

February 25, 2014

Ms. Kirsten Walli Board Secretary Ontario Energy Board P.O. Box 2319 2300 Yonge Street, 27th Floor Toronto, ON M4P 1E4 55 Taunton Road East Ajax, ON L1T 3V3 TEL (905) 427-9870 TEL 1-888-445-2881 FAX (905) 619-0210 www.veridian.on.ca

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 undertakingJTX1.1, 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 Intervenors who have signed Declarations and Undertakings.

Yours truly,

Original signed by

George Armstrong Vice President, Corporate Services

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

The power to make your community better.



Veridian Connections Inc.

EB-2013-0174

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

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									
	Incremental Q3-	Program-	to-Date Progr	ess Towards (OEB Target	Rank (of 76)			
Unverified Progress to Targets	2013	Scena	ario 1	Scena					
	2015	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.

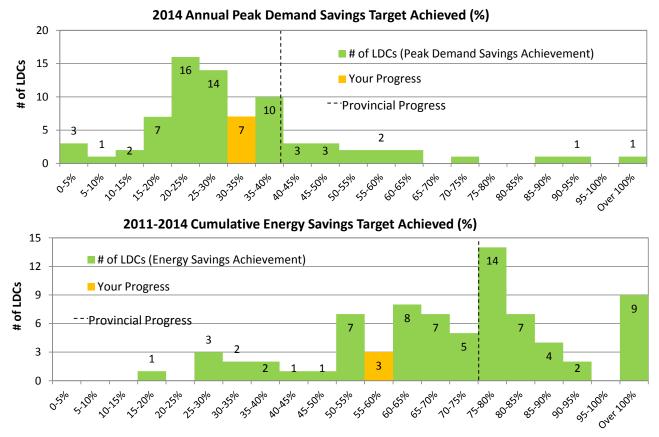
Scenario 1: Assumes that demand response resources have a persistence of 1 year. Official reporting policy for demand response resources.

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)



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.

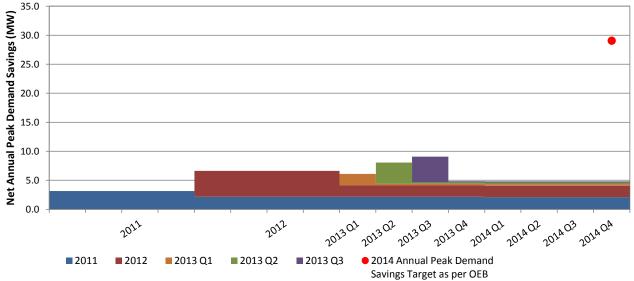
				Annual (MW)						
#	Implementation Period		Scena	ario 1		Scenario 2				
		2011	2012	2013	2014	2014				
1	2011 - Final*	3.14	2.15	2.15	2.11	2.11				
2 2012 - Final*			4.46	1.96	1.95	1.95				
3	2013 - Reported - Quarter 1			0.27	0.27	0.27				
4	2013 - Reported - Quarter 2			0.27	0.27	0.27				
5	2013 - Reported - Quarter 3			4.42	0.18	4.42				
6	2014									
Ene	rgy Efficiency	2.15	4.00	4.83	4.79	4.79				
Den	nand 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				
	Unveri	fied Net Annual	Peak Demand Sa	avings in 2014:	4.8	9.0				
	2014 A	nnual Peak Dema	and Savings Targ	et as per OEB:	29.1	29.1				
	Unverified 20	16%	31%							
Incr	emental Reported (Unverified)	1.88	2.63	4.96						
Incr	emental Final (Verified)	3.14	4.46	n/a						
* Dr	* Drop from 2011 to 2012 due to demand response persistence assumption (scenario 1)									

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

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			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										
Ener	gy Efficiency	9.31	16.96	21.20	21.09	68.57					
Dem	and Response	0.02	0.03	0.04	0.00	0.10					
Net	Energy Savings	8.55	17.77	21.24	21.09	68.66					
		Unveri	fied Net Cumula	tive Energy Savi	ings 2011-2014:	68.7					
	2011-2014 Cumulative Energy Savings Target as per OEB:										
Unverified 2011-2014 Cumulative Energy Target Achieved (%):											
Incre	emental Reported (Unverified)	5.98	10.31	3.52							
Incre	emental Final (Verified)	9.34	8.46	n/a							

Figure 2: Net Cumulative Energy Savings (GWh)

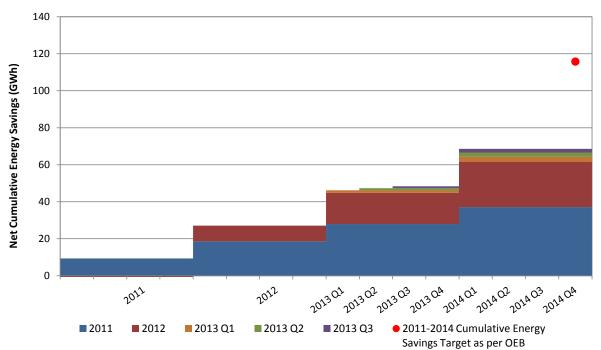




Table 3A: Veridian Connections Inc. Initiative and Program Level Savings by Year (Scenario 1)

#	Initiative	Unit	Inew program	Table 3A: Veridian Connections Inc. Initiative and Program Level Savings by Year (Scenario 1) 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-Da Progress to Targ 2014 Net Annual Peak Demand Savings (kW)							
			2011 Adj.*	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Con	sumer 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
	Residential Demand Response (IHD)	Devices	-	1,654	2,805		-		-		-		-		-	-
	Residential New Construction	Homes	-	-	-		-	-	-		-	-	-		-	-
Con	sumer Program Total						1,501	2,252	3,200		3,029,800	1,809,992	722,321		1,837	18,944,516
Busi	ness 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	-	-	-		-	-	-		-	-	-		-	-
	Demand Response 3*	Facilities	2	2	2		108	109	109		4,235	1,581	2,426		-	8,242
Bus	iness Program Total						650	1,600	571		2,680,442	7,408,410	2,541,818		2,364	37,874,319
Indu	strial Program															
18	Process & System Upgrades	Projects	-	-	-		-	-	-		-	-	-		-	-
19	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-		-	-
	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
Ind	ustrial Program Total						372	718	1,174		399,728	17,294	26,348		58	1,587,345
Hon	ne Assistance Program															
23	Home Assistance Program	Homes	-	4	382		-	0	15		-	5,139	228,968		16	473,352
	ne Assistance Program Total	<u> </u>					-	0	15		-	5,139	228,968		16	473,352
Abo	riginal Program												<u> </u>		· •	
	Aboriginal Program	Homes	-	-	-		-	-	- 1		-	-	-		-	-
	riginal Program Total	Homes					-	-	-		-	-	-		-	-
	2011 Programs completed in 2011										•	I				
	Electricity Retrofit Incentive Program	Projects	28	_	_		341	- 1			1,799,948		_		341	7,199,790
	High Performance New Construction	Projects	9	0	_		278	3			1,429,152	2,575			281	5,724,336
	Toronto Comprehensive	Projects		-	_		270	-	_		1,425,152	2,575			201	5,724,550
_	Multifamily Energy Efficiency Rebates	Projects		-	_			-								-
	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-		-	-
	2011 Programs completed in 2011 Total	Trojecto					619	3			3,229,100	2,575	-		622	12,924,126
_							015	5			3,223,100	2,575			ULL	12,524,120
Oth												T		1		
	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-		-	-
	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-		-	-
	er Total						-	-	-		-	-	-		-	-
Adj	ustment to Previous Year's Verified Results							(109)				(784,670)			(109)	(3,138,678)
	rgy Efficiency Total						2,155	2,064	727		9,314,968	9,210,127	3,479,348		4,897	71,706,167
	nand Response Total (Scenario 1)						988	2,509	4,234		24,102	33,284	40,106		-	97,492
OP/	A-Contracted LDC Portfolio Total						3,142	4,464	4,961		9,339,069	8,458,741	3,519,455		4,788	68,664,980
Activ	ity & savings for Demand Response resources for each year and	quarter	Due to the limite	ed timeframe	of data, which	h didn't i	nclude the sum	mer months,	2012 IHD res	sults have			Full O	EB Target:	29,050	115,740,000
repr	esent the savings from all active facilities or devices contracted si	nce January 1,	been deemed in	conclusive. T	he IHD line it	em for 20	12 & 2013 will	be left blank u	intil the savir	ngs are		Target Achiev		-	-	E0%

represent the savings for beinard 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 hav been deemed inconclusive. The IHD line item for 2012 & 2013 will be left blank until the savings are quantified in the 2013 evaluation.

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

59%

16%

#	Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)			(new peak	demand savi	Demand Sav ngs from acti porting peric	vity within	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
Co	nsumer 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		Devices	1,421	4,725	5,204		796	2,402	2,914		3,055	19,644	11,189	
_	Residential Demand Response (IHD)	Devices	1,493	860	452				-				-	
	Residential New Construction	Homes	-	-	-		-	-	-		-	-	-	
Со	nsumer Program Total						917	2,518	2,963		247,622	379,768	117,631	
Bu	siness 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	
_	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		
Ind	lustrial Program										•			
	Process & System Upgrades	Projects	-	-	-		-	-	-		-	-	-	
	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-	
_	Energy Manager	Projects	-	-	-		-	-	-		-	-	-	
	Retrofit	Projects												
	Demand Response 3*	Facilities	4	5	5		800	876	1,174		46,940	19,668	26,348	
	dustrial Program Total						800	876	1,174		46,940	19,668	26,348	
	me Assistance Program										10,010			
-	Home Assistance Program	Homes	28	81	273	I	4	4	8	r	31,996	47,177	149,795	
	me Assistance Program Total	nomes	20	01	275		4	4	8		31,996	47,177	149,795	
								-	0		31,550	47,177	145,755	
	original Program	L.,				I	1				1			
	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-	
-	original Program Total						-	-	-		-	-	-	
	e-2011 Programs completed in 2011													
	Electricity Retrofit Incentive Program	Projects	-	-	-		-	-	-		-	-	-	
	High Performance New Construction	Projects	-	-	-		-	-	-		-	-	-	
_	Toronto Comprehensive	Projects	-	-	-		-	-	-		-	-	-	
	Multifamily Energy Efficiency Rebates	Projects	-	-	-		-	-	-		-	-	-	
	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-	
	e-2011 Programs completed in 2011 Total						-	-	-		-	-	-	
Otl														
	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-	
	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-	
Ot	ther Total						-	-	-		-	-	-	
Ad	justment to Previous Year's Verified Results													
En	ergy Efficiency Total						272	269	185		1,288,006	1,191,576	999,767	
De	emand Response Total (Scenario 1)						1,709	3,402	4,234		54,267	42,089	40,106	
-														

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

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

OPA-Contracted LDC Portfolio Total

1,981

3,672

4,419

1,342,273

1,233,665

1,039,873



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

			Table 4A: Pro	vince-Wide In	itiative and	Progra	m Level Savir	ngs by Year (S	Scenario 1)							
#	Initiative	Unit	(new progra	Incremental Ac am activity occu cified reporting	urring within t	the	(new peak de	ental Peak Der mand savings pecified repor	from activity						Program-to-Date Unverified Progress Target (excludes DR) 2014 Net Annual 2011-2014 Net Peak Demand Cumulative Energy	
			2011 Adj.*	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	Savings (kW) 2014	Savings (kWh) 2014
Consi	mer Program	-					·							-		
_	ppliance 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
	ppliance Exchange	Appliances	3,688	3,836	302		371	556	32		450,187	974,621	43,168		722	4,598,860
	VAC 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
	onservation 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
	-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
	etailer Co-op	Items	152	1,000,501	213,100		1,001	1,400	455		2,652	20,701,074	0,075,044		0	10,607
	esidential Demand Response (switch/pstat)*	Devices	19,550	98,388	107,013		10,947	49,038	59,927		24,870	359,408	230,077		0	614,356
	esidential Demand Response (IHD)	Devices	19,550	49,689	45,619		10,947	49,038	33,321		24,870	535,408	230,077		-	014,330
	esidential New Construction		26	49,089	45,619		- 0	2	1		743	17 15 2	2,182		2	- E 9 704
	imer Program Total	Homes	20	-	5			72,377	70,627			17,152	30,023,262			58,794 820,165,325
							49,681	12,311	70,627		133,520,941	75,796,859	30,023,262	1	72,396	820,165,325
_	ess Program															
	etrofit	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
	irect 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 E	uilding Commissioning	Buildings	-	-	-		-	-	-		-	-	-		-	-
13 N	ew Construction	Buildings	22	64	21		123	764	455		411,717	1,814,721	1,052,514		1,342	9,196,060
14 E	nergy Audit	Audits	196	280	95		-	1,450	492		-	7,049,351	2,391,744		1,941	25,931,542
15 S	nall Commercial Demand Response (switch/pstat)*	Devices	132	294	359		84	187	201		157	1,068	772		-	1,996
16 S	nall Commercial Demand Response (IHD)	Devices	-	-	82		-	-	-		-	-	-		-	-
17 C	emand Response 3*	Facilities	145	151	171		16,218	19,389	24,055		633,421	281,823	536,899		-	1,452,143
Busir	ess Program Total						64,617	98,221	66,422		198,124,253	381,415,230	249,804,286		159,702	2,399,946,783
Indus	rial Program		•		÷							*				
_	rocess & System Upgrades	Projects		- 1	1				270		_		825,000		270	1,650,000
	Ionitoring & Targeting	Projects		-	-			-			-		025,000		2/0	1,030,000
	nergy Manager	Projects		39	35			1,086	679			7,372,108	6,958,584		1,765	36,033,492
	etrofit	Projects	433	55	55		4,615	1,000	075		28,866,840	7,372,100	0,550,504		4,613	115,462,282
	emand Response 3*	Facilities	124	185	281		52,484	74,056	149,404		3,080,737	1,784,712	3,354,125		4,015	8,219,574
	trial Program Total	raciities	124	105	201		57,098	75,141	150,354		31,947,577	9,156,820	11,137,709		6,648	161,365,347
	•						37,038	73,141	130,334		31,947,377	9,130,820	11,137,705		0,048	101,303,347
	Assistance Program			I						1						
	ome 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
Hom	Assistance Program Total						2	566	1,631		39,283	5,442,232	9,455,190		2,200	35,394,211
Abori	zinal Program															
24 A	boriginal Program	Homes	-	-	-		-	-	-		-	-	-		-	-
Abor	ginal Program Total						-	-	-		-	-	-		-	-
Pre-2	11 Programs completed in 2011			•								÷			• •	
_	ectricity Retrofit Incentive Program	Projects	2,028	-	- 1		21,662	-	-		121,138,219	-	-		21,662	484,552,876
	igh 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
	pronto Comprehensive	Projects	577				15,805	5,251	1,000		86,964,886				15,805	347,859,545
	lultifamily Energy Efficiency Rebates	Projects	110				1,981				7,595,683				1,981	30,382,733
	DC Custom Programs		8	_			399	-			1,367,170				399	5,468,679
	011 Programs completed in 2011 Total	Projects	8	-	-		44,945	3,251	1,806		243,251,550	11,901,944	12,769,879		50,001	1,034,251,788
110-2							44,343	5,251	1,000		243,231,330	11,501,544	12,705,879		50,001	1,034,231,788
Other					î											
	rogram Enabled Savings	Projects	-	-	-		-	2,304	-		-	1,188,362	-		2,304	3,565,086
_	me-of-Use Savings	Homes	-	-	-		-	-			-	-	-		-	-
Othe	Total						-	2,304	-		-	1,188,362	-		2,304	3,565,086
Adju	tment to Previous Year's Verified Results							1,406				18,689,081			1,156	73,918,598
Ener	y Efficiency Total						136,610	109,191	57,253		603,144,419	482,474,435	309,068,454		293,251	4,444,400,472
	ind Response Total (Scenario 1)		-				79,733	142,670	233,587		3,739,185	2,427,011	4,121,872		295,251	4,444,400,472
	Contracted LDC Portfolio Total						216,343	253,267	233,587		606,883,604	503,590,526	313,190,326		- 294,407	4,528,607,138
OF A							210,545	233,207	250,840		000,003,004	303,390,320	313,190,320		254,407	4,328,007,138
	v & savings for Demand Response resources for each year and quent the savings from all active facilities or devices contracted sin		Due to the limite										Full OEB	Target:	1,330,000	6,000,000,000

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.

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

1,330,000 6,000,000 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)			y occurring within the specified (new peak demand savings from activity within the orting period) specified reporting period)			y within the	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
Cons	sumer Program													
1	Appliance Retirement	Appliances	4,372	5,381	6,244		262	331	385		1,726,524	2,098,963	2,440,621	
	Appliance Exchange	Appliances	10	130	162		1	14	18		1,138	17,249	24,780	
	HVAC Incentives	Equipment	13,780	18,689	8,613		3,406	3,865	1,734		6,143,456	6,366,357	2,801,138	
	Conservation Instant Coupon Booklet	Coupons	18,180	10,830	2,574		195	24	7		796,461	401,881	92,790	
	Bi-Annual Retailer Event	Coupons	4,425	207,168	1,507		7	445	7		125,949	6,708,799	44,896	
	Retailer Co-op	Items	-	-	-		-	-	-		-	-	-	
	Residential Demand Response (switch/pstat)* Residential Demand Response (IHD)	Devices Devices	71,642 15,153	96,264 25,864	107,013 4,602		40,120	50,316	59,927		153,447	363,663	230,077	
	Residential Demand Response (IHD)	Homes	15,153	25,864	4,602		0	1	- 0		756	1,272	- 154	
	sumer Program Total	nomes	3	1	1		43,990	54,995	62,077		8,947,731	15,958,184	5,634,456	
	-						-3,550	54,555	02,077		0,547,751	10,000,104	3,034,430	
_	ness Program Retrofit	Projects	1,321	1,509	1,045		11,208	11,615	7,295		70,694,979	66,323,123	60,933,222	
	Direct Install Lighting	Projects Projects	1,321 3,877	4,676	2,262		3,986	4,853	2,264		15,540,497	22,208,242	10,122,295	
	Building Commissioning	Buildings	- 3,077	4,070	2,202		3,580	4,855	2,204		13,340,497	22,208,242		
	New Construction	Buildings	12	7	2		233	97	125		735,556	220,560	96,399	
	Energy Audit	Audits	51	38	6		264	197	31		1,283,989	956,698	151,058	
	Small Commercial Demand Response (switch/pstat)*	Devices	241	144	359		135	92	201		463	523	772	
_	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	
Bus	Business Program Total						35,907	44,129	33,970		89,042,001	90,317,913	71,840,643	
Indu	Istrial Program						· · ·				· · ·	· ·	· ·	
18	Process & System Upgrades	Projects	1	-	-		270	-	-		825,000	-	-	
	Monitoring & Targeting	Projects	-	-	-		-	-	-		-	-	-	
20	Energy Manager	Projects	26	8	1		429	250	-		3,647,428	3,311,156	-	
21	Retrofit	Projects			-				-				-	
	Demand Response 3*	Facilities	210	270	281		78,121	106,583	149,404		4,585,608	2,392,785	3,354,125	
Indu	ustrial Program Total						78,820	106,833	149,404		9,058,036	5,703,941	3,354,125	
Hom	ne 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	
Hon	ne Assistance Program Total						795	750	86		3,840,100	4,015,556	1,599,534	
Abo	riginal Program													
24	Aboriginal Program	Homes	-	-	-		-	-	-		-	-	-	
Abo	original 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	
	Toronto Comprehensive	Projects	-	-	-		-	-	-		-	-	-	
	Multifamily Energy Efficiency Rebates	Projects	-	-	-		-	-	-		-	-	-	
	LDC Custom Programs	Projects	-	-	-		-	-	-		-	-	-	
Pre	2011 Programs completed in 2011 Total						731	-	1,075		5,563,680	-	7,206,199	
Othe	er													
	Program Enabled Savings	Projects	-	-	-		-	-	-		-	-	-	
	Time-of-Use Savings	Homes	-	-	-		-	-	-		-	-	-	
Oth	er Total						-	-	-		-	-	-	
Adj	ustment to Previous Year's Verified Results													
Ene	rgy Efficiency Total						21,786	22,442	13,025		110,925,512	112,629,856	85,513,085	
	nand Response Total (Scenario 1)						138,458	184,265	233,587		5,526,035	3,365,737	4,121,872	
	A-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						
		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 date1	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	High					
Bi-Annual Retailer Event	Year and quarter of the event	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					
	Busine	ss (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					
irect 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					
	Pr	e-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: detemines 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 freeriders, 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



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

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 Pro	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 + Teal Rwit and Rw 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%					

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

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										
		29,05	50								
%	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

i able 5 – i	vianual Aujustinient to CDIVI Sav	/ings	
		Application	2014 Net kWh
	2014 CDM Threshold	Factor	Load Forecast
	(kWh of incremental CDM	1.0 Full Year	CDM
	savings needed in 2014)	0.5 Half Year	Adjustment
	А	В	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
	53,662,397		31,633,297

Table 3 – Manual Adjustment to CDM Savings

		Application	2014 Net kW
	2014 CDM Threshold	Factor	Load Forecast
	(kW of incremental CDM	1.0 Full Year	CDM
	savings needed in 2014)	0.5 Half Year	Adjustment
	А	В	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
	29,050		19,771
		-	

Veridian Connections Inc. EB-2013-0174 Response to Technical Conference Undertaking JT1.3 Page 4 of 5

	· – ·			CDM Load	2014 CDM
		Verified CDM		Forecast	Adjusted Load
	Weather Normalized	Savings		Adjustment	Forecast
	2014F	2012			
kWh		(OPA)			
	А	В	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
		С	-	E	

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

kW	Weather Normalized 2014F	Verified CDM Savings 2012 (OPA)		CDM Load Forecast Adjustment *	2014 CDM Adjusted Load Forecast
	Н	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	

.

	Veridian_Ma				Veridian_Grave	enhurst	
		CDM Load	2014 CDM			CDM Load	2014 CDM
	Weather	Forecast	Adjusted Load		Weather	Forecast	Adjusted Load
	Normalized	Adjustment	Forecast		Normalized	Adjustment	Forecast
	2014F				2014F		
kWh				kWh			
	А	В	C = A - B		Α	В	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			-
				USL			
				Total	92,335,025	1,428,464	90,906,561
					92,335,025	1,428,464	90,906,561
	Weather	CDMLoad	2014 CDM		92,335,025 Weather	1,428,464 CDM Load	90,906,561 2014 CDM
	Weather Normalized	CDM Load Forecast	2014 CDM Adjusted Load				
					Weather	CDM Load	2014 CDM
kW	Normalized	Forecast	Adjusted Load		Weather Normalized	CDM Load Forecast	2014 CDM Adjusted Load
kW	Normalized	Forecast	Adjusted Load	Total	Weather Normalized	CDM Load Forecast	2014 CDM Adjusted Load
	Normalized 2014F	Forecast Adjustment *	Adjusted Load Forecast	Total	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
Residential (kWh)	Normalized 2014F	Forecast Adjustment *	Adjusted Load Forecast	Total	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
Residential (kWh) GS<50 (kWh)	Normalized 2014F	Forecast Adjustment *	Adjusted Load Forecast	Total kW Residential-Urban	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
Residential (kWh) GS<50 (kWh) GS>50 (kW)	Normalized 2014F A	Forecast Adjustment * B -	Adjusted Load Forecast C = A - B	Total KW Residential-Urban Residential-Suburban	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
kW Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW)	Normalized 2014F A 2,426,856	Forecast Adjustment * B - 18,611	Adjusted Load Forecast C = A - B	Total KW Residential-Urban Residential-Suburban Residential-Seasonal	Weather Normalized 2014F	CDM Load Forecast Adjustment	2014 CDM Adjusted Load Forecast
Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW)	Normalized 2014F A 2,426,856 257,941	Forecast Adjustment * B - 18,611 54	Adjusted Load Forecast C = A - B - 2,408,245 257,887	Total kW Residential-Urban Residential-Suburban Residential-Seasonal GS<50 (kWh)	Weather Normalized 2014F A	CDM Load Forecast Adjustment B - - -	2014 CDM Adjusted Load Forecast C = A - B
Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW)	Normalized 2014F A 2,426,856 257,941 184,514	Forecast Adjustment * B - 18,611 54	Adjusted Load Forecast C = A - B - - 2,408,245 257,887 184,064	Total kW Residential-Urban Residential-Suburban Residential-Seasonal GS<50 (kWh) GS>50 (kW)	Weather Normalized 2014F A	CDM Load Forecast Adjustment B - - -	2014 CDM Adjusted Load Forecast C = A - B
Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW) Street Lights (kW) Sentinel Lights (kW)	Normalized 2014F A 2,426,856 257,941 184,514 58,270	Forecast Adjustment * B - 18,611 54	Adjusted Load Forecast C = A - B - - 2,408,245 257,887 184,064 58,270	Total kW Residential-Urban Residential-Suburban Residential-Seasonal GS<50 (kWh) GS>50 (kW) Intermediate (kW)	Weather Normalized 2014F A	CDM Load Forecast Adjustment B - - -	2014 CDM Adjusted Load Forecast C = A - B
Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW) Street Lights (kW) Sentinel Lights (kW) USL (kWh)	Normalized 2014F A 2,426,856 257,941 184,514 58,270	Forecast Adjustment * B - 18,611 54	Adjusted Load Forecast C = A - B - - 2,408,245 257,887 184,064 58,270	Total kW Residential-Urban Residential-Suburban Residential-Seasonal GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW)	Weather Normalized 2014F A 77,650	CDM Load Forecast Adjustment B - - -	2014 CDM Adjusted Load Forecast C = A - B
Residential (kWh) GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW) Street Lights (kW)	Normalized 2014F A 2,426,856 257,941 184,514 58,270 1,453	Forecast Adjustment * B - - 18,611 54 450 - -	Adjusted Load Forecast C = A - B 2,408,245 257,887 184,064 58,270 1,453 -	Total kW Residential-Urban Residential-Suburban Residential-Seasonal GS<50 (kWh) GS>50 (kW) Intermediate (kW) Large Use (kW) Street Lights (kW)	Weather Normalized 2014F A 77,650 1,675	CDM Load Forecast Adjustment B - - -	2014 CDM Adjusted Load Forecast C = A - B - - 76,994 - - 1,675

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

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.

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.

)10 Board Approved	20	10 Actuals	20	011 Actuals	20)12 Actuals	20)13 Actuals	2	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	\$1	10,340,929
%Change (year over						7.9%		15.8%		4.9%		18.4%
%Change (Test Year v	s La	ast Rebasing	Ye	ar - 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	\$1	0,638,647
Less: Accounting Cha	nge	es in Capital	ize	d			-\$	1,301,395	-\$	1,539,767	-\$	1,553,065
SubTotal	\$ 1	15,352,774	\$	14,712,895	\$	14,024,161	\$	14,842,587	\$	15,320,500	\$1	16,389,698
%Change (year over						-4.7%		5.8%		3.2%		7.0%
%Change (Test Year v	s La	ast Rebasing	Ye	ar - Actual)				-3.3%				11.4%
Total	\$ 2	22,362,802	\$	21,383,328	\$	21,218,503	\$	23,170,067	\$	24,057,679	\$2	26,730,627
%Change (year over						-0.8%		9.2%		3.8%		11.1%

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

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.

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

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

				C	HANGES TO 2014	1			
Projects	2013 Bridge Year as Filed	2013 Actuals	2014 Test Year as Filed	Additions - Project Carryover from 2013	Removals - Projects Moved out of 2014	Additions - 2014 Non- material changes or additions	Revised 2014 Test Year	Material Variances (see explanation to the right of this column)	
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	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 GO Transit/City of Pickering - Pedestrian Bridge, Pickering	350,000	344,794							
Salem Road (Taunton Road to CPR)									
Salem Road Line Relocations (Rossland to Gillett)									
Rossland Road Relocations									
Brock Road Relocation (Rossland X CPR Tracks)									
									Slightly lower than projected construction costs combined with final site restoration not complete
Brock St West Joint Feeder Extension-Uxbridge	600,000	484,626						A	prior to year end.
Brock Road Relocation (Bayly St to Kingston Rd) - Pickering Bayly Street Relocation (Shoal Point Road to Lakeridge) - Ajax									4
Pickering Parkway Relocation - Pickering									
Cherrywood Wholesale Meter Upgrade									
New CN Rail Crossing, Belleville									
Smart Meters transferred from Variance Account									
LTLT Eliminations - Various Locations College Street Extension- Belleville	650,000 294,000	0	600,000	650,000 294,000			1,250,000 294,000	BC	Missed completion in 2013 and energized in February 2014. Road authority driven schedule change.
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	Road authority driven schedule change.
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	Road authority driven schedule change.
									Project energized, but work still remaining to be completed. Remaining work
Westney Road Relocation (Magill X Telford), Ajax	1,475,000	934,202						D	dependent on Road authority construction schedule.
Rossland Road Relocation (Clearside X Southcott), Ajax	385,000	0		385,000			385,000	С	Road authority driven schedule change.
Line Relocation, Orono Creek, Clarington	258,000	0	85,000	195,000	005.000	58,000	338,000	C	Road authority driven schedule change.
Relocation of 44 kV Pole Line, Port Hope New REG Connection, Ajax			625,000 700.000		-625,000		0 700.000	E	Customer driven schedule change.
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		
									Scope change from Road authority has resulted in a very limited scope overhead solution
Dundas Street (Coleman to Baybridge)			2,200,136		-2,200,136	50,000	50,000	F	vs extensive underground solution.
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									
									Lower than budgeted number of reactionary
Reactive Pole Replacements	752,000	305,000	752,000				752,000	G	equipment replacements required in 2013.
Reactive Transformer and Component Replacements	900,000	609,651	900,000				900,000	G	Lower than budgeted number of reactionary equipment replacements required in 2013.
Reactive Pole Rework (reinsulating and reframing)							0		4
Old Kingston Road Conversion							0		
South Ajax Cable Replacement - Finley Avenue Storm Damage Rebuild - Gravenhurst July 2013	1,875,000 799,000	1,214,064					0		4
Storm Damage Rebuild - Gravennurst July 2015	799,000	1,120,180					0		4
New Freder, Creft Street, Best Hand			257.000		257.000			н	Access road not built by municipality in 2013 as planned. Road
New Feeder - Croft Street, Port Hope Substations Transformer Replacement, Greenwood Substation			357,000		-357,000		713.000	н	planned for 2014. This work to move to 2015
Substation Transformer Replacement and Component Upgrades- Fair	port SS		2.434.500		-2,434,500		/13,000		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 T5 in Pickering.
Cubblation manalormer replacement and component opyrates* Failp	551.50		2,434,300		-2,434,300		0		onarynood ro in riandillig.

Substation Transformer Spare Replenishment			900,000				900,000		
Padmounted Switchgear Replacement program, various locations			900,000				900,000		
Substation Breakers Replacement, Toronto Substation Wood Pole Replacement Program, various locations			600,000 2,041,986				600,000 2,041,986		•
Primary Cable Rehabilitation Program, various locations			1.000.000				2,041,980		
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			000,000				000,000		
Lakeridge Road									
27.6kV Feeders Rossland Rd (Lakeridge to Westney), Ajax									
Sidney St. Substation, Belleville									4
SCADA Reactive Repairs									4
Pole line rebuild, Cavan Street, Port Hope LIS Installations									4
LIS Installations South Ajax Feeder Automation									1
Whitby TS Feeders (Part 1 and 2) Lakeridge Road, Rossland Rd, Ajax									1
Cannington Substation (Relocation and Replacement)									1
Liberty Street North Substation Upgrade, Bowmanville									
Feeder rebuild, Dixie Rd, Pickering									4
Feeder rebuild, Edgehill Road, Belleville									4
Feeder rebuild, Moira Street and Palmer Rd, Belleville	601.000	599,156							
SCADA System Replacement / Upgrade	601,000	599,156							
									Missed completion in 2013 and energized in February 2014. Increase in cost due to wet soil conditions and remediation efforts to ensure proper
Wilmot Substation Upgrade, Newcastle	1,900,000	0		2,175,000			2,175,000	Ы	foundation support.
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									
Capazal Diant, Essilition									
General Plant - Facilities									
Leasehold Improvements, Pickering									
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax									
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax Building Renovations and Control Room Relocation, Ajax									
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet									
Leaschold Improvements, Pickering Building Expansion, 55 Taunton Road East, Aiax Building Renovations and Control Room Relocation, Ajax General Plant - Fieet Vehicles (2) large bucket trucks)									
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet									
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet Vehicles (21 arge bucket rucks) Vehicles (3 medium duty trucks, 2 hybrids) Vehicles (1 arge bucket ruck) Vehicles (1 arge bucket ruck)									
Leasehold Improvements, Pickering Building Expansion, 55 Tauriton Road East, Aiax 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		
Leasehold Improvements, Pickering Building Expansion, 55 Taunton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fieet Vehicles (1 arge bucket trucks) Vehicles (1 arge bucket truck) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck)		454.200							
Leaschold Improvements, Pickering	140,000	151,308	400,000				400,000		
Leaschold Improvements, Pickering	140,000	151,308							
Leaschold Improvements, Pickering	140,000	151,308							
Leaschold Improvements, Pickering	140,000	151,308							
Leasehold Improvements, Pickering			150,000				150,000		
Leaschold Improvements, Pickering			150,000				150,000		
Leaschold Improvements, Pickering			150,000				150,000		
Leaschold Improvements, Pickering	400,000	456,109	150,000 300,000				300,000		
Leaschold Improvements, Pickering			150,000				150,000		
Leaschold Improvements, Pickering Building Expansion, 55 Tauriton Road East, Aiax Building Renovations and Control Room Relocation, Ajax General Plant - Fileet Vehicles (2 large bucket trucks) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck) General Plant - Information Technology GIS Computer Software GIS Computer Software Server Virtualization Outage Management System Desktop Replacements Mobile Computing GIS Data Conversion and Collection Gravenhurst - Phase 1 and 2 Electronic Document Management - General Design and Construction Statemator Advectored Classification Design and Construction Statematored Placement, Phases 1 and 2	400,000	456,109	150,000 300,000				300,000		
Leasehold Improvements, Pickering	400,000 451,000 350,000	456,109 444,000 348,707	150,000 300,000 60,000 200,000				150,000 300,000 60,000 200,000		
Leaschold Improvements, Pickering Building Expansion, 55 Tauriton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet Vehicles (2 large bucket truck) Vehicles (1 large bucket truck) General Plant - Information Technology GIS Computer Software Gis Computer Software Server Virtualization Outage Management System Desktop Replacements Mobile Computing GIS Reorder Management and Records Classification Design and Construction Standards Development GIS Records Management - General Unified Messading - Phone System Replacement, Phases 1 and 2 High Availability Data Site Business Continuity/Disaster Recovery Site Renewable Generation Asset	400,000 451,000 350,000 1,341,000	456,109 444,000 348,707 1,400,124	150,000 300,000 60,000 200,000 1,110,000			0	150,000 300,000 60,000 200,000 1,110,000		
Leasehold Improvements, Pickering	400,000 451,000 350,000 1,341,000 1,947,500	456,109 444,000 348,707 1,400,124 3,211,534	150,000 300,000 60,000 200,000	0 638,000		0	150,000 300,000 60,000 200,000 1,110,000 3,181,000		
Leaschold Improvements, Pickering Building Expansion, 55 Tauriton Road East, Ajax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet Vehicles (2 large bucket truck) Vehicles (1 large bucket truck) General Plant - Information Technology GIS Computer Software Gis Computer Software Server Virtualization Outage Management System Desktop Replacements Mobile Computing GIS Reorder Management and Records Classification Design and Construction Standards Development GIS Records Management - General Unified Messading - Phone System Replacement, Phases 1 and 2 High Availability Data Site Business Continuity/Disaster Recovery Site Renewable Generation Asset	400,000 451,000 350,000 1,341,000	456,109 444,000 348,707 1,400,124	150,000 300,000 60,000 200,000 1,110,000	0 638,000 638,000		0 629,000 629,000	150,000 300,000 60,000 200,000 1,110,000		
Leaschold Improvements, Pickering Building Expansion, 55 Tauriton Road East, Aiax Building Renovations and Control Room Relocation, Ajax General Plant - Fleet Vehicles (2 large bucket trucks) Vehicles (1 largen bucket truck) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck) Vehicles (1 large bucket truck) General Plant - Information Technology GIS Computer Software GIS Computer Software Gis Dara technology GIS Dara technology GIS Dara technology GIS Dara technology GIS Data Conversion and Collection Gravenhurst - Phase 1 and 2 Electronic Document Management and Records Classification Deskipa nd Construction Standards Development GIS Records Management - General Unified Messaing - Phone System Replacement, Phases 1 and 2 High Availability Data Site Business Construction Stated Ards Development Business Construction Stated Recovery Site Renewable Generation Asset Sub-Total Material Projects Miscellaneous Projects (under materiality threshold)	400,000 451,000 350,000 1,341,000 1,947,500	456,109 444,000 348,707 1,400,124 3,211,534	150,000 300,000 60,000 200,000 1,110,000 1,914,000				150,000 300,000 60,000 200,000 1,110,000 3,181,000		Miscellaneous projects under materiality threshold due to two primery groups
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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					Collection
Aging Categories	Mid Point	Ave	erage A/R \$	Weight	Lag
Current 0-30	16	\$ 1	6,867,361	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
		\$1	8,937,585	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.

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 lifeAs Filed in Appendix 2CO-2012

	NBV	V Recorded	Useful Life	C: u	preciation alculated sing half ear rule	Average Remaining Useful Life	orrected oreciation	Di	fference
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
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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

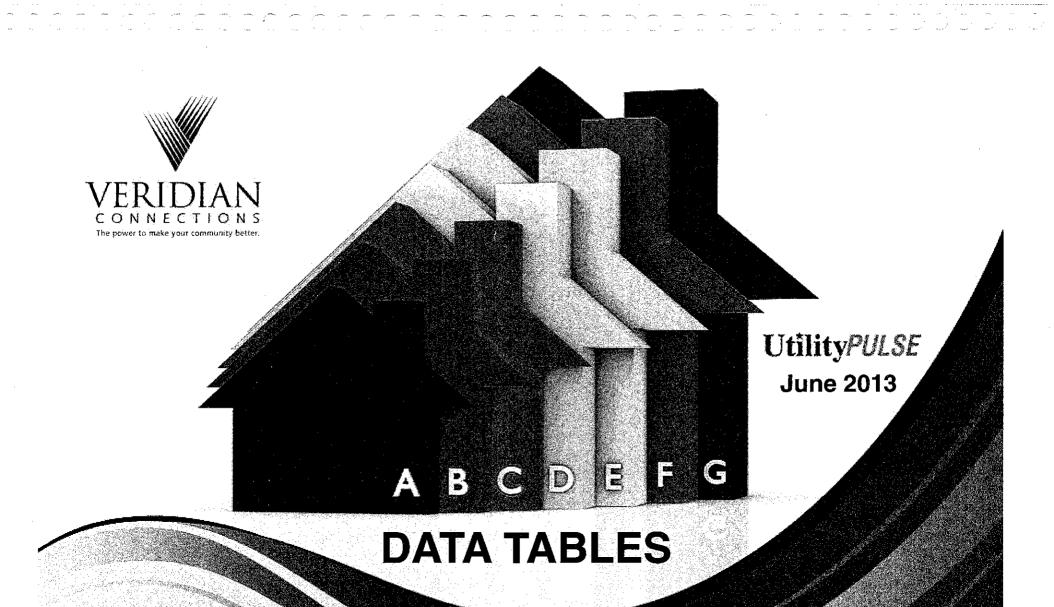
The calculation HST Expense lead days is shown in green in the table above is based on the Total Expense lead days for each of the Vendors minus 45 days for remittance of HST (last day of following month plus the midpoint of current billing period)

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

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.



Veridian Connection

15th Annual Electric Utility Customer Satisfaction Survey

Veridian Connections

Field Work Conducted: March 28 – April 11, 2013





2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS

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217 0.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: HAVING AN ENERGY AUDIT DONE ON YOUR BUILDING

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Q.S2 BILL DAYERS' GENDER BASED ON RESIDENTIAL RESPONDENTS

						RESIDEN	TIAL	BILL P	AYERS																
		VERIDI TRACKI	NG	NECTIC					HOUSE	L PRE-T HOLD IN DS \$40~	COME				HOUSER	IOLD SI	Æ	VERIDI TRACKI	an con	NECTIC	NS		STILL	ALTY G	
	TOTAL					TOTAL N	1EN	WOMEN	<\$40 	<\$70	\$70+ 	18-34	35-54	55 +	1-2	3-5 (5+ 	2012	2011	2010	2009	ÚRE	ABLE	ERENT	RISK
UNWID. 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
WID. TOTAL	383 100	384 % 100%	393 1009	397 100%	386 5 1008	383 5 100%	197 100%	186 100%	40 100	75 % 100%	167 1009	41 100%	144 100%	195 1009	196 5 100%	169 : 100%	13 100%	384 ; 100%	393 ; 100%	397 100%	386 1009	120 100		191 : 100%	21 10 0 %
MALE	197 51		215 \$ 55	193 193	203 531	197 \$ 51%	197 100%	-	18 46	34 8 458	99 591	19 46%	78 54%	99 513	95 5 49%	92 54%	7 531	186 188	215 55%	193 498	203 531	54 45		104 54%	16 77%
FEMALE	186 49		178 45	204 \$518	183 8 473	186 198	-	186 100%	22 54	41 * 55*	68 5 415	22 54%	66 : 46%	96 491	101 51%	77 5 46%	6 478	198 528	178 5 45%	204 51%	183 5 479			87 5 4€%	5 23%

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Q.S2 BILL PAYERS' GENDER BASED ON RESIDENTIAL RESPONDENTS

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																						BILL F		
		TIME OF	3	CONTAC: HYDRO?		PROBLEM		RECENT		(MONTH	S)	ONTACT		ACCESS	т	SMART METER	DATA	=====	OTHERS	VERI-	VERID TRACK	IAN CC ING	NNECTI	
	TOTAL	YES 1		YES 2	NO 	YES N	10 10	/S	VDS						NO		NO		UNSUP		2012	2011	2010	
UNWID. TOTAL	384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-	-	-	-	. –
WTD. TOTAL	383 1009	29 ; 100%	8 100%	65 100%	319 100%	57 100%	8 100%	27 100%	6 100%	3 100%	14 100%	14 : 100%	30 1008	72 100%	226 100	18 \$ 100%	318 100%	14 3 100	2 % 100%	- t	-	-	-	
MALE	197 518	19 8 66%	3 388	35 54%	163 51%	29 51ት	6 74%	11 41%	4 67%⊧	1 29%	7 50%	8 57%	16 531	39 541	116 51	9 8 508	163 514	9 1 65	ן 501	- 8	-	-	-	-
FEMALE	186 499	10 5 34%	5 62%	30 46%	156 49%	28 498	2 26号	16 59%	2 338	2 71%	7 50%	6 43%	14 473	33 8 468	110 ; 49		155 499		1 % 50%	- k	-	-		-

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

								BILL H																	
			LAN CON	INECTIO					ANNUAL HOUSER	PRE-T OLD IN S	'AX COME							VERIDI	AN CON				ER LOY		
						TOTAL	MEN 	WOMEN	<\$40 	\$40- <\$70								TRACKI ====== 2012 		2010			STILL FAVOR ABLE	DIFF	
UNWTD. TOTAL	451	452	462	467	454	384	198	186	4 0	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WID. TOTAL	451 100%	452 1009	462 100%	467 5 100%	454 100%	383 100%	197 100	186 1009	40 5 100%	75 100%	167 1003	41 5 100%	144 : 100%	195 100%	196 100%	169 ; 100%	13 100%	384 100%	393 100%	397 100%	386 : 100%	144 1001	55 k 100%	221 1008	25 ; 100%
TOP 2 BOX	424 94号	416 929	416 8 90%	410 88%	419 92%	358 93%	185 94		38 95%	70 93≹	161 964	39 5 95%	133 92%	183 94%	185 94%	155 i 92%	13 1009	351 5 91%	352 908	348 88%	357 93%	144 100	55 100%	201 911	18 72%
(5) VERY SATISFIED	234 52%	194 439	232 \$ 508	218 ; 47%	212 478	196 51%	88 45		25 \$ 62\$	47 628	88 52	19 5 46%	67 5 478	109 56%	115 58%	77 : 45%	5 3 7 1	162 5 428	192 498	188 478	179 468	144 100	55 \$ 100%	29 138	7 28%
(4) FAIRLY SATISFIED	190 42%	222 499	184 8 403	192 ; 41%	207 46%	162 42%	97 49	65 8 35	13 5 338	24 31%	74 44	20 8 498	66 5 46%	74 389	71. 36%	79 16%	8 631	189 k 49%	160 418	160 ; 40%	178 46%	-	-	172 788	11 44%
(3) NEITHER SATISFIED NOR DISSATISFIED	-	-	-	5 1%	7 28	_	-	-	-	-	-	-	-	-	~	-	-	-	-	4 18	5 5 18	-	-	-	-
(2) FAIRLY DISSATISFIED	12 3%	16 48	22 \$ 58	34 5 78	13 3%	11 38	3	8 * 4	2 5 *	2 38	1 1	1 8 28	3 a 2≹	7 43	6 5 3%	5 5 3%	-	15 48	20 51	26 78	12 38	- 5	-	11 58	1 5 4%
(1) VERY DISSATISFIED	6 1%	3 19	9 8 28	17 5 48	11 3%	6 28	6 ; 3	-	-	-	2 1 ⁹	- Ł	4 38	2 18	2 5 18	4. : 2%	-	3 18	9 21	17 5 48	9 5 2%	-	-	· _	6 24%
BOTTOM 2 BOX	18 4%	19 49	31 8 78	51 5 118	25 5%	17 49	9 5	8 8 41	2 \$5\$	2 ३%	3 : 2 [:]	1 28	7 58	9 58	5 5 48	9 58	-	18 5%	29 78	43 5 11%	21 5 1	-	-	11 51	7 ⊊28¥
DON'T KNOW / REFUSED	9 2동	16 45	15 8 31	1 * *	3 1%	8 28	3 1	5 % 3	-	3 4 %	3 2 ⁴	1 8 28	4 3%	3 2%	3 5 21	5 5 3%	-	16 4%	12 38	1 ; *	3 11	-	-	9 43	-
MEAN S.D. S.B.		0.73		4.20 1.03 0.05	0.85	0.78	0.83	0.72	4.52 0.75 0.12	0.64	4.48 0.66 0.05	0.64	4.35 0.84 0.07	0.77	0.75	4.33 0.84 0.07	4.37 0.50 0.14		0.90	1.05		0.00	0.00	0.59	3.47 1.56 0.31

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C.1A OVERALL SATISFACTION WITH SERVICES PROVIDED BY VERIDIAN CONNECTIONS RASED ON TOTAL RESPONDENTS

																		WORK			CIAL B			
		BILLIN	G	CONTAC HYDRO?		PROBLE SOLVED	2 1	RECENT EXPERI	ENCE	TIME S: (MONTH	S)			ACCESS	Е	SMART METER	DATA	WITH C			VERIDI TRACKI	AN CON NG	NECTIO	ns
	TOTAL	YES	NO	YES				vs			7-12		<3	YES	NO.		NO	SUPP	UNSUP		2012			
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	451 100%	35 1008	8 100%	83 : 100%	368 100%	74 100원	9 100%	39 100%	6 100%	4 100%	16 100%	19 100%	38 100%	83 5 100%	271 100	19 % 100%	376 100≹	18 100%	2 : 100%	68 ; 100%	68 100%	69 100%	70 100%	68 100%
TOP 2 BOX	424 94ზ	34 97%	7 875	79 : 95%	345 94%	73 99%	6 698	39 100%	3 51%	4 100%	14 938	17 95%	36 95%	79 95%	252 93	18 8 95%	352 94%	18 100%	1 50%	66 97%	65 97월	64 928	62 88%	62 91%
(5) VERY SATISFIED	234 52%	13 378	4 50%	43 52%	192 52%	39 53%	4 39€	30 778	2 35%	4 100%	7 42者	9 501	20 53%	49 598	139 51	11 \$ 58%	198 534	10 55%	-	38 571	32 478	39 578	30 42%	33 48*
(4) FAIRLY SATISFIED	190 428	21 60%	3 381	36 44%	153 42%	33 45%	3 30%	9 23¥	1 16%	-	8 51%	8 45%	16 42%	30 378	113 42	7 18 378	153 418	8 45%	1 50%	27 40%	34 50ቼ	24 35놓	32 46%	29 43*
(3) NEITHER SATISFIED NOR DISSATISFIED	-	-	-	~	-	-	-	-	-	-	-	-	• -	-	-	-	-	-	-	-	-	-	1 1%	2 38
(2) FAIRLY DISSATISFIED	12 38	1 3%	1 13%	3 48	9 28	1 18	2 21%	-	2 33&	-	1 7%	1 5%	1 3%	2 ; 2%	8	- k	10 3%	-	1 50%	1 5 2%	2 28	2 28	8 11%	2 2%
(1) VERY DISSATISFIED	6 18	-	-	1 1%	5 1%	-	1 10%	-	1 16%	-	-	-	1 28	2 2 %	4 2 [:]	1 \$5%	5 1%	-	-	-	-	1 18	-	2 3१
BOTTOM 2 BOX	18 4놓	1 3%	1 13%	4 58	14 48	1 1%	3 31%	-	3 498	-	1 78	፲ 5ቔ	2 5%	4 58	12 4	1 \$ 58	15 4%	-	1 508	1 2%	2 28	2 38	8 11%	4 68
DON'T KNOW / REFUSED	9 28	-	-	-	9 2%	-	-	-	-	-	-	-	-	-	7 25	- 6	9 28	-	-	1 1%	1 1%	3 58	-	-
MEAN S.D. S.E.	0.76	4.31 0.64 0.11	1.04	0.78	0.75		1.50	0.43	1.72	0.00	0.81		0.84	4.47 0.82 0.09	0.78	4.42 0.96 0.22	0.76	4.55 0.51 0.12		0.60	0.62	4.51 0.74 0.09	0.92	0.91

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0.2 BILL PAYERS WITH POWER FAILURES OR OUTAGES - PAST 12 MONTHS BASED ON TOTAL RESPONDENTS

						RESIDE	TIAL	BILL P	AYERS																
		VERIDI	AN CON	NECTIC	NS					DRE-T	AX								AN CON				MER LOY		
		TRACKI														IOLD SI	ZE	TRACKI	NG			ana	STILL		•
	TOTAL	2012			2009	TOTAL I	MEN	WOMEN		\$40- <\$70	\$70+		35-54		1-2	3-5			2011		2009	SEC- URE		DIFF . ERENT	
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	451 100%	452 100%	462 100%	467 100%	454 5 100%	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 1009	196 5 1009	169 5 100%	13 100%	384 100%	393 100%	397 1008	386 8 100	144 100	••	221 5 100%	25 100%
YES	153 34%	195 43%	129 28%	168 36%	197 438	128 34%	66 348	62 338	8 208	22 30월	57 34%	11 27%	47 33%	69 358	63 7 321	59 35%	6 471	175 458	109 28%	141 35	170 144	40 8 28		84 1 381	10 40%
Ся	292 65%	249 55%	327 71%	29 4 638	251 55%	253 66¥	129 65≹	124 67%	32 80%	53 570%	110 66%	29 70%	97 678	125 549	132 5 681	110 5 65%	7 538	202 528	281 72%	252 64	212 55	103 8 72			15 60%
DON'T RECALL / DON'T KNOW / REFUSED	6 1%	8 : 2%	6 1%	5 18	6 5 1%	2 ; 18	2 1%	-	-	-	-	1 2%	-	1 19	1	1 1*	-	8 21	2 5 1%	4 : 1	4 \$ 1	1 8 I	1 8 29	4 ≹ 2%	-

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

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																		HODY				BILL PA		
		TIME OF USE CONTACTED BILLING HYDRO?				PROBLE SOLVED). 1	ECENT EXPERI	ENCE	TIME S (MONTH		ONTACT		ACCESS WEBSIT	Е	SMART METER					VERID: TRACK		BCTION	NS
	TOTAL		NO			YES 			VDS	12+	7- 12	4-6 	<3 	YES	NO NO	YES	NO	VERY SUPP	VERY			2011	2010 2	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	451 100	35 % 100%	8 100≹	83 5 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100ቼ	16 100울	18 100%	38 100%	83 100%	271 100%	19 : 100	376 \$ 100	18 1009	2 100	68 1009	68 1004	69 % 100%	70 100%	68 100%
YES	153 345	15 \$ 44 }	4 51%	51 61%	103 28%	43 59%	8 81%	20 51ዩ	5 848	3 78*	12 75*	8 44%	21 55%	37 45%	82 30€	4 21	124 5 33	9 8 514	2 100	25 \$ 378	20 5 305	20 8 288	27 39¥	27 40%
NO	292 651	20 8 568	4 49%	31 : 37%	260 71%	29 40号	2 198	18 46%	1 16%	1 22ቄ	4 25%	10 56%	16 42%	45 54%	184 68%	15 799	246 65	9 5 491	-	39 578	48 5 70	46 8 66%	42 60%	39 58%
DON'T RECALL / DON'T KNOW / REFUSED	6 11	 t	-	1 1%	5 18	1 1%	-	1 3%	-	-	-	-	1 38	1 1%	5 21	-	6 29	-	-	4 69	-	4 6 የ	1 1%	2 2*

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Q.3B BILL PAYEES 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)

						RESIDE							~												
		VERIDIA TRACKIN	łG		NS			I H	ANNUAL 1005BH - '000	PRE-TA	AX COME				HOUSEH			VERID3 TRACKI	lan con Ing	INECTI (STILL	ALTY GR ====== IN DIFF A	
		2012 2		2010		TOTAL !	MEN I	NOMEN -		<\$70 	\$70+	18-34	35-54 5	5+	1-2	3-5	6÷			2010		URE		ERENT R	
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
WTD. TOTAL	153 100%	195 100%	129 100%	168 ; 100%	197 100%	128 100%	66 100%	62 100%	8 100%	22 100%	57 100%	11 ; 100%	47 : 100%	69 100	63 % 100%	59 100%	6 100	175 % 100	109 100%	141 5 100	170 % 100%	40 100	18 ⊧ 100%	84 100%	10 100%
YES	36 231	36 19%	29 23	45 5 27%	36 18%	29 5 228	16 24%	13 21%	2 24%	2 9%	11 194	2 18%	9 ; 19%	18 26	14 % 22%	14 24%	1 16	30 % 17	22 1 201	36 1 26		10 8 25	4 8 238	20 24%	2 20%
ЮИ	115 75%	156 80%	99 778	121 5 72%	161 82%	99 ; 778	49 75%	49 79%	6 76%	20 91%	46 793	9 5 82%	37 5 798	51 74		44 74%	5 64		87 8 801	104 8 74		Э0 8 75		64 76%	7 69ቄ
DON'T RECALL / DON'T KNOW / REFUSED	2 19	2 1%	1 18	1 8 18	-	1 1%	1 28	-	-	-	1 29	-	1 2%	-	-	1 2%	-	2 1	- ¥	1 *	-	-	1 6%	-	1 11%

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

																		NODY				BILL PAN		
		TIME O BILLIN	G	CONTAC HYDRO?	2	PROBLE		RECENT	ENCE	(MONTH	S)	ONTACT		ACCESS WEBSIT	E	SMART METER	DATA		OTHERS		VERIDI TRACKI	ian conn Ing	BCTION	NS
	TOTAL			YES											NO			SUPP	UNSUP					2009
UNWID. TOTAL	153	15	4	51	102	43	в	20	5	3	12	8	21	37	82	4	124	9	2	25	19	17	27	26
WTD. TOTAL	153 100		4 100%	51 : 100%	103 : 100%	43 100%	8 100%	20 100%	5 100%	3 100%	12 100%	8 100¥	21 100%	37 100%	82 1004	4 100%	124 ; 100%	9 : 1004	2 5 1004	25 1004	20 100%	20 100%	27 100%	27 100%
YES	36 23		ា 231	36 5 718	-	31 72%	5 63*	13 678	4 79품	2 671	9 76%	5 61%	14 65%	15 40%	16 208	2 50%	29 5 23%	2 214	-	7 298	6 3 298	7 368	9 34३	7 26ቄ
NO	115 75		3 778	15 29%	100 98%	12 28%	Э 37%	6 33%	1 218	1 33%	3 22 %	3 398	7 35%	22 60%	64 778	2 50%	93 75월	7 : 791	2 100	17 168	14 5 71%	12 60%	17 63%	20 74%
DON'T RECALL / DON'T KNOW / REFUSED	2 1		-	-	2 2 %	-	-	-	-	-	-	-	~	-	2 31	-	2 2 18	-	-	1 48	-	1 4왕	1 3%	-

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

						ESIDEN																			
		VERIDI	AN CONN NG	ECTIÓ					ANNUAL HOUSEHO - '0002	PRE-T OLD IN S	AX COME	AGE				IOLD SI2	E	VERIDI. TRACKI	AN CONB NG	RECTIC)NS		ER LOY STILL I FAVOR I	 IN	
		2012	2011 2			EOTAL M	IEN I	NOMEN		\$40- <\$70	\$70+	18-34	35-54 9		1-2	3-5 (2012				URE		BRENT F	
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	2 5
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 1009	196 1009	169 100%	13 1009	384 : 100%	393 100%	397 1009	386 \$ 100%	144 100	55 % 100%	221 100%	25 100%
YES	·23 5%	55 12%	48 10%	49 10%	30 7%	17 5%	11 5%	7 4%	1 2¥	2 2월	7 : 41	- ŝ	7 5∛	10 57	11 \$ 5	6 5 3%	-	44 118	38 10%	40 109	23 8 68	4 3	1 % 1%	13 6%	6 23%
NO	424 948	392 87%	410 89%	416 89%	421 93¥	363 95≹	185 94∛	178 96%	38 95%	72 96%	161 - 96%	41 5 100%	136 95%	183 94	184 \$ 94	162 \$ 96\$	13 1004	335 87%	352 90%	356 90	360 8 938	140 5 97		206 93%	19 77ዬ
DON'T RECALL / DON'T KNOW / REFUSED	4 1ቼ	5 1%	4 18	2 *	3 18	3 1ዩ	2 1ቼ	1	1 2%	1 18	-	-	1 1%	2 1	2 8 1 ³	1 1 1 %	-	5 1%	2 1%	1 *	3 19	-	1 28	3 18	-

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

																		NORK				BILL PAY	-	
		TIME C BILLIN	G	HYDRO	3	PROBLEI SOLVED	? :	RECENT EXPERII	ENCE	(MONTH	S)	ÓNTACT		ACCESS WEBSIT	Е	SMART METER	DATA		OTHERS		VERIDI TRACKI	LAN CONN	ECTION	N S
	TOTAL	YES	NO	YE\$ 											NO			SUPP	UNSUP					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 1009	35 100%	8 100%	83 100	368 100%	74 100%	9 100*	39 100≹	6 100%	4 100%	16 100월	18 100%	38 100*	83 100%	271 100%	19 100%	376 5 100%	18 100%	2 5 100	68 100%	68 100%	69 100%	70 100%	68 100%
YES	23 54	3 5 98	2 25%	11 134	12 8 38	9 12%	2 17%	6 15울	-	-	2 11%	4 22€	5 13%	6 7ቼ	10 48	3 168	15 : 48	3 178	-	5 81	10 - 15%	10 15%	9 13%	8 11%
NO	424 941	32 91%	6 75३	73 879		65 88%	8 83%	33 85%	6 100%	4 100%	14 89%	14 78%	33 87%	76 928	258 95%	16 84%	357 95%	15 838	2 : 1009	61 8 918	57 85%	57 838	60 86%	60 89%
DON'T RECALL / DON'T KNOW / REFUSED	4 19	-	-	-	4 1왕	-	-	-	-	-	-	-	-	1 1%	3 18	-	4 18	-	-	1 18	-	2 2*	1 1%	-

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

						ESIDEN			AYERS																		
	17	PRINT		ECTION					ANNUAL HOUSEHO	PRE-TA	X										N CONN					YALTY (
	т	RACKIN	IG													OUSEHO			TRA	CRIN				89C-	STILL	IN DIFF	ልሞ
	= TOTAL 2			2010 2		OTAL M	EN V	TOMEN	<\$40 <	40- \$70							3-5	6÷			.011 2			URE		BRENT	
UNWID. 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	23 100%	55 100%	48 100%	49 100%	30 100%	17 100%	11 100%	7 1001	1 \$ 100%	2 100%	7 1009	- ;	7 100		10 100%	11 100%	5 100	ŧ		44 008	38 100%	40 100%	23 ; 100	4 k 100	1 % 100		
THE METER READING WAS INCORRECT	1 4동	1 3%	3 5%	1 38	-	1 5%	-	1 149	-	-	1 14	5	1 13		-	-	1 16	ł	-	-	2 5ቄ	1 2%	-	-	-	1 7	- ۲
THE AMOUNT OWED WAS TOO HIGH	7 31%	18 33¥	25 52%	23 48%	8 25%	7 403	5 47%	2 291	1 \$ 100%	-	1 16	-	3 44		4 42३	6 56%	1 18	ซ้		18 41%	20 54∛r	22 551	6 5 27	2 \$ 50		3 24	
THE AMOUNT OWED WAS TOO LOW	-	1 18	ጊ 18	-	1 2%	-	-	-	-	-	-	-	-		~	-	-		-	1 1%	1 18	-	-	-	-	-	-
THE BILL WAS DIFFICULT TO UNDERSTAND	1 48	5 10%	1 1%	6 13%	1 2ዩ	1 5*	-	1 14	- 8	1 498	-	-	-		1 10%	1 98	-		-	5 128	1 2ዩ	3 91	1 8 3	- 8	-	1 7	- 8
THE PAYMENT YOU MADE WAS RECORDED INCORRECTLY OR NOT RECORDED	1 43	2 38	3 6ቄ	6 12%	3 11¥	-	-	-	-	-	-	-		-	-	-	-		-	-	3 8\$	6 14	2 8	- स्	-	1	 8
THE BILL ARRIVED LATE	1 5ዩ	7 12≹	5 10%	3 7क्ष	1 58	-	-	-	-	-	-	-		-	-	-	-		-	4 88	2 6€	2 5	1 k 3	1 %26		-	-
COMPLAINT ABOUT RATES OR CHARGES	8 35%	10 19%	6 13%	-	-	6 32%	3 26월	3 43	- 92	-	4 56	- 8	. : 14		4 398	3 26≹	2 33		-	5 11%	6 178	-	-	1 26			
WRONG INFORMATION ON BILL / RECEIVED THE WRONG BILL	-	6 10%	2 5%	1 1%	4 15%	-	-	-	-	-	-			-	-	-	-		-	4 9%	2 6 ዩ	1 19	3 8 13				-
THEY SENT A NOTICE ABOUT TERMINATING THE BLECTRICITY	1 5%	1 38	2 3왕	3 6∛	2 8동	-	-	-	-	-	-		•	-	-	-	-		-	-	-	1 2	2 % 10			- 1 9	-)%
THE BILL WAS ESTIMATED	-	-	-	-	8 278	-	-	-	-	-	-			-	-	-	-		-	-	-	-	7 29		• •		-
too many extra charges	-	-	1 1%	5 10%	-	-	-	-	-	-	-		-	-	-	-	-		-	-	1 1%	3 6	- 8				-

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

						RESIDE			PAYERS																		
			an coni						ANNUAL HOUSEH	PRE-'	TAX									BRIDIA					ER LOY		
		RACKE		NECITO	NŞ					=====						HOUSE			Т	TRACKIN	G				STILL		200
	TOTAL 2		2011			TOTAL 1	MEN	WOMEN	<\$40	\$40- <\$70	•	18-3					3-5			2012 2					FAVOR ABLE		
UNITD. TOTAL	24	46	52	44	33	18	11	7	1	2			-	7	10	11		6	-	37	43	35	24	4	1	13	6
WTD, TOTAL	23 100%	55 100∦	48 100%	49 100%	30 100%	17 100%	11 100	7 % 100		2 100			-	7 100≹	10 100%	11 10 0		6 00%	-	44 100%	38 100*	40 100%	23 100%	4 : 100%	1 100%	13 10 0 %	6 : 100%
THE BILL DID NOT ARRIVE / SKIPPED BILL(S)	1 48	3 68	1 1%	-	-	1 6%	1 9		-	-	1 15		-	1 14%	-	-	:	1 178	-	2 4क	1 28	-	-	-	-	1 88	-
DON'T FIND THE E-MAIL BILLING CONVENIENT	-	2 3क	-	-	3 10%	-	-	-	-	-	-		-	-	-	-		-	-	2 48	-	-	2 108	-	-	-	-
CLERICAL ERROR - RECEIVED TWO BILLS	-	2 48	-	2 38	-	-	-	-	-	-	-		-	-	-	-		-	-	2 5%	-	-	-	-	-	-	-
BIILS ARE MISLEADING / THE HISTORICAL DATA IS INACCURATE	2 8¥	-	-	-	2 6%	1 6¥	1 9	- 8	-	-	-		-	1 14%	-	-	:	1 17%	-	-	-	-	2 8₹	-	-	1 78	1 5 178
THEY OWE ME A REFUND	-	2 3ቼ	1 3%	-	-	-	-	-	-	-	-		-	-	-	-		-	-	2 4동	1 4%	-	-	-	-	-	-
RETIREMENT CHARGE BILLING	-	2 3왕	1 21	-	1 2%	-	-	-	-	-	-		-	-	-	-		-	-	2 4음	-	-	1 28	-	-	-	-
THE PERIOD THE BILL COVERS / THE MONTH DID NOT MAKE SENSE	-	1 1%	-	-	2 7ዩ	-	-	-	-	-	-		-	-	-	-		-	-	1 18	-	-	1 3%	-	-	-	-
WANTED INFO ON PAYMENT OPTIONS / PUTTING BILL ON A PRE-ADTHORIZED PAYMENT PLAN	-	-	-	3 58	-	-	-	-	-	-	-		-	-	-	-		-	-	-	-	2 5*	-	-	-	-	-
FINANCE CHARGES ON BILL	-	-	2 3*	-	1 3ዩ	-	-	-	-	-	-		-	-	-	-		-	-	-	-	-	-	-	-	-	-
REFUSE TO LET ME OUT OF CONTRACT	-	-	-	2 3∛s	-	-	-	-	-	-	-		-	-	-	-		-	-	-	-	-	-	-	-	-	-
SWITCHED THE LANDLORD'S BILL INTO MY NAME	-	-	1 18	1 1៖	-	-	-	-	-	-	-		-	-	-	-		-	-	-	1 2%	1 2 %	-	-	-	-	-

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

						RESIDEN																						
				NECTIO					ANNUAL HOUSER - '000	PRE-TA OLD IN S	AX COME								v	ERIDIA	IN COND					2 LOYAL		
	-			*=====						\$40-					==== =					RACKIN	-			SEC-		VOR DI		АТ
	TOTAL 2	2012	2011	2010	2009	TOTAL N	1BN	WOMEN	<\$40 		\$70+ 	18-34	1 35-5 ·	54 55 	i+ 1	2 3	3-5	6+ 	2	2012 2	011 2	2010	2009	URE	AB 	LE ER	BNT F	≹ISK
UNWTU. 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	23 100%	55 1003	48 100%	49 100%	30 100%	17 100%	11 100	7 100%	1 100%	2 100%	7 100			7)0%	10 100%	11 100%		6 0%	-	44 100%	38 100%	40 100%	23 100		4 0%	1 100%	13 100%	6 100%
BEING BUCGED TO PAY MY BILLS ONLINE	-	-	-	1 1%	1 2%	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	1 3	5	-	-	-	-
PROBLEM WITH WATER PART OF BILL	-	-	1 19	1 8 18	-	-	-	-	-	-	-	-		-	-	-		-	-	-	1 18	1 28	-		-	-	-	-
NO ACCOUNTABILITY / THEY ARE HOSTILE AND AGGRESSIVE TO DEAL WITH / DID NOT ANSWER QUESTIONS	1 5ዩ	-	-	-	-	-	-	-	-	-	-	-		-	-	-		-	-	-	-	-	-		-	-	1 9%	-
THE BILL DOES NOT ARRIVE ON THE SAME DATE EACH MONTH	1 48	-	-	-	-	1 5%	1 9 ¹	- t	-	1 51%	-			-	1 10%	1 9¥		-	-	-	-	-	-		1 48	-	-	-
BILL PROCESSED THROUGH THE WRONG ACCOUNT	-	-	-	-	1 3%	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-		-	-	-	-
TWO DIFFERENT BILLINGS GOT PUT ON TO ONE ACCOUNT INSTEAD OF TWO	-	-	-	-	1 3%	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-		-	-	-	-
HIGH DISCONNECTION FEE	-	-	-	1 19	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	1 23	-		-	-	-	-
DO NOT UNDERSTAND THE SMART METER	-	-	-	1 18	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	1 18	-		-	-	-	-
TO DISCUSS ALL THE OTHER STUFF THEY ADD ON THE BILL	-	-	1 19	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	1 1%	-	-		-	-	-	-

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

						RESIDE																					
		VERIDI		MECTIC	NS	*****			ANNUAL HOUSEE - '000	L PRE-'	FAX NCOME					HOUSE				VERIDI. TRACKI		NECTIO)NS		MER LO STILL		
						TOTAL I	MEN	WOMEN		\$40-		=====		5-54 5		52228								SEC- URE	FAVOR	DIFF	
UNWID. TOTAL	24	46	52		33	19	11	7	1	2		 7	-	7	10		 L	6		37	43	35	24	4	1	13	6
WTD. TOTAL	23 100%	55 100%	48 100%	49 100%	30 : 100%	17 5 100%	11 100%	7 100%	1 100%	2 100	ງ 100	7) %	-	7 100%	10 100%	11 3 100		6 00%	-	44 100%	38 100%	40 1007	23 1005	4 100	1 % 100	13 100	6 100%
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

																			WORK				AL BIL			
		BILLI	NG	CONTA HYDRO	?	PROBLE SOLVED	?		IENCE	(MONT				۲	ACCESS VEBSITE	2		DATA	WITH ====	OTHER	s =	VE TRI	RIDIAN ACKING	CONN	ECTION	8
	TOTAL		NO	YES	NO		NO	vs	VDS	12+	7-12				ies n	10	YES	NO	SUPE				12 20			
UNWID. TOTAL	24	3	1	2 11	13	9	2	6	-		- 2		4	5	6	11	3	1	6	3	- 1	6	9	9	9	9
WTD. TOTAL	23 100	3 100	; 101	2 11)% 10(2 100%	6 100			- 2		4 00%	5 100%	6 100%	10 100%	3 100			∃ 10%	- 10	5 0% :	10 100%	10 100%	9 100%	8 100%
THE METER READING WAS INCORRECT	1 41	-		• •	1		-	-					-	-	-	1 91	ł.		1 6ቼ	-	-	-	1 14%	1 8%	1 78	-
THE AMOUNT OWED WAS TOO HIGH	7 313	-		L 3			-	1 18			- 5		1 26%	1 21%	2 34ቴ	4 399	1 8 33		5 4∛	-	-	-	-	5 46१	1 16¥	1 19%
THE AMOUNT OWED WAS TOO LOW	-	-			-	-	-	-				-	-	-	-	-		-	-	-	-	-	-	-	-	1 10%
THE BILL WAS DIFFICULT TO UNDERSTAND	1 4				· 1 7	- ŧ	-	-				-	-	-	-	1 9	ł		1 6%	-	-	-	-	-	3 348	-
THE PAYMENT YOU MADE WAS RECORDED INCORRECTLY OR NOT RECORDED	1 4	-		- :	 98	1 119	-	1 15	L - 78				-	1 20%	-	1 9'	8		1 78	-		1 88	2 15%	-	-	2 20%
THE BILL ARRIVED LATE	1 5			- :		1 12%	-	16			-	-	1 26%	-	-	1 10			1 7ፄ	-		1 9ቔ	3 29輩	2 23북	2 18¥	1 10%
COMPLAINT ABOUT FATES OR CHARGES	8 35	1 k 32		1 0% 2-	3 6 18 45		1 ; 43%		2 -)ŧ	-		L 18	1 26¥	1 178	1 17%	<u>4</u> 34			5 4% (2 38		2 4ቼ	5 50%	-	-	-
WRONG INFORMATION ON BILL / RECEIVED THE WRONG BILL	-	-		-		-	-	-		-	-	-	-	-	-	-		-	-	-	-	-	1 14%	-	-	2 20%
THEY SENT A NOTICE ABOUT TERMINATING THE ELECTRICITY	1 5	1 ≹ 37			Լ - Լ֎	1 135	-			-	-	-	-	1 23%	-	-		-	-	1 37왕		1 1%	1 148	2 15≹	2 27¥	-
THE BILL WAS ESTIMATED	-	-		-		-	-			-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	2 20%
too many extra charges	-	-		-			-			-	-	-	-	-	-	-		-	-	-	-	-	-	-	2 27%	-

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

																					RCIAL B			
		BITTU	IG	CONTAC HYDRO?		PROBLEM	? :		IENCE	(MONT				ACCES WEBSI	TE	SMART METER (DATA		OTHERS		VERIDI TRACKI	AN CONI NG	BCTIQ	NS
	TOTAL		NO 	YES	NO	-	NO 1	vs	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO				2012		2010	
UNWID. TOTAL	24	3	2	11	13	9	2	6	-		2	4	5	6	11	3	16	3	-	6	9	9	9	9
WID. TOTAL	23 100	3 1009	2 ; 100		12 1009	9 100%	2 100%	6 100			2 100	4 8 100%	5 : 100	6 100		3 % 100%	15 100ឱ	3 \$ 100	- F	5 100		10 100%	9 100%	8 100%
THE BILL DID NOT ARRIVE / SKIPPED BILL(S)	1 4	1 8 325	-	1 9%	-	1 11%	-	1 17			-	1 25%	-	-	-	-	-	-	-	-	1 148	-	-	-
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 8:	-	-	1 98	1 81	-	1 578	-	-		-	-	1 19%	2 32		1 33%	1 69	-	-	1 17	-	-	-	-
THEY OWE ME A REFUND	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-
RETIREMENT CHARGE BILLING	-	-	-	-	-	-	-	-	-			-	-	-	-	-	-	-	-	-	-	1 ይቴ	-	-
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 7동	-
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)

2013 SIMUL/ULILITYPULSE CUSTOMER SATISFACTION SURVEY FOR VERTIAN CONNECTIONS

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

																		WORK			CIAL B		-	
		TIME OF	F USE G	HYDRO	;	PROBLI SOLVEI) ;		IENCE	(MON				ACCES WEBSI	TE	SMART METER	DATA	WITH	OTHERS		VERIDIA TRACKII	AN COND AG	ECTIO	NS
	TOTAL	YES I	NO 	YES	NO	YES	NO	vs 	VDS		7-12	4-6		YES	NO	YES	NO				2012			
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	23 100	3 % 100%	2 100	11 8 100				6 ; 100			- 2 100		5 100%	6 100		3 % 100				5 1009	10 5 100%	10 100%	9 100%	8 100%
BEING BUCGED TO PAY MY BILLS ONLINE	-	-	-	-	-		-	-	-			-	-	-	-	-	-	-	-	-	-	-	1 78	-
PROBLEM WITH WATER PART OF BILL	-	-	-	-	-		-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	-
NO ACCOUNTABILITY / THEY ARE HOSTILE AND ACCRESSIVE TO DEAL WITH / DID NOT ANSWER QUESTIONS	1 5		-	1 11		. 1 13	÷	-	-			-	1 239	- 8	-	-	-	1 35		1 219	÷.	-	-	-
THE BILL DOES NOT ARRIVE ON THE SAME DATE EACH MONTH	1 4	-	-	1 9	- 1	- 1 11	-	1 17				1 248	-	1 16	-	-	1 6			-	-	-	-	-
BILL PROCESSED THROUGH THE WRONG ACCOUNT	-	-	-	-	-		-	-	-			-	-	-	-	-	-	-		-	-	-	-	1 10%
TWO DIFFERENT BILLINGS GOT PUT ON TO ONE ACCOUNT INSTRAD 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 SCHEMES / DON'T LIKE TIERS / "TIME OF USE" MAKES IT INCONVENIENT TO DO HOUSEHOLD CHORES	-	_	-	-	-		-	-	. <u>-</u>			-	-	-	-	-	-			-	-	-	-	-

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

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																		NODY				BILL PA	-	
		BITTIN	ſĠ	CONTAC HYDRO	?	PROBLE)?		TENCE	(MONT				ACCESS WEBSIT	т	SMART METER	DATA		OTHERS			IAN CON	NNECTIO	
	TOTAL		NO		NO			VS	VDS		7-12				NO		NO	VERY SUPP	VERY UNSUP				2010	2009
UNWID. TOTAL	24	3	2	11	13	9	2	6	-	-	2	4	5	6	11	э	16	3	-	6	9	9	9	9
WTD. TOTAL	23 100%	3 1008	2 1004	11 100%	12 100	9 100%	2 100≹	6 5 100		-	2 1001	4 100%	5 100%	6 : 100%	10 1009	3 8 100\$	15 100	3 % 100	- 8	5 1009	10 100%	10 ≹ 100%	9 8 100%	8 100%
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	_	-	-	-	_	_	_	-	_	_	-	-	_

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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 CUSTOMER LOYALTY G HOUSEBOLD INCOME VERIDIAN CONNECTIONS - '0008 VERIDIAN CONNECTIONS - '0008 STILL IN TRACKING S40- S40- SEC- PAVOR DIFF	****
	540- 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	24 46 52 44 33 18 11 7 1 2 7 - 7 10 11 6 - 37 43 35 24 4 1 13	6
WID. TOTAL	23 55 48 49 30 17 11 7 1 2 7 - 7 10 11 6 - 44 38 40 23 4 1 13 100% 100% 100% 100% 100% 100% 100% 100%	6 % 100%
YES	10 29 19 27 19 5 5 1 2 - 1 4 4 1 - 20 14 24 14 3 1 6 428 548 398 568 638 288 458 518 278 148 408 368 178 448 378 598 608 758 1008 478	-
NC	13 25 30 22 11 13 6 7 1 1 5 - 6 6 7 5 - 25 24 16 9 1 - 7 58% 46% 61% 44% 37% 72% 55% 100% 100% 49% 73% 86% 60% 64% 83% 56% 63% 41% 40% 25% 53%	6 % 100%

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

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																			NORK			RCIAL B			
		TIME C BILLIN		CONTAC HYDRO?		PROBLEI SOLVED	2 1	RECENT		(MON	THS)		NTACT		ACCESS	тЕ	SMART METER		WITH	OTHERS ===== VERY		VERIDI TRACKI	AN CON NG	NECTIO	ns
	TOTAL	YES	NO		NO				VDS	12+ 						NO	YES	NO	SUPP	UNSUP					2009
UNWID, TOTAL	24	3	2	11	13	9	2	6	-		-	2	4	5	6	11	З	16	3	-	6	9	9	9	9
WID. TOTAL	23 1009	3 100%	2 100	11 % 100%	12 100%	9 \$ 100%	2 10 0 %	6 1008	-		-	2 100%	4 100%	5 100%	6 1009	10 ; 100	3 % 100%	15 100	-	- *	5 1009	10 8 100%	10 100%	9 100%	8 100%
YES	10 429	2 \$ 68*	-	10 91%	-	8 898	2 100%	6 100%	-		-	1 418	4 100%	5 100%	3 504	4 5 35	-	7 50	1 837	 Po	5 879	10 3 93월	5 46%	4 40%	5 70%
NO	13 588	1 5 328	2 100	1 %9%	12 100%	1 3 11%	-	-	-		-	1 59%	-	-	3 50%	7 65	3 % 100%	7 \$50	2 * 63	- \$	1 135	1 5 78	6 54∛	5 60%	2 30%

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

					1	RESIDEN	TTIAL E	BILL P.	AYERS																
		JER TO TA	N CON	INECTIO	NS				ANNUAL HOUSEH - '000	OLD IN								VERTO	LAN CON				BR LOY		
	1	TRACKIN	G													ROLD SI	ZE	TRACK	ING				STILL :	IN	
	TOTAL 2			2010		TOTAL N	(EN i	NOMEN		\$40- <\$70 {	\$70÷	18-34	35-54		1-2	3-5	6+				2009		FAVOR I ABLE	BRENT	
UNWTD. TOTAL	451	452	452	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 1009	41 100%	144 100%	195 100	196 % 100		13 1009	384 100%	393 k 100%	397 8 1.003		144 100%	55 100%	221 100%	25 100%
YES	46 10%	44 10%	37 81	46 10%	24 5놓	37 10ዩ	19 10%	18 10%	3 78	11 14%	13 88	6 14%	11 8%	20 10	21 % 11		2 15	33 8 99	32 \$ 81	38 5 95		15 10%	6 118	21 10%	4 16%
NO	405 90%	405 90%	422 91%	420 5 90%	430 95%	346 90%	178 90∛	168 90%	37 93∛	64 86%	154 92 ⁹	35 86%	133 92%	174 90	175 % 89		11 85	347 1 901	358 1 911	359 5 91	366 8 951	129 908	49 89%	200 90%	21 84%
DON'T RECALL / DON'T KNOW / REFUSED	-	4 18	4 18	1	1 *	-	-	-	-	-	-	-	-	-	-	-	-	4 19	3 19	-	1 *	-	-	-	-

a na na ana ana amin'ny fivonana amin'ny fivonana amin'ny fivonana amin'ny fivonana amin'ny fivonana amin'ny fi Ny fivonana amin'ny fivonana mandritra dia mandritra dia mandritra dia mandritra dia mandritra dia mandritra dia

