



Relationship Survey Residential & Small Business Reliability Satisfaction

Ohio and Carolinas Customers

Study Notes

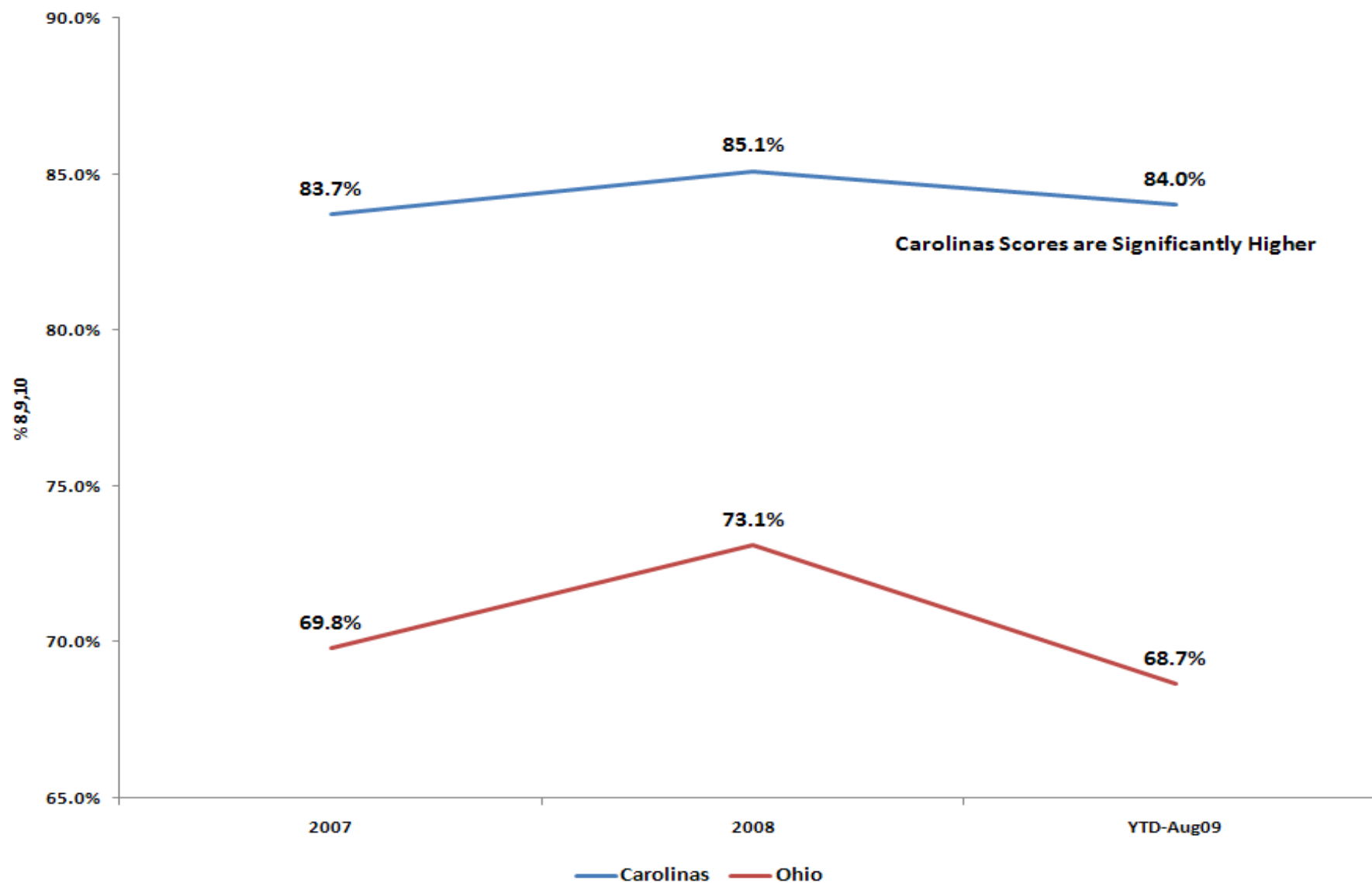


- Monthly Telephone Survey
- Survey fields first two weeks of each month
- Completed Interviews:

