

# Ohio PUC Reliability Residential Survey Results Q1-13 Update

**Prepared By  
Duke Energy Customer Satisfaction**



# Completed Survey Counts

- Online survey emailed to a random sample of residential customers
- Email invitations mailed in Waves

## Residential Regulated

|                   | Q2-12 | Q3-12 | Q4-12 | YE-12 | Q1-13 |
|-------------------|-------|-------|-------|-------|-------|
| Sample Size       | 667   | 750   | 500   | 1917  | 1350  |
| Completed Surveys | 45    | 49    | 33*   | 127   | 100   |
| Response Rate     | 7%    | 7%    | 7%    | 7%    | 7%    |

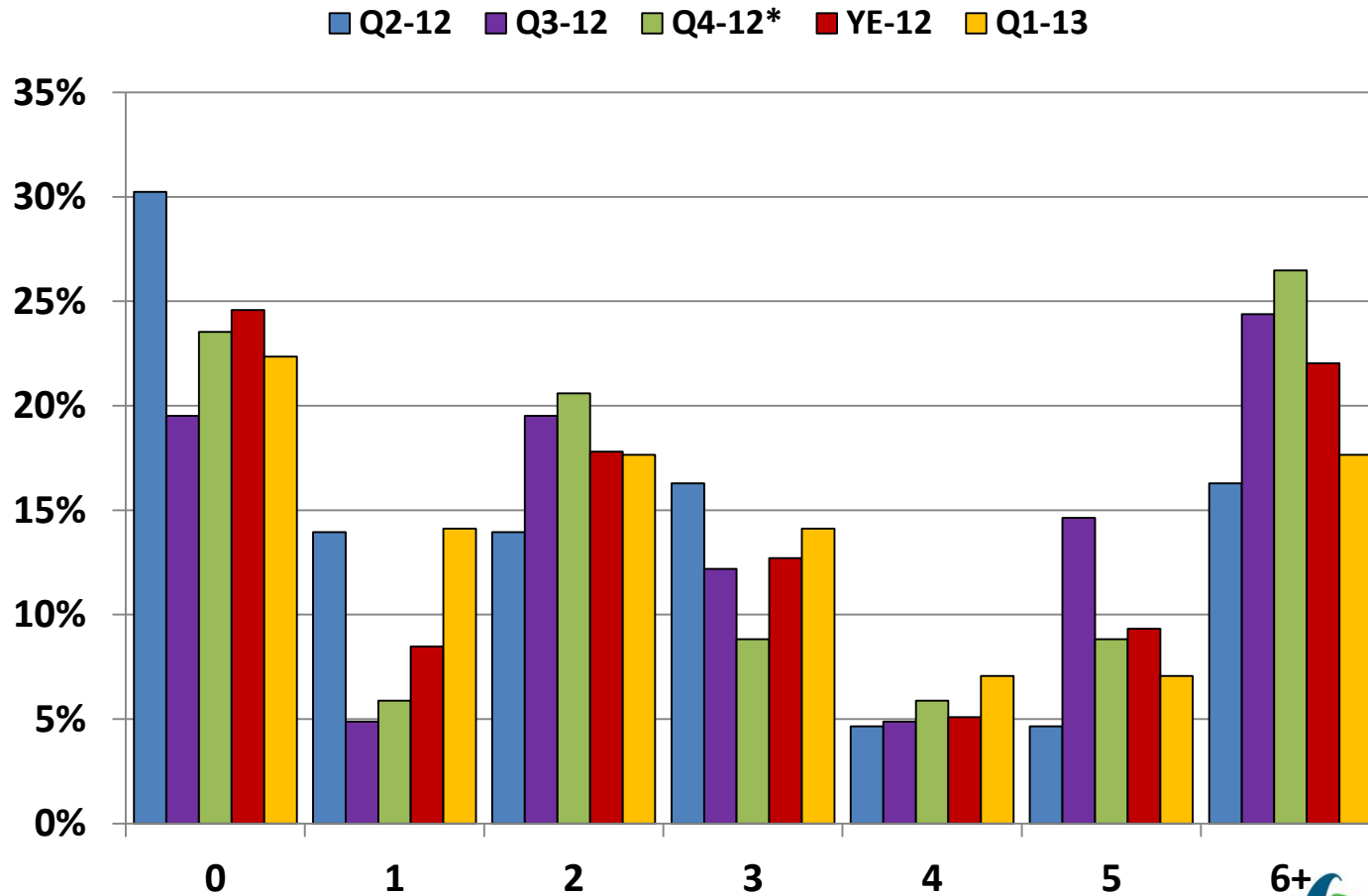
## Residential Non-Regulated

|                   | Q2-12 | Q3-12 | Q4-12 | YE-12 | Q1-13 |
|-------------------|-------|-------|-------|-------|-------|
| Sample Size       | 448   | 525   | 350   | 1323  | 575   |
| Completed Surveys | 56    | 50    | 37*   | 143   | 39*   |
| Response Rate     | 13%   | 10%   | 9%    | 11%   | 7%    |

\*Use caution when interpreting results; low sample sizes

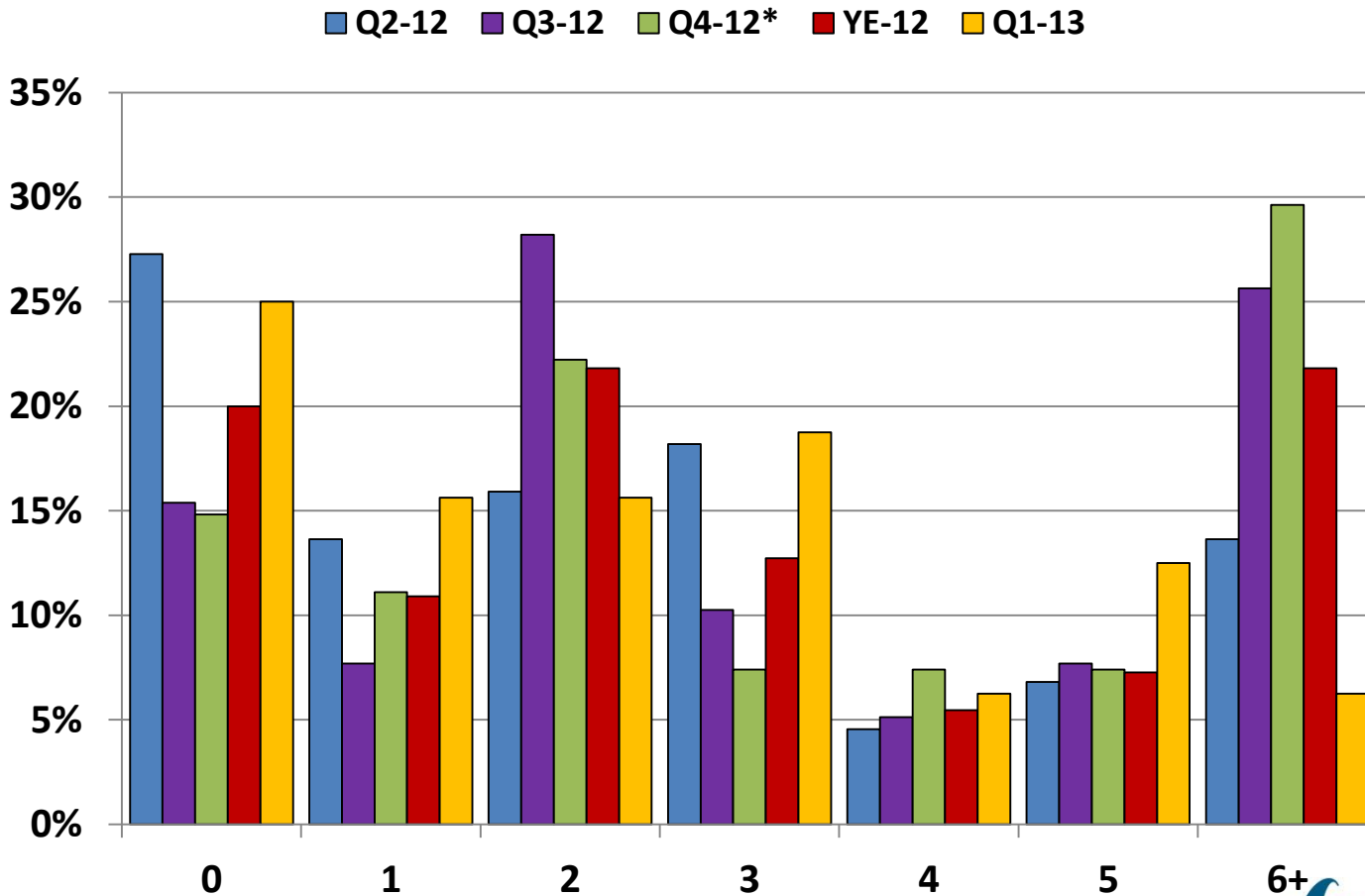
## How many brief interruptions of 5 minutes or less have you experienced at your home in the past 12 months?

### Regulated Customers



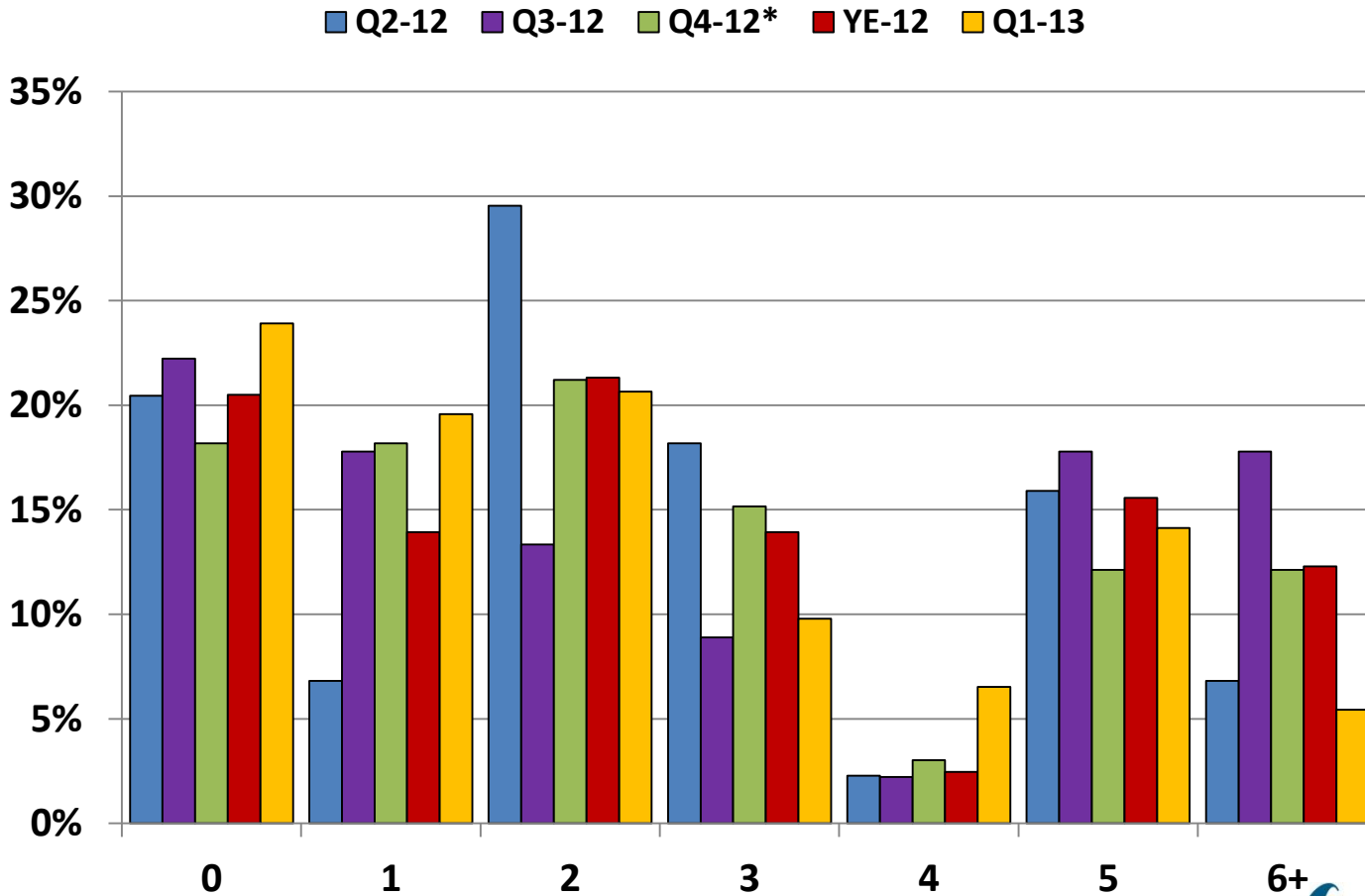
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### Non-Regulated Customers



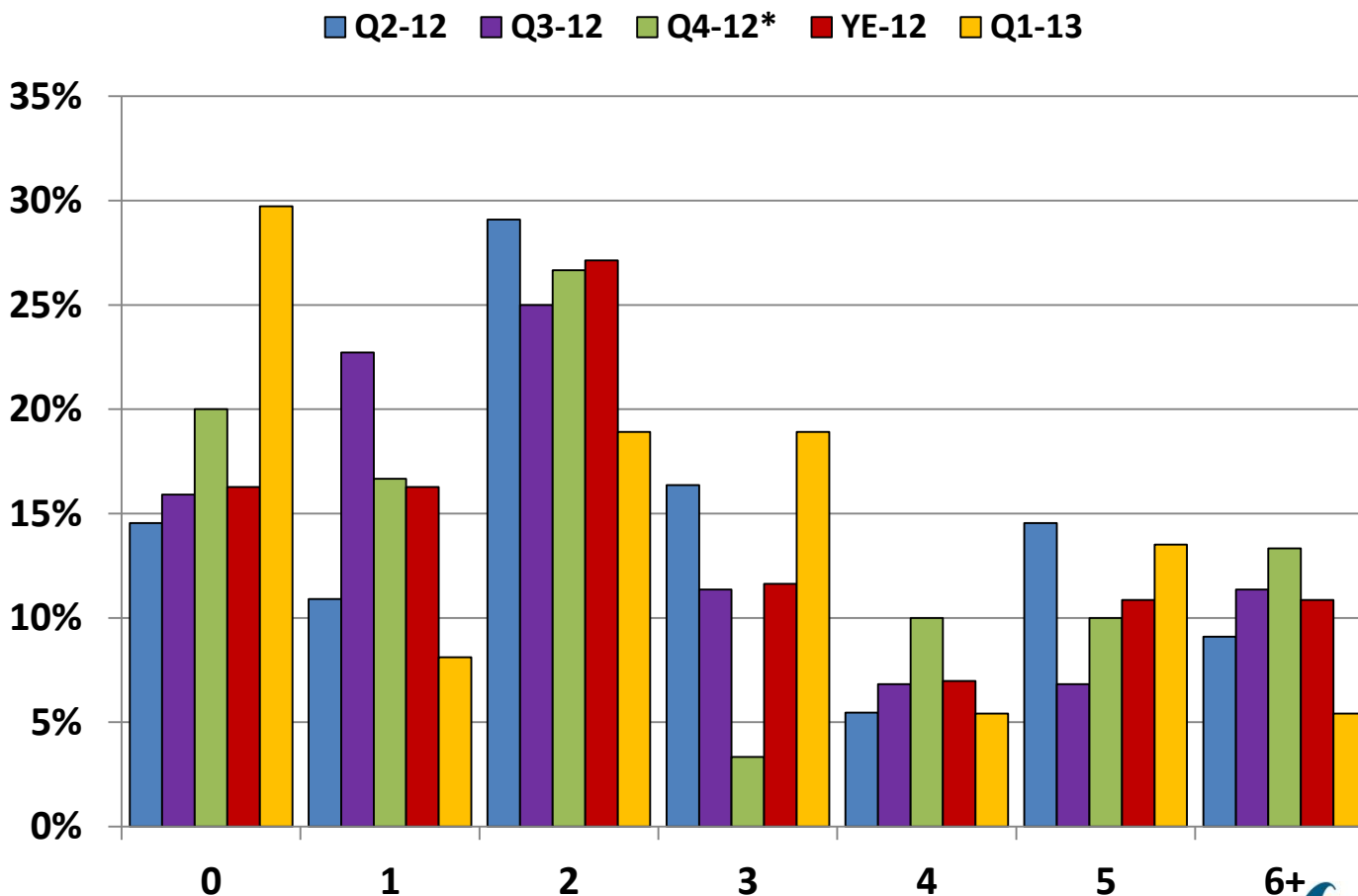
How many brief interruptions of 5 minutes or less would you consider acceptable during a 12 month period?