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

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		TIME O	g	CONTAC HYDRO?		PROBLE	?	RECENT	ENCE	(MONTH	S)	ONTACT		ACCESS WEBSIT	Е	SMART METER	DATA		OTHERS		VERID: TRACK	-	NECTIO	ns
	TOTAL	YES	NO	YES	NO	YES I									N O		NO	SUPP	UNSUP		2012	2011		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	$451 \\ 100^{3}$	35 100%	8 100%	83 100%	368 100%	74 100왕	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 1008	19 100		18 : 100%	2 5 100	68 1009	68 100%	69 \$ 100%	70 100%	68 100%
YES	46 109	3 ; 88		46 56%	-	41 56*	5 52%	23 598	4 68%	2 48%	6 38%	11 62%	25 678	13 16%	25 91	2 11	38 % 10%	2 118	-	9 143	11 8 168	5 5 78	8 12%	5 78
OM	405 901	32 92%	8 100%	37 448	368 100%	32 448	4 48%	16 41%	2 32%	2 52%	10 62%	7 388	13 33%	70 84%a	246 91%	17 899	338 8 90%	16 89%	2 100%	58 861	57 5 848	64 5 928	61 86%	64 93 %
DON'T RECALL / DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	1 2%	-

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0.5AII TYPE OF INQUIRY

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

						RESIDEN																			
		ERIDI3		ECTIONS				A H	NNUAL IOUSEHC	PRE-TA	X Ome	AGE			HOUSEHC)LD SIZ	V E I	ERIDIA BACKIN	IN COMB	ECTION	6		TILL I	N	
				010 20		TOTAL M	EN	women <	\$40 <	\$40- \$70 \$	70+						+ 2			010 2		SEC - F URE A		RENT R	
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	46 100%	44 100%	37 100%	46 100%	-	37 100%	19 100%	18 100%	3 100%	11 100%	13 100%	6 100%	11 100월	20 100%	21 100%	14 100%	2 100%	33 100%	32 100%	38 100%	-	15 100%	6 100%	21 100%	4 100%
MOVING / SETTING UP NEW ACCOUNT	10 39%	13 31 %	14 38%	12 25%	-	11 30%	5 26%	6 33%	1 33%	4 36%	4 31%	3 49%	5 478	3 15%	5 : 24%	5 35%	1 50%	10 29%	12 39ቄ	12 31ዩ	-	6 41ዩ	3 50%	9 38£	1 26%
MAINTENANCE OR REPAIR REQUEST	5 11%	6 14%	3 9*	7 16%	-	5 13%	1 5%	4 : 22창	1 33%	2 18%	2 15%	1 17%	1 98	3 158	2 : 10%	3 21%	-	6 18%	3 8%	5 14%	-	-	2 338	1 5%	2 48%
TO GET A METER READING	-	-	-	4 98	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4 118	-	-	-	-	-
WAYS TO SAVE ENERGY	1 2%	3 7¥a	1 1%	3 8%	-	1 3%	1 58	-	-	-	1 09	-	-	1 59	1 5 %	-	-	1 2%	1 28	2 5%	-	-	-	1 5¥	-
INQUIRE ABOUT SMART METERS OR TIME OF USE BILLING	2 5ቼ	1 1%	7 18%	1 3%	-	1 3%	1 63	-	-	-	1 81	-	-	1 51	-	1 8%	-	1 2%	7 21%	1 3%	-	1 8%	1 178	-	-
REBATES / INCENTIVES FOR CONSERVING ENERGY	-	-	-	2 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENERGY RETAILERS OR CONTRACTORS NOT AFFILIATED WITH THE UTILITY	1 2%	-	2 78	3 5ზ	-	1 3%	1 59	- *	-	1 9%	-	-	-	1 51	1 \$5\$	-	-	-	2 8*	3 7%	-	1 6%	-	-	-
INQUIRE ABOUT RATES OR CHARGES	7 15%	6 13%	1 48	-	-	6 16%	3 169	3 16%	-	1 98	3 239	2 ; 33%	2 18१	2 10	2 8 98	4 28%	-	5 15%	1 48	-	-	3 198	-	4 19%	-
WATER HEATER RENTAL / WATER HEATER BUSTED	-	1 1%	4 : 12%	9 19%	-	-	-	-	-	-	-	-	-	~	-	-	-	1 28	4 148	8 21%	-	-	-	-	-
GENERAL INFORMATION (E.G. RATES, PROMOTIONS, TECHNICAL QUESTIONS)	7 15ዩ	-	2 61	3 6%	-	7 19¥	4 21 [:]	3 % 18%	-	3 28%	-	-	2 17%	5 26	5 \$24%	2 15%	-	-	1 2%	1 1%	-	3 20%	-	3 15¥	1 27%

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Q SAII TYPE OF INQUIRY

WART THE OF INCOME AND A CONTACTED THEIR LOCAL UTILITY FOR SOMETHING OTHER THAN A POWER FAILURE OR BILLING PROBLEM

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						RESIDEN																			
	T.	ERIDI	AN CON	NECTION	s			1	ANNUAL	PRE-TA	x							veridi.				CUSTOM			
	Ţ	RACKI	NG									AGE				IOLD SI		TRACKI					STILL		АТ
				2010 2		TOTAL M	ien	WOMEN		\$40- <\$70	570+							2012					ABLE		
UNWID. TOTAL	46	46	46	48	-	37	19	18	з	11	13	6	11	20	21	14	2	35	41	40	-	15	6	21	4
WTD. TOTAL	46 100%	44 100%	37 : 100%	46 100%	-	37 100*	19 100;		3 100%	11 100%	13 100%	6 5 100*	11 100%	20 100%	21 : 100≹	14 : 100%	2 100%	33 100%	32 100€	38 100%	-	15 100%	6 100%	21 100%	4 100%
DIGGING IN MY YARD / MARKING LINES ON MY PROPERTY / UNDERGROUND WIRING / REMOVED THE UTILITY FOLE / LINE LOCATION	1 2%	3 78	1 2%	-	-	1 3%	-	1 5*	-	-	-	1 17%	-	-	-	-	1 50%	2 7%	1 2ቴ	-	-	-	-	1 5ቼ	-
RETURNING A CALL	-	2 4 8	1 48	-	-	-	~	-	-	-	-	-		-	-	-	-	2 5%	1 28	-	-	-	-	-	-
TO UPGRADE THE THERMOSTAT / THERMOSTAT INSTALLATION	3 6%	-	-	-	-	3 88	2 119	1 8 68	-	1 9%	2 151	-	1 98	2 10%	3 14%	-	-	- '	-	-	-	1 7월	-	2 10%	-
INSPECTION / CHECKING METER FOR POWER FLUCTUATIONS	-	1 2%	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 28	-	-	-	-	-
CANCEL SERVICE	-	-	1 18	1 18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	1 18	-	-	-	-	-
PEAKSAVER PROGRAM	1 2ዩ	-	-	-	-	1 38	-	1 6%	-	1 98	-	-	-	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 51	- ¥	-	-	-	-	-	1 5ზ	1 : 5%	-	-	-	-	-	-	-	-	1 5%	-
ASKING IF THEY PROVIDE ANY GREEN ENERGY SERVICE(S)	-	1 2ቼ	-	-	-	=	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
COMPETITOR CAME TO TRY AND SWITCH SUPPLIERS	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-

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0.5AII TYPE OF INCUIRY

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

		RESIDENTIAL BILL PAYERS	25		
	VERIDIAN CONNECTIONS TRACKING	HOUSE - '00 	TAL PRE-TAX SEFOLD INCOME 1000S \$40AGR	VERIDIAN CONNECTIO	STILL IN
	TOTAL 2012 2011 2010 20				2009 URE ABLE ERENT RISK
UNWTD. TOTAL	46 46 46 48	- 37 19 18 3	3 11 13 6 11 20	0 21 14 2 35 41 40	- 15 6 21 4
WID. TOTAL	46 44 37 46 100% 100% 100% 100%	~ 37 19 18 3 100% 100% 100% 100	3 11 13 6 11 20 00% 100% 100% 100% 100% 100		- 15 6 21 4 5 100% 100% 100% 100%
DON'T KNOW / REFUSED	1 9 - 3 2% 20% 5%	- 1 - 1 1 3% 5% 33	1 1 33% 5	1 1 7 - 3 5% 5% 22% 7%	- 1 3 7%

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0.5AII TYPE OF INCUIRY

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

																							RCIAL B			
		BII	LING		CONTA HYDRO	?	S	ROBLEM OLVED?		RECENT EXPERI	ENCE	(MONTI				ACCESS WEBSI1	E	SMART METER			OTHERS		VERIDI TRACKI	AN CON NG	NECTIC	ONS
	TOTAL		5 NG		YES	NO		ES NO		VS	VDS	12+	7-12			YES	NO 		NÖ	SUPP	UNSUP		2012			
UNWID. TOTAL	46		з	-	46		-	41	5	23	4	2	6	11	25	13	25	2	38	2	-	9	11	5	8	-
WID. TOTAL	46 1009		3 100%	-	46 100		-	41 100%	5 100%	23 100%	4 100	2 100	6 5 100%	11 100%	25 100%	13 100%	25 100	2 \$ 100%	38 1009	2 100		9 100	11 8 100%	5 100¥	8 100%	-
MÖVING / SETTING UP NEW ACCOUNT	18 394	\$	1 33%	-	18 39		-	18 44号	-	12 538	-	-	3 50%	4 37ዩ	11 448	3 23%	13 52	1 1 1 1 1 1	14 37	-	-	7 77	4 ≹ 35%	2 33%	-	-
MAINTENANCE OR REPAIR REQUEST	5 115		-	-	5 11		-	4 10%	1 20왕	2 9월	2 49		1 178	2 18%	1 48	4 30%s	1 4	-	5 13	- t	-	-	-	1 17%	2 258	-
TO GET A METER READING	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	~	-
WAYS TO SAVE ENERGY	1 29	d a	1 348	-	1 2	8	-	1 28	-	-	-	-	-	1 9ቼ	-	-	-	-	-	1 51	*	-	2 21∛s	-	2 20%	-
INQUIRE ABOUT SMART METERS OR TIME OF USE BILLING	2 51		-	-	2 5		-	1 3%	1 22ზ	1 5%	1 26	- t	-	1 10%	1 48	1 8%	1 4	- 8	2 61	-	-	1 12 ³	-	-	-	-
REBATES / INCENTIVES FOR CONSERVING ENERGY	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 20%	-
ENERGY RETAILERS OR CONTRACTORS NOT AFFILIATED WITH THE DTILITY	1 28	đo	-	-	1 2	ક	-	1 2*	-	1 48	-	-	-	1 8≹	-	1 78	-	-	1 29	ir –	-	-	-	-	-	-
INQUIRE ABOUT RATES OR CHARGES	7 151	8	1 33왕	-	7 15		-	7 17∜	-	3 12≹	-	1 551	1 ; 17%	-	5 198	2 16%	4 15	-	6 154	1 1 1	 ۴	1 11	1 8 78	-	-	-
WATER HEATER RENTAL / WATER HEATER BUSTED	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 8%	-
GENERAL INFORMATION (B.G. RATES, PROMOTIONS, TECHNICAL QUESTIONS)	7 151	8	-	-	7 15	ł	-	4 10%	3 58∜	3 13%	1 249	1 8 458	-	1 98	4 17*	1 8%	4 16	- k	6 161	- k	-	-	-	2 33*	2 28ቴ	-

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0.5AII TYPE OF INCUIRY

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

																				WO	v			IAL BI			
		BILL		H	IDRO?		PROB SOLV	ED?	Е	ECENT XPERI	ENCE	(MONTY	IS)	ONTACT		ACCES:	re .		R DAT	WIN A ===	H OTHER	s =	V) Ti	ERIDIA RACKIN	n CONN G	ECTIC	INS
	TOTAL		NO			NO	YES	OM.			vds		7-12	4-6			NO	YES	NO	នហ	P UNSU			012 2			2009
UNWID. TOTAL	46		3	-	46	-	- 4	1	5	23	4	2	6	11	25	13	25	:	2	38	2	-	9	11 .	5	0	-
WTD. TOTAL	46 100		3 0%	-	46 100%	r -	- 4 10		5 100%	23 100%	4 100	-	6 100%	11 100%	25 100%	13 100	25 k 100			38 00% :	2 .00%		9 108	11 100%	5 100%	9 100%	-
DIGGING IN MY YARD / MARKING LINES ON MY PROPERTY / UNDERGROUND WIRING / REMOVED THE UTLITY POLE / LINE LOCATION	1 2'		-	-	1 2%			1 28	-	1 4ዩ	-	-	1 179	-	-	-	1 4	8	-	1 3ዩ	-	-	-	1 78	-	-	-
RETURNING A CALL	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	1 17%	-	-
TO UPGRADE THE THERMOSTAT / THERMOSTAT INSTALLATION	3 6		-	-	3 6%	5		3 7%	-	-	-	-	-	1 98	2 8%	1 8 9	2 8 8	đ	-	3 8%	-	-	-	-	-	-	-
INSPECTION / CHECKING METER FOR POWER FLUCTUATIONS	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	1 7%	-	-	-
CANCEL SERVICE	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	~
PEAKSAVER PROGRAM	1 2		-	-	1 21			1 2욱	-	-	-	-	-	-	1 41	- 8	1 4	\$	-	1 38	-	-	-	-	-	-	-
JOB INQUIRY / WE ARE A RELATED INDUSTRY, MEETING WITH THEM / THEY ARE MY CUSTOMERS	1 2		-	-	1 25			1 2*	-	1 4%	-	-	-	-	1 49	-	-		1 1%	-	-	-	-	-	-	-	-
ASKING IF THEY PROVIDE ANY GREEN ENERGY SERVICE(S)	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	1 7ቴ	-	-	-
COMPETITOR CAME TO TRY AND SWITCH SUPPLIERS	-		-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
DON'T KNOW / REFUSED	1 2		-	-	1 25		-	1 2욱	-	-	-	-	-	-	1 43	- 7	-		-	1 38	-	-	-	2 14%	-	-	-

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Q.SAILI 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

								BILL 1																	
				NNECTIC	ons				ANNUA	L PRE-1 HOLD IN OS	FAX		**					VERIDI					MER LOY		
		TRACK							•=====						HOUSE			TRACK					STILL	IN	
	TOTAL			2010		TOTAL	MÉN			\$40- <\$70		18-34		55+	1-2	3-5	6+	2012				URE	FAVOR ABLE		
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
WID. TOTAL	83 1004	96 1004	80 100%	105 100%	72 5 100%	65 : 100%	35 1008	30 5 100%	5 1008	12 100%	25 100	8 100	21 8 100	36 100	35 % 100%	27 1005	3 5 1009	71 8 100%	65 : 100%	88 100%	56 8 1009	27 1003	10 100%	40 100%	5 ; 100%
TOP 2 BOX	69 839	64 661	57 8 721	69 8 65%	46 648	54 838	27 781	27 5 90%	4 80%	9 8 76%	24 : 961	8 1009	19 8 91	27 1 75	29 8 838	22 819	3 100	44 5 628	49 75%	59 68%	36	26 : 971	7 5 688	32 79%	4 67¥
(5) VERY SATISFIED	41 491	33 348	36 5 441	38 1 36%	28 398	33 51%	14 408	19 ; 638	3 60%	8 8 678	14 569	6 8 751	12 8 585	15	17 8 498	14 52%	2	24	33	31	23	22	5	12	2
(4) FAIRLY SATISFIED	28 348	31 329	22 279	31 29%	18 24%	21 32%	13 378	8 27%	1 201	1 5 98	10 39%	2 5 258	7 8 33	12 5 33	12	8	ı	20	16	29	13	4	2	20	2
(3) NEITHER SATISFIED NOR DISSATISFIED	1 1%	1 18	2 5 31	1 5 18	8 : 12%	1 1%	1 2%	-	-	1 7ቄ	-	-	1	-	1 2%	-	-	1 1%	2 38	1	7	1	-	-	-
(2) FAIRLY DISSATISFIED	6 7왕	5 5%	5 5 5	11 ; 10%	5 78	4 6월	3 88	1 3%	1 20%	1 3 98	-	-	1 51	3	1 * 3%	3 11%	-	5 7%	3 5%	9 10%	2	-	1 118	4 108	1
(1) VERY DISSATISFIED	5 68	15 16%	4 ; 4월	7 ; 78	5 7%	4 6왕	4 12%	-	-	-	1 48	-	-	4 118	3 5 98	1 48	-	12 178	3 48	7 88	5	-	1 118	3 8¥	1 16%
BOTTOM 2 BOX	11 14%	20 21%	8 10%	18 : 175	10 14%	8 12%	7 20%	1 38	1 20%	1 ; 9%	1 48	-	1 58	7 : 194	4 118	4 15%	-	17 24 ቼ	6 9%	16 18%	7 13%	-	2 22*	7 18%	2 33%
DON'T KNOW / REFUSED	2 2%	11 12%	12 15%	17 16%	8 11%	2 3६	-	2 7≹	-	1 98	-	-	-	2 6%	1 5 3%	1 4%	-	10 14%	8 13%	12 13%	6 11%	-	1 10%	1 38	-
MEAN S.D. S.E.	1.18	1.47	1.13	1.31	1.26	1.16	1.36	0.69	1.31	4.46 1.03 0.32	0.89	0.47	0.80	1 38	1 21	1 17	0.59	1 54	4.29	3.88	3.95	4.79		3.86	3.52

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

																				•••	CIAL B			
		TIME OF		CONTACTEI HYDRO?		PROBLEM SOLVED?		ECENT	2MC R	TIME SI (MONTHS	:)		2	ACCESS (EBSITE		SMART METER I	ATA		OTHERS		VERIDIA	AN CONN NG	(ECTIO	NS
	TOTAL	YES I	NO	YES NO		YES N	o v	'S _ \	/DS	12+ 7	7-12	-6 <	3 3	(ES NT	0	YES 1	10	SUPP	UNSUP	DIAN	2012	2011 2	2010	2009
UNWID. 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	83 100%	6 100%	1 100%	83 \$ 100%	-	74 100%	9 100%	39 100%	6 100%	⊈ 100≹	16 100%	18 100%	38 100%	27 100ზ	42 100%	4 : 100%	67 100%	5 100	-	18 100	25 100%	15 100%	18 100%	16 100%
TOP 2 BOX	69 83%	5 81%	1 1009	69 * 83울	-	65 89%	4 39%	36 928	2 33≹	3 78%⊧	16 100%	15 82%	29 76%	22 82%	36 861	3 75%	58 87≵	4 78		15 82 ⁹	19 8 798	9 58%	10 54%	10 62%
(5) VERY SATISFIED	41 498	4 64%	1 100	41 % 49%	-	39 535	2 17ቼ	30 77동	1 17%	1 26%	10 628	8 44%	18 478	14 52%	20 479	1 ; 25%	35 52€	2 38		8 44	9 8-36%	2 16%	7 428	5 33%
(4) FAIRLY SATISFIED	28 34%	1 : 17%	-	28 34%	-	26 35욱	2 22%	6 15%	168	2 52%	6 38%	7 38%	11 29%	8 29%	16 383	2 50%	23 348	2 5 40		7 38	10 % 42%	6 42₹	2 1.2%	5 29%
(3) NEITHER SATISFIED NOR DISSATISFIED	1 1%	-	-	1 1ዩ	-	-	1 9%	1 28	-	1 22%	-	-	-	-	1 2	-	1 11	-	-	-	1 38	-	1 48	2 ; 10%
(2) FAIRLY DISSATISFIED	6 78	1 198	-	6 7ቴ	-	4 6%	2 21%	1 3%	1 169	-	-	-	6 16%	2 78	3 7	1 \$25%	3 4.9	1		2 12		2 11%	2 91	3 ; 19%
(1) VERY DISSATISFIED	5 61	-	-	5 6%	-	2 3*	3 328	-	3 509	-	-	2 12%	2 5%	3 115	1 3	- 6	5 89	-	. –	1 6		1 5 5%	1	- s
BOTTOM 2 BOX	11 14%	1 19%	-	11 14%	-	6 9%	5 53*	1 3%	4 671	-	-	2 12%	8 21%	5 : 18%	4 10	1 8 25%	8 123	1 1 22		3 18	-	2 : 16%	2 : 13%	3 8 19%
DON'T KNOW / REFUSED	2 28		-	2 28	-	2 3%	-	1 39	-	-	-	1 6¥	1 38	-	1 2	- 8	-	-			2 61	_4 5 26∛8	5 ; 30%	2 8 98
MEAN S.D. S.B.	4.15 1.18 0.13	1.26	5.00 0.00 0.00		-	4.34 0.98 0.12	1 60	0.66	1.76	0.80	4.62 0.50 0.13	1.30	1.30	4.04 1.38 0.26	1.01	1.26	1.18	1.25	5	1.25	3.97 1.28 0.27	1.21	1.32	1.17

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Q.SAILI 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

						-		BILL F																	
		VERIDI. TRACKI		NNECTIC	NS				ANNUAL HOUSEE - '000	FRE-T	ax Come				HOUSEH			VERIDI TRACKI	an con				STILL		
				2010		TOTAL	MEN	WOMEN	<\$40	•	•	18-34					6+	2012			2009		ABLE	DIFF :	
UNWID. TOTAL	83	92	89	103	76	65	35	30	5	12	25	ß	21	36	35	27	з	69	76	85	59	27	10	40	6
WTD. TOTAL	83 100%	96 100≹	80 1001	105 100%	72 : 100%	65 : 100%	35 1004	30 1004	5 100%	12 100%	25 100%	B 100%	21 100%	36 100%	35 ; 100%	27 100%	3 100%	71 : 100%	65 100%	88 100%	56 100%	27 100%	10 100%	40 100%	6 100%
TOP 2 BOX	65 78¥	71 74%	64 80	72 8 698	50 707	49 5 758	24 699	25 838	4 80%	9 76%	21 843	7 5 87%	19 91%	23 648	25 : 71%	21 78号	3 100%	48 68%	54 83%	59 67%	43 76%	25 93%	9 898	28 69%	3 51%
(5) VERY SATISFIED	41 49왕	34 368	39 48 ⁵	48 8 468	31 43%	31 48%	11 328	20 8 661	3 : 60%	8 678	9 361	6 ; 75%	11 53%	14 39%	16 46%	12 458	Э 100%	23 ; 32%	33 51%	39 458	27 498	21 79%	9 898	9 22*	2 33%
(4) FAIRLY SATISFIED	24 29%	36 388	26 325	24 \$23\$	19 27%	18 28%	13 378	5 178	1 20%	1 98	12 47%	1 ; 13%	8 388	9 25%	9 268	9 338	-	25 35∛	21 32%	20 23%	15 28%	4 14%	-	19 47%	1 17%
(3) NEITHER SATISFIED WOR DISSATISFIED	1 1*	2 28	3 3(4 \$ 4\$	5 ; 71	1 : 18	1 29	-	~	1 7동	-	-	1 48	-	1 28	-	-	2 3*	Э 48	4 58	2 48	1 3%	-	-	-
(2) FAIRLY DISSATISFIED	7 98	5 68	4 5	13 8 138	5 61	6 5 98	3 91	3 8 108	1 : 20%	1 98	3 12§	1 13%	-	5 148	3 ; 98	3 11*	-	5 8*	3 5%	10 12%	-	1 4%	1 11%	4 10%	1 178
(1) VERY DISSATISFIED	6 7ቄ	9 98	2 39	9 16 88	10 : 148	5 6 8 %	4 115	1 k 39	-	1 9ቴ	-	-	1 5%	4 11%	3 ; 9%	2 7∛	-	9 123	2 3 1	9 10%	9 16%	-	-	5 13%	1 16%
BOTTOM 2 BOX	13 16%	14 158	6 81	22 8 218	15 218	11 : 17%	7 201	4 5 148	1 : 20%	2 17%	3 128	1 13%	1 58	9 251	6 ; 17%	5 19%	-	14 20%	5 7%	19 22%	9 16%	1 48	1 11%	9 23%	2 33%
DON'T KNOW / REFUSED	4 58	9 10€	7 81	7 8 68	2 : 31	4 ; 6%	3	1 5 39	-	-	1 48	-	-	4 118	3 ; 9%	1 48	-	7 10%	4 68	5 68	2 3%	-	-	3 78	1 17%
MEAN S.D. S.B.	1.26			3.91 1.37 0.14	3.80 1.45 0.17		3.76 1.37 0.24		1.31	4.17 1.41 0.41	0.95		0.96		1.35		0.00	1.30	0.97	3.86 1.41 0.15	1.44	0.72		3.60 1.35 0.22	1.80

Q.5AIII SATISPACTION 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

																		1000			CIAL B			
		BILLIN	G	CONTACTE HYDRO?		PROBLET SOLVED	? I	RECENT	ENCE	(MONTH				ACCESS WEBSIT		SMART METER	DATA		THERS		VERIDI TRACKI	AN CONI NG	NECTIO	ns
	TOTAL			YES NO		YES I	n or				7-12		<3		NO		NO	SUPP	UNSUP	DIAN				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
WID. TOTAL	83 100	6 ; 100%	1 100	83 \$ 100%	-	74 100%	9 100%	39 100%	6 1003	4 100%	16 100%	18 100%	38 1007	27 100%	42 100	4 % 100%	67 100%	5 1003	-	18 1009	25 100%	15 100%	18 100%	16 100%
TOP 2 BOX	65 78	5 83%	1 100	65 ≹ 78≹	-	62 85%	3 28%	38 98%	-	3 78%	14 93%	11 61%	32 849	19 ; 67%	36 85	4 % 100%	51 76%	4 80		16 883	23 1 91%	10 68%	13 75%	9 48%
(5) VERY SATISFIED	41 495	1 16%	-	41 49동	-	40 55%	1 7ዩ	33 85%	-	3 78%	11 68왕	5 28%	19 507	14 52%	23 54	2 13 5018	35 52%	1 201		10 563	11 1 468	6 378	9 50ቄ	4 248
(4) FAIRLY SATISFIED	24 291	4 5 678	1 100	24 29%	-	22 30%	2 21ह	5 13%	-	-	4 258	6 32%;	13 349	4 14%	13 31	2 \$ 50\$	16 24%	3 609		6 32	11 15%	5 32¥	4 24%	4 24%
(3) NEITHER SATISFIED NOR DISSATISFIED	1 19	-	-	1 1%	-	-	1 98	1 28	-	1 22%	-	-	-	-	1 2	- 8	1 1%	-	-	-	-	-	-	2 14%
(2) FAIRLY DISSATISFIED	7 91	-	-	7 9%	-	5 78	2 22%	-	2 34%	-	1 7람	3 16%	2 5%	4 \$ 15\$	8 3		7 11%	-	-	1 6'	- t	1 58	3 16%	5 : 29%
(1) VERY DISSATISFIED	6 7	- \$	-	6 78	-	3 49	3 318	-	4 66%	-	-	2 128	3 81	4 ⊮ 15%a	1 3	- 8	6 918	-	-	1 6'	- 8	1 58	-	2 98
BOTTOM 2 BOX	13 16	-	-	13 16%	-	8 11%	5 53%	-	6 100%	-	1 7왕	5 28%	5 138	8 \$ 29%	4 10		13 20%	-	-	2 12 ⁹	-	2 11%	3 16%	6 38%
DON'T KNOW / REFUSED	4 5 ¹	1 5 17%	-	4 5%	-	3 4%	1 10%	-	-	-	-	2 11%	1 38	1 5 48	1 2	- 9	2 3ዩ	1 ; 20		-	2 9왕	3 21%	2 9%	-
MEAN S.D. S.E.	4.10 1.26 0.14	4.20 0.44 0.20	4.00 0.00 0.00	+	-	4.29 1.09 0.13	2.46 1.46 0.50		0.52	0.96		1.48	1.21	3.78 1.61 0.31	4.30 1.03 0.16		1.36			4.25 1.17 0.27			-	1.38

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

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						RESIDE																			
		VERIDI		INECTIO					ANNUAL HOUSEH - '000	PRE-T. DLD IN	AX COME				HOUSEH			VERIDI TRACKI	AN COM				NER LOY		
	TOTAL	2012 3	2011	2010		TOTAL	MEN	WOMEN				18-34			=====	====== 3-5	 5+	2012					FAVOR		
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
WID. TOTAL	83 100%	96 100≹	80 100%	105 5 100동	72 100€	65 100*	35 100%	30 100%	5 100%	12 100%	25 100%	B 5 100%	21 100%	36 100%	35 100%	27 100%	3 100%	71 5 100%	65 1004	88 100%	56 100%	27 100%	10 k 100%	40 100%	6 100%
TOP 2 BOX	70 85%	76 80%	65 818	80 5 76학	46 64%	52 80%	26 75*	26 87%	4 61%	10 84%	20 80%	8 5 100%	18 87%	26 72%	27 778	22 82%	3 100%	55 \$77\$	56 B78	65 5 748	37 66%	24 90∜	9 898	34 85%	3 50≹
(5) VERY SATISFIED	4 9 60ቄ	47 498	43 54용	54 51%	31 43≵	36 56%	17 49%	19 63%	3 61&	8 67*	12 48%	5 5 5 628	13 62%	18 50%	19 55왕	14 52%	3 100%	30 5 43%	39 608	45 51%	26 46월	21 798	8 808	18 46%	2 33*
(4) FAIRLY SATISFIED	21 25왕	29 31%	22 278	26 25%	15 21%	16 25%	9 26%	7 24북	1 20%	2 18%	8 32%	3 38%	5 24%	8 22%	8 23%	8 30%	-	24 343	17 268	20 5 23-8	11 20%	3 118	1 3 10%	16 39%	1 178
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5%	2 2ቼ	2 3%	1 1%	6 98	4 68	2 5창	2 7ቄ	1 19%	1 7ቼ	1 48	-	1 48	3 8%	4 11%	-	-	2 3*	2 31	1 5 18	Э 68	2 68	- š	1 3%	1 16%
(2) FAIRLY DISSATISFIED	4 58	7 7%	4 5%	9 : 8%	8 11*	4 6ቼ	4 12%	-	-	-	3 12%	-	-	4 11%	1 3%	3 11%	-	4 68	1 28	9 ; 10%	5 10%	-	1 11%	1 2≹	2 34%
(1) VERY DISSATISFIED	3 48	7 7ቼ	3 38	11 10%	6 98	3 5%	3 98	-	-	-	-	-	1 58	2 6 %	2 6≹	1 4왕	-	7 9ቄ	1 2월	11 : 13%	5 88	-	-	3 78	-
BOTTOM 2 BOX	7 88	13 14%	7 9%	20 19%	14 19%	7 11≹	7 20%	-	-	-	3 12%	-	1 5왕	6 178	3 9%	4 15%	-	11 16%	2 38	20 22%	10 18%	-	1 11%	4 10%	2 34%
DON'T KNOW / REFUSED	2 28	4 5≹	6 7%	4 4동	6 8*	2 3क	-	2 6者	-	1 9%	1 48	-	1 4왕	1 3*	1 3%	1 3%	-	4 5*	4 68	2 ; 3%	6 10%	1 3%	-	1 2%	-
MEAN S.D. S.E.	1.04		1.04			1.13	1.35	0.63	0.89	0.65	4.20 1.03 0.21	4.62 0.52 0.19				1.16		3.99 1.29 0.16			3.95 1.37 0.19		4.58 0.99 0.31	1.13	3.50 1.39 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

																		WORK			CIAL B			
		TIME OF BILLING		CONTACTE HYDRO?		PROBLEM		ECENT	INCE	TIME SI (MONTHS	3)		1	ACCESS WEBSITE		SMART METER	DATA	WITH (VERIDI. TRACKI	AN CONE NG	ECTIO	NS
	TOTAL		10	YES NO		YES N		vs v			-12 4	l-6 <		YES N	0	YES		SUPP		DIAN	2012			
UNNTD. 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	83 100%	6 100%	1 100%	83 100%	-	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	27 100%	42 100	4 % 100%	67 100%	5 100	- 8	18 1001	25 \$ 100%	15 100%	18 100%	16 100%
TOP 2 BOX	70 858	6 100%	-	70 85%	-	67 91ዩ	4 39%	38 98%	2 33%	3 78%	14 87%	15 84%	32 84%	21 78%	38 91		55 82%	5 100	- 8	18 1009	22 88%	9 58%	15 878	9 57ዩ
(5) VERY SATISFIED	49 60%	6 100%	-	49 60%	-	49 66%	1 78	35 90≹	-	2 52€	10 62%	10 57%	24 648	12 : 45%	27 64		37 56%	5 100	-	14 73	16 8 678	4 268	9 50%	5 33%
(4) FAIRLY SATISPIED	21 25%	-	~	21 25%	-	18 24%	3 31%	3 7ቄ	2 33%	1 26%	4 25%	5 27%	8 20%	9 7 33%	11 27		18 278	-	-	5 27	5 k 21%	5 32%	7 37ቄ	4 24%
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5∜	-	-	4 5≹	-	2 3*	2 198	1 2%	1 16%	1 22%	2 13놓	-	1 28	1 : 4%	3 7		4 68	-	-	-	-	-	1 4%	3 19%
(2) FAIRLY DISSATISFIED	4 58	-	-	4 5%	-	2 3%	2 22%	-	1 18%	-	-	1 5%	3 88	3 5 11%	-	-	4 61	-	-	-	2 9%	3 218	-	2 14%
(1) VERY DISSATISFIED	3 48	-	-	3 4%	-	1 1%	2 21%	-	2 338	-	-	1 68	1 3%	2 5 78	-	-	3 48	-	-	-	-	2 10%	-	2 10%
BOTTOM 2 BOX	7 81	-	-	7 8ጜ	-	3 4%	4 438	-	3 51%	-	-	2 11%	4 118	5 198	-	-	7 118	-	-	-	2 9%	5 31%	-	4 24€
DON'T KNOW / REFUSED	2 24	-	1 1001	2 8 28	-	2 3ቼ	-	-	-	-	-	1 5*	1 38	-	1 2	- %	1 19	-	-	-	1 3%	2 11%	2 98	-
MEAN S.D. S.E.	1.04	5.00 0.00 0.00	-	4.35 1.04 0.12	-	0.81	1.35	0.39	1.38	0.93	0.74	1.16	1.06	3.97 1.29 0.25	0.62	0.58	1.11	0.00		4.73 0.45 0.11	0.92	3.48 1.47 0.40	4.51 0.59 0.15	1.37

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

								BILL P																	
	,	VERIDI	NN (7 0N	NECTIO			*****		ANNUAL HOUSEH - '000	PRE-T. OLD IN	AX							VERIDI						ALTY G	
		TRACKI	NG									AGE			HOUSEH	-	ZE	TRACKI	NG				STILL	IN DIFF 2	ለጥ
				2010 2		TOTAL 1	ABN		<\$40			18-34	35-54	55÷	1-2		6+	2012						BRENT :	
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	з	69	76	85	59	27	10	40	6
WTD. TOTAL	83 100%	96 100%	80 100%	105 100%	72 100%	65 100%	35 1008	30 100%	5 100%	12 100%	25 1008	8 5 100%	21 100%	36 100%	35 100%	27 100%	3 100%	71 ; 100%	65 100%	88 100%	56 100%	27 100%	10 : 100%	40 100%	6 10 0 %
TOP 2 BOX	72 87≹	75 78%	64 80%	81 77%	49 69%	54 83%	26 751	28 93%	4 80%	11 93%	23 928	7 ≵ 87¥:	19 91%	28 78%	28 80%	23 85%	3 100%	51 ; 72%	54 83%	66 75∛	39 70%	26 978	9 898	35 88%	2 33%
(5) VERY SATISFIED	50 61왕	39 418	42 53%	50 48%	30 42%	35 548	14 401	21 5 70%	4 80%	8 678	11 44%	6 \$758	10 48%	19 538	19 55%	14 52ዩ	2 678	24 34%	40 628	44 : 50%	25 458	22 82%	7 70%	19 48%	2 33*
(4) FAIRLY SATISFIED	22 26ቄ	36 378	22 278	31 29%	19 26%	19 29%	12 341	7 : 24 ቴ	-	3 268	12 48%	1 3 13 %	9 438	9 258	9 5 268	9 34%	1 338	27 38%	14 228	22 ; 25%	14 25%	4 158	2 20%	16 40%	-
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5∛s	2 2%	3 38	3 28	5 7क्ष	4 6€	3 88	1 ; 3%	-	1 78	1 48	-	1 4%	3 9%	4 : 11%	-	-	2 3%	3 48	2 2 %	3 6%	1 38	-	2 5황	1 17%
(2) FAIRLY DISSATISFIED	1 18	5 5%	3 ⊴%	9 88	7 10%	ן 18	រ 3१	-	-	-	-	-	-	1 3ቴ	1 3%	-		5 78	2 3*	8 ; 9%	5 10%	-	-	-	1 16%
(1) VERY DISSATISFIED	4 5ზ	7 78	3 38	8 8	3 48	4 68	3 81	1 ; 3%	1 20%	-	-	1 138	1 5%	2 5%	1 3%	3 11%	-	7 9왕	1 2%	8 : 98	2 38	-	-	2 5%	2 33%
BOTTOM 2 BOX	5 6%	12 12%	6 8ቼ	17 16%	10 13%	5 88	4 118	1 ; 3%	1 20%	-	-	1 13%	1 5%	3	2 5 68	3 11%	-	12 16%	3 58	16 18%	7 138	-	-	2 5%	3 49%
DON'T KNOW / REFUSED	2 2*	8 8%	7 8ቴ	5 5*	8 11%	2 3≹	2 68	-	-	-	1 48	-	-	2 6*8	1 38	1 48	-	7 98	5 8%	4 : 4%	7 12%	-	1 11%	1 2%	-
MEAN S.D. S.E.	1.00	4.09 1.17 0.12					4.01 1.22 0.21		4.19 1.80 0.82	4.60 0.65 0.19		4.37 1.41 0.50			4.30 1.00 0.17			3.89 1.28 0.16		4.03 1.34 0.15		4.79 0.48 0.09	4.78 0.44 0.15	4.29 0.97 0.15	1.84

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

																		WORK			CIAL B			
	F	ILLIN	3	CONTACTE HYDRO?		PROBLE	2	RECENI EXPERI	ENCE	TIME S (MONTH	S)			ACCESS WEBSIT		SMART METBR	DATA	WITH (OTHERS		VERIDI TRACKI	AN CON NG	NECTIO	NS
	TOTAL V		мÖ	YES NO							7-12				NO 			SUPP	UNSUP		2012			
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	83 100%	6 100%	1 100%	83 ; 100%	-	74 100왕	9 100%	39 100%	6 100%	4 : 100%	16 100%	18 100%	38 100%	27 100%	42 1003	4 5 100%	67 100%	5 100	-	18 1005	25 5 100%	15 100%	18 100%	16 100%
TOP 2 BOX	72 878	6 100%	1 100%	72 5 87 ቴ	-	70 94왕	3 28 ह	38 988	1 : 178	3 78%	16 100%	15 83%	33 87%	21 78%	40 961	4 100%	57 85%	5 100		18 1005	24 97%	10 69%	15 84%	11 66%
(5) VERY SATISFIED	50 61%	5 84%	1 100%	50 ; 61%	-	49 66%	2 17%	34 88%	· _	3 78%	10 62%	9 51%	25 66%	13 48%	28 679	3 5 75 %	38 57%	5 100	- &	15 844	15 8 60%	2 16월	6 34%	5 33%
(4) FAIRLY SATISFIED	22 26%	1 16%	-	22 26욱	-	21 28%	1 118	4 10%	1 178	-	6 388	6 33%	8 21동	8 30%r	12 299	1 5 25%	19 28%	-	-	3 169	9 5 37%	8 53%	9 50%	5 338
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5≹	-	-	4 5%	-	3 4%	1 9%	1 23	-	1 22%	-	2 11%	1 3%	1 48	1 23	-	3 48	-	-	-	-	-	1 4%	2 10%
(2) FAIRLY DISSATISFIED	1 18	-	-	1 1%	-	-	1 10%	-	1 168		-	-	1 2%	1 4%	-	-	1 18	-	-	-		2 11%	1 48	2 10%
(1) VERY DISSATISFIED	4 5왕	-	-	4 5ቼ	-	-	4 42%	-	3 498	-	-	1 5ቄ	2 5%	Э 118	-	-	4 61	-	-	-	-	2 10%	-	1 5ቄ
BOTTOM 2 BOX	5 6*	-	-	5 6%	-	-	5 52*5	-	4 651	-	-	1 5%	3 8%	4 14%	-	-	5 78	-	-	-	-	Э 21%	1 : 4%	2 : 14%
DON'T KNOW / REFUSED	2 2%	-	-	2 2%	-	1 1%	1 11%	-	1 189	-	-	-	1 3%	1 48	1 2	-	2 उध	-	-	-	1 3%	2 11%	2 9%	2 : 10%
MEAN S.D. S.E.		4.84 0.41 0.17	5.00 0.00 0.00	4.40 1.00 0.11	-		2.45 1.71 0.59	0.41	1.32	4.57 0.96 0.49	4.62 0.50 0.13	1.06	1.06	1.33	4.67 0.52 0.08		4.33 1.07 0.13	5.00 0.00 0.00		0.38		3.60 1.28 0.35	4.25 0.74 0.18	

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

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								BILL 1																	
		VERIDI		NNECTIC)NS				ANNUAL HOUSEI - '000		AX COME					•======				NNECTIO			MER LOY		
		TRACKI								\$40-					HOUSER			TRACK					STILL		
	TOTAL				—	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+	18-34			1-2		6+	2012			2009		FAVOR ABLE	DIFF ERENT	
UNWID, TOTAL	83	92	89	103	76	65	35	30	5	1 2	25	ß	21	36	35	27	3	69	76	85	59	27	10	40	6
WID. TOTAL	83 100%	96 100%	80 1004		72 100%	65 100%	35 1008	30 100%	5 : 100%	12 : 100∛	25 100%	8 100%	21 100%	36 5 100%	35 100%	27 : 100%	3 100	71 8 1004	65 1008	88 1008	56 : 100%	27 : 100	10 100%	40 100%	6 5 100%
TOP 2 BOX	75 90ቄ	84 88%	68 851	87 838	53 748	57 588	30 86%	27 590%	4 80%	11 93%	21 84 i	7 87%	18 878	32 - 88%	31 : 89%	23 85%	3 100	60 851	57 5 871	73 838	41 738	25 94	9 5 89%	37 92%	_4 66%
(5) VERY SATISFIED	55 66%	54 56%	52 64 1	61 \$ 58%	37 51%	43 5 66%	23 66%	20 66%	Э 608	8 678	15 60%	6 75왕	13 63%	24 66%	23 66%	18 67%	2 679	35 8 498	47 5 723	53 618	31 55%	23 861	7 5 70%	21 52%	4 66%
(4) FAIRLY SATISFIED	20 24%	30 32%	16 208	26 25%	16 22%	14 22%	7 208	7 : 248	1 20%	3 26%	6 238	1 13%	5 24%	8 22%	8 23%	5 19%	1 331	25 8 358	10 ; 16%	19 : 22%	10 19%	2	2 5 20%	16 40%	-
(3) NEITHER SATISFIED NOR DISSATISFIED	3 38	2 2%	3 31	1 5 1%	8 11%	3 4%	1 28	2 718	· _	1 7%	2 8%	-	2 B%	1 38	2 5%	1 3%	-	2 31	3 ; 48	1 ; 1%	7 12%	2	-	1 3*	-
(2) FAIRLY DISSATISFIED	3 48	-	1 18	7 5 6≹	3 4ቼ	3 5%	2 68	1 3*	1 20%	-	1 48	1 138	1 5%	1 3%	1 3%	2 78	-	-	1 2월	6 ; 78	2 3%	-	-	1 2%	2 34%
(1) VERY DISSATISPIED	1 1%	4 48	1 1%	6 ; 5%	4 5%	1 28	1 3%	-	-	-	-	-	-	1 38	1 38	-	-	4 6%	-	5 6%	2 48	-	-	1 3*	÷
BOTTOM 2 BOX	4 5%	4 4 %	2 2%	12 128	7 10%	4 6%	3 98	1 3%	1 20%	-	1 4%	1 13왕	1 5%	2 6¥	2 6왕	2 7ቼ	-	4 68	1 28	11 13%	4 78	-	-	2 5*	2 348
DON'T KNOW / REFUSED	1 1%	6 68	7 9ቼ	5 5%	4 6¥	1 2¥	1 3*	-	-	-	1 48	-	-	1 3%	-	1 48		5 78	4 68	3 38	4 8≹	-	1 11%	-	-
MRAN S.D. S.E.	0.83	4.43 0.93 0.10	0.74	1.14	1.16	0.91	1.03	0.77	1.31	0.65	0.84	1.07	0.86	0.93	4.45 0.96 0.16	0 90	0.58	4.31 1.03 0.13	0 66	4.30 1.17 0.13	1 1 1	4.79 0.55 0.11		0 00	3.98 1.56 0.64

Q.SAILI 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

BASED ON RESPONDENTS WHO TRI	T	IME OF	USE (XONTACTI FYDRO?	BD	PROBLEM	R	ECENT XPERIE	NCE	(MONTHS			P	ACCESS TEBSITE		SMART METER I	ATA	WORK WITH C			CIAL BI	IN CONN	ECTION	IS
	TOTAL Y			YES N		YES N				L2+ -	7-12 4		3 3	(BS N	0	YES I	0N		VERY UNSUP	DIAN	2012 2			
UNWID. TOTAL	83	б	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WID. TOTAL	83 100%	6 100%	1 100%	83 100%	-	74 100ቼ	9 100%	39 100%	6 100%	4 100%	16 100%	18 10 0%	38 100%	27 100%	42 100	4 5 100%	67 100%	5 8 100	- *	18 100%	25 100%	15 100%	18 100%	16 100%
TOP 2 BOX	75 90%	6 100%	-	75 90%	-	70 95%	6 59%	38 98%	3 49३	3 788	14 93%	15 84%	35 92%	23 85%	40 961	4 3 100%	60 901	5 100 ⁴	-	18 100%	24 978	11 74%	14 798	12 76월
(5) VERY SATISFIED	55 668	6 100%	-	55 66%	-	51 69%	4 48%	35 90%	2 32%	1 26¥	11 68%	11 61%	27 71∛	19 70%	26 62	3 ট 75%	43 649	4 8 80	- 8	12 678	19 ; 76%	5 32%	7 418	6 38≹
(4) FAIRLY SATISFIED	20 24%	-	-	20 24%	-	19 26%	1 11%	3 88	1 17%	2 52%	4 25%	4 23∛	8 21학	4 15%	14 34	1 5 25%	17 265	1 1 1		6 338	5 8 21%	6 428	7 ∃9\$	6 38%
(3) NEITHER SATISFIED NOR DISSATISFIED	3 38	-	1 100%	3 3*	-	2 3%	1 9%	1 2%	-	1 22%	1 7%	1 5%	-	-	2 4	-	2 3	-	-	-	-	-	-	1 5%
(2) FAIRLY DISSATISFIED	3 48	-	-	∃ 4*	-	1 1%	2 21%	-	2 33%	_	-	1 5%	2 5%	2 7\$	-	-	3 4	-	-	-	-	-	1 48	2 10%
(1) VERY DISSATISFIED	1 1%	-	-	1 1%	-	1 1%	-	-	-	-	-	1 6%	-	1 4%	-	-	1 2'	- de	-	-	-	1 5%	1 4%	2 9%
BOTTOM 2 BOX	4 58	-	-	4 5%	-	2 3*	2 21%	-	2 338	-	-	2 118	2 5%	3 118	-	-	4 6	- *		-	-	1 5%	1 78	3 19%
DON'T KNOW / REFUSED	1 18	-	-	1 1%	-	-	1 11%	-	1 188	-	-	-	1 3%	1 48	-	-	1 2	-		-	1 3%	3 218	2 13%	
MEAN S.D. S.E.	4.53 0.83 0.09	5.00 0.00 0.00	3.00 0.00 0.00	4.53 0.83 0.09	-	4.59 0.75 0.09	3.97 1.34 0.46	4.88 0.39 0.06	3.59 1.52 0.69	4.05 0.80 0.41	4.61 0.63 0.16	1.18	0.76		4.57 0.59 0.09	0.50	0.88	4.80 0.45 0.20	5	4.67 0.48 0.11	0.42	1.02	4.26 1.01 0.26	3.86 1.32 0.33

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Q.SAILI 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

						RESIDE																			
		דרדמקת	2 NI (YY)	INECTIO					ANNUAT	PRE-T	AX									NECTIÓ				ALTY G	
	5	FRACKI	NG							\$40-						OLD SI	ZE	TRACKI	NĢ				STILL FAVOR	IN DIFF 2	AT
	TOTAL 2		2011	2010	2009	TOTAL	MEN 	WOMEN		<\$70	\$70+ 	18-34	35-54	5 5+	1-2	3-5	5+ 	2012	2011	2010	2009	URE	ABLE	ERENT :	RIS K
UNWTD. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	2 1	36	35	27	3	69	76	85	59	27	10	40	6
WID. TOTAL	83 100%	96 100%	80 1001	105 5 100*	72 100%	65 100%	35 100%	30 ; 100%	5 : 100%	12 100%	25 100≹	9 ; 100%	21 100%	36 100%	35 100%	27 100%	3 100%	71 : 100%	65 100%	88 100%	56 100%	27 100%	10 100%	40 100%	6 : 100%
TOP 2 BOX	69 83%	73 76%	60 759	85 80%	48 678	52 80%	25 728	27 90%	3 618	11 93%	22 88%	7 : 87%	19 91%	26 72%	27 5 78%	22 82%	3 100≹	49 698	52 80%	69 79%	38 69≹	25 943	9 898	33 828	2 33%
(5) VERY SATISFIED	43 52≹	35 37%	36 451	57 남 54왕	25 35%	∃2 49%	14 409	18 : 60%	1 2018	8 67 १	12 48%	6 75%	12 58%	14 39월	18 52%	11 41%	3 100%	22 30%	35 55%	47 54ዩ	21 37%	21 79%	8 808	12 30%	2 33%
(4) FAIRLY SATISFIED	26 31%	38 39%	24 301	28 8 26%	23 32%	20 31%	11 318	9 308	2 : 40%	3 26동	10 40%	1 13%	7 34%	12 33%	9 5 263	11 41%	-	28 39ቴ	17 26%	22 25ቶ	18 32€	4 158	1 8 10%	21 53₹	-
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5%	2 2%	3 41	1 8 18	6 8₹	4 6동	3 88	1 ; 3%	1 : 19%	1 78	1 43	-	1 4%	Э 6%	3 ; 88	1 4%	-	2 3ቄ	3 58	1 1%	4 78	2 68	1 5 11%	-	1 16%
(2) FAIRLY DISSATISFIED	3 48	9 98	7 81	6 5 68	4 6동	3 5*	3 98	-	-	-	2 8%	-	-	3 88	1 - 38	2 78	-	7 10%	4 6월	6 78	4 8₹	-	-	1 28	2 34%
(1) VERY DISSATIŠFIED	5 6३	10 10ቄ	4 51	9 13 88	9 13%	4 68	3 94	1 : 3%	1 20%	-	-	1 13%	1 5%	2 6%	2 5 6 %	2 7%	-	$10 \\ 14 $	1 28	8 98	5 9%	-	-	4 10왕	1 : 17%
BOTTOM 2 BOX	8 10%	13 19%	11 141	15 14%	13 18%	7 11%	6 178	1 ; 3%	1 20%	-	2 88	1 13%	1 5%	5 14%	3 ; 98	4 14%	-	17 24ቼ	5 8%	14 16%	9 17%	-	-	5 13%	Э 50%-
DON'T KNOW / REFUSED	2 2\$	3 3*	6 71	5 5 4 %	4 68	2 Эњ	1 39	1 ; 38	-	-	-	-	-	2 6 %	2 ; 6%	-	-	3 48	4 68	3 38	4 81	-	-	2 5*	-
MEAN S.D. S.E.	1.12	3.86 1.31 0.14		4.18 1.26 0.13	3.76 1.37 0.17		3.89 1.30 0.22		1.53	0.65	4.28 0.89 0.18	1.41	0.97	1.19	1.14		0.00	3.65 1.40 0.17	1.00	1.31	1.31	0.59	0.69		1.68

Q.5AIII SATISPACTION 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

																		WORK			RCIAL E		-	
	E	BILLIN	3	CONTACTED HYDRO?		PROBLEM SOLVED	2 1	RECENT EXPERI	ENCE	TIME S (MONTH	S)	-		ACCESS WEBSIT	В	SMART METER	DATA	WITH (OTHERS		VERIDI TRACKI	AN CON NG	NECTIC	ONS
	TOTAL Y	ES I	NO	YES NO		YES P	NO .	vs	VDS	12+	7-12		<3		NO	YES	NO	SUPP	UNSUP		2012			
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	83 100%	6 100¥	1 100%	83 : 100%	-	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	16 100%	38 100%	27 5 100%	42 1009	4 100%	67 100%	5 100	-	18 100	25 100	15 : 100%	18 100%	16 \$ 100%
TOP 2 BOX	69 83%	5 81%	1 100%	69 83%	-	67 90≹	3 28%	38 38	1 17%	 78≹	15 94%	14 78≹	32 843	20 5 74왕	39 94	4 100%	55 83१	4 5 78	- *	17 94	23 8 948	8 53%	15 878	10 \$ 62\$
(5) VERY SATISFIED	43 528	4 65∛		43 52왕	-	42 58%	1 78	34 88%	-	2 53*	10 62%	7 398	21 56%	13 ; 498	23 55	2 150%	34 518	4 5 78	- %	11 61	14 8 559	1 5%	10 568	5 5 28%
(4) FAIRLY SATISFIED	26 318	1 168	1 100%	26 31%	-	24 338	2 218	4 108	1 17%	1 25%	5 32%	7 39%	11 28%	7 1 25%	16 39	2 1501	21 328	-	-	6 33	10 1 398	7 478	6 328	5 8 338
(3) NEITHER SATISFIED NOR DISSATISFIED	4 5%	-	-	4 5%	-	1 18	3 30%	1 23	2 348	1 22%	1 6%	-	2 5%	2 5 7%	2 4	-	4 68	-	-	-	-	-	-	2 14%
(2) FAIRLY DISSATISFIED	3 4%	-	-	3 4%	-	2 ३%	1 10%	-	-	-	-	1 5%	2 5%	2 \$78	-	-	3 49	- •	-	-	1 67	2 : 16%	-	-
(1) VERY DISSATISFIED	5 68	1 198	-	5 68	-	2 3%	3 31%	-	3 491	-	-	2 118	2 68	3 5 118	-	-	4 68	1 5 22	- 8	1 6	-	3 21%	1	4 k 24%
BOTTOM 2 BOX	8 10%	1 19%	-	8 10%	-	4 68	4 42%	-	3 498	-	-	3 16¥	4 11%	5 18%	-	-	7 109	1 \$ 22	- &	1 6	1 8 68	6 ; 378	1 41	4 8 248
DON'T KNOW / REFUSED	2 2%	-	-	2 2%	-	2 3%	-	-	-	-	-	1 68	-	-	1 2	- -	1 18	-	-	-	-	2 11%	2 91	- t
MEAN S.D. S.E.		4.08 1.67 0.68	4.00 0.00 0.00	4.22 1.12 0.12	-		2.62 1.38 0.45	4.86 0.41 0.07	2.18 1.33 0.55	4.31 0.93 0.40		1.34		3.94 1.38 0.27	0.59	4.50 0.58 0.29	1.13	1.86		4.43 1.02 0.24		3.01 1.42 0.39	0.88	3.42 1.55 0.39

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Q.5AB OVERALL SATISFACTION WITH MOST RECENT EXPERIENCE BASED ON RESPONDENTS WHO TRIED TO CONTACT VERTIDIAN COMME

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		/ERII IRACI		ONNECT	TONS				ANNUA HOUSE - '00	L PRE- HOLD I OS	TAX					IOLD SI			DIAN CO			CUSTO		YALTY G	
	TOTAL 2			2010			TAL MEN	WOMEN	<\$40	\$40- <\$70	\$70+					3-5			2011			SEC- URE		DIFF ERENT	
UNWID. TOTAL	83	-		-	-	-	65 3	5 30	5	12	25	8	21	36	35	27	3					27	10	40	6
WID. TOTAL	83 100%	-		-	-	-		5 30 0% 100		12 100	25 100	8 100%	21 100%	36 100≵	35 100%	27 100%	3 100%	t				27 100	10 % 100	40 % 100%	6 100%
TOP 2 BOX	70 848	-		-	-	-		7 27 7% 90		11 8 91	22 8 88	7 878	20 95%	27 758	29 831	22 5 81%	3 100%	5				26 96			2 33%
(5) VERY SATISFIED	39 47%	-		-	-	-		1 16 1% 53		8 65	9 8 369	6 ≌ 75≹	10 47왕	11 31%	14 403	11 : 41%	2 678	ł				20 75	7 ቴ 70		1 16%
4) FAIRLY SATISFIED	31 37%	-	. ,	-	-	-		6 11 6% 37		3 8 27	13 5 519	1 5 13%	10 48%	16 44%	15 438	11 : 418	1 338	5				6 22	2 8 20		1 18%
(3) NEITHER SATISFIED NOR DISSATISFIED	1 1%	-		-	-	-	1 2%	- 1 3		-	-	-	-	1 3ኔ	1 38	-	-					-	-	1 3*	-
2) FAIRLY DISSATISFIED	6 78	-		-	-	-	-	4 - 28	-	-	2 81	-	-	4 118	3 9%	1 48	-			-	-	1 4	 *	3 8*	2 34%
1) VERY DISSATISFIED	6 78	-		-	-	-		42 187		1 5 99	1	1 3 138	1 5%	4 11%	2 6%	4 15%	-				_	-	1 219	3 8 78	2 33∛8
OTTOM 2 BOX	12 148	-		-	-	-		8 2 3동 7	1 ¥ 204	1 5 94	3 128	1 ; 13%	1 5%	8 22≹	5 14%	5 19%	-	-		· -	_	1	1 k 114	6 t 15%	4 678
EAN S.D. S.E.	4.10 1.19 0.13	-		-	-	1	.00 3.7 .24 1.3 .15 0.2	4 1.06	1.35			1.41	0.91	3.72 1.32			4.67 0.58	-		· -	-	0.6B	4.38 1.30		2.50 1.62

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

																		WORK		COMME				
		TIME OF BILLING		CONTACI HYDRO?	fed	PROBLEM		RECENT EXPERI	ENCE	(MONTH			1	ACCESS WEBSITE		SMART METER	DATA	WITH C			VER II TRACI	DIAN C	ONNECT	IONS
	TOTAL	YES N	10		40 	YES M					7-12 4			YES N	10	YES								2009
UNWID. TOTAL	83	6	1	83	-	73	10	39	6	4	16	18	38	27	42	4	67	5	-	18		-	-	
WID, TOTAL	83 100%	6 100%	1 100%	83 100%	-	74 100%	9 100%	39 100%	6 100%	4 100왕	16 100%	18 100%	38 10 0 %	27 100%	42 100	4 k 100%	67 100%	5 100%	- \$	18 100	t	-	-	
TOP 2 BOX	70 84%	5 81%	1 100%	70 84%	-	67 92%	3 27%	39 100%	-	4 100%	16 100%	14 78%	30 798	18 67%	42 100	4 100%	56 841	4 788	-	16 89	8	-	-	
(5) VERY SATISFIED	39 47%	∃ 48%	-	39 47%	-	37 518	2 16%	39 100%	-	3 75%	8 49%	7 395	18 48%	10 38%	24 56	1 % 25%	32 481	2 8 391	- à	12 66		-	-	
(4) FAIRLY SATISFIED	31 37%	2 : 33%	1 100%	3 1 37%	-	30 41%	1 11%	-	-	1 25창	8 51%	7 39%	12 31%	- <u>3</u> 0∦	18 44	3 16 75 %	24 361	2 8 398	- k	4 23	47	-	-	
(3) NEITHER SATISFIED NOR DISSATISFIED	1 18	-	-	1 1%	-	1 1%	-	-	-	-	-	1 68	-	-	-	-	-	-	-	-		-	-	
(2) FAIRLY DISSATISFIED	6 78	1 19%	-	6 7%	-	4 68	2 20%	-	-	-	-	2 11%	4 11%	4 14%	-	-	5 79	1 8 229	- 8	2 11		-	-	
(1) VERY DISSATISFIED	6 78	-	-	6 78	-	1 18	5 53%	-	6 100%	-	-	1 58	4 10%	5 : 18%	-	-	6 91	- t	-	-		-	-	
BOTTOM 2 BOX	12 148	1 19%	-	12 14%	-	5 7%	7 731	-	6 100%	-	-	3 16%	8 21%	9 338	-	-	11 16 ³	1 8 22	-	2 11	ቼ	-	-	
MEAN S.D. S.B.	4.10 1.19 0.13		4.00 0.00 0.00	1.19	-		1.63	5.00 0.00 0.00		0.51	0.52	1.21	1.37	3.54 1.58 0.30	0.50	0.50	1.26	1.26		4.44 0.98 0.23		-	-	

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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				
	VERIDIAN CONNECTIONS		ANNUAL FRE-TAX HOUSEHOLD INCOME - '000S		VERIDIAN CONNECTIONS	CUSTOMER LOYALTY GROUPS
	TOTAL 2012 2011 2010 200		================== AGE \$40- [<\$40 <\$70 \$70+ 18-34 3	HOUSEHOLD SIZE 35-54 55+ 1-2 3-5 6+	TRACKING 2012 2011 2010 2009	
UNWID. TOTAL	83	- 65 35 30	5 12 25 8	21 36 35 27 3	 3	- 27 10 40 6
WTD. TOTAL	83 100%	- 65 35 30 100% 100% 100		21 36 35 27 3 100% 100% 100% 100% 100	3 - - 18	- 27 10 40 6 100% 100% 100% 100%
12+ MONTHS AGO	4 – – – 58	- 3 1 2 48 28 7		2 - 2 1 - 9% 5% 4%	· - ·	- 3 - 1 - 10% 3%
7-12 MONTHS AGO	16 19%	- 14 7 7 22% 20% 23	2 1 6 2 % 39% 8% 24% 25%	6 6 9 3 2 29% 17% 26% 11% 67%		- 3 4 9 - 118 378 228
4-6 MONTHS AGO	18 22%	- 14 8 6 22% 23% 20	1 1 8 3 \$ 20\$ 8\$ 32\$ 38\$	3 8 7 7 - 14% 22% 20% 25%		- 7 1 9 1 26% 11% 23% 17%
3 OR LESS MONTHS AGO	38 46%	- 30 16 14 46% 46% 47		9 19 14 15 1 43% 53% 40% 56% 33%		- 12 5 17 4 45% 53% 42% 68%
DON'T KNOW / REFUSED	7 9%	- 4 3 1 6% 9% 3	- 1 1 - & 8% 4%	1 3 3 1 - 5% 8% 8% 4%		- 2 - 4 1 8% 10% 16%

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

																					PAYERS	
	BILLI	aG H	SONTACTED HYDRO?	PROB		RECENT	INCE	MONTES	5)	NTACT		ACCESS WEBSITE		SMART METER	DATA		OTHERS		VERIE	DIAN C	ONNECT	10NS
	TOTAL YES		res no	YES	NO		nds :	L2+ 7	7-12 4		3	YES N	o 	YES	NO	SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWID. TOTAL	83 6	1	83	- 5	3 10	39	6	4	16	18	38	27	42	4	67	5	-	18	-		-	
WTD. TOTAL	83 6 100% 100	1 % 100%	83 100%		74 9 0% 100	39 % 100%	6 100%	4 100%	16 100%	18 100%	38 100%	27 100%	42 100%	4 100%	67 100%	5 100	-	18 100		-	-	
12+ MONTHS AGO	4 5왕	-	4 5%	-	3 1 4% 9	3 * 7*	-	4 100%	-	-	-	2 7놓	1 29	-	3 49	1 20	*	1 6	90 90	-	-	
7-12 MONTHS AGO	16 1 19% 16	-	16 19%		15 1 20% 7	8 % 19%	-	-	16 100%	-	-	4 15%	11 259	1 ; 25%	14 208	-	-	2 9	ع	-	-	
4-6 MONTHS AGO	18 2 22% 33		18 22%		17 1 23% 10	7 % 18%	1 16%	-	-	18 100%	-	5 22€	9 201	- k	13 208	1 20	-	4 23	ola	-	-	
3 OR LESS MONTHS AGO	38 3 46% 51	- •	38 46%		32 6 148 63		4 67참	-	-	-	38 100%	13 \$ 40%	18 43	3 5 758	30 458	3 5 60		4 <u>5</u>	2	-	-	
DON'T KNOW / REFUSED	7 - 9왕	-	7 9ቼ	-	6 1 8% 10	. ∃ 8 88	1 16%	-	-	-	-	2 8%	4 10	-	7 119	+	-	. 3 18	8	-	-	

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MARCH 28 - APRIL 11, 2013

Q.5B WAS THE PROBLEM SOLVED?

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

						RESIDE			AYERS																
		VERIDI.	AN CON	NECTIO	NS			: 1	ANNUAL HOUSEH	DLD IN									AN CONN				ER LOY.		
		TRACKI						:		\$ 4 0-					HOUSEH			TRACKI	NG ======				STILL : FAVOR :		АТ
	TOTAL	2012	2011	2010	2009	TOTAL N	IEN I	WOMEN		<\$70	\$70+	18-34	35-54 3	55+	1-2	3-5 6	5+	2012	2011 2	010	2009	URE	ABLE	ERENT	RISK
UNWID. TOTAL	83	92	89	103	76	65	35	30	5	12	25	8	21	36	35	27	з	69	76	85	59	27	10	40	6
WID. TOTAL	83 100%	96 100%	80 100%	105 100%	72 100%	65 100%	35 100%	30 100%	5 100%	12 100%	25 100¥	8 5 100%	21 100%	36 100%	35 100%	27 100%	3 100%	71 100%	65 100%	88 100%	56 100%	27 100%	10 100%	40 100%	6 100%
SOLVED	74 89%	69 72∜	68 848	81 5 77%	60 848	57 88%	29 83%	28 93%	4 80%	10 84%	24 968	7 87%	19 91∛	31 86%	31 89%	23 85%	3 100%	49 69 %	58 89%	65 758	49 878	25 93%	8 83%	37 93∛	3 51%
NOT SOLVED	9 11*	24 25∛	11 14%	23 3 228	10 14%	8 12≹	6 178	2 7*	1 20%	2 16%	1 41	1 ; 13%	2 9%	5 14%	4 : 11%	4 15%	-	20 28≹	6 98	21 241	6 5 118	2 78	2 17%	Э 7%	3 49 %
NOT SURE / REFUSED	-	3 38	1 18	1 1 *	2 3왕	-	-	-	-	-	-	-	-	-	-	-	-	2 3왕	1 2왕	1 18	1 5 28	-	-	-	-

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Q.55 WAS THE PROBLEM SOLVED? BASED ON RESPONDENTS WHO TRIED TO CONTACT VERIDIAN CONNECTIONS IN THE PAST 12 MONTHS

		TIME OF	G	CONTAC		PROBL	D?	RECENT EXPERI	(MONTH	S)	ONTACT	1	ACCESS WEBSIT	E	SMART METER	DATA	WORK WITH (===== VERY	-		VERID: TRACK	BILL PA IAN CON ING	NECTIO	INS	
	TOTAL		NО		NO 	YES	NO 								NO			SUPP		DIAN	2012			2009
UNWID. TOTAL	83	6	1	83	-	73	10	39	б	4	16	18	38	27	42	4	67	5	-	18	23	13	18	17
WID. TOTAL	83 100	6 100%	1 100%	83 100%		74 100	9 % 100%	39 100%	6 : 100%	4 : 100%	16 100%	18 100%	38 100%	27 100%	42 100%	4 : 100%	67 100%	5 100	-	18 100	25 % 100	15 % 100%	19 : 100%	16 5 100%
SOLVED	74 89	6 \$ 100%	1 100%	74 898		74 100		37 96%	1 17%	3 78%	15 96%	17 95%	32 84%	21 78%	40 941	4 : 100%	58 86%	5 1009	- k	17 91	19 % 79		15 87%	12 \$ 72%
NOT SOLVED	9 11	- t	-	9 118			9 1004	2 5 48	5 ; 83%	1 5 22%	1 48	1 5ዩ	6 16¥	6 22%	3 69	-	9 148	-	-	- 2 9	4 8 15	6 8 378	2 ; 138	4 248
NOT SURE / REFUSED	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-		1 6	- ¥	-	1 5ቼ

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

						RESIDE	NTIAL	BILL I	PAYERS										•						
		VERIDI	an con	NECTIO	NS				ANNUAL HOUSEH	PRE-1								VERIDI	AN ())	NBCTIO	•=====			TALTY (
		TRACKI	NG												HOUSEH	-	ZE	TRACKI	NG				STILL	IN	
	TOTAL		2011			TOTAL	MEN	WOMEN		\$40- <\$70	\$70+	18-34 			1-2 					2010	2009	SEC- URE		DIFF ERENT	
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%	185 100%	40 100%	75 100%	167 5 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100€	393 100%	397 100%	386 1001	144 100%	55 1008	221 5 100%	25 \$ 100%
SOLVED	74 16%	69 15%	68 153	81 17%	60 138	57 15%	29 15%	28 15%	4 10%	10 138	24 \$ 148	7 178	19 13%	31 16%	31 16%	23 148	3 22\$	49 13%	58 158	65 168	49 138	25 : 179	8 : 15%	37 ; 178	3 : 12%
NOT SOLVED	9 28	24 5왕	11 2%	23 5%	10 2%	8 ; 2%	6 38	2 1%	1 28	2 31	1 ; 1%	1 28	2 1왕	5 3%	4 2ቄ	4 28	-	20 5%	6 18	21 5 %	6 28	2 : 19	2 5 31	3 1¥	3 12%
NOT SURE / REFUSED	-	3 1%	1 *	1 *	2 *	-	-	-	-	-	-	-	-	-	-	-	-	2 *	1 *	1 *	1 *	-	-	-	-
DID NOT ATTEMPT TO CONTACT VERIDIAN CONNECTIONS	Э6В 82%-	356 79%	382 83%	362 77%	382 848	319 5 83%	163 82%	156 84%	35 88%	63 84%	142 85%	33 81%	123 86%	159 81%	161 82%	142 84%	10 78%	313 81%	328 63%	310 ; 78%	330 86%	117 B19	45 625	181 : 82%	19 76%

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

		TIME OF		CONTACI HYDRO?		PROBLEM		ECENT		rime SI (Months	;)			ACCESS WEBSITE	3	SMART METER	DATA	=====	YTHERS		VERIDI TRACKI	EAN CON	NECTION	ទេ
	TOTAL	YES !		TES N	ю !	YES N	10 V	78 V	DS 1		7-12 4						NO		UNSUP					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 1008	35 : 100%	9 100%	83 100%	368 100%	74 100ቴ	9 100%	39 100%	6 100ቄ	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	3 76 1001	18 100	2 % 100	68 % 100		69 8 100%	70 100%	68 100%
SOLVED	74 168	6 : 17%	1 12%	74 89%	-	74 100%	-	37 968	1 17%	3 78%	15 96%	17 95≹	32 84%	21 26%	40 159	4 5 21%	58 15	5 8 28		17 25			15 22%	12 17%
NOT SOLVED	9 21	-	-	9 11%	-	-	9 100%	2 4ቼ	5 83%	1 228	1 48	1 5왕	6 168	6 ; 78	3 19	-	9 31	-	-	2 2		6 8 88	2 3%	4 6음
NOT SURE / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 21	- ă	-	1 1%
DID NOT ATTEMPT TO CONTACT VERIDIAN CONNECTIONS	368 825	29 83%	7 88%	-	368 100%	-	-	-	-	-	-	· -	-	56 67क	229 84	15 k 791	309 82	13 8 72					52 75%	52 76학

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

						RES1DE																			
			ean con	NECTIC	ns	TTERE			ANNUAL HOUSEE - '000	PRE-1 OLD IN S	TAX ICOME							VERIDI	AN CON	NECTIO			IBR LOY		
		TRACKI								====== \$40-					HOUSEH			TRACK1				SEC-	STILL FAVOR		АТ
	TOTAL	2012	2011	2010	2009	TOTAL 1	MEN 	WOMEN	<\$40			18-34			1-2		-		2011	2010	2009		ABLE	ERENT	RISK
UNWID, TOTAL	451	452	462	467	454	384	198	196	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WID. TOTAL	451 100%	452 100%	462 5 100%	467 100%	454 100%	383 100%	197 1004	186 1004	40 100%	75 100%	167 100%	41 5 100%	144 100%	195 100%	196 : 100%	169 100%	13 100%	384 100%	393 100%	397 100%	396 100%	144 100%	55 100%	221 100%	25 100%
TOP 2 BOX	319 71%	331 73%	311 ; 67%	347 74%	313 69%	266 70%	133 678	134 ; 728	29 5 728	61 82%	121 728	34 838	101 70%	130 67%	134 68%	123 73왕	7 54%	281 73%	260 66%	289 738	265 69%	128 89%	35 648	138 62%	13 51≹
(4) AGREE STRONGLY	178 40%	189 428	170 37%	210 45%	179 398	144 38%	65 338	79 : 428	17 42%	37 498	61 368	23 56%	52 36%	69 35%	70 36%	72 428	2 15%	166 43ን	140 36왕	176 448	154 40%	103 72%	16 29%	53 24%	େ 23୫
(3) AGREE SOMEWHAT	141 31≹	142 31%	141 ; 30%	137 29%	134 29%	122 32%	67 34३	55 30%	12 30%	25 338	60 368	11 27%	49 34*	61 31%	65 33%	51 30%	5 39%	115 30%	119 30%	112 28%	111 29%	25 178	19 35%	84 38%	7 28ቄ
(2) DISAGREE SOMEWHAT	13 3%	19 4%	12 38	22 58	11 3%	10 3%	6 38	4 2₹	3 ; 7€	1 1%	2 18	2 : 5%	2 1%	6 38	6 ∃¥r	3 2왕	-	11 3%	12 3%	21 5%	8 2%	1 18	-	7 38	5 20%
(1) DISAGREE STRONGLY	4 18	7 2월	4 18	15 3*	5 1%	4 1€	4 2≹	-	-	-	3 2€	-	2 1%	2 1%	1 1%	3 2%	-	7 28	3 18	13 3%	5 1%	-	-	2 1%	2 8ቄ
BOTTOM 2 BOX	17 4ቼ	26 6놓	16 48	38 8%	17 4음	14 48	10 5%	4 2%	3 78	1 1%	5 38	2 58	4 38	8 48	7 크왕	6 3ቴ	-	17 58	15 4%	34 9%	13 3%	1 1%	-	9 4왕	7 28%
NEITHER	47 10%	28 6%	42 9≹	17 4ቼ	41 98	45 128	24 125	21 11%	4 10%	7 98	16 10%	2 5%	14 10%	28 15≹	27 14%	14 B%	3 23%	27 78	41 10%	17 4%	31 8%	3 2*	7 13%	34 15%	2 8ቼ
DON'T KNOW / REFUSED	68 15%	67 15%	93 20%	66 14%	83 18%	58 15%	31 16%	27 15%	4 10%	6 88	25 15∛	3 : 7%	25 18キ	29 15%	28 14%	26 16%	3 23%	59 15%	78 20월	59 14%	77 208	12 8%	13 23%	40 18%	3 13%
MEAN S.D. S.E.	3.47 0.63 0.03	0.69	0.63	3.41 0.77 0.04		0.64	3.36 0.70 0.06	3.54 0.55 0.05	3.44 0.67 0.12	3.57 0.53 0.07	0.65		3.44 0.63 0.06		0.61		0.48			3.40 0.78 0.04		3.79 0.43 0.04		3.29 0.62 0.05	

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

																		WORK			CIAL B			
		TIME OF BILLING	3	HYDRO?	-	PROBLEM	e e	ECENT XPERII	NCE	(MONTH:			5	ACCESS FEBSITE		SMART MÉTER I	ATA	WITH C	THERS		VERIDIA TRACKII	AN CONE NG	NECTION	NS
	TOTAL			YES N	10		10 V	rs v	/DS	12+ '	7-12 (з 1		ю	YES 1	NO.	SUFP	VERY UNSUP	DIAN	2012	2011 2		
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
WID. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 100≹	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 1009	19 5 100%	376 100%	18 100%	2 i 100%	68 100%	68 : 100%	69 100%	70 100%	68 100%
10P 2 BOX	319 71%	24 68%	4 51%	74 89¥	245 678	68 93キ	5 56%	38 97%	2 33%	4 100%	16 100%	15 83%	32 848	61 73월	195 72 ⁹	13 5 68%	268 718	13 729	1 \$ 50%	52 5788	50 73≹	51 748	58 83%	48 718
(4) AGREE STRONGLY	178 40%	12 34%	2 25%	49 59왕	129 35%	46 63¥	2 26%	34 878	-	3 75%	10 62%	10 56%	22 58ዩ	40 48왕	107 39	10 52%	119 ⊈0%	9 499	-	34 50%	23 34%	30 43ዬ	34 48%	25 37%
(3) AGREE SOMEWHAT	141 31%	12 35%	2 25३	25 30%	116 31%	22 30%	3 318	4 10%	2 33%	1 25%	6 38%	5 278	10 26等	21 258	88 33	3 16%	118 31%	4 221	1 5 50%	18 ; 271	26 39%	21 31%	24 35ዩ	23 34%
(2) DISAGREE SOMEWHAT	13 38	3 ; 9%	-	3 48	10 3%	1 2%	2 21%	-	2 32%	-	-	1 5ኝ	2 5ዩ	3 4%	5 2	-	10 3%	1 69	-	3 51	8 5 12%	1 1%	1 2왕	3 - 4ፄ
(1) DISAGREE STRONGLY	4 1%	1 ; 3%	-	2 2६	2 18	1 1%	1 10%	-	1 168	-	-	-	2 58	1 1%	1 *	-	3 18	;	-	-	1 1%	1 18	2 3%	1 : 1%
BOTTOM 2 BOX	17 48	4 ; 12%	-	5 68	12 3월	2 3%	3 31%	-	3 498	-	-	1 · 5%	4 11%	4 58	6 2	~ 8	13 3%	1 5 65	- 8	3 5'	9 5 13%	2 2ቴ	4 5ቄ	4 6%
NEITHER	47 10%	4 5 11%	2 24%	1 18	46 13%	1 1%	-	-	-	-	-	1 68	-	10 12%	26 10	2 118	39 10%	1 5 6		2 3!	1 5 28	2 2*	-	10 15%
DON'T KNOW / REFUSED	68 158	3 5 88	2 251	3 : 4%	65 18%	2 ; 3%	1 11%	1 3%	1 184	-	-	1 6*	2 5*	8 10%	44 16	4 8 21%	56 15%	3 \$ 16 ²	1 8 501	10 \$ 15	8 11%	15 228	8 12%	6 5 9%
MEAN S.D. S.B.	3.47 0.63 0.03	0.81		0.70	0.61	0.60	2.83 1.05 0.36	0.31	0.84	0.51	0.50	0.63	0.85	0.66	0.57	3.76 0.44 0.12	0.62	0.66	0.00	0.61	0.74	0.61	0.72	0.68

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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

