

Ohio PUC Reliability Business Survey Results Q1-13 Update

**Prepared By
Duke Energy Customer Satisfaction**





Completed Survey Counts

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

Business Regulated

	Q2-12	Q3-12	Q4-12	YE-12	Q1-13
Sample Size	689	800	600	2089	1257
Completed Surveys	16*	30	17*	63	48
Response Rate	2%	4%	3%	3%	4%

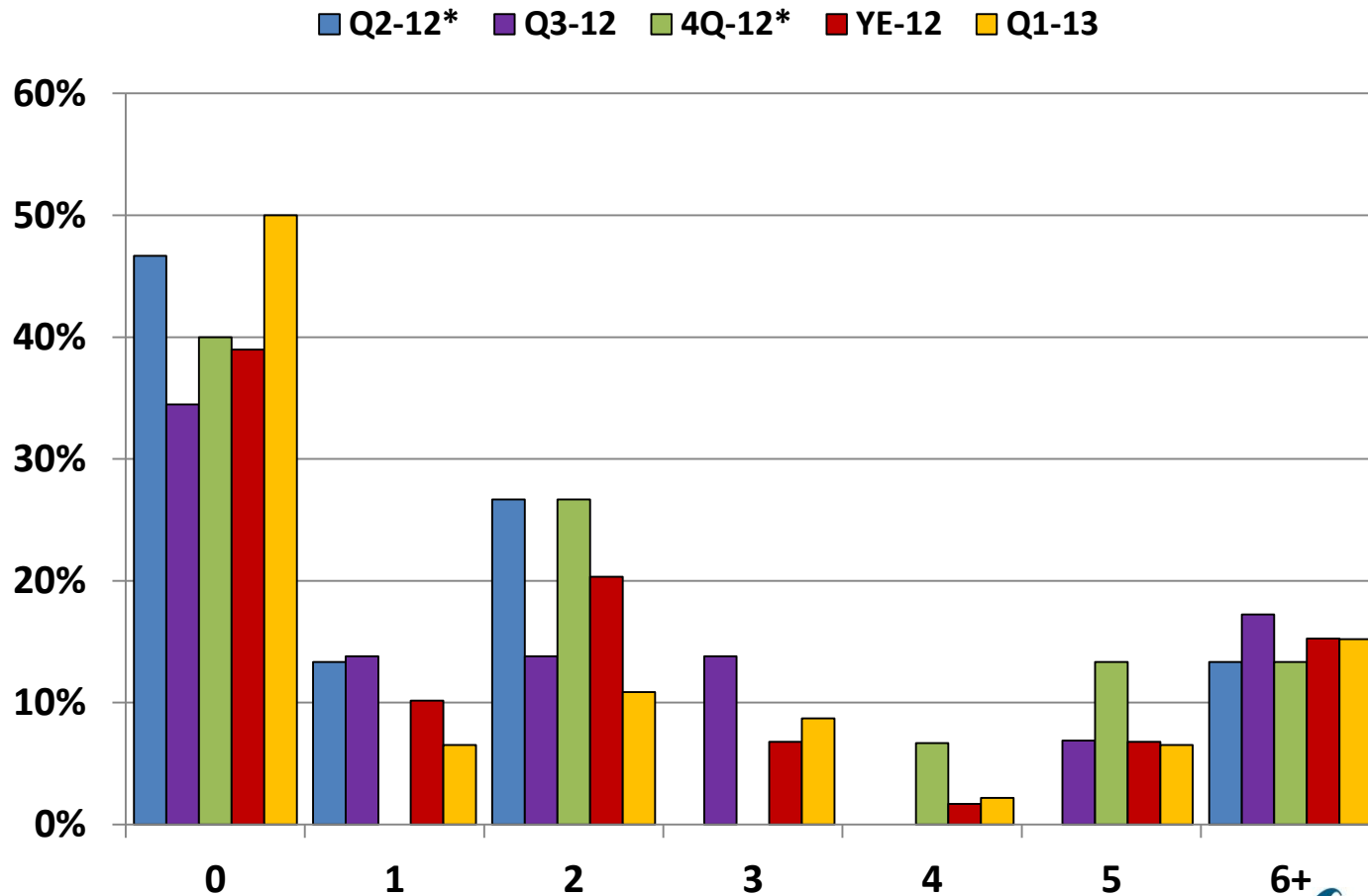
Business Non-Regulated

	Q2-12	Q3-12	Q4-12	YE-12	Q1-13
Sample Size	695	800	600	2095	976
Completed Surveys	35	27*	34	96	47
Response Rate	5%	3%	6%	5%	5%

*Use caution when interpreting results; low sample sizes

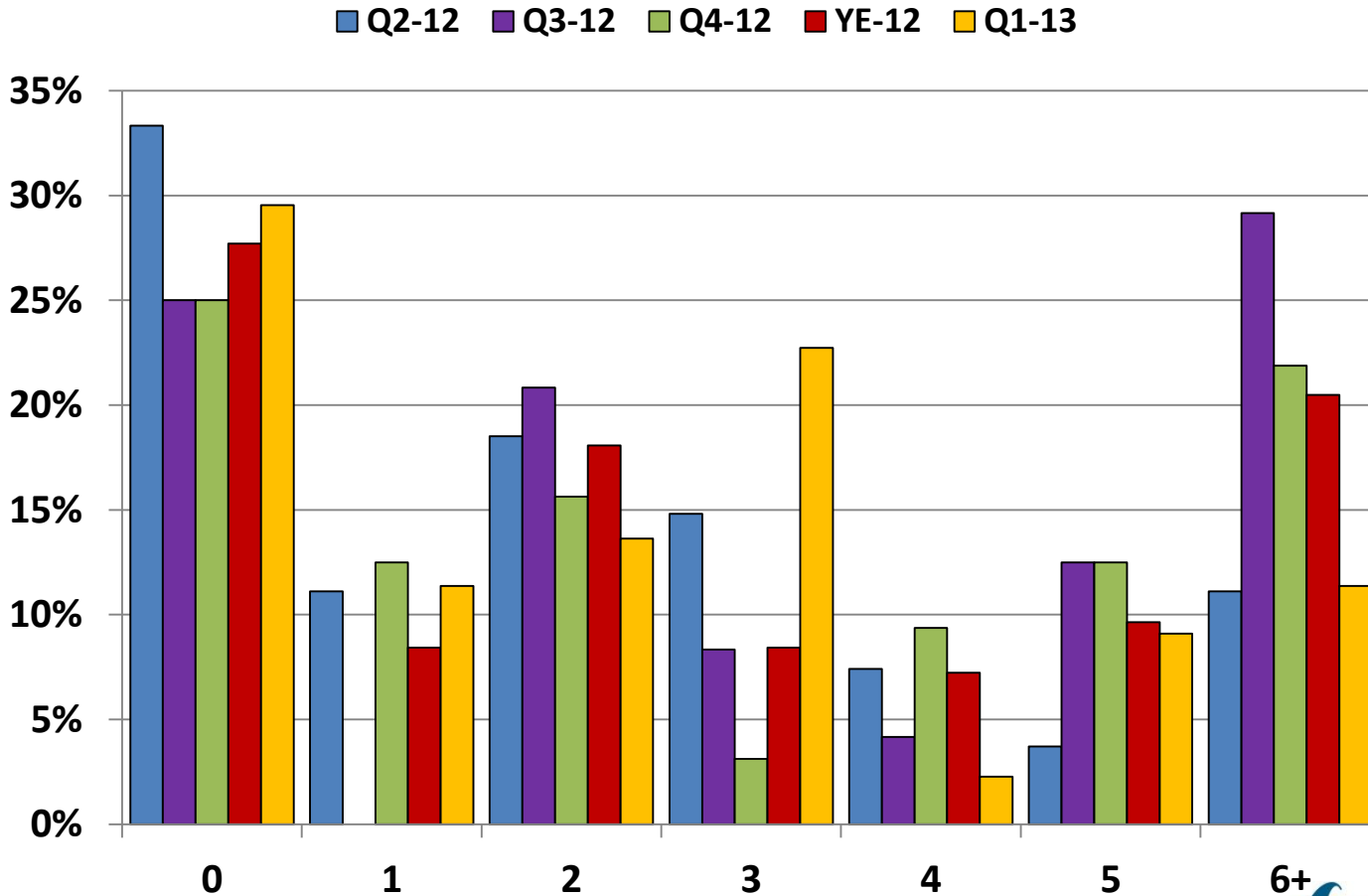
How many brief interruptions of 5 minutes or less have you experienced at your business in the past 12 months?

Regulated Customers



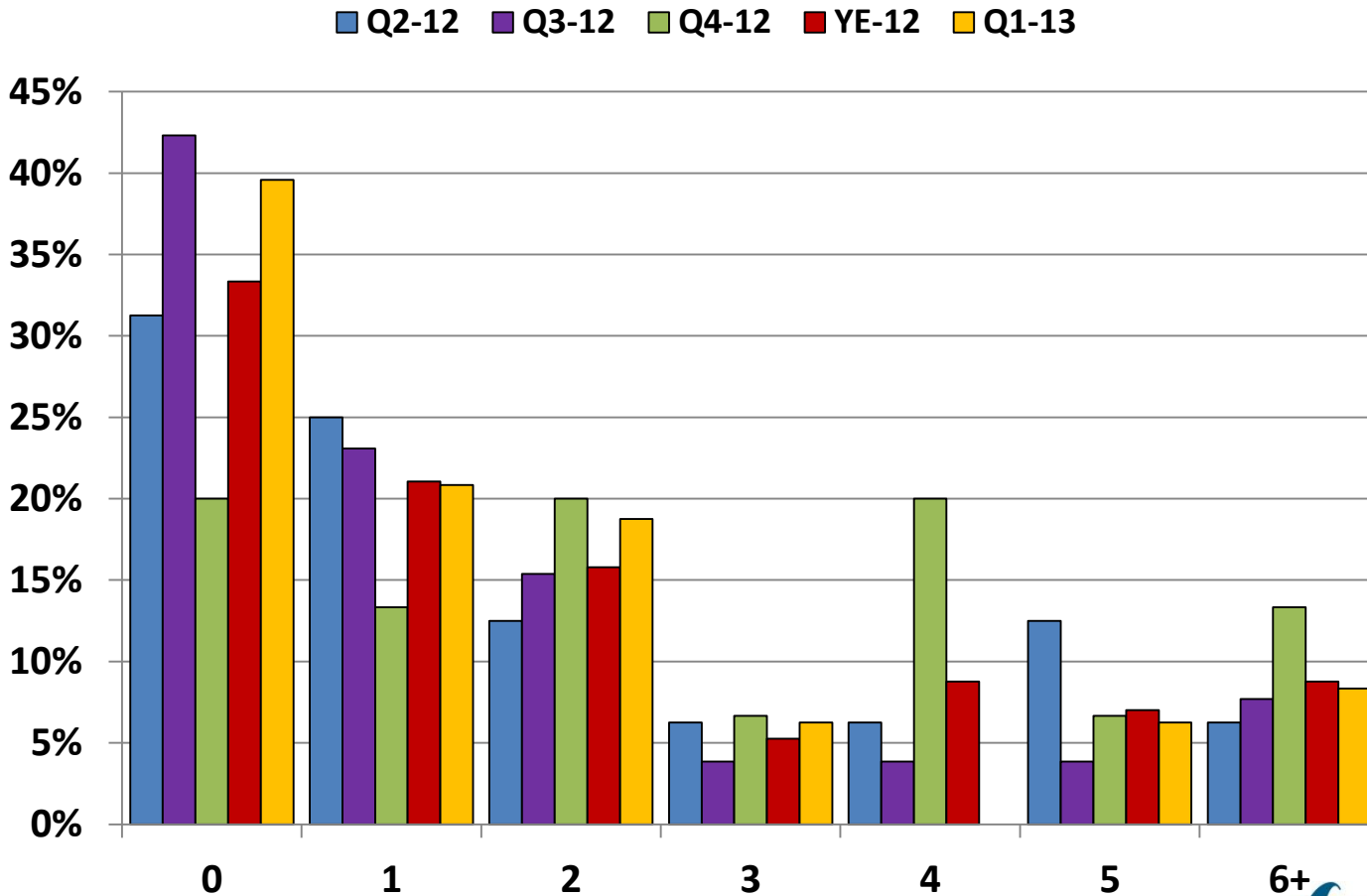
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Non-Regulated Customers



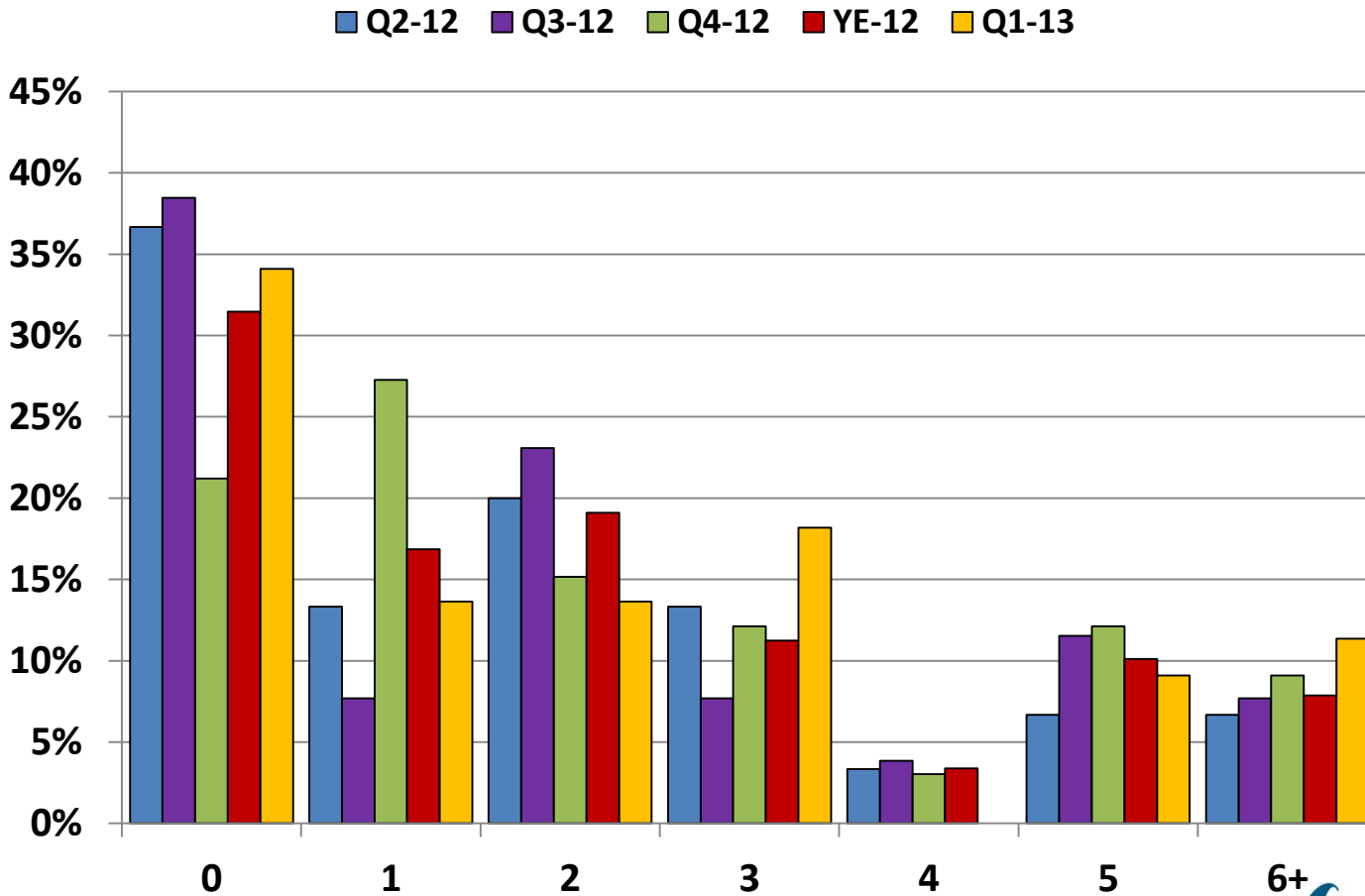
How many brief interruptions of 5 minutes or less would you consider acceptable during a 12 month period?