### Regulated Customers



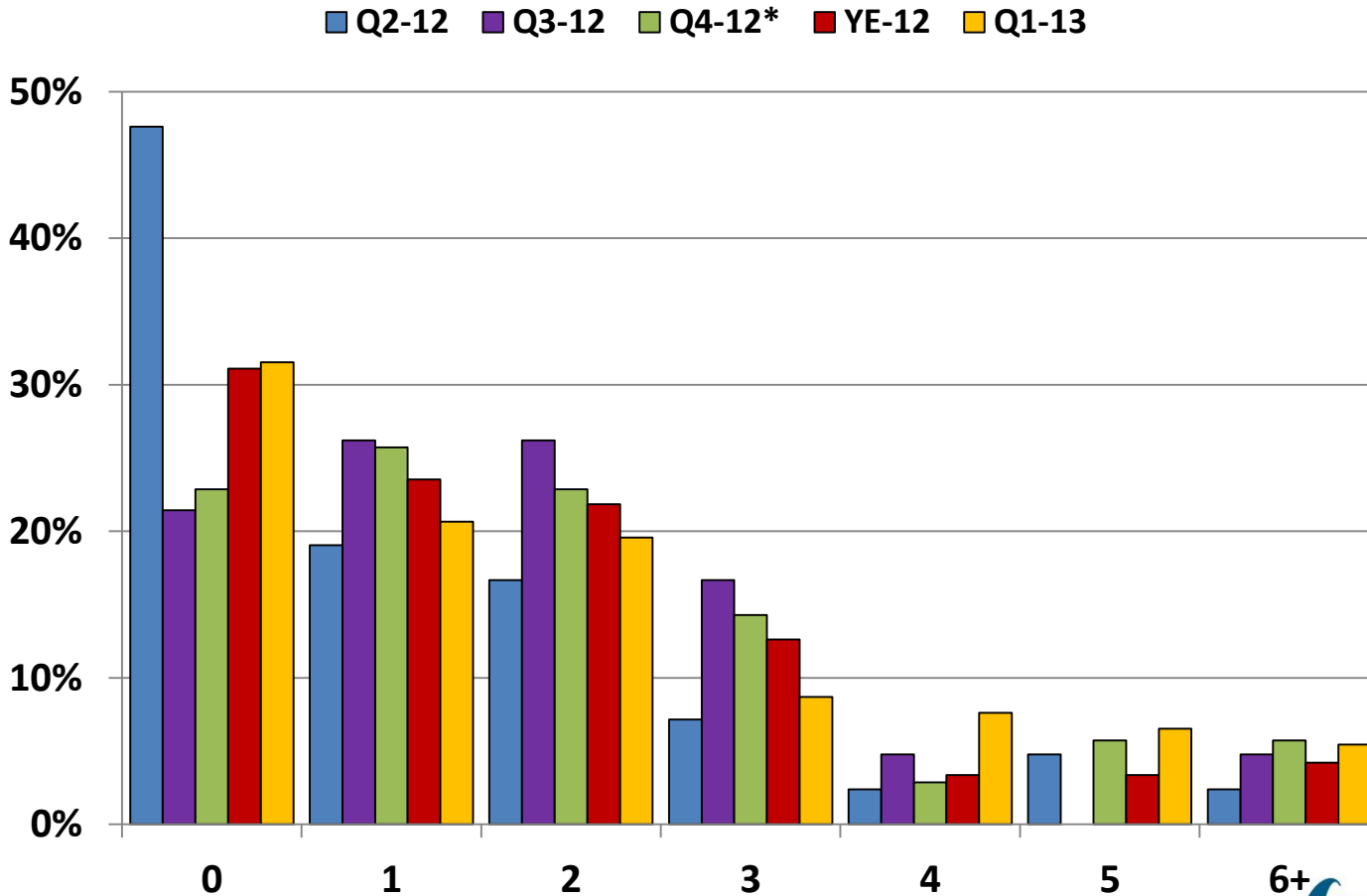
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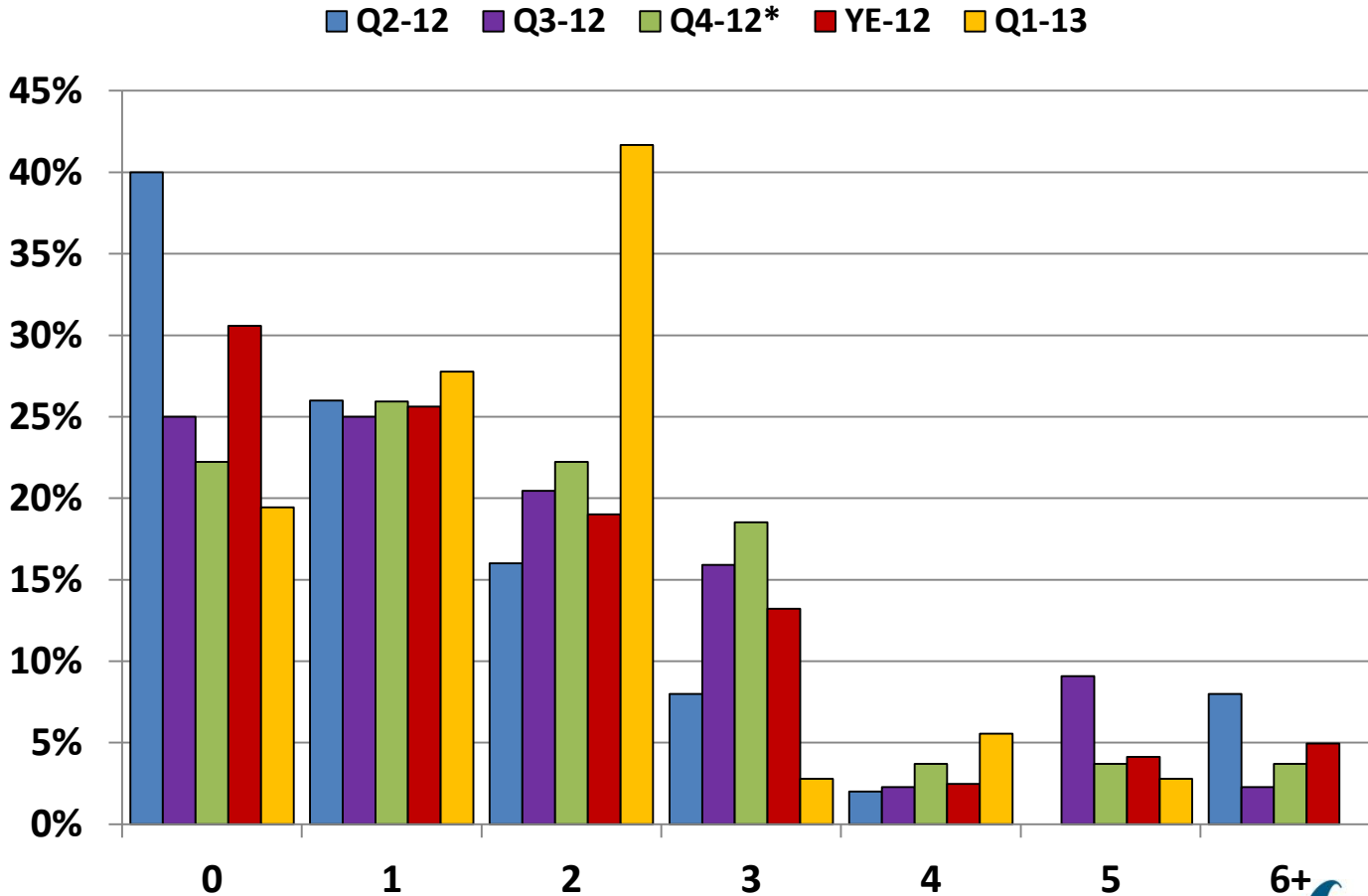
How many lengthy interruptions of more than 5 minutes have you experienced at your home in the past 12 months?

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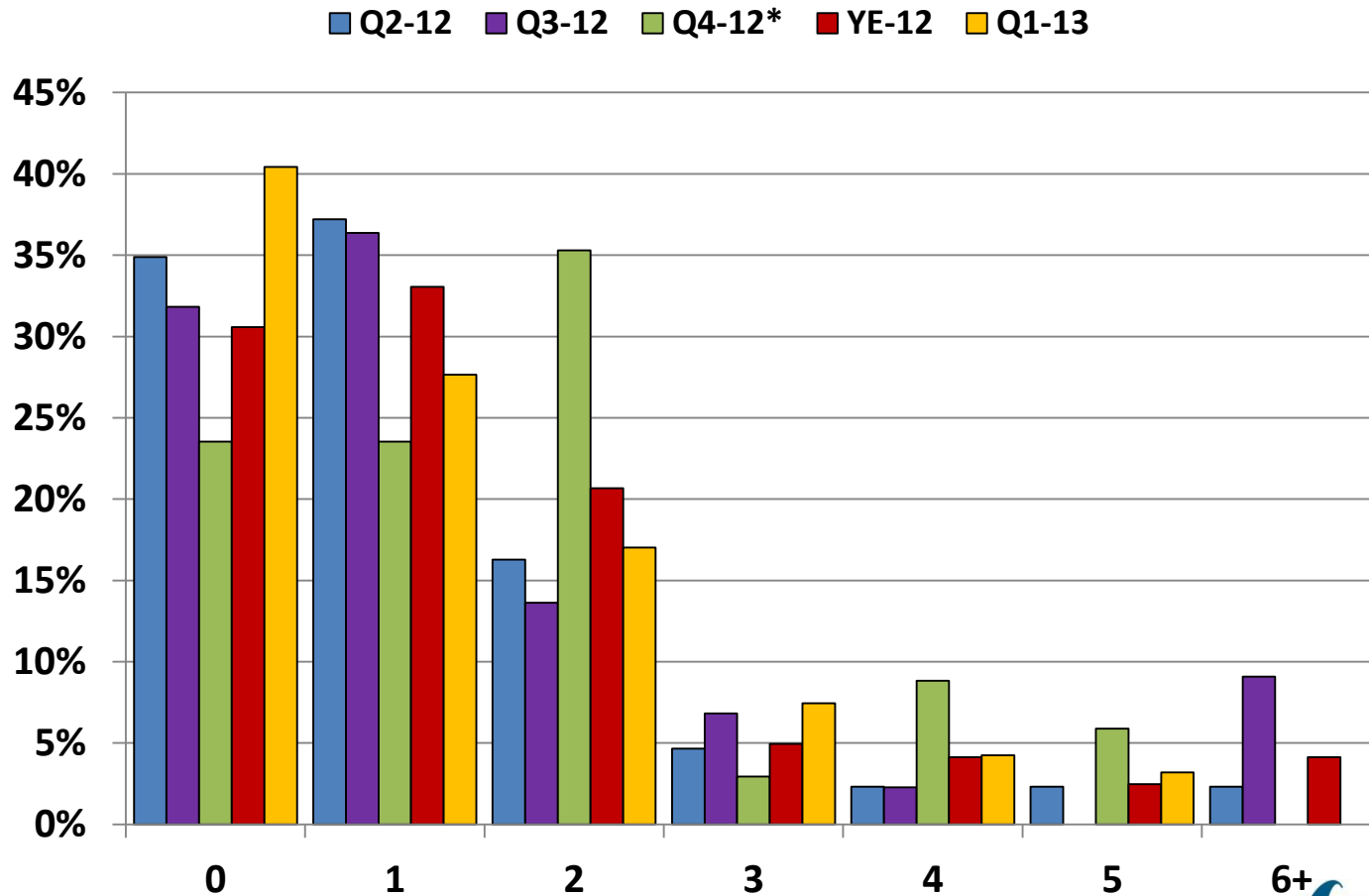
### Non-Regulated Customers