						RESIDE																			
		TRACK	ING	NNECTI(ANNUAL HOUSEH - '000	S PRE-T KOLD IN NS	AX COME				HOUSER				AN CON				ER LOY STILL		
	TOTAL			2010		TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34	35-54	55+	====== 1-2	3-5	6+	2012			2009		FAVOR		
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	451 100≹	452 100	462 100		454 ; 100%	383 100%	197 100%	186 : 100%	40 100%	75 100%	167 1008	41 5 100%	144 100%	195 100%	196 5 100%	169 100%	13 100%	384 100%	393 100%	397 1008	386 100%	144 1004	55 : 100%	221 100%	25 100%
TOP 2 BOX	344 76%	343 76	339 5 73		323 718	291 ; 76%	145 74%	146 78%	33 83%	65 878	127 76%	35 86€	103 71%	150 778	148 5 76%	130 77%	8 62%	292 76%	287 73%	301 768	268 ; 70%	138 967	45 ; 82∛	148 67%	10 40%
(4) AGREE STRONGLY	160 36월	156 349	151 33		167 378	130 : 34%	57 298	73 39%	19 48%	30 40종	53 32%	20 498	40 28%	69 35%	73 37%	54 32%	2 1.6%	133 35%	122 31%	135 34%	139 36%	106 739	16 : 29월	38 17€	-
(3) AGREE SOMEWHAT	184 418	187 415	189 5 41		156 34%	162 42%	89 45&	73 39%	14 35%	35 47%	74 443	15 37%	62 43%	81 42%	75 38%	75 45≹	6 46%	158 41%	164 428	166 42%	129 : 33%	32 238	29 53%	109 49%	10 40%
(2) DISAGREE SOMEWHAT	22 5ቼ	32 71	30 5 7		28 6%	21 5%	15 8%	6 38	3 78	5 78	7 48	2 7 5%	10 7왕	9 58	11 : 6%	9 58	1 78	29 8%	25 6*	16 48	24 68		-	16 7%	6 24%
(1) DISAGREE STRONGLY	14 3왕	25 61	14 5 3 ¹		13 38	11 3%	8 4-8	3 2%	-	-	5 3%	-	5 4 %	6 38	4 28	7 4동	-	24 6%	12 3%	15 48	12 3%	-	1 28	7 38	5 21१
BOTTOM 2 BOX	36 8%	57 139	44 10	40 8 98	41 98	32 88	23 12%	9 5*	3 78	5 7움	12 78	2 5%	15 10%	15 8%	15 : 8왕	16 10%	1 7ቄ	53 148	37 9₹	30 8%	36 98	-	1 2%	23 10%	11 44%
NEITHER	24 5%	14 39	22 5 5		38 38	21 5%	11 6%	10 5%	-	2 3∛	12 7%	2 58	8 6 ቴ	11 68	10 5%	11 78	-	11 3%	22 68	15 4%	34 9%	1 18	2 48	18 88	2 8ቄ
DON'T KNOW / REFUSED	47 10ቄ	38 81	57 129	61 8 138	51 11%	39 10%	18 98	21 11%	4 10%	3 4%	16 10%	2 58	18 13%	19 10%	23 12%	12 7%	4 318	29 7%	47 12€	51 13%	48 12%	5 3%	7 13%	32 15%	2 7*
MEAN S.D. S.E.		0.93	0.75		0.77	3.27 0.73 0.04	0.77	3.40 0.66 0.05	0.65	0.61	0.72	0.60	0.76		3.33 0.71 0.06	0.77	0.60		3.23 0.74 0.04		3.30 0.78 0.04	3.77 0.43 0.04		0.69	2.23 0.84 0.18

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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

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	Z	ILLIN	3 1	CONTACI TYDRO?	S	ROBLEN	E	ECENT XPERI	ENCE	FIME SI (MONTHS	3)		٩	ACCESS WEBSITI		SMART METER 1	DATA	WORK WITH C	THERS		VERIDIA TRACKLI	AN CONN NG	IBCTIO	1S
	TOTAL Y		10	YES D	10 Y	tes n			VDS	12+ 1	7-12		-3	YES I	90 10		S OR	SUPP	UNSUP		2012			
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	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	36 100%	83 100%	271 100	19 \$ 100%	376 100%	18 100%	2 ; 100%	68 : 100%	68 : 100%	69 100%	70 100%	68 100%
TOP 2 BOX	344 76%	26 75왕	6 75≹	70 84ዩ	274 748	65 89%	5 48%	38 98%	1 16%	4 100%	16 100%	13 73ዩ	31 82%	61 73%	208 77	15 8 798	288 77%	15 84%	1 50%	53 578%	51 76%	53 76%	49 70%	55 81%
(4) AGREE STRONGLY	160 36%	8 23%	2 25%	36 44%	124 34%	35 47ዩ	2 18%	26 678	-	3 78%	5 30%	8 45%	17 45%	35 42%	95 35		136 36%	8 449	-	30 45₹	23 ; 33%	28 41동	28 40%	28 41%
(3) AGREE SOMEWHAT	164 41%	18 52%	_ <u>4</u> 49%	34 41ዩ	150 41%	31 42%	3 30%	12 30%	1 16%	1 22왕	11 70왕	5 28%	14 37%	26 31%	113 42	6 8 328	151 40%	7 409	1 5 50%	22 331	29 42%	24 35%	20 29%	27 40%
(2) DISAGREE SOMEWHAT	22 5%	2 68	-	8 10%	14 48	5 7*	3 30%	-	3 498	-	-	3 178	5 13%	10 12%	6 3		17 48	-	1 501	1 k 19	3 5 4∛	5 7%	7 11%	4 68
(1) DISAGREE STRONGLY	14 3%	2 6 8	1 13%	2 2%	12 3%	~	2 22%	-	2 349	-	-	-	2 5≹	2 ; 2%	9		11 3%	-	-	3 58	1 5 28	2 3%	2 3%	2 28
BOTTOM 2 BOX	36 8%	4 12%	1 13%	10 12%	26 7%	5 78	5 52%	-	5 84%	-	-	3 178	7 18%	12 14%	17 6		28 71	-	1 50		5 5 78	7 10%	10 148	5 8%
NEITHER	24 5%	3 8%	_	-	24 7%	-	-	-	-	-	-	-	-	3 4%	17 6	1 ६ 58	20 51	1 5		3 51	3 18 18	-	2 2%	4 6참
DON'T KNOW / REFUSED	47 108	2 5%	1 13%	3 ; 4%	44 128	3 48	-	1 28	-	-	-	2 11%	-	7 9≹	29 11		40 117	2 11	- १	8 12	9 138	9 14%	10 14%	4 6%
MEAN S.D. S.E.	3.29 0.74 0.04	3.06 0.78 0.14	3.00 1.01 0.39	3.30 0.76 0.08	3.29 0.74 0.04	3.42 0.63 0.07	2.45 1.08 0.35	3.69 0.47 0.08	1.82 0.76 0.31	0.48	$3.30 \\ 0.48 \\ 0.12$	0.79	0.88	0.81	0.73	3.40 0.71 0.17	0.73	0.52	0.69	0.79	0.70	0.79	0.83	0.71

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

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						RESIDEN																			
	,	VERIDI	AN CON	NECTIO					ANNUAL HOUSEH	PRE-I	AX			*****	*****					NECTIO			ER LOY		
		TRACKI								 \$40-						OLD SI		TRACKI				SEC-	STILL FAVOR		AT
	TOTAL	2012			2009	TOTAL N	EN	WOMEN	<\$40			18-34	35-54	55+	1- 2	3-5 (5+ 	2012	2011	2010	2009	URE	ABLE	BRENT	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 1008	186 1009	40 5 100%	75 100%	167 100%	41 8 1008	144 100ቼ	195 100≹	196 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 100%	144 100%	55 5 100%	221 100%	25 100%
TOP 2 BOX	329 73%	303 67%	309 67≹	333 71%	337 748	278 73%	132 678	146 789	32 ; 80%	58 778	125 758	37 5 90%	95 66%	143 73%	144 748	122 72%	8 61%	259 67*	264 678	290 ; 73%	294 76∜	135 948	45 82%	139 63≹	7 28ዩ
(4) AGREE STRONGLY	124 27%	113 25%	102 22%	116 25왕	100 22ቄ	105 27%	49 258	56 ३ ३०१	17 \$ 42%	28 378	39 23%	12 ; 29%	31 21%	62 32욱	59 30%	46 27€	-	100 26%	89 23%	100 : 25%	83 218	84 568	8 : 14%	32 148	1 4왕
(3) AGREE SOMEWHAT	206 46%	190 428	207 45%	216 46%	236 52%	173 45%	83 429	90 : 481	15 38%	30 391	86 521	25 5 618	64 45%	81 41%	86 443	76 45%	8 61%	159 41%	175 45%	190 : 48%	211 55%	52 361	37 8 68%	108 498	6 24왕
(2) DISAGREE SOMEWHAT	61 14%	66 15%	76 168	67 14%	37 8%	56 15¥	33 178	23 5 121	3 5 78	12 15%	23 149	4 108	25 178	27 14ኝ	29 158	23 14%	3 24%	50 13%	60 15%	52 : 13%	30 88	4 : 39	6 5 118	45 20학	5 20등
(1) DISAGREE STRONGLY	30 718	50 11%	47 10%	31 7≹	31 78	26 78	19 108	7 5 48	3 5 88	3 48	11 ; 78	- 5	13 9%	13 78	9 48	17 10%	-	45 12%	43 118	27 ; 7%;	25 6%	1 : 19	2 \$ 48	18 8≹	8 32%
BOTTOM 2 BOX	91 20%	116 26%	123 278	99 21%	68 15%	82 21%	52 268	30 ; 169	6 15%	15 198	34 208	4 10%	38 27%	40 20%	38 19%	40 248	3 24월	95 25∛	103 26%	79 ; 20%	55 14%	5 ; 34	8 5 14%	63 298	13 53%
NEITHER	12 3%	11 3%	8 28	4 18	25 6놓	9 2%	5 38	4 2 2 3	-	1 1%	2 11	-	5 48	4 2%	5 38	4 3&	-	11 3%	8 28	4 ; 1%	20 5%	1 וו ו	-	8 48	1 4ጜ
DON'T KNOW / REFUSED	19 48	22 5%	22 5*	32 7*	24 5%	14 4१	8 43	6 5 31	2 5 5 8	2 38	7 : 49	- š	6 48	8 4*a	9 5*	3 2%	2 16%	19 5%	17 43	25 1 6%	17 48	3 21	2 \$ 48	10 48	4 15%
MEAN S.D. S.E.		2.87 0.94 0.05	0.91	2.97 0.85 0.04	3.00 0.80 0.04	0.86	2.88 0.92 0.07	0.77	0.91	0.84	2.96 0.82 0.06		0.89	3.05 0.88 0.06	0.82	0.92	0.47	0.96	0.92	2.98 0.84 0.04	0.78	0.59	0.64	2.75 0.82 0.06	0.97

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

																		WORK			CIAL B			
		BILLIN	G	CONTAC HYDRO?		PROBLET SOLVED	? 1	RECENT SXPERI	ENCE	TIME S: (MONTH:	5)			ACCESS WEBSIT	Ē	SMART METER	DATA	WITH C			VERIDI TRACKI	an con Ng	NECTIO	NS
	TOTAL		NO								7-12		<3		NO		—————— ОИ	SUPP	UNSUP	DIAN	2012	2011	2010	
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	451 100	35 ≹ 100%	8 100%	83 : 100%	368 100%	74 5 100%	9 100%	39 100%	6 100%	₫ 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 % 100%	376 100%	18 : 100%	2 5 1005	68 100%	68 5 100%	69 100%	70 100%	68 10 0 %
TOP 2 BOX	329 73	27 \$778	6 75	64 ; 77%	266 72%	57 ; 78%	6 69%	33 848	3 51%	4 100%	13 81%	16 89%	26 68%	58 69%	201 74	13 % 69%	275 738	15 838	-	51 76%	44 65∛	45 65≹	43 61%	43 63움
(4) AGREE STRONGLY	124 27	10 8 28%	1 128	27 32%	97 268	24 338	3 27%	16 40€	-	3 75%	4 23€	6 ∃4≹	12 31%	25 30%	71 26	8 8 428	102 278	6 331	-	19 271	13 : 19%	13 198	17 24%	18 26%
(3) AGREE SOMEWHAT	206 46	17 8 498	5 638	37 ; 45%	169 46%	33 ; 45%	4 42%	17 45%	3 51%	1 25%	9 58%	10 55%	14 378	33 398	130 48	5 8 278	173 468	9 501	-	33 49%	31 46%	31 458	26 378	25 378
(2) DISAGREE SOMEWHAT	61 14	2 ৳ 58	1 138	8 ; 10%	53 148	7 5 108	1 10%	2 5ቼ	2 338	-	3 198	1 6%	4 11%	15 18%	36 13	3 % 15%	53 148	1 68	-	5 71	16 23%	16 23%	15 22%	7 10%
(1) DISAGREE STRONGLY	30 7	4 128	_	5 6%	25 71	3 5 48	2 21%	-	1 16%	-	-	1 6%	3	6 ; 7%;	19 7	- 010	26 78	1 5 5 5	2 1004	4 8 61	5 88	4 68	5 7क्ष	6 98
BOTTOM 2 BOX	91 20	6 178	1 138	13 5 16%	78 21%	10 5 14%	3 31%	2 5%	3 49%	-	3 198	2 11%	7 193	21 : 25%	55 20	3 % 15%	79 218	2 5 119	2 5 100	9 149	21 31%	20 28%	20 28%	13 198
NEITHER	12 3		-	1 1号	10 39	1 5 18	-	-	-	-	-	-	1 3%	1 18	6 2	-	10 34	-	-	2 31	1 7 18	-	-	5 8%
DON'T KNOW / REFUSED	19 4	1 8 38	1 139	5 5 68	14 43	5 5 78	-	4 11%	-	-	-	-	4 118	3 5 48	9 3	3 % 16%	11 31	1 5 68	-	5 71	- 2 5 - 3%	5 7≹	7 10%	7 10%
MEAN S.D. S.E.	0.85	3.00 0.94 0.16							2.35 0.81 0.33	3.75 0.51 0.26	3.04 0.67 0.17			0.91		3.32 0.79 0.20				0.82	0.85			

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

								BILL F	-																
		VERIDI TRACKI		NECTIC					ANNUAL HOUSEH - '000	PRE-T OLD IN S	ax Come					iold si		VERIDI TRACKI	AN CON				ER LOY		
				2010		TOTAL	MEN			\$40- <\$70	\$70+	 18-34	35-54	55+			6+	2012		2010	2009	URE	FAVOR I ABLE	DIFF ERENT	
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%	1008	5 1009	100%	100%	100%	100%	: 100%	; 100%	100%	1008	; 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	109	7
	61%	588	541	\$63%	59%	60%	55%	5 66%	; 80%	72%	551	; 73%	60%	588	5 623	: 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]	85	69	92	74	85	3	22	1
	25%	229	5 179	5 23%	198	25왕	258	26%	52%	26%	248	348	238	268	5298	23%	7왕	22%	18%	23%	19%	: 59%	68	10%	48
(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%	369	5 378	\$ 41%	418	35%	318	398	; 27%	46%	318	39%	378	32%	338	37%	315	7 33%	378	423	418	: 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	ጋ	8	49	7
	16%	144	159	5 10%	10%	17%	21∛	: 128	; 5%	98	218	; 20%	18%	15%	5 13%	20%	16%	15%	16%	9%	9%	6%	14놓	228	27ቄ
(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
	98	148	141	5 10%	10%	9≹	10∛	5 98	28	88	9१	5 28	13%	8%	5 98	: 10%	88	; 15%	13∛	10%	9%	18	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%	289	5 298	5 21%	198	26%	318	; 21%	; 8%;	17%	309	; 22€	31%	238	228	: 30%	248	; 29%	29%	19%	19%	: 7%	19왕	34왕	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
	6월	49	5 5	5 38	98	6왕	69	6%	5%	48	78	; 5%	48	98	5 8%	: 4 등	15≹	: 48	5%	3%	8%	3%	7≹	7왕	4%
DON'T KNOW / REFUSED	37 8%	47 108	55 5128	60 5 13%	59 13*	29 8%	16 81	13 5 7 8	Э ; 8%;	5 7≋	14 8월	-	9 58	20 10%	16 \$ 8%	10 58	3 238	43 ; 11%	48 12%	48 12%	51 13%	6 4%	7 13%	23 10%	1 4ዩ
MEAN S.D. S.B.	2.89 0.94 0.05	2.78 1.01 0.05	2.70 0.98 0.05	2.91 0.93 0.05	2.87 0.91 0.05	2.88 0.95 0.05		2.96 0.92 0.07	3.48 0.74 0.13	3.01 0.88 0.11	2.81 0.97 0.08	3.10 0.82 0.13	2.76 0.99 0.09					2.74 1.03 0.06			2.89 0.91 0.05	3.55 0.66 0.06	2.77 0.67 0.10	2.57 0.88 0.07	0.93

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

																		NODY			CIAL B			
		BILLIN	G :	CONTAC. HYDRO?		PROBLEI SOLVED:	2 1	RECENT EXPERI	ENCE	TIME S: (MONTH:	3)			ACCESS WEBSIT	E	SMART METER I	DATA	WORK WITH C VERY			VERIDI TRACKI	AN CON NG	NECTIC	NS
	TOTAL		NO		OR.		v OF	VS ·	VDS	12+ '	7-12		<3		NO		NO	SUPP	UNSUP	DIAN	2012	2011		
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	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	୍ଚ 100%	4 100%	16 100%	18 100%	38 100%	83 5 100%	271 1009	19 100%	376 100%	18 5 100%	2 1009	68 100%	68 5 100%	69 100%	70 100%	68 100%
TOP 2 BOX	274 61%	22 63%	5 62%	52 63%	222 60%	44 60¥	8 82%	29 758	5 84%	3 75%	9 57¥	11 61%	24 638	53 64%	160 59	11 \$ 58%	229 61%	8 : 45%	1 50	43 8 648	50 ; 73%	39 56%	36 52 ት	37 548
(4) AGREE STRONGLY	111 25%	8 23%	1 12%	21 25%	90 24월	18 25%	3 318	11 28%	1 18%	2 48%	1 6%	4 22%	12 328	22 5 278	63 23	6 8 318	93 258	6 348	1 501	14 8 208	16 ; 23%	12 178	14 20%	11 16%
(3) AGREE SOMEWHAT	163 36%	14 40%	4 51%	3 1 37%	132 368	26 368	5 51%	18 478	4 66%	1 26%	8 51%	7 39%	12 31%	31 37%	97 36	5 1: 27%	136 36%	2 118	-	29 4 31	34 50%	27 39ዩ	22 32%	26 38%
(2) DISAGREE SOMEWHAT	74 16%	4 12%	2 25%	12 15%	62 178	11 158	1 10%	3 8*	1 16%	1 25왕	1 7%	5 28%	5 139	16 19%	46 17	2 10%	64 178	4 5 228	-	11 169	7 5 10%	9 138	12 178	7 10%
(1) DISAGREE STRONGLY	40 98	4 : 11%	1 13%	6 78	34 98	5 ; 7१	1 7ቄ	1 2६	-	-	3 17%	1 6%	2 59	8 k 10%	24 9	5 \$ 26%	29 81	2 5 119	1 5 50	4 8 69	6 5 9%	13 19%	8 12%	7 10%
BOTTOM 2 BOX	114 25%	8 : 23%	38%	18 22%	96 26%	16 ; 22%	2 18%	4 9%	1 16%	1 5 25%	4 24%	6 348	7 199	24 8 29%	70 26	7 8 378	93 251	6 5 349	1 5 50	15 8 229	13 5 19%	22 32%	20 29%	14 20ቴ
NEITHER	26 68	2 68	-	4 5%	22 6%	4 i 5%	-	3 8%	-	-	2 13%	-	2 53	1 \$ 18	18 7	-	23 68	2 8 118	-	2 31	1 5 18	2 2%	2 28	10 15%
DON'T KNOW / REFUSED	37 87	3 : 8%	_	9 11%	28 81	9 ; 12왕	-	3 8%	-	-	1 6%	1 6%	5 139	5 \$68	23 9	1 \$5%	31	2 8 118	- \$	8 123	5 8 78	7 10%	12 17%	8 11%
MEAN S.D. S.E.	0.94				2.87 0.94 0.05	2.94 0.91 0.12		3.20 0.70 0.12		3.23 0.96 0.49						2.67 1.24 0.29			2.06	0.84	0.87	2.61 1.04 0.13	2,75 1.00 0.13	2.01 0.93 0.13

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MARCH 28 - APRIL 11, 2013

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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

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						RESIDE																			
		VERIDI TRACKI		NECTIC			=====		ANNUAL HOUSEH - '000	PRE-1 OLD IN S	AX ICOME				HOUSER				'AN CON	NECTIC			ER LOY.		
				2010		TOTAL	MEN	WOMEN		\$40-											2009		FAVOR 1 ABLE	DIFF	
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 1004	186 100%	40 5 100%	75 100€	167 100%	41 5 100%	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	350 78%	345 76ቴ	351 76%	392 84%	371 82%	295 : 77%	144 738	150 81%	28 69%	61 82%	133 808	35 85%	108 75ზ	148 76%	150 77%	132 78%	9 69*	291 76%	299 76%	334 84%	319 83¥	130 90%	48 87월	159 72%	8 32ቄ
(4) AGREE STRONGLY	181 40%	164 36%	156 34%	196 42%	191 42%	159 42%	`66 34≹	93 50%	18 45%	39 52%	71 428	19 5 46%	58 40%	81 41%	85 448	67 408	5 37%	142 378	132 34%	167 42%	173 45%	109 76%	20 36%	50 238	2 8%
(3) AGREE SOMEWHAT	169 37%	181 40%	195 42%	196 42%	180 40%	136 35%	78 408	57 318	10 ; 25%	23 30%	63 371	16 39%	51 35%	67 34%	65 338	66 39%	4 328	149 39¥	167 438	167 42%	146 38%	21 158	28 51€	109 49%	େ 24%
(2) DISAGREE SOMEWHAT	37 88	39 9%	28 61	40 9%	34 7%	35 9%	21 11%	14 78	з ; 78	7 9왕	13 88	4 : 10%	15 10ዩ	16 8월	17 9%	16 9%	1 78	35 9%	21 5%	33 8%	30 8≹	-	3 5≹	28 13%	6 24≹
(1) DISAGREE STRONGLY	11 2ዩ	21 5¥	13 38	13 3%	15 38	9 2%	7 4≹	2 18	1 5 3%	1 18	4 2%	-	6 48	3 28	2 1%	6 48	1 8%	17 4%	10 3%	11 38	12 3%	-	1 2%	5 2¥	3 12%
BOTTOM 2 BOX	48 11%	60 13%	40 98	53 11%	48 11%	44 11%	28 14%	16 9%	4 108	8 118	17 10%	4 : 10%	21 15¥	19 10%	19 10%	22 13왕	2 16%	52 14%	32 8%	44 11%	42 11%	-	4 7ቄ	33 15%	9 36*
NEITHER	23 5%	10 2%	22 5%	2 *	⊥2 3%	22 6%	12 68	10 5%	3 ; 8%	2 3ቶ	9 58	1 2%	8 5∛s	13 7%	14 78	7 48	1 7ቼ	8 2६	20 5¥	2 *	7 2ቴ	3 2*	2 48	15 78	3 12%
DON'T KNOW / REFUSED	31 78	37 8%	49 11%	20 48	23 58	23 68	13 7%	10 5%	5 13%	4 5왕	8 5%	1 2%	7 5*s	15 88	13 78	8 5*] 8%	33 98	41 11%	17 48	19 5%	11 8%	1 28	14 6%	5 19%
MEAN S.D. S.E.	3.31 0.75 0.04	0.81	0.73	3.29 0.75 0.04	0.77		3.18 0.80 0.06	3.45 0.70 0.05	0.80	0.74	3.33 0.75 0.06	3.38 0.67 0.11	0.84	0.73	0.71	0.80	0.99		3.27 0.72 0.04		0.77			0.71	

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

																				COMMER				
		TIME OF		CONTAC: HYDRO?		PROBLEM	? E	ECENT XPERII	ENCE	TIME SI (MONTHS	5)		Ŧ	ACCESS	3	SMART METER I	DATA	WORK WITH O	THERS	•	VERIDIA FRACKIJ	AN CON NG	NECTIO	ns
	TOTAL	YES J	NO.			YES N	<i>v</i> 07	7S 1			7-12 4			YBS I			NO.			VERI-				
UNWID. TOTAL	451	35	8	63	368	73	10	39	6	4	16	18	38	83	271	19	376	19	2	67	67	66	72	67
WTD. TOTAL	451 1008	35 \$ 100%	8 100%	83 : 100%	368 100%	74 100왕	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 5 100%	376 100%	18 100%	2 : 100%	68 : 100%	68 100%	69 100%	70 100%	68 100%
TOP 2 BOX	350 781	27 5 778	7 87%	67 : 61%	283 77%	61 83%	6 59%	35 90%	2 34%	4 100∜	15 948	14 78ዩ	29 77%	65 78*	210 78%	16 84%	291 778	17 948	-	55 81∛	54 80월	51 74울	58 83%	52 768
(4) AGREE STRONGLY	181 409	13 5 37%	4 498	35 ≰42%	146 40%	31 42%	4 39%	21 538	1 16%	2 488	9 56%	8 44%	15 398	42 50ቄ	102 388	11 58%	148 39%	12 : 65%	-	22 328	22 32%	24 34동	29 41%	18 27%
(3) AGREE SOMEWHAT	169 378	14 \$ 41*	3 391	32 5 39%	136 37%	30 41%	2 21%	14 37≹	1 169	2 52%	6 38%	6 34%	14 378	23 28%	108 409	5 \$26%	142 38%	5 ; 298	-	33 498	32 48%	28 403	29 41%	34 498
(2) DISAGREE SOMEWHAT	37 81	6 \$ 17%	-	9 118	28 8%	7 10%	2 21%	3 8%	3 50%	-	-	3 178	5 13%	11 13%	19 79	-	29 8₹	-	-	2 3%	4 6*	6 9%	8 11%	4 6*
(1) DISAGREE STRONGLY	11 25	2 6%	-	1 1%	10 3%	-	1 10%	-	-	-	-	-	1 28	2 28	7 34	-	9 28	-	2 100¥	2 38	4 5%	2 ३%	2 28	3 ; 48
BOTTOM 2 BOX	$\begin{array}{c} 48\\11^{\circ}\end{array}$	8 ≰23%	-	10 12%	38 10%	7 10%	3 30%	3 88	3 501	-	-	3 178	6 16%	13 16%	26 101	- k	38 104	-	2 100%	4 5 68	8 11%	9 12%	9 13%	7 5 10%
NEITHER	23 5	-	-	યં 5%	19 5%	4 58	-	1 3%	-	-	1 6*	1 6%	2 5%	2 2%	14 5	2 % 11%	21 68	-	-	1 23	2 3%	2 2%	-	5 78
DON'T KNOW / REFUSED	31 7	- 8	1 139	2 ≵ 3∛s	29 8%	1 28	1 10%	-	1 169	-	-	-	1 2ዩ	3 4%	21 85	1 8 5%	27 71	1 5 69	- 5	8 12%	4 ; 6%	8 118	3 48	5 ; 78
MEAN S.D. S.E.	0.75	3.08 0.89 0.15	3.56 0.54 0.21		3.31 0.76 0.04		2.98 1.11 0.38		2.62 0.91 0.41		3.59 0.51 0.13			3.35 0.81 0.09	3.29 0.74 0.05	0.48	3.31 0.75 0.04	3.69 0.48 0.11	1.00 0.00 0.00		3.17 0.80 0.10	3.21 0.79 0.10	0.76	0.76

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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

								BILL																	
		VERID: TRACK		NNECTIC					ANNUAL HOUSEN	, PRE-1 IOLD IN S	'AX ICOME							VERIDI	ian coi				MER LOY		
		======				TOTAL	MEN	WOMEN	<\$40	\$40-	\$70+	====== 18-34						TRACK) 2012				SEC- URE	STILL FAVOR ABLE	DIFF	
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 1008	452 1004	462 k 100	467 8 1008	454 1008	383 1004	197 100	186 1009	40 : 100%	75 100%	167 100%	41 5 1008	144 100%	195 : 100%	196 8 100%	169 100%	13 1001	384 100%	393 1008	397 100%	386 100%	144 5 100%	55 100%	221 100%	25 100%
TOP 2 BOX	275 61%	263 589	244 53	302 1 65%	303 67%	238 629	111 569	127 8 689	29 72%	50 66%	106 63%	29 ; 71%	87 ; 608	120 5 625	120 8 618	109 64%	6 471	227 1 591	212 54%	259 65%	256 66%	117 5 81%	39 5 71%	110 50%	6 25%
(4) AGREE STRONGLY	73 168	66 154	75 8 16	104 8 22%	93 21%	66 17%	28 14	38 5 201	12 30%	19 25%	24 15≹	9 ; 22	23 : 16%	33 178	37 : 19%	28 16%	1	58 \$ 15%	66 178	90 23%	80 21%	52 36%	6 : 11%	13 6%	2 78
(3) AGREE SOMEWHAT	202 45%	197 448	169 378	197 8 428	210 46%	172 45%	83 429	90 : 488	17 : 42%	31 418	81 498	20 498	63 448	87 458	84 438	81 43%	5 398	169 44%	146 378	169 43%	175 45%	65 45%	33 : 60%	97 448	4 178
(2) DISAGREE SOMEWHAT	7 1 168	67 15%	74	66 5 148	55 128	60 16%	37 : 199	23 5 121	2 58	10 13%	31 198	10 24%	26 18%	24 12%	27 5 148	29 1 7 %	4 31.8	58 515%	59 15%	54 148	49 13%	13 98	4 i 7%	52 24%	2 8%
(1) DISAGREE STRONGLY	64 14%	81 18%	97 : 214	48 5 10%	38 8%	54 148	37 198	17 5 98	5 13%	10 13%	23 148	-	21 15%	33 178	25 : 13%	26 16%	1 8%	71 5 19%	85 22%	42 11%	29 8%	6 48	6 : 10%	35 16¥	17 67ቴ
BOTTOM 2 BOX	136 30%	149 33%	171 378	114 24%	93 20%	114 30%	74 381	40 21≹	7 18%	20 26욱	55 33%	10 24%	47 33%	57 298	52 27%	55 33%	5 39%	130 ; 34%	145 378	96 248	78 20%	19 13%	10 18%	87 40왕	19 75%
NEITHER	13 3%	14 3%	10 21	11 5 28	22 5*	12 38	Э 18	9 5 5%	-	2 3%	2 1*	2 5%	2 18	7 48	9 58	2 18	-	11 3%	10 3%	10 2왕	19 5%	5 38	1 2%	7 3音	-
DON'T KNOW / REFUSED	27 6%	26 6%	37 88	41 5 9%	37 88	19 5%	9 5%	10 5%	4 10%	4 5*	5 3%	-	8 618	11 6%	14 78	3 2%	2 15%	16 48	25 68	32 8%	34 9%	3 28	5 9%	17 8%	-
MEAN S.D. S.E.	2.69 0.94 0.05	0.9B	1.04	2.86 0.92 0.05	0.86	0.94	2.55 0.98 0.07	2.89 0.87 0.07	0.99	0.98	2.67 0.91 0.07			2.68 0.98 0.07		0.94	2.54 0.82 0.24	2.60 0.98 0.05	1.05		2.92 0.86 0.05		0.81	2.44 0.86 0.06	1.03

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0.6A AGREEMENT WITH ATTRIBUTES DESCRIBING CUSTOMER SERVICE OF VERIDIAN CONNECTIONS: THE COST OF ELECTRICITY IS REASONABLE WHEN COMPARED TO OTHER UTILITIES Q.6A AGREEMENT WITH ATTRIBUTES SUCH AS GAS, CABLE OR TELEPHONE BASED ON TOTAL RESPONDENTS

																	-	IOD IF			CIAL BI			
		TIME ON BILLING	3	TUBO?	5	ROBLEN	e E	ECENT	INCE	PIME SI (MONTHS)		ł	ACCESS WEBSITI		SMART METER 1	ATAC	NORK NITH C	THERS		 VERIDI# TRACKIN	AN CONN IG	ECTION	IS
	TOTAL		NO 1			ES N	io v		nds –	12+ 7	-12 4	-6 <		YES I	NO 	YES I		SOPP	UNSUP	DIAN	2012 2	2011 2	010	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	19	2	67	67	66	72	67
WID. TOTAL	451 1009	35 ≵ 100≹	8 10 0 %	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 k 100%	376 100%	18 100%	2 100%	68 5 100%	68 100%	69 100%	70 100%	68 100%
TOP 2 BOX	275 613	20 \$ 57%	6 75%	46 55∛	229 62≹	41 55%	5 51%	23 59%	3 51%	2 478	9 57%	10 55%	24 638	50 60%	168 62	12 8 63%	232 62%	8 451	-	36 548	36 53왕	32 46ዩ	43 61%	47 70%
(4) AGREE STRONGLY	73 16	1 8 38	1 13%	13 15%	60 16%	11 15%	2 20%	9 228	-	1 22%	4 25%	1 6%	7 18%	13 ; 16%	46 17	4 12018	66 18%	1 69		7 108	8 ; 12%	9 13%	14 21%	13 19%
(3) AGREE SOMEWHAT	202 45	19 8 55%	5 62%	33 408	169 468	30 41%	3 31%	14 37%	3 51%	1 25%	5 32%	9 49%	17 44%	37 : 45%	122 45	8 % 43%	166 44%	7 39:	-	29 449	28 5 41%	23 33%	28 40%	34 51%
(2) DISAGREE SOMEWHAT	71 16		1 13%	19 23%	52 14%	17 24€	2 21%	6 15ቄ	2 33%	1 26ቴ	5 32%	4 23%	6 16%	17 : 20%	37 14	3 % 1.5%	56 15%	5 28	- 0	11 169	9 13%	14 20%	12 178	6 9%
(1) DISAGREE STRONGLY	64 14	5 % 15%	-	11 13%	54 15%	8 11%	3 28 8	4 9≹	1 16%	-	2 118	3 16%	4 118	14 178	39 14		54 14%	2 ; 11	2 % 100	11 8 169	10 5 15%	12 17%	5 88	8 12%
BOTTOM 2 BOX	136 30		1 13%	30 ∃6≹	105 29%	26 35€	5 49\$	10 25%	3 498	1 26왕	7 438	7 39%	10 278	∃1 ≵ 37%	76 28		111 29%	7 5 39	2 % 1.00	22 8 321	19 ⊧ 28%	26 37≹	17 24%	14 21%
NEITHER	13 3		1 138	2 2 %	11 3¥	2 그왕	-	2 5ቴ	-	-	-	-	2 59	2 12	9	1 %5%	10 38	1 5	- *a	1 2'	3 ≹ 4≹	-	2 2≋	3 5ቄ
DON'T KNOW / REFUSED	27 6		-	5 6%	22 6¥	5 78	-	4 11%	-	1 278	-	1 6%	2 61	-	18 7	- *	23 68	2 8 11	- 8	8 13	10 5 148	12 17%	9 13%	3 48
MEAN S.D. S.E.	2.69 0.94 0.05	0.91	3.00 0.58 0.22	0 93	2.70 0.94 0.05	0 90	1.16	0.95	0.81	2.94 1.00 0.60	0.99	0.87	0.91	0.96	0.95	2.72 1.01 0.24	0.95	0.83	0.00	0.93	0.95	0.99	2.87 0.89 0.12	0.91

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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

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										PAYERS																	
		VERIDI TRACKI		ONNECT	IONS					ANNUAL HOUSEE	L PRE-T HOLD IN	COMB							VERIDJ	LAN CO			CUS		BR LOY		
							AL MI	EN	WOMEN	<\$40	\$40- <\$70		******	35-54	====⇒ 55+		HOLD SI ======= 3-5		TRACKI ====== 2012			2009	URE	- : :	ABLE		
UNWID. TOTAL	451	452	-	-	-	- 3	84	198	186	40	76	167	41	144	195	197	169	13	385			•		45	55	220	25
WID. TOTAL	451 100%	452 : 100%	-		-			197 100%	186 1008	40 100%	75 5 100%	167 1008	41 5 100%	144 100%		196 % 100		13 100 ²	384 ≹ 100%	-	. .	-		44 00%	55 100%	221 100%	25 : 100%
TOP 2 BOX	389 86%	387 861	-		-		26 85%	167 85%	159 867	32 80%	67 89%	148 88%	36 \$ 881	125 878	163 83	166 % 85		12 92	329 8 86%	-				42 99%	50 91%	180	14
(4) AGREE STRONGLY	216 48%	219 498	-		-		81 47≹	81 41%	100 54%	21 53%	43 ; 57%;	78 468	26	70 : 49%	84	93 * 48	82 \$ 48%	5 381	191 50%	-			- 1	27 88%	22	62 28%	5
(3) AGREE SOMEWHAT	172 38%	168 37%	-		-		45 388	86 438	60 321	11 1 27%	25 33%	70 42%	10 : 24%	54 38%	79	73 8 37	63 18 378	7 541	138 5 36%	-			- :	15 10%	28	117 53%	9
(2) DISAGREE SOMEWHAT	17 48	20 48	-		•	-	15 4%	10 5%	5 31	2 5 5 %	3 4%	5 3%	2 58	4 38	9 : 51	9 k 5	6 8 48	-	15 4%	-	· -		_		-	12 6%	4
(1) DISACREE STRONGLY	7 2∛	13 3%	-	· -	-	-	6 2号	5 31a	1 18	-	2 2≽	4 2*	1 · 2%	3 23	2	1	5 3*	-	13 3%	-	· _		-	-	-	3	4
BOTTOM 2 BOX	24 5%	34 78	-	-	-	-	21 5音	15 8%	6 3%	2 5*	5 78	9 5ቄ	3 78	7 58	11 64	10 3 59	11 \$ 7\$	-	28 7%	-	-		-	-	-	-• 15 7%	8
NEITHÈR	13 3*	9 2*	-	-	• .	-	13 38	6 उरु	7 4동	1 3%	1 1%	3 2%	1 2%	7 58	5	8	5 8 3%	-	9 2%	-	-		-	-	1 2ቼ	8	2 8%
DON'T KNOW / REFUSED	25 6 %	22 5क्ष	-	-	•	- :	23 68	9 5ზ	14 8%	5 12%	2 38	7 4ቼ	1 38	5 48	16 88	12	8	1	19 5%	-	-		-	2 13	4 7%	18 8%	1
MEAN S.D. S.E.		3.41 0.73 0.04	-	-		0.0	56 0	. 71	0.59	0.61		0.68	0.71	0.67	0.65	3.47 0.62 0.05		3.42 0.51 0.15	3.42 0.74 0.04	-	-		- 3.9 0.2 0.0	90 31	3.44	3.23 0.63	2.66

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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

BASED ON TOTAL RESPONDENTS																					CIAL BIL			
		TIME OF		לחתעו	c	ROBLEN		ECENT XPERIE	NCE	TIME SI (MONTHS	33		5	ACCESS NEBSITE	2	smart meter 1	DATA	NORK WITH O	THERS		VERIDIAN TRACKING	CONNE	CTIO	NS
	TOTAL					ies n			DS :	12+ 7	7-12 4	-6 <	3 3	YES N	10	AR2	NO :	SUPP	UNSUP	DIAN	2012 20	11 20	10	2009
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	-	-	-
WID. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100%	2 1008	68 : 100%	68 : 100%	-	-	-
TOP 2 BOX	339 86%	28 80%	7 878	75 90ዩ	314 85%	68 93%	6 69%	39 100%	4 678	4 100%	15 94%	15 83¥	34 89%	70 84%	238 88%	17 89%	326 87%	16 88%	1 50%	63 921	59 ; 87%;	-	-	-
(4) AGREE STRONGLY	216 48%	16 45%	3 37%	44 53∛	172 47ቄ	42 57%	2 20ዩ	30 77%	-	4 100%	5 32%	11 61%	20 53%	44 53%	128 473	11 57%	182 48%	11 61%	-	36 538	29 42%	-	-	-
(3) AGREE SOMEWHAT	172 38%	12 34%	4 51%	31 37%	141 388	26 358	5 49%	9 23%	4 678	-	10 61%	4 23%	14 37%	26 31%	110 418	6 321	144 388	5 28%	1 501	27 8 409	30 5 44%	-	-	-
(2) DISAGREE SOMEWHAT	17 4%	4 12%	-	7 98	10 3북	4 68	3 31%	-	2 33%	-	1 6%	2 11%	4 118	5 6%	7 31	-	13 38	1 68	1 501	2 8 3	5 8%	-	-	-
(1) DISAGREE STRONGLY	7 2%	1 ; 3%	-	-	7 28	-	-	-	-	-	-	-	-	1 1%	5 29	-	6 28	-	-	1 2 ⁹		-	-	-
BOTTOM 2 BOX	24 5%	5 15%	-	7 9%	17 5%	4 68	3 31%	-	2 338	-	1 6%	2 11%	4 118	6 ; 7€	12 43	-	19 58	1 5 68	1 50	3 * 5	6 198	-	-	-
NEITHER	13 38	2 5 6%	-	-	13 4%	-	-	-	-	-	-	-	-	4 5%	6 2 ¹	1 5 58	10 k 31	-	-	-	-	-	-	-
DON'T KNOW / REFUSED	25 68	-	1 139	1 5 1%	24 78	1 1%	-	-	-	-	-	1 68	-	3 48	15 5	1 5	21 k 65	1 5	- 5	2 3	3 8 48	-	-	-
MEAN S.D. S.E.	0.00	3.29 0.82 0.14	0 53	3.45 0.65 0.07	0 66	3.52 0.61 0.07	2.89 0.75 0.24	3.77 0.42 0.07	2.67 0.52 0.21	0.00	0.58	0.72	0.69	3.48 0.69 0.08	0.65	0.49	0.66	0.63	0.69	3.47 0.65 0.08	0.68	-	-	-

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

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!		ERIDI		NNECTI	ONS				ANNUAL HOUSEH - '000	PRE-T OLD IN S	AX COME					HOLD S		VERIDI TRACKI	AN CC			CUSTO	MER LOY		
	TOTAL 2			2010		TOTAL	MEN	WOMEN	<\$40				35-54			3-5	6+	2012			2009		FAVOR ABLE	DIFF ERENT	
UNWID. TOTAL	451	452	-	-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	-		-	145	55	220	25
WID. TOTAL	451 100%	452 100%	-	-	-	383 100%	197 100	186 % 100%	40 : 100%	75 100%	167 100%	41 100%	144 \$ 100*	195 100%	196 : 1004		13 100	384 8 100%	-	-	-	144 100	55 % 100%	221 1008	25 5 100%
TOP 2 BOX	323 72≵	329 738	-	-	-	273 718	136 69		28 5 70∛	64 86참	121 728	35 868	106 5 748	129 66%	138 701	122 * 72	9 8 69	273 8 718	-		-	129 89	39 8 718	142 648	10 ≰ 40%
(4) AGREE STRONGLY	167 37%	146 328	-	-	-	139 369	62 32	76 8 418	16 ∓ 40%	34 45∜	57 34%	22 548	50 \$35%	66 34%	71 369	63 8 37	5 8 38	126 8 33%	-	-	-	106 73	18 8 338	43 198	1 5 4%
(3) AGREE SOMEWHAT	156 35%	183 403	-	-	-	134 35%	74 37		12 30%	31 41%	64 38월	13 328	56 ; 398	63 32%	67 348	59 & 35	4 8 31	147 1388	-	-	-	23 16	21 28%	99 458	9 ; 36%
(2) DISAGREE SOMEWHAT	16 3%	16 31	-	~	-	13 3%	10 5	3 8 21	-	2 3∛⊀	5 31	1 5 21	4 5 3%	8 48	6 31	6 ¥ 3 ¹	1	15 \$4\$	-		-	-	-	11 5%	5 18%
(1) DISAGREE STRONGLY	6 18	12 3%	-	-	-	4 18	3 2 ¹	1 % 19	-	1 1%	1 1%	- *	2 18	2 18	-	4 25	- 5	11 3१	-	-	-	-	-	4 28	1 ; 4∛;
BOTTOM 2 BOX	22 5%	27 68	-	-	-	17 48	13 7	4 % 21	-	3 4왕	6 4월	1 29	5 5 48	10 5월	6 39	10 % 65	1	26 1878	-	-	-	-	-	15 78	6 5 22%
NEITHER	41 9%	27 68	-	-	-	40 108	1.9 10 ³	21 % 11%	4 10%	5 6%	16 10%	2 58	12 5 8%	26 13%	25 138	14 % 8	1 5 79	26 1 7%	-		-	5 3	7 13%	26 12%	2 8%
DON'T KNOW / REFUSED	65 14%	69 15%	-	-	-	54 148	29 15 ¹	25 % 13%	8 7 20%	3 4%	24 14%	3 5 71	20 : 14%	30 15%	27 : 148	23 8 14	2 5 15	60 8 16%	-	-	-	11 7	9 16%	38 178	7 : 29%
MEAN S.D. S.E.		3.30 0.70 0.04	-	-	-	0.64	0.69			0.64	0.61		3.37 0.65 0.06	0.67		0.72			-	-	-	3.82 0.38 0.03	3.46 0.51 0.08	0.65	2.64 0.73 0.18

2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

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

																					RCTAL B			
	I	BILLIN	3	CONTAC HYDRO?		PROBLE	? 1	RECENT SXPERIS	BNCE	(MONTH				ACCESS WEBSIT	Е	SMART METER	DATA	WORK WITH C			VERIDIA TRACKII	ANI CO2 NG	NNECTI	ONS
	TOTAL Y		NO.	YES I			v OR	78 1	VDS		7-12 4		<3		ом Ом	YES	NÖ		UNSUP		2012			
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	-	-	-
WTD. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 % 100%	376 100%	18 100%	2 100	68 1008	-68 ≌ 100%	-	-	-
TOP 2 BOX	323 723	26 74≋	5 628	66 80%	257 70%	62 85%	4 398	37 95%	2 33%	3 788	13 01%	15 83%	29 768	64 ; 778	187 69	14 % 74%	269 718	13 ; 72	1 8 50%	51 8 759	56 82%	-	-	-
(4) AGREE STRONGLY	167 37ቴ	9 25%	1 148	38 46%	129 35%	38 51%	1 7ዩ	28 728	-	3 78%	6 36%	7 40왕	19 50%	38 3468	97 36	11 8 578	139 375	11 61%	-	29 423	20 5 305	-	-	-
(3) AGREE SOMEWHAT	156 35%	17 49%	4 49%	28 34ቴ	128 35%	25 34%	3 32%	9 23%	2 33%	-	7 458	8 438	10 26%	26 31%	90 33	3 % 16%	129 34%	2 ; 113	1 8 509	22 8 335	35 528	-	-	-
(2) DISAGREE SOMEWHAT	16 3*	2 6울	-	5 6%	10 3%	4 68	1 10%	-	1 17%	-	-	2 11%	3 88	3 5 48	10 4		12 38	1 5 69	- 5	3 42	1 8 18	-	-	-
(1) DISAGREE STRONGLY	6 18	1 3%	-	2 28	4 18	-	2 20%	-	1 16%	-	-	-	2 5ዩ	2 5 28	3	- &	5 1¥	-	1 50	2 8 3	1 हे 18	-	-	-
BOTTOM 2 BOX	22 5*	3 98	-	7 8ቴ	15 48	4 6%	3 30%	-	2 338	-	-	2 11%	5 138	5 5 6%	13 5		17 51	1 6 61	1 \$ 50	5 8 7		-	-	-
NEITHER	41 9%	4 128	1 13%	7 ፀጽ	34 98	5 7%	2 20%	2 5ት	1 18%	1 22%	3 19%	1 6%	2 58	7 8 88	24 9		31 ; 88	2 5 115	-	1 2 ⁹	2 2 2 %	-	-	-
DON'T KNOW / REFUSED	65 14%	2 5%	2 25%	3 48	62 178	2 3%	1 10%	-	1 16%	-	-	-	2 58	7 8 98	47 17	1 % 5%	59 ; 16%	2 5 10		11 17	9 % 13%	-	-	-
MEAN S.D. S.E.	0.66	3.15 0.72 0.13	0.46		3.40 0.64 0.04			3.76 0.43 0.07			0.52	0.69				3.78 0.43 0.12	3.41 0.66 0.04		1.37	0.75	0.57	-	-	-

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

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							RESIDE						_													
		VERIDI	IAN CO	NNECT	IONS		*****			ANNUAL HOUSEH - '000	PRE-1 OLD IN S	AX COME	.						VERIDI	AN CC			CUSTC	MER LO		
		TRACKI									====== \$40-		-				HOLD SI		TRACKI				OFC-	STILL		م ت
	TOTAL	2012					TOTAL 1	MEN	WOMEN	<\$40	-	•	18-34			1-2		6+	2012			2009		ABLE		
UNWID. TOTAL	451	452	-		-	-	384	198	186	40	76	167	41	144	195	197	169	13	385	-		-	145	55	220	25
WID. TOTAL	451 100%	452 1004	-	-	-	-	383 100%	197 1009	186 1009	40 5 100%	75 100%	167 100	41 % 100%	144 100%	195 1004	196 100	169 100%	13 : 100%	384 5 100%	-			144 100		221 100	25 % 100%
TOP 2 BOX	295 65%	278 611	-		-	-	248 65%	123 625	1.25 67	32 80%	54 72%	107 64	32 * 78*	89 62%	125 648	127 \$ 65	109 8 64%	7 55	228 5 59%	-		· _	122 85		122 55	10 1918
(4) AGREE STRONGLY	108 24%	112 258	- ł		-	-	87 238	42 22	45 1 24	10 5 25%	26 34%	33 199	15 8 368	25 178	47 249	49 8 25	38 1228	1	94 5 248	-			77 53		20 5 9	-
(3) AGREE SOMEWHAT	186 41%	165 378	-		-	-	161 42%	81 414	80 ⊧ 43	22 55%	29 38%	75 45	17 \$ 42\$	64 45%	78 409	79 8 40	71 8 42%	6 473	135 35%	-	-		45 31		102 46	10 1915
(2) DISAGREE SOMEWHAT	23 5ቼ	47 109	-		-	-	21 5%	12 61	9 5 59	2 5 5 %	6 8%	9 51	4 % 10%	7 5*	10 5%	10 8 5	10 5 63	1 79	41 11%	-	-		2 1		15 7	6 8 248
(1) DISAGREE STRONGLY	18 48	31 79	- *		-	-	16 48	12 61	4 5 25	-	1 18	8 51	- 8	10 7%	6 34	5 \$2	11 \$ 6 %	-	28 78	-	-		-	1 2	11 \$ 5	4 ≹ 16%
BOTTOM 2 BOX	41 9%	78 178	-		-	-	37 10%	24 128	13 5 75	2 5 5 %	7 9%	17 103	4 % 10%	17 128	16 89	15 8 7	21 5 12%	1 71	69 ; 18%	-		-	2 1	1 8 24	27 12	10 \$ 41\$
NEITHER	46 10∜	26 68	-	-	-	-	43 118	21 118	22 5 125	3 5 88	9 12%	18 113	1 8 28	16 11&	2 5 134	24 12	19 5 11%	-	26 78	-	-		7 5	6 114	30 14	2 \$ 8\$
DON'T KNOW / REFUSED	69 15%	71 168	-		-	-	55 14%	29 158	26 14	3 5 8%	5 7*	25 15	4 % 10%	22 15%	29 15	30 \$ 15	20 5 128	5 389	61 16%	-			13 9	11 % 21	42 19	3 \$ 12%
MEAN S.D. S.E.	Э.15 0.76 0.04	0.89	-		-	-		0.83	0.68	0.55	0.71	3.06 0.77 0.07	3.31 0.67 0.11	2.98 0.82 0.08	0.73	3.21 0.71 0.06	0.84	3.00 0.52 0.18	2.99 0.91 0.05	-	-	-	3.60 0.52 0.05	0.59	2.88 0.73 0.06	2.29 0.81 0.18

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

																		WORK			CIAL BI			
	E	TIME OF USE CONTACTED BILLING HYDRO?						RECENT EXPERIS	BNCE	(MONTH	-			ACCESS WEBSIT	Е	SMART METER	DATA	WITH (VERIDIA TRACKIA	NN COI IG	NNECTI	ONS
	TOTAL		NO OR	YES I			NO		VDS		7-12		<3		NO	YES	NO	SUPP			2012 2			
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	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 ; 100%	271 100	19 % 100%	376 100%	18 : 1009	2 100	68 1001	68 5 100%	-	-	-
TOP 2 BOX	295 65%	26 74왕	6 75%	53 64%	242 66%	51 69%	2 22%	29 75%	-	3 78월	9 : 56월	14 78%	25 66%	52 53%	172 63		242 : 64%	14 78	1 8 50	47 k 698	50 ⊊73%	-	-	-
(4) AGREE STRONGLY	108 24%	7 20६	1 12%	21 25왕	87 24 ቴ	20 27∛	1 118	16 41%	-	1 27%	2 12%	4 22%	14 378	25 30%	61 22	7 8 368	92 : 24%	5 ; 28	-	21 319	19 5 28%	-	-	
(3) AGREE SOMEWHAT	186 41%	19 54%	5 63*	32 39%	154 42%	31 42%	1 10%	13 34%	-	2 52%	7 44%	10 55ቄ	11 29%	27 5 338	111 41		150 : 40%	9 5 501		25 1:38	31 31	-	-	
(2) DISAGREE SOMEWHAT	23 5%	4 12%	-	5 64	18 5%	4 6%	1 10%	1 3%	2 33%	-	-	1 5 ៖	4 11%	8 ; 10%	10 4	_	17 58	1 5 6	1 \$ 50	2 1: 31	6 5 98	-	-	· _
(1) DISAGREE STRONGLY	18 48		-	3 38	15 48	$\frac{1}{18}$	2 20%	-	1 16%	-	-	-	3 78	4 58	13 ; 5		18 5%	-	-	2 31	3 5 4%	-	-	-
BOTTOM 2 BOX	4 <u>1</u> 9%	4 12%	-	8 98	33 9%	5 7€	3 30%	1 3%	3 50%	-	-	1 5%	7 18%	12 5 15%	23 8		35 ; 98	1		4 8 6	9 5 138	-	-	
NEITHER	46 10%	2 6≹	1 13%	8 10≹	38 10%	7 10%	1 9%	5 13%	-	1 22월	5 33%	-	2 51	6 8 78	32 12		38 5 104	2 5 11		3 43	-	-	-	· -
DON'T KNOW / REFUSED	69 15%	3 88	1 13%	14 178	55 15%	10 14%	4 398	4 9%	3 50%	-	2 118	3 17%	4 118	13 8 16%	44 16		61 ; 168	1 5 5	-	14 203	9 138	-	-	-
MEAN S.D. S.E.				3.17 0.77 0.10	0.76			0.57				0.56				3.30 0.70 0.18			0.69			-	-	

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MARCH 28 - APRIL 11, 2013

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

								BILL J														-				
	v	FRIDI	AN CC	NNECT.	ONS				ANNUAL HOUSER	DRE-T	AX							VERIDI				cus	-	R LOYA		
		RACKI										-				HOLD SIN		TRACKI				0.70		TILL I AVOR D		5 m
	TOTAL 20				2009	TOTAL	MEN	WOMEN	<\$40		\$70+					3-5	5+ 	2012		2010				BLE E		
UNWID. TOTAL	451	-	-			384	19B	186	40	76	167	41	144	195	197	169	13	-	-		-	- 1	45	55	220	25
WID. TOTAL	451 100%	-	-			383 100%	197 100	186 % 100	40 5 1008	75 100%	167 1008	41 100%	144 5 100%	195 1008	196 8 100	169 8 100%	13 1009	-	-		-		44 00%	55 100%	221 100%	25 100%
TOP 2 BOX	372 83%	-	-			317 631	155 79		30 ≵ 75≹	66 888	143 85	35 85%	116 818	163 838	154 5 799	147 87%	11 84	-	-		-		34 93≹	42 77≹	175 79∛	18 71%
(4) AGREE STRONGLY	198 44%	-	-			169 44%	75 38		20 \$ 50\$	40 53%	76 451	19 8 478	62 43%	86 448	91 5 46	73 8 438	4 319	-	-		•		16 80%	15 28움	63 28≹	З 13%
(3) AGREE SOMEWHAT	174 398	-	-			149 39%	81 41		10 8 25%	26 35%	67 409	16 ৳ 39₹	54 38%	76 398	63 329	74 8 448	7 538	£ –	-		•		19 138	27 49ቼ	112 518	15 59%
(2) DISAGREE SOMEWHAT	33 7%	-	-			28 71	18 9		3 ≵ 7¥a	5 78	11 71	4 108	16 11%	8 48	16 8 81	12 8 78	-	-	-		-	-	2 1३	3 5*	23 10%	3 12%
(1) DISAGREE STRONGLY	11 2%	-	-			9 28	7 4	2 % 1%	- t	-	4 29	1 ≵ 2%	5 ; 3*s	3 28	4 5 25	4 2%	1 84	 6	-		-	-	-	3 5∛	5 2≹	2 8*
BOTTOM 2 BOX	44 10%	-	-			37 108	25 13	12 8 65	3 ≹ 7≹	5 78	15 91	5 8 12%	21 : 15%	11 69	20 5 10	16 10%	1 83	- 1	-		-	-	2 18	6 10¥	28 13≹	5 20%
NEITHER	12 3%	-	-			9 21	7 4	2 8 19	3 8 8 8	2 3%	3	-	2 18	7 49	7 5 41	2 1%	-	-	-		-	-	1 18	2 4ቄ	8 43	1 4%
DON'T KNOW / REFUSED	23 5*	-	-			20 58	10 5		4 \$ 10%	2 3*	6 4	1 8 28	5 ; 3*	14 78	15 8 8	4 ≿ 2≹	1 74	-	-		-	-	7 5≹	5 9%	10 5%	1 4%
MEAN S.D. S.E.	3.34 0.74 0.04	-	-			3.35 0.73 0.04	3.24 0.78 0.06	0.66		3.49 0.63 0.07	3.36 0.73 0.06	0.76	3.26 0.81 0.07	0.67	0.75		3.16 0.85 0.24	-	-		-	Ο.	41	3.14 0.78 0.11	0.71	2.83 0.78 0.16

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

																		WODW					PAYERS	
		TIME Ó BILLIN		CONTAC HYDRO?		PROBLE		RECENT EXPERI		TIME S (MONTH	INCE O	ONTACT		ACCESS		SMART METER		WORK WITH (DIAN	CONNECT	
	TOTAL						NO				7-12		<3	YES	NO	YES	NO	SUPP	UNSUP	DIAN	2012	201	1 2010	
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67		-	-	
WID. TOTAL	451 1005	35 100%	8 100%	83 : 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 % 100 %	376 100%	18 1004	2 1008	68 100	ł	-	-	
TOP 2 BOX	372 835	31 88%	1 87%	68 82%	304 833	62 85%	6 638	32 83%	4 67%	3 78%	14 89%	14 78ቴ	30 798	72 87%	217 80	17 % 90%	306 81%	18 100	1 8 509	55 8 81	2	-	-	
(4) AGREE STRONGLY	198 449	17 5 49%	3 37%	37 45왕	160 44%	35 48%	2 21%	22 57%	1 16%	2 53%	5 32¥	10 56%	18 48%	41 49%	108 40	12 % 64%	157 42%	15 5 84	1 k 50%	29 8 43	t	-	-	
(3) AGREE SOMEWHAT	17 <u>4</u> 398	14 39%	4 518	31 378	143 398	27 378	4 428	10 25%	3 51%	1 25%	9 57¥	4 22왕	12 31%	31 38%	109 40	5 * 26*	150 40%	3 161	-	26 38	ł	-	-	
(2) DISAGREE SOMEWHAT	33 78	2 5 68	-	5 68	28 88	3 48	2 198	1 28	1 16%	1 22%	-	3 178	1 3%	9 ; 11%	21 8	2 % 10%	28 78	-	1 504	5 8 7	ł	-	-	
(1) DISAGREE STRONGLY	11 25	-	-	3 38	8 23	1 21	2 188	2 518	1 16%	-	1 48	-	2 6%	1 ; 1%	10 4		10 34	-	-	2 3	5	-	-	
BOTTOM 2 BOX	44 10,	2 5 65	-	8 95	36 108	4 6₹	3 378	3 78	2 338	1 22%	1 : 4왕	3 178	3 88	10 12%	31 11	2 % 10%	38 103	-	1 50	7 5 10	ł	-	-	
NEITHER	12 3	2 5 68	-	4 5ቴ	8 2¥	4 5 *	-	1 3%	-	-	1 68	-	3 87	-	6 2	- ŧ	10 38	-	-	3 4	2	-	-	
DON'T KNOW / REFUSED	23 59	-	1 138	3 - 4%	20 58	3 - 48	-	3 88	-	-	-	1 6ቼ	2 58	1 ; 1%	17 17		22 61		-	3 5	8	-	-	
MEAN S.D. S.E.	0.74	3.46 0.62 0.11		0.77					1.02	0.93	0.71		0.84	0.73				0.38	3.00 1.37 0.94	0.75		-	-	

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MARCH 28 - APRIL 11, 2013

Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: PROVIDES CONSISTENT, RELIABLE ENERGY BASED ON TOTAL RESPONDENTS

						RESIDE																			
	Ţ	דרד פידו .	NI CON	NECTIO					ANNUAL HOUSEH - 000	PRE-T OLD IN	AX									NECTIO			NER LOY.		
		FRACKI	NG													OLD SI	ZE	TRACKI	NG	-	-	000-	STILL FAVOR		አጥ
	LATOT	2012		2010		I LATOT	EN	WOMEN	<\$40	\$40- <\$70	\$70+					3-5		2012		2010			ABLE		
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	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 : 1009	40 5 100%	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 1008	55 \$ 100%	221 100%	25 100%
TOP 2 BOX	421 93€	418 92≹	446 97%	441 94%	420 93%	356 93*	181 92%	174 944	36 \$ 90%	73 978	159 95#	40 98%	134 93%	178 91%	177 91%	160 95*	13 100%	352 92%	378 96%	379 95%	362 94%	143 995	52 남 94왕	200 90∜	21 84%
(4) AGREE STRONGLY	291 648	289 64≹	303 66%	282 60%	264 58≹	241 63%	111 56%	130 ; 705	26 ; 65%	53 70%	102 618	32 ; 78%	83 58%	123 63%	129 66%	106 638	4 31%	250 65%	259 66%	242 61%	229 59%	132 923	33 ⊁ 61%	112 51%	11 43%
(3) AGREE SOMEWHAT	130 29%	129 29%	142 31%	159 34왕	156 348	115 30ზ	71 36월	44 249	10 5 25%	21 278	57 348	8 ; 19%	51 35%	55 288	48 25%	54 32%	9 698	102 : 27월	120 30%	137 : 34%	133 34%	11 79	19 34%	38 40%	10 41%
(2) DISAGREE SOMEWHAT	13 3%	22 5%	10 2%	13 3*	19 48	12 3%	9 5%	3 21	2 5 *	-	3 28	1 3 2%	5 38	6 38	7 3ቄ	5 3%	-	20 5号	8 2%	9 28	15 4%	-	-	12 5ቴ] 4응
(1) DISAGREE STRONGLY	3 1%	6 1%	4 1ቼ	3 18	8 2*	3 1%	2 1%	1	-	1 18	-	-	-	3 2∛	1 *	2 1%	-	6 2%	4 1%	3 : 18	6 2%	-	-	1 *	2 8≹
BOTTOM 2 BOX	16 4%	28 6%	13 3\$	16 3*	27 68	15 48	11 6%	4 28	2 5	1 1%	3 28	1 28	5 3*	9 5%	8 43	7 48	-	26 7ቄ	12 3%	12 38	21 5%	-	-	13 6*	3 12%
NEITHER	5 1%	1 *	1 *	1 *	6 1왕	5 1%	2 1%	3	1 3 25	-	1 14	-	2 1者	3 2≹	4 28	1 1%		1 *	1 *	1 *	2 1%	-	1 28	2 1¥	1 48
DON'T KNOW / REFUSED	9 2*	6 1%	2 *	10 2%	1 *	8 2%	3 2%	5 31	1 : 3%	1 18	4 21	-	3 2%	5 3*	7 3*	1 1%	-	5 18	2 1%	6 : 1%	1 *	1 19	2 5 48	6 3%	-
MEAN S.D. S.E.	0.58	3.57 0.65 0.03	3.62 0.57 0.03	3.58 0.58 0.03	3.51 0.66 0.03	0.59	3.51 0.64 0.05	3.70 0.53 0.04	3.63 0.59 0.10	3.68 0.55 0.06	3.61 0.53 0.04	3.76 0.49 0.08	3.56 0.57 0.05	3.60 0.63 0.05	3.65 0.58 0.04	0.62	3.31 0.48 0.13	3.57 0.67 0.03		3.58 0.58 0.03	3.53 0.65 0.03	3.92 0.26 0.02	0.48	3.46 0.63 0.04	3.25 0.89 0.18

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

																		WORK		COMMER				
		BILLIN	G	CONTAC HYDRO?		PROBLEI SOLVED	? :	RECENT EXPERI	ENCE	TIME S: (MONTH:	5)			ACCESS WEBSIT	Е	SMART METER		WITH C			VERIDI TRACKI	AN CON NG	NECTIO	NS
	TOTAL		===== NO	YES I	NO		NO Y	VS			7-12		<3		NO 		NO			VERI- DIAN				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	451 100%	35 100%	8 1004	83 100%	368 100%	74 100울	9 100%	39 100%	6 : 100%	4 100%	16 100%	18 100%	38 100≹	83 ; 100%	271 100	19 2 100%	376 100%	18 5 100%	2 1007	68 : 100%	68 100%	69 100%	70 100%	68 100%
TOP 2 BOX	421 93%	31 88%	8 1009	75 3 90%	346 94%	69 93%	6 698	38 978	4 ; 68%	4 100%	14 87%	17 94ቴ	33 878	74 5 89%	256 95	16 8 848	353 943	18 100%	1 50%	66 97%	65 97월	68 98%	62 89%	59 86%
(4) AGREE STRONGLY	291 64%	16 46%	4 518	51 62%	240 65%	46 62%	5 58%	31 80%	2 33%	4 100%	10 63%	9 51%	25 66%	56 68%	179 66	13 68%	250 66%	13 5 727	-	50 73%	39 57%	45 65%	40 57€	36 52%
(3) AGREE SOMEWHAT	130 29%	15 43%	4 493	24 3 29%	106 29%	23 31%	1 11%	7 188	2 35%	-	4 258	8 448	8 213	18 21%	77 28	3 6 168	103 288	5 5 284	1 509	16 5 238	27 40%	23 338	22 32%	23 34%
(2) DISAGREE SOMEWHAT	13 3%	3 98	-	4 5*	9 2%	3 : 48	1 10%	1 39	1 5 16%	-	2 13ቼ	-	2 5१	3 5 48	7		9 28	-	-	1 28	2 2%	2 2*	4 5%	5 78
(1) DISAGREE STRONGLY	3 1%	1 38	-	2 28	1 *	-	2 218	-	1 16%	-	-	-	2 5ዩ	2 5 2%	-	-	2 1%	-	1 50%	-	-	-	-	2 2ቄ
BOTTOM 2 BOX	16 4%	4 12%	-	6 7월	10 3%	3 48	3 31%	1 38	2 32%	-	2 13*	-	4 108	5 5 68	7 3		11 38	-	1 50%	1 2 8	2 2 %	2 2%	4 5%	6 ; 9%
NEITHER	5. 1%	-	-	1 18	4 18	1 1%	-	-	-	-	-	1 6%	-	2 2%	1	1 5¥	4 18	- š	-	-	-	-	-	3 5%
DON'T KNOW / REFUSED	9 28	-	-	1 18	8 2%	1 18	-	-	-	-	-	-	1 38	2 5 28	7	1 8 58	8 28	 š	-	1 18	1 : 18	-	4 63	-
MEAN S.D. S.E.	0.58	3.31 0.77 0.13	0.54					3.77 0.49 0.08	2.85 1.15 0.47				3.52 0.83 0.14			0.59				3.73 0.49 0.06				

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

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						RESIDEN	TIAL	BILL F	AYERS																
				NECTION		***			ANNUAL HOUSEH - '000:	PRE-TX DLD INC G	AX COME					OLD SIZ	,		AN CON	NECTIO			ER LOY		
	TOTAL	2012				IOTAL N	1EN	WOMEN		\$40- \$70	5 7 0+				1-2	3-5 6	+	2012	2011	2010	2009 	SEC- URE	FAVOR ABLE		
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%	195 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 1009	144 1008	55 \$ 100%	221 100%	25 ; 100%
TOP 2 BOX	387 868	404 89%	397 86움	404 86%	400 88∛	329 86≹	168 85놓	161 878	33 82%	70 93왕	145 87%	39 95%	120 83%	167 86%	166 85¥	147 87%	12 92왕	343 89%	339 86%	343 86%	343 891	140 \$ 978	50 8 91%	173 78%	18 73%
(4) AGREE STRONGLY	224 50%	220 49%	229 50%	225 48%	199 44%	188 49%	92 478	96 518	20 ; 50%	46 628	87 52%	22 54%	69 48≹	96 498	94 4B왕	86 518	7 53≹	190 49%	195 50%	192 48%	172 45	129 5 909	22 k 41%	67 308	6 3 25%
(3) AGREE SOMEWHAT	162 36%	184 41%	168 36%	179 38%	201 44%	141 37%	76 398	65 35%	13 32%	24 32%	59 35%	17 42%	51 36%	71 36%	72 37%	61 36%	5 398	153 40%	144 37%	151 38%	171 44	11 8 89	27 \$50%	107 : 48%	12 48%
(2) DISAGREE SOMEWHAT	13 38	12 3%	9 28	12 3%	10 2≹	12 3¥	B 4%	4 23	1 ; 2%	2 3%	3 2ቴ	-	5 3%	7 48	6 3%	6 48	-	11 3%	8 28	12 3%	6 1	-	-	11 59	2 당
(1) DISAGREE STRONGLY	2 *	2 *	1 *	4 18	3 1%	2 1%	2 18	-	-	-	1 1%	-	2 1%	-	-	2 1ፄ	-	2 *	1 *	4 1%	3 1	-	-	-	2 8≹
BOTTOM 2 BOX	15 3%	14 3%	10 2%	16 3%	13 3%	14 4%	10 5%	4 28	1 5 2왕	2 38	4 2 %	-	7 5%	7 48	6 ; 3%	8 5*	-	13 38	9 28	16 48	9 2	-	-	11 55	4 16%
NEITHER	16 4%	6 18	16 48	6 1%	15 3%	15 4%	5 38	10 58	1 5 2%	1 1%	7 43	-	7 5%	8 41	8 : 4%	7 : 45	-	6 2월	16 4월	6 ; 1%	12 3	2 1		10 5 5	2 8 88
DON'T KNOW / REFUSED	33 7%	28 6%	38 8%	41 9%	27 6%	25 78	14 78	11 61	5 138	2 38	11 6%	2 5%	10 7%	13 78	16 : 8%	7 : 48	1 88	22 5 6%	29 7%	33 7 8%	22 6	2 1		26 125	1 5 38
MEAN S.D. S.E.	0.59		3.53 0.56 0.03	3.49 0.61 0.03	3.45 0.58 0.03	0.60	3.45 0.64 0.05	3.56 0.54 0.04			0.57		0.65	0.58	0.56	0.64	0.52	3.49 0.59 0.03	0.55	3.48 0.62 0.03	0.58	0.27	0.50	0.58	0.87

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MARCH 28 - APRIL 11, 2013

Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: DELIVERS ON ITS SERVICE COMMITMENTS TO CUSTOMERS BASED ON TOTAL RESPONDENTS

																		WORK			CIAL E			
		BILLIN	G	CONTAC HYDRO?		PROBLE	?	RECENT EXPERI	ENCE	TIME S (MONTH	S)			ACCESS	т	SMART METER		WITH (TRACKI	AN CON	NECTIC)NS
	TOTAL		NO 	YES	NO		NO		VDS	12+	7-12				NO		NO		VERY UNSUP	DIAN	2012		2010	
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	451 100	35 \$ 100%	8 1007	83 : 100%	368 1009	74 5 100%	9 : 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 3 100%	271 100	19 8 100%	376 1008	18 1008	2 5 100%	68 : 100%	68 5 100%	69 100%	70 1008	68 100%
TOP 2 BOX	387 86 ⁹	30 \$ 85%	7 871	67 80%	320 871	59 5 81%	7 79%	35 89%	4 68%	4 100%	12 80%	15 83%	29 768	74 5 89%	231 85	16 84%	323 869	16 889	1 508	57 85%	60 89%	58 84%	61 87%	56 83%
(4) AGREE STRONGLY	224 50	16 8 45%	3 37१	41 : 49%	183 50%	∃8 52%	3 278	26 66%	-	$\frac{4}{100}$	8 49%	9 50%	17 45%	44 53%	135 503	10 8 52€	190 50%	11 60%	-	36 548	30 ; 45%	34 49%	33 488	27 39%
(3) AGREE SOMEWHAT	162 369	14 5 40%	4 50%	26 31%	136 378	21 28%	5 52%	9 23%	4 688	-	5 32*	6 338	12 31ነ	30 ; 37%;	96 35	6 32%	133 35%	5 28%	1 5 50%	21 318	30 : 44%	24 35%	28 39%	30 : 448
(2) DISAGREE SOMEWHAT	13 31	3 5 98	-	4 5왕	9 2¥	2 5 3%	2 21%	1 3%	2 32%	-	-	-	4 11%	3 : 48	7	1 5 8	9 28	1 68	1 50%	1 ; 28	1 1%	1 18	-	4 68
(1) DISAGREE STRONGLY	2	-	-	-	2 18	-	-	-	-	-	-	-	-	1 18	1	1 58	1 *	-	-	-	-	1 1%	-	-
BOTTOM 2 BOX	15 39	3 5 9%	-	4 5왕	11 38	2 38	2 21%	1 3%	2 32%	-	-	-	4 11%	4 58	8 31	2 5 11%	10 3%	1 68	1 50%	1 7 2%	1 1%	2 2%	-	4 6 %
NEITHER	16 41	1 8 38	-	5 6*	11 38	5 ; 7%	-	2 5%	-	-	3 20%	-	2 6%	2 28	9 31	1 5 %	14 4१	-	-	1 2%	-	-	1 18	3 5%
DON'T KNOW / REFUSED	33 79	1 38	1 13%	7 : 8%	26 78	7 ፣ 9%	-	1 3%	-	-	-	3 178	3 78	3 48	22 89	-	29 8%	1 68	-	8 12%	7 10%	9 148	8 12월	5 78
MEAN S.D. S.E.	0.59	0.66	0.54	3.52 0.61 0.07	0.58	3.59 0.56 0.07	3.07 0.73 0.24	3.69 0.53 0.09	2.68 0.51 0.21							3.38 0.85 0.20		0.63		3.60 0.53 0.07	3.48 0.53 0.07	3.53 0.60 0.08	0.50	3.38 0.61 0.08

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MARCH 28 - APRIL 11, 2013

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Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: ACCURATE BILLING RASED ON TOTAL RESPONDENTS

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						RESIDE																			
			IAN CON	NECTIO					ANNUAL HOUSEH	PRE-1 OLD IN S	'AX COME		4== d ¥ k					VERIDI	ian con	INECTIC			CER LOY		
						TOTAL	MEN	WOMEN	-===== <\$40	\$40- <\$70		=====				OLD SI 3-5				2010			STILL FAVOR ABLE	DIFF	
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 1009	462 5 100%	467 100%	454 100%	383 100%	197 100%	186 1004	40 5 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 : 100%	169 100%	13 100%	384 100%	393 5 100%	397 100%	386 100%	144	55 ± 100%	221 100%	25 100%
TOP 2 BOX	406 90%	386 857	399 86%	387 83%	408 90%	343 89%	175 88₹	168 909	38 5 95%	65 873	155 93%	38 93%	127 688	175 90%	171 : 87%	157 93%	11 84%	323 : 84%	342 878	334 5 84%	350 914	141 988	54 \$ 98%	188 85%	19 77%
(4) AGREE STRONGLY	271 60%	238 538	255 55%	243 52%	236 52%	226 598	105 53%	121 659	24 59%	51 68%	103 62%	30 738	80 55*	115 59%	115 59%	105 62%	6 45	200 52%	218 56%	206 52월	207 548	130 901	37 5 67€	92 42%	10 41%
(3) AGREE SOMEWHAT	135 30%	149 338	144 31%	144 318	172 38%	117 30ቄ	69 351	47 258	14 35%	15 20∛	52 31%	8 20%	47 338	60 31%	57 29%	53 31%	5 39%	124 32%	123 ; 31%	128 ; 32%	143 378	11 84	17 318	95 43 ዩ	9 368
(2) DISAGREE SOMEWHAT	10 2%	23 51	14 38	14 3*	9 2%	10 3%	5 2%	5 31	-	4 5%	2 15	1 2*	2 18	6 ∃₹	7 : 38	1 1%	1 7%	20 5%	12 : 3%	9 5 28	5 18	-	1 2%	9 4%	-
(1) DISAGREE STRONGLY	3 1%	5 18	11 ; 2%	17 48	4 18	2 1%	2 18	-	-	-	-	-	2 18	-	-	2 18	-	5 18	8 ; 2%	15 5 4%	4 18	-	-	1 *	2 8≹
BOTTOM 2 BOX	13 38	28 6≹	25 5 1	32 7ቼ	14 38	12 3%	7 3 \$	5 39	-	4 5%	2 1%	1 2%	4 3%	6 3왕	7 38	∃ 2∛s	1 78	25 6 %	21 58	24 : 6%	9 28	-	1 28	10 4ቼ	2 8%
NEITHER	9 2%	12 38	4 18	7 2ቼ	9 2ቼ	9 28	6 38	3 21	2 5 5 %	1 1%	3 28	-	5 48	4 2음	6 3%	3 21	-	12 3%	4 : 1%	7 28	5 1%	1 ביי	-	6 38	1 4응
DON'T KNOW / REFUSED	23 5ზ	26 68	33 78	40 9%	24 5ቼ	20 5¥r	10 5%	10 58	-	5 6%	7 48	2 5*	8 6&	10 5%	12 6%	6 38	1 8%	25 : 6%	26 : 78	31 8%	22 6%	2 18	-	18 8%	3 10%
MEAN S.D. S.E.	3.61 0.57 0.03	0.66	3.52 0.68 0.03	3.46 0.75 0.04	3.52 0.60 0.03		3.53 0.61 0.05	3.67 0.53 0.04	0.49	3.67 0.58 0.07	3.64 0.50 0.04	0.50	0.61	3.60 0.55 0.04	0.56	3.62 0.57 0.05	3.41 0.66 0.19	3.49 0.67 0.04		3.47 0.75 0.04	3.54 0.58 0.03	3.92 0.27 0.02	3.65 0.52 0.07	0.60	3.29 0.91 0.20

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

																					CIAL B			
		IME OF		CONTAC: HYDRO?		PROBLEM SOLVED		RECENT		TIME SI (MONTH:		ONTACT		ACCESS WEBSIT		SMART METER 1			THERS		VERIDI	AN CONT		
	TOTAL Y		 10	YES 1			 10		7D\$						NO		90	SUPP			2012			
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	65	72	67
WID. TOTAL	451 100%	35 100≹	8 100%	83 100%	368 100%	7⊈ 100≹	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100	2 100%	68 1008	63 \$ 100%	69 100%	70 100%	68 5 100%
TOP 2 BOX	40€ 90%	32 91∛	6 758	74 89ቼ	332 90%	66 89%	8 90%	37 95%	6 100%	4 100%	15 94%	17 94%	33 88%	75 91∦	244 90%	16 84%	339 90%	17 95	1 8 508	63 939	63 1 938	57 83%	53 768	58 65%
(4) AGREE STRONGLY	271 60%	17 48ዩ	3 378	53 64%	218 59%	48 65%	5 58%	29 75∛	3 498	4 100%	12 75왕	12 67%	23 61%	58 70월	164 618	12 63%	231 61%	11 61	- k	44 663	38 56%	37 538	36 52 ነ	29 5 43%
(3) AGREE SOMEWHAT	135 30%	15 43ዩ	3 38%	21 26%	114 31%	18 25%	3 32놓	8 20%	3 51%	-	3 19%	5 27%	10 27%	17 21%	80 29%	4 21%	108 29%	6 34	1 % 50%	19 27	25 8 378	21 30%	17 24%	29 43%
(2) DISAGREE SOMEWHAT	10 2왕	2 6 ᡨ	1 13%	3 3%	7 2号	3 48	-	-	-	-	1 6%	1 €%	1 2*	4 5≹	1	1 5%	6 2%	1 7 5 ³	1 8 508	-	3 48	2 28	5 78	4 5 68
(1) DISAGREE STRONGLY	3 1%	-	-	1 1%	2 1%	-	1 10%	-	-	-	-	-	1 2%	2 28	1	1 5%	2 1%	-	-	1 1	- 8	2 3*	2 38	1 5 18
BOTTOM 2 BOX	13 3%	2 68	1 13%	4 58	9 2%	3 : 4%	1 10%	-	-	-	1 6%	1 68	2 5ቄ	େ 7୫	2 19	2 ; 11%	9 28	1 5	1 % 50%	1 1	3 8: 48	4 6*	7 11%	5 16 7%
NEITRER	9 2%	-	-	1 1%	8 2%	1 ; 1%	-	-	-	-	-	-	1 3∛	-	7 34	- 5	9 28	-	-	-	-	-	-	4 6*
DON'T KNOW / REFUSED	23 5%	1 38	1 13%	4 58	19 58	4 ; 5%	-	2 5%	-	-	-	-	2 5%	2 2%	18 7	1 5 5 %	20 51	-	-	4	1 8 2%	8 11%	9 13%	2 \$2\$
MEAN S.D. S.E.		0.61	0.76		0.56		0.95	3.79 0.42 0.07	3.49 0.55 0.22		0.60	3.61 0.61 0.14	0.68	0.69	0.51	3.50 0.86 0.20	0.55	0.61	0.69	0.56	3.53 0.59 0.07	0.73	3.44 0.81 0.10	