Regulated Customers



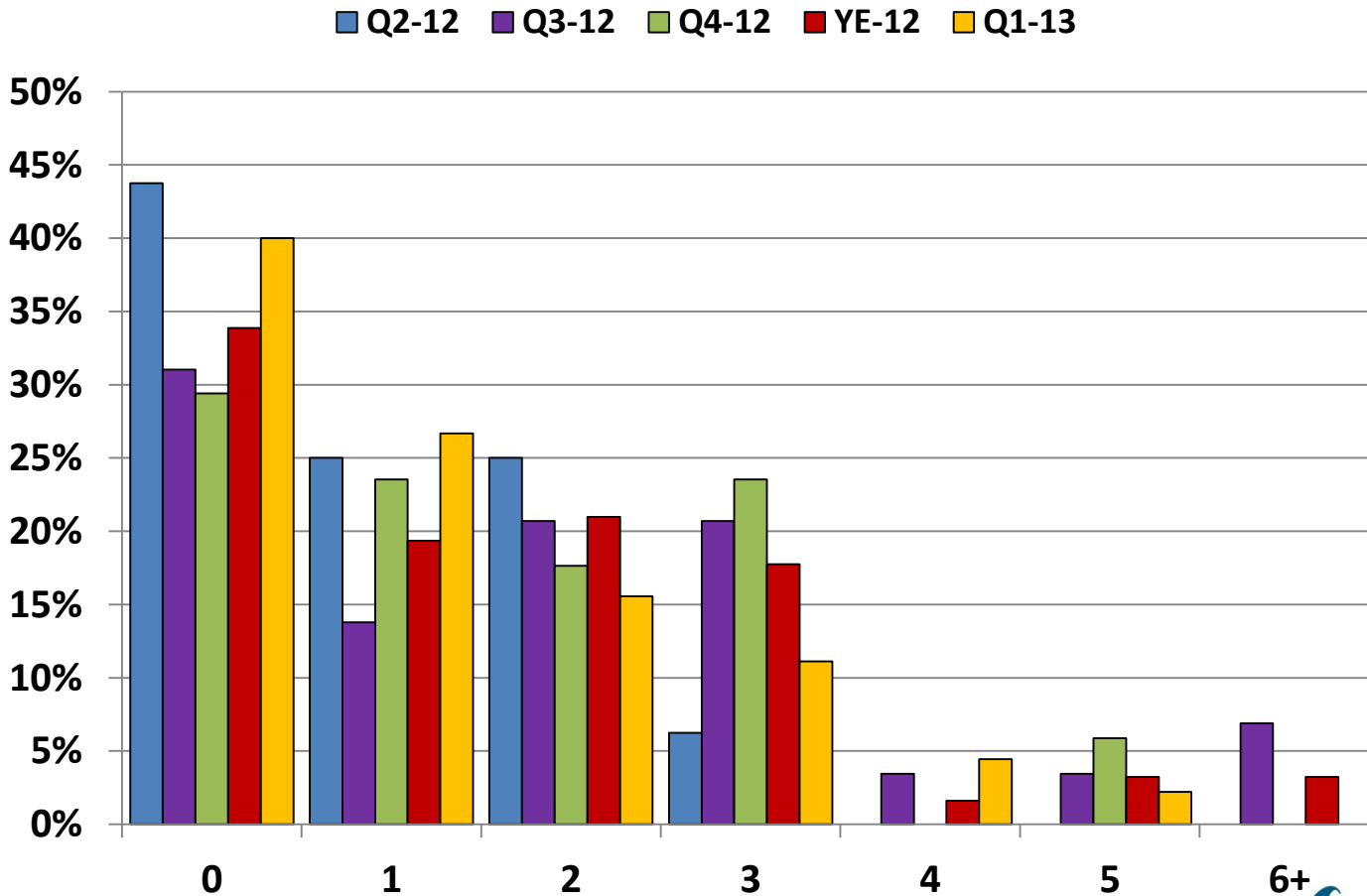
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Non-Regulated Customers



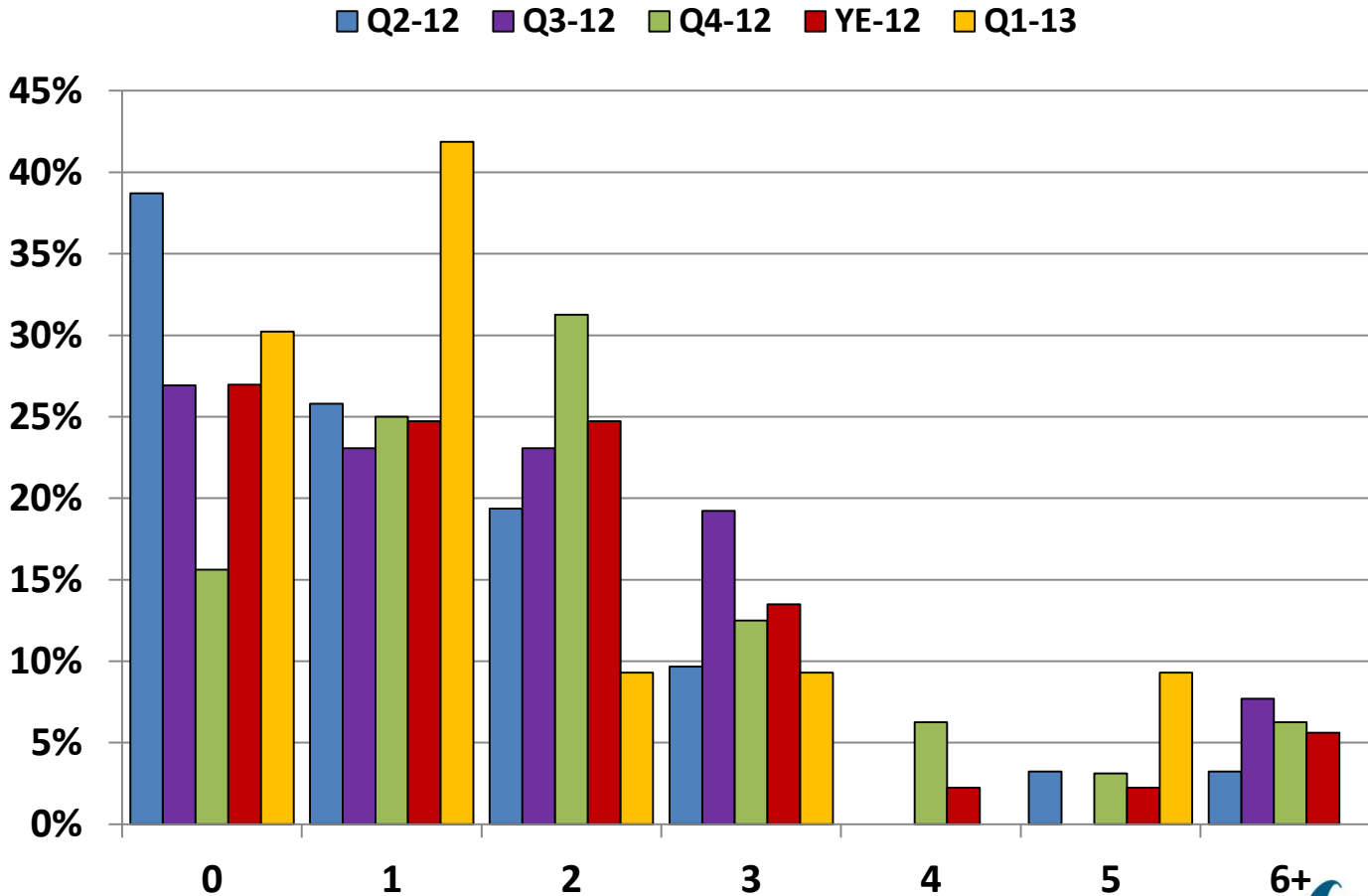
How many lengthy interruptions of more than 5 minutes have you experienced at your business in the past 12 months?

Regulated Customers



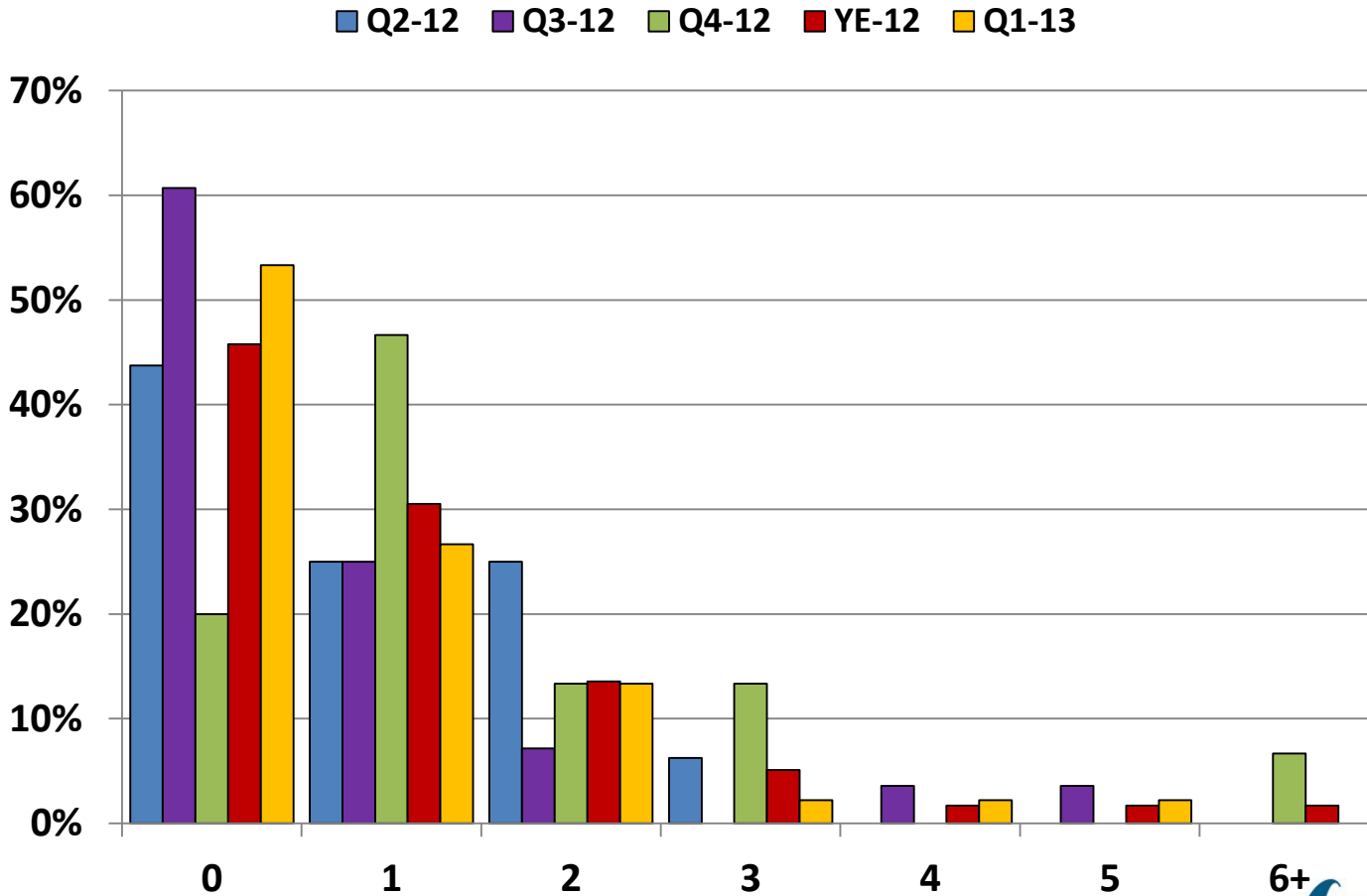
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Non-Regulated Customers



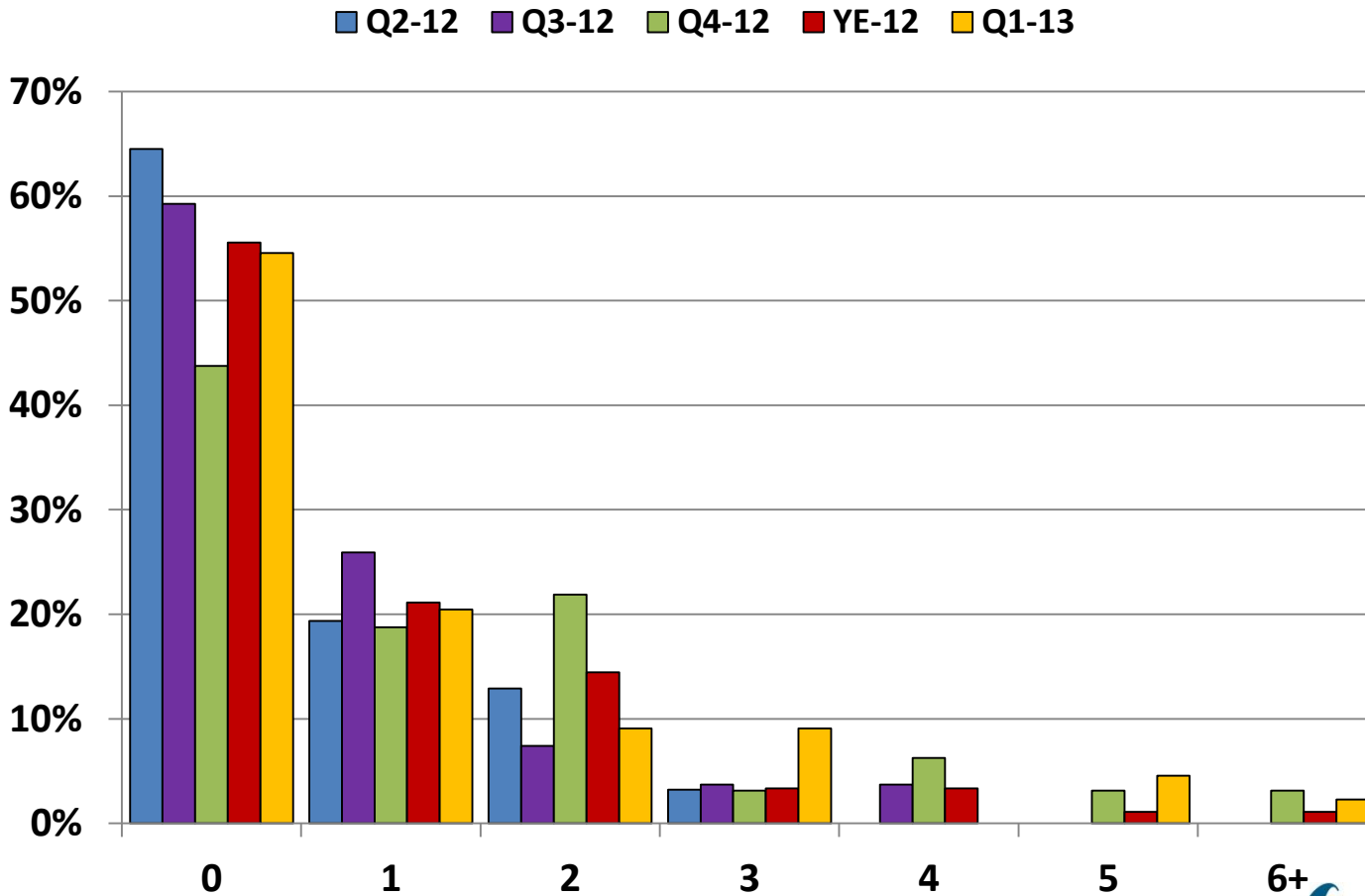
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Regulated Customers