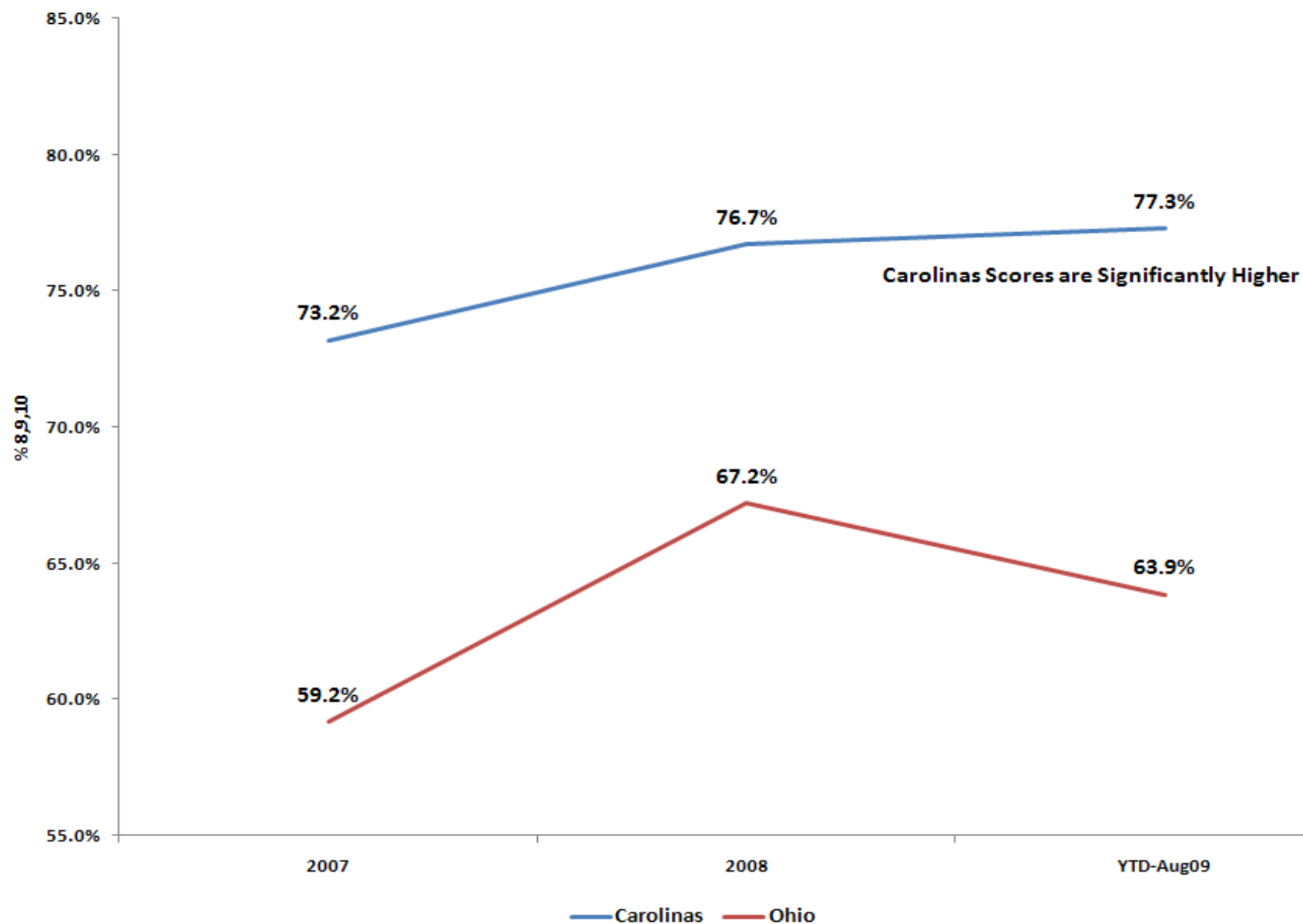
	2007		2008		YTD - Aug09	
	Carolinas	Ohio	Carolinas	Ohio	Carolinas	Ohio
Residential	2205	965	2190	976	1394	648
Small Business	1813	487	1827	483	1153	323