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

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						RESIDEN	TIAL	BILL I	AYERS																
	7:		NI CON	NECTIO					ANNUAL EOUSER	PRE-T OLD IN	XA							VERIDI					TER LOY		
	3	RACKI	NG							\$40-													STILL FAVOR	DIFP	
	TOTAL 2	2012	2011	2010	2009	TOTAL N		WOMEN			\$70+	18-34	35-54	55+ 	1-2	-		2012		2010		URE	ABLE	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	451 100%	452 100%	462 100%	467 100%	45 <u>4</u> 100%	383 100%	197 100%	186 1009	40 5 100∛	75 100%	167 1008	41 \$ 100%	144 100%	195 100%	196 100%	169 100%	13 1009	384 ; 100%	393 100%	397 : 100%	386 100	144 8 1009	55 % 100%	221 100%	25 100왕
TOP 2 BOX	390 86%	372 82∛	396 86%	413 88%	391 86%	333 87%	165 84%	167 : 901	36 5 90%	69 92%	147 889	38 8 93%	128 89%	163 84%	162 83%	153 91%	12 921	314 5 82∛	336 86%	349 : 88%	333 86	140 % 97%	49 898	180 82%	17 68%
(4) AGREE STRONGLY	250 55%	246 548	258 56%	261 56%	237 528	208 54%	97 498	111 5 605	27 678	44 58%	94 569	29 8 718	79 55*	99 51%	103 52%	99 58%	5 389	212 ; 55%	216 55%	221 56%	200 52				
(3) AGREE SOMEWHAT	140 31%	127 288	138 30%	151 32%	154 34%	124 32왕	68 349	56 301	9 8 22%	25 34%	53 321	9 ≹ 22∛	49 34당	64 33%	60 308	54 32¥	7 548	102 3 27%	119 30%	129 32%		15 % 11	25 8 458		
(2) DISAGREE SOMEWHAT	20 48	20 4%	12 3ቴ	7 28	12 38	17 4%	15 81	2 1 1	2 5₹	-	5 31	1 8 28	7 58	9 5%	1 2 6%	5 3%	-	19 5%	9 2%				-	16 7%	
(1) DISAGREE STRONGLY	4 1%	15 3%	4 18	5 18	11 28	4 1%	2 19	2 ; 1 ⁹	5	2 3%	-	-	-	4 28	1	3 2∜	-	15 4%	3			\$	-	3 1%	
BOTTOM 2 BOX	24 5%	36 8&	16 3%	12 3%	23 58	21 5≹	17 94	4 5 2 ⁹	2 5 5 %	2 38	5 1 3	1 % 2%	7 5≹	13 78	13 7%	8 5¥	-	33 98				610	-	19 98	5 ; 20≹
NEITHER	13 3%	9 28	18 48	9 2%	11 28	12 : 3%	5 31	7 k 4	1 8 3∛	2 38	4 2	1 %2%	6 48	5 38	8 48	4 28	-	8 2%				8 1			
DON'T KNOW / REFUSED	24 5ᡲ	35 8%	32 7ቴ	33 7%	28 68	18 : 5%	10 59	8 5 4	1 8 38	2 28	11 8 7	1 28	3 2%	14 78	13 : 7%							¥ 2	4 %7%		
MEAN S.D. S.E.	0.64	3.48 0.76 0.04	3.58 0.60 0.03	3.58 0.59 0.03	3.49 0.68 0.03	3.52 0.64 0.03	3.43 0.69 0.05	3.61 0.58 0.04	3.66 0.58 0.09	3.56 0.65 0.08	3.58 0.56 0.05	0.51	3.53 0.60 0.05	0.70	0.65	0.65	0.51	3.47 0.78 0.04	0.59	0.60	0.67	0.31	0.51	3.34 0.69 0.05	0.92

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0.6B AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: QUICKLY HANDLES OUTAGES AND RESTORES POWER BASED ON TOTAL RESPONDENTS

																		WORK			CIAL B			
		BILLIN	IME OF USE			PROBLE	?	RECENT	ENCE	TIME S (MONTH	S)			ACCESS WEBSII		SMART METER		WITH (VERIDI. TRACKI	AN CON NG	NECTIO	NS
	TOTAL	YES	NO		NO		NO	vs		12+	7-12				==== = NO			SUPP	UNSUP	DEAN	2012	2011	2010	
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	2 7 1	19	376	18	2	67	67	66	72	67
WID. TOTAL	451 1008	35 \$ 100%	8 100	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 5 100%	16 100%	18 100%	38 100%	83 100%	271 1009	19 100%	376 100%	18 : 100%	2 5 100%	68 : 100%	68 : 100%	69 100%	70 100%	68 100%
TOP 2 BOX	390 869	28 5 79%	8 : 100	66 \$79\$	324 88%	59 : 81%	6 698	34 87%	3 51%	4 : 100%	11 69%	15 83%	29 76%	71 86%	234 86%	18 8 95%	324 86%	17 949	1 \$ 50%	58 ; 85%	59 ; 87%;	60 86%	63 90%	58 85%
(4) AGREE STRONGLY	250 558	17 5 48%	6 76	41 8 498	209 57%	36 498	5 50%	26 68%	2 34%	3 : 78%	8 498	7 39%	21 55놓	47 57€	146 549	13 5 68%	206 55%	14 781	1 5 50%	41 61%	34 508	42 60%	41 58%	37 55%
(3) AGREE SOMEWHAT	140 319	11 5 31%	2 24	25 8 30%	115 31%	23 32%	2 19%	8 20%	1 16%	1 1 22%	3 20%	8 44%	8 21∛	24 29%	88 331	5 \$ 27\$	118 318	3 161	-	16 24%	25 378	18 26%	23 32%	21 30ዩ
(2) DISAGREE SOMEWHAT	20 49	4 128	-	7 98	13 48	5 ; 7¥	2 218	-	1 16%	-	2 13%	1 6%	4 11%	େ 7୫	9 35	1 5 58	15 48	1 68	-	3 5%	2 28	3 5%	2 3%	3 5%
(1) DISAGREE STRONGLY	4 18	1 8 38	-	3 48	1 *	2 38	1 10%	1 3%	2 33%	-	-	-	3 8%	2 2%	1 *	-	3 18	-	1 50%	-	1 1%	1 1%	-	2 3%
BOTTOM 2 BOX	24 59	5 15%	-	10 12%	14 4%	7 ; 10%	3 318	1 3%	3 498	-	2 13६	1 68	7 19%	8 10%	10 45	1 5 5%	18 5៖	1 69	1 50%	3 ; 58	2 3 명	4 6왕	2 3*	5 8뽢
NEITHER	13 38	1 5 38	-	3 4%	10 3%	3 48	-	1 3%	-	-	2 13%	1 6*s	-	2 2%	8 31	- 5	12 38	-	-	1 1%	1 18	-	-	2 3६
DON'T KNOW / REFUSED	24 51	1 5 3%	-	4 5%	20 5%	4 ; 5≹	-	<u>३</u> ८%	-	-	1 68	1 6ፄ	2 5≹	2 28	19 75	- 5	22 6%	-	-	6 9%	6 9%	6 8 क्ष	5 7≩	2 3*
MEAN S.D. S.B.	0.64	0.83	0.46	3.36 0.82 0.09	0.58	3.40 0.77 0.09	1.11		2.52 1.38 0.57	0.48		0.62	0.98	3.47 0.75 0.08	0.59	3.63 0.60 0.14	0.62	0.59	2.06	3.63 0.59 0.08	0.62	3.58 0.65 0.08	0.56	0.76

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MARCH 28 - APRIL 11, 2013

Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: MAKES ELECTRICITY SAFETY A TOP PRIORITY FOR EMPLOYEES AND CONTRACTORS BASED ON TOTAL RESPONDENTS

						RESIDE																			
		VERIDI TRACKI		NNECTIO					ANNUAL HOUSEH - '000	PRE-T DLD IN S	AX COME	AGE			HOUSEI	HOLD SI	ZE	VERIDI TRACKI	AN CON	NECTIC	ns		ER LOY	 IN	
				2010		TOTAL N	EN.	WOMEN	<\$40	•	\$ 7 0+	18-34		55+	1-2	3-5 	6+	2012		2010			FAVOR		
UNWID, TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	1 97	169	13	385	396	395	387	145	55	220	25
WID. TOTAL	451 100%	452 10 0 %	462 1004	467 \$ 100%	454 100%	383 100%	197 100%	186 ; 100%	40 : 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 1004		13 100%	384 : 100%	393 100%	397 1008	386 1009	144 100%	55 100%	221 100%	25 100%
TOP 2 BOX	235 52≹	388 861	384 83		350 77왕	190 49%	99 507	91 498	24 60%	49 668	76 458	28 ; 68%	67 47∛	93 46%	88 451	95 8 568	5 39₹	331 5 86%	327 83%	336 851	301 78%	104 5 73%	24 43%	91 41%	13 53%
(4) AGREE STRONGLY	156 35%	257 578	253 55	242 8 528	197 438	124 32%	62 328	61 33%	18 45%	30 39%	53 328	18 : 448	43 30%	62 328	61 319	59 ≹ 35≹	3 24	220 57%	216 55%	209 53₹	165 438	90 621	11 19%	47 218	7 5 29%
(3) AGREE SOMEWHAT	79 18%	131 298	131 8 28/	151 8 328	153 34%	66 17%	36 188	30 5 16%	6 15%	20 26%	22 13%	10 : 24%	24 17%	31 16%	27 : 149	∃6 ≹ 21∦	2 158	111 5 29%	111 28%	127 328	135 35%	15 5 10%	13 24%	44 20%	6 : 23%
(2) DISAGREE SOMEWHAT	3 1%	9 21	6 5 19	3 8 18	7 1%	3 1%	2 18	1 1 1 1	1 2%	1 1%	1 18	- 1	-	3 21	3 ; 19	- 8	-	7 28	5 18	3 : 1%	7 : 28	-	-	2 1%	I ; 4%
(1) DISAGREE STRONGLY	-	4 18	1 \$ *	4 18	6 1 %	-	-	-	-	-	-	-	-	-	-	-	-	4 1%	1	3 18	6 28	-	-	-	-
BOTTOM 2 BOX	3 18	13 38	7 5 1	7 8 25	13 3%	3 1%	2 18	1 ; 18	1 28	1 18	1 18	-	-	∃ 2¥	3 ; 19	-	-	11 38	6 11	6 : 18	13 ; 39	-	-	2 18	1 : 48
NEITHER	64 14%	13 38	24 5	14 8 38	35 B%	59 15%	26 139	33 18%	4 108	7 9%	30 18%	4 : 10%	25 17%	30 16%	30 : 159	25 15%	3 22%	12 ; 3%	23 61	13 38	28 71	10 5 78	10 19%	40 18%	2 8%
DON'T KNOW / REFUSED	149 338	39 91	47 5 10	53 11%	57 12%	132 34%	71 36%	61 33%	11 28%	18 24%	61 368	9 : 22%	52 36%	69 35%	76 : 391		5 398	30 5 8%	37 98	42 118	44 128	30 218	21 38%	88 40%	9 35%
MEAN S.D. S.E.	3.64 0.51 0.03	3.60 0.58 0.03			3.49 0.62 0.03	0.52	3.60 0.53 0.05	3.66 0.50 0.05	3.68 0.56 0.11	3.57 0.54 0.08	3.68 0.50 0.06	3.64 0.49 0.09			3.64 0.55 0.06	0.49	3.61 0.54 0.24	3.60 0.59 0.03	0.52	3.59 0.55 0.03	0.64	0.35	3.45 0.51 0.10	0.54	3.45 0.65 0.17

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Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: MAKES ELECTRICITY SAFETY A TOP PRIORITY FOR EMPLOYEES AND CONTRACTORS BASED ON TOTAL RESPONDENTS

																		WORK			CIAL B			
		BILLIN	G	CONTAC HYDRO?		PROBLE SOLVED	?]	RECENT EXPERI	ENCE	TIME S (MONTH	S)			ACCESS WEBSIT	Е	SMART METER	DATA	WITH C			VERIDI. TRACKI	AN CONI NG	NECTIO	NS
	TOTAL		NO 				NO 1	VS	VDS		7-12				NO 	¥ES	NŌ		UNSUP	DIAN	2012			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
WID. TOTAL	451 100 ³	35 5 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100왕	16 100%	18 100%	38 100%	83 100%	271 1009	19 \$ 100%	376 100%	18 100%	2 100%	68 100%	68 : 100%	69 100%	70 100%	68. 100%
TOP 2 BOX	235 52	24 598	3 38%	43 528	192 52%	37 518	6 60%	25 648	3 51%	3 78%	6 37≹	11 62%	19 50%	41 49%	140 52 ⁹	11 \$58%	193 51%	10 55%	2 : 100%	46 68%	57 ; 84%	57 82३	57 01%	49 : 72%
(4) AGREE STRONGLY	156 35	13 5 37%	2 25%	27 328	129 35ዩ	24 338	3 28¥	17 43ት	-	2 53 참	3 17%	8 45%	13 34%	29 35*	93 34	9 8 478	129 34%	8 448	1 50%	33 1481	36 54%	37 538	33 478	31 46%
(3) AGREE SOMEWHAT	79 18	1 1 32%	1 13%	16 20%	63 17%	13 18%	3 32%	8 21%	3 51%	1 25%	3 19%	3 16¥	6 16%	12 15%	47 17	2 \$ 11\$	64 17%	2 118	1 508	13 5 191	20 5 30%	20 28%	24 348	18 26%
(2) DISAGREE SOMEWHAT	3 1	1 5 3%	-	-	3 1%	-	-	-	-	-	-	-	-	-	1 *	-	2 1%	-	-	-	1 2왕	1 1%	-	-
(1) DISAGREE STRONGLY		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 23	-
BOTTOM 2 BOX	3	1 5 38	-	-	3 1%	-	-	-	-	-	-	-	-	-	1 *	-	2 18	-	-	-	1 2음	1 1%	2 2%	-
NEITHER	64 14:	6 178	-	10 12%	54 15%	10 14%	-	4 10%	-	-	6 398	1 6%	3 88	10 12%	43 16	2 8 118	56 15%	2 11%	-	5 84	1 ; 2%	2 2%	1 1%	7 10%
DON'T KNOW / REFUSED	149 33	4 5 118	5 62%	30 36%	119 32%	26 36%	4 403	10 26%	3 498	1 22%	4 25%	6 33%	16 428	32 ; 39%;	88 32	6 8 328	124 338	6 338	-	17 258	8 ; 12%	10 15%	11 16%	12 18%
MEAN S.D. S.E.	3.64 0.51 0.03	3.48 0.58 0.12	3.67 0.58 0.34		3.65 0.51 0.04	3.65 0.48 0.08		3.68 0.48 0.10		3.68 0.57 0.33						3.82 0.41 0.12			0.69		0.54		3.51 0.65 0.08	0.49

MARCH 28 - APRIL 11, 2013

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

						RESIDE																			
	1	/ERIDI/	IN CON	NECTION	IS				ANNUAL HOUSEH	PRE-TA	АX	*****						VERIDI					MER LOY		
		RACKI								; \$40-					HOUSEH			TRACKI				SEC-	STILL FAVOR		АТ
	TOTAL 2	2012 2	2011			TOTAL I	(EN	WOMEN	<\$40	<\$70	\$70÷	18-34						2012					ABLE		
UNWID, TOTAL	451	452	462	467	-	384	198	186	40	76	167	41	144	195	197	169	13	305	396	395	-	145	55	220	25
WID. TOTAL	451 100%	452 100%	462 100%	467 100%	-	383 100%	197 1008	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%	-	144 100	55 100%	221 100%	25 : 100%
TOP 2 BOX	296 66%	328 73%	289 63 %	313 67¥	-	245 64%	127 648	118 638	26 65%	59 70%	112 678	34 83*	89 62¥	120 62%	120 61%	114 67%	8 62*	276 72∛	245 62%	261 66%	-	120 84	35 8 638	125 57%	11 : 45%
(4) AGREE STRONGLY	178 40%	193 43%	178 38%	162 35%	-	144 38%	66 338	78 421	13 32%	38 50%	63 38%	20 49%	46 32%	77 39%	78 40%	63 378	3 24%	164 43%	147 37%	129 32%	-	98 68	23 참 41왕	53 24 8	3 ; 13%
(3) AGREE SOMEWHAT	117 26%	135 30%	111 248	151 32%	-	101 26%	61 318	40 21%	13 32%	21 28%	49 29%	14 34%	42 29%	44 22%	42 22∛	51 30%	5 39%	112 29%	98 25%	132 33%	-	22 15		72 338	8 32%
(2) DISAGREE SOMEWHAT	6 18	7 1ዩ	7 28	8 25	-	5 18	4 21	1 ; *	1 2동	1 1%	1 1%	1 2%	1 1%	3 2*ह	3 1%	2 1%	-	4 18	6 1%	7 28	-	-	-	4 28	2 88
(1) DISAGREE STRONGLY	2 *	4 18	5 18	5 1%	-	2 1%	2 18	-	-	-	2 18	-	2 18	-	-	2 1%	~	4 18	3 1*	3 1%	-	-	-	-	2 8%
BOTTOM 2 BOX	8 2∜	11 2%	12 3╊	13 3ዩ	-	7 2₹	6 38	1 *	1 23	1 1*	3 2%	1 2%	3 2동	3 2ቼ	3 1%	4 2왕	-	9 2월	9 2왕	10 3%	-	-	-	4 2%	4 16%
NEITHER	51 11%	30 7툼	48 10%	2 <u>4</u> 5ቼ	-	49 13%	19 10#	30 16%	6 15%	6 8%	20 12%	2 5*	17 12%	30 16%	29 15%	19 11∛	1 78	27 718	48 128	24 6%	-	7 51	7 138	32 15%	3 12%
DON'T KNOW / REFUSED	96 21%	04 19%	112 24%	117 25%	-	82 21%	45 231	37 : 20%	7 18%	10 13%	32 19%	4 10%	35 24%	41 21%	44 22%	32 19%	4 30%	72 19%	90 23≹	102 26%	-	17 129	13 5 248	60 27%	7 : 27%
MEAN S.D. S.B.		0.60	3.53 0.63 0.04	3.44 0.62 0.03	-		3.44 0.63 0.05	0.50	3.44 0.58 0,11	0.52	3.51 0.61 0.06	0.56	3.45 0.64 0.07	0.54	3.61 0.54 0.05	0.63		0.61	3.53 0.61 0.04	0.61	-	0.39	0.48	3.38 0.55 0.05	0.95

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Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: USES RESPONSIBLE BUSINESS PRACTICES WHEN COMPLETING WORK BASED ON TOTAL RESPONDENTS

																						ILL PA		
	E	TLLING	; ;	CONTAC: HYDRO?	5	ROBLEN	· E	ECENT	ENCE	TIME SI (MONTHS	3)			ACCESS WEBSIT	Е		DATA	WORK WITH (VERY			VERIDI TRACKI	AN CONI NG	RCTION	S
	TOTAL Y		10	YES J					VDS		7-12 4	1~6 <	<3	YES	NO 	YES	NO	SUPP	UNSUP	DIAN			2010 2	
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	-
WTD. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 : 100%	271 5 100	19 % 100		18 1009	2 1008	68 ; 100%	68 100%	69 100%	70 100%	-
TOP 2 BOX	296 668	28 80%	5 62*	55 66%	241 65%	48 668	7 71%	28 728	4 68%	3 78∜	10 61皆	16 89%	.22 58%	54 ; 651	174 64			13 8 72	1 50	51 5 758	51 576%	44 648	51 73%	-
(4) AGREE STRONGLY	178 40%	16 45%	3 368	36 43∛	143 39%	33 45%	3 29%	23 59€		3 78¥	5 295	11 61%	15 398	36 5 438	104 5 39			9 8 49	- 8	.34 51*	29 8 428	31 44%	33 47ዩ	-
(3) AGREE SOMEWHAT	117 26%	12 35%	2 26%	19 23왕	98 27ዩ	15 21%	4 428	5 13%	4 68%	-	5 32%	5 28%	7 19%	18 223	70 8 26		95 8 25	4 € 22	1 1 50%	16 5 248	23 338	13 1 9%	19 27%	-
(2) DISAGREE SOMEWHAT	6 1%	1 38	-	2 3왕	4 18	2 3%	-	1 3%	-	-	-	-	2 63	- t	5 2	-	5 1	1 8 6	- 8	1 28	2 5 38	2 ; 2*	2 2*	-
(1) DISAGREE STRONGLY	2 *	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	2 1	8	2 1	- 8	-	-	-	2 2६	2 2ዩ	-
BOTTOM 2 BOX	8 2%	1 3%	-	2 3%	6 2ቼ	2 38	-	1 3ቼ	-	-	-	-	2 61	-	7 3	ક	7	1 8 6	- 1	1 21	2 k 31	3 5 *	3 5*	-
NEITHER	51 11%	4 12%	-	7 98	44 12%	7 10%	-	3 8*	-	-	4 268	-	3 88	6 8 7	35 8 13		46 * 12		-	2 3	3 ≹ 4₹	-	1 1%	-
DON'T KNOW / REFUSED	96 218	2 68	3 388	19 23%	77 21움	16 22%	3 29%	7 18%	2 32	1 22%	2 13%	2 11%	11 299	23 \$ 28	55 \$20		83 8 22	3 * 16	1 * 50	14 % 21	11 8 179	22 32%	15 218	-
MEAN S.D. S.B.	0.57			3.59 0.57 0.08	3.55 0.57 0.04			3.75 0.52 0.10	3.00 0.00 0.00		3.48 0.53 0.17		3.52 0.67 0.14		0.61	0.4		0.66	0.00	0.53		3.55 0.72 0.11	0.70	-

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

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					RESIDE																			
		IDIAN C CKING	ONNBCT.	IONS		====:		ANNUAL HOUSER - '000	PRE-TE DLD IN S	AX COME					HOLD SI	IZE	VERIDI TRACKI	IAN CO	MNECT:	IONS	CUSTO	MER LOY STILL	ĩŇ	
	TOTAL 201	2 2011			TOTAL	MEN	WOMEN	<\$40	\$40- <\$70 :	•	18-34	35-54		1-2		6+	2012					FAVOR		
UNWID. TOTAL	451	-			384	198	186	40	76	167	41	144	195	197	169	13	-				145	55	220	25
WTD. TOTAL	451 100%	-			383 100%	197 100		40 \$ 100%	75 100¥	167 1008	41 100%	144 100%	195 1008	196 1004	169 k 100%	13 1009	-	-			- 144 100	55 % 100%	221 100%	25 100%
TOP 2 BOX	311 69%	-			258 678	127 64	131 % 70%	27 \$ 67\$	57 768	116 698	35 85%	98 68%	122 631	120 5 61	126 8 748	8 8 619	- k				124 86	35 8 648	135 61%	14 55≹
(4) AGREE STRONGLY	158 35%	-			130 34%	58 30 ¹		19 \$ 47%	29 38*8	59 358	22 54%	45 32%	62 328	62 8 31		3 15 23 1	-				98 68	10 % 18%	49 22%	3 10%
(3) AGREE SOMEWHAT	153 34%	-			128 33%	69 35		8 \$20%	29 38%	57 348	13 8 328	52 36%	61 318	58 8 30	60 ≹ ∃6₹	5 5 399	-	-			· 27 18	26 \$478	86 39%	11 45%
(2) DISAGREE SOMEWHAT	17 4%	-			16 4%	9	7 8 41	1 5 28	2 3*	4 21	-	ይ 6 ቴ	8 43	9 5	7 8 48	-	-	-				2 48	12 : 5%	3 12%
(1) DISAGREE STRONGLY	11 2왕	-			9 2%	4 2!	5 * 31	1 \$ 28	4 6*8	2 18	-	5 38	4 28	2 1	7 8 48	-	-			• •	· 1 1		5 : 2%	4 16%
BOTTOM 2 BOX	28 6¥	-			25 78	13 7 ¹		2 5 58	88 88	6 43	-	13 98	12 68	11 8 69	14 8 88	-	-				· 1	-	17 : 8%	7 28욱
NEITHER	34 8%	-		. .	31 8%	16 8		4 \$ 10%	5 6*5	13 84	1 1 2 1	11 88	19 10%	19 5 10	10 8 69	2 151	-	-			- 7	4 % 7%	20 ; 9%	2 8%
DON'T KNOW / REFUSED	78 17%				69 18%	41 21	28 * 151	7 \$ 18%	7 98	32 198	5 128	22 15%	41 218	46 8 24	19 k 11%	3 5 249	-	-		. .	12 8		49 22%	2 8%
MRAN S.D. S.B.	3.35 0.72 0.04	-				3.29 0.72 0.06	0.74		0.82	0.64		0.78	0.73	0.68		0.52	-	-			0.48		0.71	2.59 0.97 0.21

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Q.66 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: IS EFFICIENT AT MANAGING THE HYDRO ELECTRIC SYSTEM BASED ON TOTAL RESPONDENTS

																		WORK					PAYERS	
		TIME O BILLIN	Ģ	HYDRO?	\$	PRÓBLE SOLVED	;	RECENT EXPERI	ence	(MONTH	-			ACCESS WEBSIT	Е	SMART METER	DATA	WITH C			VERID TRACK	IAN C ING	ONNECTI	
	TOTAL	YES	NO	YES			NO	vs	VDS	12+	7-12 4	1-6 <	<3				NO					2011	2010	
UNWID. TOTAL	451	35	8	83	368	73	10	. 39	6	4	16	18	38	83	271	19	376	19	2	67	-			
WTD. TOTAL	451 100%	35 100%	8 100*	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 % 100%	376 100%	18 1008	2 \$ 100	68 100-	*			· _
TOP 2 BOX	311 69%	28 80%	5 63%	51 61%	260 71%	44 60%	6 69욱	26 66%	4 68%	3 75%	10 62%	12 67%	21 55%	60 5 72%	183 68		260 69%	12 669	1 8 50	53 8 79	- 6			-
(4) AGREE STRONGLY	158 35%	10 28∛	1 14%	30 36%	129 35%	26 35*	3 378	19 48%	-	3 758	4 23%	8 45%	13 348	33 5 40%	94 35		137 36%	8 443	-	28 42	- 8			· _
(3) AGREE SOMEWHAT	153 34ቼ	18 52%	4 49%	21 26욱	131 36%	18 25%	3 32%	7 18%	4 688	-	6 39%	4 22∛	8 21%	27 32%	89 33		124 33%	4 231	1 * 50	25 1 37	- t			· -
(2) DISAGREE SOMEWHAT	17 48	1 : 38	-	3 48	14 4*	2 3%	1 10%	1 3%	-	-	-	1 6%	2 5%	2 ; 2%	13 5		13 ; 3%	-	-	1	- k			· _
(1) DISAGREE STRONGLY	11 2%	1 : 38	-	1 1%	10 3왕	1 1%	-	-	-	-	-	-	1 38	4 5%	6		9 28	-	1 50	2 8 3	- 8			· _
BOTTOM 2 BOX	28 6%	2 6%	-	<u>4</u> 5ቄ	24 6%	3 4%	1 10%	1 3%	-	-	-	1 6%	3 88	6 5 78	19 7		22 69	-	1 50	3 14	-			· -
NEITHER	34 8¥	3 : 9%	-	7 9북	27 7音	7 10%	-	3 88	-	1 25%	4 26%	-	2 63	4 5 5%	20 8		29 ; 8%	2 119		3 5	- 8			· _
DON'T KNOW / REFUSED	78 17%	2 5 6월	3 37월	21 25%	57 15왕	19 26%	2 21%	9 23%	2 32월	-	2 12%	5 27%	12 31%	13 5 16%	49 18		64 ; 17%	4 22	÷	8 12	- 8			
MEAN S.D. S.E.	0.72	3.23 0.68 0.12				3.46 0.69 0.10		3.66 0.56 0.11	3.00 0.00 0.00	4.00 0.00 0.00	3.37 0.51 0.16	0.66		3.35 0.81 0.10					1.37		-			· _

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Q.68 AGREEMENT WITH ATTRIBUTES DESCRIBING OPERATIONS SIDE OF VERIDIAN CONNECTIONS: OVERALL THE UTILITY PROVIDES EXCELLENT QUALITY SERVICES BASED ON TOTAL RESPONDENTS

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								BILL 1																
		VERID	IAN CO)NNECT:	IONS				ANNUAL HOUSEH - '000	PRE-T CLD IN S	AX ICOME					IOLD SI		VERID: TRACK	LAN CO		CUSTC		YALTY (
					2009	TOTAL	MEN	WOMEN		\$40- <\$70	\$70+		35-54		1-2	3-5	5+ 5+	2012		2010	SEC- URE		DIFF ERENT	
UNWTD. TOTAL	451	-				384	198	186	40	76	167	41	144	195	197	169	13	-	• -	-	 - 145	55	220	25
WID. TOTAL	451 100%	-	-			383 100%	197 100	186 % 100%	40 5 100%	75 100%	167 1008	41 5 100%	144 ; 100%	195 100%	196 1008	169 5 100%	13 1004	-		. .	 · 144 100			25 100%
TOP 2 BOX	412 91%	-	-			348 91%	175 88	173 8 938	37 : 93%	70 93%	153 921	39 5 95%	131 ; 91%	174 898	175 898	156 5 92%	11 849	-	-	-	 - 143 99			17 5 68%
(4) AGREE STRONGLY	233 52%	-	-			194 51%	84 43	110 8 59%	24 ; 60%	45 60%	86 518	26 63%	68 478	100 51%	105 531	86 51%	4 309		-	-	 - 132 92			5 19%
(3) AGREE SOMEWHAT	179 40%	-	-			153 40%	90 46	63 8-348	13 ; 33%	25 34%	67 408	13 5 328	63 7 448	74 38월	70 361	71 5 428	7 549	-	-		 - 11 8			12 \$ 49%
(2) DISAGREE SOMEWHAT	16 4%	-	-			15 4ዩ	10 5 ¹	5 8 38	3 : 78	2 38	6 48	2 5 8	5 3%	8 48	7 48	7 4%	1 78	- 5	-	-	 	-	12 5	4 16%
(1) DISAGREE STRONGLY	7 2%	-	-			7 28	6 3'	1 8 18	-	1 1%	2 18	-	3 28	4 2*	3 18	4 : 2≹	-	-	-	-	 1	- 8	2 1	4 5 16%
BOTTOM 2 BOX	23 5 ዩ	-	-			22 6ቄ	16 8 [:]	6 हे 3हे	3 78	3 4 ቴ	8 51	2 5 5 %	8 5%	12 68	10 51	11 5 6%	1 78	-	-	-	 · 1 1		14 69	8 32%
NEITHER	5 18	-	-		-	4 18	3 2 ⁴	1 8 1%	-	1 18	2 19	-	2 1%	2 18	2 18	2 1%	-	-	-	-	 	-	3 14	-
DON'T KNOW / REFUSED	11 2%	-	-		-	10 3%	4 2 ¹	6 8 38	-	1 1%	4 2∛	-	3 2창	7 4왕	9 5%	-	1 88	-	-	-	 	2 4	8 8 44	-
MEAN S.D. S.E.	3.47 0.65 0.03	-	-			3.45 0.66 0.03	3.33 0.72 0.05		3.52 0.64 0.10	3.56 0.62 0.07	3.47 0.63 0.05	3.59 0.59 0.09	3.41 0.67 0.06	0.68	3.50 0.65 0.05		3.25 0.62 0.18	-	-	-	 3.90 0.36 0.03	0.50		2.72 0.97 0.19

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

																							PAYERS	
		TIME O BILLIN	G	HYDRO?	:	PROBLEI SOLVED	?	RECENT	ENCE	(MONTH	-			ACCESS WEBSIT	E	SMART METER	DATA	WORK WITH C VERY			VERII TRACE	IAN (ING	ONNECT	TONS
	TOTAL	YES				YES 1		vs ·			7-12 4	-6	<3		NO 	YES	NO	SUPP	UNSUP			2011		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	451 100%	35 100≹	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 8 100%	376 100%	18 1001	2 100	68 100	ф		-	
TOP 2 BOX	412 91%	31 88%	8 100%	74 89%	338 92≹	68 93*	6 59%	39 100%	3 51%	4 100%	15 94%	16 89%	32 84≹	75 91%	247 91	18 8 95%	342 918	17 941	1 1 50	65 8 96	8		-	
(4) AGREE STRONGLY	233 52%	15 42%	2 26%	47 578	186 50%	45 61%	3 27€	31 80%	-	4 10 0 %	8 49%	11 62%	21 56%	41 498	147 54	10 8 53%	197 528	12 ; 66%	- 5	38 57			-	
(3) AGREB SOMEWHAT	179 403	16 46%	6 74%	27 32%	153 41%	24 32%	3 31%	8 20%	3 51%	-	7 44%	5 27क्ष	11 28%	34 : 41%	100 37	8 1: 428	146 398	5 5 281	1 \$ 50	26 8 39			-	
(2) DISAGREE SOMEWHAT	16 43	3 : 9%	-	5 68	11 3*	3 4%	2 21%	-	2 338	-	-	2 11%	3 88	4 ; 58	8 3	-	13 31	1 5 65	1 1 50	1 हे 2	40		-	
(1) DISAGREE STRONGLY	7 29	-	-	2 2ቼ	5 18	-	2 21%	-	ר 16%	-	-	-	2 58	3 ; 4%	4 1	1 8 58	6 28	-	-	-			-	
BOTTOM 2 BOX	23 51	3 598	-	7 98	16 4%	3 4%	4 418	-	3 498	-	-	2 11%	5 138	7 5 83	12 : 4		19 59	1 5 65			9	-	-	
NEITHER	5 18	1 ; 3%	-	-	5 1%	-	-	-	-	-	· -	-	-	-	4 1	- 8	4 19	-	-	1 1	¥	-	-	
DON'T KNOW / REFUSED	11 28	-	-	2 28	9 : 2%	2 ; 3%	-	-	-	-	1 6*	-	1 38	1 1 1 1	8 i 3	- 9	11 39	-	-	1 1		-	-	
MEAN S.D. S.E.	3.47 0.65 0.03		0.47		3.47 0.63 0.03	0.58	2.65 1.15 0.38	3.80 0.41 0.07	0.81	0.00	0.52		0.86	0.74	0.63	3.42 0.77 0.18	3.48 0.65 0.03	0.62	0.69	0.53		-	-	

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

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						RESIDE																			
				NECTIO			=====		ANNUAL HOUSEB - '000	PRE-T OLD IN S	AX COME		~~					VERIDI	AN CON	NECTIO			ER LOY		
		FRACKI								\$40-		AGE			HOUSEH			TRACKI				SEC-	STILL FAVOR		АТ
	TOTAL :			2010		TOTAL 1	TEN	WOMEN	<\$40	<\$70	\$70+ 	18-34	35-54	55+	1-2 	3-5		2012	2011	2010	2009	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
WID. TOTAL	451 100놓	452 100%	462 100%	467 100%	454 100%	383 100%	197 100≹	186 : 100%	40 5 100%	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	381 85%	382 84%	380 82%	385 82%	363 80%	323 84%	157 79≹	166 : 898	35 688	63 848	145 87≹	36 88%	120 63%	164 84%	164 : 84%	144 85%	10 77%	326 85%	330 84%	327 82%	313 81%	137 951	48 5 875	179 B1%	11 45%
(4) AGREE STRONGLY	240 53ዩ	236 52%	225 49%	225 48%	189 42%	197 51%	86 448	111 60%	24 5 60%	42 55%	88 53%	24 59%	73 51∛	99 51%	104 53%	88 52%	5 39≹	208 548	188 48%	188 47%	160 41%	133 929	23 \$ 43*	78 35%	3 12%
(3) AGREE SOMEWHAT	141 318	146 32%	154 33ზ	160 34%	174 38%	126 33%	70 36%	55 30%	11 ; 28%	22 29%	58 34%	12 30%	47 33*	65 34%	61 31%	57 33왕	5 398	118 31%	142 36%	140 35%	153 40%	4 39	24 5 44%	101 46%	8 33%
(2) DISAGREE SOMEWHAT	13 38	23 5ዩ	12 3%	9 2*	13 3%	12 3%	9 58	3 ; 2%	2 : 5%	4 5ቴ	3 2%	1 28	5 48	6 3%	3 2%	8 5%	1 78	19 5%	9 28	7 28	11 3*	-	1 28	7 38	5 20%
(1) DISAGREE STRONGLY	3 1*	6 1%	3 18	11 2%	8 2%	3 18	3 18	-	-	1 1%	1 1%	1 28	2 1ቔ	-	1 *	2 1%	-	6 2%	3 18	11 3%	8 2*	-	-	-	3 12∛
BOTTOM 2 BOX	16 4%	29 68	16 3%	20 4%	21 5%	15 4%	12 6%	3 21	2 ; 5%	5 78	4 28	2 5%	7 5ኛ	6 3%	4 28	10 68	1 78	25 6%	12 3∛	18 48	19 5%	-	1 2%	7 3€	8 32월
NEITHER	17 4%	4 18	16 4%	11 2%	27 6%	15 4%	8 4କ	7 48	2 ; 5%	2 3*	4 28	1 2%	7 5ዩ	7 48	11 6%	4 2*	-	4 18	15 4%	10 2동	24 6%	1	2 5 48	13 6%	1 3%
DON'T KNOW / REFUSED	37 8¥	38 8*	$50 \\ 11 \%$	51 11%	42 9*	30 8*	21 10%	10 : 5%	1 : 2%	5 78:	14 8%	2 5*	10 78	17 9%	16 8%	11 6%	2 15%	30 8%	36 9%	42 11∦	30 B%	6 41	4 88	22 10ቴ	5 20%
MEAN S.D. S.E.	0.60		3.52 0.60 0.03	0.68	3.42 0.66 0.03	0.61	3.42 0.68 0.05	3.64 0.52 0.04	3.59 0.60 0.10	3.52 0.68 0.08	3.55 0.57 0.05	3.56 0.68 0.11	3.50 0.65 0.06		3.59 0.56 0.04	3.49 0.66 0.05	3.37 D.67 0.20	3.51 0.68 0.04	3.51 0.59 0.03		3.40 0.67 0.04	3.97 0.17 0.01		3.38 0.56 0.04	2.60 0.96 0.22

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

																		WORK			CIAL B			
		TIME O BILLIN		CONTACT HYDRO?		PROBLEN	2	RECENT EXPERI	ENCE	(MONTH	-		r I	ACCESS WEBSITI		SMART METER	DATA	WITH (VERIDI TRACKI	AN CON NG	NECTIC	NS
	TOTAL	YES	NO		90 90			vs ·	VDS	12+	7-12		<3	YES I	07		ΟM	VERY SUPP 	VERY UNSUP	DIAN	2012			
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	451 100	35 ≹ 100≹	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 1001	19 5 100%	376 100%	18 1004	2 1001	68 1001	68 100%	69 100%	70 1003	68 100%
TOP 2 BOX	381 85	28 ≹ 79≹	6 75%	66 80%	315 86%	61 83%	5 51%	33 85%	1 18%	4 100%	13 83%	15 84%	30 79놓	66 80%	238 88 ⁹	16 동 84동	319 85%	13 72	1 8 50%	58 861	56 823	50 728	58 838	50 5 74%
(4) AGREE STRONGLY	240 53	14 8 398	2 26%	41 50%	198 54%	39 52욱	3 31%	25 65%	-	3 75¥	4 25%	11 62%	20 52%	50 61%	145 54	13 8 688	203 54%	11 613	- 8	42 631	28 8 41%	37 538	38 541	29 43%
(3) AGREE SOMEWHAT	141 31	14 8 40%	<u>4</u> 498	25 30%	117 32%	23 318	2 218	8 21%	1 18%	1 25%	9 57∜	4 21%	10 26%	16 20%	93 34	3 16%	117 318	2 11	1 501	16 5 241	28 8 418	13 18%	20 298	21 31%
(2) DISAGREE SOMEWHAT	13 3	5 598	-	6 78	7 2%	4 6∛	2 21%	-	3 50%	-	-	2 11%	4 118	7 ₿≹	2 1	1 \$58	9 2%	1	1 8 50	1 5 25	5 8 78	3 5*	2 38	2 5 3왕
(1) DISAGREE STRONGLY	3 1	-	-	-	3 1%	-	-	-	-	-	-	-	-	-	3 1	- 6	3 18	-	-		-	1 18	-	-
BOTTOM 2 BOX	16 4	3 8 98	-	6 78	10 3%	4 6%	2 21%	-	3 50%	-	-	2 11¥	4 11%	7 88	5 2	1 \$5%	12 31	1	1 1 50	1 8 23	5 15 78	4 : 6월	2 31	2 5 3%
NEITHER	17 4	1 & 38	-	3 4왕	14 48	2 3%	1 10%	2 5%	1 16%	-	1 6%	-	1 3%	2 2*	10 4	1 8 58	15 4¥	1 6		2 3	-	2 2%	2 23	3 5%
DON'T KNOW / REFUSED	37 8	3 % 8%	2 25%	7 98	29 88	6 88	2 17%	4 9%	1 16%	-	2 118	1 5왕	3 7≋	7 98	18 6	1 8 58	30 8%	- 3 - 16	- 8	6 91	8 118	14 20ቼ	8 129	12 18%
MEAN S.D. S.E.	3.56 0.60 0.03	0.67	3.35 0.52 0.22	3.49 0.65 0.08	3.57 0.59 0.03	0.62	3.13 0.90 0.35	0.43	0.51	0.51	0.48	0.72	0.71	0.66	0.58	3.71 0.59 0.14	0.59	0.63	0.69	0.50	0.63	0.67	0.57	0.58

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

						RESIDE																			
	,	RRIDI	an coni	NRCTTO					ANNUAL HOUSEH	PRE-I OLD IN	'AX									NECTIO			ER LOY		
		TRACKI							n=====	-		AGE 				OLD SI		TRACKI		0		SEC-	STILL FAVOR		AT
	TOTAL :	2012	2011 3		2009	TOTAL N	CEN	WOMEN		<\$70		18-34	35-54	55+	1-2	3-5	6+ 	2012	2011	2010	2009	URE	ABLE	BRENT	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
WID. TOTAL	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 : 1008	40 100%	75 100%	167 1001	41 100%	144 100∛	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 1004	144 1004	55 100%	221 100%	25 100%
TOP 2 BOX	303 67%	358 79%	338 73ቶ	330 71≹	302 678	258 67%	131 668	127 5 685	28 5 69왕	62 82월	113 678	33 8 81%	94 65*	128 66%	126 65%	122 72%	5 388	303 798	288 73%	280 71%	250 658	130 5 911	37 5 68%	125 57%	9 35¥
(4) AGREE STRONGLY	183 41%	185 41%	166 36%	182 39%	146 32%	152 40ቼ	73 379	80 ; 439	18 \$ 44%	43 578	65 391	20 5 498	51 35%	80 41%	78 40%	72 428	2 15%	161 42%	139 35%	152 38%	122 32	114 ; 791	15 5 278	53 24ਵ	1 3∛
(3) AGREE SOMEWHAT	120 27%	173 38%	171 37%	148 32%	156 34%	105 27%	58 291	47 ; 258	10 5 25%	19 25%	48 281	13 8 328	43 30∛r	48 25%	49 25%	51 30%	3 23∜	142 37%	149 38%	129 32%	128 338	17 x 12	22 418	72 33€	8 32≹
(2) DISAGREE SOMEWHAT	11 2%	11 2놓	10 2%	20 48	16 3%	8 218	6 38	2 1	1 5 28	1 18	3	-	4 38	4 2%	4 28	3 28	1 78	10 3%	8 2*	15 4%	14 43	-	2 4%	5 2%	4 178
(1) DISAGREE STRONGLY	6 18	5 1%	<u>4</u> 1왕	7 18	6 1 हे	5 18	3 18	2 3 19	-	2 3ዩ	1	1 1 28	2 1%	2 13	2 : 1%	3 2%	-	5 1%	4 1%	7 2%	4 18	-	-	3 18	3 12%
BOTTOM 2 BOX	17 48	16 4%	14 3%	27 6ቄ	22 5ቼ	13 38	9 49	4 3 28	1 2%	3 48	4 25	1 8 28	6 4등	6 3%	6 38	6 3∛a	1 7월	15 48	12 3%	22 6*	18 51	- i	2 4*	6 4.8	7 28%
NEITHBR	40 9월	20 48	31 7%	15 38	37 8%	38 10%	17 98	21 119	5 5 138	3 48	18 118	2 \$5\$	15 10%	20 10%	20 : 10%	16 9%	2 16%	18 5%	31 8%	14 4%	30 81	5 5 31	5 5 9%	26 12%	2 B%
DON'T KNOW / REFUSED	90 20%	59 13%	80 17%	95 20%	93 208	75 20≹	41 214	34 : 181	6 5 16%	8 10\$	33 201	5 12%	29 20≹	41 21%	44 22%	25 15%	5 39%	49 13%	62 16%	80 20%	87 231	9 5 61	11 20%	62 28%	7 29%
MEAN S.D. S.E.		3.44 0.62 0.03	3.42 0.61 0.03	3.42 0.69 0.04	3.36 0.67 0.04	3.50 0.65 0.04	3.44 0.68 0.06	3.56 0.61 0.05	3.59 0.57 0.11	3.59 0.68 0.08	3.52 0.60 0.06	3.53 0.65 0.11	3.43 0.67 0.07		3.53 0.63 0.05		3.16 0.75 0.31	3.44 0.64 0.04	3.41 0.61 0.04	3.41 0.69 0.04	3.37 0.66 0.04	3.87 0.34 0.03	3.33 0.57 0.09	0.66	2.41 0.86 0.22

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

																		WORK			CIAL B			
		TIME O BILLIN	G	HYDRO?		PROBLE SOLVED	?	RECENT EXPERI	ENCE	TIME SI (MONTES	3)			ACCESS WEBSIT		SMART METER	DATA	WITH C	THERS		VERIDI TRACKI	AN CON NG	NECTIC	ns
	TOTAL		NO				NO .				7-12				NO 0		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	65	72	67
WTD. TOTAL	451 100	35 5 100%	8 100%	83 : 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 % 100%	376 100%	18 100%	2 100%	68 : 100%	68 ; 100%	69 100%	70 100%	68 5 100%
TOP 2 BOX	303 67	23 8 65%	4 51%	52 63%	252 68%	46 637	6 61놓	28 72%	3 51%	3 78*8	10 62%	11 61%	23 60%	60 73왕	180 679	14 हे 73ह	257 68%	12 66%	1 50%	46 688	55 ; 81%	50 72%	50 71%	52 576%
(4) AGREE STRONGLY	183 413	12 8 348	4 518	30 36%	153 42%	28 38%	2 18¥	19 498	-	2 53%	4 238	7 39%	14 363	35 428	110 413		154 418	8 448	-	31 469	23 5 34%	28 40¥	30 433	24 7 35%
(3) AGREE SOMEWHAT	120 27	11 5 31%	-	22 26%	98 27%	18 24%	4 43%	9 23*	3 518	1 25%	6 38%	4 22동	9 248	25 30%	70 265		103 27%	4 22%	1 50%	15 5 228	32 47%	22 32%	20 281	28 \$ 42%
(2) DISAGREE SOMEWHAT	11 23	1 8 38	-	2 2왕	9 2%	-	2 20왕	-	1 16%	-	-	-	2 5%	4 5%	5 2 ⁹		9 2ቼ	-	-	3 51	1 1%	2 3*	5 78	2 ; 2≹
(1) DISAGREE STRONGLY	6 1	1 8 38	1 : 138	2 ; 3%	4 18	2 3%	-	-	1 17%	-	-	-	2 6%	1 1%	3 1 ⁹	-	4 1%	1 61	-	1 23	-	-	-	2 3क्ष
BOTTOM 2 BOX	17 4	2 8 61	1 ; 13%	4 ; 5%	13 4%	2 3%	2 20동	-	2 33%	-	-	-	4 10왕	5 68	8 31	1 8 58	13 3%	1 68	-	4 69	1 5 1%	2 38	5 71	4 68
NEITHER	40 91	5 8 148	1 ; 128	7 ; 98	33 98	7 10%	-	3 88	-	-	4 268	1 5%	2 68	5 6%	23 9		33 98	1 68	-	2 31	2 5 3%	-	1 19	7 : 10%
DON'T KNOW / REFUSED	90 201	5 8 149	2 258	20 248	70 19%	18 25%	2 198	8 20%	1 16%	1 22%	2 12%	େ 34%	9 23%	13 15%	60 22		73 19%	4 229	1 50%	16 239	10 5 15%	17 25€	15 218	5 6%
MEAN S.D. S.E.	0.66								0.90	0.57	0.51		0.92			3.66 0.62 0.16			0.00		0.52		0.65	

MARCH 28 - APRIL 11, 2013

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

BASED ON TOTAL CESTORDERID																									
						RESIDEN	TIAL	BILL P	AYERS																
			AN CON				# # #===		ANNUAL HOUSEH	PRE-TA	∙x.							VERIDIA				CUSTOM			
		TRACKI		NBCILC	95							AGE				OLD SIZ		TRACKI					STILL I FAVOR I		አጥ
	TOTAL	2012		2010 2	2009	TOTAL N			<\$40		\$70+	18-34	35-54	55 +	1-2	3-5 6	÷+	2012	2011	2010	2009			SRENT	
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	451 100%	452 100∛	462 100%	467 100중	454 100%	383 100%	197 100%	186 100%	40 5 100%	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	334 748	334 748	326 71%	321 69%	314 69%	287 75%	142 728	145 788	34 85%	58 78*	129 77%	36 88%	106 74%	142 73%	140 72%	133 79%	9 701	285 74%	283 72≹	273 69*	272 718	131 91%	40 73원	144 б5%	16 64ቄ
(4) AGREE STRONGLY	156 35%	156 34ቴ	145 31%	141 30%	136 30%	131 34%	60 31%	70 381	19 \$ 47%	32 42%	54 321	22 548	37 26%	71 36%	69 358	58 34%s	4 318	129 34%							
(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%	69 488	71 36%	72 37%	75 44%	5 398	155 ; 40%			152 398				
(2) DISAGREE SOMEWHAT	24 5ኝ	33 78	36 8%	24 5ზ	27 6%	22 : 6%	13 71	9 5 5 1	-	7 98	6 48	1 ; 2%	12 88	6 45	10 : 5%	10 6%	1 73				22 61		3 5¥	16 78	
(1) DISAGREE STRONGLY	6 18	12 3%	8 215	17 48	3 1%	6 ; 2%	4 28	2 ; 19	-	2 3ዩ	1 18	-	1 18	5 38	3 ; 2*8	3 2%	-	12 3*			3 18				
BOTTOM 2 BOX	30 78	44 10%	4년 108	41 9등	30 7월	28 ; 7%	17 91	11 ; 6'	- k	9 12%	7 48	1 5 28	13 9\$	13 78	13 ; 7%	13 8%	1 71				25 61	-			
NEITHER	28 6%	16 4%	19 : 4%	20 4 ຮ	35 81	25 ; 7∛;	14 71	11 5 6,	3 8 8 8	3 4%	8 51	2 5 5 8	9 68	14 78	17 ; 9%	8 58	-	15 48					3		
DON'T KNOW / REFUSED	59 13%	58 13%	72 : 16%	85 18%	75 178	43 \$ 11%	25 128	19 5 10 ⁹	3 8 8 %	5 68	24 141	2 5 %	16 11*	26 13%	25 ; 13%	15 9%	3 239								
MEAN S.D. S.E.	3.33 0.67 0.04	3.26 0.75 0.04	3.25 0.72 0.04	3.23 0.77 0.04	3.30 0.65 0.03	3.31 0.68 0.04	3.25 0.71 0.06	0.66		3.30 0.78 0.10	0.60	0.55	0.64	0.73	3.34 0.69 0.06	0.69	3.30 0.67 0.21	0.76	0.73		0.65	3.73 0.51 0.04	3.15 0.63 0.09	0.63	2.68 0.71 0.15

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

																		WORK			CIAL B			
		TIME C BILLIN	G	HYDRO?	,	PROBLE SOLVED)?	RECENT EXPERI	ENCE	(MONTH	INCE C S)			ACCESS WEBSIT	Е	SMART METER	DATA	WITH (VERIDI TRACKI	AN CON	NECTIO	ons
	TOTAL	YBS	NO	YES	NO	тея УЕЗ	NO	vs	VDS	12+ 	7-12	<u> </u>	<3	YES	no 		NO		VERY UNSUP	DIAN	2012			
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	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 : 100%	4 100%	16 100%	18 100%	38 100%	83 : 100%	271 100	19 8 100%	376 100%	18 1009	2 100%	68 100%	68 100%	69 100%	70 100%	68 : 100%
TOP 2 BOX	334 749	28 80%	5 621	57 69%	277 75%	50 68%	7 78%	29 741	4 5 66%	3 73%	10 61%	15 83%	26 67%	62 75%	203 75	13 698	280 759	12 5 675	1 5 50%	48 ; 70%	49 728	43 62%	48 68%	41 61%
(4) AGREE STRONGLY	156 358	9 26%	2 269	31 37%	125 34%	29 6 40%	2 20%	19 498	-	3 738	3 198	10 578	14 36%	33 40%	98 36 ⁹	8 428	136 361	3	1 5 50%	26 38%	26 398	24 35%	20 28ቴ	16 5 23%
(3) AGREE SOMEWHAT	178 39%	19 54%	Э Э68	26 32%	152 41%	21 28%	5 58%	10 25%	4 66%	-	7 438	5 27람	12 31%	29 35%	105 391	5 \$27%	144 388	9 501	-	22 32%	22 33%	19 27%	28 40%	25 : 37%
(2) DISAGREE SOMEWHAT	24 5%	-	2 25%	5 68	19 5%	4 ; 5%;	1 10%	2 5월	1 16%	-	2 13*	-	2 5*	9 10%	10 49	2 8 11%	20 58	1 ; 59		2 38	6 9*	2 3%	2 38	5 8%
(1) DISAGREE STRONGLY	6 18	1 ૩૬	-	1 18	5 1%	1 : 1%	-	-	-	-	-	1 6%	-	1 1ዩ	4 19	-	5 18	-	1 50%	-	-	-	4 58	-
BOTTOM 2 BOX	30 71	1 3%	2 25%	6 78	24 6%	5 ; 78	1 10%	2 5ቼ	1 16%	-	2 13왕	1 6ቄ	2 5ቼ	10 12%	14 51	2 5 118	25 78	1 5 8	1 ; 50%	2 : 3%	6 9월	2 3%	6 9%	5 8%
NEITHER	28 68	1 38	-	4 5ზ	24 78	4 : 68	-	2 5%	-	-	2 13%	-	2 68	4 58	17 63	1 5 5%	25 78	1 5 58	-	3 5%	1 28	2 2%	그 1.8	5 78
DON'T KNOW / REFUSED	59 13%	5 14%	1 13%	15 18%	43 12%	14 19%	1 118	6 16%	1 18%	1 27%	2 12%	2 11%	8 22%	7 98	37 149	3 5 16%	45 128	4 237	-	15 22%	11 178	22 32∛	15 22%	1 7 25≹
MEAN S.D. S.E.	0.67	3.24 0.64 0.12	0.83	0.71	3.32 0.67 0.04	0.71	0.61	0.62	0.45	0.00	0.68	0.82	0.64	0.74	0.66	3.40 0.74 0.19	3.35 0.60 0.04	3.16 0.55 0.15	2.50 2.06 1.42	3.49 0.57 0.08	3.37 0.68 0.09	3.40 0.60 0.09	3.18 0.81 0.11	3.23 0.64 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

						RESIDEN																			
	1	ÆRIDL	AN CON	NECTION					HOUSEH	PRE-T OLD IN S	AX COME		= = = = = = =					VERIDI	AN CON				ER LOYA		
		FRACKII								\$40-													STILL I FAVOR I	DIFF .	
	TOTAL 2			2010 2	2009	TOTAL N		WOMEN	<\$40		\$70+ 	18-34 	35-54	55+	1-2	3-5	5+	2012	2011	2010	2009	URE	ABLE I	SRENT	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	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 : 1008	40 100%	75 100∛	167 1008	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	316 70%	343 76%	321 70%	326 70%	299 66%	269 70%	134 68₹	135 ; 731	30 5 75%	59 78¥	126 758	35 85¥	95 66%	136 703	131 678	128 75≹	7 54∛	290 75%	272 69*	282 71%	261 68%	130 91%	36 66%	138 62%	9 36%
(4) AGREE STRONGLY	167 37%	165 36%	162 35ზ	149 328	136 30%	137 36%	64 328	74 401	19 \$ 47%	33 448	59 35%	18 : 443	44 30왕	75 38%	74 38%	61 36%	3 23३	141 37%	131 33%	127 32%	117 30%	108 75≹	10 18%	47 218	1 48
(3) AGREE SOMEWHAT	150 33%	179 40%	160 35∛	177 388	163 36%	131 348	70 35%	61 338	11 28%	26 34왕	67 408	17 428	51 35∛	61 31%	57 298	67 40%	4 318	149 398	141 36%	155 39%	144 37%	22 15%	26 488	91 41%	8 32%
(2) DISAGREE SOMEWHAT	14 3%	11 2%	14 38	18 4%	16 48	11 3ዩ	8 44	3 : 28	1 \$28	1 18	3 21	-	5 3∛8	6 38	6 38	4 28	1 78	9 28	13 3%	15 48	15 4ቄ	-	2 4 የ	9 4등	3 12€
(1) DISAGREE STRONGLY	7 2 ዩ	9 28	2 18	9 28	13 3¥	7 28	5 38	2 1	1 23	2 38	3 21	1 ; 28	4 38	2 1%	4 2≹	3 2≹	-	9 2¥	2 18	7 28	10 3%	1 18	-	ב *	5 20%
BOTTOM 2 BOX	21 5%	20 4ቴ	16 4ክ	27 61	29 68	18 5%	13 78	5 31	2 \$ 58	3 4%	6 4 स	1 28	9 68	8 4 ቴ	10 5¥	7 4ዩ	1 78	18 5%		22 5%	26 7≹	1 1%	2 48	10 5%	8 32%
NEITHER	31 7%	21 5람	32 7참	15 3ዩ	44 108	29 8%	16 88	13 71	3 8 8 8	4 5%	10 6%	1 2¥	15 10≹	13 78	16 8%	13 8%	-	20 5%		14 4%	33 8%	4 38		20 9%	- •
DON'T KNOW / REFUSED	83 18%	67 15∛	92 20왕	99 21%	82 18%	68 18%	35 18%	33 184	5 138	10 13%	25 15%	4 : 10%	25 18%	38 19%	39 20%	22 13동	5 38*	57 15%	73 188	79 20者	66 178	9 68	13 23≵	54 24*	7 28%
MEAN S.D. S.E.	0.67	3.37 0.67 0.03	0.61	0.69	3.29 0.73 0.04	0.68	3.31 0.73 0.06	3.48 0.61 0.05	3.51 0.71 0.13	3.46 0.69 0.09	3.37 0.65 0.06	3.45 0.64 0.11	3.30 0.74 0.07		3.43 0.71 0.06		3.25 0.70 0.25	3.37 0.68 0.04		3.32 0.67 0.04		3.81 0.44 0.04		3.24 0.59 0.05	0.98

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

																		WORK			CIAL B			
		BILLIN	G	CONTAC: HYDRO?		PROBLES SOLVED	2 1	RECENT	ENCE	TIME S: (MONTHS	5)		1	ACCESS WEBSIT		SMART METER :	DATA	WITH O	THERS		VERIDI. TRACKI	AN CONI NG	NECTIO	ns
	TOTAL		===== Ю	YES I		YES I				12+	7-12				NO	YES	NO				2012			
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	451 100	35 \$ 100%	8 100%	83 : 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100왕	18 100%	38 100%	83 100%	271 100	19 \$ 100%	376 100%	18 100%	2 100%	68 : 100%	68 5 100%	69 100%	70 100%	68 : 100%
TOP 2 BOX	316 70	25 \$71\$	5 62%	58 70%	258 70¥	54 73%	5 48¥	31 79%	2 33¥	4 100%	9 56%	15 83%	27 71%	58 70%	191 70	15 % 79%	264 70%	12 678	1 50%	47 708	53 5 798	49 718	44 638	38 ; 56%
(4) AGREE STRONGLY	167 37	12 % 34%	3 388	35 42%	132 36%	32 44%	э 29%	22 56%	-	3 78%	2 11%	10 55%	17 44ኔ	34 41ზ	97 36	10 8 52%	139 37%	6 338	-	29 43	24 : 35월	31 448	22 31ዩ	20 1 29%
(3) AGREE SOMEWHAT	150 33	13 % 37%	2 24%	23 28%	126 34%	21 29%	2 198	9 23३	2 33%	1 22%	7 458	5 28%	10 278	24 29%	93 34		125 33%	6 348	1 50%	18 278	29 5 438	18 26%	22 328	10 27%
(2) DISAGREE SOMEWHAT	14 3	2 * 6*	-	5 68	9 2%	2 3%	3 30%	2 5*	2 32%	-	1 78	-	4 10%	6 78	5 2	1 * 5*	11 3%	-	-	3 51	2 3 %	1 18	3 48	1 1%
(1) DISAGREE STRONGLY	7	*	-	2 28	5 1%	2 : 3¥	-	-	-	-	1 6월	-	1 3%	1 1%	5 2	1 8 58	6 28	-	-	-	-	-	2 3%	2 5 3*
BOTTOM 2 BOX	21 5	2 1618	-	7 88	14 4왕	4 6∛s	3 30%	2 5%	2 328	-	2 13*	-	5 138	7 8%	10 4		17 48	-	-	3 51	2 \$3%	1 1%	5 8%	3 5%
NEITHER -	31 7	4 % 12%	-	2 2%	29 8%	2 3%	-	2 5*	-	-	2 13%	-	-	6 7ቼ	17 6		24 6%	2 119	-	2 31	1 5 25	-	1 1%	11 17%
DON'T KNOW / REFUSED	83 18	4 % 12%	3 387	16 19%	67 18%	14 19%	2 228	4 10%	2 34%	-	3 18%	3 17%	6 16%	12 14%	53 20		71 19%	4 229	1 50%	15 229	11 16%	20 28%	20 29%	15 : 23%
MEAN S.D. S.E.	3.41 0.67 0.04	0.63	3.61 0.55 0.25		3.41 0.65 0.04	3.45 0.73 0.10	2.98 0.93 0.34	3.60 0.62 0.11	2.51 0.58 0.29		0.81	0.49	0.83	0.72	0.66	3.41 0.87 0.21					0.57		0.79	

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MARCH 28 - APRIL 11, 2013

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

						RESIDE																			
				INECTIC					ANNUAL	PRE-T	AX	*						VERIDI					ER LOY		
		TRACKI								====== \$40-					HOUSEH			TRACKI					STILL : FAVOR 1		ΑT
	TOTAL	2012	2011	2010	2009	TOTAL 1	MEN	WOMEN	<\$40	<\$70	\$70+				1-2		6+	2012			2009		ABLE		
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	296 668	314 69%	306 661	296 : 63*	289 648	248 65%	130 668	118 63%	27 67%	54 72%	117 70%	34 83%	96 66%	116 59%	120 61%	116 68%	8 628	265 69%	263 67%	255 64%	248 648	121 84%	37 678	122 55%	12 48∛
(4) AGREE STRONGLY	153 34%	142 31*	141 31%	135 : 29%	117 26%	128 33%	56 29≹	72 39%	16 40%	33 43≹	61 36%	16 39≹	49 348	63 32%	68 35%	58 34*	3 23%	123 32%	117 30皆	115 29%	99 26%	98 68%	11 20%	40 18%	1 4%
(3) AGREE SOMEWHAT	143 32%	172 38%	165 36%	161 35%	172 388	120 31%	74 37%	46 25%	11 27%	22 29%	56 34왕	18 44%	47 32%	53 278	53 27%	58 34%	5 39%	142 37%	146 37ቄ	140 35ት	148 38%	23 16%	26 47ዩ	₿2 37€	11 44ጜ
(2) DISAGREE SOMEWHAT	12 38	18 4%	13 3%	5 18	27 68	12 3ቄ	6 38	6 318	1 2*	2 38	3 2%	-	4 38	8 4 %	6 38	5 3%	1 7왕	15 48	10 3%	6 1%	23 6ቴ	-	-	10 5%	2 8%
(1) DISAGREE STRONGLY	5 1%	11 2%	5 18	15 3%	16 4%	5 1%	4 2∛s	1 1%	-	2 2∛	2 1%	1 28	2 18	2 1%	2 1%	3 2*	-	8 2왕	2 1%	12 3ቼ	14 4%	-	1 28	1 *	3 12%
BOTTOM 2 BOX	17 48	29 68	18 48	21 4%	43 9%	17 4ቼ	10 5%	7 48	1 2%	4 5왕	5 38	1 28	6 48	10 5%	8 4왕	8 5%	1 78	23 6왕	13 3%	18 5%	38 10%	-	1 2왕	11 5*	5 20⊁
NEITHER	43 98	26 68	28 65	35 78	42 9€	37 10ቴ	18 9%	19 108	5 13%	5 71	12 7%	2 5६	14 10%	20 10%	23 12%	14 8%	-	24 6왕	28 7왕	32 ₿%s	34 98	6 4왕	3 5ቴ	28 13%	3 12%
DON'T KNOW / REFUSED	96 21%	83 18%	111 24%	115 25%	81 18%	81 21%	39 20≵	42 23∛	7 18%	12 16%	33 20놓	4 10%	28 20%	49 25%	45 23%	31 19%	4 31€	72 19%	89 23%	92 23*	67 178	17 128	14 25왕	59 27≹	5 20%
MEAN S.D. S.E.	3.42 0.64 0.04	0.71	0.63	0.73	3.17 0.77 0.04		3.30 0.68 0.06	3.51 0.63 0.06		0.72	3.44 0.63 0.06		0.67	3.40 0.68 0.06		0.68	0.66	0.70	3.37 0.60 0.04			3.81 0.39 0.04	0.59		2.59 0.87 0.21

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2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

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

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		TIME OF		CONTACI HYDRO?		PROBLEM		ECENT		TIME SE (MONTHS	ENCE CO	NTACT		ACCESS		SMART METER I	1	WORK WITH O =====	THERS		VERIDIA	AN CONI		
				YES N				rs V		12+ '	7-12 4	-6 <	з 1								2012			
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	ବେ	72	67
WTD. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100%	2 : 100%	68 1001	68 : 100%	69 100%	70 100%	68 100%
TOP 2 BOX	296 66%	25 71%	5 62%	51 61%	245 67%	44 60%	6 69%	26 66%	3 51%	4 100%	7 48왕	14 78%	23 60%	56 68왕	177 65%	13 68%	247 66%	13 72%	1 ; 50%	48 709	49 ; 728	43 62%	41 58%	41 60%
(4) AGREE STRONGLY	153 34%	11 31%	3 38%	26 31%	127 348	23 32%	3 31%	16 418	-	3 75%	1 68	12 67%	9 24욱	33 40%	88 32%	8 42%	129 34%	7 388	1 501	25 361	19 19	24 358	19 28%	17 26%
(3) AGREE SOMEWHAT	143 32%	14 : 40%	2 248	25 30%	118 32%	21 29%	4 39%	10 25%	3 51%	1 25%	7 42%	2 118	14 378	23 28%	89 33%	5 27%	117 31%	6 ; 34%	-	23 341	30 44%	19 27%	22 31%	24 35%
(2) DISAGREE SOMEWHAT	12 3%	3 ; 9%;	-	4 5놓	8 2%	4 6%	-	3 88	-	-	1 7&	1 6%	1 38	4 5%r	5 2≹	-	9 2%	-	1 50%	-	3 4%	2 3ቼ	1 1%	4 6参
(1) DISAGREE STRONGLY	5 1%	-	1 13%	-	5 1%	-	-	-	-	-	-	-	-	-	3 1%	-	4 19	-	-	-	3 4%	2 3%	2 3%	2 2 ह
BOTTOM 2 BOX	17 4%	3 5 98	1 13%	4 5*	13 3¥	4 6욱	-	3 8%	-	-	1 78	1 6%	1 3%	4 58	8 31	-	13 38	-	1 501	-	9\$ 9	5 78	3 48	5 5 8%
NEITHER	43 98	6 \$ 17%	-	8 10%	34 98	7 10%	1 10%	3 8%	1 169	-	3 20욱	-	4 118	8 10%	22 81	4 : 218	32 81	3 17	- b	5 81	2 \$3%	-	2 3%	8 5 11%
DON'T KNOW / REFUSED	96 218	1 5 3%	2 25%	20 3 24%	76 213	18 24%	2 218	7 18%	2 328	-	4 25*	3 17%	10 26%	15 18¥	64 245	2 ; 11%	85 239	2 8 11	-	15 225	11 16%	21 31%	24 348	14 ; 20%
MEAN S.D. S.E.	3.42 0.64 0.04	3.28 0.66 0.12	3.17 1.18 0.49	3.40 0.63 0.09	3.42 0.65 0.04	3.40 0.65 0.09	3.44 0.54 0.21	3.46 0.69 0.13	3.00 0.00 0.00	3.75 0.51 0.26		0.60	0.57	0.62	3.42 0.63 0.05	3.61 0.51 0.14	0.64	0.52	3.00 1.37 0.94	0.51		0.80	3.32 0.76 0.12	0.74

MARCH 28 - APRIL 11, 2013

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

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						RESIDE																			
	Ţ	NECTION	IS				ANNUAL HOUSER	PRE-T OLD IN	AX							VERIDI	an con	NECTIO			ner loy.				
		TRAČKIN								\$40-		AGE				OLD S12			======				STILL : FAVOR :	DIFF .	
	TOTAL 2	2012 2		2010 2	2009	TOTAL I	den	WOMEN	<\$40 		\$70+ 	18-34 3	35-54			3-5 (2012	2011	2010	2009	URE	ABLE	ERENT	
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
WID. TOTAL	451 100%	452 100%	462 100∛	467 100%	-	383 100%	197 1009	186 5 1008	40 5 100%	75 100%	167 1009	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 : 100%	-	144 1004	55 ≹ 100%	221 100%	25 100%
TOP 2 BOX	379 84%	391 87≋	390 84%	380 81%	-	319 83%	·157 801	162 871	35 878	63 84%	145 878	35 86%	117 81%	164 848	160 82%	143 85%	12 928	332 86%	332 85%	324 82%	-	141 984	50 8 91%	173 78%	10 39%
(4) AGREE STRONGLY	224 50%	209 46∛s	217 478	214 46%	-	181 47%	81 419	100 \$ 548	26 8 658	48 64%	79 471	21 \$ 51%	61 42%	98 50%	91 478	83 49%	5 38%	180 47%	182 46%	178 45%	-	130 909	21 1 39%	68 31%	4 15≹
(3) AGREE SOMEWHAT	155 34%	182 40%	173 37%	166 36%	-	138 36%	76 393	62 8 338	9 3 22≹	15 20ቄ	66 409	14 8 348	56 39%	66 348	69 35%	60 36%	7 54 %	152 40≹	150 38%	146 : 37%	-	12 81	29 1528	105 48%	6 24동
(2) DISAGREE SOMEWHAT	16 48	11 28	14 3%	19 48	-	13 3%	8 41	5 8 39	-	5 78	4 21	1 k 2%	7 5월	5 3%	5 38	8 5%	-	8 28	13 38	17 : 4%	-	-	1 28	12 5%	3 13%
(1) DISAGREE STRONGLY	7 2%	4 18	7 2ቼ	8 2%	-	6 2∛	5 29	1 8 18	1 ≴ 2≹	2 3≹	2 19	2 \$5\$	4 38	-	1 *	5 38	-	4 18	6 21	7 ; 2%	-	-	1 2*	1 *	5 20%
BOTTOM 2 BOX	23 5%	15 38	22 58	27 6≹	-	19 5ዩ	13 79	6 15 31	1 ; 2%	7 9ጓ	6 41	3 18 718	11 8%	5 38	6 3%	13 88	-	12 3%	19 5%	24 : 6%	-	-	2 48	13 6%	8 32음
NEITHER	15 3%	10 2%	11 2%	12 3%	-	14 48	9 51	5 8 31	2 5 5 5	1 1%	3 21	1 2%	7 5ቄ	6 38	10 5%	4 2람	-	10 3%	11 3%	12 : 3%	-	1	1 28		2 8월
DON'T KNOW / REFUSED	34 8*	35 88	39 8%	47 10%	-	31 8%	18 91	13 13	2 5≹	4 5≹	13 81	2 \$5\$	9 68	20 10%	20 10%	9 5%	1 8%	30 8%	31 8%	37 : 9%	-	2 14	2 \$ 48	25 11*	5 20%
MEAN S.D. S.E.	0.66		3.46 0.65 0.03	3.44 0.68 0.03	-	0.66		0.59			0.62	0.79		0.56	0.59		0.51	0.61	3.45 0.65 0.03	0.68	-	0.28	3.35 0.62 0.09	0.61	2.48 1.14 0.27

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

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		TIME O BILLIN	G	CONTAC HYDRO?		PROBLE SOLVED	?	RECENT EXPERI	ENCE	(MONTE	-			ACCESS WEBSIT	E	SMART METER	DATA	WITH C	=====		VERIDI TRACKI		NECTIC	ons
	TOTAL	YES	NO		NO	YES	NO	vs	VDS	12+	7-12	4-6	<3	YES	NO 		NO	SUPP	UNSUP		2012	2011		
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	-
WID. TOTAL	451 100	35 100%	8 100%	83 : 100%	368 100%	74 : 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 % 100%	376 100%	18 100%	2 100	68 1004	68 100%	69 5 100%	70 1008	-
TOP 2 BOX	379 84	28 80%	6 75%	67 818	312 85%	62 84%	6 59%	35 90%	1 18%	4 100%	13 ; 81%	13 73%	31 82%	64 778	237 87	16 % 84%	319 85%	16 89%	1 50	60 881	59 5 888	58 5 84%	56 801	-
(4) AGREE STRONGLY	224 50	13 37%	4 518	37 45ቄ	187 51%	35 47%	3 31%	25 65ቼ	-	3 75월	3 19%	9 51%	19 50%	41 50%	139 51		190 : 51%	12 66%	-	43 641	29 5 433	35 51%	36 518	- \$
(3) AGREE SOMEWHAT	155 343	15 5 43%	2 24%	30 : 36%	125 34%	27 378	3 28%	10 25%	1 18%	1 25%	10 62%	4 21%	12 32%	23 278	98 36		129 34%	4 235	1 50'	16 1 241	30 5 448	23 5 338	20 29\$	-
(2) DISAGREE SOMEWHAT	16 4	4 5 12%	-	5 68	11 3%	4 6*8	1 10%	1 3%	2 338	-	1 7ቼ	1 6욱	3 8%	9 11%	2		11 : 3%	-	-	3 58	3 5 48	2 5 28	2 31	-
(1) DISAGREE STRONGLY	7 2:	-	-	1 18	6 28	-	1 10%	-	1 16¥	-	-	1 5%	-	1 1%	6 2		7 2ፄ	-	-	1 19	-	2 2%	1 18	- k
BOTTOM 2 BOX	23 5	4 12%	-	6 75	17 58	4 5 6%	2 215	1 3%	3 50%	-	1 78	2 11%	3 8%	10 12%	8 3	_	18 5%	-	-	4 61	3 1: 43	3 5 5 %	3	- t
NEITHER	15 31	1 5 38	-	3 4%	12 3१	2 5 3%	1 10%	1 3%	1 16%	-	1 68	-	1 3%	2 2*	8 3		13 ; 3%	-	-	1 29	-	-	1 18	- t
DON'T KNOW / REFUSED	34 8	2 5 68	2 25%	7 ; 8%	27 7१	6 5 8%	1 10%	2 5%	1 16%	-	1 6%	3 16¥	3 78	7 ; 8%	18 7		26 78	2 11§	1 r 50	3 8 49	5 8 81	8 11%	10 158	- F
MEAN S.D. S.B.	0.66	3.27 0.69 0.12	3.67 0.51 0.21	3.41 0.69 0.08	3.50 0.65 0.04		2.99 1.10 0.40	3.67 0.54 0.09	2.02 0.82 0.41		0.54	0.91		0.76	0.64	3.53 0.62 0.15	0.66	3.74 0.45 0.11		0.66		3.50 0.68 0.09		-

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

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							RESIDE																			
	TF	RACKI	NG	INNECT						ANNUAL HOUSER - '000	PRE- OLD I S	PAX NCOME	AGE			HOUSE	HOLD SI	ZE	VERIDI. TRACKI	an co Ng	NNECTI	ONS	CUST	STIL	, IN	GROUPS
	TOTAL 20			2010			FOTAL 1	ŒN	WOMEN	<\$40	\$40- <\$70	\$70+						6+	2012						DIFF EREN	
UNWID. TOTAL	451	-				-	384	198	186	40	76	167	41	144	195	197	169	13	-	-			- 14	5 5!	22) 25
WTD. TOTAL	451 100%	-	-		-	-	383 100%	197 1003	186 k 100	40 k 100%	75 100	167 100	41 % 100%	144 100%	195 100∛	196 100%	169 5 100%	13 1008	-	-			- 14 10			
TOP 2 BOX	279 628	-	-		-	-	239 62%	111 569	127 ≵ 685	32 80%	54 71	105 8 63	31 % 76%	87 60%	117 60%	118 609	111 56%	6 469	-	-			- 11 8	9 33 3% 61) 6 18 248
(4) AGREE STRONGLY	115 25%	-	-		-	-	90 24%	38 19	52 \$ 28	17 5 428	22 29	34 20	15 8 369	29 20%	45 23%	50 25%	40 248	-	-	-	. <u>-</u>		- 7 5) (1% 1:		
(3) AGREE SOMEWHAT	165 36%	-	-		-	-	149 39%	73 379	75 8 41	15 1378	32 43	72 43		57 40%	72 378	68 359	71 ; 42%	6 469	- 8	-			- 4 2	L 21 9ቄ 50		l 4 18 168
(2) DISAGREE SOMEWHAT	37 8*	-	-		-	-	30 88	16 81	14 8 8	2 5 5 5	7 9 ¹	10 8 6	3 8 78	11 : 8%	16 8%	17 5 91	11 5 78	2 169	-	-				3 6 28 1:		
(1) DISAGREE STRONGLY	22 5%	-	-		-	-	19 5%	13 79	6 8 3	2 5%	3 4	6 1	-	10 7ዩ	9 5%	8 5 49	11 ; 78	-	-	-	· -			2 . Lቼ	11	2 8 58 328
BOTTOM 2 BOX	60 13왕	-	-			-	49 13%	29 159	20 8 11	4 5 10%	10 13	16 10	3 & 71	21 : 15%	25 13%	25 139	22 ; 13%	2 168	- *	-	-		-	5 6 18 13		
NEITHER	30 7%	-	-		•	-	28 7%	17 91	11 8 69	3 5 88	4 5	12 8 7	2 \$58	12 8%	14 7월	18 ; 99	10 5 6%	-	-	-				5 4 38 E		7 2 3% 8%
DON'T KNOW / REPUSED	82 16%	-	-			-	68 18%	40 201	28 5 15	1 5 3%	8 10	34 20	5 8 128	24 17%	39 20%	36 : 188	26 : 15%	5 388	- *	-			- 1 1	5 12 0% 22) 7 28 28 8
MEAN S.D. S.E.	3.10 0.84 0.05	-	-				0.82	2.97 0.87 0.07			3.13 0.79 0.10		0.65	2.98 0.87 0.08	3.08 0.83 0.07	3.12 0.82 0.07	3.05 0.85 0.07	2.75 0.46 0.16	-	-			- 3.5 0.6 0.0	0.56	0.8	5 2.00) 1.16 5 0.29