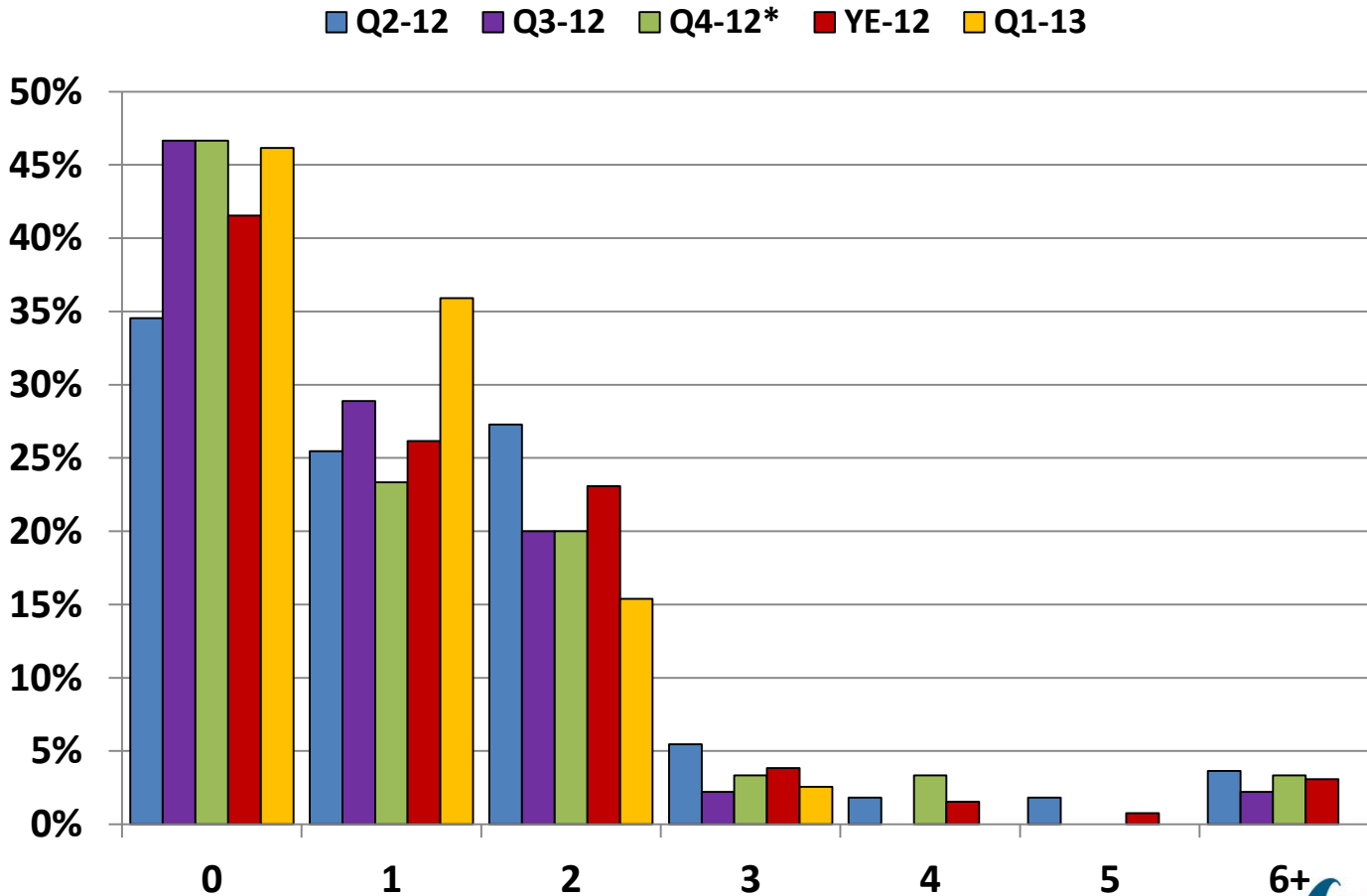
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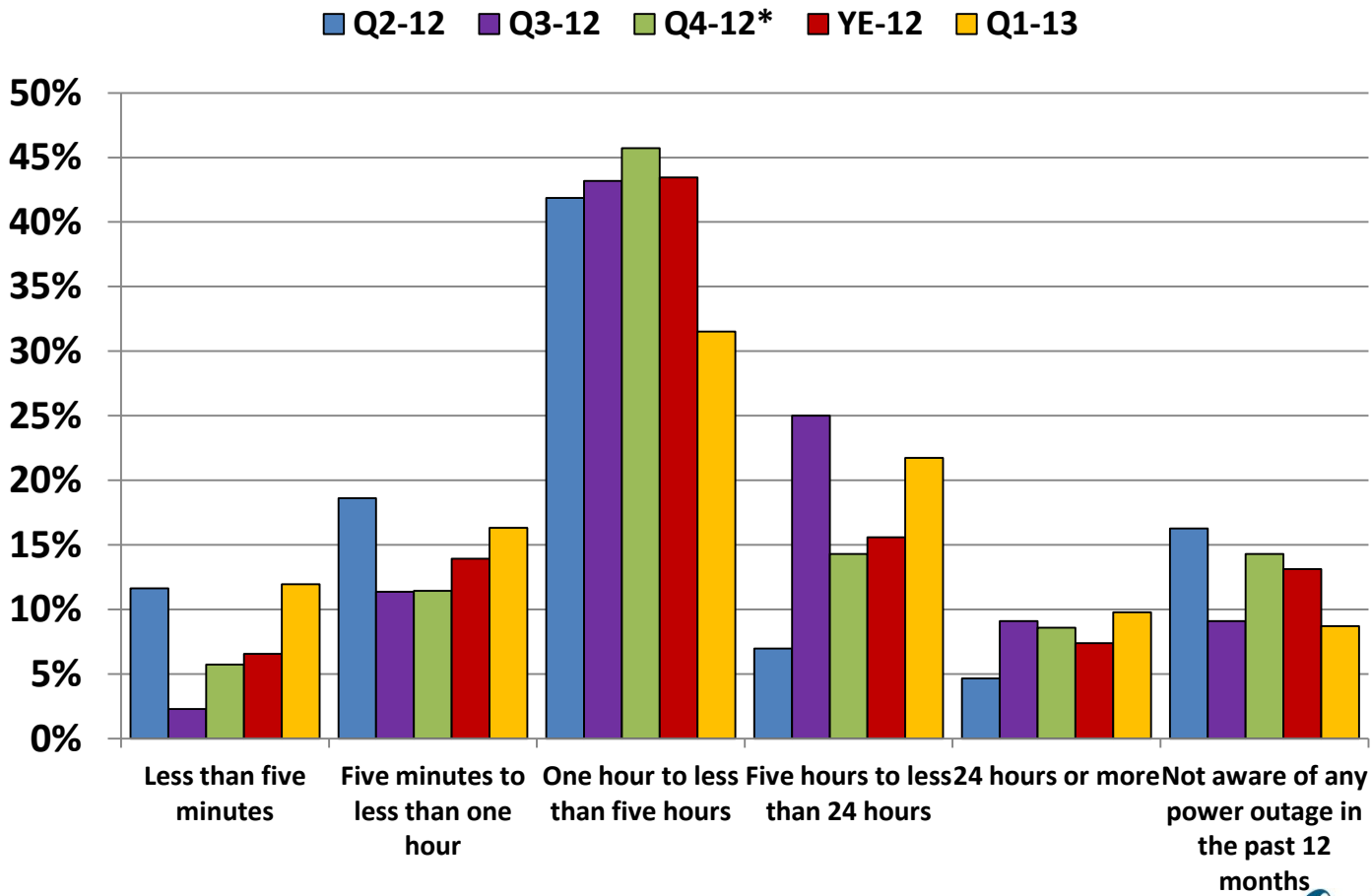
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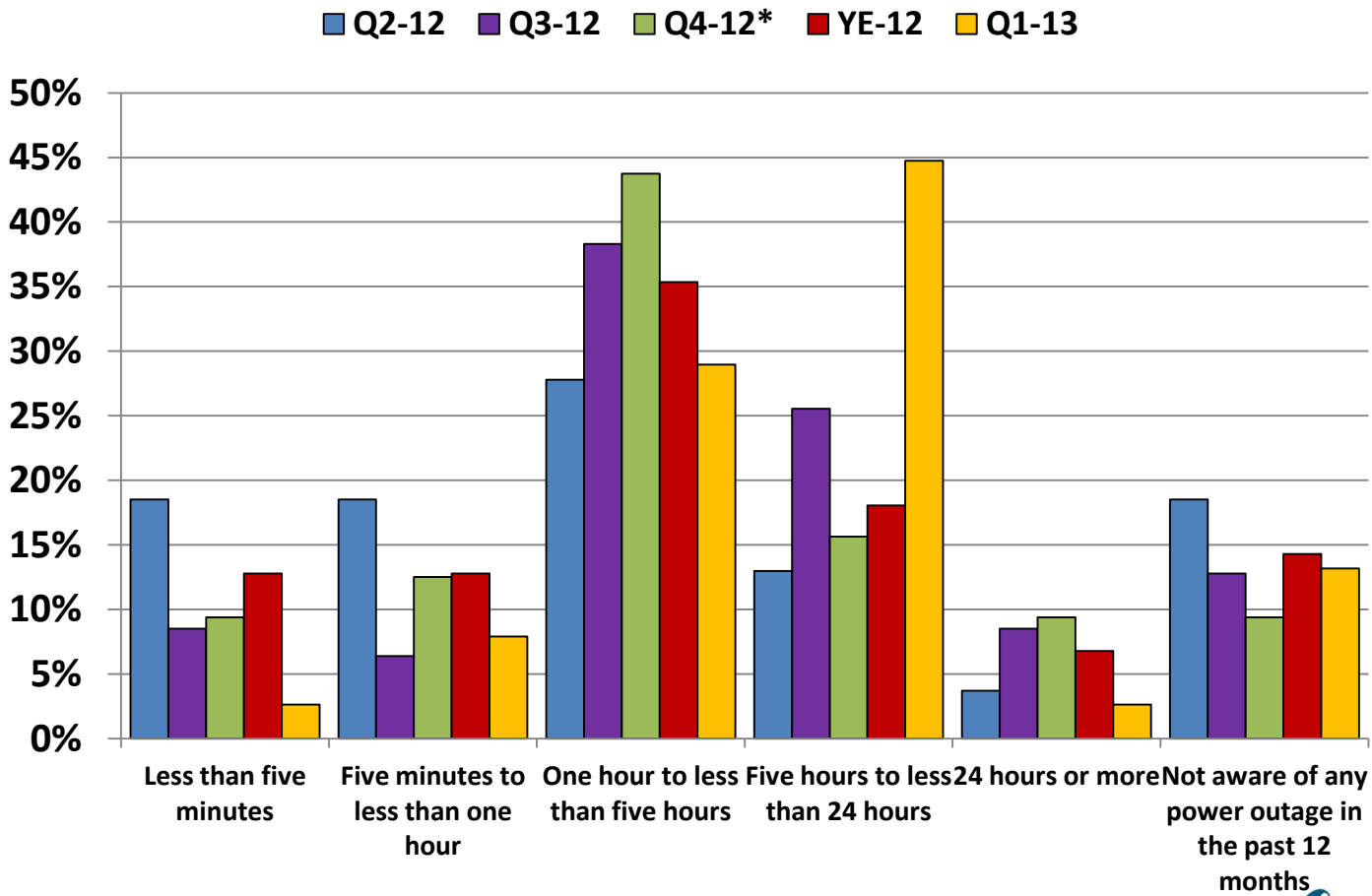
Would you estimate your longest power outage  
in the past 12 months to be:

### Regulated Customers



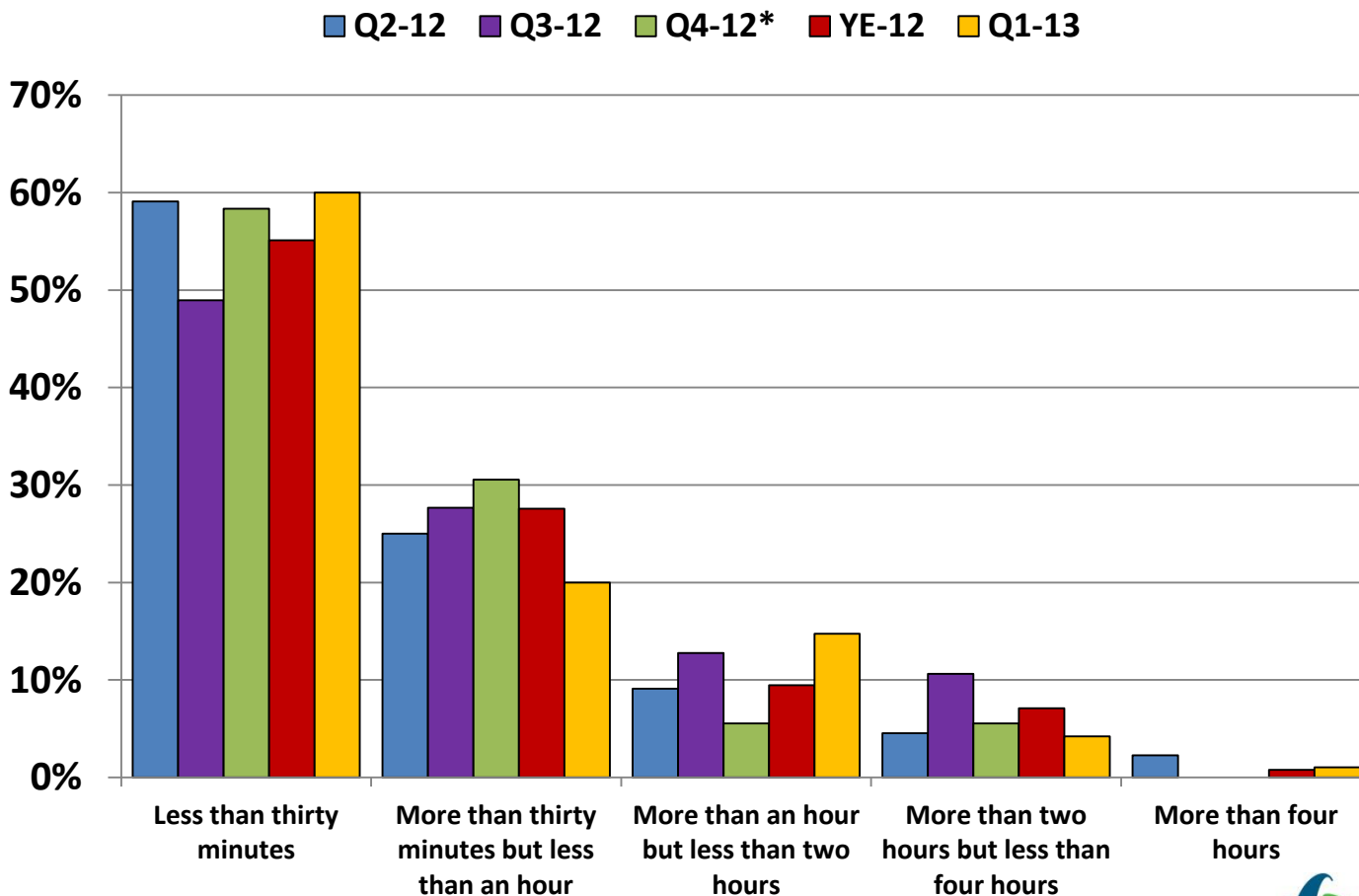
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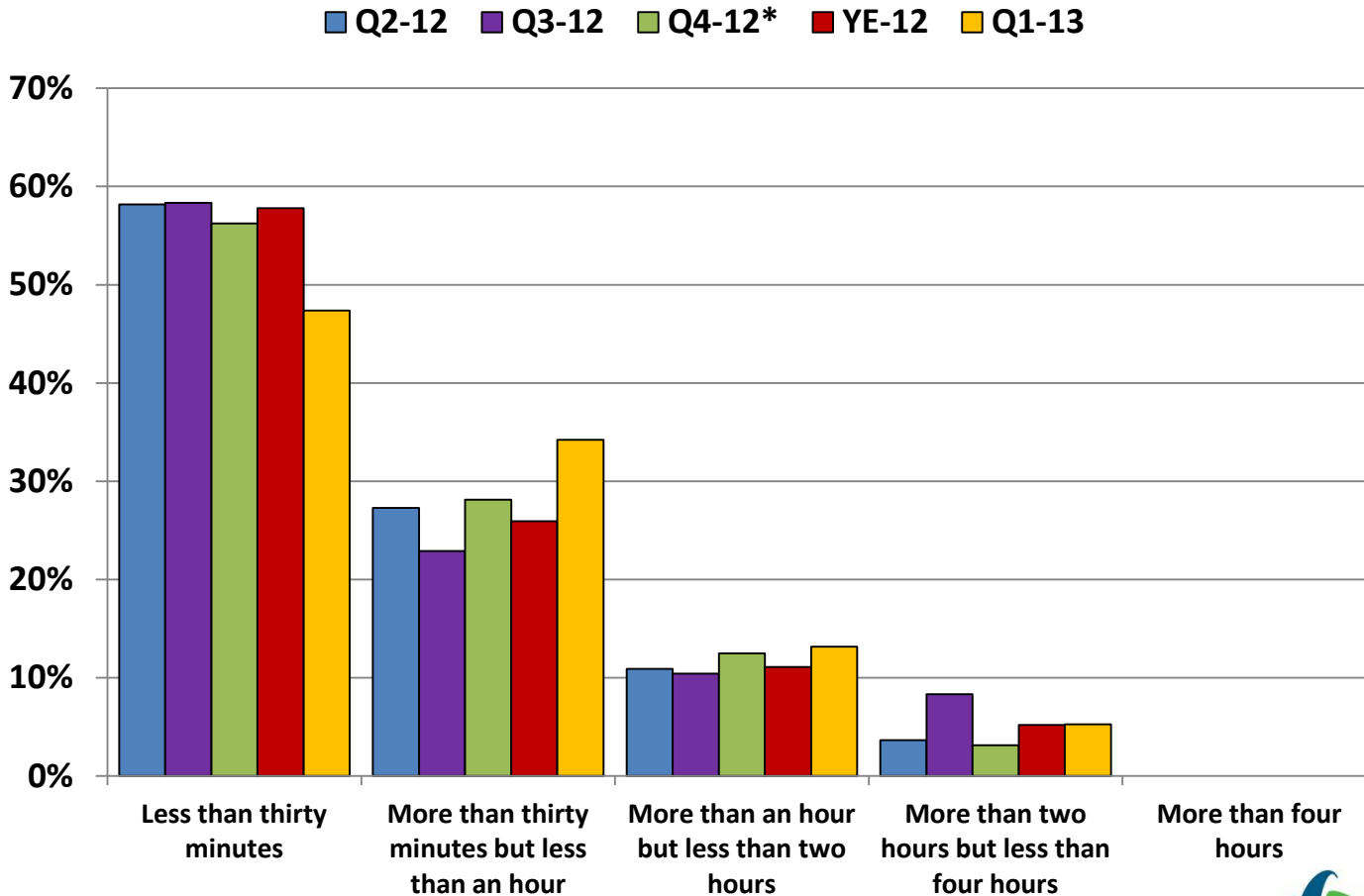
What do you consider to be an acceptable length of a prolonged outage that was not storm related?

