created and require ongoing updates from the Asset Mgmt Technician. Related to this information, the Asset Mgmt Technician will complete detailed total project cost estimates for generation of more accurate overall annual Asset Services Capex spending estimates. Recent project re-statements have highlighted the need to develop project estimates more completely and accurately. This role is key to bringing our Planning for capital spending to a more scientific and informed level.

Additional responsibilities of the Asset Mgmt Technician will be completion of fault level requests, fusing coordination requests, monthly system loading reports and other requests in support of, and approved by the Distribution Engineer.

The Asset Mgmt Tech will also support completion of Veridian's Maintenance programs.

Costs for the Asset Management Technician are included in the 2014 Operating Budget.

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: _\$124,718 (including 58% burden)_____

Proposed GL or Job Number Allocation___various_____

Operating: \$ _50%- \$62359_____ %age of total annual Operating Budget _____3____%

Capital: \$ _50%- \$62359_____

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses

Computer equipment- \$1,000, Office cubicle- available in Ajax, Cell phone- \$100 per month_____

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

This role is key to supporting the ongoing work to develop Asset Condition information and satisfying the increasing requirements of accuracy and sophistication in our Capital expenditure planning process. We are faced with a regulator that is demanding more detailed Asset Management plans, aging plant with ever increasing risk of failures and a limited amount of Capital funding available for the foreseeable future.

2. Explain how this new position would support Veridian's Business Objectives.

Supports business objectives by accurately identifying and planning for capital projects that will help ensure desired reliability levels with the optimal Opex/Capex spending decisions. The Asset Management aspect will be a major contributor to the Company's Strategic Goals & Objectives Item 3.3 (Optimize Operational Efficiency and Effectiveness – Establish and maintain a capital management plan).

Submitted by:

Manager: _____

Date: _____

Authorization:

Vice-President: _____

Date: _____

(Please attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE : _____ DEPARTMENT : _____

Details of position:

☐ Full-time ____Hrs. per week **OR** ☐ Part-time ____Hrs. per week

Classification: _____

Is this a new position that has been rated by HR for Internal Equity points? ☐ Yes **OR** ☐ No

Proposed Hire Date (QQ/YY) _____

Position tasks are currently being performed by:

☐ contract employee ☐ other employee (Please include details below)

____ # months (or years) tasks have been performed by contract or other employee.

☐ Position tasks are not being performed at all.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: _____

Proposed GL or Job Number Allocation _____

Operating: \$ _____ %age of total annual Operating Budget _____%

Capital: \$ _____

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

2. Explain how this new position would support Veridian's Business Objectives.

Submitted by:

Manager: _____ **Date:** _____

Authorization:

Vice-President: _____ **Date:** _____

(Please send a copy of this form to Tracey Strong and also attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE: Substations Supervisor

DEPARTMENT: Engineering

Details of position:

☒ Full-time 40 Hrs. per week **OR** ☐ Part-time ____ Hrs. per week

Classification: M2 (to be confirmed through job evaluation)

Is this a new position that has been rated by HR for Internal Equity points? ☐ Yes **OR** ☒ No

Proposed Hire Date (QQ/YY) Q1/2014

Position tasks are currently being performed by:

☐ contract employee ☒ other employee (Please include details below)

Manager, Planning and Maintenance

__ # month (or years) tasks have been performed by contract or other employee.

☒ Position tasks are being performed as best as possible.

☐ Position Tasks are being temporarily performed/ shared by other employees in the department

What are the principal duties of the position and the importance of the position to the operating department:

Similar to the Engineering Supervisor's job description in duties and responsibilities but specifically focused on the company's distribution substations and all of its associated components.

The position is the start of the new Substation department, the supervision of technical staff, and overseeing the technical aspects of the substation capital projects and maintenance programs that includes new and existing substation facilities. Until further development of this department occurs (new Substation Design Technician or other similar title), the position will be heavily utilizing consultants and contractors to complete the engineering design component of the work.

This position is essential as it will provide dedicated direct daily technical support to and supervision of the current staff for an efficient and effective use of resources, as well as focusing on the completion of engineering design for the Company's capital substation projects and maintenance programs within approved budgets and timelines. Project management through the use of consultants and contractors will be a major duty.