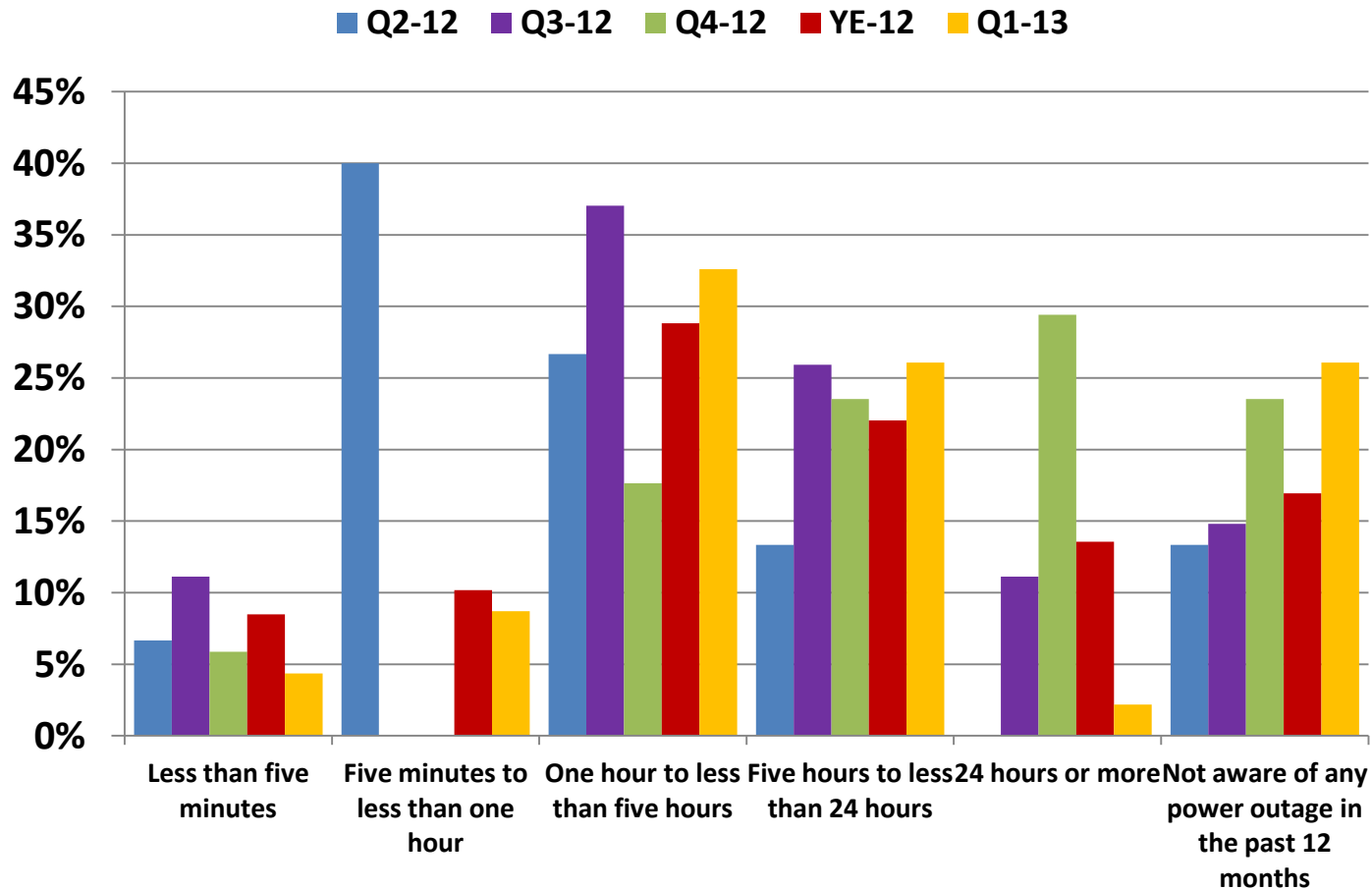
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Non-Regulated Customers



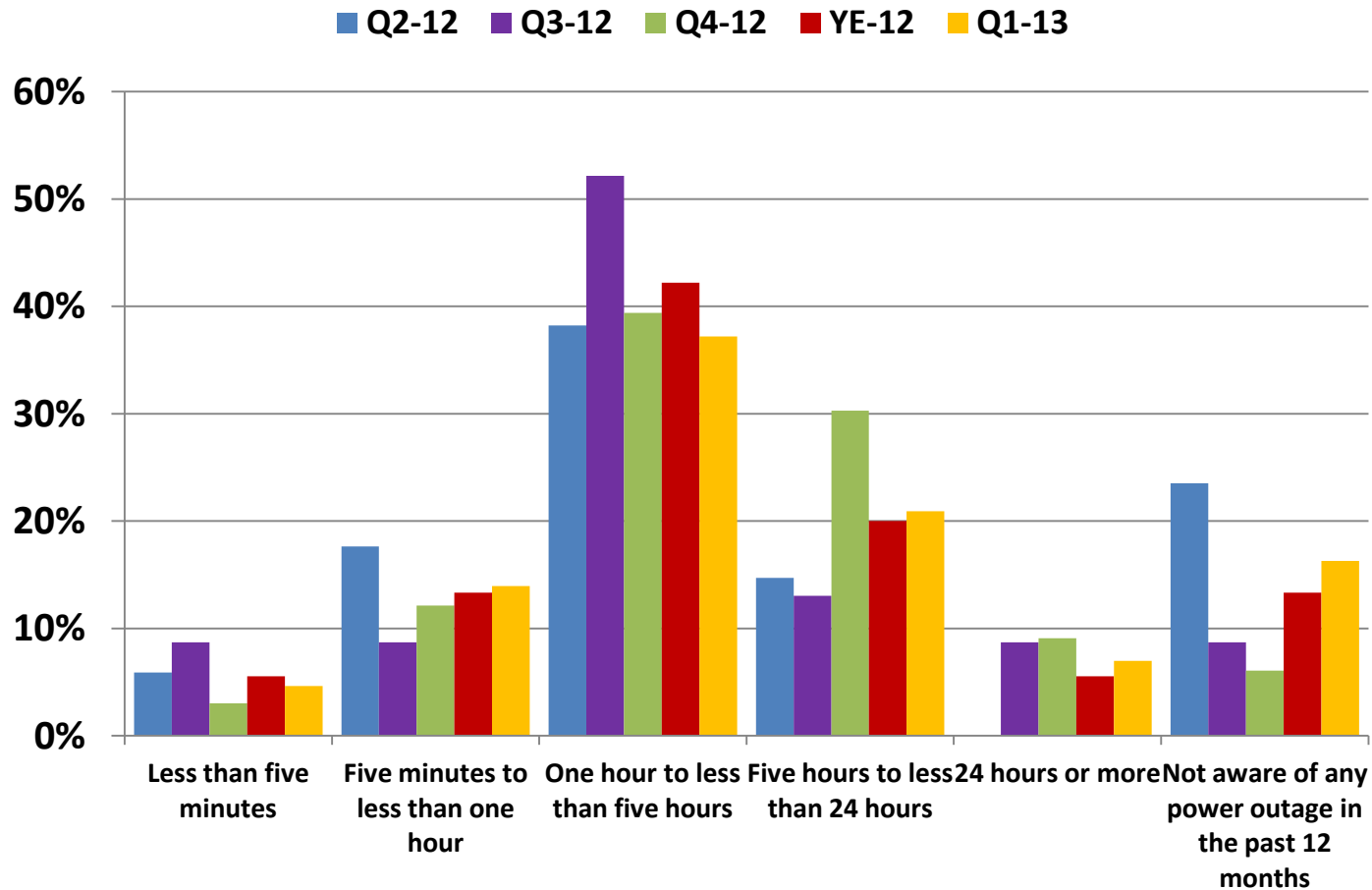
Would you estimate your longest power outage
in the past 12 months to be:

Regulated Customers



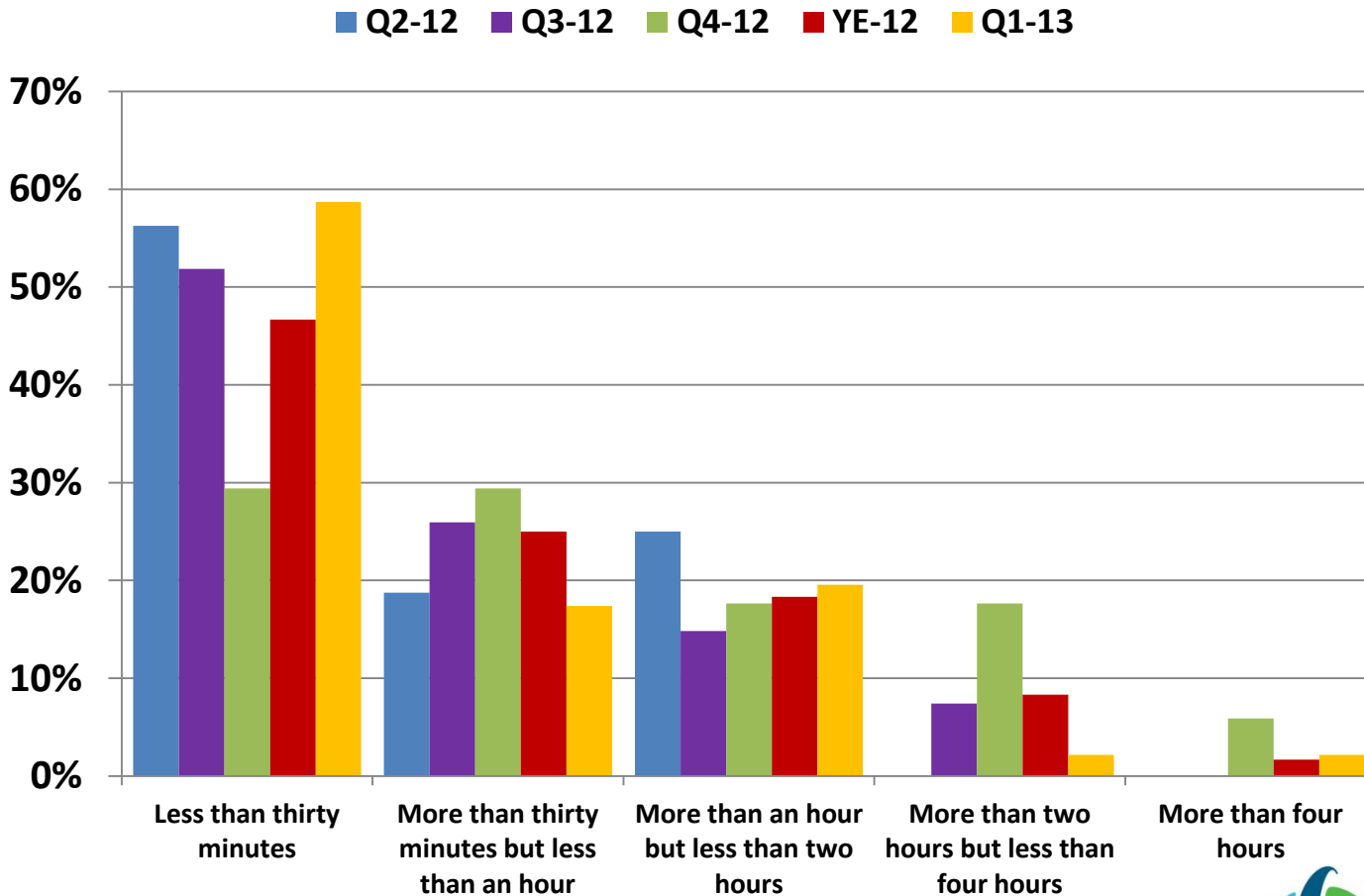
Would you estimate your longest power outage
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Non-Regulated Customers



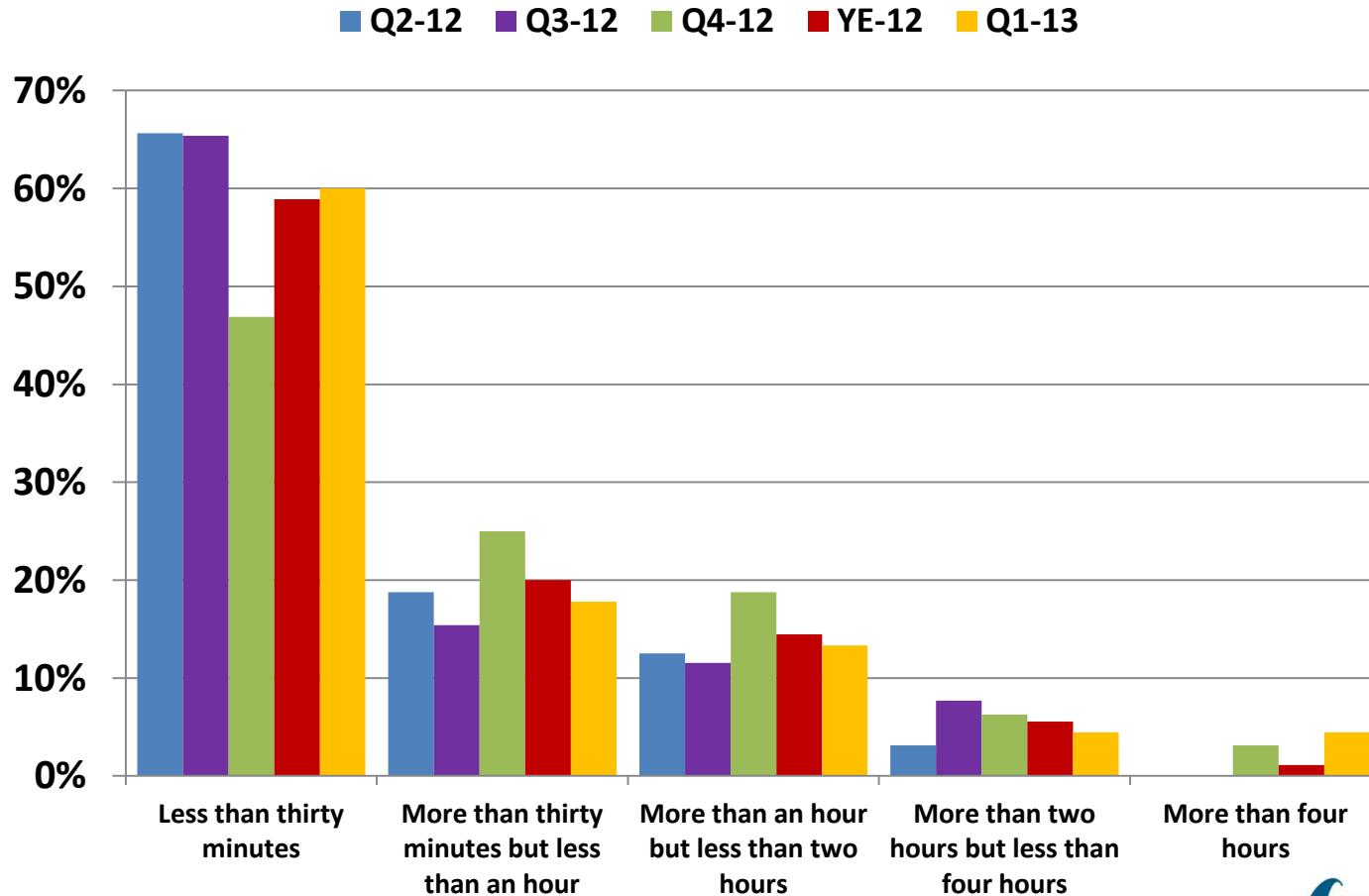
What do you consider to be an acceptable length of a prolonged outage that was not storm related?