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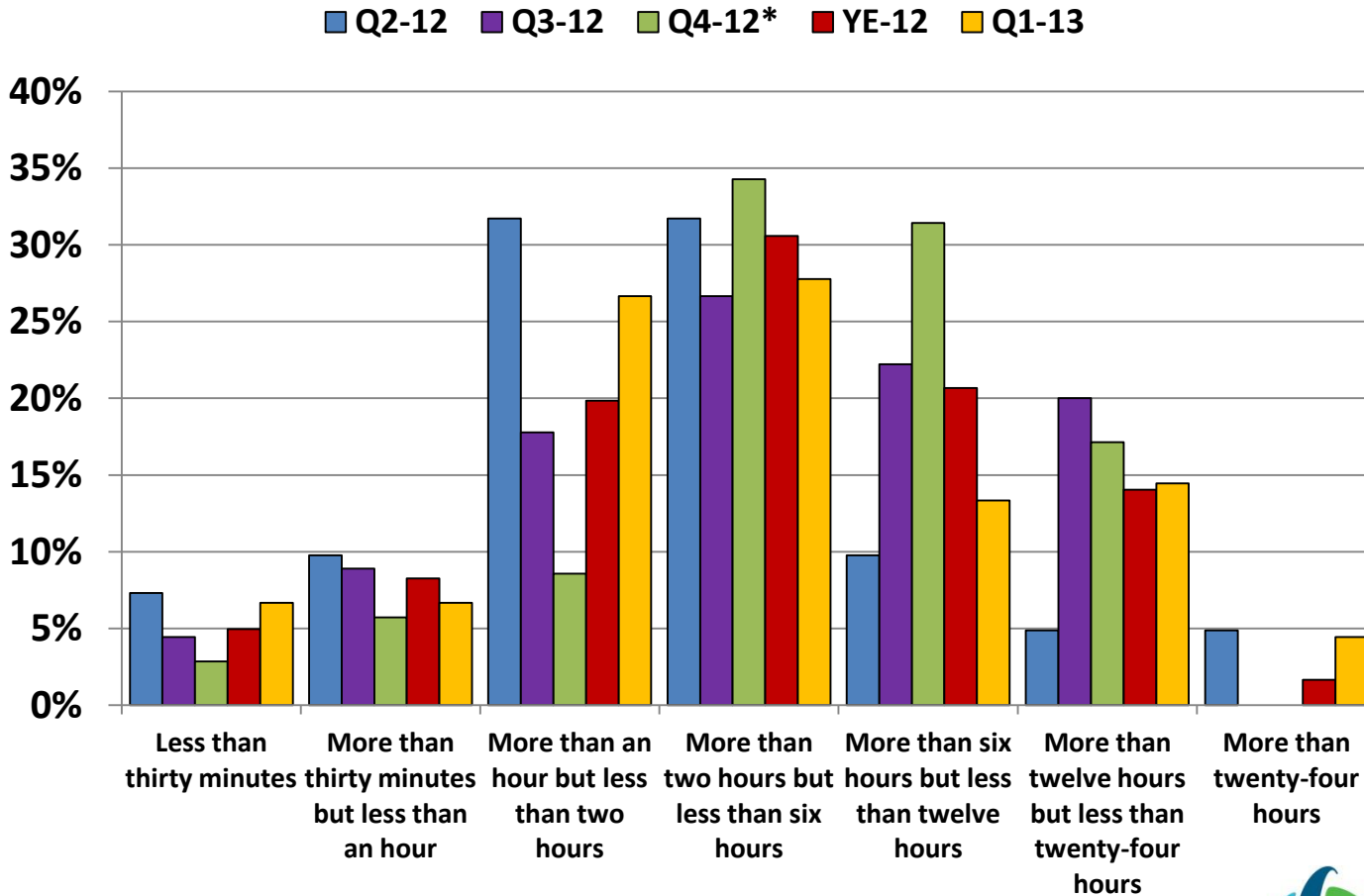
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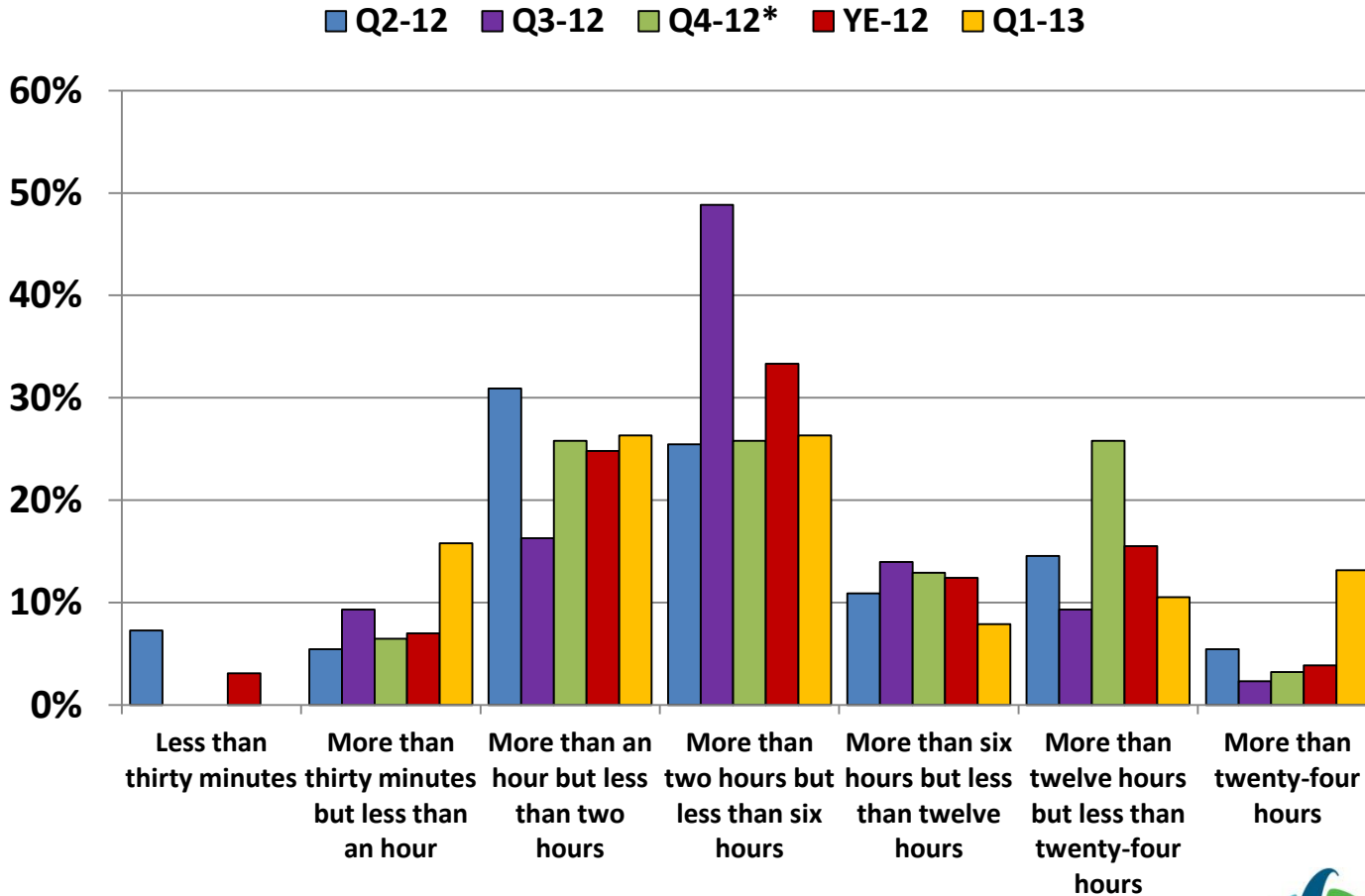
## What do you consider to be an acceptable length of a prolonged outage that was storm related?

### Regulated Customers



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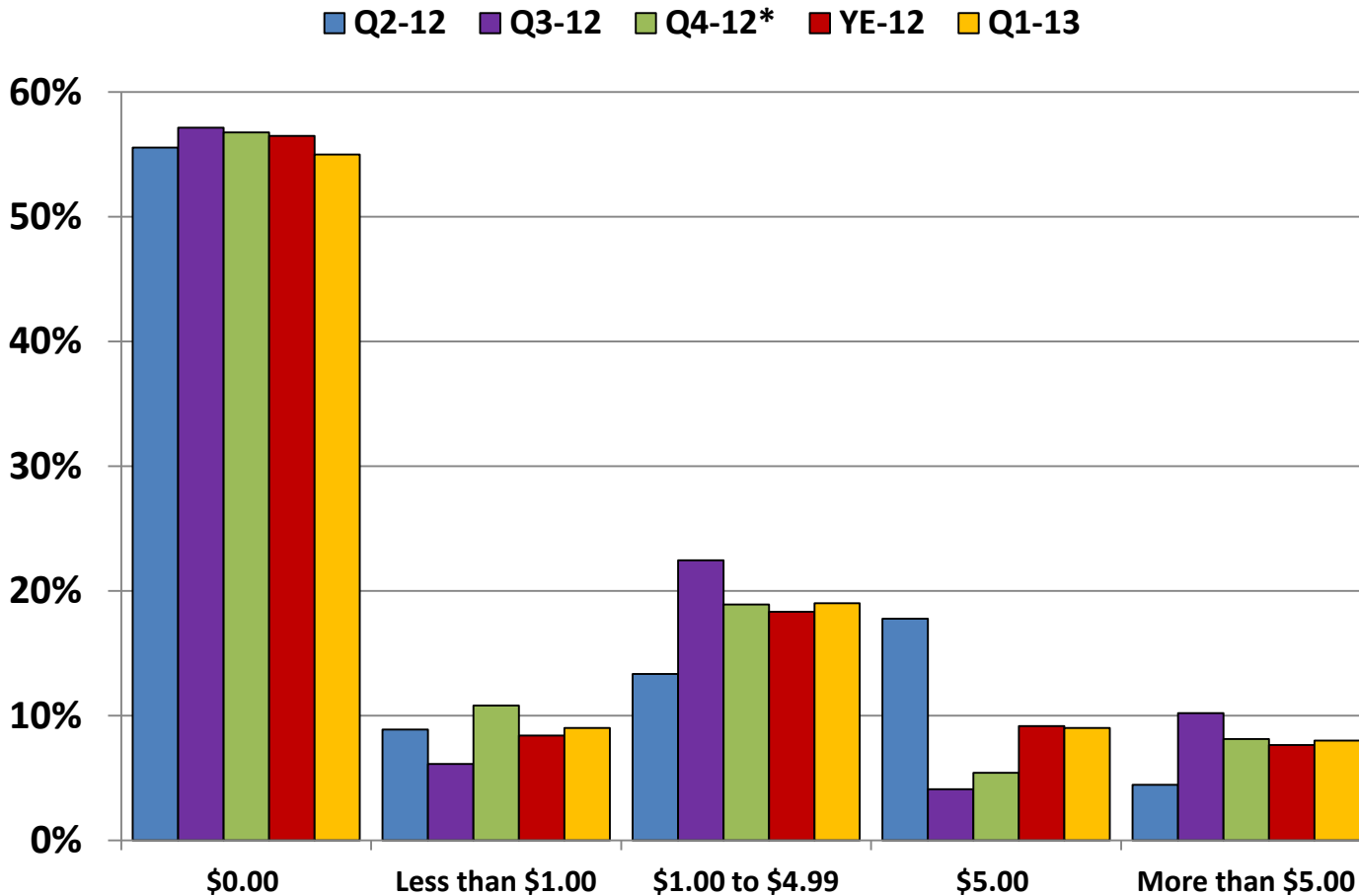
### Non-Regulated Customers





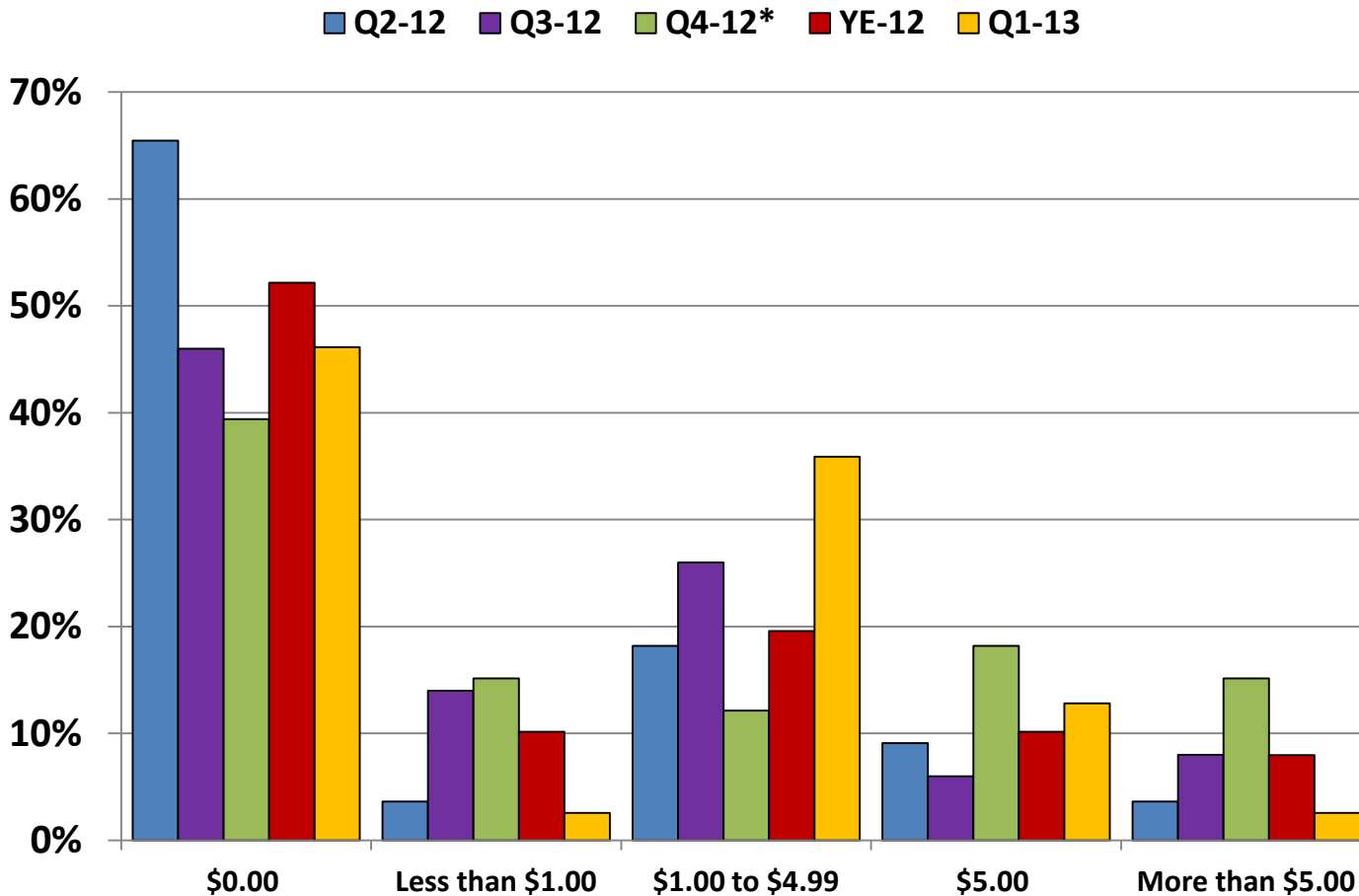
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 1 hour electric service outage to your residence?