Currently there is no dedicated inside technical focus on this critical system asset (Company's distribution substations) and there is no dedicated inside technical lead to supervise and provide the necessary daily support to the Substations Technicians. Commendably, the Manager, Planning and Maintenance is currently acting in this role, but his own duties and responsibilities do not allow him to provide the significant time required for this asset on a continual basis. Similarly the Manager has not been able to carry out high level strategic initiatives required for improvements, development and innovation due to his daily involvement with the technicians.

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: \$124,000

Proposed GL or Job Number Allocation: 80% to capital and recoverable job numbers

Operating: \$24,800 (20%)

Capital: \$99,200 (80%)

Other costs such as additional office space, computer equipment, vehicle, specialized equipment, expenses

Computer equipment \$1000, Office in Ajax, Cell phone \$100/month

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

Refer to the comments under importance of position to the operating department above.

2. Explain how this new position would support Veridian's Business Objectives.

Supports Financial business objectives by meeting Planned Capital Expenditure Completion Rate on Balanced Score Card as it relates to the capital program substation projects, and to the Operating and Maintenance budgets for substation inspection and maintenance programs. The Company's distribution substations are its most critical assets and this position would support that specific asset management aspect as it contributes to the Company's Strategic Goals and Objectives Item 3.3 Optimize Operational Efficiency and Effectiveness – Establish and maintain a capital management plan. Works towards improved supervision of staff and efficient and effective use of resources.

Submitted by:

Manager: _____

Date: _____

Authorization:

Vice-President: _____

Date: JUNE 24, 2013

(Please attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE: Clerical Assistant **DEPARTMENT :** Engineering

Details of position:

☒ Full-time 35_Hrs. per week **OR** ☐ Part-time ____Hrs. per week

Classification: S4

Is this a new position that has been rated by HR for Internal Equity points? ☐ Yes **OR** ☒ No

Proposed Hire Date (QQ/YY): Q1/2014

Position tasks are currently being performed by:

☐ contract employee ☐ other employee (Please include details below)

____ # months (or years) tasks have been performed by contract or other employee.

☒ Position Tasks are being performed/ shared by other employees in the department, or not being completed.

What are the principal duties of the position and the importance of the position to the operating department:

This position is required as support to the Engineering Administrator to assist in managing and completing the very high level of administrative traffic in the Engineering department. The volume needs to be accepted as being over the reasonable amount of work for one position. This position is seen as the first step of succession planning for the retirement of the current Engineering Administrator coming in 2016 with this position continuing to remain in place at this time.

This position is required to gain operating efficiency through the transfer of the majority (as much as possible) of the clerical and administrative functions currently completed by the Engineering Technicians (both Project Design and Standards) in the department to a lower cost resource with faster completion time. It will allow the Engineering Technicians to focus on their primary task of engineering design and the associated activities that go with this design work, and the Standards Technicians to focus on the completion of design and construction standards, review and analysis of the equipment failure data ensuring that the higher cost resources are maximized on the technical content of their primary duties and responsibilities.

Some of the duties related to the transfer of functions from the Engineering Technicians include (but not limited to) filing, records management, project tracking (initiation, receipt, return, offers to connect, estimates), liaise and follow up with internal and external stakeholders, take and circulate meeting minutes, standardization of document issue to customers, internal document issue, tracking on performance measures on response to customers, trouble report form input, correspondence preparation, providing updates to website, daily clerical and administrative support.

Costs:

Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)

Total Expense: _\$89,574 (including 58% burden)_____

Proposed GL or Job Number Allocation: Various Capital Job Numbers

Operating: 100%- \$89,574

%age of total annual Operating Budget: 0%

Capital: 0%- \$0

Strategic Alignment/Impacts:

1. What is the impact of not filling this position? Are there projects or priorities which will be impacted? If so, explain dependencies or interdependencies?

Engineering Technicians will continue performing low payback administrative and clerical duties that take time to complete which takes away from their ability to complete the high payback activities associated with their primary duties and responsibilities. This is seen as one factor that negatively impacts the completion of the capital projects.

2. Explain how this new position would support Veridian's Business Objectives.

Supports Financial business objectives by meeting « Planned Capital Expenditure Completion Rate » on Balanced Score Card. This is a process improvement that is a contributor to the Company's Strategic Goals and Objectives Item 3 Optimize Operational Efficiency and Effectiveness.

Submitted by:

Manager:

Arthur Berdichensky

Date:

June 24/13

Authorization:

Vice-President:

[Signature]

Date:

June 24, 2013

(Please attach a copy of this form to the Employee Requisition form and forward it to Human Resources)

JT1.12

TO RESPOND IN WRITING TO BOARD STAFF QUESTIONS IN EXHIBIT KT1.1 THAT HAVEN'T BEEN ADDRESSED ORALLY.