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

																		NODY					PAYER	
	i	BILLIN	3 I	CONTAC HYDRO?		PROBLEI SOLVED	?	RECENT EXPERI	ENCE	(MONTH				ACCESS WEBSIT	в	SMART METER	DATA		OTHERS		VER TRA	IDIAN CKING	CONNEC	
	TOTAL			YES	NC	YES I	NO	vs		12+	7-12		<3		NO 		NO					2 201		0 2009
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67		-	-	
WTD. TOTAL	451 100%	35 100%	8 100%	83 100%	368 100%	74 : 100%	9 100%	39 : 100%	6 100%	4 100%	16 5 100%	18 100%	38 100%	83 100%	271 1009	19 100%	376 100%	18 100 ²	2 % 100	68 100		-	-	
TOP 2 BOX	279 62%	23 65%	4 518	50 60%	229 62%	44 60%	6 591	25 64%	2 34%	4 100%	8 5 498	13 73≹	25 66%	48 58%	173 64	9 1: 488	236 63%	11 61	-	40 60		-	-	
(4) AGREE STRONGLY	115 25%	6 171	1 14%	26 31%	89 241	23 32%	3 279	15 38%	-	3 75%	3 \$ 17%	6 348	14 38%	20 24동	73 27	6 8 318	97 26%	6 34		25 36		-	-	
(3) AGREE SOMEWHAT	165 36%	17 438	3 378	24 29%	141 38%	21 \$ 29%	3 318	10 5 26%	2 348	1 25%	5 5 5 33%	7 398	11 288	28 348	100 37	3 8 168	139 37%	5 27		16 24		-	-	
(2) DISAGREE SOMEWHAT	37 8%	3 9*	-	4 5*	33 98	⊈ 5 6%	-	-	1 179	-	1 7ዩ	1 6%	1 38	9 11%	21 8	2 8 108	31 8%	1 5		7 11		-	-	
(1) DISAGREE STRONGLY	22 5%	3 918	1 13§	3 4음	19 5%	2 5 38	ר 101	2 ; 6%	1 169	-	-	-	2 58	5 ; 6%	12 4	2 11%	16 48	-	2 100	3 * 5		-	-	-
BOTTOM 2 BOX	60 13%	6 18%	1 13%	7 98	52 148	6 5 98	1 104	2 5 68	2 338	-	1 78	1 68	3 88	14 178	33 12	4 8 218	47 13%	1	2 100	10 % 15		-		-
NEITHER	30 7눔	3 98	-	4 5%	26 71	.3 \$4%	1 104	2 5 *	1 168	-	2 138	-	1 38	3 ; 48	18 ; 7	1 ន 5៖	25 78	2 11		2 3		-	-	-
DON'T KNOW / REFUSED	82 18놓	3 88	3 37≹	22 26%	61 16%	20 \$27\$	2 213	10 5 25%	1 169	-	5 318	4 22움	9 24\$	18 5 21%	47 : 17	5 8 278	67 188	4 23	-	15 22		-	-	<u></u>
MEAN S.D. S.B.	0.84	2.89 0.87 0.16	1.11	3.27 0.83 0.11		0.80	1.07	3.38 0.87 0.17	2.27 0.95 0.47	0.51		0.63	0.86	0.89	0.82		0.82	0.67	1.00 0.00 0.00	0.92		-	-	_

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	L PAYERS			
			ANNUAL PRE-TAX HOUSEHOLD INCOME			CUSTOMER LOYALTY GROUPS
	VERIDIAN CONNECTIONS TRACKING		- '000S 		TRACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 2009		EN <\$40 <\$70 \$70+		2012 2011 2010 2009	
UNWTD. TOTAL	451 452 462 467 45	4 384 198 18	86 40 76 167	41 144 1 95 197 169 J3	3 385 396 395 387	145 55 220 25
WTD. TOTAL	451 452 462 467 45 100% 100% 100% 100% 10		86 40 75 167 00% 100% 100% 100%	41 144 195 196 169 13 % 100% 100% 100% 100% 100% 100		144 55 221 25 ; 100% 100% 100% 100%
TOP 2 BOX	386 377 389 395 40 86% 83% 84% 85% 8		61 35 70 146 87% 88% 93% 87%	38 124 158 163 144 13 % 93% 86% 81% 83% 85% 100		144 55 173 9 3 100% 100% 78% 36%
(5) AGREE STRONGLY	237 212 215 223 24 53% 47% 46% 48% 5		06 27 48 96 57% 67% 63% 51%	20 05 107 100 07 2	5 183 178 192 199 8% 48% 45% 48% 52%	
(4) AGREE SOMEWHAT	149 165 174 173 19 33% 36% 38% 37% 3		55 8 22 60 30% 20% 30% 36%	10 61 51 55 58 6 % 24% 43% 26% 28% 34% 62	28 368 398 378 378	
(3) NEITHER AGREE NOR DISAGREE	26 12 17 42 2 6% 3% 4% 9%		15 2 2 8 8% 5% 3% 5%	2 7 16 16 9 - % 5% 5% 8% 8% 5%	- 11 15 35 25 3% 4% 9% 6%	
(2) DISAGREE SOMEWHAT	20 12 18 5 3 4% 3% 4% 1%		4 2 3 5 2% 5% 4% 3%	- 6 13 10 9 - % 4% 7% 5% 5%	- 8 17 4 9 2% 4% 1% 2%	
(1) DISAGREE STRONGLY	7 <u>1</u> 5 11 15 2% 3% 2% 3%		1 1 - 4 * 2% 2%	- 2 4 3 3 - % 1% 2% 1% 2%	- 13 7 12 2 3% 2% 3% 1%	
BOTTOM 2 BOX	27 28 29 20 : 68 68 68 48		5 3 3 9 3% 7% 4% 5%		- 21 24 16 12 5% 6% 4% 3%	16 10 % 7% 40%
DRPENDS	7 2%	7 28		+	7 7 2% 2%	-
DON'T KNOW / REFUSED	12 36 27 2 38 88 68 *	3 10 5 1% 3% 3%	5 5 3% 31	1 5 4 5 4 % 2% 4% 2% 3% 2%	- 31 22 1 1 8% 6% * *	10 2 5% 8%
MEAN S.D. S.E.	0 00 0 04 0 92 0 92 0	41 4.32 4.20 4.4 79 0.92 1.02 0.7 04 0.05 0.07 0.0	78 0.97 0.75 0.90			

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0.6A36 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

	TIME OF USE CONTACTED																	WORK		COMMBI	CIAL B			
		BILLIN	G	HYDRO?	2	PROBLE	? 1	RECENT	ENCE	TIME S (MONTH	S)			ACCESS	в	SMART METER	DATA	WITH (VERIDI TRACKI	AN CON NG	NECTIÓ	NŚ
	TOTAL	YES	NO		NO	YES	NO	vs			7-12		<3		NO		NO	SUPP	UNSUP	VERI- DIAN	2012			
UNWID. TOTAL	451	35	в	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451 100%	35 5 100%	8 100	83 \$ 100%	368 : 1004	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100¥	38 100%	83 1004	271 100	19 100%	376 100%	18 1008	2 \$ 100	68 100%	68 : 100%	69 100%	70 100%	68 100%
TOP 2 BOX	386 861	29 5 82%	7 871	67 k 81%	319 ; 878	62 85%	5 48%	37 95∛	2 35%	4 5 100%	15 94३	14 78%	29 76%	71 85%	236 87	15 동 79%	325 87%	15 838	1 8 50%	62 5 928	55 81%	58 83%	56 81%	60 89%
(5) AGREE STRONGLY	237 539	12 5 34%	5 62	44 53%	194 538	40 ; 55%	4 39%	28 728	1 184	4 5 100%	9 55%	8 44%	21 56%	47 57%	144 53	10 1538	203 548	13 8 718	-	37 55%	29 42%	37 53%	31 44%	43 63%
(4) AGREE SOMEWHAT	149 338	17 48%	2 251	23 8 28%	126 : 34%	22 ; 30%	1 10%	9 23동	1 178	-	6 38%	6 34%	8 21≹	24 29%	92 349	5 8 26%	122 328	2 5 119	1 \$ 50%	25 5 37%	26 39%	21 30%	25 36*	18 26%
(3) NEITHER AGREE NOR DISAGREE	26 68	1 3%	1 134	6 ≰7%;	20 51	3 ; 4%	3 31%	-	3 498	-	1 6%	3 17%	1 3%	5 68	14 59	2 11%	20 5%	-	-	1 1%	1 1%	2 2%	7 10%	3 48
(2) DISAGREE SOMEWHAT	20 43	3 1 9%	-	6 7ቄ	14 48	5 78	$1 \\ 10 $	2 5≹	1 . 16%	-	-	1 6%	5 13*	5 68	9 35	2 118	15 4%	-	1 50%	1 5 28	4 78	2 2%	1 1%	2 21
(1) DISAGREE STRONGLY	7 29	1 i 3%	-	2 2%	5 1%	1 : 1%	1 10%	-	-	-	-	-	2 5*	2 2%	3 18	- K	6 2%	1 ; 58	-	1 28	2 3%	4 6왕	4 5∛	2 2%
BOTTOM 2 BOX	27 68	4 ; 12%	-	8 10%	19 58	6 88	2 21∛	2 5%	1 16%	-	-	1 6%	7 18%	7 9%	12 41	2 \$ 11\$	21 6≹	1 5 5%	1 ; 50%	2 5 38	7 10¥	5 8%	4 6*	3 43
DEPENDS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	-
DON'T KNOW / REFUSED	12 39	1 38	-	2 3ዩ	10 3%	2 3%	-	-	-	-	-	-	1 3*	-	9 31	-	10 3%	2 : 12%	-	2 3%	5 8*	5 78	2 2ቴ	2 28
MEAN S.D. S.E.	0.90	4.06 1.02 0.17	0.76	1.04	0.87		1.44	0.76	1.04	5.00 0.00 0.00	0.63	0.92	4.12 1.28 0.21	1.01	0.83	4.21 1.04 0.24		1.01	1.37	0.77	1.03	1.08	1.05	4.48 0.88 0.11

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MARCU 28 - APRIL 11, 2013

0.6C37 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

								BILL I																	
		VERID:	IAN CON	NECTIC	NS					PRE-T	ЪХ									NECTIC			MER LOY		
	TOTAL		ING 2011			TOTAL	MEN	WOMEN		\$40- <\$70			35-54					TRACKI		2010		SEC- URE	STILL FAVOR ABLE		
UNWID. TOTAL	451	452	462	467	454	384	198	186			167	41	144	195			13	385	396	395	387	145		220	 25
WID. TOTAL	451 1003	452 1001	462 5 100%	467 100%	454 100%	383 100%	197 5 1009	186 100%	40 ≰ 100%	75 100%	167 1004	41 k 100%	144 100%	195 100%	196 : 100%	169 100%	13 100%	384 5 100%	393 1008	397 : 100%	386 100%	144 100	55 100%	221 100%	25 100%
TOP 2 BOX	343 761	353 \$ 781	356 8 778	318 : 68%	306 67%s	290 76%	139 701	151 818	31 778	60 80%	130 789	35 86%	110 76%	143 738	148 76%	129 76%	9 698	301 78%	304 78≹	268 67%	258 678	144 1009	55 100%	140 63者	2 8ቄ
(5) AGREE STRONGLY	202 45	192 5 43	187 \$ 40%	119 26%	152 33≹	164 43%	69 351	94 518	21 52%	39 51%	77 468	23 \$ 56%	.56 39%	84 43≹	85 44%	72 43%	5 39%	166 ; 43%	157 40%	100 25%	126 33*	144 1009	10 8 19%	47 21%	-
(4) AGREE SOMEWHAT	141 319	160 5 359	169 36%	199 43%	154 34%	126 33%	69 358	57 8 308	10 25%	22 29%	54 328	12 30%	54 37%	59 30%	63 32%	57 34%	4 30%	135 ; 35%	147 38%	168 42%	131 34%	-	45 81%	93 42%	2 8%
(3) NEITHER AGREE NOR DISAGREE	33 71	23 5 5 1	24 5 5%	86 19%	90 20%	30 8%	16 88	14 5 78	3 78	4 5∛	12 7%	3 5 78	12 8%	14 7등	18 9%	11 6%	1 78	22 6%	22 6%	79 20%	79 20者	-	-	30 13%	1 48
(2) DISAGREE SOMEWHAT	21 5%	29 ; 71	33 5 75	21 4%	28 6¥	20 5ቼ	14 78	6 5 38	-	5 68	7 48	-	6 48	14 7울	9 4*a	10 6%	1 78	23 68	0 इ.ह	16 48	26 78	-	-	18 8%	2 8동
(1) DISAGREE STRONGLY	18 48	12 ; 38	15 5 3%	23 5¥	12 38	15 48	11 6%	4 : 2%	2 5ቄ	3 48	7 48	2 ; 5%	6 4%	7 4号	6 3*	8 5%	1 8%	9 28	10 3%	19 5%	10 3%	-	-	-	18 72등
BOTTOM 2 BOX	9E 99	41 ; 98	48 ; 10%	44 9%	40 9왕	35 9%	25 128	10 5 5%	2 5왕	8 10%	14 82	2 58	12 8%	21 11%	14 78	18 11%	2 16%	32 81ह	40 10%	35 9%	36 9%	-	-	18 8%	20 80%
DEFENDS	-	-	-	6 1ዩ	5 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5 1%	5 1%	-	-	-	-
DON'T KNOW / REFUSED	37 81	35 ; 88	35 8%	13 38	12 3%	30 8%	18 98	11 6%	4 11%	3 4%	11 78	1 2월	10 7%	17 9%	15 9%	11 7왕	1 8%	29 8%	26 78	10 3%	10 2%	-	-	34 15%	2 8*
MEAN S.D. S.E.	1.06		4.12 1.05 0.05	1.04		4.14 1.06 0.06	1.16	4.32 0.93 0.07	1.04	1.09	4.19 1.06 0.08		4,11 1,05 0.09	1.09	4.18 1.01 0.08		3.91 1.33 0.38	4.20 0.99 0.05		1.02	3.91 1.03 0.05	5.00 0.00 0.00	4.19 0.39 0.05		1.44 0.95 0.20

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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

																		NORK			CIAL B			
		TIME OF BILLING	3 1	HYDRO?	:	PROBLEN	3	ECENT	ENCE	TIME S: (MONTES	5)		5	ACCESS		SMART METER 1	DATA -	WITH C	=====		VERIDIA TRACKII	AN COND IG	ECTIO	NS
	TOTAL	YES 1					io v	's '			7-12		:B 1	YES 1	iO						2012			
UNWTD. TOTAL	451	35	8	83	368	73	10	39	6	4	15	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451 100 ²	35 \$ 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100号	18 100%	38 100%	83 100%	271 100	19 \$ 100%	376 100%	18 1009	2 5 1008	68 100%	68 5 100%	69 100%	70 100%	68 100%
TOP 2 BOX	343 76	27 \$778	5 62≹	60 72%	283 77%	55 75%	5 488	37 958	1 18%	3 73%	13 87%	14 78%	26 69%	63 76%	211 78 ⁴	16 84%	286 76%	12 669	1 \$ 50	53 \$799	52 578	51 74%	51 72%	49 72%
(5) AGREE STRONGLY	202 45	13 8 378	2 25者	37 45%	165 45%	35 48%	2 20%	23 59왕	-	3 73\$	3 198	13 73%	16 428	39 478	124 46	11 \$ 58\$	171 46%	9 499	- 5	38 579	26 5 398	30 43%	20 28왕	26 38%
(4) AGREE SOMEWHAT	141 31	14 8 408	3 378	23 28%	118 32%	20 27%	3 28동	14 36%	1 189	-	11 68%	<u>1</u> 6%	10 27%	24 29%	87 32	5 \$26%	115 31%	3 165	1 1 501	15 8 229	26 38%	21 31%	31 44%	23 34%
(3) MEITHER AGREE NOR DISAGREE	33 7	2 \$ 6*	1 13%	5 6%	28 8놓	4 5%	1 10%	-	2 33%	-	1 78	-	3 8*	5 68	18 7	1 % 5%	29 8%	-	-	3 43	1 \$ 18	2 2ቄ	8 11%	12 17%
(2) DISAGREE SOMEWHAT	21 5	3 8 98	-	6 78	15 48	4 : 58	2 218	-	1 169	-	1 6ቄ	1 6%	4 10%	6 78	9 3	2 % 11%	16 48	-	1 50	1 8 29	7 \$ 108	3 5ቄ	4 68	2 : 3%
(1) DISAGREE STRONGLY	18 4	1 2 38	-	4 5월	14 48	2 ; 3%	2 21%	1 2%	2 321	-	-	1 5%	2 5%	6 711	10 4		16 4%	1 5	- -	3	3 8 48	5 78	4 63	2 ; 3%
BOTTOM 2 BOX	39 9	₫ % 12%	-	10 12%	29 8월	6 r 8%	4 418	1 2%	3 499	-	1 6%	2 11%	6 15%	12 14%	19 7		31 8%	1 5			10 8 14%	8 118	9 131	5 5 78
DEPENDS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	1 ; 1%
DON'T KNOW / REFUSED	37 8		2 25%	8 ; 10%	29 8%	8 : 11%	-	1 3%	-	1 27%	-	2 11इ	3 8%	∃ ; 4%	23 9		0E 88	5 5 29	- 8	7 11	5 %8%	9 13%	2 39	2 3%
MEAN S.D. S.E.	4.18 1.06 0.05	1 06	0 76	1 16	1.04	1.03	1.54	4.54 0.75 0.12	2.36 1.22 0.50	5.00 0.00 0.00	0.74	4.51 1.20 0.30	1.24	1.24	1.02	4.31 1.00 0.23	1.07	1.12		1.02	1.15	1.20		1.02

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

						RESIDEN																			
		TRACK							ANNUAL HOUSEH - '000	PRE-T OLD IN S	ax Come	AGE			HOUSEH		E	VERIDI TRACKII	AN CONI	NECTIC	MS .		STILL	ALTY G ======= IN DIFF 1	
	TOTAL		2011		2009	TOTAL N	AEN	WOMEN		-	\$70+	18-34 3			1-2	3-5 6					2009	URE		ERENT F	
UNWID. TOTAL	451	452	462	467	454	384	198	196	40	76	167	41	144	195	197	169	13	385	396	395	387	145	55	220	25
WTD. TOTAL	451 1004	452 ≵ 100∜	462 5 100%	467 1004	454 100%	383 100%	197 100%	186 100%	40 5 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 ; 100%	169 100%	13 100%	384 100%	393 100%	397 100%	386 1008	144 1009	55 100%	221 100%	25 100%
VERIDIAN CONNECTIONS	419 93	421 k 931	431 5 938	418 909	411 8 90%	361 \$ 94%	190 96%	171 92¥	38 5 95 8	68 91%	160 96%	41 : 100%	135 94%	183 941	188 96%	160 95%	9 698	357 93%	370 94ጜ	360 91≹	354 92%	136 8 941	49 8 89%	213 96%	22 87%
INDEPENDENT BLECTRICITY RETAILER	18 4 ⁹		19 5 48	38 81	30 ⊪ 71	12 \$3\$	5 38	7 48	-	6 ይዩ	4 28	-	5 48	7 48	2 ; 1%	8 5%	2 16%	17 48	13 3%	29 7%	23 5 61	6 5 49	2 \$ 4\$	8 4%	2 9≹
DON'T KNOW / REFUŠED	13 3 ⁴	12 8 31	12 5 38	11 24	13 k 38	10 동 3월	2 1ፄ	8 4 %	2 1 5%	1 18	3 24	-	4 ∃왕	5 29	6 5 3%	1 1%	2 158	10 3%	10 2%	9 28	10 ; 28	2 8 19	4 ≹ 78	-	1 5%

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Q.78 DO BILL PAYERS FURCHASE ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT ELECTRICITY RETAILER? BASED ON TOTAL RESPONDENTS (RESPONDENTS IN ONTARIO (TRACKING)

																		WORK				BILL PAY		
		TIME OF BILLING	3	CONTAC HYDRO?		PROBLEN	. 1	RECENT		TIME S (MONTH		ONTACT		ACCESS WEBSIT	B	SMART METER	DATA	WITH (VERIDI TRACKI	lan conn Ing	IECTION	NS
	TOTAL	YES 1	NO	YES	NO	YES N	10	s v	7DS	12+	7-12	4-6 <	3	YES I	NO 	YES			UNSUP					2009
UNWID. TOTAL	451	35	8	63	368	73	10	39	6	ų	16	16	36	63	271	19	376	18	2	67	67	66	72	67
WID. TOTAL	451 100%	35 : 100%	8 100%	83 100%	368 100%	74 100%	9 100%	39 100¥	6 100¥	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 5 100%	376 5 100%	18 1009	2 100%	68 1 1001	68 1009	69 \$ 100%	70 100%	68 100%
VERIDIAN CONNECTIONS	419 93%	34 97왕	8 100%	76 91%	343 93%	66 90%	9 100%	36 92왕	6 100¥	4 100%	12 80%	16 89%	37 97€	79 95∛	249 929	19 5 100%	347 928	16 909	2 1009	58 8 861	64 8 948	61 88%	59 84욱	57 84욱
INDEPENDENT ELECTRICITY RETAILER	18 4%	-	-	6 8%	12 3%	6 8%	-	2 6*	-	-	2 13%	2 11%	1 3%	4 5%	12 51	- 1	17 51	1 5 51	- 8	6 94	2 5 39	6 5 9%	8 12%	8 11%
DON'T KNOW / REFUSED	13 3%	1 38	-	1 1%	12 3%	1 1%	-	1 3€	-	-	1 6¥	-	-	-	9 31	-	11 38	1 ; 51	-	3 51	1 8 29	2 \$ 3*	3 4%	3 5%

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

						RES1DEI																			
	,	VERID1.	AN CON	NECTIO					ANNUAL HOUSEH	PRE-TA	АX		======			D B EEEE.		VERIDI					IER LOY		
		TRACKI								 \$40-		AGE ======			HOUSEH			TRACKI				SEC-	STILL FAVOR		АТ
	TOTAL :					TOTAL 1	IEN			<\$70	\$70+	18-34		55+	1-2	3-5		2012					ABLE		
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 1009	55 100%	221 100%	25 100%
TOP 2 BOX	419 938	431 95≹	419 91≹	440 94%	433 95∛	354 92%	178 901	175 : 94%	37 5 93%	67 89%	159 95%	38 8 93%	134 938	178 91%	181 92%	154 91%	13 1008	365 95%	355 90≹	375 94%	371 96%	142 991	54 593%	203 92≹	15 60%
(5) VERY SATISFIED	208 46%	189 42%	213 46%	191 41%	186 41%	178 46≹	82 419	96 528	21 52%	44 58%	76 461	18 5 44%	60 42%	99 51%	105 53%	70 41%	3 22%	163 43≹	183 46%	165 428	161 428	118 B2%	29 52%	60 27%	2 9%
(4) FAIRLY SATISFIED	211 47%	242 54%	206 45%	249 538	247 54%	176 46%	97 498	79 ; 438	16 40%	24 31%	83 501	20 5 49%	74 518	79 418	77 39%	84 50%	10 78≹	201 52%	173 44%	210 53%	211 55%	24 179	25 5 468	144 65∛	13 51%
(3) NEITHER SATISFIED NOR DISSATISFIED	5 18	-	3 1%	4 18	3 1%	5 1%	3 28	2 1	-	2 3%	2 18	1 5 28	1 1%	3 21	∃ 28	2 1%	-	-	3 1%	4 1%	2 18	-	1 2%	3 18	1 4%
(2) FAIRLY DISSATISFIED	21 5*	14 3합	32 7%	16 4왕	9 2%	19 5∛	13 78	6 38	2 5 5%	5 78	4 29	2 58	7 5%	10 5%	7 : 38	12 7왕	-	12 3%	28 7%	13 3%	7 28	-	-	12 5%	8 32%
(1) VERY DISSATISFIED	4 1%	4 18	6 18	5 18	8 2≹	4 1ቼ	3 18	1 ; 1%	1 ; 2%	1 1%	រ 1ត	-	1 1ቔ	3 1%	3 : 1%	1 1%	-	4 1왕	5 18	4 18	5 18	2 11	-	1 *	1 4%
BOTTOM 2 BOX	25 6*s	18 4%	38 8%	22 5ቼ	17 48	23 618	16 88	7 ; 48	∃ ; 7%;	6 8%	5 31	2 참 5참	8 6¥	13 78	10 ; 5%	13 8%	-	16 4%	32 Вზ	17 48	12 3%	2 19	-	13 6%	9 36%
DON'T KNOW / REFUSED	2 *	3 1%	2 *	2 *	-	2 18	-	2 18	-	-	1 19	-	1 1%	1 1%	2 : 1%	-	-	3 18	2 1ዩ	2	-	-	-	2 1%	-
MEAN S.D. S.E.	0.79	4.33 0.72 0.03	4.28 0.89 0.04	4.30 0.76 0.04	4.31 0.75 0.04		4.22 0.88 0.06	4.43 0.72 0.05		4.38 0.92 0.11	4.38 0.69 0.05	4.32 0.75 0.12	4.29 0.78 0.07		4.41 0.82 0.06	4.24 0.84 0.05	4.22 0.43 0.12	4.33 0.74 0.04	4.28 0.89 0.04	4.32 0.74 0.04	4.33 0.71 0.04	4.78 0.58 0.05	4.51 0.54 0.07	0.73	3.28 1.15 0.23

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

																		NORK				ILL PA		
		TIME C BILLIN	G	CONTAC HYDRO?		PROBLE	3 1	RECENT	ENCE	TIME S (MONTH	S)			ACCESS WEBSIT	Е	SMART METER	DATA				VERIDI TRACKI	AN CON NG	NECTIO	NS
	TOTAL		NO				NO			12+	7-12	4-6	<3	YES	NO 	YES	NO	SUPP	UNSUP			2011		
UNWID. TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	€6	72	67
WTD. TOTAL	451 1005	35 100%	8 100	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 : 100%	271 100	19 \$ 100%	376 100%	18 : 100%	2 ; 100%	68 1008	68 100%	69 100*	70 100*	68 5 100%
TOP 2 BOX	419 93 ⁵	31 888	8 100	73 888	346 948	68 ; 93%	5 488	39 100%	2 35%	4 100%	15 94%	16 89%	32 848	76 ; 92%	254 94	18 5 95%	349 93%	17 ; 94%	1 50	65 5 978	66 98%	64 92ୱ	65 93%	62 918
(5) VERY SATISFIED	208 465	13 5 378	3 37	35 8 428	173 478	31 ; 43%	4 398	26 678	1 18%	3 75왕	5 29%	6 35놓	20 53월	36 : 44%	124 46	11 57%	174 463	13 723	-	31 45%	26 388	30 438	25 36왕	25 37%
(4) FAIRLY SATISFIED	211 47	18 51%	5 63 ¹	38 1618	173 47%	37 50%	1 10%	13 33%	1 17%	1 25%	10 64%	10 54%	12 318	40 : 48%	130 48	7 5 378	175 46%	4 : 221	1 504	35 521	41 60%	34 498	39 56%	37 54ቼ
(3) NEITHER SATISFIED NOR DISSATISFIED	5 19	- 8	-	2 2%	3 18	1 ; 1%	1 10%	-	1 16%	-	-	-	1 3%	- -	3	-	5 1%	-	-	-	-	-	-	1 1%
(2) FAIRLY DISSATISFIED	21 5'	4 128	-	7 98	14 48	4 ; 6%	3 318	-	2 33%	-	1 6%	2 11%	4 118	6 ; 7왕	11 4	1 1 1	16 48	1 68	1 501	2 3 8	2 ; 2%	4 6%	4 5%	2 3%
(1) VERY DISSATISFIED	4 1 ⁹	- 1	-	1 1%	3	-	1 10%	-	1 16%	-	-	-	1 28	1 5 18	2 1	- k	4 18	-	-	-	-	2 2ቼ	2 2६	3 5 4%
BOTTOM 2 BOX	25 6 ³	4 123	-	8 10%	17 58	4 5 6%	418	-	3 49%	-	1 6%	2 11%	5 13%	7 8 8 8	13 5	1 5%	20 5%	1 61	1 5 50	2 \$ 38	2 5 25	6 88	5 78	5 8%
DON'T KNOW / REFUSED	2 *	-		-	2 18	-	-	-	-	-	-	-	-	-	1 *	-	2 18	-	-	-	-	-	-	-
MBAN S.D. S.E.	0.79		0.52		4.36 0.76 0.04	0.77	3.35 1.58 0.52	0.48	1.48	0.51	0.75	0.91	1.10	0.88	0.76	4.47 0.77 0.18	0.79	0.80	1.37	0.67	0.60	0.90	0.87	0.96

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

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

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

						RESIDEN																			
		VERIDI	AN COL	INBCTIC	ns				ANNUAL HOUSEH - '000	PRE-T OLD IN	XA							VERIDI		NECTI	ons	-	ER LOY		
		TRACKI							******	====== \$40-		AGE				NLD SI		TRACKI				SEC-	STILL FAVOR		АТ
	TOTAL					TOTAL M	ŒN	WOMEN	<\$40		\$70+	18-34	35-54 9	55+	1-2	3-5	6+ 			2010	2009	URE		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
WID. TOTAL	451 100		462 100 ³		454 1009	383 100%	197 100%	186 1009	40 100%	75 100%	167 1009	41 8 100%	144 100%	195 100%	196 1003		13 100	384 100%	393 5 100	397 \$ 100		144 5 100	55 \$ 100%	221 100%	25 100ዩ
INITIALLY VERY SATISFIED (Q1A)	234 52		232 50		212 5 475	196 51%	88 45%	108 583	25 8 628	47 62%	88 529	19 6 46%	67 478	109 56%	115 8 58		5 37	162 8 429	192 5 49	188 \$ 47		144 100	55 % 100%	29 13%	7 28동
LATER VERY SATISFIED (013)	208 46		213 5 46	191 % 413	186 181	170 178	82 41%	96 528	21 \$ 52%	44 56%	76 46	18 ≹ 44%	60 42%	99 518	105 * 53		3 22	163 8 439	183 183	165 \$ 42		118 8 82		60 27%	2 9%
CHANGE	-26 -6		-19 5 -4		-26 k -61	-18 -5%	-7 -38	-12 -69	-4 8 -10%	-3 -48	-11 -7	-1 ≹ -2¥	-7 -5%	-10 -5%	-10 k -5	-7 8: -4%	-2 -15	+1 } *	-10 -2	-23 %-6	-18 % -5		-26 \$-48*	+31 +14%	-5 -19%

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

																		WORK				BILL PA		
		BILLIN	BILLING HYDRO? SOL			PROBLE	?	RECENT	ENCE	(MONTE	IS)	CONTACT		ACCESS	в	SMART METER	DATA	WITH (VERID: TRACK		NECTIO	NS
	TOTAL	YES	NO	YBS	NO										NO			VERY SUPP	VERY UNSUP			2011		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	451 100		B 100≹	83 : 100%	368 100%	74 ⊧ 100%	9 100%	39 100%	6 ; 100≹	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 8 100%	376 100%	18 1004	2 5 1009	68 1009	68 1008	59 ⊧ 100%	70 100%	68 100%
INITIALLY VERY SATISFIED (Q1A)	234 52		4 50월	43 52∦	192 52%	39 \$538	4 398	30 77%	2 35%	4 100%	7 42%	9 50%	20 53%	49 598	139 518	11 5 58%	198 53%	10 55%	-	38 574	32 5 478	39 57%	30 42∛	33 48%
LATER VERY SATISFIED (Q13)	208 46		3 378	35 428	173 478	31 5 438	4 39%	26 6 78	1 18%	3 75%	5 298	6 35≹	20 53€	36 44%	124 46%	11 578	174 5 46%	13 728	-	31 459	26 5 381	30 r 43%r	25 36%	25 378
CHANGE	-26 -6	-	-1 -138	-8 -9*	-18 -5%	-8 r -11%	-	-4 -11€	-1 -17%	-1 -25*	-2 -13%	-3 -15%	-0 -1%	-12 -15%	-15 -6%	-0 ±	-24 -6%	+3 +178	-	-8 -11%	-6 : -98	-9 -14*	-4 -6%	-8 -11%

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

						RESIDEN			AYERS								. 								
		ידרדסקע	N COM	NECTIÓ					ANNUAL HOUSEHC	PRE-TZ	AX							VERIDIA				CUSTOME			
		FRACKIN	NG													OLD SI2		TRACKI					AVOR I		т
	TOTAL	2012		2010		POTAL N	IBN	WOMEN	<\$40 <	\$70 :					1-2	3-5 0	5+	2012	2011	2010			BLE		
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
WID. TOTAL	451 100%	452 100ት	462 100%	467 100%	454 100%	383 100%	197 1008	186 1009	40 8 100%	75 100%	167 1009	41 : 100%	144 100%	195 100%	196 100%	169 100%	13 1004	384 100%	393 100%	397 100%	386 100%	144 100%	55 100%	221 100%	25 100%
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99 22\$	108 24%	150 32%	144 31%	99 22%	91 24%	53 278	37 5 201	8 ≵ 20∛	18 24%	48 299	6 ; 15%	32 22%	51 26%	42 7 21%	41 ; 24%	7 549	96 ≩ 25∛	125 32\$	133 338	81 21%	24 : 17%	12 22%	53 24%	9 37\$
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34 8%	31 7%	29 68	25 ; 5%	31 7%	33 98	14 79	19 \$ 10	1 8 38	6 88	16 : 10	-	17 128	16 8%	18 5 91	14 5 8%	-	24 68	28 7%	20 51	28 5 78	5 5 3	6 11%	21 98	2 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 5%	3 ; 1%	11 ; 29	4	27 6%	22 6¥	14	8 & 4		3 48	9 5 5 [:]	2 \$58	8 58	12 6%	9 \$51	12 \$7%	17	2 \$1\$	10 : 3%	4 ; 15	16 8 48	5 5 48	2 48	13 6¥	4 16%
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23 58	31 5 79	44 109	39 8 81	55 ; 129	23 7 6%	16 8		1 % 3%	3 48	11 8 7	- ¥	9 6%	14 75	12 8 6 ²	10 8 68	1 ; 8		36 5 91	37 5 9	48 131	7 8 58	2 4%	11 5*	2 8%
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OF PERK-HOUR PREMIUM RATES SAVING EMERGY	23 58	20 참 41	52 5119	16 8 38	16 5 31	21 5 5%	13 7		2 * 5*	2 31	12 8 7		10 5 7%	7 4			2 16		50 131	13 8 3		5 * 37	4 78	13 6%	-
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18 41	41 8 95	22 \$5	20 * 41	33 \$7	17 \$ 48	9 5 5	8 * 4	: 1 8 28	4 51	9 8 6	-	7 5%	10 5		9 % 5%	-	32 89	20 1 51	15 ≵ 4	29 8 8	4 8 38	-	13 6%	1 4%

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 $\ensuremath{\mathbb{Q}}.13a$ one or two most important things veridian connections could do to improve customer service based on total respondents

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						RESIDE																			
				NNECTIC					ANNUAL HOUSEH - '000	PRE-T. OLD IN S	ax Come							VERIDI	AN CON				ER LOY		
		TRACK							***	====== \$40-						OLD SI		TRACKI					STILL : FAVOR 1		AT
	TOTAL	2012	2011	2010	2009	TOTAL N	ien	WOMEN	<\$40	<\$70	\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	URB	ABLE	SRENT :	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. POTAL	451 100∛	452 1.00		467 1008	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%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18 4%	19 35	11 8 28	9 k 2%	7 2¥	16 4%	7 3ቼ	9 5 *	2 5¥	1 1%	8 5 ት	2 5%	7 5≹	7 4ዩ	9 58	6 38	1 78	10 3%	11 3%	7 2ზ	6 28	4 3\$	3 5*	10 4%	1 48
CONSERVATION: MORE INFORMATION / MDRE INCENTIVES AND REPATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BUILDS / CUT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13 3%	17 41	11 k 2¥	23 \$5\$	33 78	9 28	4 28	5 ; 3*	_	1 1%	6 43	9 % Э	4 3*8	2 1\$	2 I∛	6 4%	1 79	15 ; 4%	9 2¥	21 5*	30 8%	6 48	18	6 3%	-
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BEITTER CUSIDOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10 2%	21 51	\$ 3£	18 \$ 4\$	7 28	8 2३	7 48	1 : 1%	1 2%	1 1&	5 3%	1 2왕	3 23	<mark>4</mark> 2ቼ	2 1ዩ	5 3¥	1 71	19 ; 5%	8 2≹	15 4%	4 18	1 1%	-	7 3%	2 8%
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10 2%	23 5∜	8 28	1 ; *	4 1%	9 2%	⊈ 28	5 38	2 5%	1 1%	3 2*	2 5%	5 4왕	2 I%	5 38	4 2왕	-	21 5%	8 2%	1 *	4 1%	3 2%	1 1%	3 1*	2 8∛
COMPLAINTS ABOUT THIS SURVEY	9 2욱	8 2∛	5 1 %	5 ; 18	5 1%	7 28	3 28	4 2왕	-	2 3क्ष	4 28	1 2ቴ	2 1%	4 2者	5 3육	2 1%	-	7 2왕	4 1ዩ	5 1%	5 18	<u>ય</u> 3જ	2 4%	2 1%	1 4왕
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7 2ቼ	14 38	8 3 28	9 ; 28	14 3ቄ	7 2¥	2 1%	5 3≹	1 3%	1 1%	2 1ት	-	3 2%	4 28	4 2€	3 2%	-	12 3%	8 2१	8 2∛s	11 3%	-	2 4ቴ	3 18	2 8%

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

						RESIDEN			AYERS																
	τ	BRIDI	AN CON	NECTION		×======			ANNUAL HOUSERC	PRE-TA	AX							VERIDIA					ER LÖY		
		FRAČKI														OLD SI2		TRACKIN				SEC-	STILL		АТ
	TOTAL 2			2010 2		IOTAL N	AEN	WOMEN	<\$40	\$70	\$70+							2012 2					ABLE		
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 1003	186 \$ 1005	40 \$ 100%	75 100%	167 1009	41 100%	144 100%	195 100%	196 100%	169 : 100%	13 100%	384 100%	393 100%	397 100%	386 100%	144 : 1009	55 5100%	221 1009	25 100%
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7 28	1 *	3 19	3 5 18	2 *	7 2%	5 23	2 8 1	-	-	5 38	-	5 38	2 1%	3 : 1%	3 5 2%	1 7¥	_	2 *	2 *	1 *	1 11	1 ; 28	4 : 21	1 5 4%
RESPONSE TIMÉ: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6 1%	14 31	14 8 38	13 ; 3%	21 5%	5 1%	3	2 ≹ 1		1 1%	1	- 5	1 1%	4 28	4 7 29	1 1 18	-	10 3¥	9 2%	13 : 38	14 : 48	1	2	3 ; 1	
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6 1%	5 1	6 % 11	11 \$2\$	19 4%	5 18	3 1	2 8 1	1 %2%	3 48	1	1 * 23	-	4 28	4 2	1 * 1*	-	3 1%	6 21	9 5 29	17 5 45	2 \$ 1	-	4 2 [:]	
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOESN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE FRICE UP TO COMPENSATE FOR PROFIT LOSS	5 18	1	1 *	3 1%	4 1%	4 1%	3	1 % 1		1 1%	3 7 2		1 ; 1%	2 18	2 ; 1	2 § 1%	-	1 *	1 *	2*	1 *	1	1 8 19	3 \$ 1	
MORE INVOLVEMENT WITH THE COMMUNITY	4 18	4	4 % 1	2 *	3 19	3 ; 1%	2 1	_		1 18	1 1		2 ; 13	-	1 *	2 18	-	4 18	4 18	2 5 *	2 1	2 1 1		1 *	1 4월
DON'T COME TO MY DOOR / DON'T SOLICIT	3 1%	1	1 *	-	2 *	3 18	1			1 18	2 5 1		2 5 18	-	1 1		-	1 *	1 *	-	2 *	2 1			-
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3 1%	1	1	5 1%	6 11	3 ; 1%	2	1 8 1	- 8	-	2 1		1 18	2 1 1	1 8 1	2 % 1%	-	1 *	1 *	4 1	5 1:	- 8	-	2 1	1 % 4%

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

						RESIDE	TIAL	BILL 1	PAYERS																
	-					#		- 	ANNUAL HOUSEHO	PRE-T.	АX								AN CON				ER LOY		
	5	FRACKI	NG	NECTIO								AGE			HOUSEH			TRACKI					STILL : FAVOR		AT
	TOTAL 2	2012		2010		TOTAL I	MEN	WOMEN	<\$40 <					55+	1-2	3-5		2012					ABLE		
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 1004	41 8 100%	144 100%	195 100%	196 : 100%	169 1003	13 1004	384 100%	393 100%	397 100%	386 100%	144 : 100%	55 5 100%	221 100%	25 100%
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 1¥	2 *	2 18	11 28	2 : 18	1	-	1 1	•	-	1 15	-	-	1 18	1 ; 14	- k	-	1 *	2 1*	9 2%	2 19	-	-	2 1%	1 4ቴ
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	3 1%	1 *	-	-	-	3 1ŧ	1 *	_		1 1%	-	-	1 1%	2 1	2 1 1 1	1	- 8	1 *	-	-	-	-	1 28	2 1%	-
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 1%	7 28	17 4%	27 - 68	21 : 5%	2 ; 18	-	2 1		1 1%	-	1 28	-	1	1	 8	1 7 ⁹	6 왕 2월	16 48	26 6%	21 5 5	2	-	1 *	-
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1%	-	-	-	-	2 1%	1 *	1	- ಕ	-	2 1	1 % 21	1 5 18	-	1	1	-	-	-	-	-	1	-	2 1 ዩ	_
STOP TRADING BLECTRICITY WITH THE USA	2 *	1 *	1 *	-	-	1 *	-	1 1	-	1 1%	-	-	-	1 19	- š	1 1	-	1 *	1 *	-	-	-	-	2 1&	-
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2	3 18	1 ; *	5 19	4 5 19	2 ; 18	1 1	1 % 1		-	1		1 1%	1 19	1 * *	1		3 1%	1	3 18	4 5 15	- t	-	2 1%	-
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1 *	3 1≹	10 ; 2%	- k	-	1 *	1 1	- \$	-	1 1%	-	-	-	1 19	1		-	3 18	10 ; 3%	-	-	1	-	-	-
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1 *	-	-	-	-	1 *	1 *	-	-	1 1%	-	-	-	1 19	-	1 1		-	-	-	-	1 1	- k	-	-
MORE SURVEYS	1 *	1 *	-	-	-	1 *	<u>1</u> *	-	-	-	-	1 29	- 6	-	-	1 1	- 8	1 *	-	-	-	-	-	1 *	-

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

						RESIDE																			
		TRACKI	NG	NECTIC)NS				ANNUAL HOUSEH	PRE-T OLD IN S	ax Come				HOUSEH			VERIDIA	AN CON				ER LOY		
	TOTAL	2012 :	2011	2010		TOTAL I	MEN	WOMEN		\$40- <\$70	\$70÷	18-34 :	35-54					2012					FAVOR	DIFF	
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 1008	467 100%	454 100%	383 100%	197 1008	186 100%	40 5 100%	75 100%	167 1008	41 5 100%	144 100%	195 100%	196 100%	169 100%	13 1003	384 100%	393 100%	397 100%	386 1008	144	55 100%	221	25 100%
GOVERNMENT SUBSIDIES / INVOLVEMENT	1 *	-	-	-	-	1 *	-	1 19	-	-	=	-	~	1 1%	1	-	-	-	-	-	-	-	-	1 *	-
MAINTAIN LOCAL CONTROL OVER HYDRO: MORE CONTROL TO THE SMALL TOWNS	1 *	-	-	1 *	1	1 *	1 *	-	-	-	1 18	-	-	1 18	; *	-	-	-	-	1 *	-	-	-	-	1 48
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 2*	5 1¥	4 5 1%	32 78	1	-	1 18	-	1 1%	-	-	-	1 *	1 *	-	-	8 2¥	5 18	4 18	31 8%	-	-	1 *	-
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1 *	-	-	-	-	1 *	-	1 *	-	-	1 13	-	1 1%	-	-	1 18	-	-	-	-	-	-	-	1 *	-
DO NOT PRIVATIZE	-	-	1 *	2 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	1 *	1 *	3 18	2 18	-	-	-	-	-	÷	-	-	-	-	-	-	1 *	1	3 1%	2 1%	- r	-	-	-
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	2 *	2 *	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 *	-	1 *	-	-	-	-
EXPLORE THOSE HOME BASED BLECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	3 18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3 18	-	-	-	-

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

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						RESIDER																			
		/ERIDI	IAN CON	NECTIO				1	ANNUAL HOUSEHO - '0008	PRB-T DLD IN	'AX ICOME		***====			OLD SI		VERIDI	AN CON					ALTY GF	
						TOTAL N	TEN		\$	40-				.==== :				2012						DIFF 2 BRENT F	
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 1008	41 5 100%	144 100%	195 100%	196 100%	169 100%	13 1004	384 100%	393 100%	397 : 100%	386 100%	144 100%	55 100%	221 100%	25 100%
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 REFLACING IT	-	1	2 *	-	-	-	-	-	-	-	-	-	-		-	-	-	1 *	2 *	-	-	-	-	-	-
MISCELLANEOUS	26 6*	-	-	-	-	23 6%	7 48	16 9%	3 8%	6 ይፄ	8 58	1 28	8 6¥	13 78	11 68	11 7%	-	-	-	-	-	12 8%	1 2%	11 5%	1 4왕
SATISFIED/ NO PROBLEMS	128 28%	129 28%	110 3 24%	122 26왕	118 26%	99 26%	43 228	56 30∛s	12 30%	20 26%	37 224	14 34%	35 24₿	50 26월	62 31%	35 21%	2 16	109 동 2B동	89 23%	97 24%	103 27%	55 38%	19 35%	53 248	2 7ዩ
DON'T KNOW / CAN'T SAY / REFUSED	67 15%	52 118	44 5 98	56 12%	48 11%	54 148	32 16%	23 12%	7 16ቴ	10 13%	24 148	6 5 148	20 14%	27 14%	28 14%	24 14%	-	44 12%	37 9%	43 11%	39 10%	23 16%	6 11%	33 15%	3 12%

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

																		WORK			CIAL B			
		BILLI	G	CONTAC HYDRO	?	PROBLE SOLVED	5 F	RECENT	ENCE	TIME S: (MONTH:	5)		1	ACCESS WEBSITE	:	SMART METER	DATÀ	MITH	OTHERS		VERIDI TRACKI	AN COND NG	ECTIO	NS
	TOTAL		NO 	YES	NO	YES	NO V			12+	7-12 4			YES N		YES	NO	SUPP		DIAN	2012	2011 2		
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	451 100		8 100			74 हे 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100			68 5 100%	69 100%	70 100%	69 100%
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99 22	-	39 39			9 * 12*	1 11%	2 5*	1 18%	-	2 13%	5 27%	2 6%	19 23%	58 21%	6 33%	78 21%	5 27		8 % 12%	12 5 188	24 35¥	11 16%	18 27%
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34 8	2 8 6	-	. 8 9	26 * 7	8 8 11%	-	3 3	-	1 25%	1 6∛	-	4 10%	10 12%	20 73	2 11%	29 : 8¥	-	-	1 28	7 \$ 11%	2 28	ទ ខេត	3 48
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 % 9	5	- <u>4</u> 5			-	2 5*	1 17%	-	1 6%	1 5%	2 5¥	3 4%	17 68	-	21 6%	1 6		2 31	1 5 18	2 2%	-	11 16%
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23	1 83	1 14	•	-	7 % 10%	3 31%	2 5ቄ	2 321	-	1 6%	2 11%	6 16%	9 1 1 %	10 49	1 5 5%	19 5%	1	1 % 50		2 3%	9 138	2 3%	7 10ቴ
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OP PEAK-MOUR PREMIUM RATES SAVING ENERGY	23	i 3 is 8:	ł	- 6 7		-	1 7%	4 10*	-	-	2 11%	2 11%	2 5*	6 78	14 58	3 168	17 1 48	-	-	2	1 8 18	2 3*	3 43	2 उ
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18) 1 :\$ 3] k 14				2 20%	-	-	-	-	-	2 5%	8 9%	7 38	3 168	13 ; 3%	5	-	1	9 138	2 38	6 8%	4 68

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

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		TIME O BILLIN	Ġ	HYDROS	•	PROBLEM SOLVED	2 1	RECENT	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER	DATA	=====	OTHERS		VERIDI. TRACKI	AN CON NG	NECTIO	ns
	TOTAL		NO		NO	YES 1					7-12				NO				VERY UNSUP		2012			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	451 100-	35 % 100%	8 100	83 1001	368 100%	74 5 100%	9 100%	39 100%	6 1004	4 : 100%	16 100%	18 100%	38 1008	83 ; 100#	271 100	19 % 100%	376 ; 100%	18 100 ⁴	2 % 100	68 \$ 100	68 5 100%	69 100%	70 100%	68 100%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18 4	1 8 38	-	4 59	14 : 49	4 \$58	-	2 58	-	-	2 13%	-	-	6 78	9 ; 3		14 : 48	2 11	-	2 3	3 5 48	-	2 3*	1 1%
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REPAIRS FOR ENERGY-EFFICIENT DEVICES / OFFER PREE ENERGY-EFFICIENT BULBS / CUT OUT ALL UNINCESSARY COMMERCIAL LIGHTING / MAXE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13 3		-	3 48	10 : 34	∃ Ł 4≵	-	3 8¥	-	1 26%	1 6%	1 6%	-	3	7 5 3		10 3%	2 11		4 6	1 \$2\$	2 2*	2 3%	2 3&
STAPF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BETTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10 2'	4 8 12%	-	4 5북	6 28	2 5 3%	2 21%	-	2 339	-	-	2 11%	2 6%	3 ; 4%	3 ; 1		6 2ቴ	2 12	-	2 3'	2 \$3\$	-	3 48	3 4동
BETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10 2 ⁹	1 8 38	-	ጋ 41	7 21	2 3 3%	1 10६	-	1 16%	1 25%	-	1 5%	1 38	4 5 49	4 ; 2	- 8	9 2%	-	-	1 1'	3 5 43	-	-	-
COMPLAINTS ABOUT THIS SURVEY	9 2	- *	-	2 38	7 29	2 3%	-	1 3%	-	-	-	-	2 51	1 5 19	5	- *	9 2%	-	-	2 31	1 5 1%	1 1%	-	-
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7 2	2 8 68	-	2 29	5 18	2 3 %	-	1 2\$	-	-	1 78	-	-	2 28	3 ; 1		4 : 1%	-	1 50 ⁹	-	2 38	-	1 2%	3 48
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / BAVE COMPETITION / BE MORE COMPETITIVE	7 2:	2 8 68	-	1 18	6 29	1 ; 1%	-	-	-	-	1 68	-	-	1 1%	4		5 1%	1 5	-	-	1 28	2 28	2 2৳	1 1%

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

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		TIME OF	7	HYDEO?		PROBLE	; I	ECENT	ENCE	TIME S. (MONTH	5)			ACCESS WEBSIT	E	SMART METER :	I DATA -	ITH	OTHERS		VERIDI TRACKII	AN CON NG	NECTIO	NS
	TOTAL	YES 1									7-12 4				NO						2012			
UNWID, TOTAL	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	65	72	67
WTD. TOTAL	451 100%	35 100%	8 1001	83 100%	368 100%	74 100%	9 100%	39 100%	6 100%	4 100%	16 100%	18 100%	38 100%	83 100%	271 100	19 100%	376 100%	18 100	2 % 100%	68 100	68 5 100%	69 100%	70 100%	68 100%
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6 19		-	3 4¥	3 1%	2 38	1 10%	1 3%	1 16%	-	-	1 6%	1 3%	1 1%	3	- *	5 1%	-	-	1 25	4 5 8	6 88	1 18	7 10%
BETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6 18	 5	-	3 3%	3 18	3 : 4%	-	2 5%	-	-	1 6%	1 5ዩ	1 2ዩ	1 1%	5	- 8	6 2∜	-	-	1 24	1 28	-	2 23	2 2%
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOESN'T LOWER BILLS / WHEN PEOPLE CONSERVE DON'T JACK THE FRICE UP TO COMPENSATE FOR PROFIT LOSS	5 18	-	-	2 2%	3 1%	1 : 1%	1 7%	2 4%	-	-	2 11%	-	-	1 1%	4 i 1	1 \$ 5%	4 1%	-	-	1 19	- k	-	1 18	3
MORE INVOLVEMENT WITH THE COMMUNITY	4 18	-	-	-	4 18	-	-	-	-	-	-	-	-	2 23	2 5 1	- *	4 18	-	-	1 25	-	-	-	1 1%
DON'T COME TO MY DOOR / DON'T SOLICIT	3 19	-	-	1 1%	2 18	1 1%	-	1 38	-	1 26%	-	-	-	1 1%	2 ; 1		3 1%	-	-	-	-	-	-	-
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3 18	2 8 6%	-	-	3 18	-	-	-	-	-	-	-	-	-	1 *	-	1 *	1 6		-	-	-	1 18	2 2%
EXTEND PAYMENT TIME / LESS EAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 18	1 \$ 3%	-	2 2%	1	1 2%	1 10%	-	-	-	-	-	2 5%	1	1	-	2 1ቔ	1 6		2 3	1 \$28	-	2 28	-
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	3 19	-	-	1 1%	2 18	1 : 1%	-	1 38	- \$	-	-	-	1 38	2 28	1	-	3 1%	-	-	-	-	-	-	-

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

																		NODY			RCIAL B			
		TIME O. BILLING		CONTA HYDRO		PROBLEM SOLVED?		RECENT EXPERI	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER	DATA	======	DTHERS		VERIDI TRACKI	AN CON NG	NECTIO	NS
	TOTAL			YES	NO	YES P					7-12				NIO						2012			
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	451 100%	35 100%	8 100		368 ≹ 1005	74 % 100%	9 100%	39 100%	6 100%	4 : 100%	16 100%	18 100%	38 100%	83 100%	2 7 1 100		376 100%	18 100	2 8 100	68 100	68 % 100%	69 100%	70 100∛	68 100%
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 1%	-	-	2 2	1 * *	2 38	-	2 5ዩ	-	-	1 6ዩ	-	1 3%	-	3 1	- Ş	3 1%	-	-	1 2'	1 * 2*	1 1%	1 2%	- ,
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1%	-	-	-	3 15	- 45	-	-	-	-	-	-	-	-	3 1	- %	3 1%	-	-	1	-	-	-	-
STOP TRADING BLECTRICITY WITH THE USA	2 *	1 3ዩ	-	-	2 1	-	-	-	-	-	-	-	-	-	-	-	1 *	-	1 50	1 } 2 [:]	-	-	-	-
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2 *	-	-	1	1 * *	1 1%	-	-	-	-	-	-	÷	-	2 1	- 6	2 18	-	-	-	-	-	1 2%	-
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY RE UNDER GOVERNMENT TAXATION	1 *	1 3ক	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1	-	-	-	1 *	-	-	-	-	-	-	-	-	1 1%	-	-	1 *	-	-	-	-	-	-	-
MORE SURVEYS	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 *	-	1 *	-	-	-	-	-	-	-
GOVERNMENT SUBSIDIES / INVOLVEMENT	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1	-	1 *	-	-	-	-	-	-	-
MAINTAIN LOCAL CONTROL OVER HYDRO: MORE CONTROL TO THE SMALL TOWNS	1 *	1 3ቼ	-	_	1	-	-	-	-	-	-	-	-	-	-	-	-	1 5'	-	-	-	-	-	1 1%

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

																						SILL PAY		
		TIME OF BILLING	3	HYDRO?	?	PROBLET SOLVED	2.	RECENT	ENCE	(MONTI				ACCESS WEBSI1	E	SMART METER					VERIDI TEACKI		ECTIC	NS
	TOTAL				NO	YES 1			VDS		7-12				о м		NO 					2011 2		
UNWTD. TOTAL	451	35	8	83	368	73	10	39	б	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WTD. TOTAL	451 1008	35 \$ 100%	8 100%	83 1008	368 100%	74 \$ 100%	9 100%	39 1009	6 100	4 % 100%	16 \$ 100%	18 100%	38 100%	83 1001	271 100	19 % 100%	376 100	18 100	2 100		68 k 100%	69 100%	70 100%	68 5 100%
UPGRADE METERS / INSTALL SMART METERS / DON'T CHARGE FOR SWART METERS / VARY RATES DEPENDING ON USAGE / TIME (i.e. USE LESS, FAY 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 28	- \$	-	-
EXPLORE THOSE HOME BASED BLECTRICITY 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	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Q.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE BASED ON TOTAL RESPONDENTS

																		WORK			RCIAL B			
		BILLIN	G	CONTAC HYDRO?		PRÓBLEM		RECENT EXPERI	ENCE	TIME S: (MONTH:	S)		,	ACCESS WEBSIT		SMART METER	DATA	WITH	OTHERS		VERIDI TRACKI	AN CON NG	NECTIO)NS
	TOTAL			YES							7-12 4				лО 			SUPP	UNSUP					2009
UNWID. TOTAL	451	35	8	83	36B	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WID. TOTAL	451 100	35 % 100%	8 100 ³	83 1008	36B 100%	74 100왕	9 100%	39 100%	6 100%	4 : 100%	16 100%	18 100%	38 100%	83 100%	271 1009	19 5 100%	376 100%	18 : 100	2 100	68 100	68 % 100%	69 1008	70 100%	68 : 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 6	2 8 5%	-	2 28	24 78	2 3६	-	2 5월	-	-	-	1 6%	1 28	1 18	18 78	-	23 6%	1 ; 5	-	3 5	-	-	-	-
SATISFIED/ NO PROBLEMS	128 28	7 음 20원	4 494	23 8 278	106 29%	22 29ቴ	1 98	12 318	-	1 22함	5 32€	5 298	9 248	23 288	75 281	5 5 25%	110 29%	3 17	-	29 44	19 8 288	21 31%	25 36%	15 21%
DON'T KNOW / CAN'T SAY / REFUSED	67 15	4 % 11%	1 139	11 138	56 15%	10 13ዩ	1 11%	5 13%	-	1 27%	2 12%	1 6%	7 18≹	9 11%	44 168	4 : 21%	56 15%	4 22	- t	13 19 ⁹	9 k 11%	7 10%	13 198	9 13%

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

						RESIDEN																			
	,	VERIDI	an con	NECTION					ANNUAL HOUSER	PRE-TA	ХA				EEEEE			VERIDI					ER LOY		
		FRACKI								540-		AGE ======				IOLLO SI		TRACKII				SEC-	STILL : FAVOR 1		АТ
	TOTAL	2012	2011	2010	2009 .	TOTAL N	ÆN	WOMEN	<\$40 	<\$70 ;	\$70+ 	18-34 3	35-54 5	5 +	1-2	3-5 	6 + 	2012 2	2011	2010	2009	URE	ABLE	ERENT	RISK
UNWID. 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	254 100%	272 100%	309 100왕	289 100%	288 100%	228 100%	122 100%	106 1009	21 \$ 100%	45 100%	107 1009	21 5 100%	89 100%	116 100%	105 1008	110 ; 100%	11 100%	230 : 100%	268 100%	257 100%	244 ; 100	66 100	29 \$ 100%	133 100%	20 100%
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99 39%	108 40%	150 48%	144 50%	99 34%	91 40%	53 448	37 8 358	8 8 38%	18 40%	48 458	6 5 29%	32 36%	51 44%	42 407	41 37%	7 641	96 : 42%	125 47%	133 528	81 5 33	24 ≹ 36	12 \$ 42\$	53 40%	9 45≹
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34 13%	31 12%	29 10%	25 9%	31 11%	33 14%	14 119	19 18	1 ≵ 5≹	6 13%	16 15%	-	17 19%	16 14%	18 178	14 13%	-	24 10%	28 10%	20 81	28 12 ⁵	5 k 8	6 k 21%	21 16%	2 10%
BE MORE EFFICIENT / COST EFFECTIVE / IMFROVE MANAGEMENT/ GET RID OF EMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24 10%	3 18	11 4%	4 18	27 9¥	22 10놓	14 119	9 \$ 8 [:]	2 \$ 10*	3 7%	9 81	2 5 9%	8 9¥	12 10%	9 98	12 5 118	1 98	2 5 15	10 4%	4 18	16 \$ 7	5 \$ 8	2 \$7\$	13 10%	4 20%
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23 9%	31 12%	44 14%	39 14%	55 19%	23 10%	16 138	7 1871	1 \$58	3 7者	11 109	-	9 10ኛ	14 12%	12 : 119	10 5 9%	1 98	29 ; 13%	36 13%	37 15	48 8 20	7 % 11	_	11 83	2 10%
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OP PEAK-HOUR PREMIUM RATES SAVING ENERGY	23 9%	20 7%	52 17%	16 5*	16 5%	21 9%	13 113	8 8 83	2 * 9*	2 48	12 113	4 19%	10 11%	7 6%	3 ; 3	16 8 14%	2	19 5 8%	50 19%	13 5 58	14 \$ 6	5 %7	4 * 13*	13 10%	-
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18 7%	41 15%	22 7%	20 7\$	33 11%	17 78	9 71	8 16 7	1 % 5%	4 9%	9 91	- 8	7 88	10 9%	8 1 81	9 88	-	32 14%	20 71	15 69	29 8 12	4 * 6	-	13 10%	1 : 5%

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

						RESIDE																			
	:	FRACK)			NS =====				ANNUAL HOUSEHO - '0008	PRE-I DLD IN 3 540-	AX COME	AGE			HOUSEH	OLD SI:	2E =====	VERIDI# TRACKIN	AN CON NG	NECTIO	(98 - ===== 8	SBC-	STILL FAVOR		===== AT
	TOTAL 2	2012	2011	2010	2009	IOTAL I	4EN	WOMEN	<\$40 <		-	18-34 :	35-54 :	>5+	1-2	3 -5 (5+	2012 2		2010		JKE			
UNWID. 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
WID. TOTAL	254 160%	272 100%	309 \$ 100%	289 100%	298 100%	228 100%	122 100	106 100%	21 100%	45 100%	107 1008	21 \$ 100\$	89 100%	116 100%	105 100%	110 100%	11 100%	230 : 10 0%	268 100%	257 100¥	244 100%	66 100%	29 100%	133 100%	20 100%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18 7참	13 51	11 1 48	9 38	7 28	16 78	7 58	9 8 83	2 ; 98	1 21	8 71	2 10%	7 8%	7 68	9 98	6 5¥	1 88	10 7 4%	11 4%	7 38	6 3*	4 6%	3 10%	10 7≹	1 5%
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE EMERGY-EFFICIENT BULES / COT OUT ALL UNNECESSARY COMMERCIAL LIGHTING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13 5¥	17 6%	11 \$ 48	23 8*	33 118	9 4ዩ	4 31	5 5 58	-	1 2%	6	3 \$ 15%	4 48	2 23	2 28	6 : 5¥	1 9%	15 : 7%	9 38	21 8¥	30 12%	6 9\$	1 28	6 5*	-
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BEITTER CUSTOMER SERVICE / MORE RESEONSIVE / HAVE A LOCAL SERVICE CENTRE	10 4%	21 89	8 5 38	19 6%	7 28	₿ 4≹	7 61	1 5 18	1 ; 5%	1 23	5 58	1 \$5\$	3 38	4 4왕	2 2%	5 ; 5%	1 98	19 ; 8%	8 38	15 6놓	4 2≹	1 28	-	7 5¥	2 10%
DETTER ONLINE PRESENCE / ALLOW PAYMENT VIA INTERNET	10 4%	23 91	8 5 28	1 *	4 18	9 4∛s	4 38	5 5 \$	2 : 9%	1 2%	3	2 5 98	5 6 %	2 2*	5 5%	4 48	-	21 98	9 3%	1 *	4 28	3 ⊈%	1 2%	3 2%	2 10%
COMPLAINTS ABOUT THIS SURVEY	9 48	8 31	5 \$2\$	5 28	5 2*	7 3ቼ	3 21	4 5 48	-	2 5≹	4 48	1 5 5 %	2 2%	4 48	5 58	2 2%	-	7 3%	4 2왕	5 28	5 2∜	4 6 8	2 7ቼ	2 1%	1 5%
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7 3¥	14 5%	B ≵ 3≹	9 3%	14 5%	7 3ቼ	2 28	5 5 18	1 5 ት	<u>1</u> 2용	2 21	-	3 38	4 3%	4 4등	3 3%	-	12 5%	8 3%	Յ 3%	11 48	-	2 7동	3 28	2 10%

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

								BILL PA																	
		TRACKI	NG ======	NECTIO	NS =====	POTAL N		A H	NNUAL OUSEH '000	9RE-TA OLD IN S \$40-	AX Come	AGE		I	HOUSEH	OLD SI2	3E	VERIDIA TRACKIN	AN CONI		NS -	SEC- E	TILL I		 AT
UNWID. TOTAL	253	266	303	27 5	278	228	122	106	21	45	106	21	89	116	105	110	11	227	264	241	233	66	29	133	20
WTD. TOTAL	254 100%	272 100%	309 100%	289 ; 100%	288 100%	228 100%	122 100%	106 100%	21 100%	45 100%	107 100%	21 100%	89 100%	116 100%	105 100%	110 100%	11 100%	230 100%	268 100%	257 100%	244 100%	66 100%	29 100%	133 100%	20 100%
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7 3*	1 1%	3 7 1%	3 5 1%	2 1%	7 38	5 48	- 2 28	-	-	5 5∛	-	5 68	2 2%	3 38	3 3*	1 9%	-	2 18	2 1%	1 1%	1 1%	1 3*	4 3%	1 5ዩ
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	ճ 2\$	14 5?	14 5 5%	13 5 5%	21 7%	5 2¥	3 2%	2 2¥	1 5%	1 : 2%	1 1%	-	1 1%	4 3%	র 1 জ	1 1%	-	10 4%	9 3*	13 5¥	14 6%	1 1%	2 7ዩ	3 2*	-
SETTER MAINTENANCE / IMPROVE POWER LINES / REPAIR STREET LIGHTS	6 2%	5 28	6 7 2 %	11 5 48	19 6%	5 2%	3 28	2 2%	1 5%	3 5 6%	1 1%	1 48	-	4 38	4 48	1 1%	-	3 1%	6 2ક	9 4キ	17 7ቴ	2 3월	-	호 3참	-
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 18	4 28	3 2*	1 .18	-	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 28	4 1%	4 5 18	2 5 18	3 1%	3 1%	2 2%	1 1%	-	1 28	1 1%	1 5%	2 2왕	-	1 1%	2 2%	-	4 28	4 1%	2 1%	2 15	2 3*	-	1 18	1 5%
DON'T COME TO MY DOOR / DON'T SOLICIT	3 18	1 *	1	-	2 1%	3 1%	1 1%	2 2동	-	1 2%	2 28	1 5%	2 2¥	-	1 1%	2 2 ዓ	-	1	1	-	2 18	2 3क्ष	1 48	-	-
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3 18	1 *	1	5 28	6 28	3 18	2 28	1 18	-	-	2 28	-	1 18	2 28	1 18	2 2%	-	1 *	1 *	4 2음	5 28	-	-	2 2*	1 5%

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

,						RESIDE			PAYERS																
	,	VERIDI	AN CON	NECTIO					ANNUAL HOUSEHO	PRE-T DLD IN	XA							VERIDI					ER LOY		
		TRACKI								 540-						HOLD SI		TRACKI				SEC-	STILL FAVOR		AT
	TOTAL					TOTAL N	MEN	WOMEN	<\$40	•	\$70+	18-34	35-54 3		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
WID. TOTAL	254 100%	272 100%	309 100%	289 100%	288 100%	228 100%	122 100%	106 5 100		45 100%	107 100%	21 : 100%	89 100%	116 100%	105 1007	110 5 100%	11 100%	230 ; 100%	268 100%	257 100%	244 1009	66 5 1009	29 ; 100%	133 100%	20 100%
EXTEND PAYMENT TIME / LESS BAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 18	2 1%	2 1%	11 48	2 1%	1 *	-	1		-	1 1%	-	-	1 1%	1	-	-	1 *	2 1%	9 48	2 11	- \$	-	2 28	1 5%
OTHER NON-ENERGY RELATED COMMENTS (e.g. GARBAGE COLLECTION, ANIMAL CONTROL)	1 *	-	-	-	-	1 *	-	1 1		-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	-	-	1 18	-
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 1%	7 38	17 5%	27 98	21 7*	2 1*	-	2		1 28	-	1 5*	-	1 1%	1 17	- 5	1 99	6 : 38	16 6¥	26 10%	21 91	2 8 31	-	1 1%	-
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1%	-	-	-	-	2 1%	1 18	1 \$ 1	- 8	-	2 28	1 5%	1 1%	-	1 18	1	-	-	-	-	-	1 29	-	2 1%	-
STOP TRADING ELECTRICITY WITH THE USA	2 1%	1 *	1 *	-	-	1 *	-	1	- %	1 28	-	-	-	1 1%	-	1 1%	-	1 1%	1 *	-	-	-	-	2 2월	-
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2 18	3 18	1 *	5 2%	4 1왕	2 1%	1 1%	1		-	1 1%	-	1 1%	1 1%	1 18	1 5 18	-	3 18	1 *	3 18	4 29	~ \$	-	2 218	-
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1 *	3 18	10 3%	-	-	1 *	1 1%	-	-	1 2%	-	-	-	1 18	1 18	-	-	3 1%	10 4ዩ	-	-	1 28	-	-	-
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1 *	-	-	-	-	1 *	1 18	-	-	1 2%	-	-	-	1 1%	-	1 1%	-	-	-	-		1 19	-	-	-
MORE SURVEYS	1 *	1 *	-	-	-	1 *	1 18	-	-	-	-	1 58	-	-	-	1 1%	-	1 *	-	-	-	-	-	1 1%	-

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

						residen																			
		VERIDI TRACKI		NECTIC		*****			ANNUAL HOUSEN - '000	PRE-T	'AX COME					OLD SIZ		VERIDIA TRACKIN	an con				BR LOY ====== STILL		
	TOTAL	2012	2011	2010		TOTAL	MEN	WOMEN	<\$40	\$40- <\$70	\$70+	18-34		55+	1-2		5+	2012 2					FAVOR ABLE		
UNWID. 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	254 100%	272 100%	309 1008	289 100%	288 100%	228 100%	122 100%	106 ; 100%	21 5 1009	45 100%	107 100%	21 : 100%	89 100%	116 100%	105 : 100%	110 100%	11 100%	230 100%	268 100%	257 100%	244 100%	66 100%	29 100%	133 100%	20 \$ 100%
COVERNMENT SUBSIDIES / INVOLVEMENT	1 *	-	-	-	-	1 *	-	1 19	-	-	-	-	-	1 1%	1 1%	-	-	-	-	-	-	-	-	1 18	-
MAINTAIN LOCAL CONTROL OVER HYDRO: MORE CONTROL TO THE SMALL TOMNS	1 *	-	-	1 *	1 *	1 *	1 18	-	-	-	1 19	-	-	1 1%	1 : 18	-	-	-	-	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-PRAR HOURS)	1 *	9 3*	5 28	4 8 18	32 5 11%	1	-	1 18	-	1 2%	-	-	-	1 1%	1 : 1%	-	-	8 3*	5 2*	4 18	31 : 13%	-	-	1	- ī
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1 *	-	-	-	-	1 *	-	1 13	- \$	-	1 19	-	1 1%	-	-	1 1%	-	-	-	-	-	-	-	1 19	_ ځ
DO NOT PRIVATIZE	-	-	1 *	2 18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 19	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	1 1%	1	3 18	2 5 1%	-	-	-	-	-	-	-	-	-	-	-	-	1 *	1 *	3 18	2 5 18	-	-	-	-
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	2 1%	2		1 *	-	-	-	-	-	-	-	-	-	-	-	-	1 *	2 1%	-	1 18	-	-	-	-
EXPLORE THOSE HOME BASED BLECTRICITY SOURCES AND SELLING IT BACK TO THE POWER COMPANY	-	-	-	-	3 19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3 19	-	-	-	-

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

						RESIDE			PAYERS																
	7	/ERIDI	AN CON	NECTIO	INS				ANNUAL HOUSEH - '000	PRE-1	AX							VERIDI					ER LOY	•=====	
	-	TRACKI								 \$40-		AGE				OLD SI2		TRACKI					STILL : FAVOR :		ъT
	TOTAL 2			2010		TOTAL	MEN	WOMEN	<\$40	<\$70	\$70+							2012		2010			ABLE		
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
WID. TOTAL	254 100%	272 100등	309 100%	289 100%	288 100%	228 5 100%	122 100%	106 100	21 100%	45 1008	107 : 100%	21 : 100%	89 100%	116 100%	105 100%	110 100%	11 100%	230 100%	268 100%	257 100%	244 100%	66 100%	29 100%	133 100%	20 100%
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 BURBAUCRACY	-	-	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 68	16 5 15	3 14%	6 148	8 71	1 5 %	8 98	13 11%	11 10%	11 10%	-	-	-	-	-	12 18%	1 48	11 8%	1 5%

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

																		WORK			CIAL 81			
		TIME OF	÷	HYDRO?		PROBLEM SOLVED?	' E	ECENT	ENCE	(MONTH	-	-		ACCESS WEBSIT	в	SMART METER	DATA	WITH (OTHERS		VERIDIA TRACKII	AN COND IG	ECTIO	NS
	TOTAL		1O		NO	YES N	io v	rs			7-12 4				NO		NO	SUPP			2012			
UNWID. TOTAL	253	24	З	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WTD. TOTAL	254 100	24 % 100%	3 100%	49 100%	205 100%	41 100%	8 100%	21 100%	6 100%	2 8 100%	9 100%	12 100%	21 100%	50 100%	150 100	10 % 100%	208 : 100%	11 : 100	2 % 100%	26 100	41 100%	41 100%	32 100%	44 100%
BETTER PRICES / LOWER RATES / STOP PRICE INCREASES / BETTER PRICES FOR PEOPLE WHO WANT SPECIAL TREATMENT / HAVE UNIQUE NEEDS	99 39	9 % 37%	3 100%	10 21%	43\$ 43\$	9 22\$	1 14%	2 10%	1 18%	ŝ	2 248	5 42%	2 10%	19 39%	58 38	6 % 61%	78 ; 37%	5 ; 44	1 1:501	8 339	12 \$ 298	24 60%	11 35%	18 41%
BETTER COMMUNICATION / SEND OUT INFORMATION / GIVE NOTICE PRIOR TO WORKING	34 13		-	8 16%	26 13%	8 19%	-	3 15≵	-	1 49%	1 11%	-	4 198	10 20ቴ	20 13	2 %20%	29 147	-	-	1 41	7 5 18%	2 4१	6 17皆	3 7ዬ
BE MORE EFFICIENT / COST BFFECTIVE / IMPROVE MANAGEMENT/ GET RID OF BMPLOYEES / UNHAPPY THAT THEY PAID OFF THE EXECUTIVES THEY FIRED, AFTER THEY SCREWED UP	24 10	3 % 13%	-	4 8%	20 10%	4 10%	-	2 918	1 17%	-	1 11%	1 8*	2 9%	3	17 11		21 108	1 ; 9		2 81	1 \$ 2\$	2 47	-	11 24%
IMPROVE SERVICES / RELIABLE POWER SUPPLY / RESTORE POWER FASTER / NO BLACKOUTS	23 9	1 % 4%	1 35%	10 : 20%	13 6%	7 17%	3 39%	2 10%	2 328	-	1 11%	2 16%	6 29%	9 18%	10 6		19 5 98	1 1 9			2 6¥	9 21%	2 6ጓ	7 16ቼ
ELIMINATE SMART METERS / SMART METERS END UP COSTING ME MORE / SKEPTICAL OP PERK-HOUR PREMIUM RATES SAVING ENERGY	23 9		-	6 12%	17 6%	5 12%	1 9%	4 18%	-	-	2 20ዩ	2 17%	2 9월	6 12%	14 9	-	17 8 88	-	-	2 71	1 5 28	2 6\$	3 9%	2 5*t
IMPROVE BILLING / CLARIFY THE BILL / TIMELY BILLING / CONTINUE TO PROVIDE PAPER BILLS / SIMPLIFY THE BILL	18 7		1 358	2 ; ⊈\$	16 8%	-	2 25%	-	-	-	-	-	2 9*8	8 16%	7 5	3 % 30%	13 5 68	-	-	1 41	9 5 228	2 68	6 17¥	4 9%

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

																		WORK			CIAL B			
		TIME OF BILLING	3	HYDRO?	è	PROBLEM	, I	RECENTI	BNCE	TIME S (MONTH	S)			ACCESS WEBSIT	E	SMART METER		WITH	OTHERS		VERIDI TRACKI	AN CON NG	NECTIO	ONS
	TOTAL	YES N	NO		NO	YES N					7-12				NO 	====== YES 	NO	SUPP	UNSUP			2011		
UNWTD. TOTAL	253	24	з	49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WID. TOTAL	$254 \\ 100^{3}$	24 % 100%	3 1009	49 100%	205 1008	41 5 100%	8 100%	21 100%	6 100%	2 ≸ 100%	9 100%	12 100%	21 100%	50 100%	150 100	10 100%	208 100	11 100		26 : 1009	41 3 100%	41 100%	32 100	44 100%
HIDDEN COSTS ON BILL / ELIMINATE EXTRA CHARGES / NO DELIVERY CHARGES	18 7 [:]		-	4 83	14 5 78	4 5 10%	-	2 9%	-	-	2 24놓	-	-	6 12%	9 61	2 12 20 %	14 7	2 18		2 89	3 5 78	-	2 75	1 참 2%
CONSERVATION: MORE INFORMATION / MORE INCENTIVES AND REBATES FOR ENERGY-EFFICIENT DEVICES / OFFER FREE ENERGY-EFFICIENT BULES / COT OUT ALL UNNECESSARY COMMERCIAL LIGETING / MAKE SURE OFFICE BUILDINGS, INDUSTRIES, etc. TURN OFF LIGHTS AT NIGHT	13 5'		_	3	10 5 5%	3 ≋ 7≹	-	3 15%	_	1 51%	1 11%	1 9%	-	3 6%	75	ž	10 5'	2 k 18		4 158	1 ; 4%	2 4%	2	2 \$ 5%
STAFF ISSUES: MORE KNOWLEDGEABLE / COURTEOUS / BEITTER CUSTOMER SERVICE / MORE RESPONSIVE / HAVE A LOCAL SERVICE CENTRE	10 4		-	4 87	6 5 39	2 5 *	2 26¥	-	2 339	-	-	2 17왕	2 10%	3 68	3 2'	-	6 3:	2 8 19		2 91	2 5 ₹	-	Э 91	3 8 7%
BETTER ONLINE PRÉSENCE / ALLOW PAYMENT VIA INTERNET	10 43		-	3 68	7 5 38	2 58	1 13%	-	1 16%	1 ; 49%	-	1 8%	1 58	4 78	4 3	- 8	9 4	-	-	1 39	3 ; 78	-	-	-
COMPLAINTS ABOUT THIS SURVEY	9 4		-	2 47	7 5 3 9	2 5*8	-	1 5%	-	-	-	-	2 10%	1 28	5 3	- 8	9 4		-	2 85	1 3 28	1 25	-	-
DON'T CHARGE FOR PREVIOUS COMPANY DEBT /	7 3		-	2 49	5 5 28	2 5 %	-	1 4%	-	-	1 12%	-	-	2 4등	3 2	1 8 108	4 2 ⁴		1 50%	-	2 5%	-	1 43	3 5 76
THEY RUN A MONOPOLY / THERE IS NO COMPETITION / HAVE COMPETITION / BE MORE COMPETITIVE	7 3'		-	1 28	6 5 31	1 \$2¥	-	-	-	-	1 11%	-	-	1 2%	4 3	-	5 2			-	1 48	2 4%	2 51	1 \$2%

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

																					CIAL B			
		TIME (BILLIN		CONTAC		PROBLE		RECEN'		TIME S (MONTH		NTACT		ACCESS WEBSIT	3	SMART METER	DATA		OTHERS		VERIDI. TRACKI	AN CO		
	TOTAL		NO	Yes	NO			vs	VDS	12+ 	7-12				NO		NO			VERI- DIAN				
UNWTD. TOTAL	253	24	3	9 49	204	41	8	21	6	2	9	12	21	50	150	10	208	11	2	25	39	39	34	45
WID. TOTAL	254 100		10		205 : 100%	41 : 100%	8 100%	21 1009	6 100	2 100%	9 100%	12 100%	21 100%	50 100%	150 100	10 k 100%	208 1003	11 100			41 : 100%	41 100	32 \$ 100	44 8 100%
RESPONSE TIME: EXTENDED SERVICE HOURS / LIVE REPRESENTATIVE AVAILABLE ON THE PHONE / RESPOND FASTER / LESS TIME ON HOLD / HIRE MORE STAFF	6 2	- *		- 3 68	3 : 19	2 5 58	1 13%	1 5'	1 \$ 16?	-	-	1 9%	1 5%	1 28	32	-	5 2'	-	-	1 41	4 5 98	6 13	1 * 2	. 7 % 16%
BETTER MAINTENANCE / IMPROVE FOWER LINES / REPAIR STREET LIGHTS	6 2	- 8		- 3 68	3 5 1%	3 ; 7%	-	2 9	- t	-	1 11%	1 8%	1 4%	1 2왕	5 3	- ŀ	3: 6	-	-	1 49	1 48	-	2 5	2 % 4%
UNREALISTIC BEING TOLD TO CONSERVE / CONSERVATION DOSSN'T LOWER BILLS / WHEN PBOPLE CONSERVE DON'T JACK THE PRICE UP TO COMPENSATE FOR PROFIT LOSS	5 2	- 8		- 2 39	3 5 19	1 ; 2%	1 9%	2 8	- 8	-	2 19%	-	-	1 2%	<u>4</u> 2	1 8 108	4 * 2	- *	-	1 39	-	-	1	. 3 8 78
MORE INVOLVEMENT WITH THE COMMUNITY	4 2	- *			4 21	- r	-	-	-	-	-	-	-	2 4왕	2 1	- 8	4 2	- 45	-	1 48	-	-	-	1 2%
DON'T COME TO MY DOOR / DON'T SOLICIT	3 1			- 1	2 ; 19	1 ; 2%	-	1 5	- }	1 51%	-	-	-	1 2음	2 1	-	3 1		-	-	-	-	-	-
MORE ACCOUNTABILITY / SHOW THE COMPANY'S EXPENSES	3 1		5		3 18	-	-	-	-	-	-	-	-	-	1 1	- }	1	1 9		-	-	-	1 2	. 2 १६ ३१
EXTEND PAYMENT TIME / LESS BAGERNESS TO CUT HYDRO / ALLOW PARTIAL BILL PAYMENTS	3 1	1 ¥ 5		- 2 45	1 s *	1 3%	1 12%	-	-	-	-	-	2 10%	1 28	1 1	-	2 1			2 89	1 5 45	-	2 5	- 5
OTHER NON-ENERGY RELATED COMMENTS (e.g. CARBAGE COLLECTION, ANIMAL CONTROL)	1 *	-			1 *	-	-	-	-	-	-	-	-	1 2¥	-	-	1 *	=	_	-	-	-	-	-