### Regulated Customers



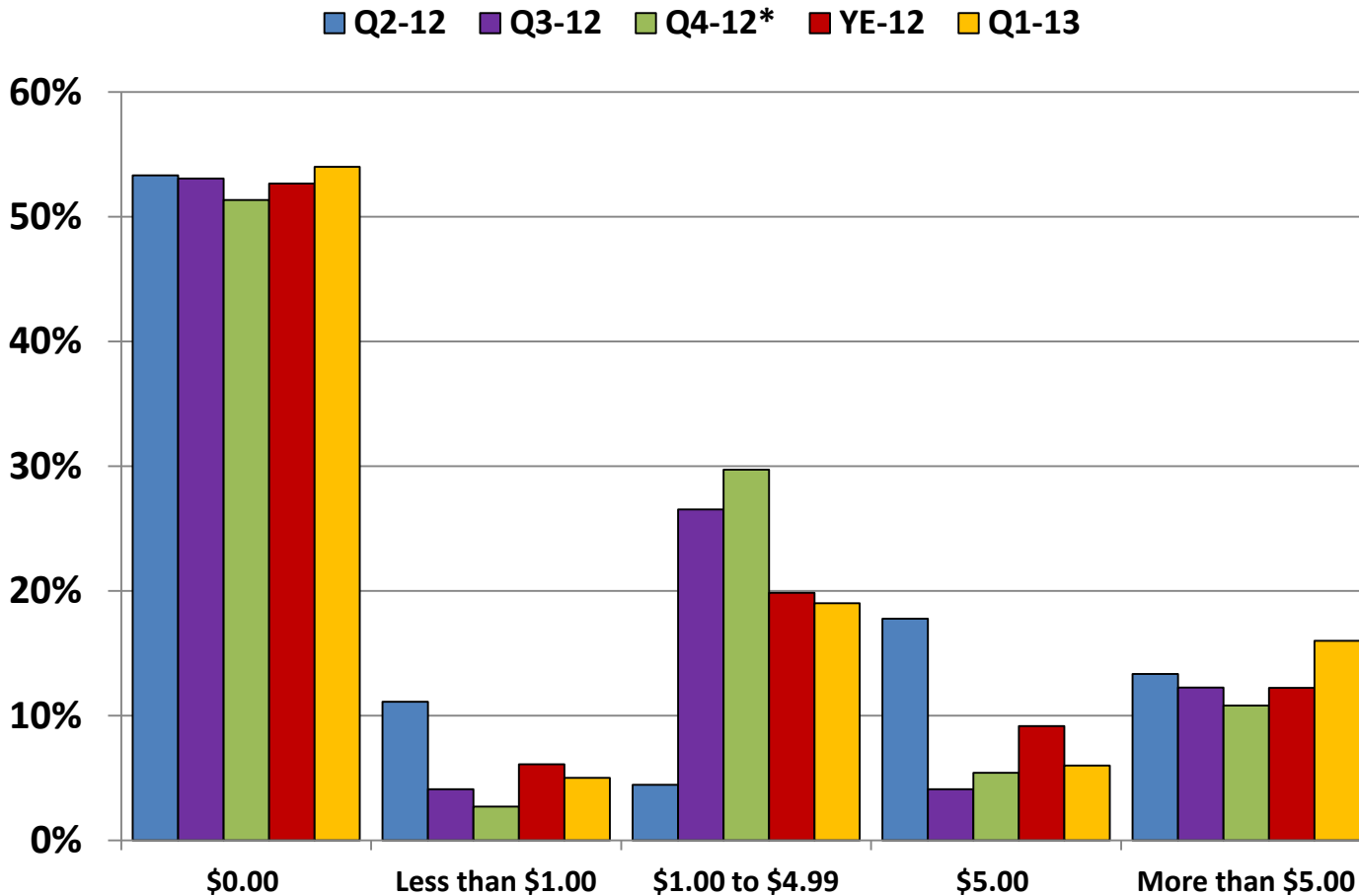
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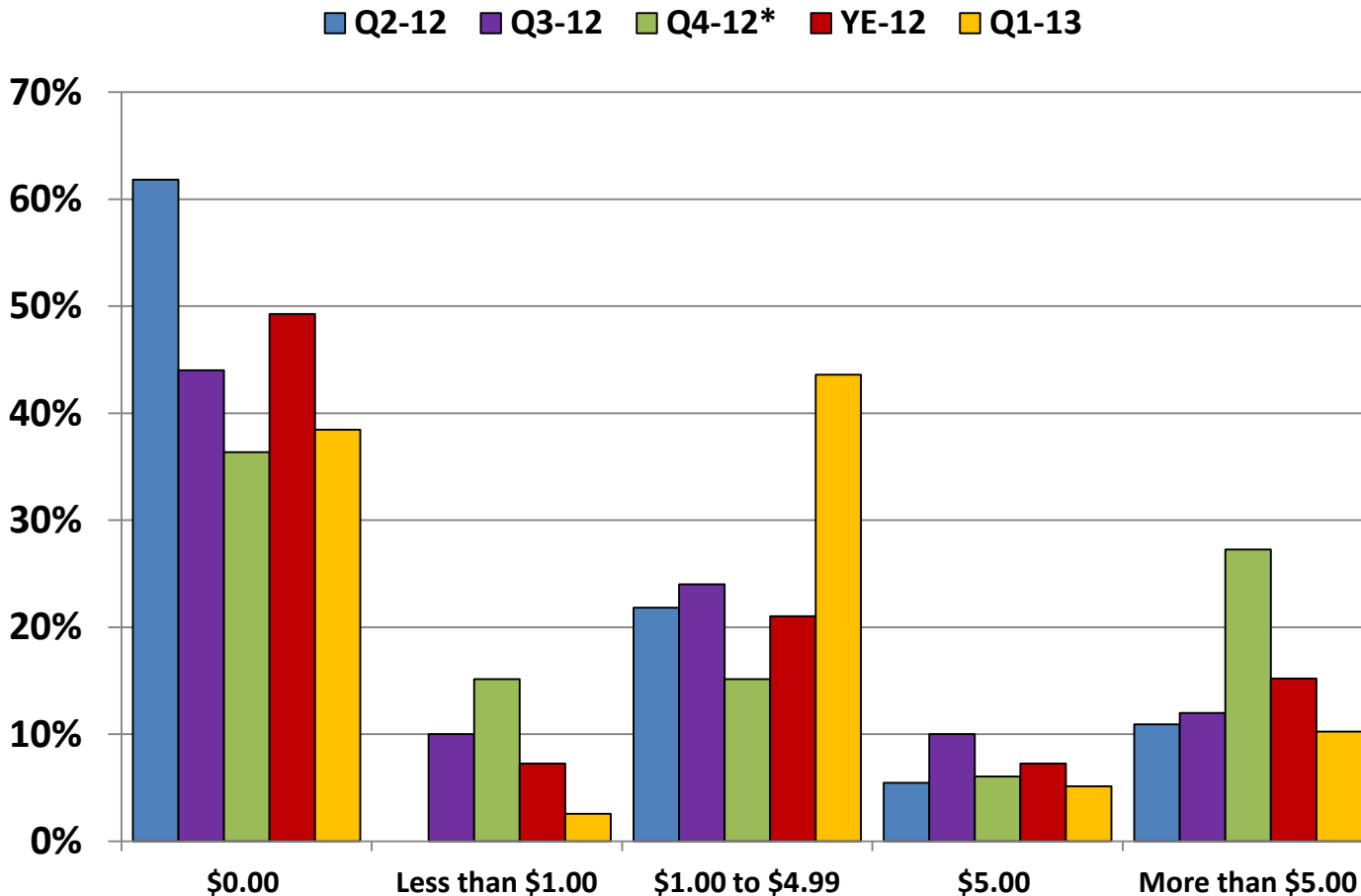
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 2 hour electric service outage to your residence?

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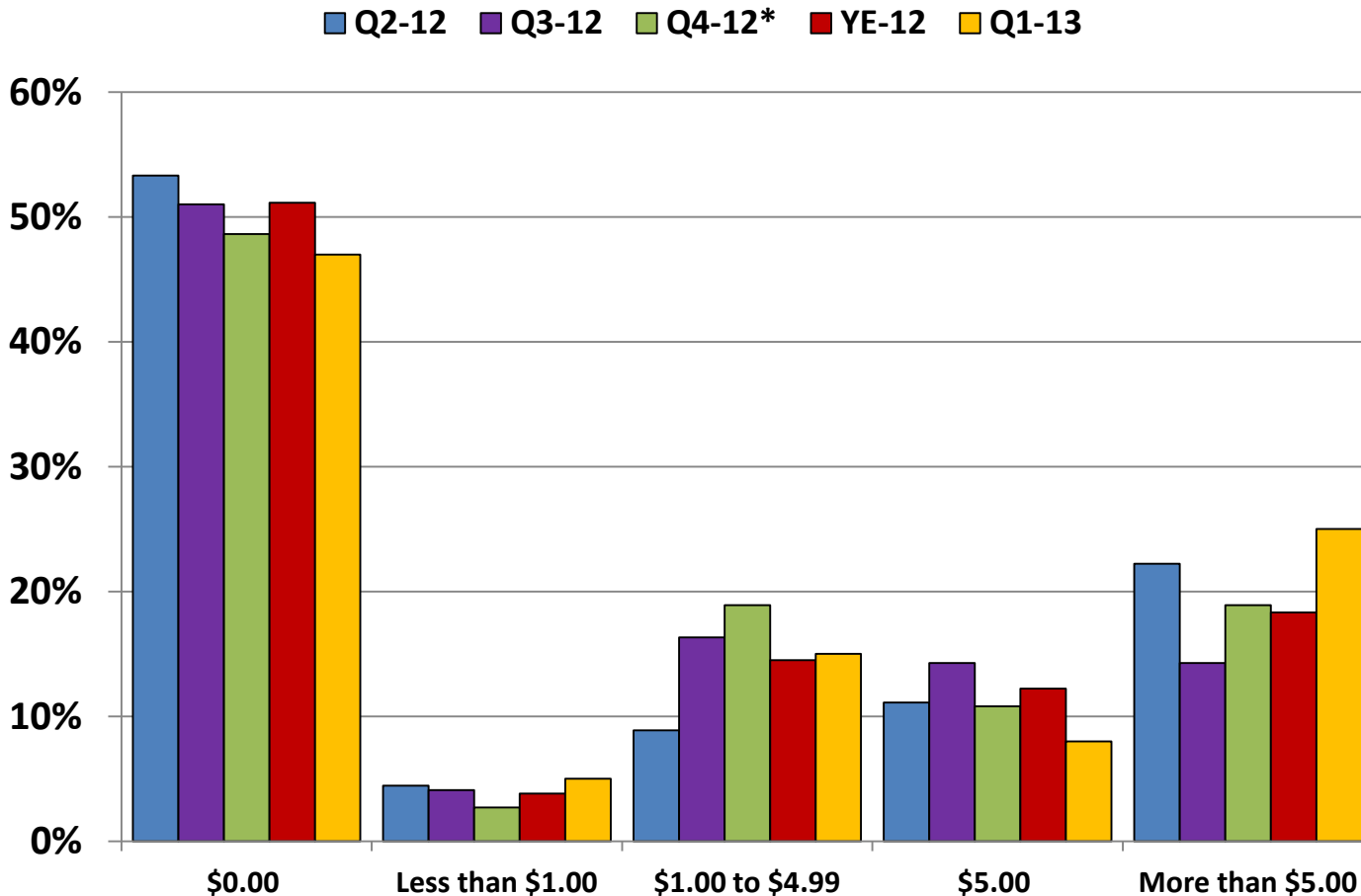
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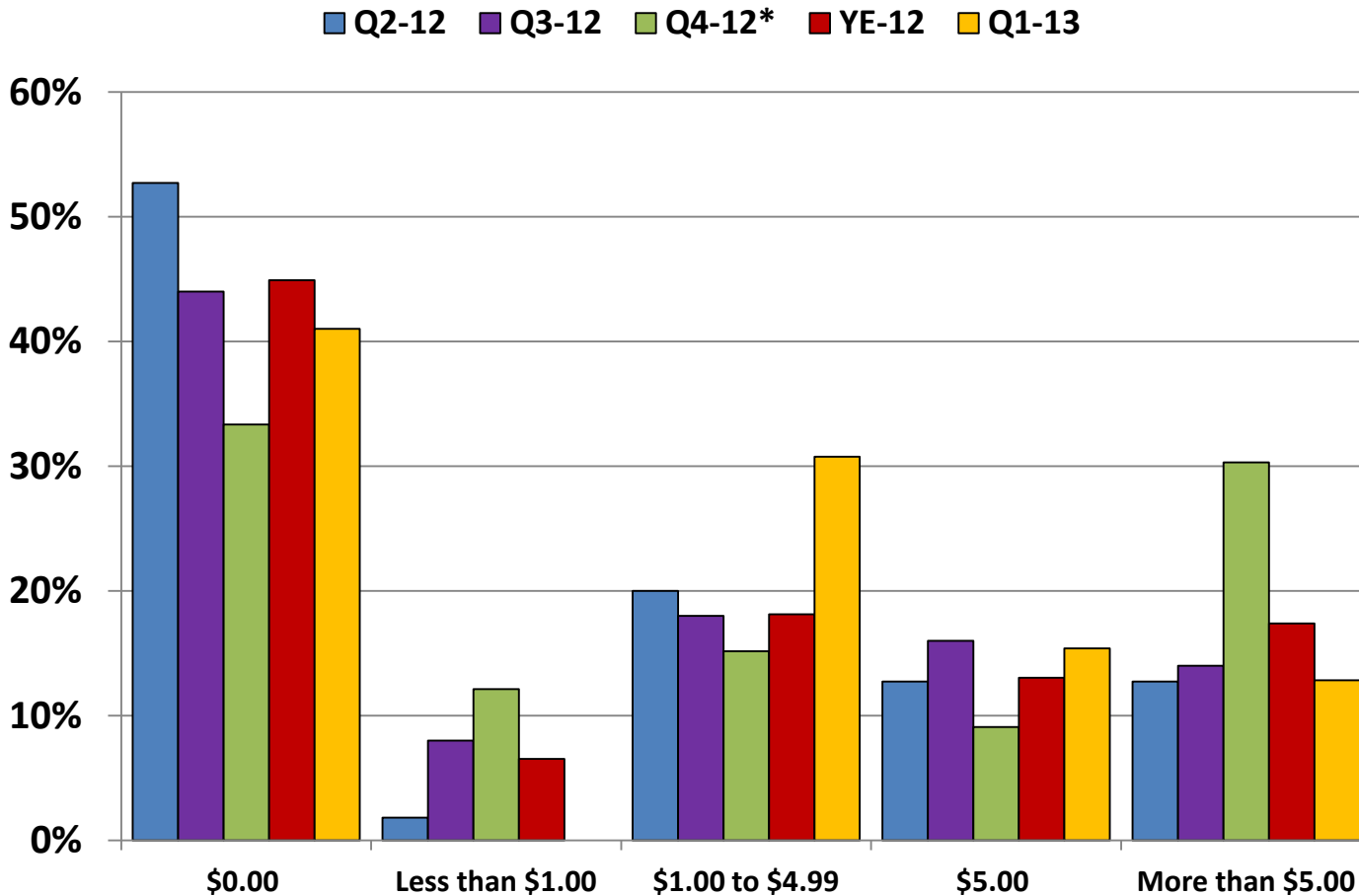
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 4 hour electric service outage to your residence?

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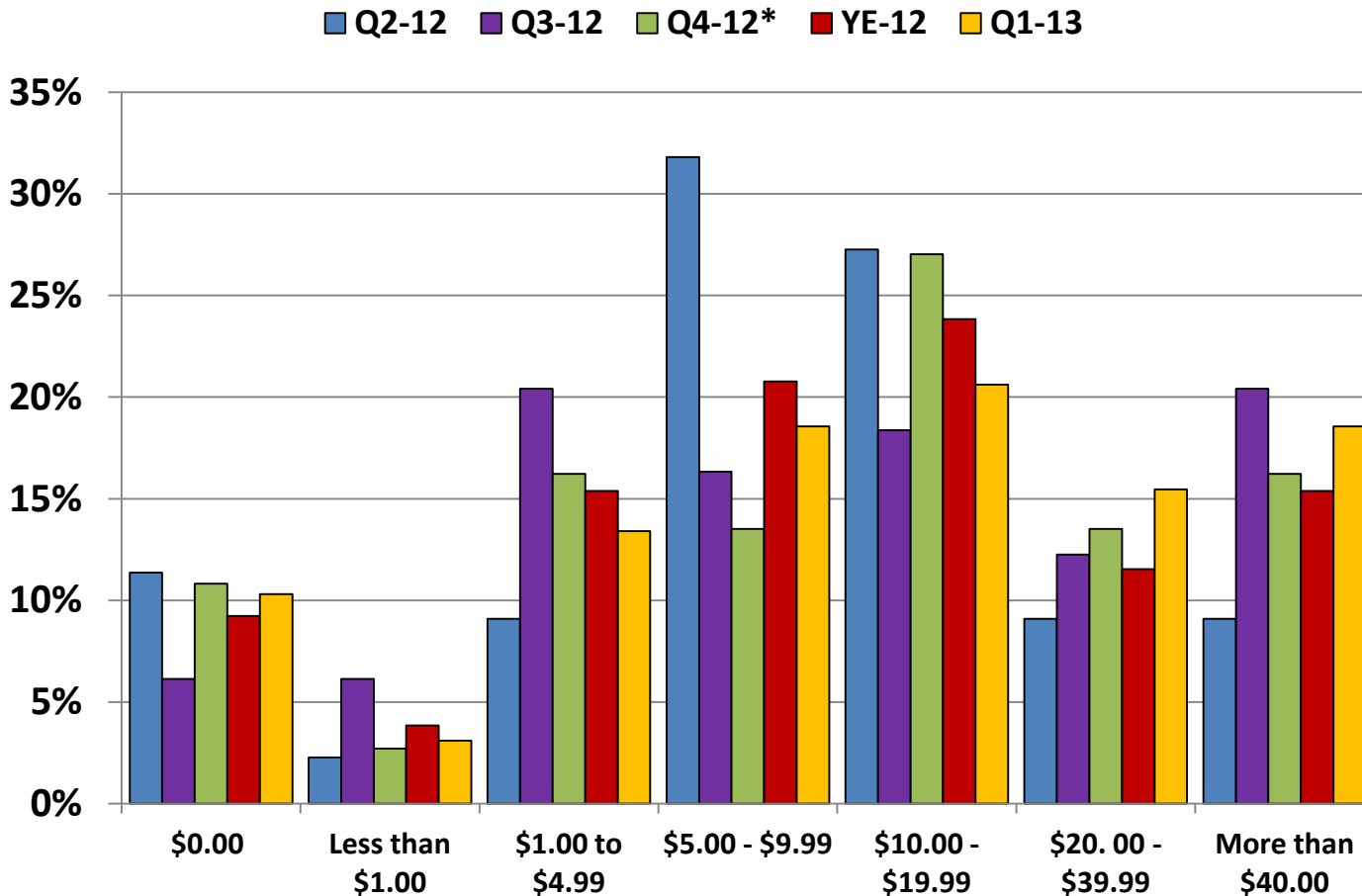
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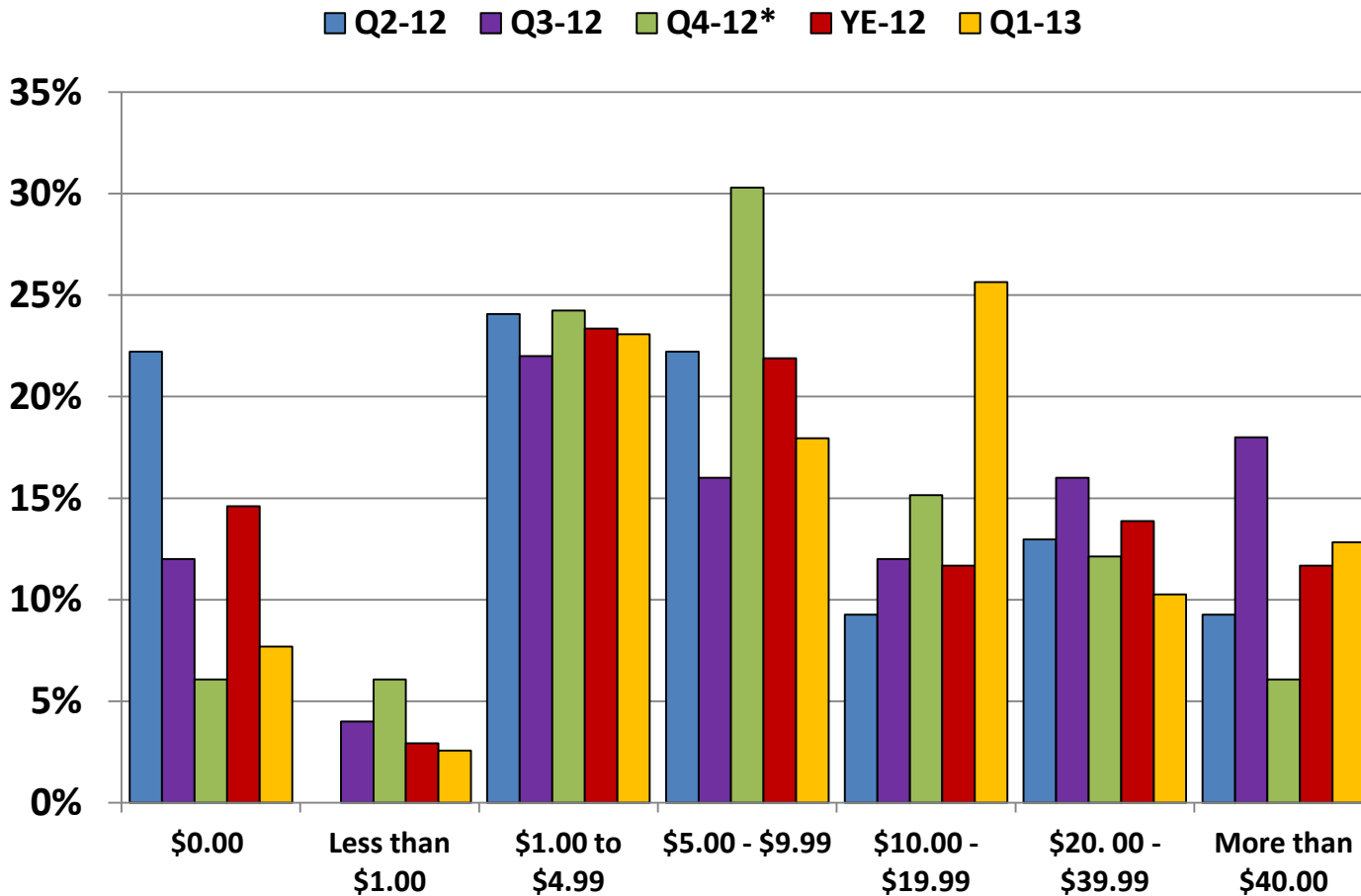
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your residence for 1 hour?