Regulated Customers



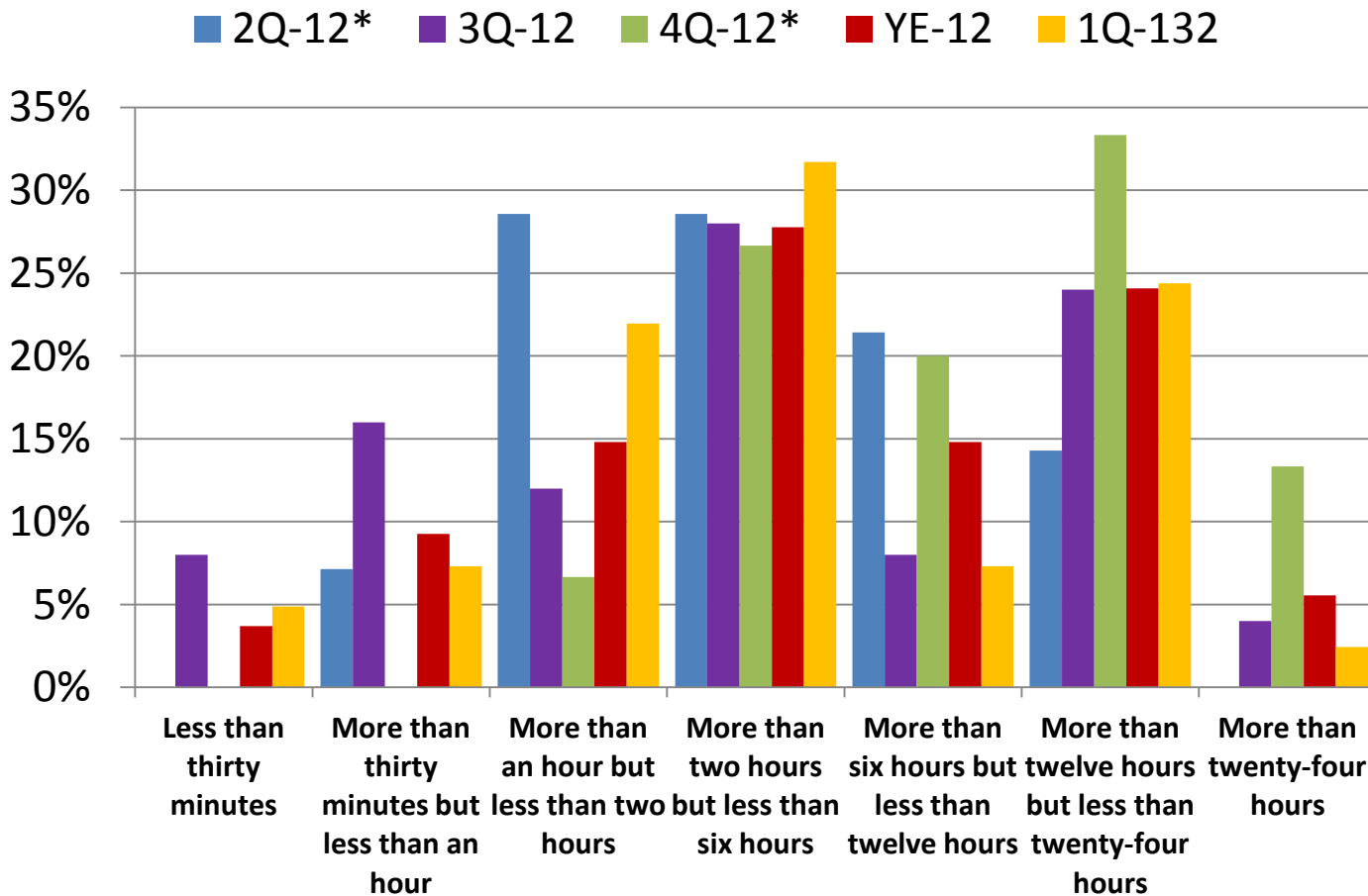
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Non-Regulated Customers



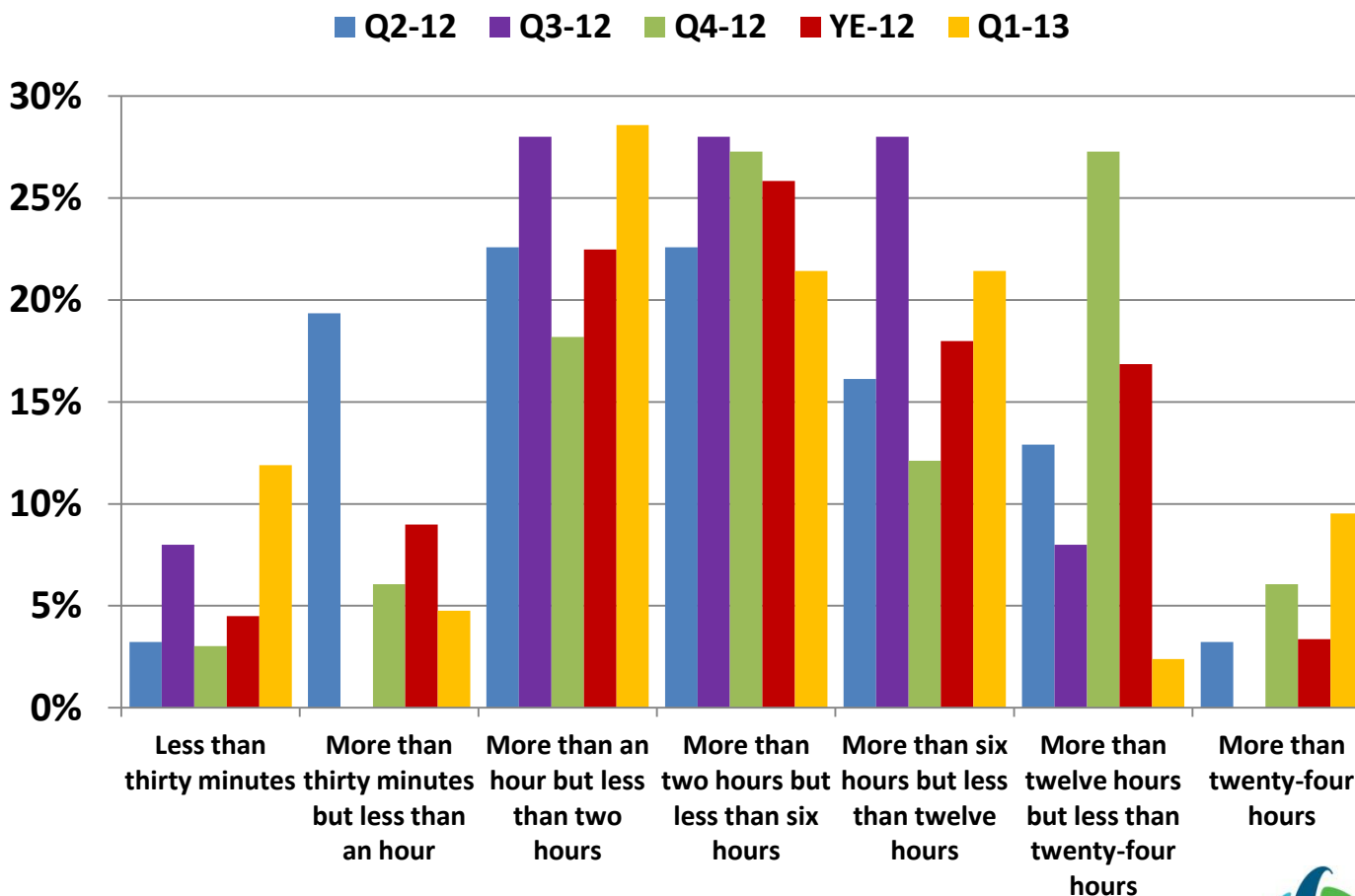
What do you consider to be an acceptable length of a prolonged outage that was storm related?

Regulated Customers



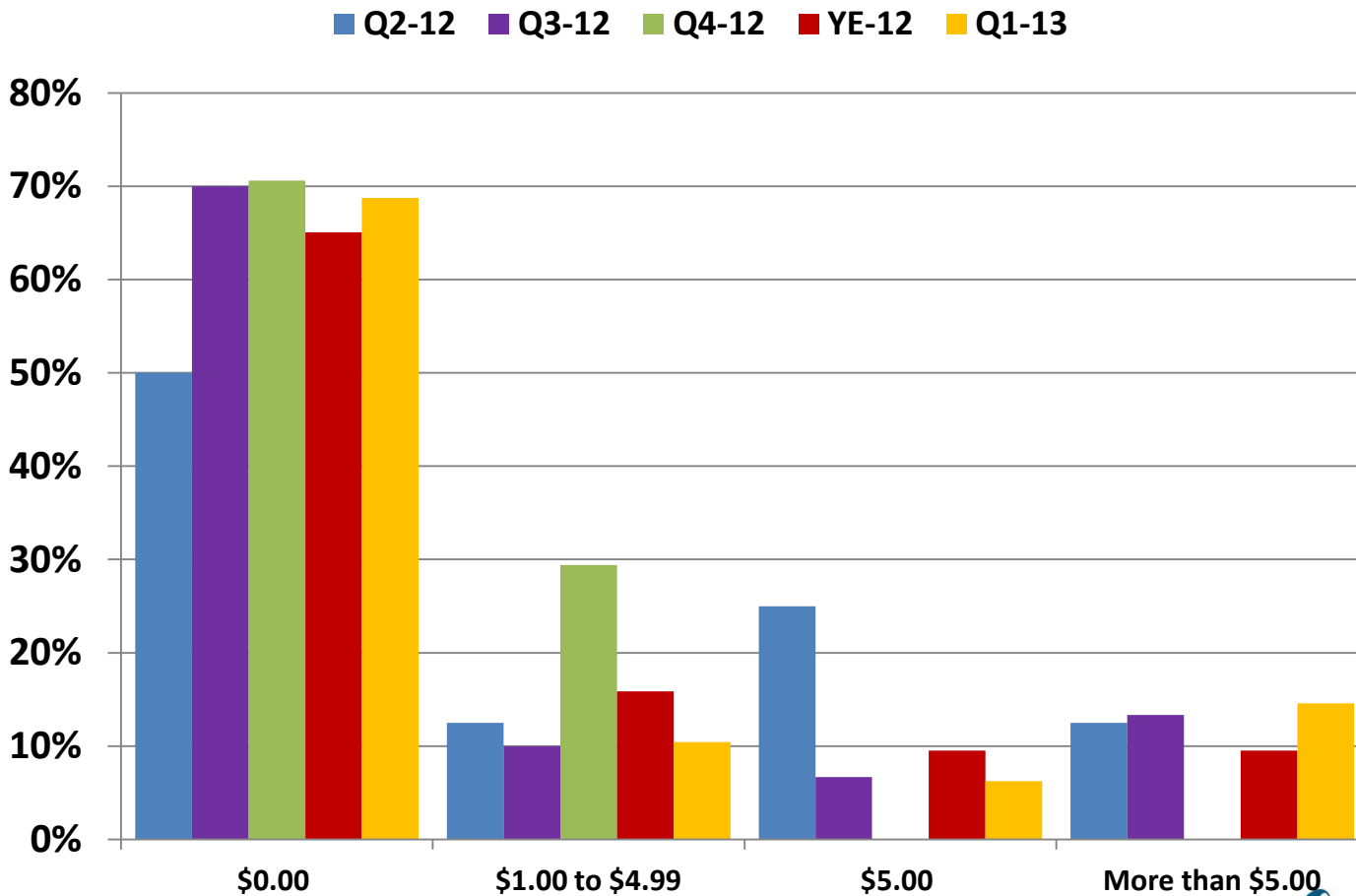
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Non-Regulated Customers



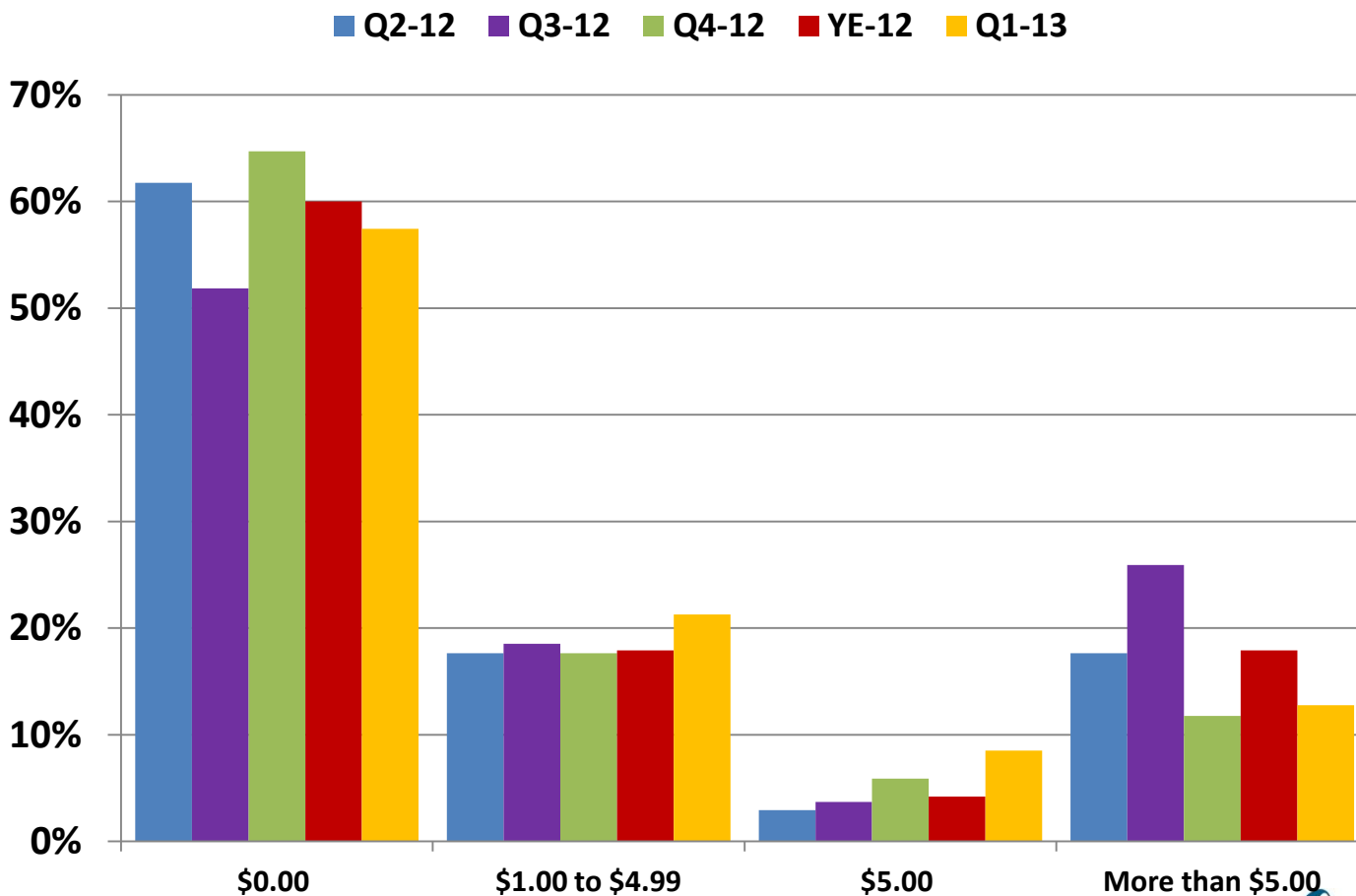
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 1 hour electric service outage to your business?