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0.13A ONE OR TWO MOST IMPORTANT THINGS VERIDIAN CONNECTIONS COULD DO TO IMPROVE CUSTOMER SERVICE RASED ON RESPONDENTS WITH CUSTOMER SERVICE SUGGESTIONS

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																					CIAL B			
		TIME OF T BILLING		HYDRO?		PROBLEM SOLVED?	I	RECENT	ENCE	(MONTH			1	ACCESS WEBSIT	в	SMART METER	DATA	WORK WITH C 			VERIDI TRACKI	AN COND NG	ECTION	is
	TOTAL	YES	NO 		NO	YES N	v ۱				7-12 4				NO	YES					2012			
UNWID. TOTAL	253	24	з	49	204	41	8	21	6	2	9	12	21	50	150	10	209	11	2	25	39	39	34	45
WTD. TOTAL	254 100	24 100%	3 100 7	49 5 100%	205 100%	41 100%	8 100%	21 100%	6 100%	2 : 100%	9 100%	12 100%	21 100≹	50 100%	150 100	10 100%	208 100%	11 100%	2 1009	26 1001	41 r 100%	41 100%	32 100≹	44 100%
BE MORE ENVIRONMENTALLY FRIENDLY / USE ALTERNATIVE ENERGY SOURCES (e.g. SOLAR / WIND)	3 19	- t	-	2 45	1	2 5 ቶ	-	2 98	-	-	1 118	-	1 5ዩ	-	3 2	-	3 1%	-	-	49	1 : 4%	1 28	1 48	-
NO SENSE ANSWERING THIS QUESTION BECAUSE THEY WOULDN'T USE MY ANSWER	3 1	- \$	-		3 1%	-	-	-	-	-	-		-	-	3 2	-	3 1%	-	-	1 48	-	-	-	-
STOP TRADING BLECTRICITY WITH THE USA	2 15	1 8 48	-	-	2 18	-	-	-	-	-	-	-	-	-	-	-	1 18	-	1 504	1 8 48	-	-	-	-
READ METERS ACCURATELY AND CONSISTENTLY / NO ESTIMATED READINGS	2 1	- -	-	1 2%	1	1 3%	-	-	~	-	-	-	-	-	2 1	-	2 1%	-	-	-	-	-	1 48	-
LOBBY THE GOVERNMENT TO REMOVE THE HST / THEY'RE UNDER GOVERNMENT TAXATION	1 *	1 48	-	-	1 18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
THEY SHOULD PROVIDE ENERGY OR ELECTRICITY FOR FREE	1	-	-	-	1 *	-	-	-	-	-	۳.	-	-	1 28	-	-	1 *	-	-	-	-	-	-	-
MORE SURVEYS	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1	-	1 *	-	-	-	-	-	-	-
GOVERNMENT SUBSIDIES / INVOLVEMENT	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 1	-	1 *	-	-	-	-	-	-	-
MAINTAIN LOCAL CONTHOL OVER HYDRO: MORE CONTROL TO THE SMALL TOWNS	1	1 48	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	1 9%	-	-	-	-	-	1 28

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

																		WORK				ILL PAY		
		TIME OF BILLING	3	HYDRO	?	PROBLE SOLVEI)?	RECENT EXPERI	IBNCE	(MONT	HS)	ONTACT		ACCES WEBSI	TE	SMART METER	DATA	WITH (VERIDI TRACKI		ECTIC)NS
	TOTAL	YES N		YES	NO				VDS	12+	7-12			YES	NO	YES	NO				2012	2011 2		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	254 100	24 5 100%	3 100%	49 1009	205 100		8 : 100%	21 1009	6 100			12 : 100%	21 100%	50 100								41 ; 100%	32 100%	44 \$ 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	u	-	-	-	-	-	-	-	-	1	-	1 *	-	-	-	1 2%	-	-	1 2%
DO NOT POLITICIZE THE ISSUE - ELECTRICITY IS NOT A COMMODITY FOR POLITICAL GAIN	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 1	- ಕ	1 *	-	-	-	-	-	-	-
DO NOT PRIVATIZE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NO DEPOSITS / LOWER DEPOSITS / RETURN DEPOSITS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	1 5 2%	-	-
IMPROVE SAFETY / VOLTAGE ISSUES / HAVE ACCURATE RECORDS FOR UNDERGROUND LINES	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	_	1 48	-	-	-
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	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-		-	_	-	-	-	-

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

																		WORK			RCIAL H			
		TIME (BILLI)	NG	CONTA		PROBLE SOLVED	?	RECENT	ENCE	(MONTH	(S)	ONTACT		ACCESS WEBSIT	Έ	SMART METER	DATA	WITH	OTHERS VERY		VERIDI TRACKI	ian con Ing	NECTIC	ONS
	TOTAL	YES 	NO	YE\$	NO	YES	NO	VS			7-12		<3		NO			SUPP	UNSUP		2012			2009
UNWID. 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 1008	24 \$ 100	3 100	49 100	205 100%	41 : 100%	8 100¥	21 100%	6 100%	2 100%	9 100%	12 100%	21 1008	50 501008	150 1004	10 5 100%	208 : 100%	11 1003	2 8 1009	26 100		41 100%	32 100%	44 : 100%
THEY NEED MORE NUCLEAR STATIONS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
INCREASE GENERATING CAPACITY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 48	-	-	-
ONE PLANT PRODUCING ELECTRICITY FOR THE COMMUNITY WILL BE SHUT DOWN FOR ENVIRONMENTAL PURPOSES AND THEY HAVE NOTHING REPLACING IT	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-
MISCELLANECUS	26 10%	2 88	-	2 49	24 128	2 5%	-	2 9왕	-	-	-	1 83	1 4%	1 2%	18 12%	-	23 113	1 88	-	3 128	-	-	-	-

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

						RESIDEN																			
	3	RACKIN			τs 	TOTAL P			ANNUAL HOUSEH - '000	PRE-TA	X XME ==== 1	\GE 		 ===== =	HOUSER)LD SIZ ====================================	::::::::::::::::::::::::::::::::::::::	VERIDI FRACKI	AN CÒNN NG	ECTIO	(NS =	SEC-	ER LOYA STILL I FAVOR D ABLE F		 T
	101AL 2																								
UNWID. TOTAL	451	452	462	467	454	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	38 7	145	55	220	25
WID. TOTAL	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	106 100%	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%
PAYING FOR ELECTRICITY IS NOT REALLY A WORRY	353 78%	286 63¥	314 68%	305 65%	344 761	301 79%	156 79%	145 788	29 5 721	62 83%	139 63%	30 73%	116 80%	153 79%	159 81%	132 78%	7 548	242 634	266 68%	257 65%	294 76%	121 84%	45 838	170 77%	14 56ዩ
SOMETIMES I WORRY ABOUT FINDING THE MONEY TO PAY FOR ELECTRICITY	57 13∛	113 25놓	88 19%	111 248	76 178	48 : 13%	21 11%	27 149	7 179	6 8 8%	21 13%	8 20북	19 13%	21 11%	20 10%	23 14%	5 388	96 25%	77 20%	96 24%	6 6 17%	19 138	6 11%	25 118	6 23*8
PAXING FOR ELECTRICITY IS OFTEN A MAJOR PROBLEM	21 5%	36 8%	34 7%	31 78	28 61	17 \$ 48	10 5%	7 4	3 8 81	2 5 3%	4 28	1 2왕	4 38	12 68	9 ; 5%	6 4ზ	1 8%	29 71	28 5 78	26 7%	22 5%	4 3₹	-	12 5%	4 17%
DEPENDS	12 3%	10 2%	14 3३	13 3%	3 19	11 1 38	5 3%	6 35	1 8 39	4 8 58	3 2६	1 28	4 3왕	6 38	5 ; 3%	6 4%	-	10 39	14 5 48	12 3%	2 *	-	2 3*	9 4%	1 4%
DON'T KNOW / REFUSED	8 2\$	7 2움	12 28	8 2%	2 *	२ २३	5 28	1	- 8	1 1ዩ	-	1 2ዩ	1 1%	3 18	3 1 1 %	2 1%	-	7 25	7 5 28	6 18	2	-	2 38	5 2≹	-

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

		BILLIN	G	CONTAC: HYDRO?	5	PROBLEM	•	RECENT EXPERI	ENCE	TIME S: (MONTH:	S)			ACCESS WEBSIT		SMART METER	DATA	WORK WITH C			CIAL BI	un com 1G	NECTIO	NS
	TOTAL	YES :		YES 1		res d						4-6 <			10				UNSUP					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	451 100	35 % 100%	8 100	83 100%	368 100%	74 100%	9 100ቼ	39 : 100%	5 100%	4 100%	16 100¥	18 100%	38 100%	83 100%	271 1009	19 ≹ 100%	376 100%	18 : 100%	2 3 100	68 100%	68 100%	69 100%	70 100%	68 100%
PAYING FOR BLECTRICITY IS NOT REALLY A WORRY	353 78		7 87	60 8 72동	293 80%	54 74욱	6 628	30 77%	3 50%	4 100%	9 58%	15 83%	29 76%	68 82%	218 809	15 ≹ 78≹	301 808	15 ; 83%	-	52 778	44 648	47 68≹	48 688	51 74%
SOMETIMES I WORRY ABOUT FINDING THE MONEY TO PAY FOR ELECTRICITY	57 13		-	10 12%	47 138	9 12%	1 10%	6 : 16%	1 16%	-	3 18%	2 11%	2 5ቴ	9 11%	34 131	2 \$ 11\$	49 139	1 5 8		9 13%	17 25%	11 16%	15 21*	10 14%
PAYING FOR ELECTRICITY IS OFTEN A MAJOR PROBLEM	21 5		1 13	7 15 98	14 4왕	5 7%	2 21∛	-	1 16%	-	2 13%	1 6%	3 88	3 48	9 31	- 8	15 4%	1 5 68	-	4 6%	7 11%	6 98	5 6∛	ն 9%։
DEPENDS	12 3		-	2 2%	10 3%	2 3ቼ	-	-	1 17%	-	-	-	2 58	2 2%	5 29		7 28	1 5 58	2 \$ 100\$	1 8 18	-	-	1 1%	2 2%
DON'T KNOW / REFUSED	8 2	- 8	-	4 58	4 18	3 4왕	1 7%	3 : 7%	-	-	2 11왕	-	2 6%	1 1%	5 29	2 8 118	Э 18	-	-	2 3%	-	5 7%	2 38	-

0.14 AGES OF RESIDENTIAL BILL PAYERS BASED ON RESIDENTIAL BILL PAYERS

						RESIDEN																			
				NECTION					ANNUAL HOUSEH - '000	PRE-TA OLD IN S	AX COME						,	/ERIDI	AN CONS			======	ER LOY		
				2010		TOTAL M	œn i	NOMEN	<\$40	\$40- <\$70	\$70+ :	18-34 3	35-54			 3-5	===== 6+	2012 :	NG ====== 2011 2 	010	2009	SEC-	STILL : FAVOR 1 ABLE 1	DIFF 7	
UNWID. 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	383 100%	384 100%	393 100%	39 7 100%	386 100%	383 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 100%	169 100%	13 100%	364 100%	393 1008	397 100%	386 100%	120 100%	47 \$ 100%	191 100%	21 10 0 %
16 TO 24	<u>1</u> *	9 28	5 1%	8 2%s	10 38	1 *	-	1 18	1 2%	-	-	1 2%	-	-	-	1 1%	-	9 2*	5 1%	8 2%	10 3%	1	-	-	-
25 TO 34	40 10%	84 22%	34 9*	49 12%	37 10%	40 10%	19 10%	21 118	3 78	12 16%	16 10%	40 98%	-	-	15 8%	24 14%	1 78	84 22%	34 9%	49 12%	37 10%	16 139	1 5 28	21 11%	2 9%
35 TO 44	60 16%	101 26%	70 18≹	88 22%	59 15%	60 16%	34 17%	26 14%	8% 3	6 8%	39 23*	-	60 42ቼ	***	17 9ቼ	41 24%	2 16%	101 26%	70 18%	88 22%	59 15%	23 199	9 19%	26 14%	2 10%
45 TO 54	84 22국	85 22¥	103 26%	120 30%	112 29%	84 22%	44 22₹	40 22%	2 5ቴ	. 10 13%	46 28%	-	84 56%	-	28 14%	50 30%	5 39*	85 228	103 26%	120 30%	112 29%	16 133	13 13 13	46 24왕	6 29キ
55 T O 64	91 24%	53 14%	85 22%	70 18%	94 248	91 24%	51 26¥	40 22%	7 17%	18 24%	46 28%	-	-	91 478	49 25%	37 22%	4 31%	53 14%	85 22%	70 18%	94 248	30 251	13 5 27%	39 21%	9 42ზ
65 OR OVER	104 27%	47 12%	93 24%	62 16%		· 104 27%	48 24왕	56 30%	24 60%	30 10왕	20 12%	-	-	104 53%	86 44%	16 9%	1 78	47 128	93 24%	62 16%	73 198	34 289	11 8 24%	57 30%	2 9ቼ
REFUSED	4 1왕	4 18	2 1%	1	1 *	4 1%	2 18	2 1%	-	-	-	-	-	-	2 1%	-	-	4 18	2 18	1 *	1 *	1 13	-	2 1왕	-

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

		TIME OF		CONTACI IYDRO?		PROBLEM		ECENT	NCE	(MONTH	-		1	ACCESS WEBSITE	-	SMART METER I	DATA		OTHERS		VERII TRACI	DIAN C (ING	ONNECT:	
	TOTAL		юз			YES N				12+	7-12 4	-6 <			10			SUPP	UNSUP		2012		2010	2009
UNWID. TOTAL	384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-	-	-	-	
WTD. TOTAL	383 100	29 100%	8 100%	65 100%	319 100%	57 100३	8 100%	27 100%	6 100%	3 100%	14 100%	14 100%	30 100∛	7 2 100%	226 1009	18 5 100%	318 100∛	14 100		40		-		
18 TO 24	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	1 18	-	-	1 *	-	-	-		-	-	
25 TO 34	40 10 ³	4 8 148	1 13%	8 12%	32 10∛	7 128	1 13%	6 22≹	1 16%	1 36%	2 14%	3 21%	2 6%	10 14%	23 104	2 \$ 11%	32 10%	1 ; 7	- 당	-		-	-	
35 TO 44	60 16	4 k 14%	1 12%	7 11%	53 17%	7 12%	-	2 7%	-	1 35%	3 21%	1 78	2 78	14 19∜	40 18	3 5 16€	51 163	1 8	1 8 50	- ato	-	-	-	
45 TO 54	84 22	5 178	2 26%	14 21%	70 22%	12 21%	2 23∛	8 29୫	니 16왕	1 298	3 22¥	2 14왕	7 23ዩ	17 24%	53 23	5 28%	69 223	4 29	- de	-		-	-	
55 TO 64	91 24	8 16 288	1 12%	16 25%	75 248	13 23%	388 388	3 11%	<u>4</u> 678	-	2 15%	4 298	8 26%	20 28%	53 24	5 \$ 28%	76 241	4 28	1 % 50	÷.		-	-	
65 OR OVER	104 27		2 25≹	20 31%	84 26≹	18 32%	2 26¥	8 31%	-	-	4 28%	<u>4</u> 28ቼ	11 38%	9 12%	56 25	3 16%	88 281	3 \$ 22		-		-	-	
REFUSED	4 1	- 8	1 13%	-	4 1%	-	-	-	-	-	-	-	-	1 1%	1 *	-	2 19	1 7		-		-	-	

						RESIDE																		·	
		ERIDI		NECTI	ONS				ANNUAI	PRE-T	AX												MER LOY		
	-					-				\$40-						IOLD SI						SEC-	STILL FAVOR 1		АТ
	TOTAL 2					TOTAL	MEN			<\$70	-		35-54	55+	1-2	3-5	6+ 	2012	2011	2010	2009	URB	ABLE	ERENT !	RISK
UNWID. TOTAL	384	385	396	-		384	198	186	40	76	167	41	144	195	197	169	13	385	396	-	-	121	47	191	21
WTD. TOTAL	393 100%	384 100%	393 100%	-	•	383 100%	197 100%	186 100%	40 : 100%	75 100%	167 100%	41 100%	144 100%	195 100%	196 1008	169 100%	13 100%	384 1009	393 100		-	120 100	47 % 100%	191 100%	21 100%
1 TO 2	196 51%	148 39%	196 50%	-		196 51왕	95 48%	101 54%	31 778	46 528	58 35%	15 36%	45 31%	135 69%	196 1009	-	-	148 39%	196 50		-	67 56	30 8 648	90 47왕	8 37%
3 TO 5	169 44%	201 52%	180 468	-	-	169 448	92 478	77 41%	9 : 23%	27 36%	100 60%	25 61%	91 638	53 27%	-	169 100%	-	201 52%	180 46		-	49 41	15 1328	92 48욱	12 58%
6 TO 10	11 3월	19 5¥	11 3१	- 5		11 3%	6 3%	5 ३%	-	2 3%	7 4音	1 2ቼ	6 48	4 2왕	-	-	11 84%	19 5%	11 3		-	3 2 ⁴	1 ≩ 2∛	5 3%	1 5ቼ
11+	2 1%	8 28	2 *	-	-	2 1%	1 1%	1 1%	-	-	2 1%	-	1 1%	1 1%	-	-	2 16%	8 28	2	-	-	-	1 2ቼ	1 1%	-
DON'T KNOW / REFUSED	5 1%	7 2ዩ	4 1.8	5	-	5 1%	3 1%	2 1%	-	-	-	-	1 1%	2 1%	-	-	-	7 2%	4 1	- 8		-	-	4 2%	-

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

																		WORK					PAYERS	
		TIME () BILLIN(G	CONTAC HYDRO?		PROBLEM	2 1	RECENT	ENCE	(MONTH:	S)	ONTACT		ACCESS WEBSIT	E	SMART METER	DATA	WITH (VERY	VERI-	VER II TRACI	DIAN C CING	ONNECT:	
	TOTAL		NO								7-12				NO		NO	SUPP	UNSUP		2012			
UNWID. TOTAL	384	29	8	65	319	57	8	27	6	3	14	14	30	72	226	18	319	14	2	-	-	-		
WTD. TOTAL	383 100	29 \$ 100%	8 1009	65 8 100%	319 100%	57 100%	8 100%	27 100왕	6 100%	3 100%	14 100%	14 100%	30 100%	72 : 100%	226 1009	18 5 100%	318 100%	14 100	2 100 ³	-	-			
1 TO 2	196 519	14 488	4 491	35 54%	161 51%	31 54%	4 498	14 51%	2 328	2 648	9 648	7 51%	14 46%	30 42%	107 489	10 55%	163 518	8 58	-	-	-			
3 TO 5	169 449	12 \$ 42\$	3 381	27 : 428	142 45ቄ	23 41%	4 51%	11 41%	4 68%	1 36%	3 22%	7 498	15 50%	40 568	107 488	8 ; 45%	143 45%	4 291	2 8 100%	-	-			
6 TO 10	11 34	2 \$7\$	-	2 3*	9 38	2 3*	-	2 7%	-	-	1 7왕	-	1 3ზ	2 3&	7 38	-	8 38	1 71	- t	-	-			· -
11+	2 19	-	-	1 28	1 *	⊥ 2¥	-	-	-	-	1 78	-	-	-	2 18	-	2 19	-	-	-	-			
DON'T KNOW / REFUSED	5 18	1 3%	1 138	-	5 2%	-	-	-	-	-	-	-	-	-	2 18	-	2 18	1	-	-	-			

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

						RESIDEN																			
	•	FRACKIN	IG	NECTION	ıs				ANNUAL HOUSEHO - '000:	PRE-T OLD IN S	AX COME	AGE			HOUSEH	DLD SIZ	E.	VERIDÍ	an com	ECTIC)NS		ER LOYA		
	TOTAL			2010 2		TOTAL M	EN i	FOMEN				18-34										URE		RENT I	
UNWID. TOTAL	384	385	396	395	387	384	198	186	40	76	167	41	144	195	197	169	13	385	396	395	387	1 2 1	47	191	21
WTD. TOTAL	383 100%	384 100%	393 100%	397 100%	386 100%	383 ; 100%	197 100%	186 100%	40 100%	75 100%	167 100%	41 100%	144 1008	195 100%	196 100%	169 100%	13 100%	384 100%	393 100%	397 1009	386 1009	120 k 100	47 % 100%	191 100%	21 100%
UNDER \$20,000	12 3%	19 5%	13 38	13 : 3%	16 48	12 5 3%	6 3%	6 3*	12 30%	-	-	1 2%	-	11 68	9 5%	3 2%	-	19 5%	13 38	13 39	16 5 4	4 16 3	-	6 3*	2 9*
\$20,000 TO LESS THAN \$40,000	28 7%	37 10%	31 8%	51 13%	44 118	28 1 7%	12 6%	16 B%	28 70%	-	-	3 78	5 3%	20 10%	22 11%	6 4*	-	37 10%	31 8%	51 139	44 8 11	11 * 9		13 78	1 48
\$40,000 TO LESS THAN \$70,000	75 20%	64 178	80 20%	98 ; 25%	77 201	75 ≵ 20≹	34 178	41 22%	-	75 100월		12 29%	16 11%	48 248	46 : 24%	27 16%	2 15≹	64 17%	80 20≹	98 25	77 k 20	33 \$27		31 16%	3 14%
\$70,000 TO LESS THAN \$100,000	62 16%	91 24%	75 19%	61 5 15%	67 179	62 16%	38 19%	24 138	-	-	62 378	5 12%	28 19ዩ	29 15%	21 ; 11%	35 21%	6 47≹	91 248	75 19%	61 15	67 8 17	15 ¥ 12		29 158	6 29ዩ
\$100,000 OR MORE	105 27%	83 22%	90 23%	59 : 15%	87 225	105 8 27%	61 31%	44 248	-	-	105 63%	11 ; 27%	57 40%	37 198	37 19%	65 38%	3 23%	83 22%	90 23%	59 15 ³	87 8 22	38 8 31		50 26%	3 15%
DON'T KNOW / REFUSED	101 26%	91 24욱	103 26%	115 29%	96 259	101 1 26월	46 238	55 308	-	-	-	9 228	38 26욱	50 268	61 ; 31%	33 20*	2 15%	91 24%	103 26%	115 29	96 \$25	20 % 17		62 32%	େ 29%

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

																		WORK		COMME		BILL I		
		TIME O BILLIN	G	CONTAC		PROBLEN		RECENT		(MONTH		ONTACT		ACCESS		SMART METER		WITH	OTHERS ====== VERY		VERII TRACI	DIAN CO NIG	NNECTI	
	TOTAL		NO	YES		Yes n		/S 1	7DS		7-12	4-6 <		YES 			NO	SUPP	UNSUP		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	-	-		-	
WID. TOTAL	383 1008	29 5 100%	8 100%	65 100%	319 100%	57 100ቼ	\$ 100€	27 100%	6 100%	3 100%	14 100%	14 100%	30 100%	72 100≹	226 100	18 \$ 100	318 100%	14 \$ 100		-	-		-	-
UNDER \$20,000	12 3#	-	-	2 38	10 38	1 28	1 13%	-	1 16%	-	-	1 78	1 38	1 18	3 19	1 6	11 8 3%	-	-	-	-		-	. <u></u>
\$20,000 TO LESS THAN \$40,000	28 78	1 ; 4%	-	3 4१	25 8%	3 5ቴ	-	-	-	-	2 148	-	1 3%	2 38	3.8 81	-	26 81	1 8 8	1 % 50	- *	-		-	-
\$40,000 TO LESS THAN \$70,000	75 20%	10 35%	2 24ಕ	12 18%	63 20%	10 17ቴ	2 24ቴ	8 28%	1 17%	1 29%	1 7%	1 7%	В 278	13 18%	39 179	4 22	58 181	1 5 8	1 % 50	- ¥	-		-	
\$70,000 TO LESS THAN \$100,000	62 16%	5 : 17%	1 148	10 15%	52 16%	10 17%	-	2 8ዩ	-	1 36%	3 22왕	3 22%	3 9ዩ	9 12≹	44 205	3 5 16	51 8 169	4 28	- 80	-	-			-
\$100,000 OR MORE	105 27%	8 ; 27≹	2 24%	15 23%	90 28€	14 25%	1 14%	7 26ቄ	1 188	-	3 22%	5 35%	6 20%	24 34왕	64 284	4 231	88 281	7 8 50	- *	-	-		-	-
DON'T KNOW / REFUSED	101 26%	5 178	3 38%	23 36%	78 248	19 34%	4 50왕	10 38%	3 498	1 35%	5 36≹	4 298	11 37%	23 32%	57 254	6 5 33	84 5 268	1 5 7	-	-	-		-	-

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

							NTIAL																		
	X.	/ERIDIA	м со И	NNECT	ONS				ANNUAI	PRE-T	AX							VERID	IAN CO)NNECTI			MER LOY		
		RACKIN				=				\$40-		AGE			HOUSE	HOLD SI	ZE =====	TRACK				SEC-	STILL FAVOR	IN DIFF .	AT
	TOTAL 2	2012 2	011	2010	2009	TOTAL	MEN	WOMEN			\$70+	18-34	35-54	55+	1-2	3-5	6+	2012	2011	2010	2009	URB	ABLE	ERENT	RISK
UNWTD. TOTAL	401	399	-			- 342	174	168	38	64	140	35	130	174	175	153	11	343	-		-	133	51	187	24
WID. TOTAL	401 100%	399 100%	-		-	- 341 100	173 8 1009	168 1003	38 1009	63 100%	148 1009	35 100%	130 : 100%	$174 \\ 100$	174 8 100		11 100	342 \$ 100	-		-	$132 \\ 100$		188 % 100%	24 100%
YES	356 89%	362 91%	-		-	- 299 88	154 898	145 865	24 8 634	52 k 82%	143 : 971	34 978	125 96%	139 80	138 % 79		11 100	₽ 90 309	8			118 89		163 8 87%	22 5 938
NO	45 11%	36 9%	-		-	- 42 12	19 8 119	23 5 14	14 8 37	11 18%	5 3 3 1	1 5 3%	5 ; 4%;	35 20			-	32 9	ŧ			14 11		24 8 138	2 5 78
DON'T KNOW / REFUSED	-	2 *	-		-		-	-	-	-	-	-	-	-	-	-	-	2 1	۲			-	-	-	-

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

and the second second

																							BILL F		
	BILLING HYDRO? SOI						PROBL	D?	RECEN EXPER	IENCE	(MONTE	IS)	CONTACI		ACCESS WEBSIT	ΓE	SMART METER			OTHERS	•	VERID TRACK	IAN CC ING	NNECTI	ONS
	TOTAL						YES	NO	vs			7-12		<3		NO	YES	NO	SUPP	UNSUP		2012		2010	2009
UNWID. TOTAL	401				74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WID. TOTAL	401 1008	ł	-	-	74 100%	327 100%	65 100	-	35 % 100		3 ; 100%	15 100	14 % 100%	35 100	83 % 100	271 100	19 % 100			-	59 100:	57 100		-	-
YES	356 899	ł	-	-	69 93∦	287 88%	61 94	8 7 90			3 ; 1004	15 k 100	14 8 100%	31 899	83 % 100%	271 100	17 8 89	334 \$89			56 95	53 8 93		-	-
NC	45 114		-	-	5 71	40 12≹	4 6	1 % 10	1 % 3	. <u>1</u> & 169	-	-	-	4 11	- K	-	2 11	42 % 11		-	3 5	4 8 7	- ¥	-	-
DON'T KNOW / REFUSED	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

						RESIL	ENTIAL	BILL F	PAYERS																
		VERIDI	പ	MATRONT	ONG				ANNUAL HOUSEH	OLD IN								5770 101		NNECTI	ONG		MER LOY		
		TRACKI		MABCI.	LOND				======			AGE			HOUSER	OLD ST		TRACK		NNBÇIİ	CNO		STILL		
				=====;						\$40-		======										SEC-	FAVOR	DIFF	AT
	TOTAL	2012	2011	2010	2009	TOTAL	MEN	WOMEN	<\$40	<\$70	\$70÷	18-34	35-54 9	55÷	1-2	3-5 (6+	2012	2011	2010	2009	URE	ABLE	ERENT	RISK
UNWID. TOTAL	356	353	-			300	155	145	24	53	143	34	125	139	139	148	11	302	-	-	-	119	47	163	22
WID. TOTAL	356 100%	364 100%	-			299 100		145 1009	24 100%	52 100%	143 1009	34 100%	125 100%	139 1008	138 5 100%	148 100%	11 100%	310 1003	- t	-	-	118 100		163 100%	22 : 100%
YES	83 23%	84 238	-			72 24		33 8 238	3 12%	13 25%	33 234	11 32%	31 25%	29 218	30 ; 22%	40 27€	2 18%	79 268	- t	-	-	33 28			9 41%
NO	271 76%	278 768	-			226		110 8 768	21 5 885	39 75ቄ	108 769	23 5 68%	93 74왕	109 78%	107 5 78%	107 72%	9 828	229 741	- ł	-	-	83 70		133 \$ 81%	13 59*
DON'T KNOW / REFUSED	2 1%	2 *	-			- 2 1	 8	2 18	-	-	2 19	-	1 1%	1 19	1 ; 1%	1 1 월	-	2 19	- k	-	-	2 2	ક ક	-	-

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Q.B2 ACCESSED VERIDIAN CONNECTIONS WEBSITE OVER THE PAST SIX MONTHS BASED ON RESPONDENTS IN GROUP A WITH INTERNET ACCESS

														WORK					PAYERS						
									RECENT EXPERI	ENCE	(MONTH	IS)	ONTACT		ACCESS	Ē	SMART METER	DATA	WITH	OTHERS VERY		VERIE TRACK	IAN C ING	ONNECTI	ONS
	TOTAL	YES	NO		YES	NO	YES	NO	vs							NO		NO	SUPP	UNSUP		2012	2011	2010	2009
UNNTD. TOTAL	356		-	-	69	287	60	9	34	5	3	15	14	31	83	271	17	334		-	56	51			-
WTD. TOTAL	356 100≹	Ŧ	-	-	69 100%	287 1008	61 100	8 1009	34 5 100%	5 100%	Э 100%	15 100%	14 100%	31 100%	83 : 100%	271 100%	17 5 100%	334 1009	- t	-	56 100	53 % 100		• -	-
YES	83 238		-	-	27 398	56 191	21 35	6 8 704	10 30%	5 100%	2 71%	4 28%	6 418	13 42%	83 : 100%	-	15 88%	67 209	-	-	11 20	5 1: 9	동		-
ND CM	271 76%	Ŧ	-	-	42 61%	229 80%	40 65	3 8 301	24 5 70%	-	1 29%	11 72%	8 59%	18 58%	-	271 100%	2 5 12%	266 801	- š	-	45 80	49 8 91		-	-
DON'T KNOW / REFUSED	2 1%	t	-	-	-	2 18	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-			-

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

								BILL P																		
	г	RACKI	ING	NNECTI					ANNUAL HOUSEHO - '0008	PRE-TA DLD INC	COMB 7X	AGE			HOUSEH	OLD SIZ	Æ	VERIDI? TRACKIN	NI CO IG	NNECTI	ONS	CU8	 Sʻ	R LOYA	===== N	
	TOTAL 2			2010		TOTAL	MEN	WOMEN	<\$40 <			18-34		55÷	1-2	3-5 6	i+	2012 2						BLE B		
UNWID, TOTAL	401	399	-			342	174	168	38	64	148	35	130	174	175	153	11	343	-	-		- 1	133	51	187	24
WTD. TOTAL	401 100%	399 1001	- 8			· 341 100%	173 100		38 ; 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 : 100%	11 100%	342 100%	-	-			132 100%	51 100%	188 100%	24 100%
TOP 2 BOX	147 37%	177 449	- *	. .		- 124 36%	66 38		8 5 21%	18 28%	73 491	17 1 49%	59 46%	48 28%	48 278	73 : 48%	3 271	158 : 46%	-	-		-	57 43왕	16 31%	67 36학	6 24ቴ
(5) VERY LIKELY	87 22 ହ	90 239	-		• •	- 76 228	36 31		4 10%	10 16%	45 30		38 29%	26 15%	34 198	41 r 27%	1 98	80 23%	-	-		-	37 28∛	9 17€	38 20%	2 7%
(4) SOMEWHAT LIKELY	60 15%	87 22 ⁹	-	-	-	- 48 143	30 : 17		4 ; 11%	8 13%	28 19		21 16%	22 138	14 ; 8%	32 : 21%	2 189	78 ≵ 23∛s	-		-	-	20 15≹	7 148	29 15≹	4 178
(3) NEITHER LIKELY NOR UNLIKELY	6 18	4 1	- %		-	- 4 1%	1	3	1 3%	1 28	-	-	2 1%	2 18	3 7 29	1 ; 1%	-	4 1%	-		-	-	1 1%	-	5 3%	-
(2) SOMEWHAT UNLIKELY	54 13%	63 16	8	-	-	- 44 131	22 k 13		5 \$ 13%	10 16%	19 13		13 : 10%	22 138	29 5 171	14 5 9%	1 91	47 14%	-		-	-	15 11왕	10 20%	27 15%	-
(1) VERY UNLIKELY	183 46%	150 38		-	-	- 159 465	81 8 47		22 ⊾ 58%	34 54왕	53 36		55 428	93 531	89 519	60 8 398	7 64	128 137%	-	• •	-	-	54 41%	23 45%	85 45¥	18 76%
BOTTOM 2 BOX	237 59%	213 53		-	-	- 203 599	103 59		27 \$ 71%	44 70%	72 49		68 52%	115 669	118 689	74 \$48*	8 73	174 8 51%	-		-	-	69 52%	33 65ቄ	112 60≹	18 ; 76%
DON'T KNOW / REFUSED	11 3%	6 2		-	-	- 11 3'	4 8 2	1 7 28 45	2 15 5 %	-	3 2		1 1%	9 54	5	5 16 38	-	6 2%	-		-	-	5 43	2 48	3 2३	-
MEAN S.D. S.E.	2.52 1.69 0.09	2.76 1.67 0.08		-	-		1.6	÷ 1.72	1.46	1.57	1.75	1.70	1.77	1.58	1.62	2.86 1.75 0.14	1.54	1.68	-	-	-	1	. 76	2.36 1.61 0.23	1.66	1.46

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Q.B3 LIKELIHOOD TO USE INTERNET FOR FUTURE CUSTOMER CARE NEEDS: SETTING UP A NEW ACCOUNT BASED ON RESPONDENTS IN GROUP A

																					RCIAL			
		BILL	ING	E CONTA HYDRC	?	PROBLE SOLVED	?	RECENT EXPERI	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER :			OTHERS		VERID TRACK	IAN C ING	ONNECT	
	TOTAL		NÖ		NO			VS			7-12				NO 			VERY SUPP	UNSUP		2012			
UNWID. TOTAL	401		-	- 74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56		-	
WTD. TOTAL	401 1009	5		- 74 100		65 % 100%	9 100%	35 100%	6 100%	3 100%	15 100%	14 100%	35 100%	83 ; 100%	271 1004	19 ; 100%	376 100	- *	-	59 100	-	ŧ	-	
TOP 2 BOX	147 371	ł.	-	- 21 29		17 8 278	428	10 29%	3 50%	-	5 34%	3 21%	13 38%	49 598	91 349	12 63%	134 36	-	-	23 39		&	-	
(5) VERY LIKELY	87 225	ł	-	- 12 17		10 % 16%	2 228	7 21€	1 18%	-	3 21%	-	9 261	33 398	48 185	11 58%	75 20	-	-	11 18		¥	-	
(4) SOMEWHAT LIKELY	60 154	ł	-	- 9 12	51 % 16	7 8 11%	2 218	3 8%	2 328	-	2 13*	3 218	4 11%	16 ; 19%	43 169	1 58	59 16	- *	-	12 20		告	-	
(3) NEITHER LIKELY NOR UNLIKELY	6 14	k	-	- 1 2	5 % 1	1 8 28	-	-	-	-	-	1 8%	-	1 1%	4 19	1 5%	5 1	- ¥	-	2 4	- -		-	
(2) SOMEWHAT UNLIKELY	54 134	t	-	- 11 15		11 % 17%	-	5 148	-	1 368	1 ; 78	2 145	4 12%	5 5 6%	43 164	1 5%	52 14	÷-	-	9 16	16 % 28	8	-	
(1) VERY UNLIKELY	183 464	è	-	- 40 54		34 ≹ 53≷	5 58%	19 54%	3 50%	2 641	8 53%	8 57놓	18 518	28 3418	123 45	5 26%	175 47		-	25 42			-	
BOTTOM 2 BOX	237 59	ł	-	- 51 69		45 8 70%	5 58%	24 68%	3 50%	3 100%	9 59%	10 71왕	22 623	33 ≴ 40%	167 61	6 5 318	227 60	-	-	34 58		ŧ	-	
DON'T KNOW / REFUSED	11 3'	5	-	~ 1 1	10 % 3	1 8 28	-	1 3 क्ष	-	-	1 7音	-	-	-	9 3 ⁹	-	10 3	- 27	-	-	-		-	
MEAN S.D. S.E.	2.52 1.69 0.09		-	- 2.22 1.60 0.19	1.70			2.26 1.69 0.29	2.69 1.88 0.77		2.38 1.80 0.49	1.26	1.78		1.62	1.80	2.47 1.66 0.09	-		1.62			-	

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

								BILL P																	
		ERIDIAN		NECTI	ONS				ANNUAL HOUSEH - '000	PRE-TA OLD IN S	AX Come							VERIDI	AN CO			-	MER LOY		
		TRACKING								540-						OLD SI2		TRACKI				SEC-	STILL FAVOR		АТ
	TOTAL 2	2012 20)11 1 	2010	2009	TOTAL	MEN 			<\$70 :		18-34	35-54 !	55 +	1-2	3-5 é	5+	2012 :	2011	2010	2009	URE	ABLE	RENT	RISK
UNWID. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24
WTD. TOTAL	401 100%	399 100%	-	-		341 100%	173 100	168 \$ 100%	38 100%	63 100%	148 100%	35 : 100%	130 1 0 0%	174 100%	174 100%	153 100%	11 100%	342 100%	-	-	-	132 100	51 % 100%	198 100%	24 100%
TOP 2 BOX	178 44%	212 53%	-	-	-	151 448	83 48	68 8 418	12 31%	22 348	84 578	18 51%	70 54왕	62 36%	67 38%	01 53%	ु 27क्ष	103 54%	-	-	-	60 45	24 8 478	85 45≹	8 35%
(5) VERY LIKELY	108 27%	122 31%	-	-	-	97 28%	50 29	47 28%	6 16%	13 20%	57 388	13 5 37%	43 33%	40 23%	48 278	48 31%	1 98	105 31%	-	-	-	42 32		50 27%	3 13%
(4) SOMEWHAT LIKELY	70 18%	90 22≹	-	-		54 16%	33 19	21 \$ 13\$	6 16%	9 14%	27 188	5 14%	27 21%	22 13%	19 118	33 22%	2 18%	78 23%	-	-	-	18 14	11 8 228	35 19%	5 22%
(3) NEITHER LIKELY NOR UNLIKELY	6 1%	3 1%	-	-	-	5 1%	2	3 ≹ 2%	1 38	2 3ह	1 18	1 38	1 18	3 2%	2 19	3 25	-	3 18	-	_	-	1 1	-	5 38	-
(2) SOMEWHAT UNLIKELY	48 12%	50 13%	-	-	-	37 11%	17 10	20 12%	3 8%	6 98	17 128	6 5 17%	13 10%	18 10%	22 138	13 B%	2 18%	38 11%	-	-	-	13 10	9 % 18%	23 12%	1 5%
(1) VERY UNLIKELY	162 40%	130 33%	-	-	-	142 42%	70 40	73 \$ 43\$	22 58%	32 51%	44 307	9 : 25%	45 348	98 51%	81 473	53 35%	6 558	114 33%	-	-	-	57 43	16 % 31%	73 39음	14 58%
BOTTOM 2 BOX	210 52%	180 45%	-	-	-	179 53%	86 50	93 8 558	25 66%	38 61%	61 417	15 43%	58 448	106 61%	103 598	66 43%	8 738	152 44%	-	-	-	70 53		96 51%	15 63%
DON'T KNOW / REFUSED	7 2 ዩ	4 1%	-	-	-	6 2 8	2 1	4 8 28	-	1 28	2 18	1 3%	1 1%	3 2%	2 1%	3 2%	-	4 18	-	_	-	ı ı	2 8 48	2 1%	1 3%
MRAN S.D. S.B.	2.78 1.73 0.09	1.71	-	-	-		1.75	2.69 1.76 0.14	1.63		1.74		1.75	1.72				3.07 1.72 0.09	-	_	-	2.01 1.00 0.16			2.24 1.65 0.34

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Q.E3 likelihood to use internet for future customer Care needs: Arranging a move based on respondents in group a

																						RCIAL E				
		BI	LING		CONTAC HYDRO?		PROBLE SOLVEI	97	RECENT	ENCE	TIME S (MONTH	នេ)			ACCESS WEBSIT	"E	SMART METER	-		OTHERS		VERIDI TRACKI	AN C	ONNECT	IONS	
	TOTAL	YE			YES	NO		NO	vs 			7-12		<3	YES	NO		NO 	SUPP	UNSUP				2010		
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	З	15	14	35	83	271	19	376	-		59	56		-		
WTD. TOTAL	401 100		-	-	74 100%	327 100%	65 : 100%	9 100%	35 : 100	6 100%	3 : 100%	15 100%	14 100%	35 1009	83 5 100%	271 : 100	19 % 100%	376 100		-	59 100	57 ≹ 100≹	;	-		
TOP 2 BOX	178 44		-	-	27 37%	151 46%	21 33%	6 634	9 263	3 \$50	-	6 408	5 36¥	16 468	56 \$ 678	118 : 44		164 44		-	27 46	28 8 508	ŝ	-		
(5) VERY LIKELY	108 27		-	-	16 22%	91 28%	11 : 17%	5 541	6 5 189	3 50%	-	4 27%	1 78	11 328	42 5 501	63 5 23		95 25			11 18	16 29%	5	-		
(4) SOMEWHAT LIKELY	70 18		-	-	$11 \\ 15 $	60 18%	10 : 15%	1 10%	3 5 85	-	-	2 13%	4 288	5 148	14 5 178	55 20		69 18			16 27	12 8 218	r	-		
(3) NEITHER LIKELY NOR UNLIKELY	6 1		-	-	1 1%	5 28	1 2%	-	1 35	-	-	-	1 78	-	-	4 1	- ¥	6 2	- *	-	1 25	- *		-		
(2) SOMEWHAT UNLIKELY	48 12		-	-	7 98	41 13%	7 : 11%	-	4 119	-	1 36%	1 : 78	2 14동	1 38	6 5 71	37 : 14		46 12		-	11 193	12 12	:	-		
(1) VERY UNLIKELY	162 40		-	-	39 53%	123 38≹	35 558	3 378	21 5 609	3 50≹	2 648	8 53%	6 43%	18 518	21 8 268	108 7 40		154 41	-		19 33	17 8 298	ſ	-		
BOTTOM 2 BOX	210 52		-	-	46 62%	164 50%	42 66%	3 : 379	25 8 71	3 508	3 ; 100%	9 : 60%	8 57%	19 54%	27 338	146 ; 54	-	200 53		-	31 519	29 ≵ 50≹	ī	-		
DON'T KNOW / REFUSED	7		-	-	-	7 2%	-	-	-	-	-	-	-	-	-	3 1-	-	6 2	- 8	-	1 1	-		-		
MEAN S.D. S.E.	2.78 1.73 0.09		-	-		1,73	2.30 1.64 0.20			2.19		1.85				2.73 1.69 0.10		2.75 1.72 0.09		-	2.80 1.59 0.21			-		

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

		RESIDENTIAL BILL				
	VERIDIAN CONNECTIONS TRACKING		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S	GE HOUSEHOLD SIZE	CUS: VERIDIAN CONNECTIONS ==== TRACKING	TOMER LOYALTY GROUPS STILL IN
	TOTAL 2012 2011 2010 2009		4		2012 2011 2010 2009 URB	
UNWID. TOTAL	401 399	- 342 174 16	168 38 64 148	35 130 174 175 153 11	343 13	33 51 187 24
WTD. TOTAL	401 399 100% 100%		168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 100% 100% 100% 100% 100% 100%		32 51 188 24 00% 100% 100% 100%
TOP 2 BOX	228 260 57% 65%		68 10 26 105 53% 26% 41% 71%	22 90 76 68 114 6 63% 69% 44% 39% 74% 54%		80 29 109 7 60% 57% 58% 30%
(5) VERY LIKELY	136 169 34% 42%		58 6 15 66 35% 16% 23% 45%	12 57 46 47 66 3 34% 44% 26% 27% 43% 27%		56 16 59 4 42% 31% 31% 17%
(4) SOMEWHAT LIKELY	92 91 23% 23%		30 4 11 39 18% 11% 17% 26%	10 33 30 21 48 3 29% 25% 17% 12% 31% 27%		24 13 50 3 18% 26% 27% 12%
(3) NEITHER LIKELY NOR UNLIKELY	1 3 * 18		1 1 1% 1%	1 1 - 3% 1%	3 1%	1 - 1%
(2) SOMEWHAT UNLIKELY	51 38 13% 9%		21 7 8 14 12% 18% 13% 10%	5 13 24 25 15 1 14% 10% 14% 14% 10% 9%		14 5 26 5 11% 10% 14% 22%
(1) VERY UNLIKELY	118 98 30% 25%		56 21 29 28 33% 55% 47% 19%	7 27 72 80 23 4 20% 21% 42% 46% 15% 36%		39 17 50 12 29% 33% 27% 48%
BOTTOM 2 BOX	170 136 42% 34%		77 28 37 42 46ቼ 74ቄ 59ቄ 28ቄ	12 40 97 105 38 5 34% 31% 56% 60% 25% 46%		53 22 76 17 40% 43% 41% 70%
DON'T KNOW / REFUSED	2 1 1% *	-	2	1 1 1% 1%	1 *	1 - 1%
MEAN S.D. S.E.	3.19 3.49 1.70 1.67 0.09 0.08	1.72 1.69 1.7	.75 1.56 1.72 1.56		1.65 1.	34 3.11 3.23 2.28 75 1.72 1.65 1.60 15 0.24 0.12 0.33

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

																					RCIAL B			
		BILLI	NG	S CONTA HYDRO	?	PROBLE SOLVED	?	RECENT	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER			OTHERS		VERIDI TRACKI	AN CO NG	NNECTI	ONS
	TOTAL	YES	NO	YES	NO	YES		VS			7-12		<3			YES	NO	VERY SUPP	VERY UNSUP		2012			
UNWTD. TOTAL	401	-		- 74	327	64	10	35	6	3	15	14	35	83	271	19	376			59	56	-	-	
WID. TOTAL	401 1008	-		- 74 100	327 % 100	65 \$ 100%	9 100%	35 : 1008	6 : 100%	3 100%	15 : 100%	14 100%	35 100%	83 5 100%	271 100	19 5 100%	376 100			59 100		-	-	-
TOP 2 BOX	228 571	- t		- 37 50	191 \$ 58	35 16 53 18	3 308	19 559	3 : 49%	1 368	7 5 478	9 648	19 558	72 5 86%	149 55	17 5 89%	210 56	*		39 66		-	_	-
(5) VERY LIKELY	136 348	-		- 18 25	118 1 36	17 17	1 10%	9 : 264	2 33%	1 36%	4 ; 278	2 14%	11 32%	57 5688	75 28	16 848	119 7 32	- *		20 34	18 % 31%	-	=	-
(4) SOMEWHAT LIKELY	92 238	- k		- 19 26	73 * 22	17 \$ 278	2 20%	10 : 298	1 16%	-	3 20%	7 50≹	8 22€	15 5 18%	74 27	1 5 5 %	91 : 24	- -	· _	19 32		-	-	-
(3) NEITHER LIKELY NOR UNLIKELY	1 *	-		· 1 1	 6	1 2\$	-	-	-	-		1 7참	-	-	1 *	-	1 *	-	· _	-	-	-	-	-
(2) SOMEWHAT UNLIKELY	51 138	- k		. 9 12	42 8 13	6 8 98	3 33%	2 : 68	1 18%	-	1 78	1 78	5 14%	3 5 4%	44 16	-	49 13	- 8	· -	9 16	4 ≹ 7₹	-	-	-
(1) VERY UNLIKELY	118 30%	-		- 27 36	92 1 28	23 8 368	3 37≹	14 398	2 33%	2 648	7 ; 45%	3 22%	11 318	8 ; 10%	76 28 ¹	2 118	114 ; 30	- ¥		11 19		-	-	-
BOTTOM 2 BOX	170 429	-		- 36 48		29 참 45왕	7 70≹	16 : 45%	3 51%	2 64 ಕ	8 53&	4 29왕	16 45%	11 : 14%	121 44	2 5 11%	163 ; 43	-		20 34		-	-	-
DON'T KNOW / REFUSED	2 19	-			2 1	-	-	-	-	-	-	-	-	-	-	-	1 *	-	· _	-	-	-	-	-
MEAN S.D. S.E.	3.19 1.70 0.09	-			1.70	2.99 1.70 0.21	1.48	1.75	1.89	2.39		1.45	1,72	1.29	1.63	1.29	1.69	-			3.16 1.73 0.23	-	-	-

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

		RESIDENTIAL BIL				
	VERIDIAN CONNECTIONS		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S		VERIDIAN CONNECTIONS	CUSTOMER LOYALTY GROUPS
	TRACKING		₽		TRACKING	STILL IN
	TOTAL 2012 2011 2010 200		\$40- = DMEN <\$40 <\$70 \$70+ 1	18-34 35-54 55+ 1-2 3-5 6+	2012 2011 2010 2009	
UNWID. TOTAL	401 399	- 342 174 1	168 38 64 148	35 130 174 175 153 11	L 343	133 51 187 24
WID. TOTAL	401 399 100% 100%	• • • • • •	168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 100% 100% 100% 100% 100% 100	L 342 D% 100%	132 51 188 24 100% 100% 100% 100%
TOP 2 BOX	225 277 56% 69%		91 14 28 103 54% 37% 44% 70%	23 89 81 76 110 7 66% 69% 47% 44% 72% 64	7 241 1% 70%	78 28 108 9 59% 55% 58% 38%
(5) VERY LIKELY	119 156 30% 39%		57 8 14 60 34% 21% 21% 40%	13 57 40 49 58 2 37% 44% 23% 28% 38% 18		51 13 53 2 38% 25% 28% 8%
(4) SOMEWHAT LIKELY	106 120 26% 30%		34 6 14 43 20% 16% 22% 29%	10 32 41 26 52 5 29% 25% 24% 15% 34% 46		27 15 55 7 21% 30% 29% 30%
(3) NEITHER LIKELY NOR UNLIKELY	3 1 1% *	- 3 1 1% 1%	2 1 1 - 1% 3% 2%	- 2 1 2 1 · 2% 1% 1% 1%	- 1	1 - 1 - 1% 1%
(2) SOMEWHAT UNLIKELY	49 26 12% 6%	- 36 20 11% 12%	16 2 7 17 9浩 5% 11% 11%	5 16 15 19 15 1 14% 12% 9% 11% 10% 5	1 23 9ቄ 7ቄ	- 14 5 27 1 11% 10% 14% 4%
(1) VERY UNLIKELY	121 94 30% 24%		57 21 27 28 34% 55% 42% 19%	7 23 75 75 27 3 20% 16% 43% 43% 16% 26		- 39 18 50 14 29% 35% 26% 57%
BOTTOM 2 EOX	170 120 42% 30%		73 23 34 45 43% 61% 53% 30%	12 39 90 94 42 4 34% 30% 52% 54% 27% 36	4 99 6% 29%	- 53 23 77 15 40% 45% 41% 62%
DON'T KNOW / REFUSED	3 2 18 18	- 3 1 1% *	2 - 1 - 1% 1%	2 2 1% 1%	- 2 18	2 - 1%
MEAN S.D. S.E.	3.13 3.55 1.67 1.61 0.08 0.08	1.70 1.65 1.	1.75 1.73 1.69 1.56	3.49 3.65 2.74 2.74 3.64 3.1 1.59 1.56 1.71 1.76 1.50 1.66 0.27 0.14 0.13 0.13 0.12 0.46	0 1.60	- 3.27 2.99 3.19 2.28 1.72 1.69 1.62 1.59 0.15 0.24 0.12 0.33

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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				
		BIL	LING	:	CONTAC HYDRO?	•	PROBLE SOLVEI	?	RECEN EXPER		(MONTH				ACCES: WEBSI:	(B	SMART METER	-		OTHERS		VERIDI TRACKI	AN CONG	NNECTI	ONS	
	TOTAL		NO		YES	NO	YES	NO	vs	VDS		7-12		<3		NO		NO 	VERY SUPP	VERY UNSOP		2012				
UNWID. TOTAL	401		-	÷	74	327	64	10	35	б	3	15	14	35	83	271	19	376	-		59	56	-		· _	
WID. TOTAL	401 1009	k	-	-	74 100%	327 100%	65 : 100%	9 100	35 \$ 100	6 5 1001	3 ; 100%	15 : 100%	14 100%	35 1008	83 100	271 100	19 % 100%	376 1009	- 8		59 100		-	_	-	
TOP 2 BOX	225 569	6	-	-	39 53%	186 574	36 568	3 30 ²	21 8 60	3 5 498	2 ; 71%	9 61%	9 648	18 519	73 8 889	144 53	18 8 958	204 549	-		31 53	36 8 63%	-	-	-	
(5) VBRY LIKELY	119 308	ŝ	-	-	17 23 ዓ	102 318	16 25%	1 10	₿ 15 23	1 5 16	2 718	4 27%	4 28%	201	53 8 641	62 23		102 278	- 8		10 16		-	-	-	
(4) SOMEWHAT LIKELY	106 264	5	-	-	22 30*	84 26%	20 32%	2 201	13 8 378	2 338	-	5 34∛	5 36%	11 319	19 8 238	82 30	2 11%	102 279	-		22 36		-	-	-	
(3) NEITHER LIKELY NOR UNLIKELY	3 19	5	-	-	-	Э 18	-	-	-	-	-	-	-	-	-	2 1	-	3 19	- k	-	-	-	-	-	-	
(2) SOMEWHAT UNLIKELY	49 127	t i	-	-	10 14%	38 128	8 13%	2 23	1	1 5 18%	-	2 138	1 7∛	4 128	4 8 58	44 16	- ĕ	48 13%	-		13 22	3 8 5%	-	-	-	
(1) VERY UNLIKELY	121 308	5	-	-	25 33€	96 29%	20 31%	4 471	13 13	2 338	1 29%	4 258	4 298	13 378	6 5 78	81 30	1 \$5%	119 321	-	-	15 26		-	-	-	
BOTTOM 2 BOX	170 428	5	-	-	35 47%	135 41%	28 44%	7 701	14 5 409	3 51%	1 29%	6 39%	5 36%	17 491	10 8 128	125 5 46	1 \$58	167 449	 k	-	28 47	21 8 378	-	-	-	
DON'T KNOW / REFUSED	3 18	:	-	-	-	3 18	-	-	-	-	-	-	-	-	-	1	-	2 *	-	-	-	-	-	-	-	
MEAN S.D. S.E.	3.13 1.67 0.08		-		1.65	1.68	1.65		1.69	2.82 1.71 0.70	2.27	1.64		1.66				3.06 1.66 0.09	-	-		3.24 1.67 0.22	-	-	-	

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

		RESIDENTIAL BILL				
	VERIDIAN CONNECTIONS	***	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000\$		CUSTOMER LOYALTY GROUP	
	TRACKING 		======= A0 \$40- == MEN <\$40 <\$70 \$70+ 18	8-34 35-54 55+ 1-2 3-5 6+ 201	12 2011 2010 2009 URE ABLE ERENT RISH	к
UNWID. TOTAL	401 399	- 342 174 16	168 38 64 148	35 130 174 175 153 11 3	343 133 51 187 2	24
NTD. TOTAL	401 399 100% 100%		168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 3 100% 100% 100% 100% 100% 100% 1		24 .00%
TOP 2 BOX	199 246 50% 62%		86 12 31 90 51% 31% 49% 61%		216 80 25 81 63% 61% 49% 43% 3	9 38%
(5) VERY LIKELY	91 112 23% 28%		44 5 14 43 26% 13% 22% 29%		103 44 9 35 30% 33% 17% 19% 3	3 13%
(4) SOMEWHAT LIXELY	108 134 27% 34%		42 7 17 47 25% 18% 27% 32%		113 36 16 46 33% 28% 32% 24% :	6 26ዩ
(3) NEITHER LIKELY NOR UNLIKELY	2 2 * *	- 2 1 1% 1%	1 1 ~ 1 18 38 18	- 1 1 1 1 - 1% 1% 1% 1%	2 2 1% 1%	-
(2) SOMEWHAT UNLIKELY	69 43 17% 11%		25 3 13 20 15% 8% 20% 14%		35 11 9 48 10% 8% 18% 26%	1 4%
(1) VERY UNLIKELY	129 106 32% 27%		54 22 20 37 32% 58% 31% 25%			14 58≹
BOTTOM 2 BOX	198 149 49% 37%		79 25 32 57 47% 66% 51% 39%			15 62%
DON'T KNOW / REFUSED	2 2 1% 1%	- 2 - 1%	2 1%	1 1 1% 1%	2 <u>-</u> - <u>1</u> 18 18	-
MEAN S.D. S.E.	2.91 3.26 1.63 1.61 0.08 0.08	1.64 1.62 1.	1.67 1.59 1.62 1.60	3.42 3.25 2.61 2.62 3.31 2.72 3. 1.61 1.65 1.58 1.64 1.59 1.49 1. 0.27 0.15 0.12 0.12 0.13 0.44 0.		66

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

																	WORK			RCIAL H					
		BILI	BILLING HYDRO? SOLA		PROBLE SOLVEI);	RECEN.	ENCE	(MONTH				ACCES: WEBSI	LB.	SMART METER		WITH	OTHERS		VERIDI TRACKI	AN C	ONNECT.			
	TOTAL		NO -	YE		NO		NO 	vs 	VDS		7-12		<3	YES	NO		NO	VERY SUPP	UNSUP		2012			2009
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	3	15	14	35	83	2 7 1	19	376	-	-	59	56			
WID. TOTAL	401 1009	ł	-	-	74 100€	327 100%	65 ; 1008	9 1008	35 5 1009	6 5 1009	3 10 0 %	15 100%	14 100%	35 100		271 \$ 100		376 1009	- }	-	59 100	57 100%	,		
TOP 2 BOX	199 504	ł	-	-	37 50%	161 493	32 508	5 538	19 ; 55%	4 679	2 ; 71%	8 55%	8 568	18 525	71 8 85	122 45		179 485	- k	-	27 45	30 8 528	ī		
(5) VERY LIKELY	91 234	ġ.	-	-	15 20ቴ	76 23≹	13 201	2 21%	7 208	1 164	2 718	2 : 14%	2 14%	8 235	40 8 491	43 18		77 201	- k	-	9 15 ³	9 ⊾ 16∛		- ,	• _
(4) SOMEWHAT LIKELY	108 275	2	-	-	22 30%	86 26%	19 30%	3 321	12 35%	3 519	-	6 41%	6 42*	10 291		74 \$27		102 279	- 5	-	18 30	21 ≩ 37€			
(3) NEITHER LIKELY NOR UNLIKELY	2 *		-	-	-	2 1%	-	-	-	-	-	-	-	-	-	2 1	- &	2 18	- t	-	-	-			-
(2) SOMEWHAT UNLIKELY	69 179	k	-	-	13 18%	56 178	12 : 191	1 98	5 : 14%	1 17%	1 298	1 : 7%	4 29왕	4 119	3 8 49	61 23	-	68 188	-	-	15 25	8 15%			
(1) VERY UNLIKELY	129 328	5	-	-	24 32 ቴ	105 32€	20 31%	4 398	11 : 318	1 16%	-	6 398	2 14%	13 374	9 111	86 32	2 % 11%	126 338	-	-	18 31	19 538			-
BOTTOM 2 BOX	198 498	5	_	-	37 50%	161 49%	32 508	4 478	16 : 45%	2 33%	1 29%	7 45%	6 44%	17 488	12 151	147 54	2 % 11%	194 528	-	-	33 55	27 1: 488			-
DON'T KNOW / REFUSED	2 18	ŝ	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-			-
MEAN S.D. S.E.	2.91 1.63 0.08		-	1	61	1.63	1.60	1.76	1.62	1.50	1.70		1.41	1.69	1.28	1.56	4.35 1.27 0.29	2.83 1.61 0.08	-	-	2.74 1.53 0.20	2.87 1.58 0.21			-

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

								BILL P																	
	1	ERIDIAN		D.C.T.T.C.	N.C.	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S												VERIDI				CUST	MER LO		
		RACKING		SCIIC	and a											DLD SIZ	E S	TRACKI	NG				STIL		
		2012 20				TOTAL	MEN	WOMEN				18-34			1-2			2012						DIFF	
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-		-	- 13	3 51	187	24
WTD. TOTAL	401 100%	399 100%	m	-	-	341 100%	173 1003	168 100%	38 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	342 100%	-			- 13 10			
TOP 2 BOX	189 47%	238 59%	-	-	-	163 48%	64 48	79 ⊧ 47*	13 34%	29 46%	82 55%	18 52%	74 57%	70 40%	69 40%	88 57욱	5 458	209 61%	-		-	- 7	0 22 3* 44		
(5) VERY LIKELY	94 238	110 28%	-	-	-	86 25≹	40 23	46 1 27왕	6 16%	15 23%	45 30%	8 23%	43 33%	35 20%	37 21%	47 318	2 18*	100 29%	-			- 4 3	4 € 3% 1€		
(4) SOMEWHAT LIKELY	95 24%	127 32%	-	-	-	77 238	44 25	33 ≩ 20%	7 198	14 22%	37 25월	10 29왕	31 24%	35 20%	32 19%	41 27%	3 27%	109 32%	-		-	- 2	6 14 0% 28		
(3) NEITHER LIKELY NOR UNLIKELY	10 3%	1 *	-	-	-	9 38	3	6 8 48	1 38	1 2%	1 18	2 : 6동	3 28	4 2동	5 3%	4 38	-	1 *	-		-		2 7 28 4	-	5 1 18 48
(2) SOMEWHAT UNLIKELY	55 14%	39 10%	-	-	-	43 13%	24 14	19 % 11%	3 8%	8 12६	23 16%	7 ; 20%	17 13%	18 10%	20 11%	19 12ዩ	3 27%	32 91	r r	-	-	- 1 1	5 (1% 12		
(1) VERY UNLIKELY	143 36%	117 29%	-		-	124 36%	61 35	63 8 378	21 55%	25 39%	41 281	8 इ. 23 हे	36 20%	79 458	78 45%	41 27≹	3 28%	96 281		-	-	- 4 3	5 21 4% 41		
BOTTOM 2 BOX	199 50%	156 39%	-	-	-	167 ≰9≹	85 49	82 1918	24 63€	32 51%	64 438	15 5 43%	53 418	97 56%	98 56%	60 39%	6 55%	127 378	-	-	-		9 2° 5% 52		
DON'T KNOW / REFUSED	3 18	5 1%	-	-	-	3 18	2	1 % 1%	-	1 1ዩ	1 19	-	-	3 28	2 : 1%	1 18	-	5 1%		-	-		1. 18		2 – L&
MEAN S.D. S.E.		3.19 1.64 0.08	-	-	-	2.88 1.68 0.09	2.87 1.66 0.13	2.88 1.71 0.13		1.70				2.59 1.68 0.13			1.61	3.26 1.64 0.09		-	-	- 3.0 1.7 0.1	4 1.6	1.6	

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

																					RCIAL B			
		BILLI	NG	CONTAC	>	PROBLE	2	RECENT EXPERI	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER			OTHERS		VERIDI. TRACKI	AN CON. NG	NECTI	ONS
	TOTAL		NO	YES	NO	YES 1	NO	vs 			7-12			YES	no 		NO	SUPP	VERY UNSUP		2012		2010	2009
UNWID. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-	-	-
WTD. TOTAL	401 1003	- 8		74 100	327 1009	65 100%	9 1008	35 100%	6 : 100%	3 100%	15 100%	14 100%	35 100%	83 ; 100%	271 100	19 % 100%	376 1009	-	-	59 100		-	-	-
TOP 2 BOX	189 475			32 431	157 5 488	27 5 428	5 538	15 ; 43៖	4 67%	1 36%	8 54冬	5 36%	18 51%	56 57%	127 47	17 8 89%	168 459	- ह	-	26 44		-	-	-
(5) VERY LIKELY	94 235		-	15 208	79 5 241	12 19%	3 338	7 : 201	2 34%	1 36%	4 278	3 22≹	7 20%	34 : 41%	5 7 21	12 % 62%	80 21	-	-	8 14		-	-	-
(4) SOMEWHAT LIKELY	95 24		-	17 239	78 243	15 23%	2 20위	8 ; 238	2 ; 33%	-	4 2 7 *	2 14%	11 31%	22 27%	70 26		88 231	- ł	-	18 30		-	-	-
(3) NEITHER LIKELY NOR UNLIKELY	10 34			1 18	9 5 39	1 2%	-	-	-	1 35%	-	-	-	1 1%	9 3		10 39	5 -	-	1 2		-	-	-
(2) SOMEWHAT UNLIKELY	55 145		-	9 129	46 5 149	9 14%	-	2 68	-	-	1 78	3 21%	1 3%	8 : 10%	41 15		54 144	- 8	-	12 20		-	-	-
(1) VERY UNLIKELY	143 369		-	31 42	113 349	26 1 41%	4 478	18 : 51%	2 33%	1 29%	6 39 %	5 36*	16 46%	17 20%	94 35	2 % 11%	140 371	-	-	20 34		-	-	-
BOTTOM 2 BOX	199 509		-	40 543	159 ; 498	36 55%	4 478	20 578	2 ; 33%	1 291	7 46%	8 57≹	17 49ზ	25 30%	134 50	2 % 11%	194 529	- }	-	32 54		-	-	-
DON'T KNOW / REFUSED	3 19	- 8	-	1 15	2 5 19	1 5 2%	-	-	-	-	-	1 78	-	1 1%	1	-	3 14	- k	-	-	-	-	-	-
MEAN S.D. S.E.	2.85 1.66 0.08	-	-		1.65	2.64 1.65 0.21	1.95	1.74	1.86		1.79	1.72	1.73		2.83 1.62 0.10	1.26	2.77 1.64 0.09	-	-	2.71 1.54 0.20	1.63	-	-	-

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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

								BILL P																	
	1				ANNUAL HOUSEH - '000	PRE-T OLD IN S	ax Come	AGE				IQLD SI		VERIDI TRACKI	AN CO			CUSTO		YALTY (====== IN					
	TOTAL			2010		TOTAL	MEN	WOMEN		\$40- <\$70	\$70÷	18-34				3-5		2012						DIFF ERENT	
UNWID. TOTAL	401	399	-			342	174	168	38	6 4	148	35	130	174	175	153	11	343	-	-	-	133	51	187	24
WID. TOTAL	401 100%	399 100	- 1			- 341 100	173 8 100	168 % 100%	38 8 100%	63 100%	148 1003	35 8 100%	130 100%	174 100%	174 100%	153 : 100%	11 100%	342 100%	-	-	-	132 100			24 100%
TOP 2 BOX	163 418	193 483	- 8			- 140 41	75 8 44		9 \$ 23*	19 30%	77 529	10 52%	64 498	58 34육	50 298	85 56%	4 351	167 49%	-	-		- 54 41			8 33%
(5) VERY LIKELY	88 22%	109 275	8			- 79 23	40 ⊁ 23	39 % 235	6 \$ 16%	12 19%	44 301	8 8 23%	37 28%	34 20%	35 208	43 \$28*	1 98	98 29%	-	-		- 35 26			3 ⊧ 128
(4) SOMEWHAT LIKELY	75 198	84 21	- 6			- 61 18	36 21		3 88	7 118	33 229	10 8 298	27 21%	24 14%	15 98	42 8 278	3 268	70 20%	-	-		- 19 14			5 \$21%
(3) NEITHER LIKELY NOR UNLIKELY	2 18	3 1	-			- 2 1	2 1		-	-	-	-	1 1%	-	2 19	- 5	-	3 1%	-	-			-	2 1	- k
(2) SOMEWHAT UNLIKELY	66 17ቴ	74 19	-			- 52 15	28 % 16		3 8 8 %	10 15%	2 7 18	7 8 208	18 14%	27 16%	2₫ 14%	26 \$ 17\$	1 9%	65 19%	-	-		- 19 14			-
(1) VERY UNLIKELY	163 41%	125 31	¥			- 142 41	64 8 37	78 \$ 46	26 8 698	33 53%	42 28	9 \$`25\$	45 35%	87 50≹	95 559	41 1 278	5 468	103 30%	-	-		- 57 43			16 ⊮ 67%
BOTTOM 2 BOX	229 57%	199 50	ł		. .	- 193 57	92 8 53		29 5 775	43 668	69 47	16 % 46%	63 48%	114 65%	119 689	67 8 448	6 569	168 498	-			- 76 58			16 8 67%
DON'T KNOW / REFUSED	7 28	5 1	6		-	- 6 2	4 * 2	2 * 1	- 8	1 1ቴ	2 1	1 % 3%	2 2%	2 1%	3	1 8 18	1 98	4 : 18	-	-		- 2	- 	4 2	- k
MEAN S.D. S.E.	2.64 1.67 0.08	2.94 1.67 0.08				- 2.65 1.69 0.09	1.67	1.71	1.57				1.71	1.65	1.65		1.63	2.98 1.67 0.09				2.65 1.74 0.15	1.68		

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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

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																			WORK			RCIAL B				
		BI	LING		CONTAC HYDRO	?	PROBLE SOLVEI	?	RECENT EXPERI	IENCE	TIME S (MONTH	(5)			ACCESS WEBSIT	TE .	SMART METER		WITH 	OTHERS		VERIDIA TRACKII	AN CO NG	NNECT	IONS	
	TOTAL				YES	NO 		NO		VDS	12+ 	7-12		<3		NO	YES	NO	SUPP	UNSUP		2012				
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	З	15	14	35	83	271	19	376			59	56	-		-	-
WTD. TOTAL	401 100		-	-	74 1008	327 1009	65 ≵ 100≹	9 100%	35 ; 100%	6 : 100%	3 100%	15 100%	14 100%	35 100%	83 ; 100%	271 100	19 2 1009	376 5 100			59 100	57 k 100%	-	-	-	-
TOP 2 BOX	163 41		-	-	28 389	134 5 415	23 5 368	5 538	12 358	4 678	-	7 478	ច 55៖	13 368	52 631	106 39	12 8 649	150 405			23 381	25 1 45%	-	-	-	-
(5) VERY LIKELY	88 22	£	-	-	12 168	75 231	9 ; 14%	3 328	7 218	2 34%	-	2 148	2 14%	9 238	32 388	52 19	11 598	77 5 203			9 151	11 8 20%	-	-	-	-
(4) SOMEWHAT LIKELY	75 19 ³		-	-	16 21≹	59 : 18%	14 218	2 218	5 : 14%	2 338	-	5 33%	6 42%	5 158	20 ; 24%	54 20 ³	1 8 58	73 ; 199			14 234	14 ≹ 25∛	-	-		-
(3) NEITHER LIKELY NOR UNLIKELY	2 1 ²	8	-	-	-	2 18	-	-	-	-	-	-	-	-	1 18	1	-	2 19	- 6		-	-	-	-		-
(2) SOMEWHAT UNLIKELY	66 17	8	-	-	12 178	54 : 168	12 18%	1 10%	5 15%	-	1 36%	1 78	4 30%	3 8%	8 ; 9%	53 20	1 5 1	65 178			14 248	9 8 16%	-	-	-	-
(1) VERY UNLIKELY	163 414	20	-	-	34 45≹	129 : 40%	30 46%	4 38%	18 50%	2 338	2 648	7 458	2 14%	19 548	22 27%	107 399	6 5 318	153 419			21 369	22 5 39%	-	-		-
BOTTOM 2 BOX	229 575	\$	-	-	46 628	183 568	42 64%	4 478	23 65%	2 33%	3 100%	8 53%	6 45∛	22 628	30 36%	160 599	7 361	218 569	-		36 608	31 54%	-	-		-
DON'T KNOW / REFUSED	7 25	à	-	-	-	7 28	-	-	-	-	-	-	-	-	-	4 19	-	6 24	- È		1 2%	1 ; 1%	-	-		-
MEAN S.D. S.E.	2.64 1.67 0.08		-	-		1.68		1.86	1.69	1.87	1.36 0.60 0.36	1.69	1.41	1.76	1.68	1.62		1.65	-			2.71 1.65 0.22	-	-	-	-

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MARCH 28 - APRIL 11, 2013

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

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		RESIDENTIAL BILL				
	VERIDIAN CONNECTIONS		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S		VERIDIAN CONNECTIONS	CUSTOMER LOYALTY GROUPS
	TRACKING			AGE HOUSEHOLD SIZE	TRACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 200		\$40- MEN <\$40 <\$70 \$70+ 		2012 2011 2010 2009	URE ABLE ERENT RISK
UNWID. TOTAL	401 399	- 342 174 16	168 38 64 148	35 130 174 175 153 11	. 343	133 51 187 24
WTD. TOTAL	401 399 100% 100%		168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 ; 100% 100% 100% 100% 100% 100	. 342 % 100%	132 51 188 24 100% 100% 100% 100%
TOP 2 BOX	189 221 47% 55%		81 14 25 80 46% 37% 39% 54%	20 72 70 71 84 6 57% 55% 40% 41% 55% 53		- 77 26 80 6 58% 51% 43% 25%
(5) VERY LIKELY	100 97 ~ - 25% 24%		45 7 14 46 27% 18% 22% 31%	12 39 38 38 49 2 34% 30% 22% 22% 32% 18		47 11 41 2 35% 21% 22% 8%
(4) SOMEWHAT LIKELY	89 124 22% 31%		36 7 11 34 22% 18% 18% 23%	8 33 32 33 35 4 5 23% 25% 19% 19% 23% 36		- 30 15 39 4 23% 30% 21% 17%
(3) NEITHER LIKELY NOR UNLIKELY	5 3 1% 1%	- 5 4 1% 2%	1 1 - 1 1% 3% 1%	- 3 1 3 1 1 5 2% 1% 2% 1% 9	l 3 }% 1%	1 4 - 2\$ 2\$
(2) SOMEWHAT UNLIKELY	64 62 16% 16%		22 5 11 23 13% 13% 18% 16%	5 17 29 23 26 1 5 145 138 178 138 178 5	1 55 9% 16%	- 14 9 33 5 11% 18% 18% 21%
(1) VERY UNLIKELY	134 109 34% 27%		61 18 26 42 36% 48% 42% 28%	10 38 68 74 39 3 \$ 29% 29% 39% 43% 26% 28	3 91 3% 26%	- 39 15 66 12 30% 29% 35% 49%
BOTTOM 2 BOX	198 171 49% 43%		83 23 37 65 49% 61% 59% 44%	15 55 97 97 65 4 8 43% 42% 56% 56% 43% 37	4 145 · 78 428	- 53 24 100 17 40% 47% 53% 70%
DON'T KNOW / REFUSED	85 2%1%	- 7 4 2참 2%	3 - 1 2 2% 1% 1%	6 3 3 - % 3% 2% 2%	- 3 1%	- 2 - 4 1 1% 2% 5%
MEAN S.D. S.E.	2.89 3.10 1.67 1.60 0.08 0.08	1.68 1.66 1.	2.90 2.46 2.60 3.13 2.71 1.65 1.68 1.67 0.13 0.27 0.21 0.14	3.20 3.14 2.66 2.64 3.19 3.00 1.71 1.66 1.67 1.68 1.65 1.58 0.29 0.15 0.13 0.13 0.13 0.47		- 3.24 2.95 2.76 2.09 1.72 1.59 1.64 1.44 0.15 0.22 0.12 0.30

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Q.E3 LIXELIHOOD 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

																	NODE			RCIAL I					
		BI	LLING		CONTA- HYDRO	?	PROBLI SOLVEI	27	RECENT	IBNCE	(MONTE				ACCESS WEBS1:	Œ	SMART METER			OTHERS		VERID: TRACKI	IAN C	ONNECT	
	TOTAL				YES	NO	YES	NO	VS			7-12			YES	NO	YES	NO	VERY SUPP	UNSUP		2012		2010	
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	з	15	14	35	83	271	19	376	-		59	56			. .
WID. TOTAL	401 100		-	-	74 1009	327 5 100	65 8 100%	9 5 100\$	35 \$ 1004	6 100%	3 : 100¥	15 100%	14 100%	35 100%	83 : 100%	271 3 100	19 % 100	376 5 100		-	59 100		ſ		
TOP 2 BOX	189 47		-	-	32 44	157 8 48	27 8 428	5 548	19 569	Э 5018	2 718	7 : 47%	8 57%	$\frac{14}{418}$	60 721	121 ; 45	15 % 79%	173 46	- 8	-	28 46		;		• -
(5) VERY LIKELY	100 25		-	-	16 229	84 261	14 8 229	2 219	9 5 269	1 5 16%	1 36%	3 21%	4 28%	8 231	36 449	59 22	13 % 681	88 23	- 8	-	12 20				
(4) SOMEWHAT LIKELY	89 22		-	-	16 221	73 224	13 8 20%	3 338	10 : 29%	2 34%	1 35%	4 27%	4 29皆	6 18%	23 288	62 23	2 118	85 23	-	-	16 27				
(3) NEITHER LIKELY NOR UNLIKELY	5 11		-	-	-	5 21	- t	-	-	-	-	-	-	-	1 1%	4 1	-	5 1	-	-	-	-			
(2) SOMEWHAT UNLIKELY	64 169		-	-	14 198	50 158	12 198	2 20%	4 128	1 16%	-	2 148	2 15%	7 20%	9 118	52 19	1 8 58	62 169	-	-	13 21	9 6 138			
(1) VERY UNLIKELY	134 341		-	-	25 348	109 331	23 36%	2 26%	12 33%	2 33%	1 298	6 39%	3 228	13 378	11 13%	92 344	3 ≹ 16≹	129 349	-	-	18 31	18 \$32\$	-		-
BOTTOM 2 BOX	198 498	đo	-	-	40 53월	158 491	35 54%	4 46%	16 44%	3 50%	1 29%	8 53*	5 36%	20 56¥	20 24%	143 539	4 5 21%	191 519	-	-	31 528	26 # 45%			-
DON'T KNOW / REFUSED	8 28	ł	-	-	2 38	6 21	2 ; 3%	-	-	-	-	-	1 78	1 38	2 28	3 19	-	7 21	-	-	1 25	1 5 3%			-
MEAN S.D. S.E.	2.89 1.67 0.08		-	-	1.65	1.67	1.66	1.64	1.69	1.72	2.06	1.71	1.65	1.69	1.46	1.62	4.10 1.56 0.36	2.84 1.65 0.09	-	-	2.84 1.60 0.21		-		-