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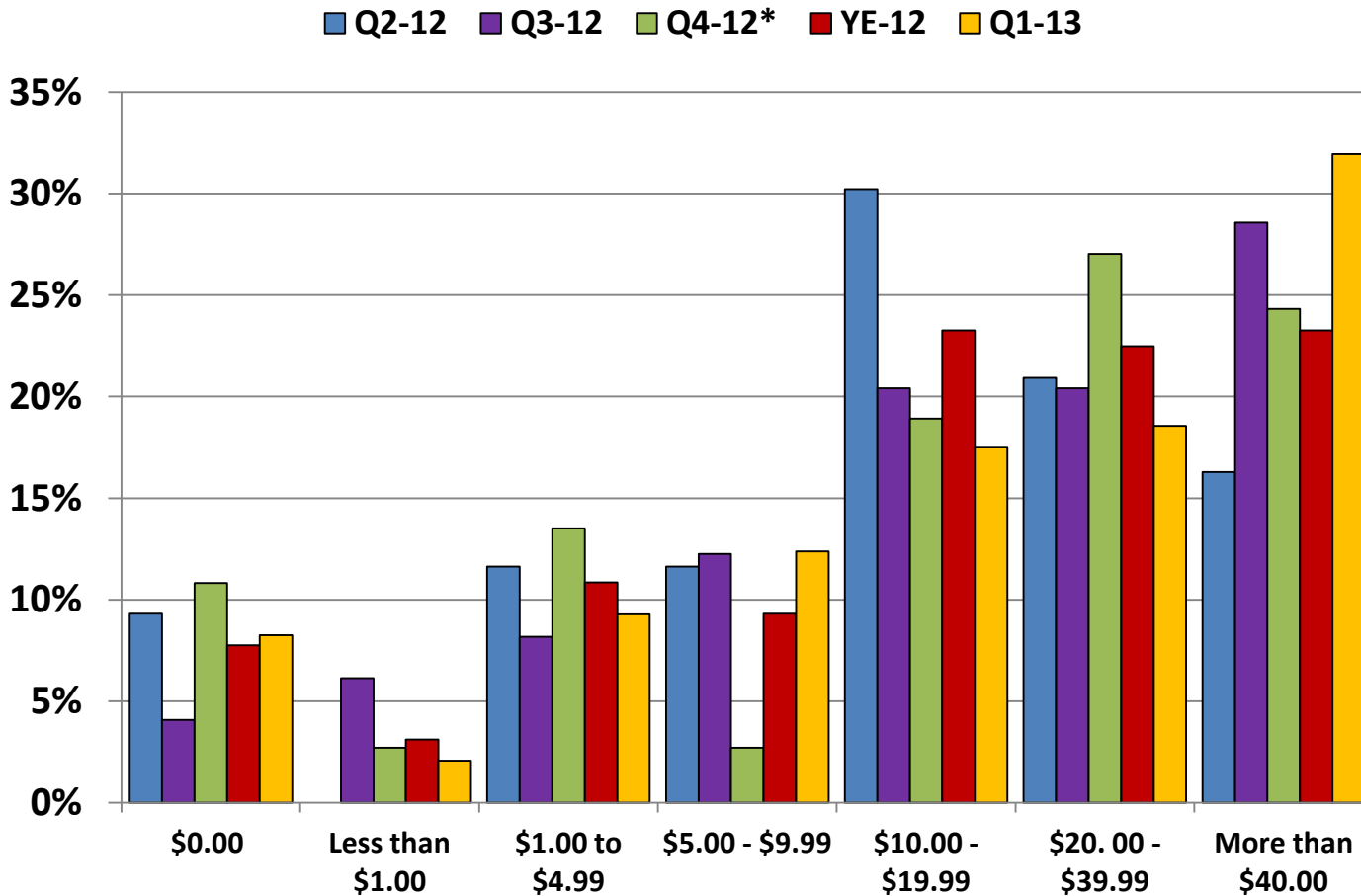
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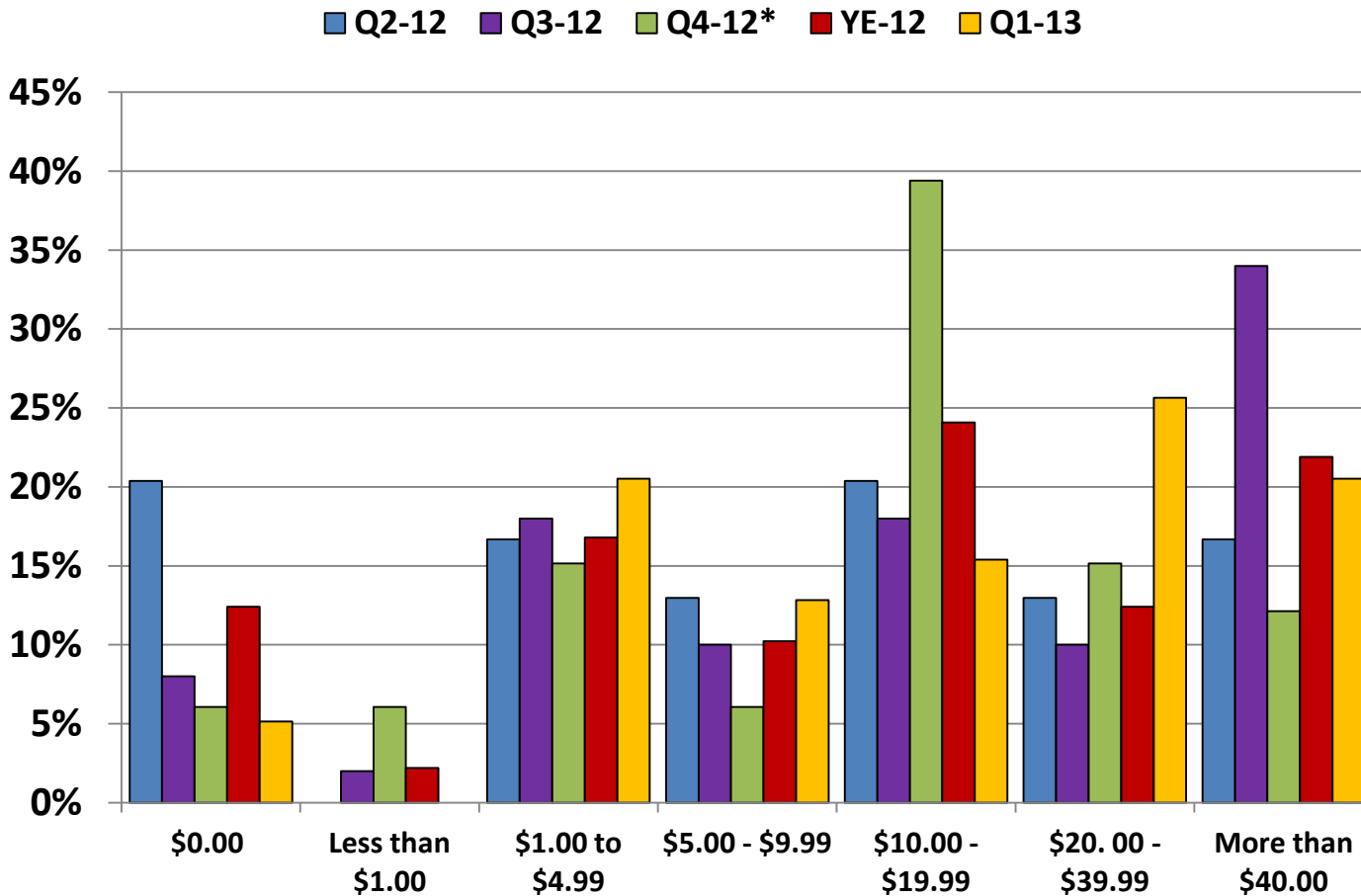
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your residence for 2 hours?

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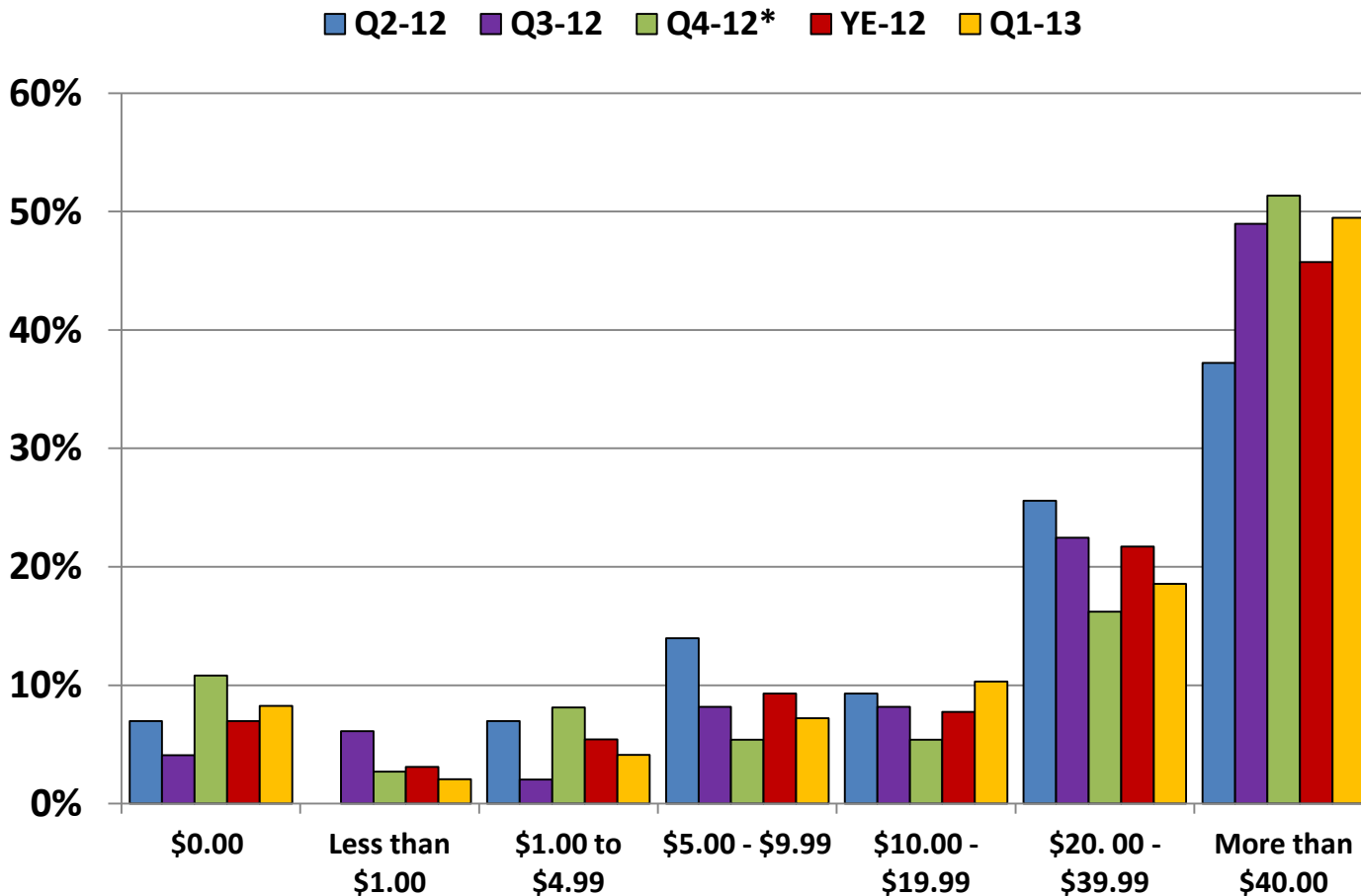
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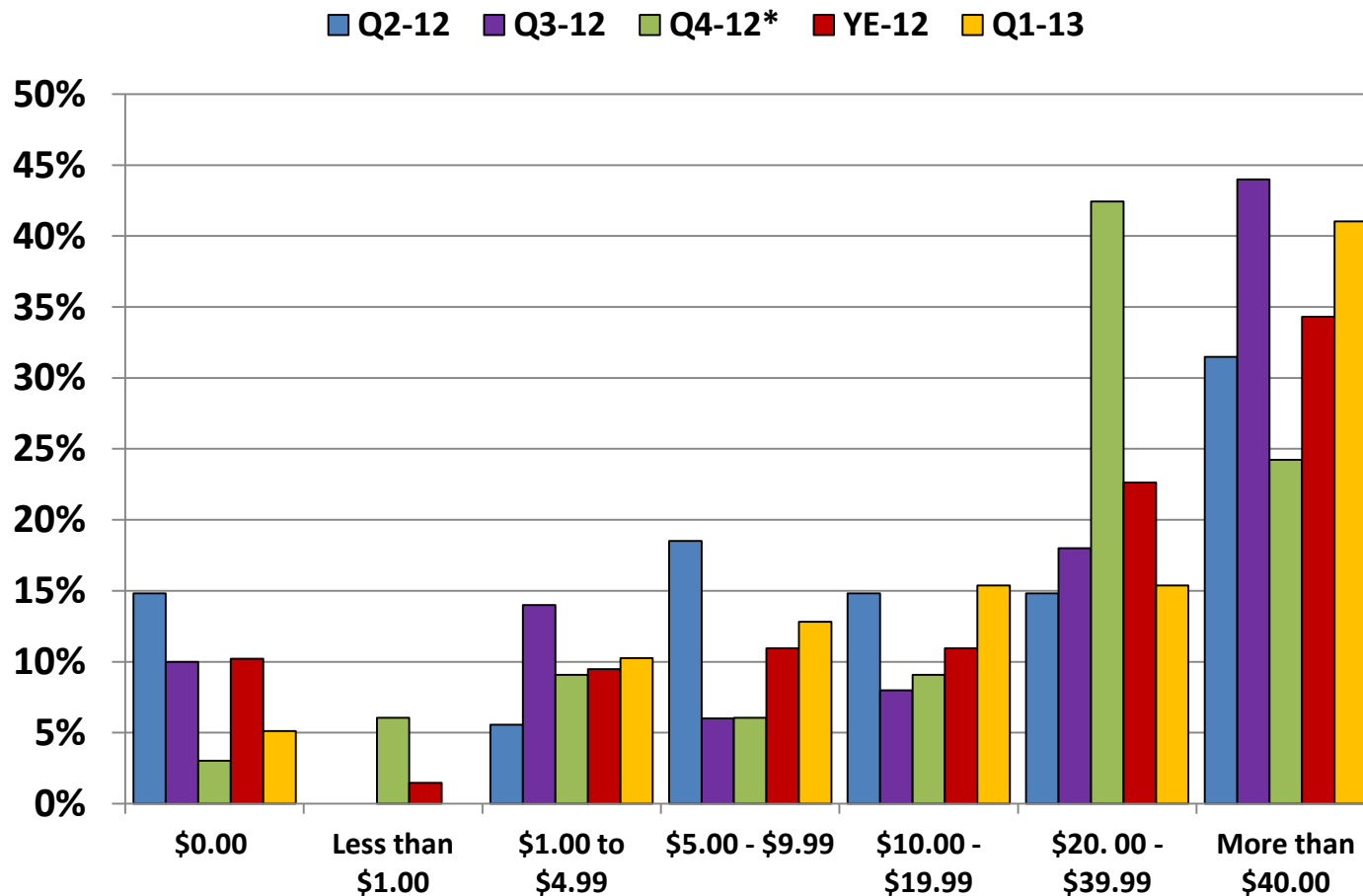
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your residence for 4 hours?