Regulated Customers



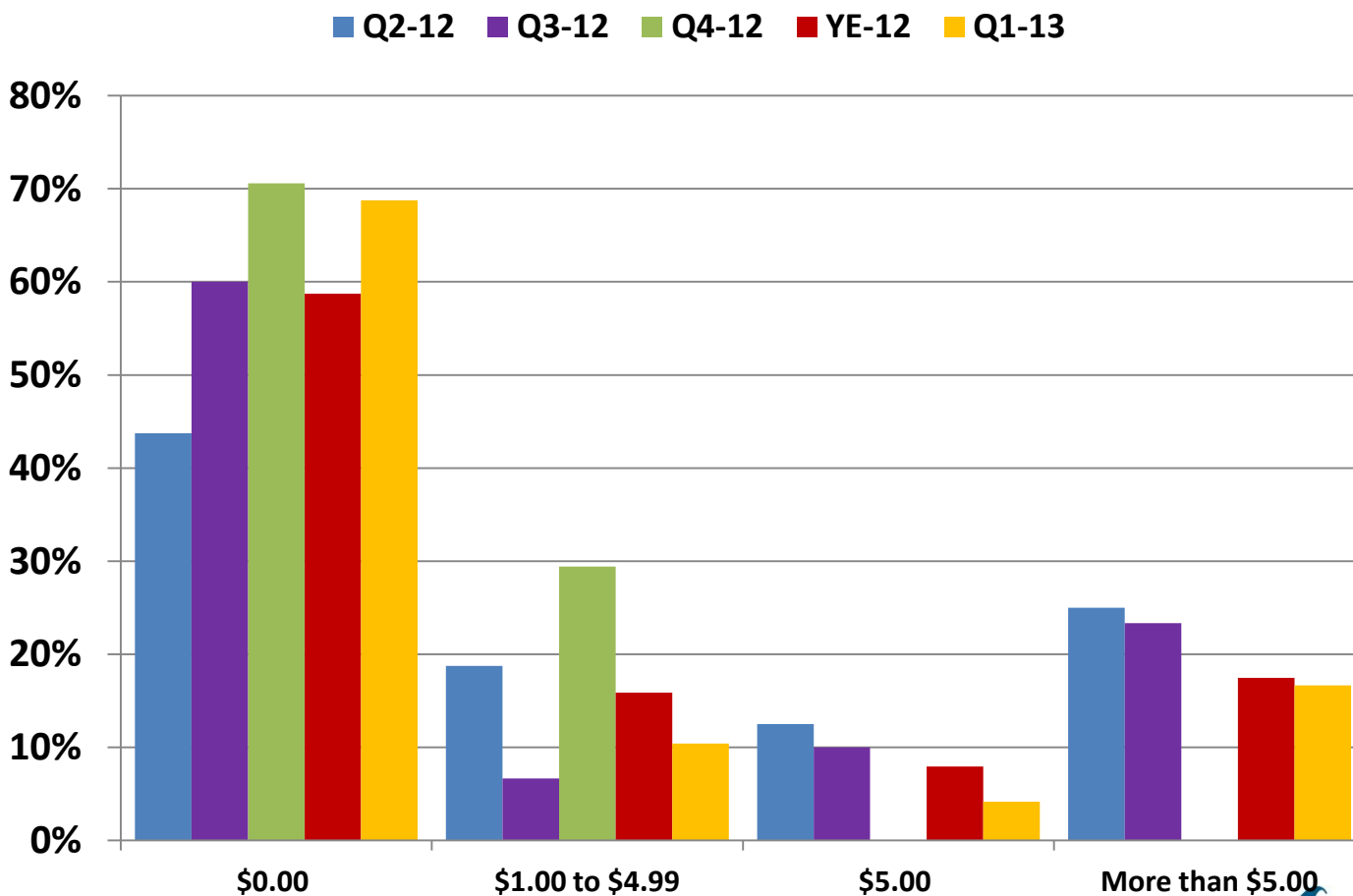
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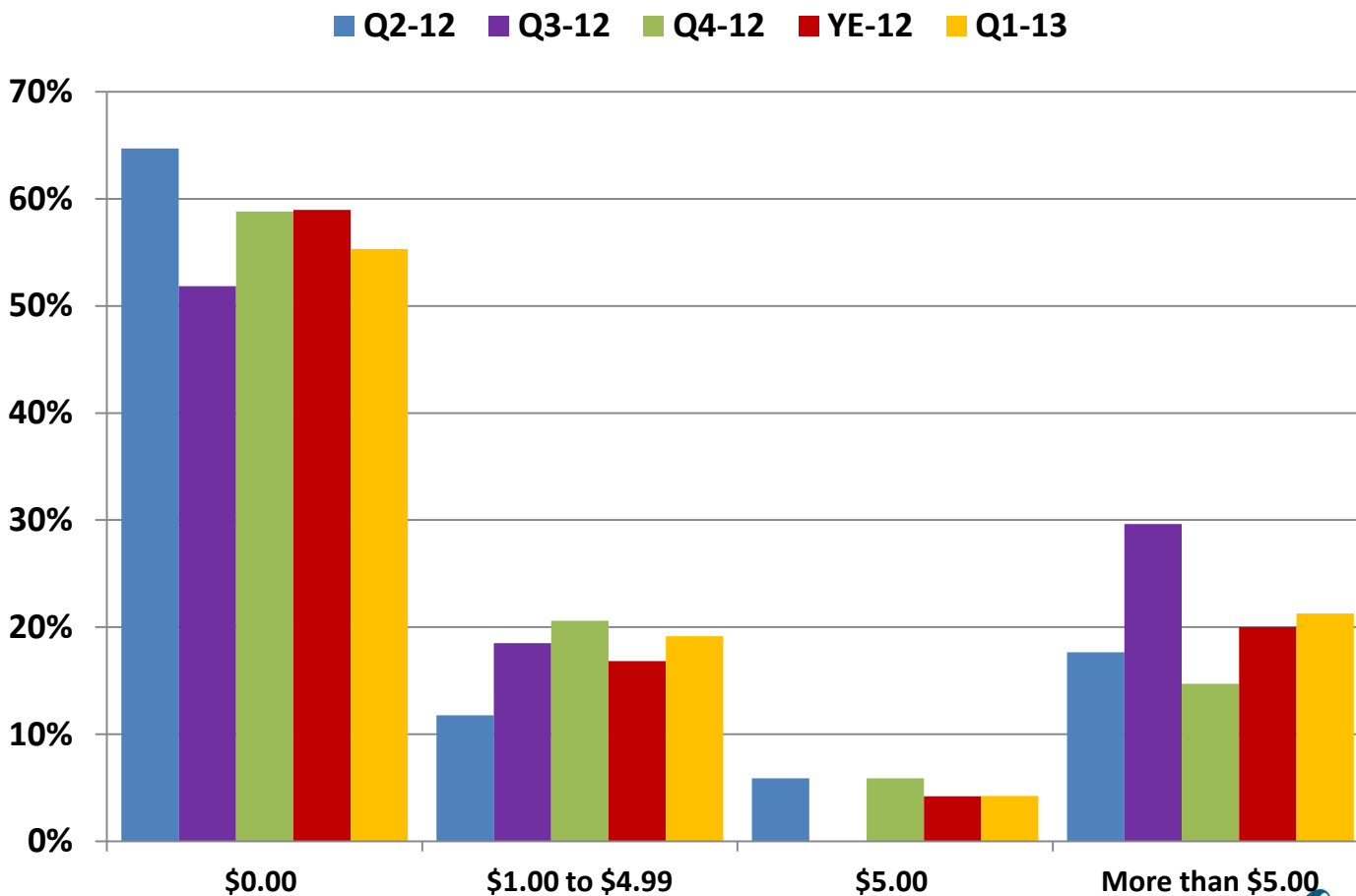
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 2 hour electric service outage to your business?

Regulated Customers



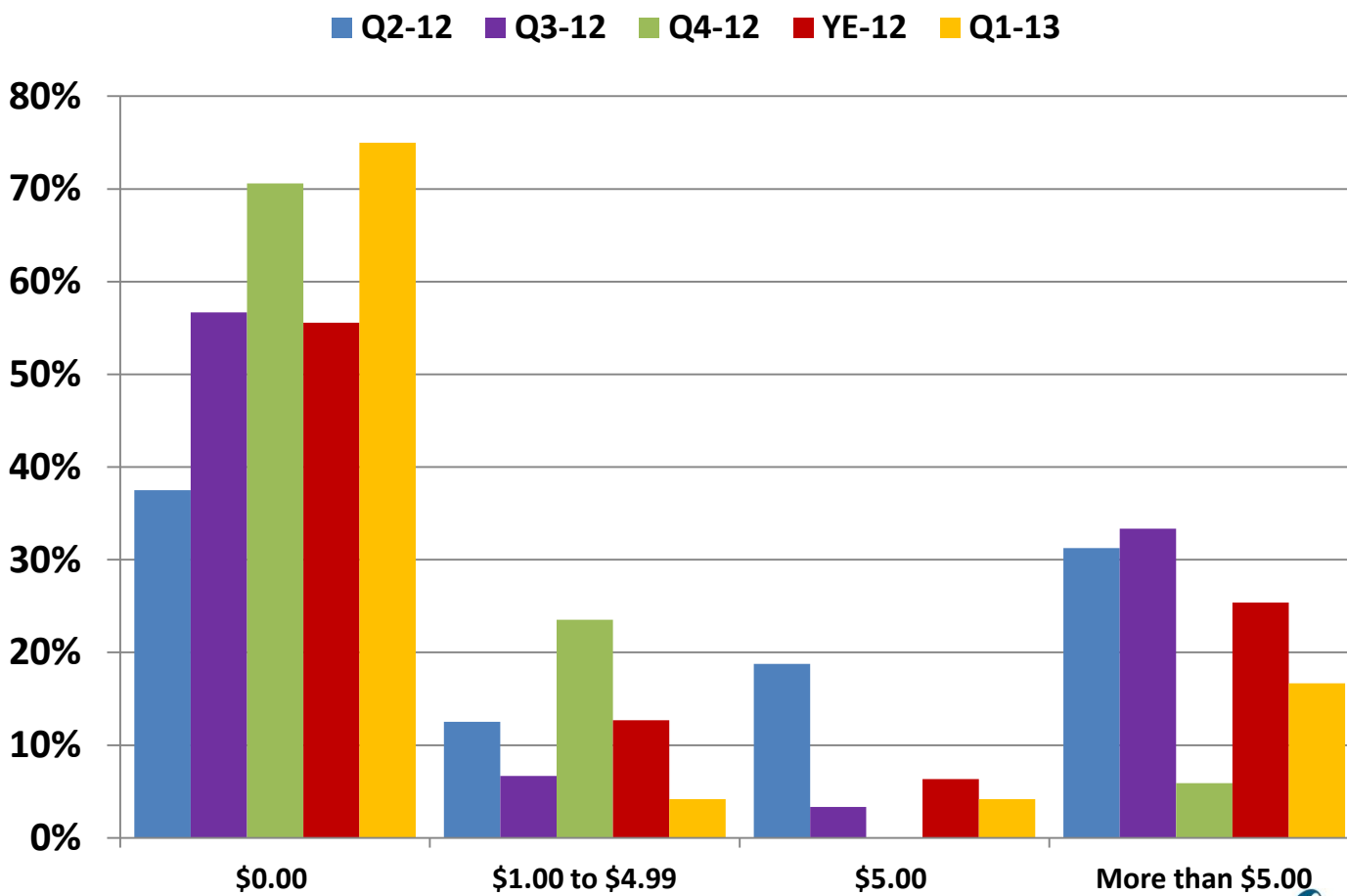
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Non-Regulated Customers



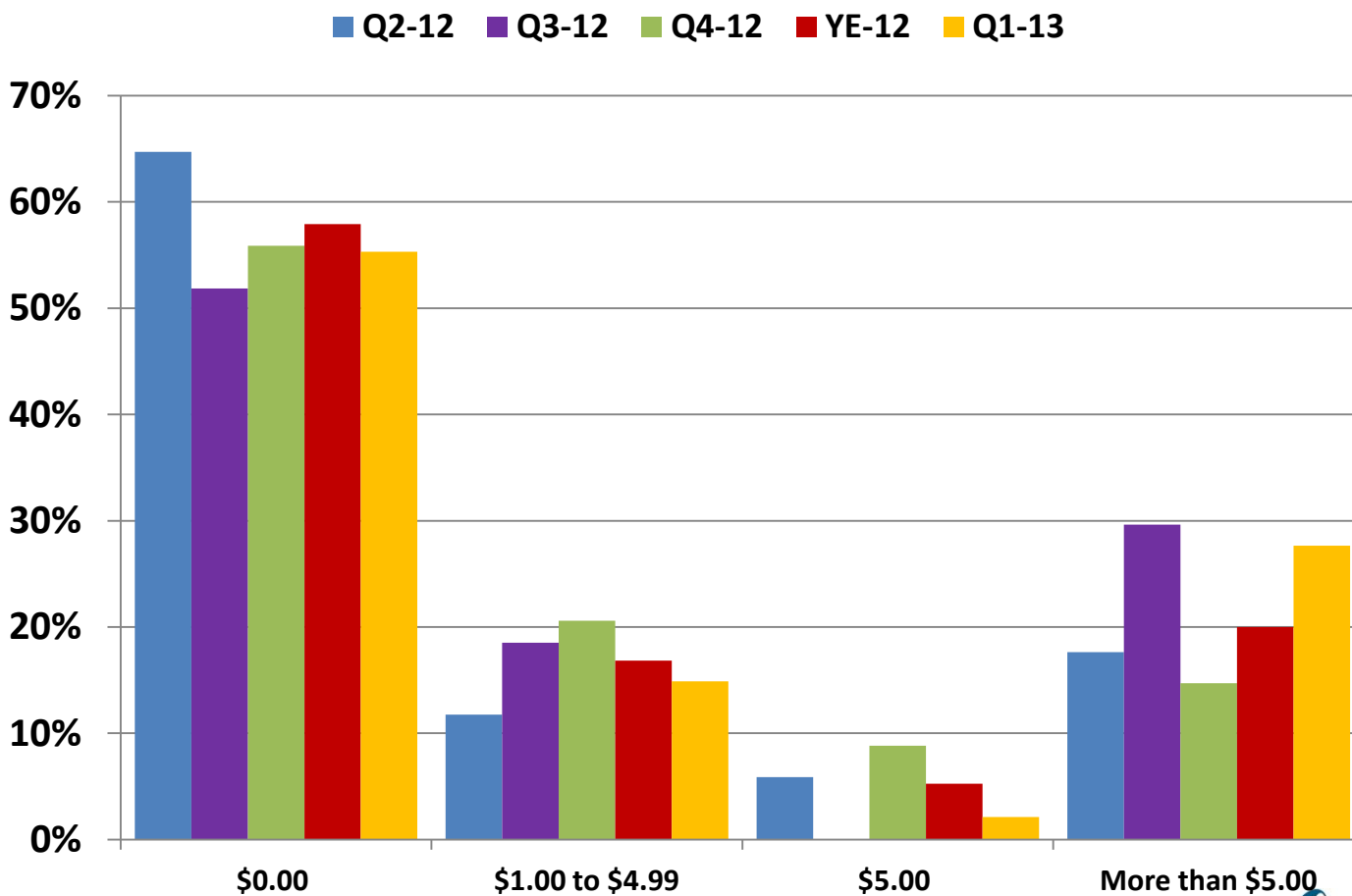
During a specified period of system stress, such as a hot summer day, what is the maximum amount that you would be willing to pay and have included in your electric bill in order to avoid a 4 hour electric service outage to your business?