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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 É				
			ANNUAL PRE-TAX HOUSEHOLD INCOME			CUSTOMER LOYALTY GROUPS
	VERIDIAN CONNECTIONS TRACKING		- '000S	AGE HOUSEHOLD SIZE	TRACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 20		\$40- WOMEN <\$40 <\$70 \$70+	18-34 35-54 55+ 1-2 3-5 6+	2012 2011 2010 2009	URE ABLE ERENT RISK
UNWID. TOTAL	401 399	- 342 174	168 38 64 148	35 130 174 175 153 11	1 343	133 51 187 24
WTD. TOTAL	401 399 100% 100%	- 341 173 100% 100%				132 51 188 24 100% 100% 100% 100%
TOP 2 BOX	221 250 55% 63%	- 194 101 57% 58%			6 220 4% 64%	80 28 104 8 60% 55% 55% 34%
(5) VERY LIKELY	118 140 29% 35%	- 104 46 30% 26%		19 91 10 11	3 127 7% 37%	56 9 50 3 42% 17% 27% 13%
(4) SOMEWHAT LIKELY	103 110 26% 28%	- 90 55 26% 32%			3 92 - 78 278	24 20 54 5 18% 38% 29% 21%
(3) NEITHER LIKELY NOR UNLIKELY	6 5 28 18	- 6 2 2% 1%	-		1 5 9% 1%	- 2 3 1 48 28 48
(2) SOMEWHAT UNLIKELY	50 35 13% 9%	- 36 20 11% 12%			- 29 8%	11 6 32 - 8% 12% 17%
(1) VERY UNLIKELY	118 109 30% 27%	- 101 48 30% 28%			4 88 68 268	39 15 46 1 5 30 % 29% 25% 62 %
BOTTOM 2 BOX	169 144 42% 36%	- 137 69 40% 40%			4 117 36% 34%	50 21 79 15 38% 41% 42% 62%
DON'T KNOW / REFUSED	5 1 1% *	- 4 2 1% 1%		2 - 1 2 2 l 1% 1% 1% 1% 1%	- <u>1</u> *	2 - 2 - 2% 1%
MEAN S.D. S.B.	3.13 3.35 1.66 1.66 0.08 0.08	1.67 1.62	1.72 1.73 1.75 1.54	8 3.32 3.64 2.80 2.77 3.64 3.0 4 1.69 1.52 1.69 1.72 1.49 1.7 3 0.29 0.13 0.13 0.13 0.12 0.5	76 1.65	3.35 3.02 3.16 2.25 1.76 1.55 1.59 1.66 0.15 0.22 0.12 0.34

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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

																			WORK			RCIAL E				
		вігі		НX	DRO?		PROBLE	?	RECEN EXPER	IENCE	(MONTH				ACCES WEBSI	TE	SMART METER	DATA	WITH	OTHERS		VERIDI TRACKI	AN CC NG	NNECT.	LONS	
	TOTAL		NO	YE		NO		NO	vs 			7-12	-	<3	YES	NO	YES	NO	VERY SUPP	VERY UNSUP		2012			2009	
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	· _	59	56	-			
WTD. TOTAL	401 1004	ŝ	-	-	74 L00∛	327 100≹	65 : 100%	9 100%	35 100	6 3 100	3 100%	15 : 100%	14 100%	35 100%	83 100	271 % 100	19 % 100	376 € 100			59 100	57 ; 100%	-			
TOP 2 BOX	221 55%	ŝ	-	-	41 55₿	180 55%	36 56%	4 43%	18 525	4 671	2 8 718	8 55%	9 648	19 558	66 8 79	144 8 53	18 % 954	199 53		· _	27 468	31 54%	-	-		
(5) VERY LIKELY	118 299	\$	-	-	22 30*	96 298	19 30%	3 32%	10 299	2 321	2 5 71%	4 27%	4 298	11 328	48 57	63 8 23	17 8 891	99 \$ 26			14 24%	13 22%	-	-		
(4) SOMEWHAT LIKELY	103 261	5	-	-	18 25€	85 26%	17 27%	1 118	8 231	2 351	-	4 28%	5 35*	8 23 1	18 5 225	81 8 30	1 8 59	100 8 275			13 22%	18 32%	-	-	· -	
(3) NEITHER LIKELY NOR UNLIKELY	6 28	r	-	-	-	6 28	-	-	-	-	-	-	-	-	1 11	3 k 15	-	6 25		-	-	-	-	-		
(2) SOMEWHAT UNLIKELY	50 13%	r	-	-	4 6%	46 148	4 68	-	1 38	-	-	-	-	1 3%	4 5 1	43 169	- 8	50 134		-	14 24%	6 118	-	-	-	
(1) VERY UNLIKELY	118 30%	:	-	-	29 40%	89 27ቴ	24 378	5 578	16 458	2 33%	1 : 29%	7 45%	5 36%	15 42%	12 : 159	77 5 291	1 15	116 314		-	17 29%	20 35≹	-		-	
BOTTOM 2 BOX	169 42%		-	-	34 45%	135 41*	28 443	5 578	17 488	2 339	1 29%	7 45%	5 36%	16 45%	16 198	121 459	1 \$58	167 ; 441	-	-	31 53%	26 46%	-	-	-	
DON'T KNOW / REFUSED	5 1%		-	-	-	5 28	-	-	-	-	-	-	-	-	-	3 18	- t	4 18	-	-	1 2%	-	-	-	-	
MEAN S.D. S.E.	3.13 1.66 0.08		-	1.	77	1.64	3.05 1.75 0.22	1.98	1.82	1.85	2.27	1.84	1,77	1.82	1,46	1.60		1.65	-	-	2.88 1.62 0.21	1.67	-	-	-	

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

								BILL P																		
	т	RACKI	NG	NNECTI					ANNUAL HOUSEHC - '0008	PRE-TA	ax Come	AGE		1	HOUSEH	OLD SIZ	Э	VERIDIA TRACKIN	un con Ig	NNECTI	ONS	CUS'	 S1	R LOYA	====== N	
	TOTAL 2			2010		TOTAL	MEN	WOMEN	<\$40 <	\$70	\$70÷	18-34			1-2	3-5 6 	+	2012 2						BLE E	RENT I	RISK
UNWID. TOTAL	401	399	-	-		342	174	168	38	64	148	35	130	174	175	153	11	343	-	-		1	33	51	187	24
WTD. TOTAL	401 100%	399 100%	-	-		- 341 100%	173 100	168 % 100%	38 100%	63 100%	148 1009	35 k 100%	130 100%	174 100ቄ	174 100%	153 100%	11 100%	342 100%	-	-			32 00%	51 100%	188 100%	24 100%
TOP 2 BOX	224 56욱	248 628	 8	-		. 191 56%	101 58	90 16 541	16 42%	24 36€	111 75	22 \$ 638	89 69%	79 45∜	74 438	109 71%	7 641	218 64%	-	-			77 58%	31 61%	104 56∛	7 30%
(5) VERY LIKELY	114 29%	139 35	-	-		- 100 298	51 5 30		9 ; 24%;	11 17%	56 38	13 % 37%	49 38%	39 22%	43 25%	56 368	2 189	124 36%	-	-			49 37€	11 21%	49 26¥	5 2 1 %
(4) SOMEWHAT LIKELY	110 27ዩ	109 2 7 9	- 8	-		- 91 271	49 3 28		7 ; 18%	13 218	55 37		40 31¥	40 23월	32 189	54 ; 35∜	5 469	94 27%			-		28 21%	20 40∛	55 29%	2 9%
(3) NEITHER LIKELY NOR UNLIKELY	2 *	-	-			- 2 11	2 1		-	1 2%	-	-	1 18	1 1%	2 5 18	-	-	-	-		-		-	-	2 18	-
(2) SOMEWHAT UNLIKELY	52 13%	44 11	- a)0		-	- 44 135	22 13		3 ⊧ 8%	8 12%	12 ; 8		13 ; 10%	25 158	28 5 161	13 5 9%	2 18	38 11%	-		-		14 11%	4 8ቄ	31 16%	3 13%
(1) VERY UNLIKELY	121 30%	104 26				- 102 309	46 26		19 19	31 48%	25 : 17		27 ; 21%	68 391	69 5 391	31 5 20%	2 18	82 8 248	-		-		41 318	16 31 %	49 26%	14 57%
BOTTOM 2 BOX	173 438	147 37			-	- 146 43	71 8 41		22 58%	38 619	37 ; 25		40 : 30%	93 54%	97 569	44 298	4 36	120 1358	-		-	-	55 42%	20 39%	80 43%	17 r 70%
DON'T KNOW / REFUSED	2 18	4 1		. .	-	- 2 1		2	- k	÷	-	-	-	1 19	1 k 1	- tr	-	4 1 ቴ	-	-	-	-	-	-	1 18	-
MEAN S.D. S.B.	3.11 1.66 0.08	1.65			-	- 3.13 1.67 0.09	1.64	1.69	2.57 1.77 0.29	2.45 1.64 0.21	1.46	1.61	1.57	1.67	1.69	3.59 1.54 0.12	1.48	1.63	-	-	-	1.	.74	3.11 1.61 0.23	1.60	1.70

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

																			WORK					PAYERS	
		BIL	LING		CONTAC HYDRO 3	,	PROBL SOLVE	D?	RECEN'	IENCE	TIME S (MONTH	នេ)			ACCESS WEBSI1	в	SMART METER		WITH	OTHERS		VERID TRACK	IAN (ING	CONNECT	
	TOTAL		NO			NÖ	YES	NO	VS	VDS		7-12				NO	YES		VERY SUPP	VERY UNSUP		2012			2009
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	З	15	14	35	83	27 1	19	376	-	_	59	56		-	
WTD. TOTAL	401 100		-	-	74 1008	327 100	65 % 100	9 100	35 1009	6 \$ 100	3 ; 100%	15 100%	14 100%	35 100%	83 100%	271 100	19 % 100%	376 1009	-	-	59 100		8	-	
TOP 2 BOX	224 56		-	-	33 45ዩ	191 58	31 \$ 49	2 8 21	16 8 468	2 8 339	1 ; 36€	8 : 55%	8 56%	14 40%	67 81%	145 54	14 % 74%	209 569	-	-	33 56	30 8 53		-	
(5) VERY LIKELY	114 29		-	-	16 21%	98 30	14 8 22	2 5 21	9 8 251	1 5 169	1 36%	6 41%	2 14%	7 20号	45 55%	64 24	13 \$ 698	100 274	-	-	14 23	15 8 26	ŧ	-	
(4) SOMEWHAT LIKELY	110 27 ⁹		-	-	17 24%	92 28		-	7 21%	1	-	2 14%	6 43*	7 20ቄ	21 26%	B1 30	1 \$5\$	109 29%	-	-	19 3 2			-	
(3) NEITHER LIKELY NOR UNLIKELY	2 *		-	-	-	2 15	-	-	-	-	-	-	-	-	-	2 1	-	2 1%	-	-	-	-		-	
(2) SOMEWHAT UNLIKELY	52 133	240	-	-	15 21%	3 7 119	12 8 199	3 331	6 5 189	2 343	-	1 78	4 29%	8 23*	7 88	42 16	3 \$ 15%	47 138	;	-	8 13	6 8 113	k	-	
(1) VERY UNLIKELY	121 301	5	-	-	25 34%	95 291	21 8 321	4 461	13 5 368	2 338	2 64%	6 39%	2 14%	13 37%	9 11%	82 30	2 5 10%	117 31%	-	-	$18 \\ 31$	21 8 37	ŧ	-	
BOTTOM 2 BOX	173 434	ł	-	-	41 55%	132 401	33 \$518	7 1 791	19 548	4 671	2 64%	7 45%	6 448	21 60%	16 19%	124 46	5 \$268	164 44%	-	-	26 44	27 8 478	k	-	
DON'T KNOW / REFUSED	2 14	ł	-	-	-	2 14	- k	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-		-	
MEAN S.D. S.E.	3.11 1.66 0.08		-		1.63	1.66	1.63	1.60	1.70	1.63	2.43 2.39 1.43	1.90	1.40	2.64 1.62 0.27	1.37	1.62		3.08 1.65 0.09	-	-	1.63	2.94 1.71 0.23		-	

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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 BILI				
	VERIDIAN CONNECTIONS		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S		VERIDIAN CONNECTIONS	CUSTOMER LOYALTY GROUPS
	TRACKING			AGE HOUSEHOLD SIZE	TRACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 200		\$40- MEN <\$40 <\$70 \$70+ : 		2012 2011 2010 2009	URE ABLE ERENT RISK
UNWID. TOTAL	401 399	- 342 174 16	168 38 64 148	35 130 174 175 153 11	L 343	- 133 51 187 24
WID. TOTAL	401 399 100% 100%		168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 5 100% 100% 100% 100% 100% 100%	L 342 D% 100%	- 132 51 188 24 100% 100% 100% 100%
TOP 2 BOX	119 150 30% 37%		50 8 14 61 30% 21% 22% 41%	14 45 47 40 61 4 40% 35% 27% 23% 40% 35	4 130 5% 38%	- 45 12 54 7 34% 24% 29% 30%
(5) VERY LIKELY	73 95 18% 24%		39 5 11 36 23% 13% 18% 25%	8 30 26 26 36 2 8 23% 23% 15% 15% 24% 18		- 31 6 33 2 24% 12% 18% 9%
(4) SOMEWHAT LIKELY	46 55 ~ - 11% 14%	- 41 2 9 1 12% 17%	12 3 3 25 7% 8% 5% 17%	6 15 20 14 25 2 5 17% 11% 12% 8% 16% 17	2 48 · 7% 14%	- 14 6 21 5 10% 12% 11% 22%
(3) NEITHER LIKELY NOR UNLIKELY	8 3 2% 1%	- 6 4 2% 2%	2 4 1% 3%	- 3 3 1 5 - 2 2 2 2 1 3 3 2	- 2	- 2 - 5 1 2% 3% 4%
(2) SOMEWHAT UNLIKELY	50 50 13% 13%		18 2 6 21 11% 5% 9% 14%	•	2 40 9% 12%	- 12 8 29 - 9% 16% 15%
(1) VERY UNLIKELY	217 192 54% 48%		94 28 42 60 56% 74% 67% 40%	15 01 100 111 00	5 167 · 6% 49%	- 71 30 96 16 54% 58% 51% 66%
BOTTOM 2 BOX	267 242 67% 61%		112 30 48 81 66% 79% 76% 55%		7 206 · 5ቼ 60ቼ	- 83 38 125 16 63% 74% 67% 66%
DON'T KNOW / REFUSED	7 5 28 18	- ? 3 2% 2%	4 - 1 2 2% 2% 1%	- 3 3 4 2 } 2% 2% 2% 2% 1%	- 5 ~ - 1%	- 2 1 3 - 18 28 28
MEAN S.D. S.E.	2.26 2.52 1.62 1.72 0.08 0.09	1.65 1.60 1.		1.70 1.70 1.58 1.55 1.70 1.60	8 1.73	- 2.40 2.02 2.27 2.07 1.74 1.49 1.60 1.56 0.15 0.21 0.12 0.32

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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

																			WORK					PAYERS	
		BII	LING		CONTA HYDRO	?	PROBLI SOLVEI	0?	RECENT EXPERI	ENCE	(MONTE				ACCES WEBSI	re:	SMART METER		WITH	OTHERS		VERID: TRACK	LAN (LNG	ÓNNECT	IONS
	TOTAL		s n		YES	NO	YES	NO 		VDS		7-12		<3	YES	NO		NO	VERY SUPP	UNSUP	VERI- DIAN	2012			2009
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56			
WTD. TOTAL	401 1009		-	-	74 100	-	65 1008	9 ; 100{	35 5 100∛	6 : 100%	3 : 100%	15 \$ 100%	14 100≹	35 100%	83 5 100	271 100	19 % 100%	376 5 1009	- t	-	59 100	57 \$ 100%	ł		• -
TOP 2 BOX	119 304		-	-	16 22		14 8 229	2 22	6 3 178	2 354	1 - 36%	5 \$ 34%	1 7왕	9 26%	34 41	81 8 30	10 8 538	108 : 299	-	-	13 22	20 8 351	5		• -
(5) VERY LIKELY	73 181		-	-	12 16	61 8 19	11 178	1 108	4 : 118	1 : 178	1 36%	5 34*	1 78	5 14%	25 301	47 k 17	-	64 171	-	-	8 14	13	:		· -
(4) SOMEWHAT LIKELY	46 114		-	-	4 5'	42 131	3 8 58	1 118	2 : 6%	1 184	-	-	-	4 11%	9 114	35 13	2 k 10%	44 12%	-	-	5 81	7 5 128	÷		
(3) NEITHER LIKELY NOR UNLIKELY	8 21	ł	-	-	-	8 21	-	-	-	-	-	-	-	-	1 19	7 5 3	- k	8 29	-	-	2 4	1 5 38	T		
(2) SOMEWHAT UNLIKELY	50 139		-	-	11 154	39 128	10 16%	1 108	6 17%	1 16%	-	1 7왕	4 298	5 148	6 74	42 16	1 5 5 8	49 138	-	-	12 201	11 ; 19%			
(1) VERY UNLIKELY	217 548	ł	-	-	46 624	171 528	39 5 618	6 68%	22 63%	3 498	2 64%	8 538	9 641	21 60%	41 498	137 513	8 5 425	205 54%	-	-	32 548	25 43%			_
BOTTOM 2 BOX	267 671	ł	-	-	57 778	210 5 648	50 ; 778	7 78%	28 80%	4 65%	2 648	9 59%	13 93%	26 74%	47 568	180 66	9 5 478	254 68%	-	-	44 749	35 62%			-
DON'T KNOW / REFUSED	7 28	à	-	-	1 14	6 21	1 2%	-	1 38	-	-	1 7ቄ	-	-	1 18	3 1	-	6 2%	-	-	-	-			-
MEAN S.D. S.E.	2.26 1.62 0.08		-	-	1.54	1.64	1.55	1.51	1.39	1.76	2.39	2.52 1.96 0.53	1.09	1,55	1.82	1,60	1.93	2.22 1.60 0.08	-	-	2.08 1.48 0.19	1.68			-

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

						ł	RESIDEN	TTAL	BILL E	AYERS																		
					0170	-				ANNUAL HOUSEHO	PRE- DLD I	XAT								VERIDI				COS		r loya		
	т	RACKI	ING	NNECTI									= AG	Æ				OLD SI2	E	TRACKIN	īG			SE(-	TILL I AVOR D		ΔT
	TOTAL 2	012	2011	2010	200		IOTAL M	EN	NOMEN	<\$40 ·		\$70+	19			5+	1-2	3-5 6	÷	2012 2	2011	2010	2009	URE	A S	BLE E		
UNWID. TOTAL	401	399	-			-	342	174	168	38	64	14	8	35	130	174	175	153	11	343	-	-		. 1	133	51	187	24
WTD. TOTAL	401 100%	399 1001	- 8		-	-	341 100%	173 1009	168 1004	38 100%	63 100			35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	342 100%	-	-			132 100%	51 100%	188 100%	24 100%
TOP 2 BOX	85 21%	114 285	- 8		-	-	76 228	41 241	35 8 21	7 18%	1 11		17 128	18 52€	36 28%	22 13%	23 138	50 33%	3 261	96 ; 28%	-	_		-	34 268	9 178	39 21%	3 13%
(5) VERY LIKELY	52 13≹	72 18	- 8		-	-	46 13%	26 15	20 8 12		é		80 808	14 40%	24 198	8 5%	14 63	31 20%	1 98	65 19%	-			-	27 20동	5 98	18 10%	2 9%
(4) SOMEWHAT LIKELY	∃4 8%	$\begin{array}{c} 41 \\ 10 \end{array}$	- 8		-	-	30 9%	15 9	15 % 9		1		17 12ቄ	4 128	12 9왕	14 8%	9 51	19 5 13%	2 178	30 5 9%	-			-	7 5∛	4 88	21 118	1 5ዩ
(3) NEITHER LIKELY NOR UNLIKELY	4 1%	3 1	- %	-	-	-	4 18	2 1	2 % 1	1 8 38	1	1 28	2 1왕	-	$1 \\ 1$ %	3 2%	3	1 1 1 1	-	3 1%	-		•	-	1 18	-	3 28	-
(2) SOMEWHAT UNLIKELY	55 14%	47 12		-	-	-	38 11%	18 10	20 % 12		10 10		20 14%	8 23%	13 10%	17 10%	18 ; 11%	17 ; 11%	3 28	37 11%	-		-	-	16 12%	8 16%	29 16%	-
(1) VERY UNLIKELY	251 638	231 58		-	-	-	218 64%	109 63	109 % 65		4.		77 52≹	9 25¥	78 608	129 74%	128 5 731	83 54%	5 46	203 \$59%			-	-	79 60%	34 678	114 61%	21 87참
BOTTOM 2 BOX	307 768	279 70		-	-	-	256 75%	127 74			5. ; 8		97 668	17 48%	91 70놓	147 848	146 841	100 \$ 65%	8 74	240 8 70%			-	-	95 728	42 83ዩ	143 76%	21 87%
DON'T KNOW / REFUSED	5 1*	4 1		-	-	-	5 1ቄ	3 2	2 * 1			-	2 18	-	2 1%	2 18	2 1	2 8 18	-	4 18			-	-	2 18	-	2 18	-
MEAN S.D. S.E.		2.18 1.62 0.08		-	-	-	1.50	1.55	1.46	1.78 1.46 0.24	1.2	3 1.	66	1.74	1.64	1.16	1.25	1.68	1.46	1.64			-	1	.64	1.77 1.34 0.19		1.28

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

																					RCIAL B			
		TIME C BILLIN		CONTA- HYDRO		PROBLE		RECENT EXPERI	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER			OTHERS		VERIDI TRACKI	AN CO	ONNECTI	IONS
	TOTAL	YES	NO	YES	NO	yes	NO	vs			7-12				===== NO 	YES	===== NO	VERY SUPP	VERY UNSUP		2012			
UNWED. TOTAL	401	-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	56	-		
WTD. TOTAL	401 1008	-	-	74 100		65 100%	9 100	35 ≹ 100%	6 : 1008	3 100%	15 100%	14 100%	35 100%	83 100%	271 100	19 ≩ 100≹	376 100		-	59 100		-		
TOP 2 BOX	85 218	-	-	14 19 [:]	71 8 229	13 13	1 104	7 15 201	1 168	1 36%	4 26%	3 21%	6 17%	23 28%	60 22	8 8 438	77 21	÷ -	-	9 15	18 % 31%	-		
(5) VERY LIKELY	52 138	-	-	9 12		8 12%	1 104	4 118	1 168	1 36%	2 : 13%	2 14%	4 11%	17 20%	34 13	-6 ≰ 32¥	46 12	- 8	-	6 10	7 % 12%	-		
(4) SOMEWHAT LIKELY	34 81	-	-	5 7 ¹	29 8 91	5 8 8 8	-	3 98	-	-	2 13%	1 78	2 6 t	6 78	26 10	2 \$ 11%	32 85	2	-	3 6	11 % 19%	-		
(3) NEITHER LIKELY NOR UNLIKELY	4 18	-	-	1	3 2 19	1 8 28	-	1 38	-	-	-	-	1 3%	1 1%	1 *	-	4 1	-	-	-	-	-		
(2) SOMEWHAT UNLIKELY	55 14₹	-	-	12 17		10 16%	2 221	4 128	1 16%	-	1 7%	4 29%	5 15%	7 88	46 17	-	55 15	-	_	17 28	11 % 19%	-		
(1) VERY UNLIKELY	251 638	-	-	47 63	205 8 639	40 1628	6 681	23 5 668	4 678	2 64%	10 67ቴ	7 50%	23 658	51 62%	162 60	11 57%	236 63	- t	-	34 56		-		
BOTTOM 2 BOX	307 768	-	-	59 80	247 8 768	51 1 78%	8 901	27 \$77%	5 84%	2 64%	11 74%	11 79%	28 80%	58 70%	208 775	11 \$ 57%	291 775	- ह	-	50 85		-		
DON'T KNOW / REFUSED	5 1%	-	-	-	5 29	-	-	-	-	-	-	-	-	1 1왕	2 1 ²	*	4 1	-	-	-	1 18			
MEAN S.D. S.E.	1.94 1.47 0.07	-	-	1.88 1.42 0.16	1.48	-		1.88 1.44 0.24				1.48			1.98 1.46 0.09	1.93	1.92 1.45 0.07	-	-	1.84 1.29 0.17		-		· –

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

								BILL F	AYERS																
	VE	RIDI	ANI CO	NNECTI	ONS				ANNUAL HOUSEHO	PRE-TA	x							VERIDI				CUSTO		YALTY	
	TF	ACKI	NG															TRACKI				000	STIL		200
	TOTAL 20				2009	TOTAL	MEN	WOMEN	<\$40						1-2		5+	2012					ABLE	BRENT	
UNWTD. TOTAL	401	-	-	-		342	174	168	38	64	148	35	130	174	175	153	11	-	-	-		133	51	. 187	24
WID. TOTAL	401 100%	-	-	-		341 100%	173	168 8 1009	38 : 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	-	-	-		132 100		. 188 18 100	
TOP 2 BOX	178 45%	-	-			149 44%	75 43	74 8 448	13 34*	20 31%	82 56%	18 51%	68 52%	62 36%	64 378	79 528	5 458	-	-			6: 4	21 78 41		
(5) VERY LIKELY	106 26%	-	-			92 271	41 24	51 8 308	6 16%	15 23%	52 35%	11 31%	45 358	36 21%	39 228	50 33%	3 271	-	-	-		- 49 34			
(4) SOMEWHAT LIKELY	73 18%	-	-			57 178	34 ; 20	23 % 14%	7 ; 18%	5 8%	30 20%	7 : 20%	23 18%	26 15%	25 14%	29 ; 19%	2 188	-	-	-		- 18 13	5 E		-
(3) NEITHER LIKELY NOR UNLIKELY	4 18	-	-			4 19	3 2	1 % 1%	1 ; 3%	-	2 1%	-	1 1%	3 २३	2 18	1 18	1 91	-	-			- :	 ાક	· 2 1	- 8
(2) SOMEWHAT UNLIKELY	56 14%	-	-			45 139	26 5 15	19 % 11%	2 5 *	11 17%	21 14%	10 : 29%	15 11%	20 12%	24 148	21 5 14%	-	-	-			- 1 12	7 8 38 10		
(1) VERY UNLIKELY	152 38%	-	-			134 398	66 38	68 \$ 40\$	22 58%	29 46%	42 288	7 5 20%	45 35%	81 46%	78 457	50 5 33왕	5 461	-	-		. .	- 49 31) 23 78 43		
BOTTOM 2 BOX	208 52%	-	-			178 525	91 53	87 8 523	24 63%	40 63왕	63 428	17 5 49%	60 46%	101 58%	101 58%	71 46%	5 461	-	-			- 61 51	5 29 08 51		
DON'T KNOW / REFUSED	11 3%	-	-	. .		- 10 3'	4 5 2	6 8 49	-	<u>4</u> 6왕	1 19	- \$	1 18	8 5%	7 : 41	2 5 18	-	-	-				3 <u>-</u> 28 2	L 5 2% 3	5 1 88 38
MEAN S.D. S.E.	2.81 1.71 0.09	-	-					1.78	2,28 1.66 0.27	1.71	1.70	1.61	1.76	1.69	1.70	1.73	1.84	-	-		-	1.7	9 1.73	3 1.68	1.93 1.42 0.29

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

																			WORK					, PAYER		
		BIL	LINC		CONTA HYDRO		PROBLI SOLVEI)?	RECENT EXPERI	ENCE	(MONTE	IS)	ONTACI		ACCESS WEBSI	re -	SMART METER		WITH	OTHERS		VERII TRACI	DIAN CING	CONNEC	TIONS	
	TOTAL			10	YES	NO 	YES	NO 		VDS		7-12		<3 		NO	¥ES	NO	VERY SUPP	VERY UNSUP	VERI- DIAN	2012		1 201	0 200	
UNWID. TOTAL	401		-	-	74	327	64	10	35	6	з	15	14	35	83	271	19	376	-	-	59	-	•	-	-	-
WTD. TOTAL	401 100		-	-	74 100		65 % 100%	9 5 100	35 5 100%	6 1009	3 ; 100%	15 ; 100%	14 : 100%	35 100%	83 : 100%	271 100	19 % 100%	376 : 100%	-	-	59 100	-		-	-	-
TOP 2 BOX	178 45 ³		-	-	27 36	151 151	21 1 331	6 61	10 5 28%	4 679	2 5 649	3 : 21¥	9 64%	12 34%	53 648	120 ; 44		167 448	-	-	29 49	-	-	-	-	-
(5) VERY LIKELY	106 264		-	-	17 23	89 k 27	14 8 218	3 301	8 5 22 %	1 161	2 64%	2 5 14%	4 28%	9 25%	37 458	66 24	9 8 478	96 : 25%	-	-	13 23	-		-	-	-
(4) SOMEWHAT LIKELY	73 181		-	-	10 14	63 8 19	7 8 118	3 325	2 5 68	3 508	-	1 78	5 36%	3 9%	16 198	55 20	2 हे 119	71 19%	-	-	16 279	-		-	-	-
(3) NEITHER LIKELY NOR UNLIKELY	4	ł	-	-	1	3 1:	1 \$28	-	1 3ቼ	-	-	1 7%	-	-	-	3 1	- 8	4 1ቼ	-	-	-	-		-	-	-
(2) SOMEWHAT UNLIKELY	56 149		-	-	14 19	42 13	14 228	-	6 178	-	1 36%	2 : 13%	2 148	6 178	11 13%	40 15	2 118	54 148	-	-	11 191	-		-	-	-
(1) VERY UNLIKELY	152 384		-	-	32 43	120 37	28 448	4 39%	18 52%	2 338	-	8 58%	3 22৯	17 498	19 23%	100 37	6 \$328	142 38%	-	-	18 319	-		-	-	-
BOTTOM 2 BOX	208 529		-	-	46 62	162 8 499	42 5 668	4 398	24 698	2 338	1 36%	10 72%	5 36%	23 66%	30 36%	140 52	8 42%	196 52%	-	-	29 491	-		-	-	-
DON'T KNOW / REFUSED	11 38	ł	-	-	-	11 39	-	-	-	-	-	-	-	-	-	8 34	-	10 3%	-	-	1 18	-		-	-	-
MRAN S.D. S.E.	2.81 1.71 0.09		-	-	1.67	1.72	1.64	1.84	2.29 1.66 0.28	1.72	1.79	1.54	1.61					2.79 1.70 0.09	-	-	2.92 1.63 0.21	-		-	-	-

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2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

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

										AYERS																	
		TRAC								ANNUAL HOUSEH - '000	PRE-1 OLD IN S	'AX ICOME				HOUSE	HOLD S		TRACE	LING	ONNECTI			STIL	OYALTY L IN R DIFF		
	TOTAL		2011				CAL ME	EN S	MOMEN	<\$40	•	\$70+	18-34			1-2	3-5	6+	2012	2011	2010	2009	URE	ABLE			
UNWTD. TOTAL	401		-	-	-	- 3	342	174	169	38	64	148	35	130	174	175	153	11				· -	13	3 5	1 18	37	24
WTD, TOTAL	401 100		-	-	-		341 100%	173 100%	168 1009	38 100%	63 ; 100	148 100		130 100%	174 100				\$				- 13 10		11 18 10% 10		24 100%
YES	19		-	-	-	-	18 5왕	9 5%	9 51	1 1 1	4 5 65	17 18 5	2 \$ 6%	8 : 6%	8 5	10 76				-			-	7 5ቄ	2 4%	9 5%	1 48
NO	37€ 94		-	-	-	- :	318 93%	163 94%	155 929	37 8 973	58 92	139 8 94		120 92월	164 i 94					-			- 12 9		17 17)2% 9	78 95%	22 91∛
DON'T KNOW / REFUSED	e	8	-	-	-	-	5 2者	1 1%	4 23	-	1 2	2 1 1	- *	2 28	2	1 % 1	. 2 .8]	: 1 .% 9	।क्ष	-	- •		-	1 1%	2 4*	1 1%	1 4%

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MARCH 28 - APRIL 11, 2013

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

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																			WORK					PAYERS	
		BII	E OF LING		CONTAC		PROBLE	?	RECENT EXPERI	ENCE	(MONTH	S)	ONTACT		ACCESS WEBSIT	в	SMART METER	DATA	WITH	OTHERS		VERIE TRACK	IAN (ONNECT	
	TOTAL	YES	N(с 	YES	NO	YES	NO	VS	VDS	12+ 	7-12	4-6	<3	YES				SUPP	UNSUP		2012			
UNWID, TOTAL	401		-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-	-	59	-		-	
WTD. TOTAL	401 100		-	-	74 1008	327 \$ 100%	65 5 100%	9 100%	35 100%	6 100%	3 100%	15 100%	14 100%	35 100%	83 : 100%	271 100%	19 r 100%	376 100%	-	-	59 100	-		-	
YES	19 5	8	-	-	4 5원	15 5 49	4 68	-	1 38	-	-	1 78	-	3 8%	15 18%	2 19	19 : 100%	-	-	-	1 29	-		-	
NO	376 94		-	-	67 90%	309 95₹	58 89%	9 100%	32 91%	6 100%	3 100%	14 93%	13 93%	30 85%	67 81%	266 98%	-	376 100%	-	-	57 971	-		-	
DON'T KNOW / REFUSED	6 2 ¹	8	-	-	3 41	3 ; 11	3 ; 5*	-	2 68	-	-	-	1 78	2 6*	1 1%	3 1%	-	-	-	-	1 29	-		-	

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

RESIDENTIAL	BILL	PAYERS	

									IDD PA																			
		RIDIAN		NECTI	ONS				А Н -	NNUAL OUSEHO	PRE-T)LD IN 3	AX COME				HOUSEE			VER		CON	NECTI		CUST	====		LTY (#	
							l men	W		\$	640-			35-54 9									2009		FA	AVOR D	IFF A RENT H	
UNWID. TOTAL	19					- 1	8	9	9	1	4	7	2	8	8	10	- 8								7	2	9	1
WTD. TOTAL	19 100%	-	-	-		_	.8 10% 11	9 00%	9 100%	1 100%	4 1008	7 1009	2 100%	8 100%	8 100%	10 100%	8 100)) दे	-	-	-	-	-	16	7 10%	2 100%	9 100%	1 100%
TOP 2 BOX	16 84%	-	-	-			5 148	6 678	9 100%	1 100%	3 768	7 100	2 \$ 100%	7 88%	6 76%	7 701	6 100) 2	-	-	-	-			6 178	2 100%	7 78%	1 100%
(5) VERY EASY	7 37%	-	-	-			6 13%	1 11%	5 55%	-	2 51	3 42	1 % 50%	4 50%	1 12%	3 291	<u>:</u> 36 ۴	-	-	-	-	-		-	3 I3ზ	1 48\$	3 338	-
(4) SOMEWHAT EASY	9 48%	-	-	-			9 08	5 56≹	4 458	1 100%	1 259	4 5 58	1 % 50%	3 38%	5 63%	4 41	5 8 62		-	-	-	-		-	3 148	1 52%	4 448	1 100%
(3) NEITHER BASY NOR HARD	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-		-	-	-	-	-
(2) SOMEWHAT UNEASY (HARD)	1 5%	-	-	-		-	1 5%	1 11%	-	-	1 241	-	-	-	1 12%	1 5 9'	*	-	-	-	-	-		-	1 138	-	-	-
(1) VERY UNEASY (VERY HARD)	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-		-	-	-	-			-	-	-	-	-
BOTTOM 2 BOX	1 5¥	-	-	-		-	1 5%	1 118	-	-	1 24	- *	-	-	1 128	1 3 9	ało	-	-	-	-		-	-	1 138	-	-	-
DON'T KNOW / REFUSED	2 11%	-	-		-	-	2 11%	2 23%	-	-	-	-	-	1 12%	1 138	2 3 20		-	-	-	-			-	-	-	2 228	-
MEAN S.D. S.E.	4.30 0.76 0.19	-	-	-	-	- 4. 0. 0.	76 0.	89	0.53			0.53	4.50 0.72 0.51		0.88		0.5	2	-	-	-		-	- 4. 1. 0.	05	0.73		4.00 0.00 0.00

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Q.E3E EASE OF ACCESSING INFORMATION

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

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																									PAYERS	
		BIL	LING		CONTA HYDRO	?	PROBLEM SOLVED?		RECEN EXPER	IENCE	(MON					ACCESS WEBSIT	ľВ	SMART METER I			OTHERS		VER II TRACI	DIAN (CING	ONNECT	
	TOTAL		NO		YE\$	NO	YEŜ NO		VS	VDS	12÷	7-12				YES	NO		NO	VERY SUPP					2010	2009
UNWED. TOTAL	19		-	-	4	15	4	-	1	-		-	1	-	3	15	2	19	-	-		1			-	
WID. TOTAL	19 100		-	-	4 100	15 % 100		-	1 100			- 10	1 0%	-	3 100%	15 : 100%	2 5 100	19 % 100%	-	-	-	1 100	ಕ		-	
TOP 2 BOX	16 84		-	-	2 50	14 8 94		-	-	-		-	-	-	2 668	13 876	2 5 100	16 등 84%	-	-	-	1 100	ł			
(5) VERY EASY	7 37		-	-	1 25	6 16 40	1 % 25%	-	-	-		-	-	-	1 33%	7 : 461	-	7 37%	-	-		1 100	8		-	
(4) SOMEWHAT RASY	9 48		-	-	1 25	8 * 54		-	-	-	-	-	-	-	1 33%	6 41%	2 ; 100	9 ¥ 48%	-	-	-	-	-			
(3) MEITHER BASY NOR HARD	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			. .
(2) SOMEWHAT UNEASY (HARD)	1 51	de	-	-	-	1 6	- ¥	-	-	-	-		-	-	-	1 6%	-	1 5%	-	-	-	-	-			
(1) VERY UNEASY (VERY HARD)	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
BOTTOM 2 BOX	1 51	5	-	-	-	1 6	-	-	-	-	-		-	7	-	1 68	-	1 5%	-	-	-	-	-			
DON'T KNOW / REFUSED	2 119		-	-	2 50	- t	2 50ቄ	-	ב 1001	-	-	10	-	-	1 348	1 7ቄ	-	2 11%	-	-	-	-	-			
MEAN S.D. S.E.	4.30 0.76 0.19		-	-	0.72		4.50 0.72 0.51	-	-	-	-	. .	-		4.50 0.72 0.51	4.36 0.83 0.22	4.00 0.00 0.00	0.76	-	-	-	5.00 0.00 0.00	-			

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

						RESIDE																_				
	TE	RIDIAN	3					÷	ANNUAL HOUSEHO - '0008	PRE-T.	AX. COME	AGE			HOUSEH	DLD SI	ZB	VERIDJ TRACKJ	LAN CO	NNECTI	ONS	CUS'	 S	R LOYA TILL I AVOR D	 N	
	TOTAL 20	12 20				TOTAL	MEN	WOMEN	<\$40		\$70+	18-34	35-54		1-2		6+	2012			2009	-		BLE E		
UNWID. TOTAL	395	-	-	-		337	173	164	38	63	146	35	128	172	174	151	10	-				- 1	32	49	186	23
WTD. TOTAL	394 100%	-	-	-		- 336 100%	172 : 100		38 100%	62 100%	146 100	35 100%	128 : 100%	172 100%	173 : 100%	151 ; 100%	10 : 100						31 00%	49 100%	187 100%	23 100%
TOP 2 BOX	173 44%	-	-	-	-	- 147 443	80 47		9 23%	23 36%	82 56	20 8 578	€5 ; 51%	61 36%	62 361	80 5 53%	4 40	- %		•	-		63 48¥	21 438	79 428	7 31%
(5) VERY LIKELY	79 20%	-	-	-		- 71 218	38 22		3 1 8%	13 21%	37 25	11 8 328	32 25월	28 16%	32 188	38 8 25%	1 : 10	- 8			-		27 20%	10 20놓	38 20%	4 178
(4) SOMEWHAT LIKELY	95 248	-	-	-		- 76 238	43 5 25		6 5 16%	10 16%	45 31	9 %25%	33 5 26%	33 198	30 8 179	42 281	3 30			-	-		37 28%	11 23%	41 228	3 14%
(3) NEITHER LIKELY NOR UNLIKELY	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-
(2) SOMEWHAT UNLIKELY	61 15%	-	-	-		- 50 151	24 5 14		2 5 *	6 10%	29 5 20	6 % 17%	21 16%	23 149	19 t 11	27 189	40 5 40	- *		-	-	-	12 9%	<u>ન</u> 9%	40 21%	3 14%
(1) VERY UNLIKELY	159 40%	-	-	-		- 139 41	67 8 39		27 ⊁ 72%	34 548	36 34	9 * 26	43 33%	86 507	91 ≵ 53	45 8 309	2 \$20			-	-	-	56 43욱	24 498	67 368	12 55%
BOTTOM 2 BOX	220 56%	-	-	-		- 189 569	92 1 53		29 참 77왕	39 641	64 k 44		63 49%	110 : 649	110 8 64	71 8 479	6 8 60			-	-	-	68 52\$	28 57%	107 578	16 5 69%
DON'T KNOW / REFUSED	1 *	-	-	-		- 1	-	- 1 1	- 6	-	-	-	-	1	1 8 1	-	-	-		-	-	-	-	-	1 18	-
MEAN S.D. S.E.	2.68 1.65 0.08	-	-	-	-	- 2.67 1.67 0.09			1.44	1.71	1.50	1.66	1.66		1.66	1.63	1.41	-		-	-	1.	69	2.57 1.71 0.25	1.62	1.65

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 ${\tt Q}, {\tt E3F}$ Likelihood of accessing smart meter data on the website in the future based on respondents asked question

		BII	LING		CONTA HYDRO		PROBLI)?	RECENT	ENCE	TIME S (MONTH	S)			ACCES!	I.B.	SMART METER		=====	OTHERS		VERI TRAC	DIAN (KING	CONNECT	IONS
	TOTAL					NO		ЙО 			12+ 				YES	NO		NO	SUPP					2010	
UNWID. TOTAL	395		-	-	71	324	61	10	33	6	3	15	13	33	82	268	19	376	-	-	58		-	-	
WTD. TOTAL	394 100		-	-	71 1004		61 1004	9 : 100	33 8 100%	5 ; 100%	3 100%	15 100%	13 100%	33 100%	82 1009	268 100	19 % 100%	376 100	- }	-	58 100		-	-	
TOP 2 BOX	173 44		-	-	27 389	146 5 45	22 8 368	5 52	11 338	4 5 67%	1 36*	5 33&	5 37%	16 49%	61 749	110 8 41	17 % 89%	157 42	-	-	27 46		-		
(5) VERY LIKELY	79 20		-	-	10 148	69 5 21	7 11%	3 324	2 6 %	2 34%	-	<u>३</u> २०३	1 88	6 18%	29 364	47 5 18	12 \$63\$	67 18	-	-	8 13	ŧ	-	-	
(4) SOMEWHAT LIKELY	95 24		-	-	17 24%	78 244	15 8 24≹	201	9 ; 27%	2 33%	1 36%	2 13%	4 30%	10 30%	31 384	62 5 23		90 24	-	-	19 33		-		
(3) NEITHER LIKELY NOR UNLIKELY	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	
(2) SOMEWHAT UNLIKELY	61 15		-	-	14 209	47 5 149	14 5 238	-	6 19%	-	1 35%	3 21≹	5 39%	3 98	9 119	49 5 18	1 १ 5१	60 16 ³	- t	-	11 19	k	-		
(1) VERY UNLIKELY	159 40		-	-	30 421	130 : 401	25 8 418	5 481	16 48€	2 33%	1 29%	7 45ቄ	3 24%	14 42%	12 148	110 5 41		158 42	- 8	-	21 35	ł	-		
BOTTOM 2 BOX	220 56		-	-	44 621		40 64%	5 489	22 678	2 33%	2 64*	10 67%	8 63%	17 51%	21 268	150 159	2 % 11%	218 58	-	-	32 54		-		
DON'T KNOW / REFUSED	1 *		-	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-		-		
MEAN S.D. S.E.	2.68 1.65 0.08		-	-	1.56		1.51		1.45	1.86	1.55		1.39	1.68				2.59 1.63 0.08	-	-	2.70 1.55 0.20		-		

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

				RESIDENTIAL BILL PAYERS																						
	VERIDIAN CONNECTIONS							1	ANNUAL HOUSBE	PRE-TA	/X						VERIDIAN CONNECTIONS					CUSTOMER LOYALTY GROUPS				
	TRACKING							\$40-						HOUSEHOLD SIZE			TRACKING				SEC-	STILL IN FAVOR DIFF		АТ		
	TOTAL 2					TOTAL N	IBN	WOMEN	<\$40			18-34 3	35-54 3	5+		3-5 6		2012	2011	2010	2009	URE	ABLE	ERENT	RISK	
UNWTO. TOTAL	401	399	62	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	53	-	-	133	51	187	24	
WTD. TOTAL	401 100%	399 100%	62 100%	-	-	341 100%	173 1009	168 100%	38 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 : 100%	11 1007	342 100%	52 100%	-	-	132 100		188 100%	24 100%	
TOP 2 BOX	54 13%	46 129	10 16%	-	-	48 14%	24 14	24 14%	6 16%	5 13%	22 15동	5 14%	25 19%	18 10%	15 88	31 20%	1 98	40 12%	9 178	-	-	25 19		22 129	1 : 4%	
(4) VERY LIKELY	15 48	18 58	 5	-	-	12 3%	5 35	7 \$ 43	1 3%	2 3왕	9 68	-	B 6≋	4 28	4 21	9 5 5 %	-	17 5ቼ	-	-	-	8 6		6 31	-	
(3) SOMEWHAT LIKELY	39 10%	28 75	10 16%	-	-	36 10%	19 11	17 10%	5 : 13%	6 98	13 9%	5 14 %	17 13%	14 8₹	11 69	23 5 15%	1 99	24 ; 78	9 178	- t	-	17 13		16 97	1 i 4%	
(2) NOT LIKELY	83 21%	100 254	8 ; 13%	-	-	73 21%	40 23	33 8 20%	3 8%	15 23응	39 268	8 23%	29 22%	36 21%	37 214	32 218	3 265	89 26%	8 15%	-		30 23		35 191	4 : 18%	
(1) NOT LIKELY AT ALL	256 64%	250 63	32 ≌ 52%	-	-	213 62%	109 63	104 8 628	29 5 778	35 56%	86 58%	22 63%	75 58%	114 65%	116 671	90 59%	6 561	210 61%	23 458	-		73 56		127 681	19 ; 78%	
BOTTOM 2 BOX	339 85%	350 885	40 5 658	-	-	286 84%	148 86	137 8 828	32 : 84%	50 79%	125 85%	30 86%	104 80%	150 86%	153 889	122 \$ 80%	9 82	299 : 87%	31 609	- t		103 78		162 873	23 96%	
DON'T HAVE A SOCIAL MEDIA ACCOUNT	6 28	3 19	2 8 38	-	-	6 2¥	1 1	5 % 3%	;	5 8¥	1 13	-	1 18	5 3%	5	- 8	1 91	3 18	2	- t		4 3	- \$	2 19	- k	
NOT ASKED	-	-	10 16%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10 191	- 6			-	-	-	
DON'T KNOW / REFUSED	2 18	1 *	1 1%	-	-	- 2 1ዩ	-	2 18	- \$	-	-	-	-	1 18	1 1	- k	-	1 *	1 18	- t			-	1 1	- 5	
MEAN S.D. S.E.	1.52 0.82 0.04	0.82		-	-		0.80	0.85	0.82	0.82	0.88	1.51 0.74 0.13	0.93	0.75			1.48 0.70 0.22	0.83	1.64 0.83 0.13	-		1.68 0.93 0.08		1.46 0.79 0.06	0.53	

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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)

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																			WORK				BILL PA		
		BIL	LING		CONTAC HYDRO	?	PROBLI SOLVEI	??	RECEN: EXPER	LENCE	(MONTH				ACCES WEBSI	ΓE	SMART METER		WITH	OTHERS		VERID TRACK	IAN CON ING	MECTI	
	TOTAL				yes 	NO			VS 			7-12		<3	YES	NO	yes	NO	SUPP	UNSUP		2012	2011		2009
UNWTD. TOTAL	401		-	-	74	327	64	10	35	6	3	15	14	35	83	271	19	376	-		59	56	9	-	-
WID. TOTAL	401 100	*	-		74 1004	327 1009	65 1008	9 100%	35 1004	6 1008	3 : 100%	15 100%	14 100%	35 1009	83 100	271 100		376 5 1009	- t		59 100		9 8 100%	-	-
TOP 2 BOX	54 13	ł	-	-	9 138	44 5 149	7 \$ 119	2 228	4 129	2 8 349	-	1 78	_3 22≹	5 15	17 8 20	33 8 12	4 8 219	49 5 138	- 6		6 10	6 10	1 8 88	-	-
(4) VERY LIKELY	15 4	ł	-	-	2 31	13 ; 49	2 3 8	-	2 61	-	-	-	1 78	1 3	5	9 13	2 % 10%	13 5 31	- k		3 5	1	- k	-	-
(3) SOMEWHAT LIKELY	39 10 ³	ł	-	-	7 10%	32 5 101	5 ; 8€	2 22€	2 61	2 5 348	-	1 78	2 15%	4 129	12 8 14	24 5 9	2 ¥ 11	36 5 109	- š		3 5	5 * 8	1 5 88	-	-
(2) NOT LIKELY	83 21	ł	-	-	18 248	65 208	17 5 26%	1 108	8 238	2 338	1 36%	5 33%	6 428	5 159	24 8 29	55 \$ 20	3 % 164	79 5 218	-		10 17		-	-	-
(1) NOT LIKELY AT ALL	256 641	40	-	-	46 621	211 648	39 5 618	6 68%	22 638	2 328	2 648	9 60%	5 36%	24 681	42 514	178 66	12 % 634	241 ; 64%	-		43 73-	40 8 701	9 5 92%	-	-
BOTTOM 2 BOX	339 851	ł	-	-	64 86%	275 841	56 ; 87%	7 788	30 858	4 668	3 100%	14 93%	11 78%	29 831	66 804	234 5 86	15 % 79%	320 85%	-	-	53 90	51 8 90%	9 5 92%	-	-
DON'T HAVE A SOCIAL MEDIA ACCOUNT	6 21	ł	-	-	1 18	5 23	1 ; 2%	-	1 38	-	-	-	-	1 31	-	4 1	-	6 2월	-	-	-	-	-	-	-
NOT ASKED	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DON'T KNOW / REFUSED	2 14	5	-	-	-	2 18	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-
MEAN S.D. S.E.	1.52 0.82 0.04		-	-	0.79	0.83		0.87	0.87	0.89	0.60	0.64	0.92	0.83	0.91	0.80	1.68 1.05 0.24	1.51 0.81 0.04	-	-	0.80	1.43 0.75 0.10	0.58	-	-

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

						RESIDEN																			
		RRIDIAN	CONDUR	CULTON	•				ANNUAL	PRE-TA	₩.									NNECTI			MER LO		
		TRACKING	-													olo siz	B	TRACKI	NG				STILL FAVOR	IN	
		2012 20				TOTAL M	(EN	WOMEN		\$40- <\$70 :						3-5 6		2012			2009	URE		ERENT	
UNWTD. TOTAL	401	399	-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	343	-			133	51	187	24
WID. TOTAL	401 100%	399 100%	-	-	-	341 100%	·173 100%	168 100%	38 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	342 100%				132 100			24 \$ 100%
I AM ALREADY RECEIVING MY HYDRO BILL ELECTRONICALLY	40 10%	33 8%	-	-	-	37 11%	22 13≹	15 91	4 118	5 : 8%	18 12%	6 17%	13 10%	18 10%	17 10%	19 12ዩ	1 9%	31 9%				10		18 k 10	3 % 13%
I USE ON-LINE BANKING AND WILL DEFINITELY BE REQUESTING THAT MY BILL BE SENT TO ME ELECTRONICALLY	55 14%	48 12%	-	-	-	50 15%	25 14%	25 158	2 58	7 : 11%	27 18≹	7 20%	26 20놓	17 10%	24 14%	25 16%	์ 9¥	43 13%				· 19		24 \$ 13	4 % 17%
I USE ON-LINE BANKING BUT PREFER TO HAVE PAPER STATEMENTS	131 33%	163 41%	-	-	-	1 15 34%	61 35%	55 324	5 131	15 5 24%	70 47ቴ	14 40%	58 45ዩ	43 25∛	44 25≹	66 43%	4 36%	140 41%	r			3	5 19 7% 38		
I PREFER TO HAVE THE PAPER COPY OF MY BILLS	99 25%	92 23%	-	-	-	79 23%	41 248	38 231	13 ; 341	19 5 30%	20 14%	6 17%	20 16%	51 298	50 29%	27 18%	2 198	75 ; 22%	ŝ			- 3 [.] 2	1 9 58 18	4_7 %r 25	-
I DON'T USE ON-LINE BANKING	76 19%	60 15%	-	-	-	- 60 18%	25 148	35 219	14 379	17 17	13 98	2 6%	12 9%	45 26%	39 22%	16 11%	3 278	49 14%	ŧ		-	- 2	3 11 1% 21		+
DON'T KNOW / REFUSED	1 *	4 1%	-	-	-	· -	-	-	-	-	-	-	-	-	-	-	-	4 18	ŝ	-	-	-	- 1 2	- 8	-

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

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		BII	LING	-	CONTA HYDRO	,	PROBLE	?	RECENI	ENCE	(MONTE	SINCE CO			ACCESS WEBSIT	B	SMART METER			OTHERS		VERIDE TRACKI	AN C	ONNECT	
	TOTAL					NO		NO				7-12				NO		NO	SUPP	UNSUP		2012		2010	
UNWID. TOTAL	401		-	-	74	32 7	64	10	35	6	З	15	14	35	83	271	19	376	-	-	59	56			
WTD. TOTAL	401 100		-	-	74 100%	327 100	65 ⊧ 100≹	9 1004	35 \$ 100%	6 1009	3 ; 100%	15 100%	14 100%	35 100%	83 100%	271 100 ³	19 5 100%	376 1004	- ¥	-	59 100	57 % 100%			
I AM ALREADY RECEIVING MY HYDRO BILL ELECTRONICALLY	40 10		-	-	5 78	35 119	4 5 68	1 104	1 3 %	2 338	-	-	-	4 118	23 28%	15 61	9 481	30 81	-	-	3 5	2 % 4%			· –
I USE ON-LINE RANKING AND WILL DEPINITELY BE REQUESTING THAT MY BILL BE SENT TO ME ELECTRONICALLY	55 14		-	-	7 10%	48 158	6 : 98	1 109	2 5 6%	-	-	3 20%	-	4 12%	18 21동	35 134	2 10%	52 149	-	-	5 B	4 8 88			
I USE ON-LINE BANKING BUT PREFER TO HAVE PAPER STATEMENTS	131 33		-	-	28 37≹	103 328	25 39%	3 318	14 39%	2 34%	3 : 100%	8 55%	8 56북	7 20%	28 34왕	100 379	5 26%	124 331	 1	-	16 26	23 8 40%			_
I PREFER TO HAVE THE PAPER COPY OF MY BILLS	99 25 ³		-	-	16 22%	82 259	15 22¥	2 218	8 ; 24%	2 33%	-	1 7%	4 28∛	8 23∛	12 15%	71 269	3 : 15%	96 254	-	-	19 33	17 5 30%			
I DON'T USE ON-LINE BANKING	76 19		-	-	17 23%	59 181	14 22%	3 288	9 258	-	-	3 18%	2 16%	11 31%	2 2%	49 181	-	74 208	-	-	16 26	10 8 18%	-		
DON'T KNOW / REFUSED	1 *		-	-	1 2%	-	1 2%	-	1 3%	-	-	-	-	1 3%	-	1 *	-	-	-	-	1 2 ⁹	-	-		-

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0.55 LIKELIHOOD OF THE FOLLOWING TO ENCOURAGE CUSTOMERS TO GO PAPERLESS FOR BILLING: PROVIDING A ONE-TIME FINANCIAL INCENTIVE TO SWITCH RASED ON RESPONDENTS IN GROUP A WITH A FERLING ABOUT RESCTRONIC BILL STATEMENTS

									BILL F																		
			_			1				ANNUAL HOUSEHO	PRE- DLD I	TAX							VERIDI				-		YALTY		
		TRACK								- '000							OLD SI2	ZE .	TRACKI	NG				STIL			
	TRACKING TOTAL 2012 2011 2010 2009						TOTAL 1	MEN	WOMEN		\$40- <\$70	\$70+	18-34			1-2	3-5 6	5+	2012					ABLE		T RIS	K
UNWID. TOTAL	400	394		-	-	-	342	174	168	38	64	148	35	130	174	175	153	11	338	-	-		133	5) 18	7	24
WTD, TOTAL	400 100			-	-	-	341 100%	173 100		38 5 100%	63 100	148 % 100		130 100%	174 100%	174 100%	153 100%	11 100%	338 100%	-			132 100	-			24 .00%
TOP 2 BOX	199 50			-	-	-	171 50%	94 54		9 5 24%	28 44	93 8 63		80 61%	65 38%	62 36%	103 67%	5 451	223 66%	-	-		- 70 53			-	11 47%
(5) VERY LIKELY	112 26			-	-	-	101 30%	56 32		4 11%	16 25	53 %36		50 38%	36 21%	41 24%	58 38%	2 189	132 39%	-	-		- 40 39		-	7 5ზ	5 21%
(4) SOMEWHAT LIKELY	87 22			-	-	-	70 21%	38 22		5 k 13%	12 19			30 23%	29 178	21 12%	45 i 29%	3 271	91 남 27왕	-			· 24		-	5 48	6 26*
(3) NEITHER LIKELY NOR UNLIKELY	4 1		3 18	-	-	-	4 1왕	2		- k	-	3 2		1 : 18	2 18	1 : 1%	3 ; 28	-	3 1%	- r			•	ह		2 1१	-
(2) SOMEWHAT UNLIKELY	50 13		2 Bት	-	-	-	39 118	18 10		2 ৳ 5%	6	17 % 11		18 14%	16 98	24 5 148	14 5 9%	1 9	26 6 88	-			- 1:			!9 .5¥	-
(1) VERY UNLIKELY	139 35		7 2∛	-	-	-	122 36%	58 33		26 8 698	30 47			30 : 23%	87 50%	85 498	31 5 21%	5 46	71 21%	-			- 4: 3:				12 498
BOTTOM 2 BOX	189 47		9 0%	-	-	-	161 47%	76 44		28 당 74월	35 56			48 ; 37%	103 598	109 5 629	45 30왕	6 55	98 ≵ 29%	-			- 6				12 49%
DON'T KNOW / REFUSED	8 2		4 4 %	-	-	-	5 1%	2	93 182	1 8 38	-	-	-	1 1%	3 29	2 5 19	2 5 18	-	14 4%	-				-	1 1%	4 2∛	1 4ზ
MEAN S.D. S.E.	1.71	3.5 1.5 0.0	9	-	-	-	2.97 1.73 0.09		1.72	1.51	2.66 1.76 0.22	1.62			2.48 1.70 0.13		1.57	2.61 1.74 0.52	1.60	-	-	-	1.7				. 80

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0.25 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

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																			WORK			RCIAL B			
		BII	TING		CONTA HYDRO	ŝ	PROBLI	0?	RECENT EXPERI	ENCE	(MONTE				ACCESS WEBSI	Œ	SMART METER		WITH =====	OTHERS		VERIDI TRACKI	AN CO NG	NNECTI	
	TOTAL				YES	NO	YES	NÖ				7-12		<3	YES	NO	YES	NO	SUPP	UNSUP		2012		2010	2009
UNWID. TOTAL	400		-	-	73	327	63	10	34	6	3	15	14	34	83	270	19	376	-	-	58	56	-		-
WID. TOTAL	400 100		-	-	73 100	327 8 100	64 1008	9 100%	34 100≹	6 100%	3 100%	15 : 100%	14 100%	34 1008	83 1008	270 5 100	19 % 100%	376 ; 100	-	-	58 100	57 \$ 100%	-		-
TOP 2 BOX	199 50		-	-	34 47	164 8 50	28 8 448	6 649	15 45%	5 848	2 718	6 : 41%	8 56%	18 548	62 ; 749	128 47	13 8 698	186 49	- t	-	27 47	36 63%	-		-
(5) VERY LIKELY	112 28		-	-	20 27	92 8 281	17 \$ 278	3 321	10 30%	2 33%	-	6 418	2 14क्ष	12 36%	39 5 478	70 25		100 27	-	-	$11 \\ 19^{3}$	11 18%	-		-
(4) SOMEWHAT LIKELY	87 22		-	-	14 194	72 8 224	11 \$ 18%	3 32%	5 15*	3 51%	2 71청	-	6 43≋	6 18#	23 288	57 21-	1 % 5%	86 23	-	-	16 28	26 3 45%	-	-	-
(3) NEITHER LIKELY NOR UNLIKELY	4 13	š	-	-	-	4 18	-	-	-	-	-	-	-	-	-	2 1	- 8	4 19	-		-	-	-	_	-
(2) SOMEWHAT UNLIKELY	50 139	Ì	-	-	13 189	37 11 בב	11 ; 17%	2 18%	7 208	-	1 29%	2 148	4 28%	5 148	8 : 10%	40 15	1 * 5*	47 138	-	-	11 199	6 5 10%	-	-	-
(1) VERY UNLIKELY	139 358	5	-	-	24 331	115 5 355	23 36%	1 10%	11 338	1 16%	-	6 41%	1 7ዩ	11 32%	12 15%	96 35	4 & 21%	134 369	-	-	17 299	15 26%	-	-	-
BOTTOM 2 BOX	189 479	10	-	-	37 518	152 \$ 479	34 548	3 298	18 53%	1 16%	1 29者	8 558	5 36%	16 46%	20 24%	136 50	5 8 26%	181 489	-	-	29 489	21 378	-	-	-
DON'T KNOW / REFUSED	8 29	ŝ	-	-	2 24	6 21	1 ; 2%	1 78	1 2₩	-	-	1 5*	1 88	-	1 18	5 2 ⁵	1 8 58	6 18	-	-	3 54	-	-	-	-
MEAN S.D. S.E.	2.95 1.71 0.09		-	-	1.70	1,71	1.71	1.50	1.73	1.46	1.14	2.85 1.96 0.53	1.32	1.76	1.48			2.92 1.70 0.09	-	-	1.60	3.18 1.54 0.20	-	-	-

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Q.55 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 FRELING ABOUT ELECTRONIC BILL STATEMENTS

						RESIDEN																			
								7 F	ANNUAL HOUSEE(PRE-TA	x							VERIDI				CUSTO		YALTY	
		ERIDIAN (RACKING	CONNE	CTIONS					- '0008	5						OLD SI2	E	TRACKIN	яG				STILL	IN	
		012 201				TOTAL M	EN	WOMEN «		\$40- <\$70				55÷	1-2	3-5 6	5+	2012 2						DIFF ERENT	
UNWID. TOTAL	400	394	-	-	-	342	174	168	38	64	149	35	130	174	175	153	11	338	-	-	-	133	50	187	24
WTD. TOTAL	400 100%	396 100%	-	-	-	341 100%	173 100%	168 100%	38 100%	63 100%	148 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	338 : 100%	-	-		132 100			24 % 100%
TOP 2 BOX	157 39%	200 50%	-	-	-	136 40%	73 42왕	64 38%	12 32%	27 43%	70 478	20 57%	65 50%	52 30%	47 278	85 56%	4 358	176 52≹	-	-		- 62 47			
(5) VERY LIKELY	76 19ቼ	118 30%	-	-	-	69 20≹	35 20%	34 20%	6 168	13 20%	35 24%	12 34%	33 25≹	24 143	22 13%	44 29%	3 269	103 8 318	-	-		- 36 29	-		
(4) SOMEWHAT LIKELY	81 20%	82 21%	-	-	-	67 20≹	38 22%	29 18¥	6 16욱	14 22%	35 24%	8 23\$	32 25%	27 16%	26 15%	41 : 27%	1 99	73 8 228	-	-		- 24 18			
(3) NEITHER LIKELY NOR UNLIKELY	4 18	4 1ኝ	-	-	-	3 1%	2 1%	1 1%	-	-	2 18	-	2 28	1 18	2 : 1%	1 ; 1%	-	4 1ቼ	-			-	8	1	- ¥
(2) SOMEWHAT UNLIKELY	66 17%	64 16%	-	-	-	54 16%	30 178	24 : 14%	5 13%	7 : 118	27 188	8 1 23%	17 13ዩ	28 16%	28 ; 16%	23 158	2 199	52 t 15%	-		<u> </u>	- 19	5 11 18 23		
(1) VERY UNLIKELY	167 428	119 30%	-	-	-	145 438	67 398	78 5 46%	21 55%	29 ; 47%;	49 339	7 ; 20%	46 35%	91 533	95 558	44 298	5 46	98 8 298	-			- 51 41) 21) १ 41		
BOTTOM 2 BOX	234 58%	184 46%	-	-	-	199 58%	97 568	102 5 60%	26 68%	36 57≹	76 5 18	15 43%	63 48%	119 69%	123 \$ 718	67 5 448	7 65	150 % 44%	-		-	- 61 51		L 119 2% 62	
DON'T KNOW / REFUSED	5 1%	9 28	-	-	-	3 1%	1 1%	2 5 1%	-	-	-	-	-	2 19	2 5 18	-	-	9 38	-		-		L .	. 1	2 18 78
MEAN S.D. S.E.	2.50 1.63 0.08	3.04 1.68 0.09	-	-	-			2.51 1.67 0.13				3.29 1.61 0.27	1.68	1.55	1.51	3.12 1.65 0.13	1.79	1.68	-	-	-	1.7		L 1.50	2.05 5 1.59 1 0.34

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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

																								PAYERS	
		BIL	-	E	YDRO	?	PROBLI SOLVEI);	RECENT	ENCE	(MONTI				ACCES: WEBSI	LE	SMART METER		=====	OTHERS		VERIDI TRACKI	EAN C	ONNECT	IONS
	TOTAL		NO			NO		NO	vs	VDS	12+	7-12	4-6	<3 	YES	NO	YES	NO 	SUPP					2010	
UNWTD. TOTAL	400		-	-	73	327	63	10	34	6	з	15	14	34	83	270	19	376	-		58	56		-	
WTD. TOTAL	400 1008	i	-	-	73 100%	327 1005	64 1008	9 5 100	34 1001	6 1008	3 1008	15 5 100%	14 100%	34 100	83 \$ 100	270 \$ 100		376 100	- 8	-	58 100	57 8 1009	ł	-	
TOP 2 BOX	157 398	5	-	-	27 379	130 5 409	23 8 379	4 43	10 5 309	3 519	-	5 348	6 438	15 459	45 8 54	107 39		145 39	- 8	-	21 36	23 8 419	\$	-	
(5) VERY LIKELY	76 198	ŝ	-	-	11 15៖	65 201	10 168	1 : 11	5 5 158	2 35%	-	3 20%	1 7왕	7	27 8 33	46 5 17		67 18	-	-	7	14 14 258	5	-	
(4) SOMEWHAT LIKELY	81 20%	5	-	-	16 228	65 201	13 3 218	3 31	5 161	1 167	-	2 14%	5 36%	8 241	18 \$ 21	61 5 22		78 21	*	-	14 24	9 169	Ŧ		
(3) NEITHER LIKELY NOR UNLIKELY	4 18	5	-	-	1 18	3 ; 18	1 2%	-	1 38	-	-	1 78	-	-	-	4 1	- *	4 1	-	-	1 25	-			
(2) SOMEWHAT UNLIKELY	66 178	;	-	-	12 167	54 ; 171	10 5 16%	2 21	5 5 148	1 : 168	1 4 368	1 5 6%	6 43*	4 119	13 8 159	50 5 18		64 179	-	-	12 21	12 8 219	5		
(1) VERY UNLIKELY	167 42%	;	-	-	31 42₹	137 428	28 448	2 268	17 491	1 16%	2 541	8 ; 53%	1 7音	14 418	24 1 291	109 5 40		158 428	- t	-	22 385	22 38%			
BOTTOM 2 BOX	234 58놓	ī	-	-	43 588	191 588	38 60%	4 478	22 5 641	2 334	Э 100%	9 ; 59%	7 50ቼ	18 534	37 459	158 59	9 % 47%	223 599	-	-	35 599	34 59≹			· -
DON'T KNOW / REFUSED	5 1%	;	-	-	2 38	3 ; 18	1 ; 2%	1 104	1 ; 3%	1 16%	-	-	1 78	1 38	1 8 19	1 ; *	-	4 19	-	-	2 39	-			· -
MEAN S.D. S.E.	2.58 1.63 0.08		-		1.59	2.59 1.64 0.09	2,47 1.61 0.20			3.44 1.81 0.81	0.60	2.43 1.73 0.46	1.26				3.17 1.92 0.44	2.55 1.62 0.08	-	-	1.52	2.68 1.69 0.22		- ,	· _

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		RESIDENTIAL B				
	VERIDIAN CONNECTIONS		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			CUSTOMER LOYALTY GROUPS
	TRACKING	-		AGE HOUSEHOLD SIZE	TRACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 200	TOTAL MEN W	WOMEN <\$40 <\$70 \$70+	18-34 35-54 55+ 1-2 3-5 6+	2012 2011 2010 2009	
UNWTD. TOTAL	400 394	- 342 174	168 39 64 148	35 130 174 175 153 11	L 338	133 50 187 24
WID. TOTAL	400 396 100% 100%	- 341 173 100% 100%	168 38 63 148 100% 100% 100% 100%	35 130 174 174 153 11 100% 100% 100% 100% 100% 100		132 50 188 24 100% 100% 100% 100%
TOP 2 BOX	171 222 43% 56%	- 145 75 43% 43%	71 12 31 70 : 42% 32% 49% 48%	20 61 64 57 82 6 578 478 378 338 538 54	5 198 4% 58%	68 21 74 8 51% 41% 40% 34%
(5) VERY LIKELY	71 114 18ዬ 29ዬ	- 63 31 18% 18%	32 6 14 28 19% 16% 22% 19%	10 25 28 29 31 3 5 28% 19% 16% 17% 20% 27	100	36 7 22 6 27% 15% 12% 26%
(4) SOMEWHAT LIKELY	99 108 25% 27%	- 82 44 24% 25%	38 6 17 42 5 23% 16% 27% 28%	10 36 35 29 51 3 5 29% 27% 20% 16% 33% 27	3 96 78 288	32 13 52 2 24% 27% 28% 8%
(3) NEITHER LIKELY NOR UNLIKELY	4 2 1% 1%	- 4 3 1% 2%	1 2 5 1% 1%	- 3 1 2 2 - 5 2% 1% 1% 1%	- 2 1%	2 - 1%
(2) SOMEWHAT UNLIKELY	65 56 16% 14%	- 54 29 16% 17%	25 3 7 26 ; 15% 8% 11% 10%	8 19 27 28 25 \$ 23% 15% 15% 16% 16%	~ 42 12%	13 8 42 2 10% 15% 22% 8%
(1) VERY UNLIKELY	155 108 39% 27%	- 135 65 40% 37%	71 23 25 49 \$ 42% 61% 39% 33%		5 89 St 268	50 22 68 13 38% 44% 36% 54%
BOTTOM 2 BOX	220 164 55% 42%	- 139 94 55% 54%	95 26 32 75 57% 68% 50% 50%	10 00 100 111 00	5 1 31 5% 39%	63 29 110 15 48% 59% 58% 62%
DON'T KNOW / REFUSED	5 7 1% 2%	- 3 2 1% 1%	1 - 1 1 5 18 18 18	- 1 1 1 1	- ? 21:	1 - 2 1 18 18 48
MEAN S.D. S.E.	2.66 3.16 1.61 1.64 0.08 0.08	1.62 1.61		3.22 2.81 2.43 2.35 3.01 2.90 1.57 1.62 1.61 1.60 1.57 1.8° 0.27 0.14 0.12 0.12 0.13 0.56	7 1.64	2.93 2.54 2.56 2.42 1.73 1.61 1.50 1.81 0.15 0.23 0.11 0.38

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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

																					RÇIAL B			
		BILLIN	G	CONTA HYDRO	?	PROBLE SOLVED	3	REĆENI EXPERI	ENCE	(MONTH				ACCESS WEBSIT	Е	SMART METER I		=====	OTHERS		VERIDI TRACKI	AN CC NG	NNECT.	IONS
	TOTAL		NO	YES	NO	YES			VDS		7-12				NO	YES	NO	VERY SUPP	UNSUP		2012			
UNWID. TOTAL	400	-	-	73	327	63	10	34	6	з	15	14	34	83	270	19	376	-		58	56	-		· -
WTD. TOTAL	400 100%	-	-	73 100	327 1009	64 5 100%	9 100*	34 100≹	6 : 100%	3 100%	15 100%	14 100≹	34 100≹	83 100%	270 1004	19 ≹ 100%	376 100	-	-	58 100		-		• -
TOP 2 BOX	171 438	-	-	28 39 ¹	142 44	23 371	5 53%	11 33%	3 51%	2 718	6 41%	5 36%	15 44%	50 60%	114 429	11 58%	159 42 ³	-	-	25 44		-		
(5) VERY LIKELY	71 18%	-	-	11 15	60 185	9 5 14%	2 22*	3 98	1 18%	1 35%	4 27%	1 78	5 158	27 33%	41 154	8 8 428	62 17	- 6	-	8 14		-		· -
(4) SOMEWHAT LIKELY	99 25%	-	-	17 24	82 1 25	14 \$ 238	3 31*	8 243	2 338	1 36%	2 14%	4 30%	10 29%	23 28%	72 27	3 16%	96 26	-	_	17 30		-		
(3) NEITHER LIKELY NOR UNLIKELY	4 18	-	-	-	4 19	- t	-	-	-	-	-	-	-	-	4 23	-	4	- 8	-	-	-	-		. .
(2) SOMEWHAT UNLIKELY	65 16%	-	-	15 20 ³	51 8 159	13 \$ 20%	2 218	6 178	2 338	-	1 6¥	6 428	7 20%	14 17%	48 184	4 8 218	60 16	- 8	-	12 20		-		• -
(1) VERY UNLIKELY	155 39%	-	-	29 39	126 5 385	26 \$ 41%	2 26*	16 478	1 : 16%	1 29%	8 53%	2 14%	12 35%	18 22%	100 375	4 21%	150 40	-	-	19 33		-		
BOTTOM 2 BOX	220 55%	-	-	44 603	176 54	39 5 62≹	4 478	22 64%	3 : 49%	1 29%	9 59%	8 56%	19 56%	33 40%	148 55	8 ≹ 42≹	209 56	- *	-	31 53		-		• -
DON'T KNOW / REFUSED	5 1%	-	-	1 1	4 5 19	1 1 28	2	1 38	-	-	-	1 7%	-	-	4 15	-	4 1	- 8	-	2 3	- 8	-		• -
MEAN S.D. S.E.	2.66 1.61 0.08	-	-	1.58		1.56	1.65	1.51	1.56	2.05	1.86	1.31	1.58	1.60	1.57	3.37 1.71 0.40	2.63 1.60 0.08	-	-	1.55	2.71 1.61 0.21	-	. .	