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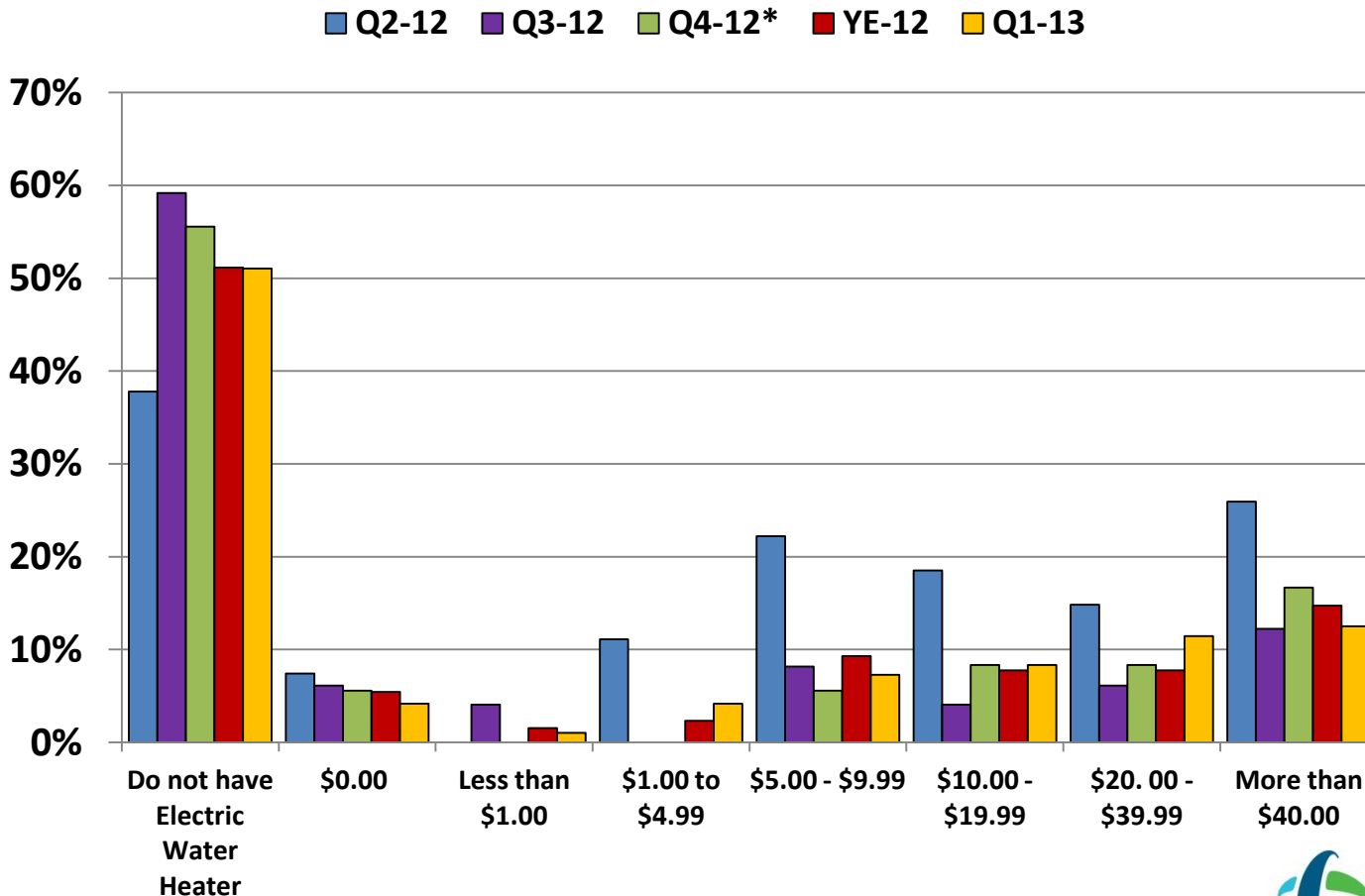
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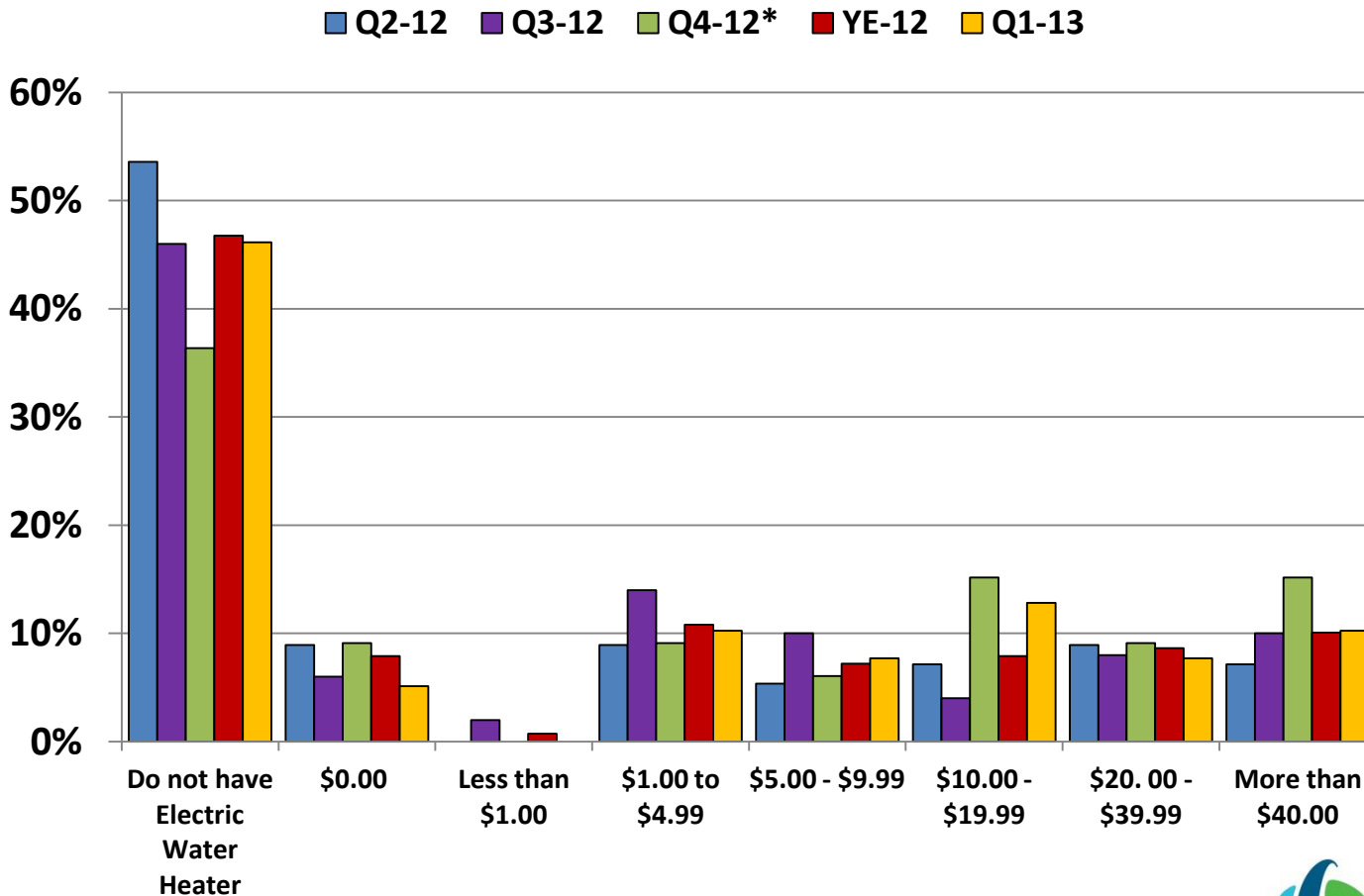
How much of a credit to your electric bill would you require from the utility to allow the electric company to control the operation of the hot water heater within your residence during a time when its system is under stress?

### Regulated Customers



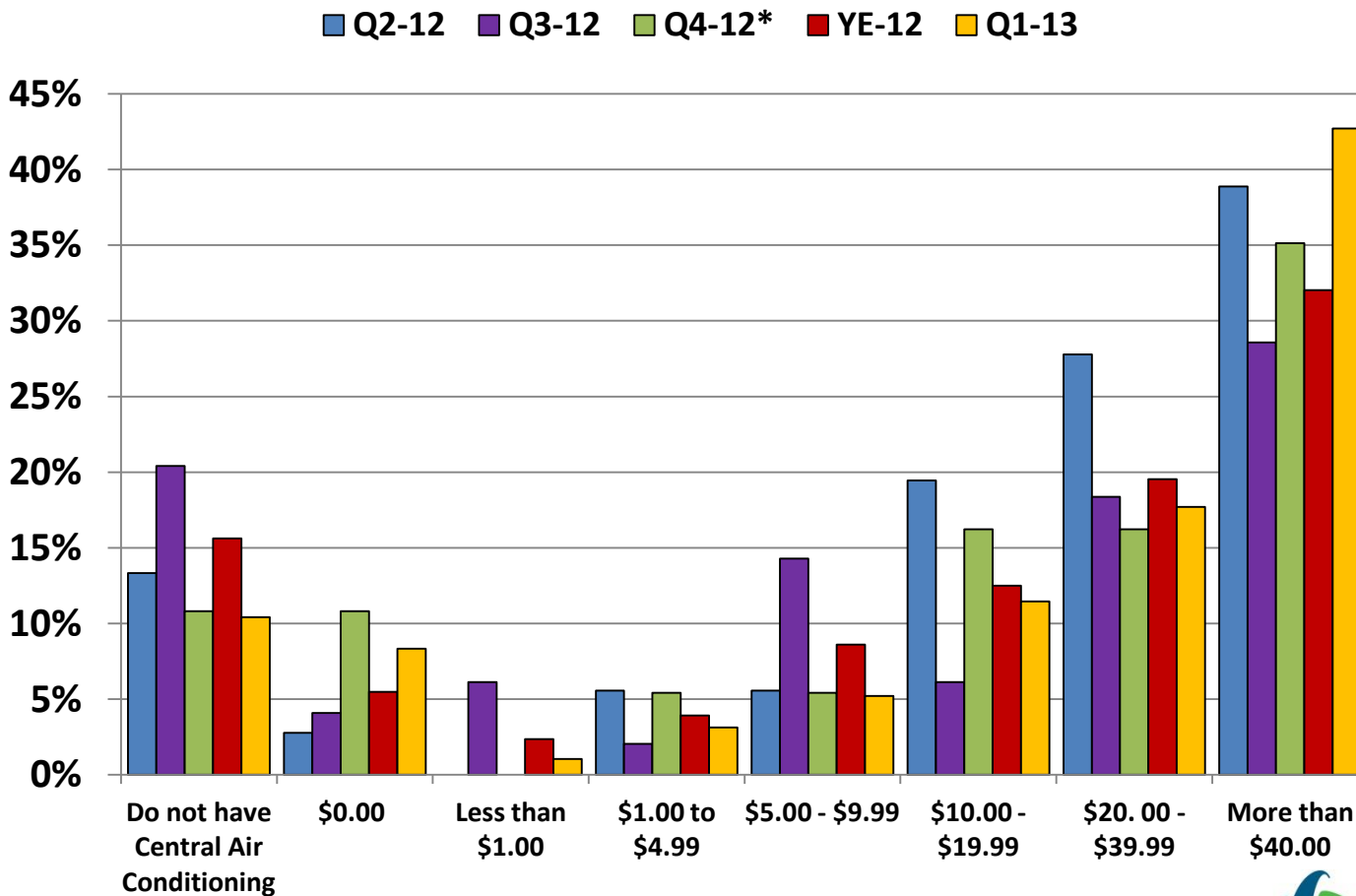
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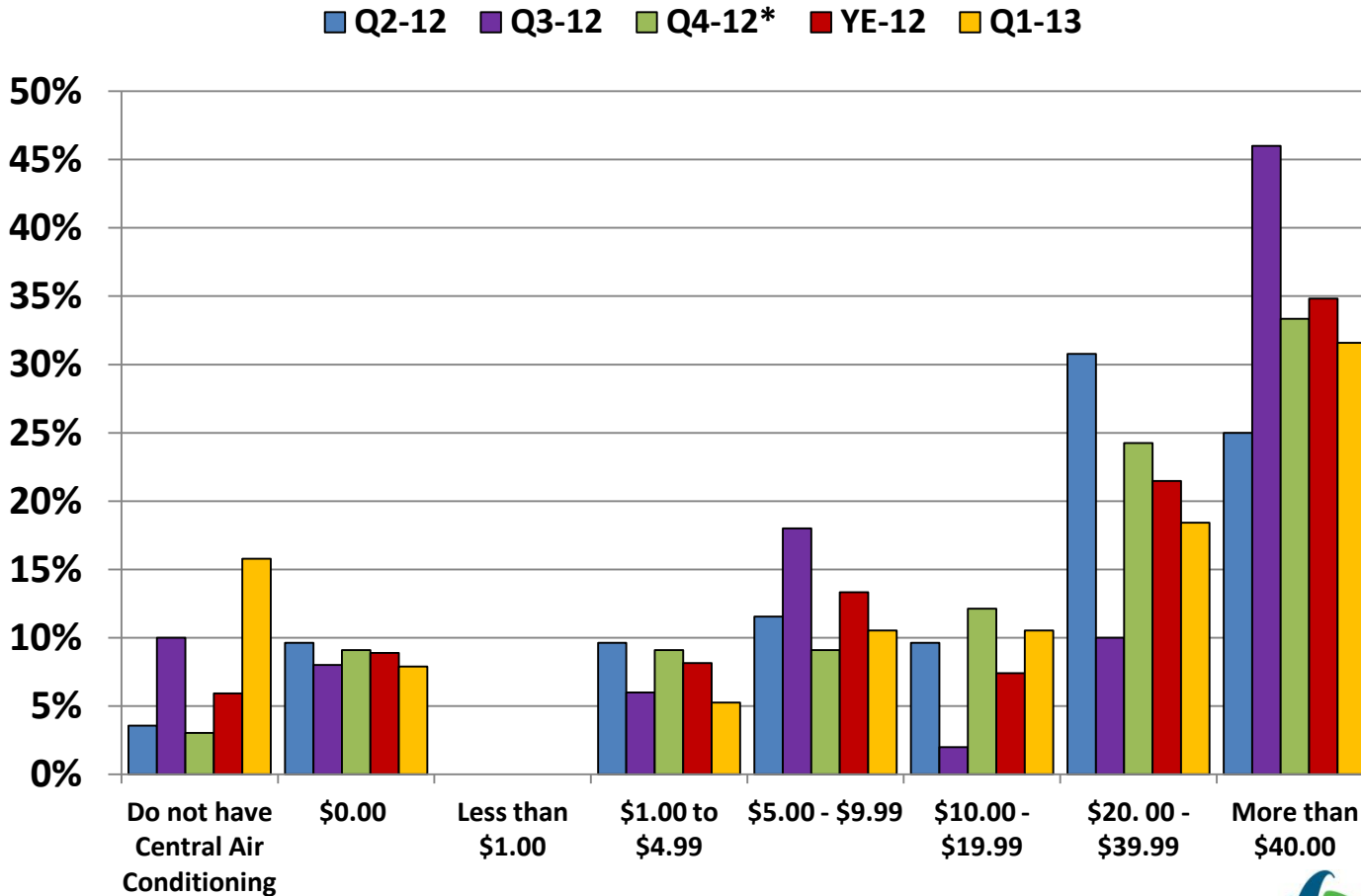
How much of a credit to your electric bill would you require from the utility to allow the electric company to control the operation of the central air conditioning within your residence during a time when its system is under stress?