Regulated Customers



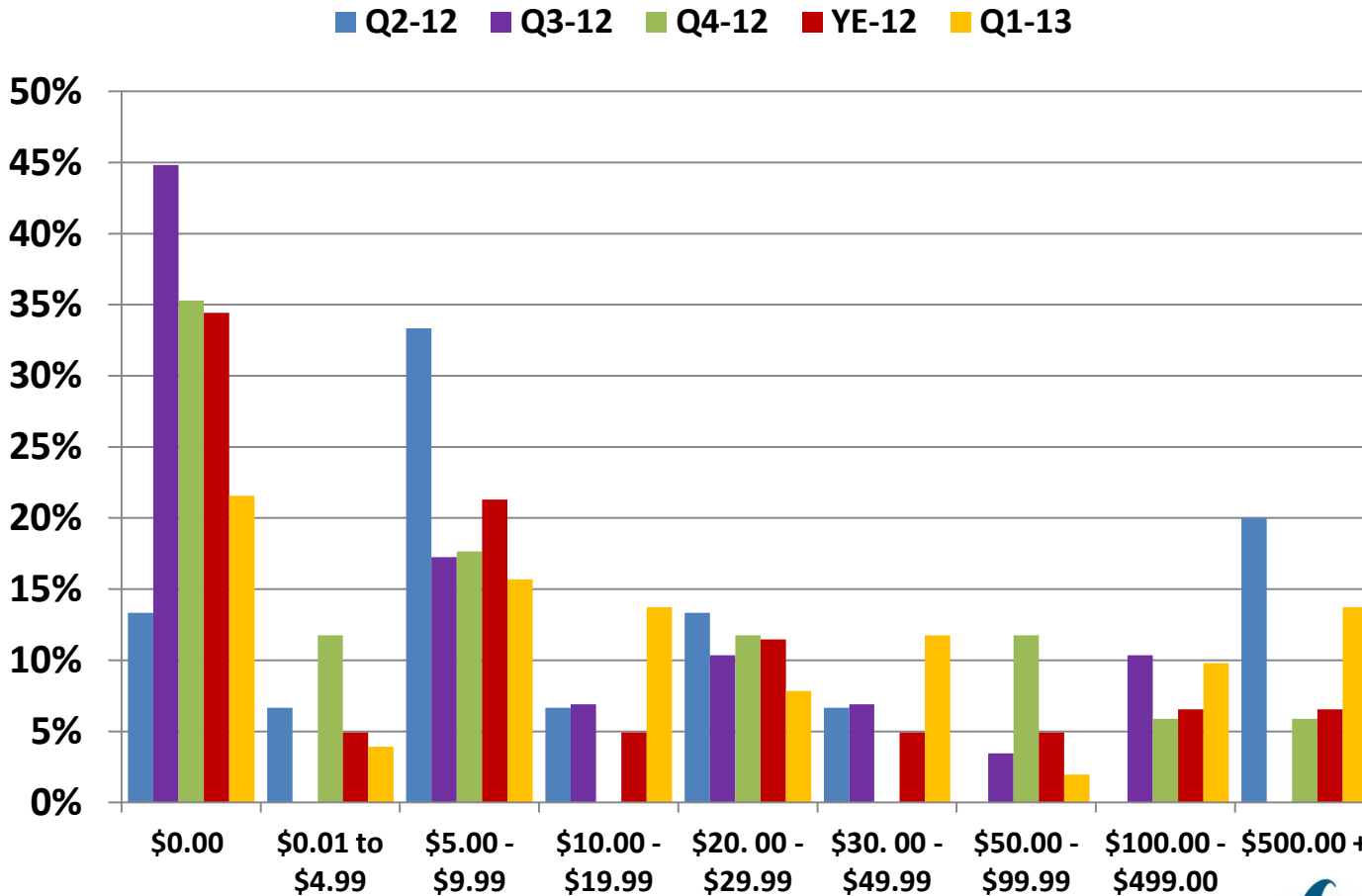
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Non-Regulated Customers



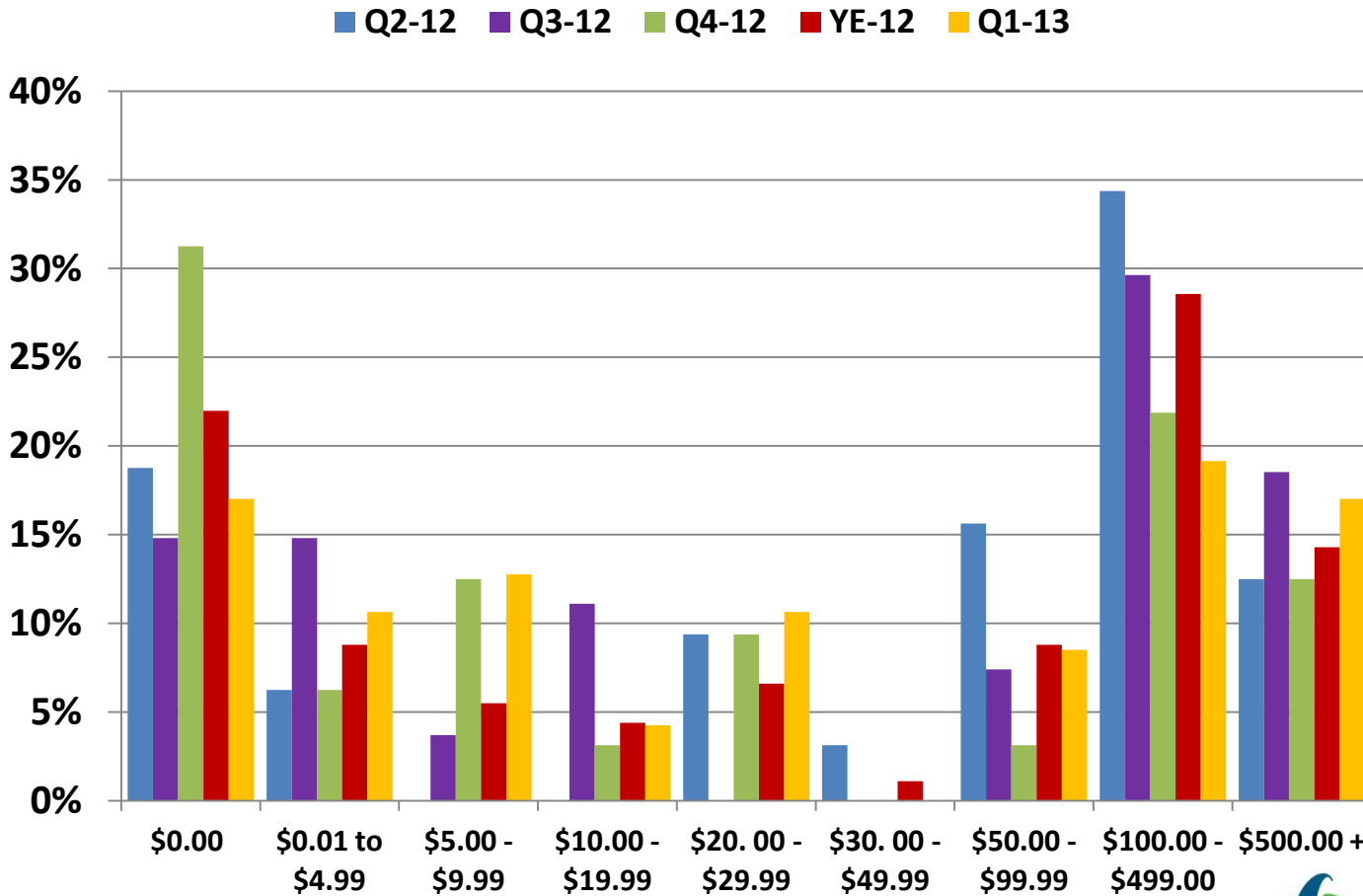
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your business for 1 hour?

Regulated Customers



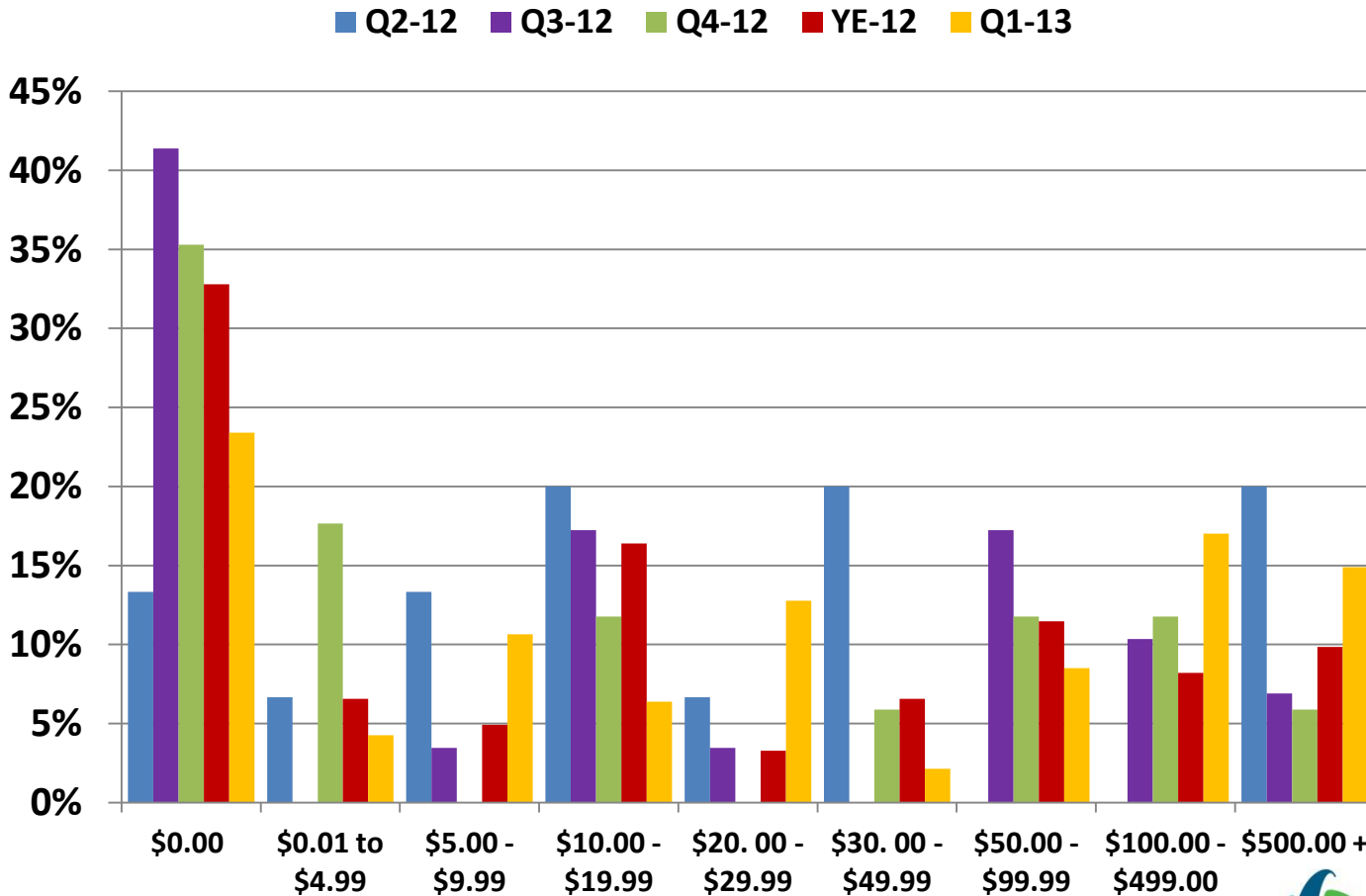
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Non-Regulated Customers



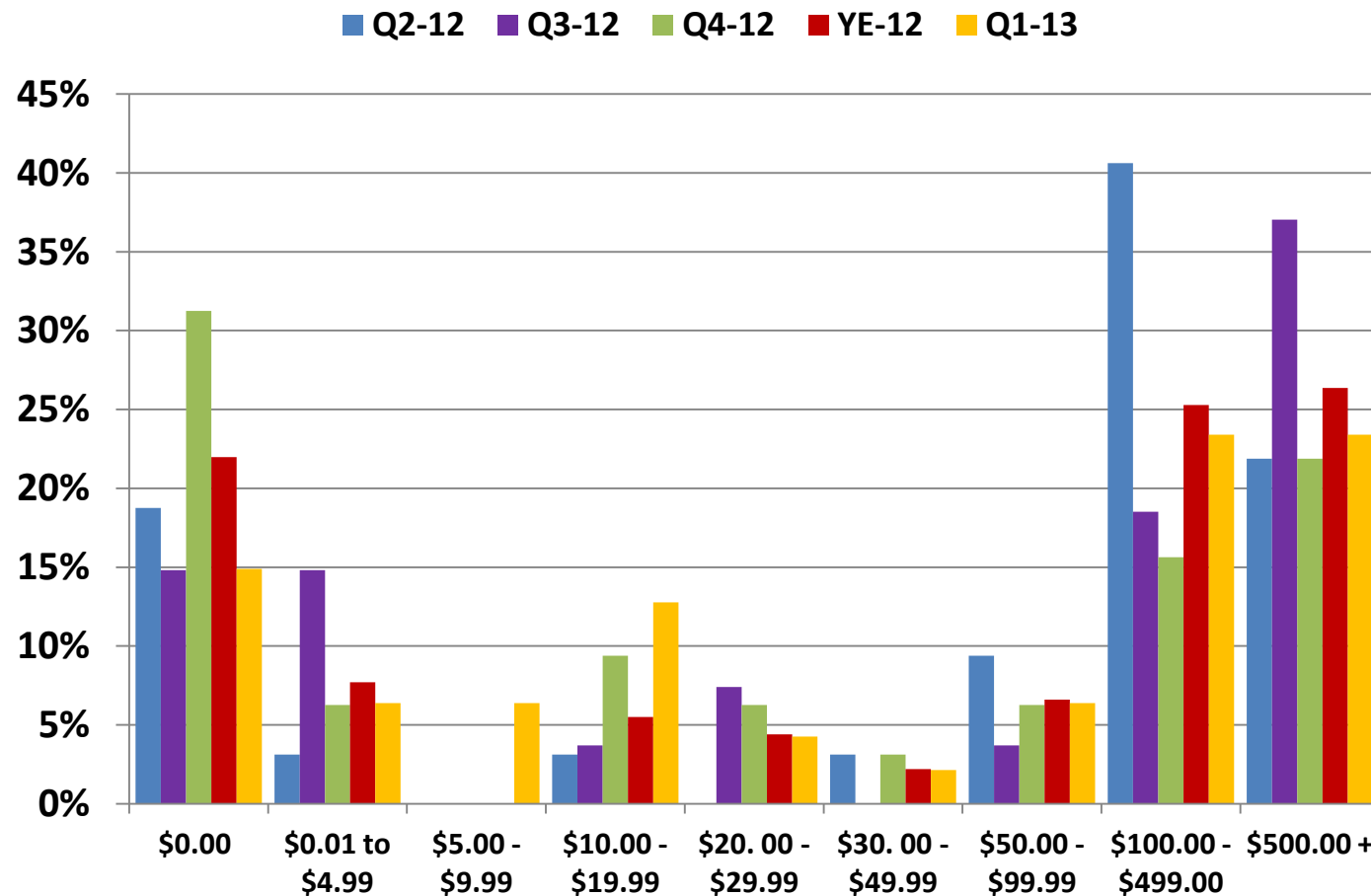
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your business for 2 hours?