Residential Results

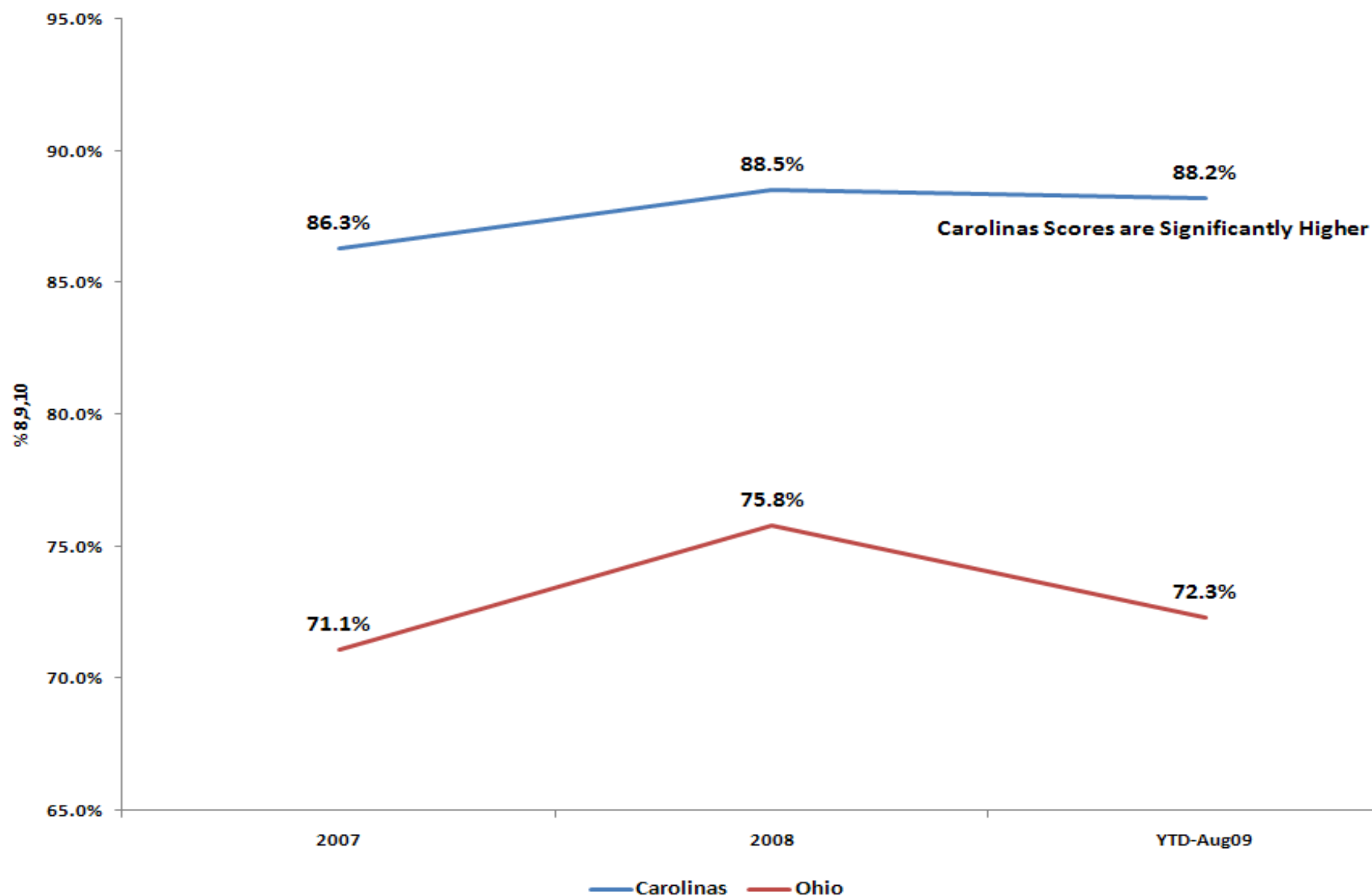
Residential Satisfaction with Frequency of Outages