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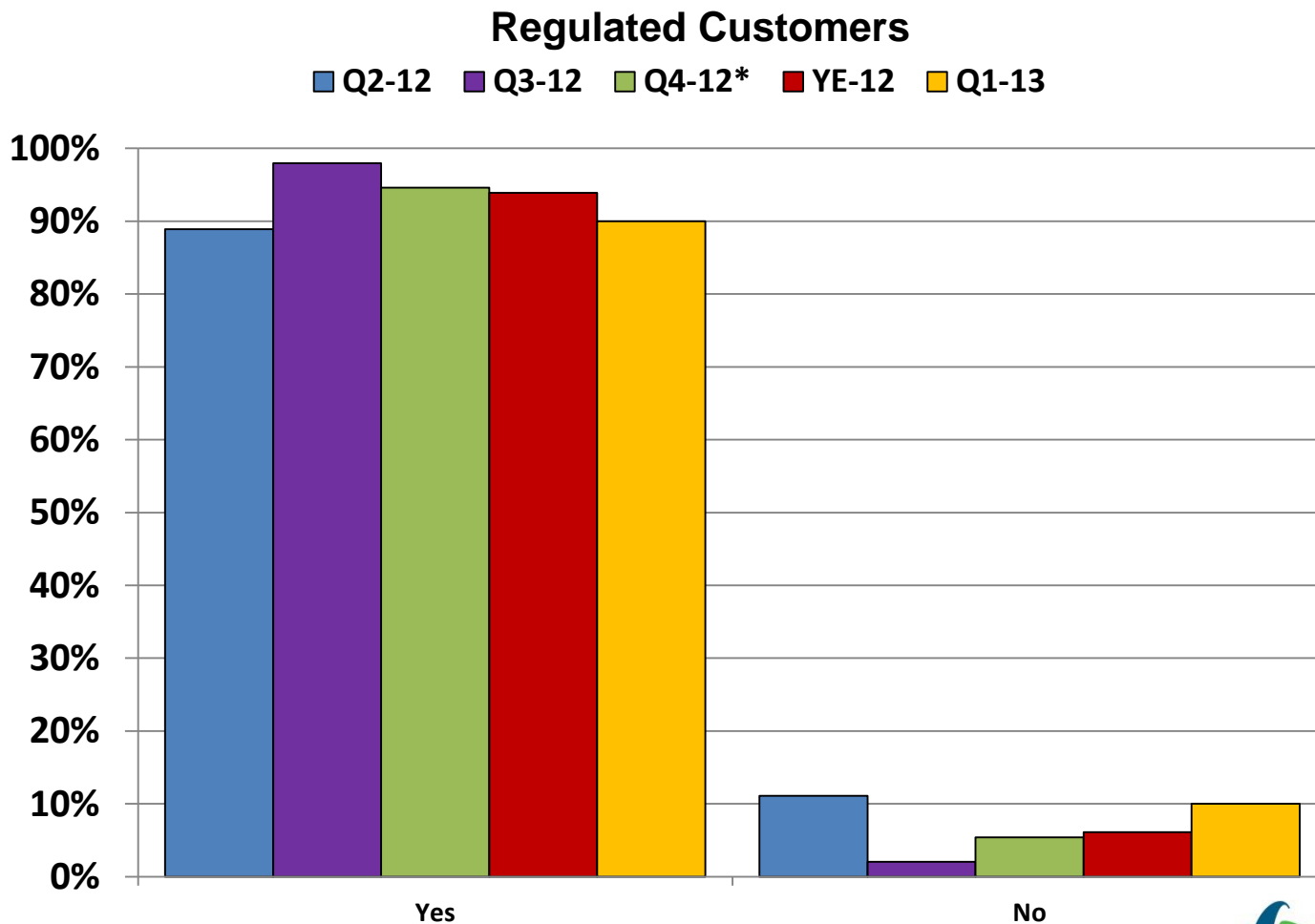
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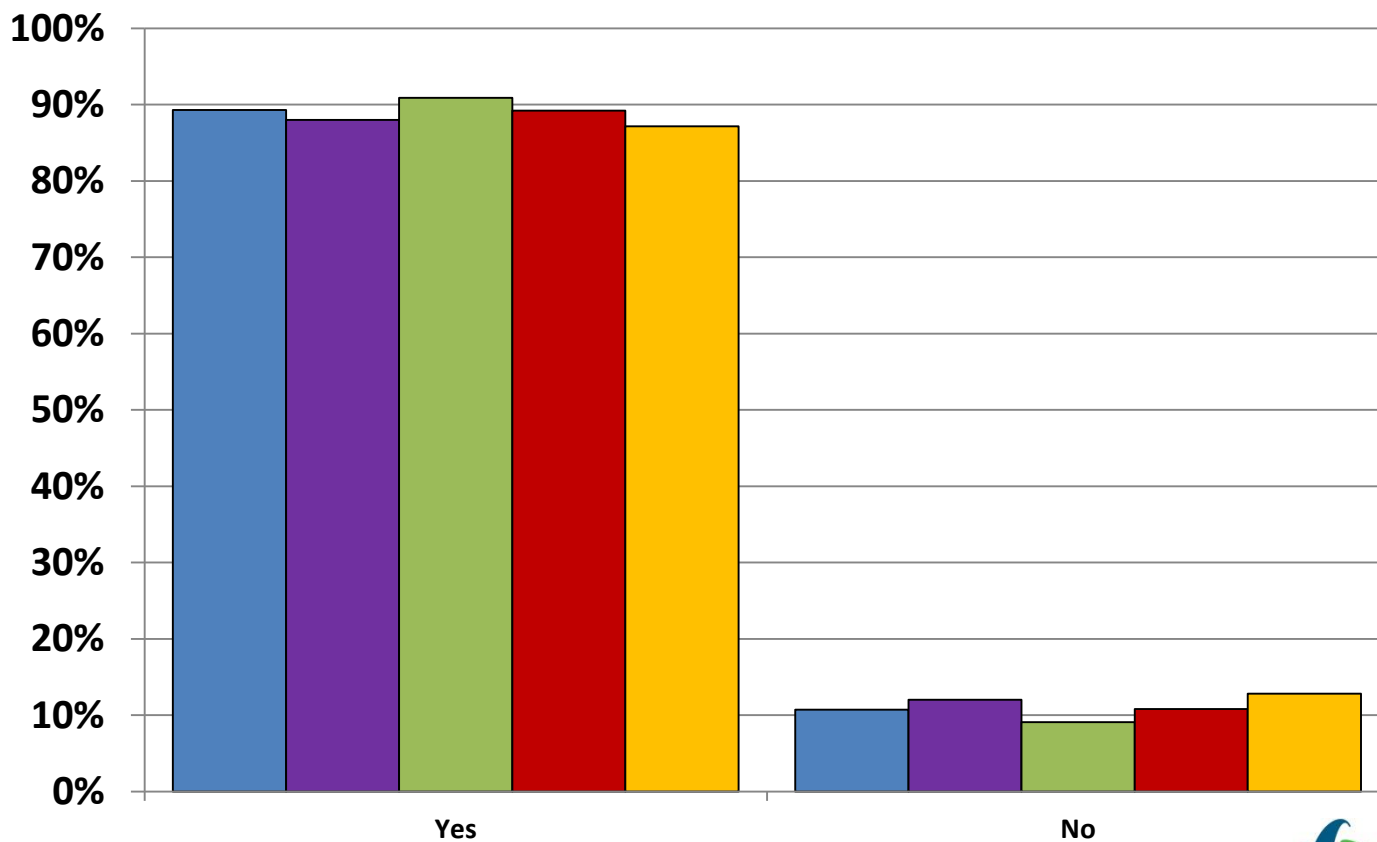
During a time when your electric company's system is under stress and the company calls on its customers to conserve electric, would you be willing to take measures to conserve your household electric usage?



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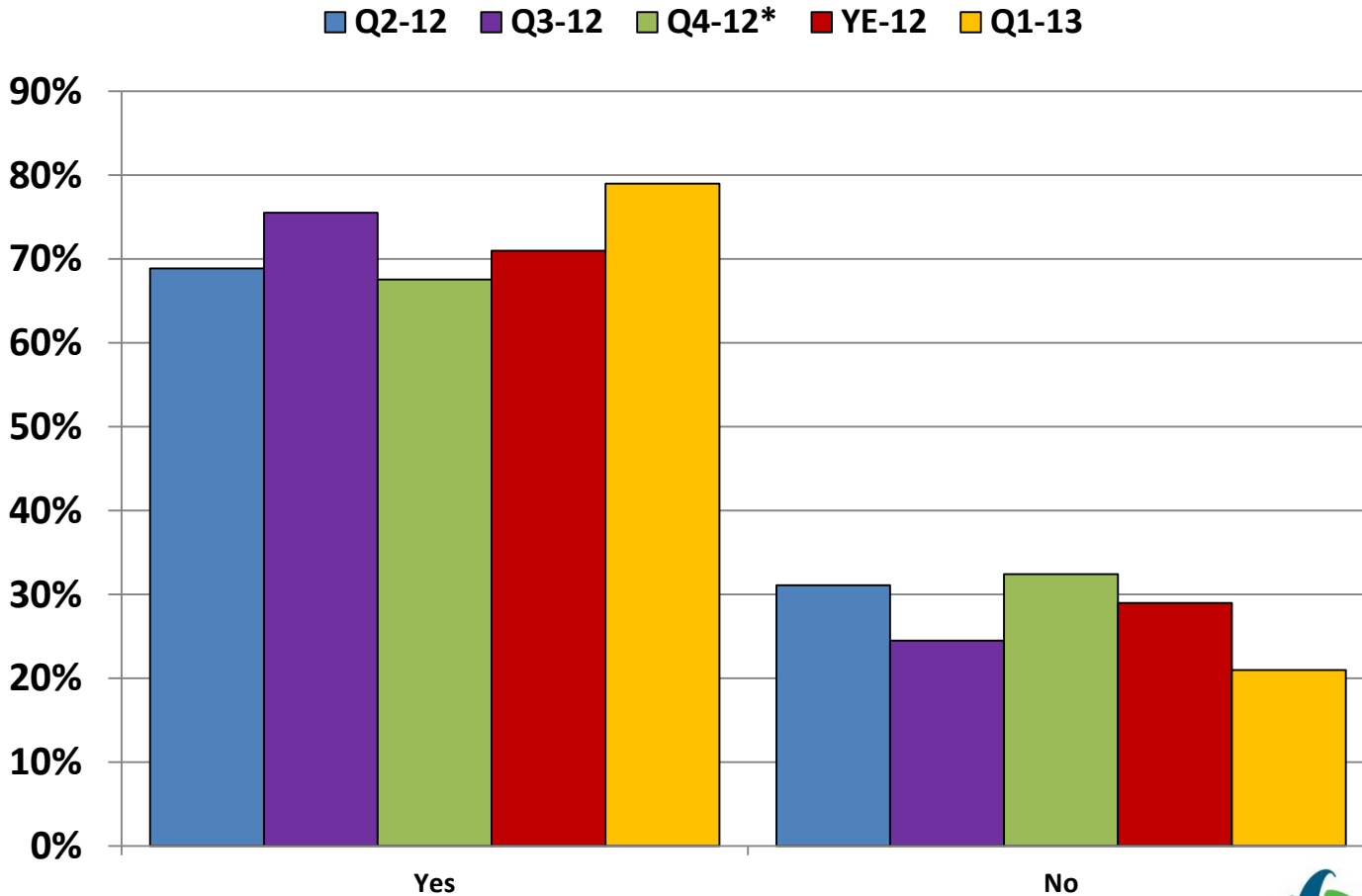
### Non-Regulated Customers

■ Q2-12 ■ Q3-12 ■ Q4-12\* ■ YE-12 ■ Q1-13



In helping with your energy conservation, would you be interested in new technology that lets you automate the settings for air conditioning or different appliances to reduce electricity use when the cost to produce and deliver electricity is high?

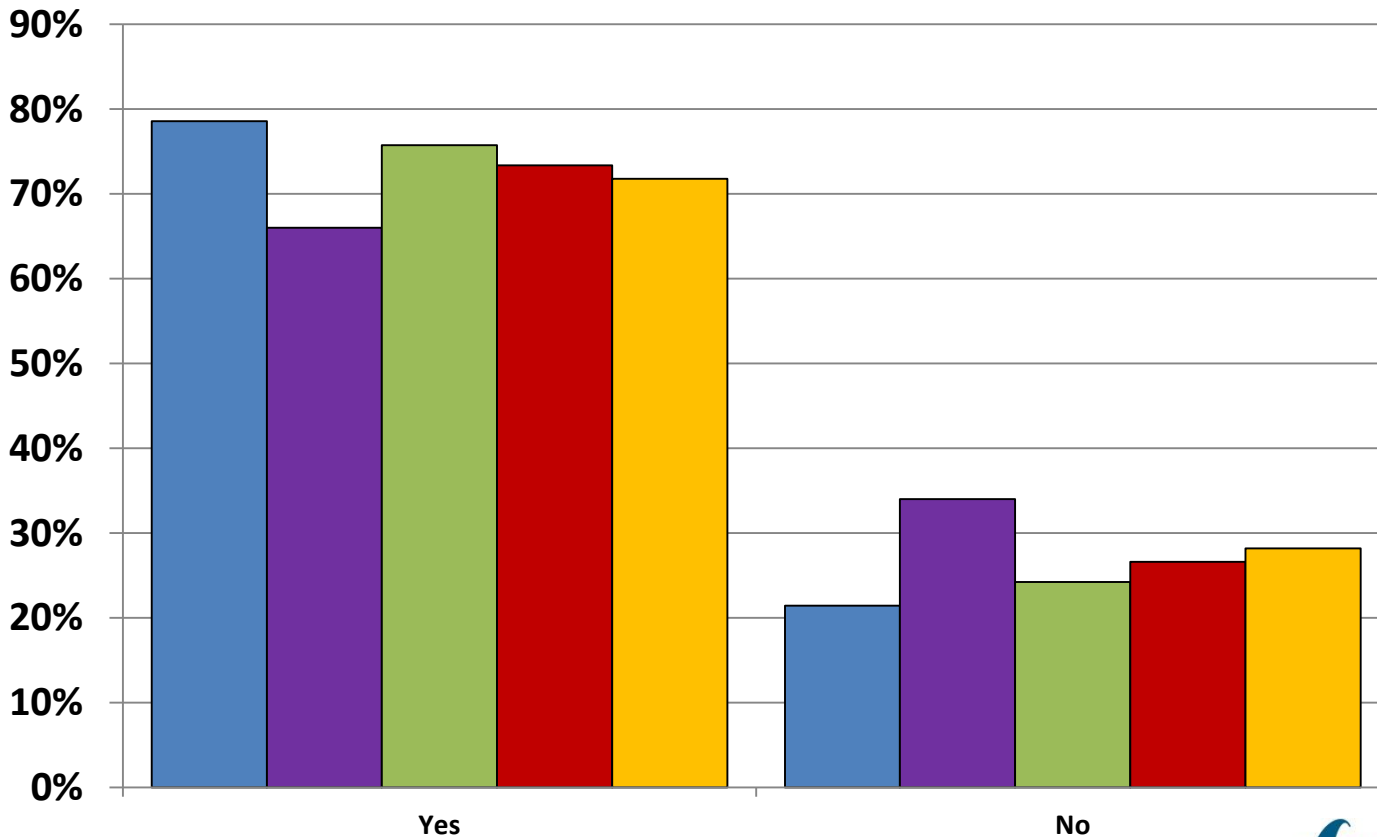
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**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**6/28/2013 10:16:28 AM**

**in**

**Case No(s). 13-1539-EL-ESS**

Summary: Application Duke Energy Ohio, Inc. Customer Perception Survey, Residential electronically filed by Ms. Elizabeth H Watts on behalf of Duke Energy Ohio, Inc.