Regulated Customers



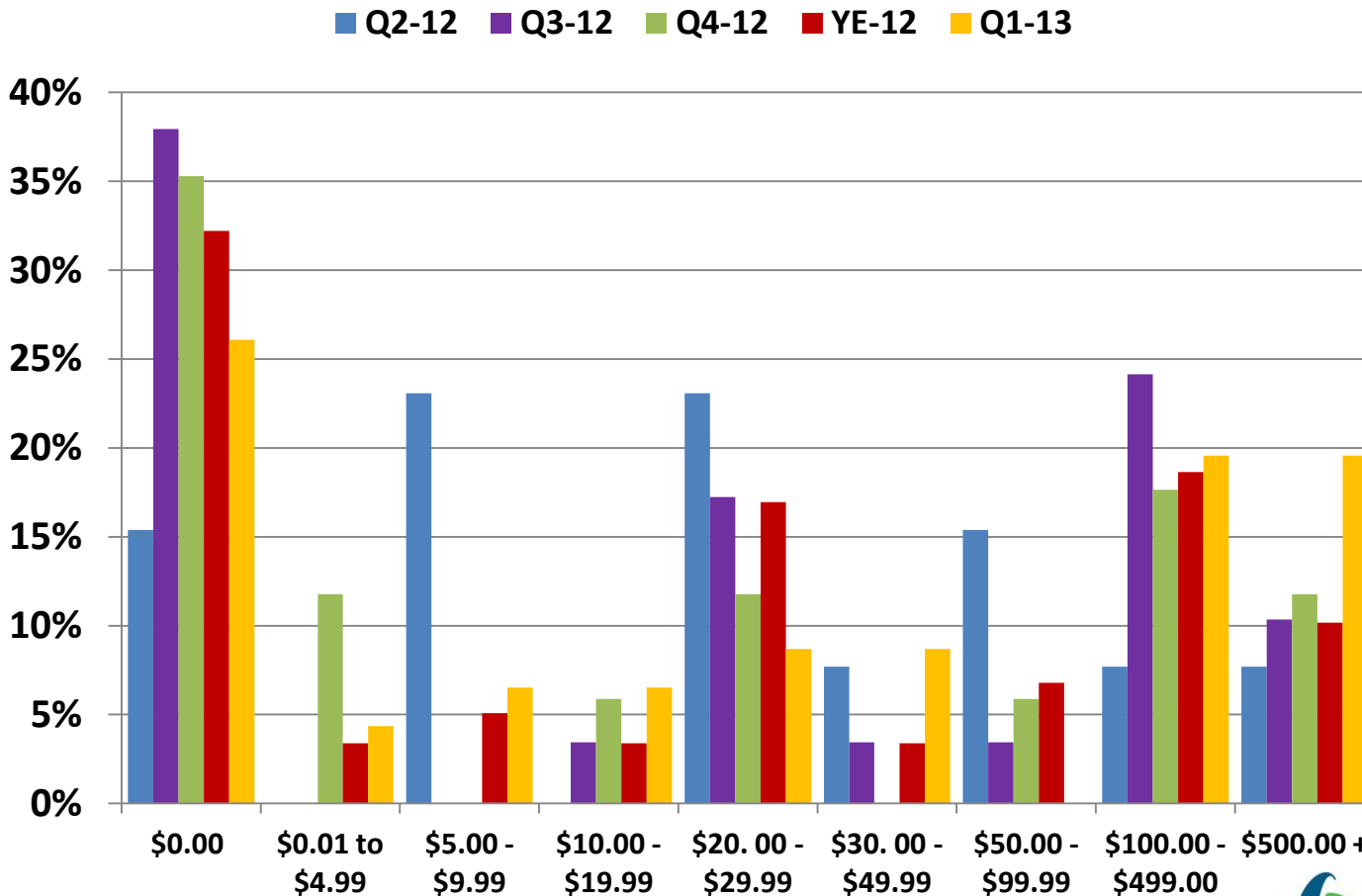
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Non-Regulated Customers



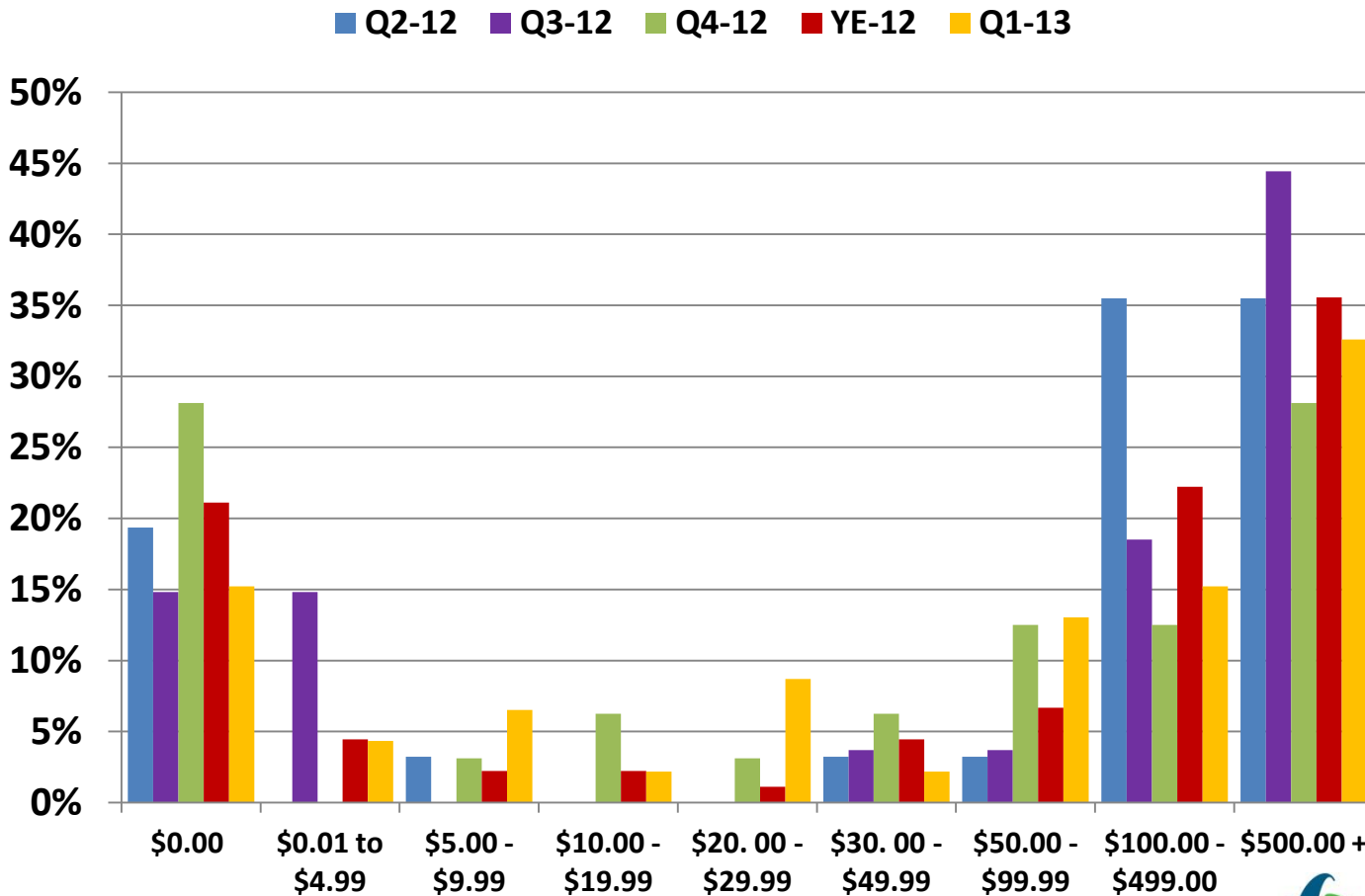
How much of a credit to your electric bill would you require from the utility to allow the electric company to interrupt service to your business for 4 hours?

Regulated Customers



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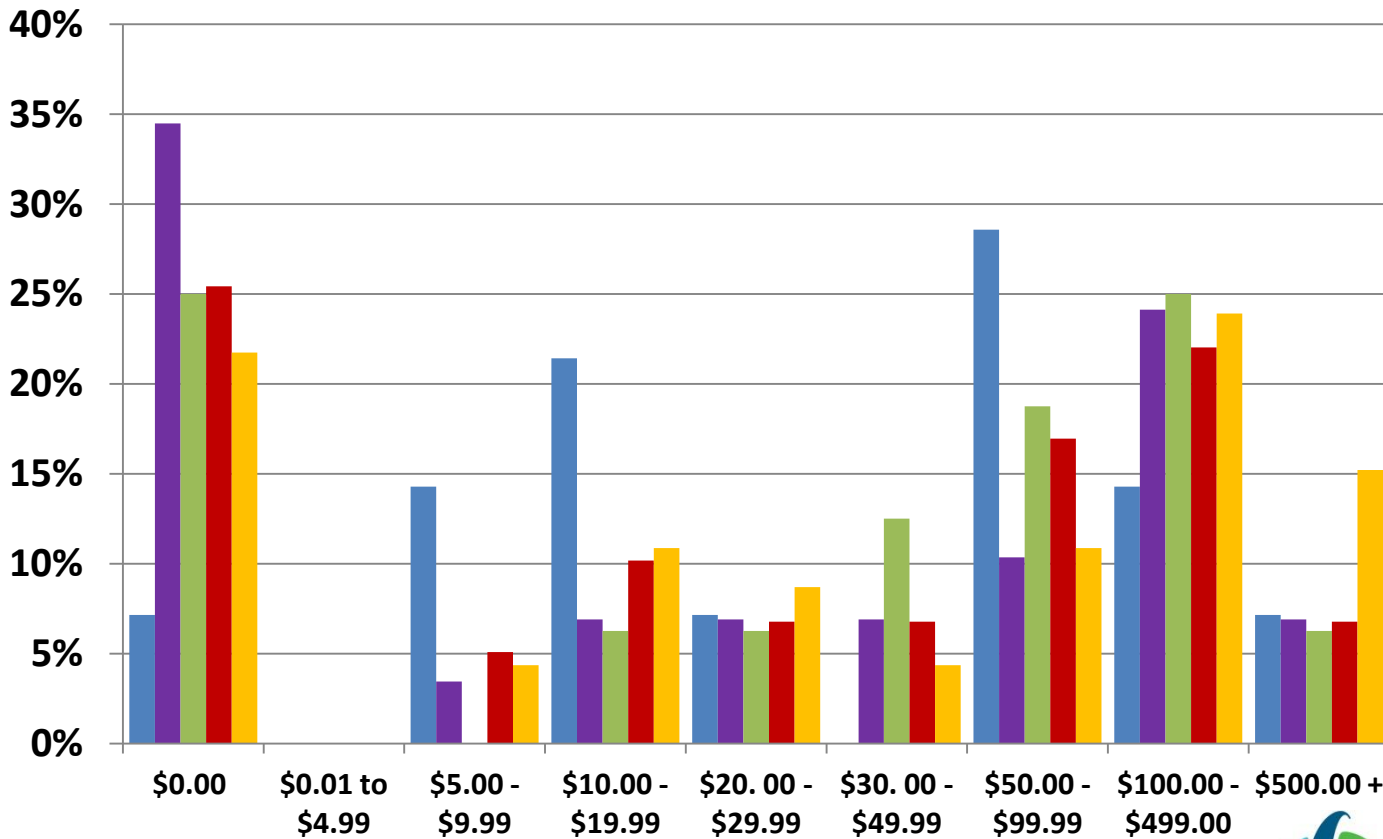
Non-Regulated Customers



How much of a credit to your electric bill would you require from the utility to allow the electric company to control the usage of certain electrical equipment within your business during a time when its system is under stress?