Q3.3 - Can therefore the explanation about the uniqueness of projects mentioned in response to 5.1-staff-24 also apply to the question about steps that Veridian would take to avoid duplication, i.e. its response to 1.1-staff-2 part b)

Response:

Yes, Veridian would take steps to ensure its smart grid projects were unique as compared to other LDC's smart grid projects prior to proceeding.

Q3.4 - Can Veridian, perhaps by way of an undertaking, please expand on what is meant by “vehicle to grid component” and “integration of SCADA monitoring” and expand on why these and particularly the “integration of SCADA monitoring” would not already be well understood technologies?

Response:

Vehicle-to-Grid:

Veridian is proposing to include a vehicle-to-grid (V2G) component in its proposed micro-grid project as described in its 2014 COS rate application. V2G involves the coupling of battery electric vehicles (BEV) to the grid in a manner that allows 2-way powerflow between the vehicle and the electricity grid. The vehicle either takes electricity from the grid for the charging of the on-board battery or delivers electricity from the on-board battery to the grid. To-date, utilities have a relatively good understanding of the impact of BEVs when taking electricity from the grid, but a much lesser understanding of the impact to the grid when the BEV is delivering electricity. Further complicating the matter is the fact that the BEV as an energy source to the grid is mobile and not stationary. Electric utilities need to understand the effect of 2-way power flows on their distribution systems, especially the mobile part that is inherent to the BEV. Veridian’s proposed micro-grid project provides an opportunity for Veridian to gain important knowledge and understanding with regards to the BEV in a 2-way powerflow scenario in a micro-grid environment. The V2G knowledge and understanding learned in the micro-grid environment can also be applied to the larger electricity distribution system.

Integration of SCADA Monitoring:

Veridian is proposing to include the integration of SCADA monitoring as a component in its proposed micro-grid project as described in its 2014 COS rate application. The integration of monitoring of the micro-grid by Veridian’s existing SCADA system will allow Veridian to gain important knowledge and understanding on how to utilize an existing asset on an evolving electricity distribution system. Veridian believes there will be a number of micro-grids embedded within future electricity distribution systems, providing a higher degree of reliability and power quality for certain types of loads. The utility will be required to monitor the operation of micro-grids as they take energy from the system at certain times, deliver energy to the system at certain times and decouple or operate in an islanded mode at other times. Each of these scenarios will have an effect on the traditional utility electricity distribution system. Typical SCADA systems have been designed for the monitor and control of traditional utility distribution systems with 1-way powerflows. By incorporating the integration of SCADA monitoring into the proposed micro-grid project, Veridian believes it will gain important knowledge and understanding of how to better utilize its SCADA system with the future expansion and adoption of micro-grids, embedded within the traditional electric distribution system.

JT1.12

TO RESPOND IN WRITING TO BOARD STAFF QUESTIONS IN EXHIBIT KT1.1 THAT HAVEN'T BEEN ADDRESSED ORALLY.

Reference: 4.1-Staff -14

Q4.2 - In response part b), last paragraph, Veridian mentions that their approach is “conservative”. Could Veridian comment on the concern that premature replacement, which seems implied, might lead to unnecessary replacement and hence costs?

Response:

Veridian believes that there are minimal concerns for premature replacement of assets. Veridian’s approach towards asset replacement would be in the logic that the assets most likely to fail while in service are those that have reached or have surpassed their typical useful life. The failure rate and probability of failure function results in the Asset Condition Assessment (ACA) support this logic for the asset categories. The oldest assets would be the first to be planned to be replaced. The remaining assets will continue to age and degrade over time and the condition of the asset will continue to be affected by faults and other events around them leading to their eventual failure when stress on a component exceeds its ability to resist that stress.

The proactive program not only allows Veridian to better plan for future replacements, it avoids a future bow wave of replacements, thereby smoothing financial impacts year over year as well as mitigating reliability problems by eliminating the assets most likely to fail sooner rather than when they actually fail. It allows a planned vs. unplanned replacement approach leading to improved reliability and customer satisfaction and expected lower replacement costs.

Q4.3 - Could Veridian perhaps estimate what the upper limit in \$ could be for the conservative approach premature replacement?

Response:

Veridian does not believe that any assets will be prematurely replaced based on its approach as described in Q4.2.