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Q.ES 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

					RESIDE																			
	v	ERIDIAN CO	ONNECTI	IONS				ANNUAL	PRE-T	AX		****					VERIDI				CUSTO			GROUPS
		RACKING							\$40-						OLD SI		TRACKI				- 997-	STIL	IN DIFF	ስጥ
		012 2011			TOTAL	MEN	WOMEN			\$70+	18-34					5 +	2012						ERENT	
UNWTD. TOTAL	400	394			342	174	168	38	64	148	35	130	174	175	153	11	338	-			- 13	3 5() 187	24
NTD, TOTAL	400 100%	396 100%			341 100%	173 100%	168 100%	38 100%	63 100%	146 100%	35 100%	130 100%	174 100%	174 100%	153 100%	11 100%	338 \$ 100%	-			- 13:			
TOP 2 BOX	170 42%	212 54%			145 43%	74 438	72 43%	10 26%	29 47%	70 478	20 57%	62 48%	63 368	60 35%	79 52∛	6 548	186 55%	-		•	- 61 5:	3 23 18 43		
(5) VERY LIKELY	76 19%	105 27%			69 20%	36 218	33 : 20%	4 11%	19 31%	32 228	11 ; 31%	30 23%	29 178	34 19%	32 21%	4 36%	92 \$ 27%	-	-		- 3	3 8 98 10		
(4) SOMEWHAT LIKELY	94 248	106 27%			76 22%	37 228	38 ; 23%	6 16%	10 16%	38 261	9 3 26%	32 25%	34 19%	26 15%	47 31%	2 187	94 1 28월	-			- 2:	9 13 28 21		
(3) NEITHER LIKELY NOR UNLIKELY	3 18	4 1ኔ			3 18	3 28	-	-	-	1 18	-	2 2동	1 18	1 : 1%	2 1%	-	3 18	-				Լ ։ Լե	. :	<u> </u>
(2) SOMEWHAT UNLIKELY	63 16%	60 15%			53 15%	29 178	24 14%	4 10%	6 10%	28 191	9 26%	21 16%	23 13%	24 14%	27 18%	1 99		-		-	- 1	L 1: 3% 2:		-
(1) VERY UNLIKELY	154 39%	115 29≹			131 38%	64 379	67 5 40%	22 58%	26 41%	47 329	6 17%	45 35%	79 46%	84 48%	42 28%	4 378	95 \$28%	-			- 5' 3:	L 1' 98 34		
BOTTOM 2 BOX	217 54%	175 44%	. .		184 54%	93 538	91 54%	26 68%	32 50%	75 519	15 43%	66 51%	102 59%	108 62%	69 45%	5 469	144 k 428	-			- 6	2 2' 78 5!		
DON'T KNOW / REFUSED	10 2%	5 1%	- .		9 38	4 28	5 3 8	2 : 5%	2 38	2 11	-	-	୫ 5 ଷ	5 ; 3%	3 2%	-	5 2%	-		-		1 1 18 2		7 - 12
MEAN S.D. S.E.		3.07 1.64 0.08						2.05 1.53 0.26			3.28 1.56 0.27		1.64	1.66		3.07 1.87 0.56	3.12 1.63 0.09	-		-	- 2.9 1.7 0.1	5 1.5	3 1.5	

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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

																			WORK			-		PAYERS	
		BII	LIN	3	CONTA HYDRO	?	PROBLI SOLVEI	0?	recent experi	ENCE	(MONTE				ACCESS WEBSIT	TE .	SMART METER		WITH	OTHERS		VERID: TRACK	EAN (ENG	CONNECT	IONS
	TOTAL			NO	YES	NO		NO	VS 	VDS		7-12			YES	NO		NO	VERY SUPP	UNSUP				2010	2009
DAWID. TOTAL	400		-	-	73	327	63	10	34	6	3	15	14	34	83	270	19	376	-	-	58	56		-	
WID. TOTAL	400 100		-	-	73 100		64 100%	9 1008	34 100%	6 1009	3 ; 100%	15 : 100%	14 100%	34 100%	83 100%	270 3 100	19 월 100월	376 1008	-	-	58 100	57 \$ 1009	ł	-	- -
TOP 2 BOX	170 42		-	-	33 46		27 8 439	6 621	16 5 48%	3 518	3 ; 100%	5 : 34%	7 50월	17 51%	54 65%	106 39	12 % 63%	157 428	-	-	24 42	25 8 451	ţ	-	· _
(5) VERY LIKELY	76 19		-	-	12 16		9 149	3 318	6 : 17%	1 17%	1 29%	4 278	1 78	6 17왕	25 30%	49 5 18	10 10	65 178	- r	-	6 10 ⁴	13 6 241	5		
(4) SOMEWHAT LIKELY	94 24		-	-	22 30 ²	-	19 \$ 298	3 318	11 31%	2 348	2 : 71.8	1 7ዩ	6 43≵	11 33%	29 36%	58 21	2 \$ 11%	92 24%	-	-	18 31,	12 218	f		· _
(3) NEITHER LIKELY NOR UNLIKELY	3 1 ¹	\$	-	-	-	3 15	-	-	-	-	-	-	-	-	-	3 1	- 8	3 1%	-	-	-	1 19	ſ		
(2) SOMEWHAT UNLIKELY	63 63		-	-	12 16	51 8 169	10 5 16%	2 21%	6 17%	2 328	-	3 20∦a	3 21%	6 178	13 16%	44 16	4 218	58 15%	-	-	10 179	11 5 189			· _
(1) VERY UNLIKELY	154 39		-	-	27 371	128 8 394	25 40%	2 18%	11 32%	1 168	-	7 46%	3 21%	11 32%	15 18%	109 41	3 ≿ 16%	149 40%	-	-	23 401	20 368	r		
BOTTOM 2 BOX	21 7 54	8	-	-	39 53	179 1551	35 55%	4 38%	17 498	3 49%	-	10 66%	6 43%	17 49%	29 35%	153 57	7 \$37%	207 55%	-	-	33 575	31 548			· -
DON'T KNOW / REFUSED	10 23		-	-	1 19	9 8 38	1 ; 2%	-	1 38	-	-	-	1 78	-	-	7 3'	-	9 2%	-	-	1 29	-			_
MEAN S.D. S.E.	2.68 1.63 0.08		-	-		1.64	1.59	1.61	1.60	1.55	0.57	2.49 1.77 0.47	1.43	1.59	1.52	1.62	3.64 1.67 0.39	2.63 1.62 0.08	-	-		2.78 1.66 0.22			. <u>.</u>

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)

						RESIDEN					*****														
	т	RACKII			s				ANNUAL HOUSEHO - '0008	PRÉ-TÀ DLD IN(B	AX COME				HOUSEH)LD SIZ	E I	ZERIDI. TRACKI	AN CON NG	NECTIO	ONS	CUSTO 	ER LOY STILL FAVOR	====== IN	=====
	TOTAL 2		2011 2			TOTAL M	(EN I	WOMEN	<\$40 <			18-34 3			1-2		+ 7			2010	2009	URE	ABLE	ERENT	
UNWID. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50 100%	53 100%	340 100%	-	-	42 100%	24 100%	18 : 100%	2 i 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100%	16 100%	2 100%	42 100%	290 1004	r. k	-	12 100	4 % 100%	33 100%	1 100%
YES	11 21%	15 29음	82 24왕	-	-	9 21%	4 16%	5 28%	-	4 328	3 16%	2 34%	2 14ቄ	5 23%	3 ; 13%	4 24%	1 51%	14 33%	71 243	f –	-	- 3 25	2 \$ 49\$	5 18%	-
NO	6 12%	3 68	28 8%	-	-	5 12%	2 98	3 : 16%	2 100%	-	1 5%	-	1 8%	4 198	4 18%	1 7ዩ	-	2 4%	20 7	- 8	-	2 17	- *	4 128	-
ALREADY DONE	33 65월	33 62%	228 678	-	-	27 65%	17 71%	10 56%	-	68 <i>8</i>	14 741	4 66≹	11 78%	11 548	15 69%	11 69%	-	26 63%	200 69	-	-	- 7 59	1 % 27%	23 708	1 100%
DON'T KNOW / REFUSED	1 2ዩ	1 38	2 *	-	-	1 2%	1 4%	-	-	-	1 58	-	-	1 49	- k	-	1 49%	-	-	-	-		1 248	-	-

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0.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE POLLOWING: INSTALLING ENERGY-EFFICIENT LIGHT BULBS OR LIGHTING EQUIPMENT BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS'IN GROUP A (2011)

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and the second
																				WORK					PAYERS	
		BILLI		CONTAC HYDRO?	}	PROBL SOLVE	D?		NT RIENCE	(MON'I	SINCE HS)				ACCES WEBS		ME		DATA	WITH	OTHERS ====== VÉRY		VERIE TRACK	IAN CO	ONNECT:	IONS
	TOTAL		NO		NO	YES	NO	vs	VDS	12+	7-12		-		YES	NO	YE		NO	SUPP	UNSUP		2012	2011	2010	2009
UNWTD. TOTAL	50	35	8	9	41	9		-	4	- 1	. :	1	4	3		-	-	-		- 18	2	8	11	41	3 -	
WID. TOTAL	50 100	35 % 100	8 100	9 % 100%	41 : 100	9 8 100		- 10	4 · 078	- 1 100	: 10 الا	1 0%	4 100%	3 100≹	5	-	-	-		- 18 100	2 100	8 100	11 % 100	50 % 100		
YES	11 21	6 % 17	3 8: 37	1 % 11%	10 24	1 1 11		- 2	1 · 5%			-	1 25%	-		-	-	-		- 2 11	- हे	2 24	2 € 15	12 8 23		· -
NO	6 12	4 8 11	1 13	- 8	6 159	-		-				-	-	-	-	-	-	-		- 2	1 \$ 50	1 12	1 % 14	\$ 1		· -
ALREADY DONE	33 65	24 8 69	4 8 51	8 8 898	25 59	8 89			3 5%	- 1 100	€ 10(1 0%	3 75*	Э 100%	-	-	-	-		- 13 73-	1 8 50	5 8 64	6 * 57	28 ¥ 50		
DON'T KNOW / REFUSED	1 2	1 8 3:	-	-	1 29	-		-				-	-	-	-	-	-	-		- 1 5	-	-	1 14	а В <u>з</u>	2 · 38	-

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

			RESIDENTIAL BILL					,
	VERIDIAN	CONNECTIONS		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S			ERIDIAN CONNECTIONS	CUSTOMER LOYALTY GROUPS
	TRACKING			 \$40-	- AGE		RACKING	STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 201	11 2010 2009	TOTAL MEN WOMEN	I<\$40 <\$70 \$70+	18-34 35-54 55+	1-2 3-5 6+ 2	012 2011 2010 2009	URE ABLE ERENT RISK
UNWTD, TOTAL	50 53 3	339	42 24 16	3 2 12 19	6 14 21	22 16 2	42 291	12 4 33 1
WTD. TOTAL		340 100%	- 42 24 18 100% 100% 100				42 290 100% 100%	12 4 33 1 100% 100% 100% 100%
YES	8 7 16% 13%	43 13%	- 8 <u>4</u> 4 19% 17% 22	<u>1</u> – <u>1</u> 5 2% 8% 26		4 3 9% 18% 18%	5 34 118 128	3 - 5 - 25% 15%
Ом		196 58%	- 23 13 10 55% 54% 55) 2 6 8 5% 100% 50% 42	3 4 7 11 2% 67% 50% 52		26 169 63% 58%	6 ⊈ 17 - 50% 100% 51%
ALREADY DONE	14 13 29% 25%	99 29%	- 11 7 4 26% 29% 23	1 - 5 € 3% 42% 32	•		11 85 26% 29%	3 - 10 1 25% 31% 100%
DON'T KNOW / REFUSED	1 2 28 48	2 ~ - 1%			• ·		- 2 1%	1 - 3%

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0.31A 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)

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																			WORK			RCIAL :			
		TIME C BILLIN	G	CONTAC HYDRO?		PROBL			NT RIENCE	(MONT					ACCES WEBSI	TE		DATA	WITH	OTHERS		VERID. TRACK	IAN CO ING	NNECTI	
	TOTAL		NO			YES	NO	vs	VDS	12+	7-12				YES	NO	YES	NO	= VERY SUPP	VERY UNSUP	VERI- DIAN		2011	2010	2009
UNWID, TOTAL	50	35	в	9	41	9	,	- 4	4 -	1	1		4	3	-				- 18	2	8	11	48		-
WTD. TOTAL	50 100	35 100%	8 100%	9 \$ 100%	41 100%	9 100		- 4	-	1 100	1 % 100	18 1	4 .00%	3 100%	-				- 18 100		8 100	11 8 1009	50 \$ 100	-	-
YES	8 169	6 17%	1 138	-	8 19%	-				-	-		-	-	-			-	- 2 11-	- 6	-	2 214	9 k 17	- t	-
NO	27 541	16 45%	6 761	5 55%	22 538	5 55		- 2		1 100	- š		2 52∛8	2 638	-	-	• -	-	12 66		4 1491	4 8 371	28 55		-
ALREADY DONE	14 298	12 35%	1 12%	4 45%	10 25%	4 45	&	- 2 50		-	1 100	\$	2 48%	1 37*	-	-	- <u>-</u>	-	<u>د</u> 23	1 \$ 50	3 8 398	2 5 218	14 8 28 ⁴	-	-
DON'T KNOW / REFUSED	1 2१	1 38	-	-	1 2ቄ	-	-			-	-		-	-	-	-	-	-	-	-	1 128	2 8 218	-	-	-

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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)

		ERIDI/ RACKII	AN COM	ÆCTIC	NS	RESIDE		***	ANNUAL HOUSEH(- '0008	PRE-T DLD IN S	AX COME	AGE		1	HOUSEH	OLD SI	ZE	VERIDI TRACKI	'AN CÒN	NNECTI	ons		STILL	YALTY (IN CDIFF	
	= TOTAL 2		2011		2009	TOTAL	MEN	WOMEN	<\$40			18-34 3			1-2	3-5		2012	2011	2010	2009	URE	ABLE	ERENT	
UNWID. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	1 33	1
WID. TOTAL	50 100%	53 100%	340 100%	-	-	42 100%	24 100%	18 \$ 100	2 100%	12 100%	19 100%	6 : 100%	14 100%	21 100%	22 100%	16 100%	2 100%	42 : 100%	290 100		-	12 100	4 १६ 100	1 33 0% 100%	
YBS	15 29%	12 238	86 25%	-	-	15 35%	4 168	11 8 60		4 331	5 15 26 %	2 34%	4 28월	9 42%	8 35%	6 379	-	11 278	77 5 27		-	4 33	2 8 49	2 9 98 27:	- 8
NO	13 26%	12 23%	68 20%	-	-	7 178	6 255	1 \$5	1 \$ 50%	2 169	2 8 10%	2 33%	1 8%	3 14%	5 i 23%	-	1 498	8 201	41 14		-	3 25	ាង 24	19 4≹r 27	-
ALREADY DONE	22 45%	22 42%	100 53%	-	-	20 48%	14 59%	6 18 34	1 % 50%	6 519		2 33%	9 65%	9 44%	9 5 42%	10 631	1 5 51%	20 5 491	167 \$58			. 9 42	5 1 28 27	1 15 7% 46	
DON'T KNOW / REFUSED	-	6 12%	6 2 ቼ	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 45	5 } 2	- 8			-		-

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0.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: SHIFTING YOUR USE OF RECTRICITY TO LOWER COST PERIODS BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

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													WORK			RCIAL 1								
		TIME C BILLIN	G	CONTAC HYDRO?		PROBL SOLVE		RECEN EXPER	IENCE	(MONT				ACCE WEBS	ITE		R DATA	WITH	OTHERS		TRACK	lan COL Ing	NNECTI	ONS
	TOTAL		NO	YES		YES	NO	VS	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	= VERY SUPP 	VERY UNSUP	VERI- DIAN	2012	2011		2009
UNWID. TOTAL	50	35	8	9	41	9		- 4	-	1	1	4	3	ا	-	-	-	- 13	2	8	11	48	-	-
WID. TOTAL	50 100%	35 100%	8 1004	9 ¥ 100%	41 100%	9 100	•	• 4 100	- 8	1 100	1 1 100	4 ; 100	3 % 100	18	-	-	-	- 18 100	_	8 1004	11 8 100%	50 1009	- k	-
YES	15 29%	10 28%	4 491	1 10%	14 338	1 10	\$	· 1 241	-	-	-	-	1 30	18	-	-	-	- 3 16	- ¥	-	1 78	9 178	-	-
NC	13 26%	7 208	2 25	1 11%	12 29%	1 11	- F	1 261	-	1 100	-	-	-		-	-	-	- 6 33	- ¥	6 749	4 8 36≹	28 551	-	-
ALREADY DONE	22 45%	18 52%	2 254	7 ⊧ 78≹	15 378	7 78 ⁹	-	2 50	- \$	-	1 1008	4 100	2 %70	18 18	-	-	-	- 9 51		2 8 269	2 8 148	13 13	-	-
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-		-	-	4 428	2 : 3%	-	-

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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)

						RESIDEN									======										
	T	RACKIN						E -	100SEH0		YOME					KOLD SI	ZE	VERIDI TRAÇKI	NG		ons ======		STILL	YALTY G IN DIFF	
	TOTAL 2		011 20			TOTAL M	EN V	iomen «		\$40- <\$70		18-34 3			1-2 	3-5			2011	2010	2009	URE	ABLE	ERENT	
UNWID. TOTAL	50	53	339	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-	-	12	4	33	1
WTD. TOTAL	50 100%	53 100%	340 100%	-	-	42 100%	24 100%	18 100%	2 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100	16 \$ 100%	2 100%	42 100%	290 ; 100	- *	-	12 10(33 % 100%	1 \$ 100%
YES	9 17%	9 18%	43 13%	-	-	9 21%	3 12%	6 338	-	2 16%	3 15%	-	2 14%	7 32%	5 22	3 18%	-	9 229	37 8 13	ę. –	-		- 2 38 49	6 % 189	-
NO	10 20%	14 26%	119 35%	-	-	8 19%	4 17%	4 22\$	1 50%	3 25%	3 16%	2 33*	1 78	5 24%	6 1 28	1 8 68	1 498	8 201	97 8 33		-	1	2 2 78 51	6 \$ 18	-
ALREADY DONE	31 62ን	27 52%	176 52%	-	-	25 60%	17 71%	8 45%	1 50%	7 59놓	13 69%	4 678	11 79≹	9 43%	11 501	12 % 76%	1 518	24 58%	155 \$ 53			7.) - 58	21 64	
DON'T KNOW / REFUSED	-	2 48	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-				-	-

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0.31A 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)

																			WORK			RĊIAL			
		BILLIN	G	CONTAC HYDRO?		PROBL	D?		RIBNCE	(MONT	SINCE HS)	CONT	ACT	W	CCES	TB .		DATA	WITH	OTHERS	;	VERII TRACE	IAN C	ONNECT	
	TOTAL	YES	NO	YES		YES	NO	VS	VDS	12+	7-12	4-6	<3			NÖ	YES	NO	= VERY SUPP	VERY UNSUP	VERI- DIAN	2012	2011	2010	2009
UNWID. TOTAL	50	35	8	9	41	9			<u>4</u> –	- 1	1		4	з	-				- 18	2	e	3 11	4	в	
WTD. TOTAL	50 100	35 % 100%	8 100%	9 ≩ 100≹	41 100%	9 100	8		4 - 0%-	· 1 100	1 % 100	ቴ 1	4 00% :	3 100%	-				- 18 100	_	: E % 100) 11 ነቴ 100	5 % 10		
YES	9 17	5 % 14%	4 499	1 ; 11%	8 198	1	8				-		-	1 32%	-				- 1 5	- *	-		1	5 1%	
NO	10 20	8 18 2318	-	2 22%	8 20%	2 22	đ	-	2 - 1%	100	1 % 100	8	-	-	-				- 6 34		2 25	: 50 € 50	2 % 4	2 4%	
ALREADY DONE	31 62	22 8 638	4 518	6 ; 67%	25 618	6 67	8	- 4	2 - 9동		-	1	4 00ቄ	2 68%	-				- 11 61	-	6 ≹ 75	-	2 % 4	1 28	
DON'T KNOW / REFUSED	-	-	-	-	-	-		- •		-	-		-	-	-					-	-	21		2 3€	

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0.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE POLLOWING: INSTALLING A PROGRAMMABLE THERMOSTAT BASED ON RESPONDENTS IN GROUP B (2012+) / ONTARIO RESPONDENTS IN GROUP A (2011)

	VERIDIAN CONNECTIONS	RESIDENTIAL BILL PAYERS ANNUAL PRE-TAX HOUSEHOLD INCOME - ' 0003	CUSTOMER LOYALTY GROUPS
	TRACKING	AGE	HOUSEHOLD SIZE TRACKING STILL IN
	TOTAL 2012 2011 2010 200		1-2 3-5 6+ 2012 2011 2010 2009 URE ABLE ERENT RISK
UNWID. TOTAL	50 53 339 -	- 42 24 18 2 12 19 6 14 21	1 22 16 2 42 291 12 4 33 1
WTD. TOTAL	50 53 340 - 100% 100% 100%	- 42 24 18 2 12 19 6 14 21 100% 100% 100% 100% 100% 100% 100% 100	1 22 16 2 42 290 ~ - 12 4 33 1 0% 100% 100% 100% 100% 100% 100% 100%
YES	5 9 39 - 10% 18% 12%	- 4 - 4 - 1 1 2 - 2 9% 22% 8% 5% 34% 97	2 2 2 - 9 33 1 - 4 - 9% 9% 12% 23% 11% 8% 12%
Ю	13 15 92 - 26% 29% 27%	- 12 8 4 2 4 4 - 3 9 28% 33% 22% 100% 34% 20% 21% 42	
ALREADY DONE	31 25 201 - 62% 47% 59%	- 25 16 9 - 7 14 4 10 10 60% 67% 50% 58% 75% 66% 72% 48	
DON'T KNOW / REFUSED	1 3 7 - 2% 6% 2%	- 1 - 1 1 - 2% 6% 7%	1 - 1 6 1 - 6% 2% 2% 3%

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0.31A 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)

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		TIME OI BILLING	3	CONTAC HYDRO?		PROBL SOLVE	D?	RECE EXPE	NT RIENCE	TIME (MONT		CONT	\C T	W	CCESS EBSIT	Е		r Data	WITH	OTHERS		VERID TRACK	IAN CO	NNECTI	ons	
	TOTAL	¥ES 1	NÓ	YES I	NO	YES	₩0 	VS	VDS	12+	7-12	4-6	<3			NO 	YES	NO	SUPP			2012		2010	2009	
UNWID. TOTAL	50	35	8	9	41	9		- 4	1 -	- 1	:	L	4	3	-	-			18	2	8	11	48	-	-	
WTD. TOTAL	50 100%	35 100%	8 100%	9 100%	41 100%	9 ; 100	010	- 4	-)ዩ	- 1 100	1 % 10(L)% 10	4 10% 1	3 00%	-	-			18 100	2 % 100	8 ≹ 1005	11 1 100	50 100		-	
YES	5 10%	4 128	-	-	5 121	-			• -				-	-	-	-		• -	1 5	-	1 145	- 8	6 12	-	-	
NO	13 26%	9 25≹	2 24%	3 33%	10 24%	3 33		- 75	। - इन्हे	1 100	<u>.</u> ह	. 2	1 !5%	1 30%	-	-	-		4 22	2 % 100	1 8 128	5 18 43	14 % 28		-	
ALREADY DONE	31 62%	21 60%	6 76%	6 678	25 61월	6 67		- 2	 58] 100	।)क 7	3 '5%	2 70%	-	-			13 73	-	6 741	4 5 36	28 16		-	
DON'T KNOW / REFUSED	1 2%	1 3%	-	-	1 2%	-				-	-		-	-	-	-	-		-	-	-	2 21	2 8 3		-	

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

						RESIDE			ANNUAL HOUSEHO	PRE-TA	х													YALTY	
	т	RACKIN	AN CONT IG							3 		GE			HOUSEH		ZE	VERIDI TRACKI	NG		ONS		STIL	IN DIFF	
	TOTAL 20				2009	TOTAL N	IEN	WOMEN		<\$70 \$ 		L8-34 3			1-2	3-5	-	2012	2011	2010	2009	URE	ABLE	ERENT	RISK
UNWID. TOTAL	50	53	339	-	-	42	24	13	2	12	19	6	14	21	22	16	2	42	291	-		12	: 4	4 33	1
WID. TOTAL	50 100%	53 100%	340 100%	-	-	42 100%	24 100%	18 ; 100%	2 5 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100%	16 100%	2 100%	42 ; 100%	290 100	- 8		12 100	18 100	1 33)% 100	
YES	3 68	5 9%	34 10%	-	-	2 5%	1 4%	1 5 6%	-	-	1 58	-	1 78	1 5%	-	2 12%	-	3 7원	28 10 ³	-		-	8	- 2	- *
NO	37 73ቄ	38 72∛	259 76%	-	-	32 76%	18 75¥	14 5 77%	2 5 100*	9 74%	13 67%	6 100%	11 78ზ	14 66%	18 81%	10 62%	2 100%	32 5 768	222 76	8		10 84	-	3 23 3% 69	
ALREADY DONE	10 21%	3 6¥	43 13%	-	-	8 20%	5 218	3 188	- t	3 26%	5 27¥	-	2 15%	6 298	4 19%	4 26%	-	2 49	37 13	۴		.] {	* 2'	L 8 78 25	- %
DON'T KNOW / REFUSED	-	7 138	4 1왕	-	-		-	**	-	-	-	-	-	-	-	-	-	5 138	3 ; 1	- 8					-

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

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		TIME O BILLIN	G	CONTAC: HYDRO?		PROBLI	D?		LENCE	TIME S (MONTH	\$)	CONTACT		ACCES	TE		R DATA	WITH =====	OTHERS		VERIDI TRACKI	IAN COL	NECTION	ONS	
	TOTAL	YES	NO				NO	vs	VDS		 7-12		<3	YES	NĊ	YES	NO	= VERY SUPP	VERY		2012			2009	
UNWID. TOTAL	50	35	8	9	41	9	-	4	L –	1	1	4	3	-		-		- 18	2	ម	11	48	-	-	
WTD. TOTAL	50 100	35 \$ 100%	8 100청	9 100%	41 100%	9 100%	-	4 100)*	1 100%	1 1009	4 ≹ 100≹	3 1004	-		-	- -	- 18 100	2 % 100	8 1009	11 8 100%	50 ; 100%	-	-	
YES	3 64	2 8 68	-	1 11%	2 5%	1 118	-	-	-	-	-	-	1 329	-		-		2 11	- ¥	1 12%	1 5 148	6 : 128	-	-	
NO	37 731	24 68%	8 100%	8 898	29 70%	8 898	-	4 100	-	1 100%	1 1008	4 100%	2 684	-	· _	-		11 61	1 8 508	5 8 629	6 ; 58%	37 738	-	-	
ALREADY DONE	10 21	9 ⊧ 27∛	-	-	10 25%	-	-	-	-	-	-	-	-	-	-			5 28 ³	1 8 50%	2 \$ 26	2 15%	6 12%	-	-	
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	•		-	-	-	1 14%	1 2월	-	-	

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) EASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

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		VĒRIDI. TRACKI	AN CONN. NG	ECTIO	NS	, - 		A F	INNUAL IOUSEHO • 10005	PRE-TA DLD INC	X XOME	AGE		F	HOUSEH	DLD SI2	E .	VERIDI TRACKI	AN CON	NECTI	ons	CUST	STI	LOYAL		====
	TOTAL		2011 2	010 :	2009	TOTAL M	EN ¥		\$ 4 0 ·	\$40- <\$70		LØ-34 3			1-2					2010	2009	URE	ABI		ent e:	ISK
UNWID, 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 1008	42 100%	290 100%	-	-	42 100%	24 100%	18 100%	2 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100%	16 100%	2 100%	42 100%	290 100	-	-	10	9 0% :	4 100%	29 100%	1 100¥
YRS	6 148	8 8 20%	44 15%	-	-	6 14%	3 13%	3 178	-	3 25%	1 5ዩ	1 17%	1 78	4 198	4 18%	2 12%	-	8 20%	44 15	- k	-	2	2 3¥	1 25%	3 11%	-
NO	21 503	16 1 38%	176 61%	-	-	21 50%	12 50号	9 50%	2 100%	6 49%	8 42३	2 33%	୫ 57%	10 47%	13 59%	6 37%	1 51%	16 389	176 5 61	- 8	-	- 4	4 5¥	2 51%	14 50%	1 100ዩ
ALREADY DONE	11 26	15 15	64 22%	-	-	11 26%	6 25*	5 28%	-	2 17¥	8 43%	2 348	4 29왕	5 24 %	3 14%	6 38%	1 49%	15 358	64 8 22	- 6	-	- 2	2 28	1 248	8 29참	-
DON'T KNOW / REFUSED	4 10	3 8 78	5 : 2%	-	-	4 10%	3 13%	1 6ፄ	-	1 98	2 10%	1 17%	1 8%	2 98	2 9%	2 13*	-	3 78	5 8 2 [:]	-		- 1	1 1%	-	3 11%	-

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

		TIME C BILLIN	G	CONTAC HYDRO? ======	•	PROBL			NT RIENCE	(MON	SINCE FHS)			ACCE: WEBS:			T R DATA		OTHERS VERY		VERID TRACK	IAN CO ING	ONNECTI	IONS
	TOTAL	YBS 	NO 	YES	NO	YES 	NO	V\$ 	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP			2012			2009
UNWID. TOTAL	42	29	8	7	35	7		,	3 -		- 1	<u> </u>	1 :	2 ·	-	-		- 14	2	-	-			
WTD. TOTAL	42 100%	29 1008	8 1004	7 100%	35 100%	7 ; 100	7 -) 2		3 - 0%		- 1	18 10	1 ;)% 10	2 . D*	-	-	_	- 14 100	1 2 13 100	*	-			
YES	6 14%	4 148	2 259	-	6 17%	-							•			-	_			-	-			· _
NO	21 50%	14 48%	4 499	4 57%	17 48%	4 57		. 6	2 - 6월		. 1 100	१६ २०	% 100	2 - 01a		-		50	1 1참 50	- k	-			
ALREADY DONE	11 26%	7 248	2 25₹	2 5 28%	9 26%	2 28		3	1 - 4%	-		48	ያ . ያቄ	. .		-		- 4	18 50	- k	-	-		
DON'T KNOW / REFUSED	4 10%	4 148	-	1 15%	3 98	1 15	- *			-	. .	2	*			-		. 2 19	- 8	-	-	-	-	

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

		RESIDENTIAL BIL					
	VERIDIAN CONNECTIO		ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S	AGE	VERIT HOUSEHOLD SIZE TRACK	C DIAN CONNECTIONS =	USTOMER LOYALTY GROUPS STILL IN EC- PAVOR DIFF AT
	TOTAL 2012 2011 2010		\$40- MEN <\$40 <\$70 \$70÷ 	18-34 35-54 55+	1-2 3-5 6+ 2012		IRE ABLE ERENT RISK
UNWID. TOTAL	42 42 291 -	- 42 24	18 2 12 19	6 14 21	. 22 16 2 47	2 291	9 4 28 1
WID. TOTAL	42 42 290 ~ 100% 100% 100%		18 2 12 19 100% 100% 100% 100				9 4 28 1 100% 100% 100% 100%
YES	9 9 44 - 21% 21% 15%	- 9 2 21% 9%	7 - 2 5 38% 17% 26	5 2 3 4 5% 34% 21% 19	ા <u>૬ 4</u> - <u>૬</u> ૦૬ 23૬ 24૬ 23	9 44 1% 15%	2 - 7 - 22% 25%
Ю	26 13 164 - 62% 31% 56%	- 26 17 62% 70%	9 1 8 11 50% 50% 66% 58			3 164 1% 56%	6 3 16 I 66ቄ 75ቄ 57ቄ 100%
ALREADY DONE	5 10 37 - 12% 23% 13%	- 5 4 12% 17%	1 - 1 3 6% 9% 16			0 37 3% 13%	1 - 4 - 12% 15%
DON'T KNOW / REFUSED	2 10 45 - 5% 24% 16%	- 2 1 5% 4%	1 1 1 - 5% 50% 8%	2 10	2 2 16)\$ 9% 24	0 45 4% 16%	- 1 1 - 25% 4%

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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)

																				COM	ERCIA	BIL	L PA	YERS	
																		WOR	K.						
	TIME O	F USE	CONTAC	FED	PROBL	EM	RECEN	т	TIME	SINCE	: CO	NTACT		ACCES	35	SMAR	т	WIT	H OTHER	s	VER	DIAN	CON	NECTIC	ONS
	BILLIN	G	HYDRO?		SOLVE	D?	EXPER	IENCE	(MON	THS)				WEBSI	TE	METE	R DATA			-	TRA	KING			
									====									= VER	Y VERY	VERJ	- ====				
TOTAL	YES	NO	YES 1	10	YES	NO	VS	VDS	12+	7-12	4	-6 <	:3	YES	NO	YES	NO	SUP	P UNSU	P DIAN	2013	20	11 1	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	8	100	8		10	08	100%	100	5				1	00% 10	08					
YES	5	з	2	7	2	-		-		-	-	2	-	-		-	-	-	2	-	-	-		-	-
22	8 178	378	28%	208	28	8						49%							148						
NO 26	21	4	4	22	4	-	3	-		-	1	1	2	-	-	-	-	-	8	2	-	-	-	-	-
62	8 728	518	57%	63%	57	*	100	8		10	08	25%	100%						56% 10	0%					
ALREADY DONE	3	-	1	4	1	-	-	-		-	-	1	-	-		-	-	-	3	-	-	-	-	-	-
12	118		15%	12%	15	£						26%							238						
DON'T KNOW / REFUSED 2		l	-	2	-	-	-	-		-	-	-	-	-		-	-	-	1	-	-	-	-	-	-
5	8	138		68	r														85						

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-COMDITIONER (2011) RASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

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		ERIDIA	IN CONN	ECTION	s			:	ANNUAL HOUSEHO	PRE-TF OLD INC 3	X Come						,		LAN COL	NNECTI	ONS		ÆR LON		
	TOTAL 2	2012 2	-		009	TOTAL M	EN V	NOMEN		\$40- <\$70		18-34 3							2011		2009		FAVOR ABLE	DIFF ERENT	
UNWID. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	21	22	16	2	42	291	-		9	4	28	1
WID. TOTAL	42 100%	42 100%	290 100%	-	-	42 100%	24 100%	18 100%	2 100%	12 100%	19 100%	6 100%	14 100%	21 100%	22 100%	16 100%	2 100%	42 100%	290 k 100	-	-	9 100	4 ≩ 100%	28 100%	1 100%
Yes	9 21%	7 16%	41 148	-	-	9 218	5 21%	<u>4</u> 22동	-	2 17%	4 21\$	2 ∃4%	2 14%	5 24 8	3 14%	5 3 1 %	1 51%	7 168	41 5 14	- ¥	-	2 231	- 8	7 258	-
NO	16 37%	18 42%	167 58%	-	-	16 37%	10 41%	6 338	2 100%	5 41%	7 35%	3 50¥	6 41%	7 33%	11 49%	4 24%	1 498	18 423	167 ৳ 581	- \$0		Э 32	2 8 489	10 5 368	1 100%
ALREADY DONE	17 418	16 3 9 %	70 24%	-	-	17 41ት	9 38%	8 45%	-	5 42%	9 44%	1 17%	6 448	9 43%	8 37%	7 45*	-	16 398	70 16 24			4 45	2 8 529	11 5 408	-
don't know / refused	-	1 3%	11 48	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 38	11 8 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)

		TIME C BILLIN		CONTAC HYDRO?		PROBLI SOLVEI		RECEN EXPER									SMARI METER		WORK WITH (VERII TRACI	DIAN C	ONNECI	
	TOTAL	YES 	NO 	YES .	NO 	YES	NO	vs 	VDS	12+	7-12	4-6	<3	YES	5 NC) 	YES	NO 	SUPP	UNSUP	DIAN	2012	2011	2010	2009
UNWID. TOTAL	42	29	8	7	35	7	-	з	-		- 1		4	2	-	-	-		14	2	-	-		-	
WTD. TOTAL	42 100	29 % 100%	8 1008	7 100%	35 100%	7 100	- 8	3 100	- *		- 1	\$ 10	4 108 :	2 100%	-	-	-	-	- 14 1009	2 5 100	- ŧ	-		-	
гаг	9 21	7 8 248	1 13%	2 29왕	7 20ቼ	2 299	-	1 34	- &			5	2 08	-	-	-	-	-	- 2 149	-	-	-		-	
NO	16 37	10 1348	498	5 71%	11 31%	5 719	- 8	2 66	- 6		- 1 100	8 5	2 ፡0ቄ :	2 100%	-	-	-		- 5 349	1 50	- 210	-		-	
ALREADY DONE	17 41	12 \$ 42\$	398 398	-	17 49%	-	-	-	=				-	-	-	-	-		7 51	1 50	- 8	-		-	
DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-	-				-	-	-	-	-	-	-	-	-	-		-	

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

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	г	RACKII										AGE			HOUSER		Œ	TRACKI	NG			eec.	STILL	IN DIFF	ът
	TOTAL 2	012 :	2011 2		2009	TOTAL		WOMEN		<\$70	\$70÷	18-34 3		55+		3-5 0	ō+	2012	2011	2010	2009	URE		ERENT	
UNWID. TOTAL	42	42	291	-	-	42	24	18	2	12	19	6	14	2 1	22	16	2	42	291	-	-	9	4	28	1
WID. TOTAL	42 100%	42 100%	290 100%	-	-	42 100움	24 100%	18 100%	2 100%	12 100%	<u>1</u> 9 ; 100%	6 100%	14 100%	21 100%	22 5 100%	16 100%	2 100%	42 100%	290 \$ 100		-	9 100	4 % 100	26 % 100	1 \$ 100%
YES	8 198	5 12%	-	-	-	8 19*	5 21	3 5 16%	-	2 18%	5 26%	1 17%	3 21%	4 194	4 188	4 258	-	5 128	-	-		4 45	- 8	4 14	-
NC	17 408	18 428	9 38	-	-	17 40%	9 379	8 : 44%	1 50%	3 257	8 41%	2 33%	5 35≹	10 471	8 5 36%	6 37%	2 100%	18 428	9 8 3	- 8		3 33	3 \$ 76	10 % 35	1 100%
ALREADY DONE	16 38¥	15 37왕	5 2क	-	-	16 38%	9 388	7 398	1 50%	7 58월	5 281	3 50왕	6 44음	6 291	9 5 418	6 398	-	15 378	5 2			2 23	1 8 24	13 8 47	-
DON'T KNOW / REFUSED	1 2%	4 98	276 95%	-	-	1 2창	1 49	-	-	-	1 5%	-	-	1 5%	1 58	-	-	4 98	276 18 95			-	-	1 4	- k

Q.314 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)

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		BIPPI		HYDRO?		PROBL SOLVE	D?		RIENCE	(MON	THS))	ONTACI		ACCE: WEBS:	ITE		ER DAT	W A =:	ITH O			VERII TRACI	IAN C	ONNECI	
	TOTAL			YES	NO	YES	NO	VS	VDS	12+			1-6		YES	NO	YES	NO				VERI- DIAN	2012	2011	2010	2009
UNWID. TOTAL	42	29	8	7	35	7		- :	з -	-	-	1	4	2	-	-	-	-	-	14	2	-	-		-	
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Q.31A IN THE NEXT 12 MONTHS RESPONDENT PLANS TO DO THE FOLLOWING: USING A COUPON THAT SAVES MONEY ON THE FURCHASE OF QUALIFIED ENERGY SAVING PRODUCTS BASED ON RESIDENTIAL RESPONDENTS IN GROUP B (2012+) / ONTARIO RESIDENTIAL RESPONDENTS IN GROUP A (2011)

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NO	17 40ዩ	12 28%	98 348	-	-	17 40%	9 378	8 44%	1 50%	5 41%	5 26°	1 17%	6 43%	9 423	7 31%	6 38%	2 100%	12 28%	98 5 34	- 8	-	55 55	₹ 48	2 10 9* 35	
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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)

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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

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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

																						COMME	RCIAL	BILL	PAYERS		
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0.31A 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 EASED ON COMMENCIAL RESPONDENTS IN GROUP B

EASED	ON	COMMERCIAL	RESPONDENTS	⊥N	GROUP	в	

		RESIDENTIAL BILL PAYERS																										
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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-REFTCIENT LIGHTING AND EQUIPMENT UPGRADES BASED ON COMMERCIAL RESPONDENTS IN GROUP B

		BILLI		CONTA- HYDRO		PROBI			NT RIENCE	(MONTI	HS)	CONTAC		ACCE			r R DATA		OTHERS		VERID TRACK	IAN CO)NNECTI	ONS
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NO	3 36%	Э 488	-	-	3 497	-	-			-	-	-	-	-	· _		-	1 24	-	3 361	3 5 28	-	-	-
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DON'T KNOW / REFUSED	-	-	-	-	-	-	-	-		-	-	-	-	-	-		-	-	-	-	3 28	- t	-	-

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2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

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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 EMPLICIENCY EQUIPMENT BASED ON COMMERCIAL RESPONDENTS IN GROUP B

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YES	1 12%	-	-	-	1 169	-	-	-	-	-		•	-	-			1 24	-	1 125	-			-	-
NO	5 628	4 66	- 8	1 488	4 689	1 5 48	– १	ב 100	- *	1 100	- 8		-	-	 		2 49	- 8	5 628	8 8 79	5 5			-
ALREADY DONE	2 26%	2 34	- t	1 52%	1 168	1 52	- *	-	-	-	-		- 10	1 10%	 -		1 27	- 2	2 261	-				-
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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

		RESIDENTIAL BILL PA	AYBRS			
	VERIDIAN CONNECTIONS TRACKING	H4 - -	ANNUAL PRE-TAX HOUSEHOLD INCOME - '000S	VERIDIAN C HOUSEHOLD SIZE TRACKING		MER LOYALTY GROUPS STILL IN FAVOR DIFF AT
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YES	1 12%				1 33	L 38
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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

																		WORK					PAYERS	
		TIME (BILLIN	iG	CONTAC HYDRO 3	,	PROBL			NT RIENCE			CONTA	CT	ACCE			r R DATA	WITH	OTHERS		VERID TRACK	IAN O	ONNECTI	IONS
	TOTAL	YES 	NO	YES	NO 	YES	NO	vs	VDS	12+	7-12	4-6	<3	YES	NO	YES	NO	SUPP	UNSOP		2012			
UNWID, TOTAL	ß	6	-	2	6	2		-	1 -	1	-	-	-	1 .	-			4	-	8	-			· -
WTD. TOTAL	8 100%	6 100%	-	2 100¥	6 100%	2 100		10	1 – Dቼ	1 100	-	-	- 10	1 · 0%	-			4 100	- Ş	8 100	- t			
YES	1 12%	-	-	-	1 168	-				-	-		-				· _	1 24	- -	1 12	-			· -
NO	4 49%	3 48%	-	1 488	3 : 491	1 i 48	5 5	100	1 - 0왕	1 100	-		-					2 49	-	4 49	- bi			· -
ALREADY DONE	2 26%	2 348	-	-	2 35%	-	-			-	-		-				-	-	-	2 26	-		• -	-
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Q.20 ALREADY ON TIME-OF-USE BILLING BASED ON RESPONDENTS IN GROUP B (2013+) / RESPONDENTS IN ONTARIO WITH SMART METERS (2010-2012)

						RESIDEN							=======	=====											
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	TOTAL 2				· · · · · · · · · · · · · · · · · · ·												6+			2010	2009	URE		BRENT	
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
WID. TOTAL	50 100%	36 100≹	249 1004	251 8 100%	-	42 100ዩ	24 100%	18 8 100≹	2 100%	12 100%	19 1009	6 ≹ 100%	14 100%	21 100		16 100		32 \$ 1005	216 100	216 100		12 100	-	33 ; 100%	1 100%
YES	35 70%	23 62%	198 791	76 ≵ 30≹	- k	29 69%	19 791	10 56%	1 50%	10 : 34%	13 685	4 8 668	9 5 64%	16 76		12 8 75		20 % 63	174 8 81			8 67	2 % 51%	24 3738	1 100%
NO	16% 8	4 10%	26 105	109 8 439	- 8	8 19%	3 125	5 8 278	-	2 16%	3 16 ⁹	1 % 17%	3 \$21\$	3 14	4 18	3 & 18	- *	3 91	20 5 9			2 17	2 \$ 498	4 5 128	-
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Q.20 ALREADY ON TIME-OF-USE BILLING BASED ON RESPONDENTS IN GROUP B (2013+) / RESPONDENTS IN ONTARIO WITH SMART METERS (2010-2012)

																		WORK				BILL PA		
		BILLING HYDRO?				PROBL SOLVE	D?		IENCE	(MONTI				ACCES WEBSI	TE		R DATA	WITH (TRACKI			
	TOTAL					YES	NO	VS	VDS		7-12		<3 •••••	YES	NO	YES	NO		VERY UNSUP			2011		2009
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WTD. TOTAL	50 100	35 5 100%	8 100%	9 100%	41 1009	9 100		- 4 100	- ¥	1 100%	1 : 100%	4 100%	3 1009	- č				- 18 100%	2 1009	8 100%	4 5 100%	33 \$ 100%	36 100%	-
YES	35 704	35 : 100%	-	6 67ቄ	29 719	6 8 67		- 3 74	- 8	-	1 100%	2 50%	3 1009	- 8		-		- 11 61%	2 1009	6 16 18	2 59%	24 8 71%	18 49%	-
NO	8 161	-	8 100%	1 10%	7 178	1 8 10	÷.		-	-	-	1 23%	-	-		-		- 1 5%	-	-	1 21%	6 5 19%	15 43%	-
DON'T KNOW / REFUSED	7 149	-	-	2 23%	5 138	2 8 23	ት ት	- 1 26	-	1 100%	-	26∛	-	-	-	-	· -	. 6 34%	-	2 24&	1 21%	3 5 10%	3 88	-

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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

								BILL PZ																
		RIDIA		MECTI	ons		w	I F	ANNUAL HOUSEHO - '0008	PRE-TA	AX COME					OLD SIZI		VERIDIAN TRACKING	r con		CUSTO			GROUPS
					2009	TOTAL	men	WOMEN -	\$40 ·	\$40-	\$70+	18-34 3		55+	1-2		+	2012 20				FAVOR	DIFF ERENT	
UNWTD. TOTAL	35					- 29	19	10	1	10	13	4	9	16	14	12	2	-	-	-	- 8	. :	24	. 1
WTD. TOTAL	35 100%	-	-	-		· 29 100%	19 : 1009	10 \$ 100%	1 100%	10 100%	13 100%	<u>4</u> 100왕	9 100%	16 100%	14 100%	12 100%	2 100%	-	-	-	- 8) :)% 10)	2 24)% 100	년 1)월 100월
TOP 2 BOX	27 77ቴ	-	-	-	-	- 23 801	15 809	8 80%	1 100%	8 81%	9 70%	2 50∛s	9 100%	12 76ዩ	10 72%	11 92%	1 51%	-	-	-	- 8	7 78	- 20 83	
(5) AGREE STRONGLY	14 418	-	-	-		- 12 433	9 r 49	3 5 30%	1 100%	5 52%	5 39%	-	6 678	6 39%	4 298	7 60%	1 51%	-	-	-	- 5	፤)ጜ	- 10 43	
(4) AGREE SOMEWHAT	13 36%	-	-	-		- 11 379	6 31	5 50%	-	3 29%	4 318	2 50%	3 33*	6 378	6 42%	4 32%	-	-	-	-	- 3) 78	- 1(4(
(3) NEITHER / NEUTRAL	-	-	-	-			-	-	-	-	-	-	-	-	-	-	-	-	-	-	_	-		
(2) DISAGREE SOMEWHAT	5 148	-	-			- 4 13	3 15	1 k 10%	-	1 10%	3 22%	2 50%	-	2 12%	2 148	1 8%	1 498	-	-	-	1	1 3% 4	1 2 78 8	2 1 3% 100%
(1) DISACREE STRONGLY	3 9≹	-	-		-	- 2 7	1 5	1 \$ 10%	-	1 10%	1 8%	-	-	2 128	2 5 14%	-	-	-	-	-	-	- 5	1 2 38 9	2 – 98
BOTTOM 2 BOX	8 23%	-	-			- 6 20	4 12 20	2 왕 20왕	-	2 19%	4 30%	2 50%	-	4 24 1	4 28%	1 8%	1 498	-	-	-	- 1	1 3% 10	2 0% 1	4 1 7% 100%
MEAN S.D. S.E.	3.87 1.34 0.23	-	-		-	- 3.95 1.28 0.24	1.28	1.33	0.00	1.40	1.44	1.16	0.50	1.44	3.58 1.46 0.39		3.54 2.18 1.58	-	-	-	- 4.2 1.0 0.3	4 0.7	1 1.2	

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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

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																									PAYE		
		TIME OF BILLING	;	HYDRO?		PROBLEM SOLVED?		RECENT EXPERI	ENCE	(MON	THS)		NTACT		ACCE WEBS		M		DATA		OTHERS		VER. TRA	IDIAN KING	CONNE	CTIO	NS
	TOTAL	YES NO			NO	YES NC			VDS	12+		12 4		<3	YES	NO			NÖ	SUPP		VERI- DIAN		2 201			2009
UNWID. TOTAL	35	35	-	6	29	6	-	3	-	<u>.</u> .	-	1	2	Э		-	-	-	-	. 11	2	6		-	-	-	-
WTD. TOTAL	35 100%	35 100%	-	6 100%	29 1009	6 100%	-	3 100%	-		- 1	1 100%	2 100≹	3 1009	\$	-	-	-		- 11 100		6 % 100	8	-	-	-	-
TOP 2 BOX	27 77 8	27 77卷	-	5 84%	22 76	5 8 64%	-	2 66%	-		-	-	2 100%	3 1008	t	-	-	-	-	- 8 74		4 8 66	ક	-	-	-	-
(5) AGREE STRONGLY	14 41%	14 41%	-	3 51%	11 391	3 \$ 51%	-	2 66%	-		-	-	1 49%	2 681	6	-	-	-	-	- 4 38	2 % 100	2 8 34	8	-	-	-	-
(4) AGREE SOMEWHAT	13 36%	13 36%	-	2 33%	11 378	2 5 338	-	-	-		-	-	1 51%	1 328	F	-	-	-	-	- 4 36	*	2 32	ŧ	-	-	-	-
(3) NEITHER / NEUTRAL	-	-	-	-	-	-	-	-	-		-	-	-	-		-	-	-	-	-	-	-		-	-	-	-
(2) DISAGREE SOMEWHAT	5 14%	5 14%	-	1 16%	4 138	1 5 16%	-	ा 34३	-		. 1	1 00%	-	-		-	-	-	-	2 17	-	1 169	8	-	-	-	-
(1) DISAGREE STRONGLY	3 98	3 9%	-	-	3 119	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 9	-	1 189	ŝ	-	-	-	-
BOTTOM 2 BOX	8 23울	8 23*	-	1 16%	7 241	1 5 16%	-	1 348	-	-	1	1 00%	-	-	-		-	-	-	3 26	- 8	2 341	ł	-	-	-	-
MRAN S.D. S.E.	3.87 1.34 0.23	1.34		4.18 1.16 0.48	1.38	1.16	-	3.98 1.76 1.04	-	-	0.	00		4.68 0.57 0.33	-		-	-	-	3.75 1.42 0.43	5.00 0.00 0.00			-	-	-	-

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

						RESID	ENTIAL	BILL I																	
	т	ERIDIAN	3						ANNUAL HOUSER - '000	HOLD II)S	NCOME					OLD SI		TRACK	ING	ONNECT			STILI		
	= TOTAL 2	012 20				TOTAL	MEN	WOMEN	<\$40		\$70+		35-54		1-2		6+ 	2012	2011		2009	URE		BRENI	
UNWTD. TOTAL	50	-	-	-		. 42	24	18	2	12	19	6	14	21	22	16	2	-		-		12	2 4	33	. 1
WID. TOTAL	50 190%	-	-			- 42 100		18 % 100	2 \$ 100	12 % 100			14 100%	21 100%	22 1001	16 ; 100%	2 100	*		-		12 100		33 18 100	
I HAVE A FAIRLY GOOD UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT BENEFIT HOMES AND BUSINESSES	2 48	-	-	· -	-	- 1	1 % 4	- 8	-	1 9	- 66	-	1 8%	-	-	1 7€	-	-	-	-				- 2	- 8
I HAVE A BASIC UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT WORK	7 14%	-	-		-	- 7	5 %21	2 % 11	- 8	3 25	3 8 16	-	3 22ছ	4 198	4 189	3 8 198	-			-		11	2 : 3% 5:	: 3 L& 9	- 17
I'VE HEARD OF THE TERM, BUT DON'T KNOW MUCH ABOUT IT	26 51%	-	-		-	- 24 51					12 % 63		8 १ 56%	12 57ቼ	10 45 ³	11 8 63%	1 51	ع	-	-		41	\$ 38		1 · 1 7≹ 100≹
I HAVE NOT HEARD OF THE TERM	15 30%	-	-		-	- 10 24	-	5 8 28	÷ -	5 42	+ * 21	I 3 L%r 50	2 % 15%	5 24%	8 37	1 8 78	1 49	c,	-	-		Э	18 49	2 21 21	

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

																					WORK			RCIAL				
		BILLIN	G	CONTAC HYDRO?		PROBL SOLVE	D?	EX	CENT PERIEN	ICE	TIME S (MONTE					ACCES	TB		PER	DATA	WITH	OTHERS		VERII TRACI	DIAN KING	CONN	ECTI	
	TOTAL		NO			YES	NO	VS	VE	5			4-6			YES	ND	YES		NO 	SUPP		DIAN	2012				2009
UNWID. TOTAL	50	35	8	9	41	9		-	4	-	I	1		4	3	-		-	-	-	18	2	. 6	-	-	-	-	-
WTD. TOTAL	50 100		8 100	9 % 100%	41 100%	9 100	8	- t	4 100≹	-	1 100≹	1 100	8 1	4 00%	3 100%	-		-	-	-	18 100	_	} 106 \$	। ।क	-	-	-	-
I HAVE A FAIRLY GOOD UNDERSTANDING OF WHAT IT IS AND HOW IT MIGHT BENEFIT HOMES AND BUSINESSES	2 4		-	-	2 58	-		-	-	-	-	-		-	-	-		-	-	-	1 6	- *	נ 14	¥	-	-	-	-
I HAVE A BASIC UNDERSTANDING OP WHAT IT IS AND HOW IT MIGHT WORK	7 14	5 8 148	2 25 ⁵	1 % 11%	6 15%	1	ł	-	-	-	-	-		-	1 32%	-		-	-	1	2 11	- *	-	-	-	-	-	-
I'VE HEARD OF THE TERM, BUT DON'T KNOW MUCH ABOUT IT	26 51	18 \$ 51*	4 49 ⁹	5 16 54%	21 51%	5 54	ŧ.	-	2 498	-	-	-	1	4 00≹	1 30%	-		-	-	-	9 49	1 % 50	2 * 24	- f	•	-	-	-
I HAVE NOT HEARD OF THE TERM	15 30	10 k 29%	2 25	3 1358	12 29%	3 35		-	2 51%	-	1 100%	1 100%	5	-	1 37%	-		-	-	-	6 34	1 \$ 50	5 8 62	- %		-	-	-

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

									BILL PA																	
	VE	RIDIAN		NECTI	ONS	==			i I	ANNUAL HOUSEHO - '0003	PRE-TA	λ.							VERIDI				CUST		YALTY	
	TB	ACKING	3														OLD SIZ		TRACKI				000	STIL		አጥ
	== TOTAL 20	12 20					TAL M	EN	WOMEN		\$40- <\$70 ;		18-34				3-5 6		2012						BRENT	
UNWTD. TOTAL	50	-	-	-			42	24	18	2	12	19	6	14	21	22	16	2	-	-			12	2 -	1 33	1
WTD. TOTAL	50 100%	-	-	-		-	42 100%	24 100%	18 100%	2 100%	12 100%	19 1001	6 3 100%	14 100%	21 100%	22 100%	16 100ቼ	2 1009	-	-			11 10		1 33 0% 100	1 % 100%
TOP 2 BOX	32 64%	-	-	-		-	29 69¥	16 67%	13 72%	1 50%	7 598	15 798	3 50%	10 71%	15 728	13 59%	14 87%	1 518	- 8	-			7		2 21 18 64	
(5) VERY IMPORTANT	9 18%	-	-	-		-	8 198	6 25%	2 118	-	2 17%	5 271	-	2 14%	6 29%	5 23%	3 19%	-	-	-			2		2 4 1% 12	-
(4) SOMEWHAT IMPORTANT	23 46%	-	-	-		-	21 50%	10 42%	11 60%	1 50%	5 42%	10 523	Э \$50%	8 \$6%	9 43%	8 368	11 68%	1 519	-	-		-	- 4	5 98	- 17 52	
(3) NEITHER IMPORTANT OR UNIMPORTANT	1 2월	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	• •	-	-	L 3음		-
(2) SOMEWHAT UNIMPORTANT	5 10%	-	-	-		-	3 7¥	1 49	2 11%	-	1 8%	1 54	1 8 178	-	2 9%	3 : 138	-	-	-	-		-	-	-	- 4	1 1% 100%
(1) UNIMPORTANT	4 83	-	-	-		-	3 7%	3 128	-	1 50%	2 16%	-	1 17%	2 14%	-	2 91	1 ; 7%	-	-	-	-	-		1 38	- 3 9) -)8
BOTTOM 2 BOX	9 18%	-	-	-		-	6 148	4 168	2 11%	1 50%	3 24%	1 51		2 : 14%	2 9%	5 221	1 ; 7%	-	-			-		1 8%	- 7 21	7 1 1% 100%
DON'T KNOW / REFUSED	8 16%	-	-	-		-	7 17%	4 168	3 5 17%	-	2 17%	3 16 ⁹	1 8 178	2 : 15%	4 198	4 5 198	1 7%	1 49	- 10	-		-			2 5 98 19	
MEAN S.D. S.E.	3.67 1.22 0.19	-	-	-			1.16	3.76 1.36 0.30	3.87 0.84 0.22	2.06		0.75	1.42	1.31	0.92			4.00 0.00 0.00			-	-	1.1	4 0.0	0 1.23	1 2.00 8 0.00 8 0.00

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

																						I LALDS			
		BITTIN	G	CONTAC HYDRO?		PROBLEM SOLVED?		RECENT EXPERI	ENCE	(MONTE				ACCES WEBS	ITE		ER DAT	•=== A′	TH OTHE	:RS		VERIDI TRACKI	AN CO	NNECT	
	TOTAL		NO		NO 	YES NO		vs 	VDS	12+	7-12		<3	YES	NO	YES		== VBI SUI		0P D1		2012			2009
UNWID. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3		-	-	-	-	18	2	8	-	-	-	· –
WTD. TOTAL	50 100%	35 100%	8 ; 100	9 % 100%	41 1009	9 ; 100%	-	4 1008	-	ב 2004	1 1 100%	4 100%	3 100	8	-	-	-	-	18 100% 1	2 .00%	8 1001	-	-	-	-
TOP 2 BOX	32 648	23 66%	5 621	7 ≌ 78≵	25 618	7 \$ 78%	-	2 499	-	-	-	4 100%	3 100	- č		-	-	-	12 678	-	3 39%	; –	-	-	_
(5) VERY IMPORTANT	9 188	7 20号	1 125	1 % 11%	8 198	1 5 118	-	-	-	-	-	া 25%	-	-	-	-	-	-	5 28 -	-	1 12%	-	-	-	-
(4) SOMEWHAT IMPORTANT	23 46*8	16 46%	4 51%	6 1668	17 428	6 5 66%	-	2 491	-	-	-	3 75%	3 100	- 8		-	-	-	7 398	-	2 278	-	-	-	_
(3) NEITHER IMPORTANT OR UNIMPORTANT	1 2왕	1 3ዩ	-	-	1 28	~ 7	-	-	-	-	-	-	-	-		-	-	-	1 6∜	-	1 128	-	-	-	_
(2) SOMEWHAT UNIMPORTANT	5 10%	3 8%	1 138	2 8 228	3 78	2 22≹	-	2 51%	-	1 100%	1 : 100%	-	-	-		-	-	-	2 11%	-	2 25%	-	-	-	-
(1) UNIMPORTANT	4 88	4 11%	-	-	4 108	-	-	-	-	-	-	-	-	-		-	-	-	-	1 50%	1 12%	-	-	-	-
BOTTOM 2 BOX	9 18%	7 20∛s	1 138	2 \$22\$	7 178	2 22%	-	2 51%	-	1 100%	1 : 100%	-	-	-		-	-	-	2 11%	1 50%	3 378	-	-	-	-
DON'T KNOW / REFUSED	8 168	4 118	2 25%	-	8 208	-	-	-	-	-	-	-	-	-		-	-	-	3 17%	1 50%	1 12%	-	-	-	-
MEAN S.D. S.E.	1.22	3.62 1.31 0.23		3.66 1.00 0.33		3.66 1.00 0.33	-	2.97 1.16 0.59	-	0.00		4.25 0.50 0.25	4.00 0.00 0.00	-		-	-	1.	00 1. 00 0. 26 0.	00 1		-	-	-	-

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2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SURVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

 ${\tt Q.SG3}$ level of support towards veridian connections working with neighbouring utilities based on respondents in group ${\tt B}$

							sideni																				
	VF	RIDIAN		IECT T	ONS	==			1	ANNUAL HOUSEHO	PRE-T	AX									ONNECT:		CUST		OYALT		
	TR	ACKING											AG E				OLD SI	ZE	TRACK	ING			CRC-		L IN R DIF	F N '	Ŧ
	TOTAL 20	12 20					TAL ME	EN '	NOMEN			\$70+ 	18-34			1-2		6+ 			2010				BRE		
UNWID. TOTAL	50	-	-	-		-	42	24	18	2	12	19	6	14	21	22	16	2	-			-	- 13	2	4	33	1
WTD. TOTAL	50 100%	-	-	-		-	42 100%	24 100%	18 100%	2 100%	12 100%	19 1003	6 % 100%	14 100%	21 100%	22 100%	16 100%	2 100	- 8		-	-	- 12			33 00%	1 100%
TOP 2 BOX	41 82%	-	-	-		-	34 81음	20 83¥	14 77%	1 50%	10 83%	18 95	5 % 83%	12 85%	16 76%	18 82%	13 81%	2 100			-	-	- 1: 9:			25 76%	1 100%
(5) VERY SUPPORTIVE	18 36¥	-	-	-		-	14 34%	9 38%	5 28¥	1 50%	1 98	11 58		5 36%	7 338	8 37%	4 25%	1 49	- Ł		-	-		5 18 9		10 31%	1 100%
(4) SOMEWHAT SUPPORTIVE	23 46%	-	-	-		-	20 ⊈7≵	11 46%	9 498	-	9 74%	7 37	4 8 668	7 49%	9 43%	10 45%	9 56%	1 51	- 2		-	-		5 18 4		15 45%	-
(3) NEITHER SUPPORTIVE OR UNSUPPORTIVE	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-		-	-	-	-
(2) SOMEWHAT UNSUPPORTIVE	1 2%	-	-	-		-	1 2%	-	1 68	-	-	-	-	-	1 5%	1 41	-	-	-		-	-		1 B음	-	-	-
(1) UNSUPPORTIVE	2 48	-	-	-		-	2 5%	1 48	1 6%	1 50놓	1 98	-	-	1 8%	1 58	-	2 13%	-	-		-	-	-	-	-	2 6참	-
BOTTOM 2 BOX	3 68	-	-	-	-	-	3 7ዩ	1 4%	2 118	1 50%	1 98	-	-	1 8%	2 10%	1 - 48	2 : 13%	-	-		-	-		1 88	-	2 6%	-
DON'T KNOW / REFUSED	6 12%	-	-	-	-	-	5 12¥	3 12%	2 11%	-	1 84	1 5 5	1 8 178	1 ; 7%	3 148	3 ; 14%	1 5 6%	-	-		-	-	-	-	-	6 188	-
MEAN S.D. S.E.	4.22 0.95 0.14	-	-	-	-		1.00		3.99 1.12 0.28			4.61 0.50 0.12			4.10 1.09 0.26	4.33 0.75 0.17	3.84 1.27 0.33	4.49 0.73 0.53		-	-	-		6 0.		04	5.00 0.00 0.00

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

																								PAYE		
	E	JILLIN	G	CONTAC HYDRO?		PROBLEM SOLVED?		RECENT EXPERIE	-	(MONTE				ACCE WEBS	TE		ER DAI	WI A ==		THERS		VER. TRAC	DIAN KING	CONNE	TION	IS
	TOTAL 1		NO			YES NO		VS V			7-12		===== <3 •••••	YES	NO	YES	NO			VERY UNSUP	VERI- DIAN		201			009
UNWID. TOTAL	50	35	8	9	41	9	-	4	-	1	1	4	3		-	-	-	-	18	2	8		-	-	-	-
WID. TOTAL	50 100%	35 100%	8 100%	9 5 100%	41 100%	9 100%	-	4 100%	-	1 100%	1 5 100%	4 100%	3 1009		-	-	-	-	18 100%	2 5 1009	8 100	olo	u	-	-	-
TOP 2 BOX	41 82%	29 83%	6 758	8 89%	33 81%	8 ; 89\$	-	4 100왕	-	1 100%	1 100%	3 748	3 1009	ह	-	-	-	-	18 100%	-	7 88	÷	-	-	-	-
(5) VERY SUPPORTIVE	18 36%	11 318	1 138	5 56%	13 32%	5 56%	-	2 50%	-	1 100%	-	1 25%	3 1001	- 8	-	-	-	-	18 100%	-	4 50	*	-	-	-	-
(4) SOMEWHAT SUPPORTIVE	23 46%	18 51%	5 62%	3 32%	20 49%	3 32%	-	2 50%	-	-	1 100%	2 48%	-	-	-	-	-	-	-	-	3 38		-	-	-	-
(3) NEITHER SUPPORTIVE OR UNSUPPORTIVE	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-		-	-	-	-
(2) SOMEWHAT UNSUPPORTIVE	፲ 2ቼ	1 38	-	-	1 28	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-		-	-	-	-
(1) UNSUPPORTIVE	2 4ኝ	2 6%	-	-	2 5ቄ	-	-	-	-	-	-	-	-	-		-	-	-	-	2 100	- r		-	-	-	-
BOTTOM 2 BOX	3 68	3 9₩	-	-	3 88	-	-	-	-	-	-	-	-	-		-	-	-	-	2 100%	-		-	-	-	-
DON'T KNOW / REFUSED	6 128	3 8¥	2 25%	1 11%	5 12%	1 11%	-	-	-	-	-	1 26%	-	-		-	-	-	-	-	1 12	8	-	-	-	-
MEAN S.D. S.E.	4.22 0.95 0.14	1.04	0.41	0.51	1.00	4.64 D.51 0.18	-	4.50 0.58 0.29	-	5.00 0.00 0.00		4.35 0.59 0.34	5.00 0.00 0.00	-		-	-		.00 .00 .00	1.00 0.00 0.00	4.57 0.53 0.20		-	-	-	-

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Q.LOY CUSTOMER LOYALTY GROUPS BASED ON RESPONDENTS WHO BUY ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT RETAILER

		RIDIA ACKIN	AN CONN	ECTION	S				ANNUAL HOUSEHO - '0008	DLD IN 5 	COME				HOUSEH		E	VERIDI <i>I</i> TRACKII	IG)NS		STILL	IN DIFF A	
	TOTAL 20		2011 2			OTAL N			ې <\$40 < 		\$70+	18-34 3	35-54 5	55+	1-2	8-5 6	÷	2012 2	2011	2010	2009	URE	ABLE		LISK
UNWID. 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		440 100%	450 100%	456 100%	441 100%	373 100%	195 1009	178 1008	38 100%	74 100%	164 : 100%	41 100%	140 100%	190 100%	190 5 100%	168 100%	11 100%	374 100ቄ	383 100%	389 100	376 1009	142 100	51 % 100%	221 100%	24 100%
SECURE	142 32%	121 27%	126 28%	70 15%	95 22¥	118 31%	54 281	63 5 36%	14 36%	32 43%	52 32%	17 418	38 27%	61 328	65 5 34%	49 298	3 278	101 27%	103 279	58 8 15	80 218	142 ; 100	- F	-	-
FAVORABLE	51 12≹	50 11%	69 15%	94 21%	69 16%	44 12%	21 119	23 138	2 : 5%	9 128	23 14%	1 28	21 15%	21 119	27 5 143	15 9¥	1 98	43 11%	58 158	81 \$ 21	59 8 168	-	51 100%	-	-
INDIFFERENT	221 50%	250 57%	233 52¥	255 56%	259 59%	191 51%	104 539	87 8498	19 51%	31 418	80 5 48%	21 51%	72 52 %	96 519	90 ≩ 4,7%	92 54%	6 55월	215 57%	205 543	218 \$ 56	223 ¥ 591	-	-	221 100%	-
AT RISK	24 5%	19 4%	23 5%	37 88	18 48	21 6¥	16 81	5 8 38	3 ; 8%	3 4.9	9 \$58	2 5%	8 6*	11 69	6 ≩ 4\$	12 7%	1 10₹	15 5 48	17 45	32 8 8	14 8 45	- \$	-	-	24 100%

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Q.LOY CUSTOMER LOYALTY GROUPS BASED ON RESPONDENTS WHO BUY ELECTRICITY FROM VERIDIAN CONNECTIONS OR AN INDEPENDENT RETAILER

																		WORK				ILL PA		
		BILLÍN		CONTAC HYDRO?		PRÓBLE SOLVED	?	RECENT EXPERI	ENCE	TIME S {MONTH	S)			ACCESS WEBSIT	в	SMART METER	DATA	WITH (VERIDI TRACKI	AN CON	NECTION	ns
	TOTAL	YES		YES		YES		V8		12+				YES 1		YES	NO		UNSUP				2010	2009
UNWID. 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 1009	34 100%	8 1001	82 5 100%	356 100%	73 100%	9 100%	38 100%	6 100%	4 100%	15 100%	18 100%	38 100%	83 100%	262 100%	19 100%	364 ; 100%	17 : 100원	2 5 100%	64 5 100#	66 5 100%	67 100%	67 100%	65 100∛
SECURE	142 324	8 \$23\$	2 251	27 33%	115 32%	25 348	2 20%	20 53%	-	3 73%	3 20%	7 388	12 32%	33 40€	82 31%	7 371	122 34%	5 29%	-	25 38%	20 ; 31%	23 34%	12 18%	15 23%
FAVORABLE	51 129	1 5 3%	2 24%	9 ; 11%	42 12%	7 10%	2 18%	6 16*	1 18%	-	3 18%	<u>1</u> 6왕	5 148	11 13%	34 13%	2 10%	44 3 128	1 6%	-	7 12%	8 ; 11%	11 16%	13 19%	10 15%
INDIFFERENT	221 504	24 : 71%	4 50≹	40 : 498	181 51%	37 51%	3 30*	11 29%	3 50%	1 278	9 62%	9 50≹	17 44%	30 37%⊧	133 51%	9 481	178 5 49%	10 60%	2 100%	29 46%	35 52%	28 41%	38 56¥	36 56%
AT RISK	24 51	1 ; 3*	-	6 7ቼ	18 5%	3 48	3 31*	1 2%	2 328	-	-	1 5%	4 118	9 11%	12 5ቄ	1 5%	21 5 68	1 6%	-	Э 4%	4 6 등	6 88	4 7ቴ	4 6왕

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2013 SIMUL/UtilityPULSE CUSTOMER SATISFACTION SUBVEY FOR VERIDIAN CONNECTIONS MARCH 28 - APRIL 11, 2013

Q.CUSTSEG CUSTOMER SEGMENTS BASED ON TOTAL RESPONDENTS

					I	RESIDEN	TIAL E	JILL F	AYERS																
	:	TRACKII	NG	NECTIO					HOUSEE - '000	PRE-T	'AX ICOME	AGE				OLD SI	٤E	VERIDI TRACKI	AN CON NG	NECTIO)NS		AER LOY STILL FAVOR	====== IN	
	TOTAL 2			2010		TOTAL M	EN S	NOMEN			\$70+ 	18-34			1-2	3-5	5+ 	2012	2011 	2010		URB		ERENT !	
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	451 100%	452 100%	462 100%	467 100%	454 100%	383 100%	197 100%	186 1009	40 100%	75 \$ 100%	167 : 100%	41 100%	144 100%	195 100%	196 1008	169 ; 100%	13 100%	384 100%	393 100%	397 1009	386 100%	144 1009	55 % 100%	22 1 100%	25 100%
RESIDENTIAL	383 85%	384 85%	393 85%	397 85%	386 85%	383 100%	197 10 0 %	186 100%	40 \$ 100	75 100%	167 1008	41 100%	144 100%	195 1009	196 k 100%	169 100%	13 100%	384 100%	393 100%	397 100	386 100%	120 8 83		191 87%	21 84%
COMMERCIAL	68 15%	68 15%	69 15%	70 15%	68 15%	-	-	-	-	-	-	-	-	-	-	=	-	-	-	-	-	25 17		29 138	4 16%

MARCH 28 - APRIL 11, 2013

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Q.CUSTSEG CUSTOMER SEGMENTS BASED ON TOTAL RESPONDENTS

		TIME O BILLIN	g	CONTAC HYDRO?		PROBLE: SOLVED	?	RECENT SXPERI	ENCE	(MONTH				ACCESS WEBSI1	т	SMART METER					VERIDL TRACKI	PN CON	NECTIO	INS .
	TOTAL		NO 			YES		VS			7-12			YES	NO		NO 	VERY SUPP	VERY UNSUP		2012			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	45 1 100	35 k 100%	8 100%	83 ; 100%	368 100%	74 100음	9 100¥	39 100%	6 100%	4 100%	16 : 100%	18 100%	38 100%	83 100%	271 100	19 중 100월	376 1001	18 1009	2 5 1009	68 100%	68 ; 100%	69 100%	70 100%	68 100%
RESIDENTIAL	383 85	29 \$ 82\$	8 100%	65 78¥	319 87%	57 77%	8 83%	27 698	6 100%	Э 738	14 : 90%	14 76%	30 78%	72 87€	226 83	18 \$ 95%	318 ; 85%	14 ; 77%	2 5 100%	-	-	-	-	-
COMMERCIAL	68 151	6 188	-	18 22%	49 13%	17 23%	2 178	12 31%	-	1 278	2 10%	4 24%	3 22%	11 13%	45 17	1 हे 5 है	57 : 151	4 231	-	68 100%	68 100%	69 100%	70 100€	68 100%

Q.LANG LANGUAGE BASED ON TOTAL RESPONDENTS

		RESIDENTIAL BILL PA	PAYERS		
	VERIDIAN CONNECTIONS TRACKING	I	ANNUAL PRE-TAX HOUSEHOLD INCCME - '0005 ==================================	VERIDIAN CONNECTIONS HOUSEHOLD SIZE TRACKING	CUSTOMER LOYALTY GROUPS STILL IN STILL IN SEC- FAVOR DIFF AT
	TOTAL 2012 2011 2010 20		•	1-2 3-5 6+ 2012 2011 2010 2009	
UNWID. TOTAL	451 452 462 467	154 384 198 186	40 76 167 41 144 195	5 197 169 13 385 396 395 39	87 145 55 220 25
WTD. TOTAL	104	154 383 197 186 LOO% 100% 100% 100%			86 144 55 221 25 00% 100% 100% 100% 100%
ENGLISH		154 383 197 186 100% 100% 100% 100%			86 144 55 221 25 00% 100% 100% 100% 100%
FRENCH		•			

O.LANG LANGUAGE BASED ON TOTAL RESPONDENTS

																				COMME	RCIAL	BILL P.	AYERS	
																		WORK		=====				
		TIME	OF USE	CONTA	CTED	PROBL	EM	RECEN	T	TIME S	SINCE	CONTAC:	т	ACCESS	3	SMART		WITH .	OTHERS		VERID	IAN COL	NNECTIC	INS
		BILLI	NG	HYDRO	ŝ	SOLVE	D?	EXPER	IENCE	(MONTI	4S)			WEBSIT	Е	METER	DATA				TRACK	ING		
																		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	451	35	8	83	368	73	10	39	6	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67

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UNWID. TOTAL	451	35	8	83	368	73	10	39	б	4	16	18	38	83	271	19	376	18	2	67	67	66	72	67
WID. TOTAL	451 100%	35 100≹	8 100%	83 100%	368 100≹	74 100%	9 100%	39 100%	6 100%	_	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100%	2 100≹	68 100%	68 100%	69 100%		68 100%
ENGLISH	451 100%	35 100∜	8 100≹	83 100%	368 100%	74 100%	9 100%	39 100%	6 100 %	4 100%	16 100%	18 100%	38 100%	83 100%	271 100%	19 100%	376 100%	18 100%	2 100%	68 100%	68 100%	69 100%	70 100%	68 100%
FRENCH	-	-	_	_	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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MARCH 28 - APRIL 11, 2013

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

Perf	formance Measures	Goal Description	2011 Target	2011 Actual
	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 \$204 \$209 \$214	\$186
Financial	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)	\$219 90% 87.5% 85% 82.5% 80.0% or lower	78.2%
	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 benmark in Simul's annual utility survey is the target	+6% +3% Benchmark lower	5%
	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% 55% 50% 45% 40% or lower	50th
Customer	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 1.56 1.76 1.96 2.16 or higher	1.31
	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.	1.81 1.91 2.01 2.11 2.21 or higher	2.19
	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.	0.61 0.81 1.01 1.21 1.41 or higher	0.60
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.	10.8 kg 11.0 kg 11.2 kg 11.4 kg 11.8 kg or higher	13.2
	Employee Turnover	Increasing the engagement of employees. Veridian will compare favourably to the level of employee turnover in the MEARIE Utility Performance Management Survey	0.04 0.05 0.06 0.07 Above 0.07	0.03
Loarning and Growth	Engaged Employees	Increasing the engagement of employees. Veridian will compare favourably to the level of employee absenteeism in the MEARIE Utility Performance Management Survey	3.25 3.5 3.75 4.5 Above 4.5	2.39
Learning and Growth	Lost Time Accidents	Promoting an accident free workplace	0 1 2 3 More than 3	2
	Accident Severity	If a lost time accident occurs, the severity of the accident will be low.	< 7days < 11 days < 14 days <18 days <20 days	59

2012 Veridian Corporate Scorecard

Perforn	nance Measures	Goal Description	2012 Targets	2012 Actual
	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 \$210 \$215 \$217 \$220 \$222	\$213.96
Financial	Planned Capital Expenditure Completion	Maximum Corporate performance bonus will be achieved if 100% of the planned capital expendiures 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% 90% 85%	80.8%
	Return on Equity	Return on Equity using CGAAP.	80% 8.6% 8.4% 8.2% 8.0% 7.8% 7.6%	11.4%
	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 benmark in Simul's annual utility survey is the target	6% 5% +4.5% +4% +3.5%	7%
Customer	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 1.13 1.20 1.27 1.34 1.45	1.190
People and Processes	Lost Time Accident Frequency	Accident free Workplace	0 0 1 2 3	0
	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	0 days 4 days 7 days 10 days 15 days	0

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 reovering 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	
			\$214.83		
	Controllable Cost por	Varidian Connections Inc. Operations, Maintenance and Administration	\$216.74		
	Controllable Cost per Customer	Veridian Connections Inc. Operations, Maintenance and Administration Expense per Customer (\$)	\$218.64	\$218.49	
	customer	Expense per customer (5)	\$219.59		
			\$220.55		
			7.09%	8.80%	
Eta anata l	Veridian Connections Return	Veridian Connections Inc. Return on equity ratio, after adjusting for the after	6.87%		
Financial	on Equity (ROE)	tax impact of unrealized interest rate swap gains and losses	6.65%		
	on Equity (NOE)	tax impact of ameanized interest rate swap gains and losses	6.43%		
			6.21%		
		Percent of planned capital expenditures completed, excluding non-	100%		
	Planned Capital Expenditure	discretionary projects relating to new development and roadway relocations	90%	72.1%	
	Completion Rate	and excluding amounts over-budget	85%		
	Customer Satisfaction	Percent deviation between Veridian Connections Inc customer satisfaction and	6%	3.0%	
		Ontairo electricity consumer customer satisfaction, as measured by an annual	5%		
		telephone survey	4%		
		telephone survey	3%		
			1.22	16.71	
	Reliability	Average outage duration hours per customer served, excluding outages related	1.29		
Customer		to loss of upstream supply (System Average Interruption Duration Index	1.36		
customer		(SAIDI))	1.43		
			1.50		
			1.33		
		Average number of interruptions per customer served, excluding outages	1.39		
		related to loss of upstream supply (System Average Interruption Frequency	1.45	2.79	
		Index (SAIFI))	1.50		
			1.56		
			0	0.47	
	Lost Time Accident Frequency Rate Lost Time Accident Severity	Number of lost time accidents per 200,000 hours worked	1		
			2	-	
			3		
			0	0.95	
		Number of days lost due to lost time accidents per 200,000 hours worked	4		
	Rate		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 correponding 12 month rolling average.

2014 Veridian Corporate Scorecard

Performa	nce Measures	Measure Description	2014 Targets
			\$236.15
	Controllable Cost nor	Varidian Connections Inc. Operations, Maintenance and	\$238.56
	Controllable Cost per	Veridian Connections Inc. Operations, Maintenance and	\$240.97
	Customer	Administration Expense per Customer (\$)	\$242.17
			\$243.38
			9.71%
		Maidian Compartions has Datum an another stick of the adjustice for	9.44%
Financial	Veridian Connections Return		9.17%
	on Equity (ROE)	the after tax impact of unrealized interest rate swap gains and losses	8.90%
			8.63%
			100%
	Planned Capital Expenditure	Percent of planned capital expenditures completed, excluding non-	90%
	Completion Rate	discretionary projects relating to new development and roadway relocations and excluding amounts over-budget	85%
	Service Quality Composite		100%
		Description of the standard of the Description of the standard	95%
		Percent of time that Ontario Energy Board annual service quality	90% ¹
	Index	performance levels are met on a monthly basis. ¹	85%
			80%
			1.13
		Average outage duration hours per customer served, excluding	1.21
Customer		outages related to loss of upstream supply (System Average	1.29
		Interruption Duration Index (SAIDI))	1.37
			1.45
	Reliability		1.46
		Average number of interruptions per customer served, excluding	1.53
		outages related to loss of upstream supply (System Average	1.61
		Interruption Frequency Index (SAIFI))	1.68
			1.76
			0
People and Processes	Lost Time Accident	Number of lost time accidents per 200,000 hours worked	1
	Frequency Rate		2
			0
	Lost Time Accident Severity	Number of days lost due to lost time accidents per 200,000 hours	4
	Rate	worked	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	The requirement was identified in 2010 to support corporate
(2011)	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 _35Hrs. per week OR Part-timeHrs. per week				
Classification: _Accounting Asociate				
Is this a new position that has been rated by HR for Internal Equity points? X Yes OR INO				
Proposed Hire Date (QQ/YY)Q2/2012				

Position tasks are currently being performed by:

 \Box contract employee $\Box X$ 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.

D 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.

<u>Costs:</u>
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 Allocation5615.23.800
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 .

Manager:	Date:
Authorization:	
Vice-President:	Date:
(Please attach a copy of this form to the Employe	e 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:										
X 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 X No										
Proposed Hire Date (QQ/YY) ASAP										

Position tasks are currently being performed by:

Contract employee X other employee (Please include details below)

Manager, Engineering & Construction

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

X Position tasks are being performed as best as possible.

D 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 Employed	e Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification POSITION TITLE: ACLOUNTING WORDINGTON DEPARTMENT: FINGUCIAL Reporting **Details of position:** Full-time 40 Hrs. per week OR **D** Part-time Hrs. per week Classification: AC6 Is this a new position that has been rated by HR for Internal Equity points? If Yes OR IN 04/2012 Proposed Hire Date (QQ/YY) Position tasks are currently being performed by: other employee (Please include details below) contract employee Some duties currently performed by Manarger, Paynoll +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: - tob description attached. - Positia is part of restructions in Financial Sauces due to Evec restriction in 2012 AND retirement of 1 manager position. -Restructions reduces averall costs while mitigating risks to sense levels and financial date and analysis -Coordination of schedules, check-mot completed unling papers, - Bucking the Paywill

Costa
<u>Costs:</u>
Total annual cost of new permanent employee (Please include direct labour costs plus labour overheads to be applied)
Total Expense: <u>~ 80 K</u>
Proposed GL or Job Number Allocation 5615, 23.415 (Financial Reporting)
Operating: \$_80K%age of total annual Operating Budget%
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 of interdependencies?
Inadequate review/corordination of shift unk, according
strategically impartiant - allows transfer of lower level activity
from Manager to lacodnater.
2. Explain how this new position would support Variation's Rusiness Objects
Ensure timely and a curate confletitue of account analysis,
ghalins.
Submitted by:
Manager: 14 Det Date: Oct 7, 2012
Authorization
Authorization: Vice-President: Land Mc Lang Date: Oct 9, 2012
Date: 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 : _ Asset Mgmt & Planning Tech ____ DEPARTMENT : ___ Planning and Maintenance

Details of position:					IJ	
.X Full-time 40 <u>°</u> Hrs: per.week **	OR DP	art-time	_Hrs. per week *	е 		
Classification: \$9			· · · ·		• • • • • • • • • • • • • • • • • • •	
Is this a new position that has been rated	by HR for Inter	rnal Equity point	ts? X Yes Of	No 🖸 No		
Proposed Hire Date (QQ/YY) _Q	L/2014					

Position tasks are currently being performed by:

contract employee **x** 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.

Desition 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 restatements 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 Allocationvarious				
Operating: \$_50%-\$62359 %age of total annual Operating Budget3%				
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: Multh	Date: 6/2/13
Authorization:	
Vice-President:	Date: VINE 21, 2013
8 *	
(Please attach a copy of this form to the Employe	e Requisition form and forward it to Human Resources)

Veridian Connections – Permanent Employee Business Case/Justification

POSITION TITLE :	DEPARTMENT :
Details of position:	
□ Full-timeHrs. per week OR □ Part-time	Hrs. per week
Classification:	
Is this a new position that has been rated by HR for Internal Equity p	oints? 🗖 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.

D 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:					
X Full-time	40 Hrs. per week	OR	Part-timeHrs. 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 X No					
Proposed Hire	Date (QQ/YY) Q1/2014				

Position tasks are currently being performed by:

Contract employee X other employee (Please include details below)

Manager, Planning and Maintenance

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

X Position tasks are being performed as best as possible.

Desition 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 compete 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 effecient and effective use of resources.

Submitted by:			
Manager:	Date:		
Authorization:			
Vice-President:	Date:/UNE 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:
X Full-time 35_Hrs. per week OR 🗖 Part-timeHrs. per week
Classification: S4
Is this a new position that has been rated by HR for Internal Equity points? 🗖 Yes OR X No
Proposed Hire Date (QQ/YY): Q1/2014
Position tasks are currently being performed by:
rosition tusks are carrently being performed by.
🗖 contract employee 🛛 other employee (Please include details below)
months (or years) tasks have been performed by contract or other employee.
X 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 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 time completion of design and construction standards, review and analysis of the equipment failure data ensuring that the higher cost

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.

resources are maximized on the technical content of their primary duties and responsibilities.

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: In Hur Bertichersby Manager: (

Authorization:

Vice-President:

Date:_<u>___</u>UNC21//

JUNE 24, 2013 Date:

(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 5.1staff-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.

Veridian Connections Inc. EB-2013-0174 Response to Technical Conference Undertaking JT1.12 Q3 Page 2 of 2

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 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 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.