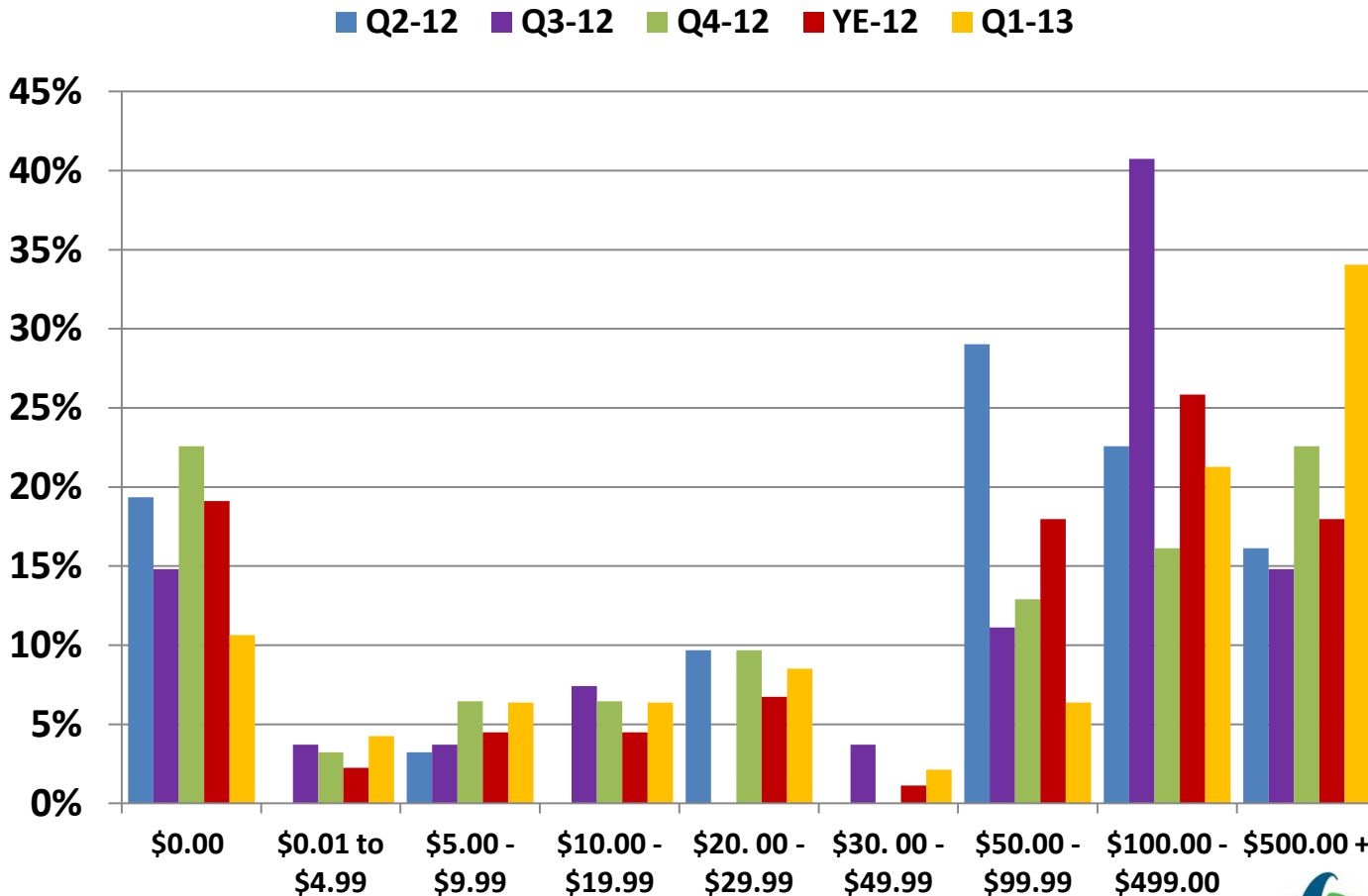
Regulated Customers

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



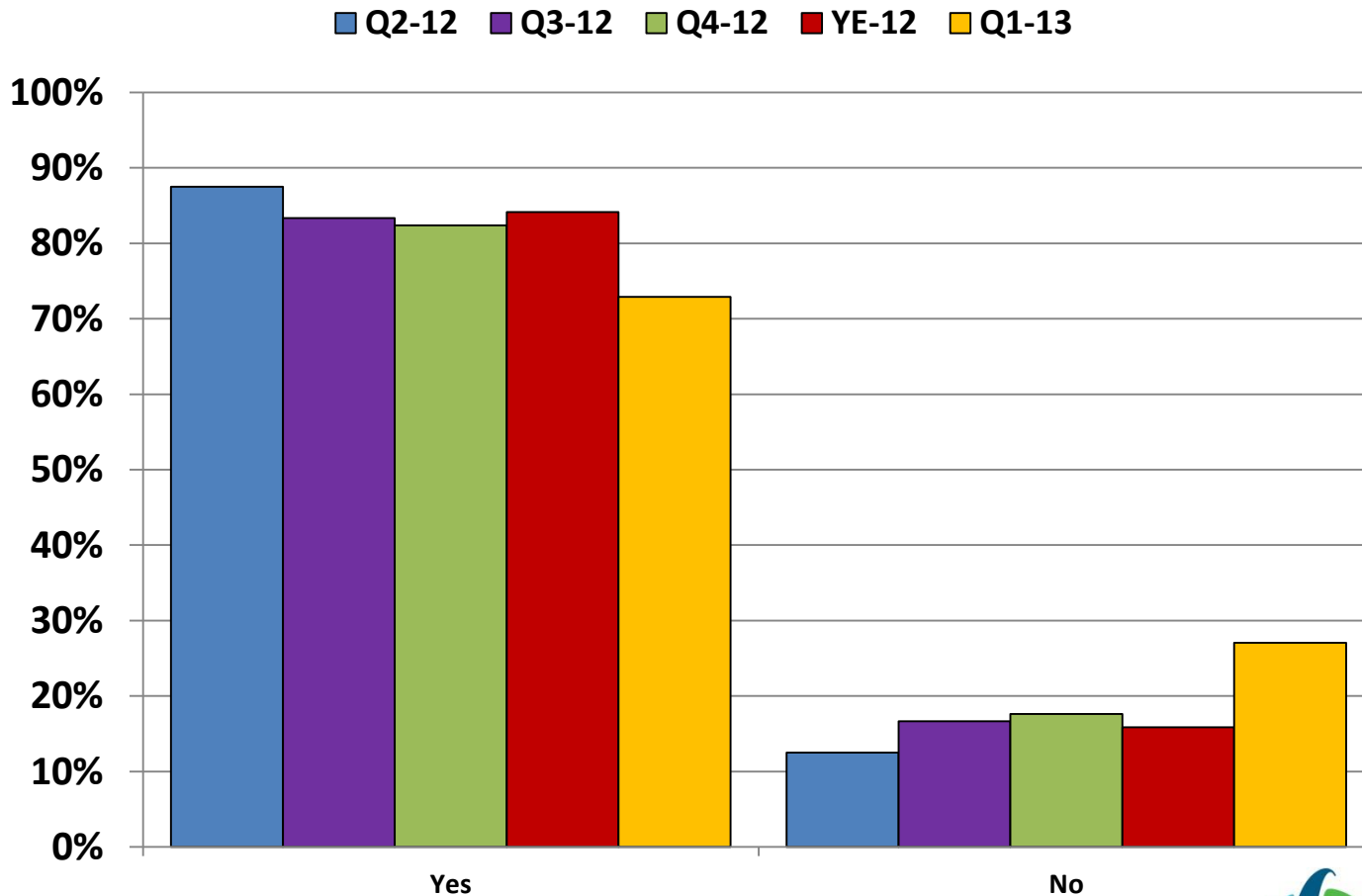
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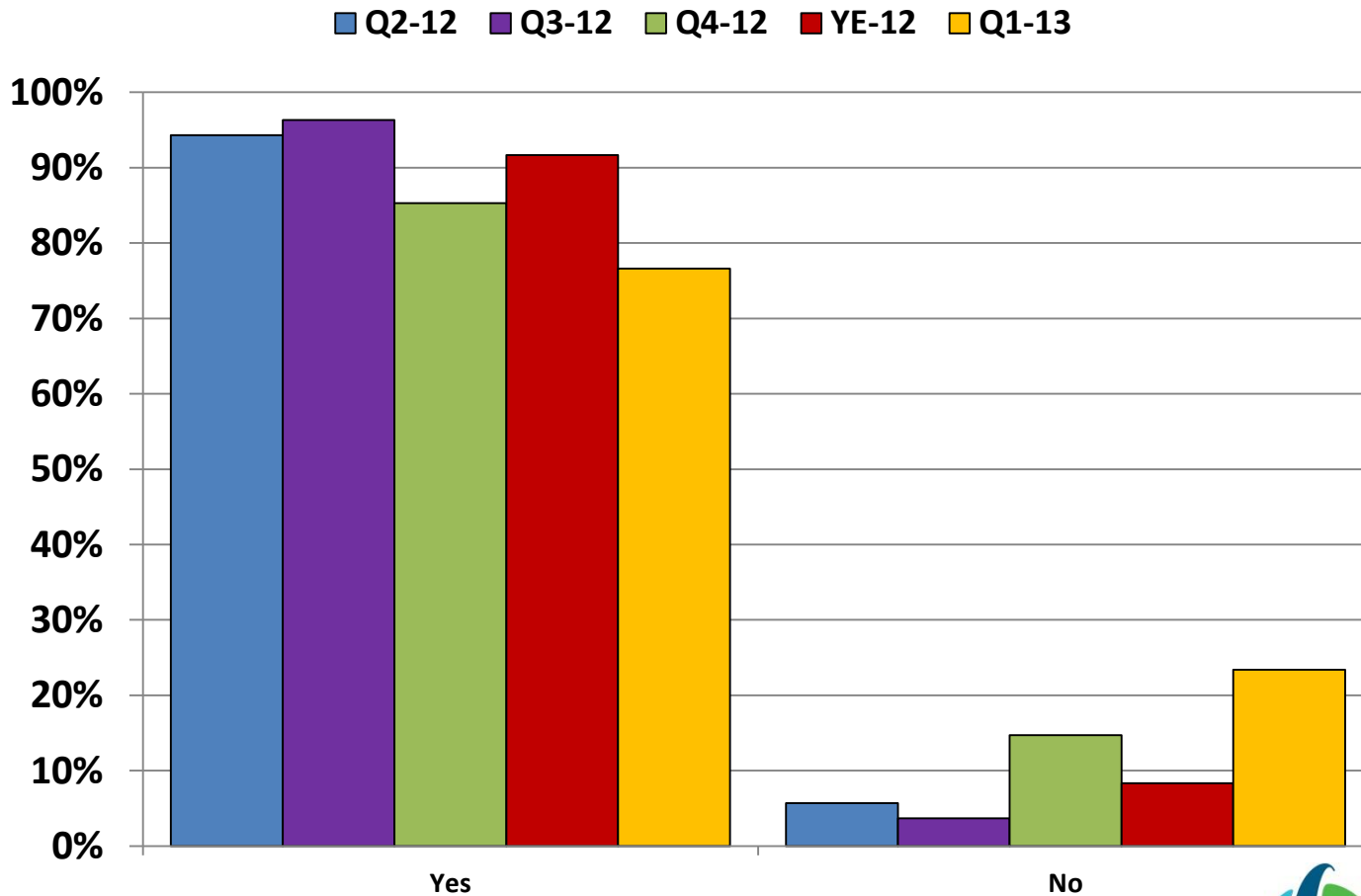
During a time when your electric company's system is under stress and the company calls on its customers to conserve electric, would you be willing to take measures to conserve your business's electric usage?

Regulated Customers



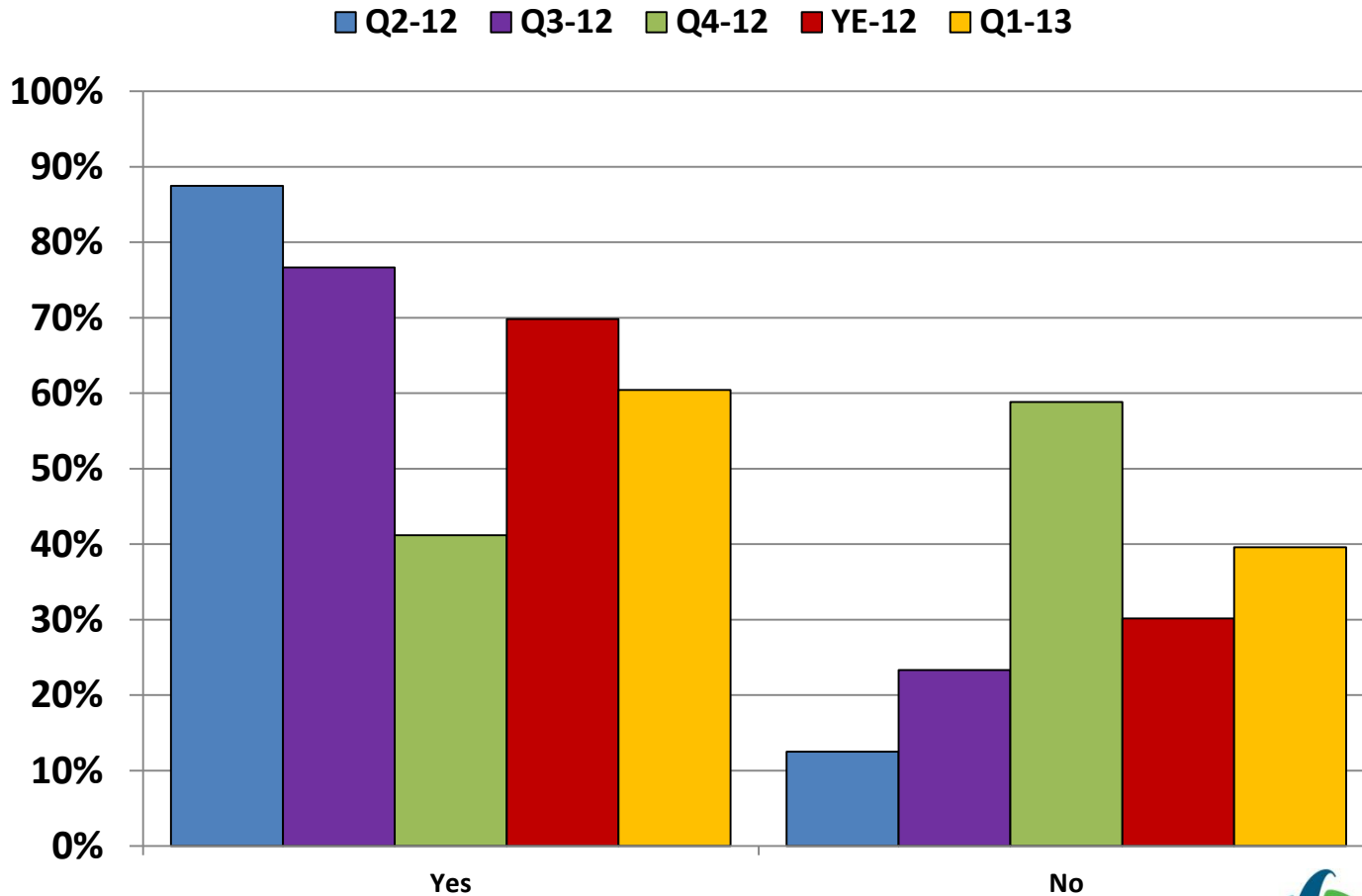
During a time when your electric company's system is under stress and the company calls on its customers to conserve electric, would you be willing to take measures to conserve your business's electric usage?

Non-Regulated Customers



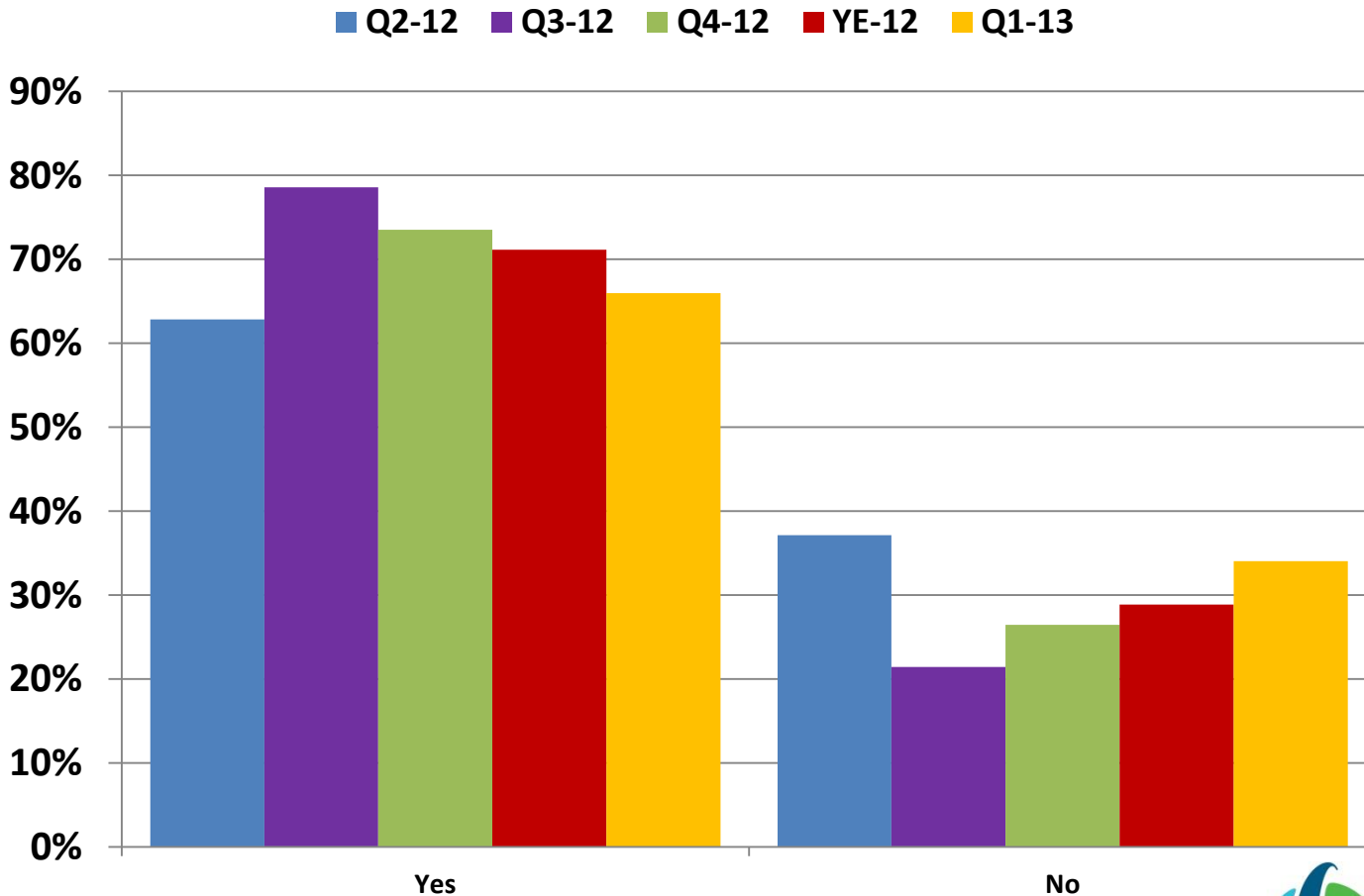
In helping with your energy conservation, would you be interested in new technology that lets you automate the settings for different electrical equipment to reduce electricity use when the cost to produce and deliver electricity is high?

Regulated Customers



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Non-Regulated Customers



This foregoing document was electronically filed with the Public Utilities

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in

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

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