Residential Satisfaction with Duration of Outages

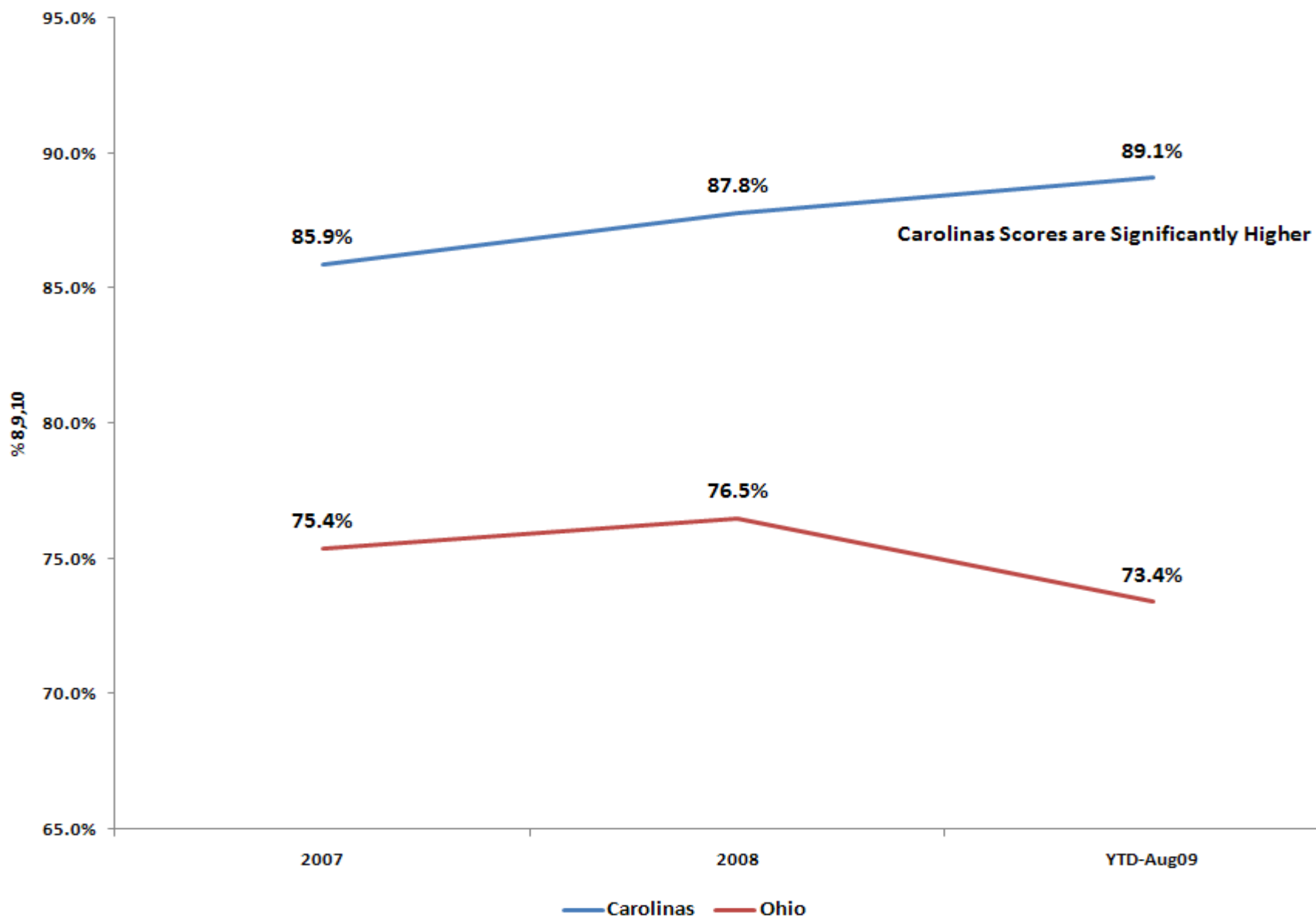


Residential Satisfaction with Overall Power Quality & Reliability

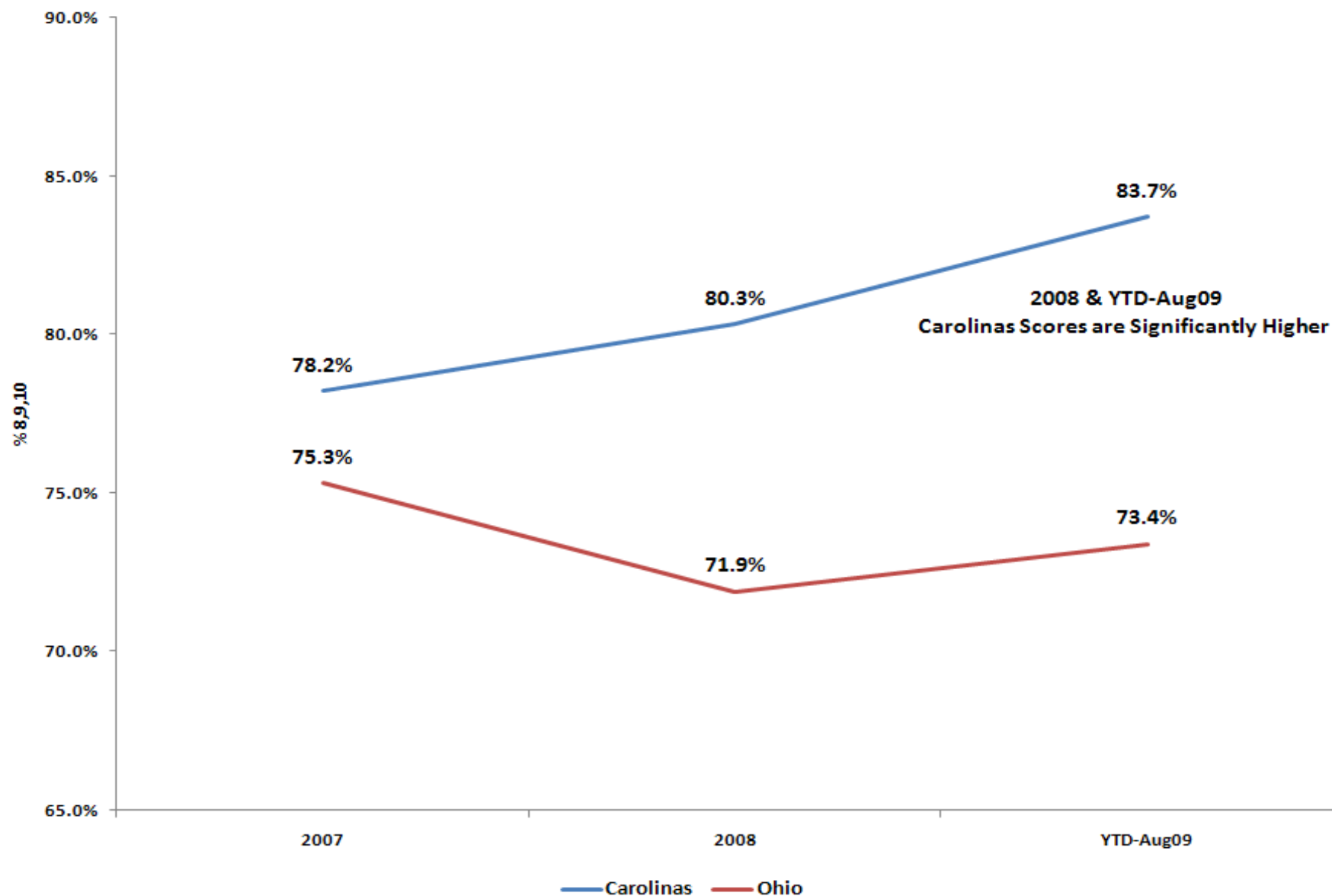


Small Business Results

Small Business Satisfaction with Frequency of Outages



Small Business Satisfaction with Duration of Outages





Small Business Satisfaction with Overall Power Quality & Reliability

