



Press Release

J.D. Power and Associates Reports: Despite Major Storm Events and Higher Energy Prices, Electric Utility Business Customer Satisfaction Continues to Improve

Baltimore Gas & Electric, Xcel Energy, Duke Power and Salt River Project Lead Regional Customer Satisfaction Rankings

WESTLAKE VILLAGE, Calif.: 23 March 2006 — Satisfaction of business customers with their electric utility provider has improved for a second consecutive year, according to the J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM released today. The study's nationwide customer satisfaction index increased significantly—from 660 points on a 1,000-point scale in 2005 to 667 in 2006.

“Overall, utilities are doing a better job at communicating with their business customers, which can go a long way toward improving customer satisfaction,” said Alan Destribats, executive director of the utility practice at J.D. Power and Associates. “With all of the news about rising energy prices, and with another year of major storm events, electric utilities had to be clear about what they were doing to help business customers. Communications is the area utilities have improved the most since our 2004 study.”

The study is based on interviews with representatives of more than 12,000 U.S. businesses that spend between \$500 and \$50,000 monthly on electricity. Overall customer satisfaction is based on six factors: power quality and reliability, customer service, company image, billing and payment, price, and communications.

Businesses served by the largest 52 electric utilities in the United States rate their experiences better across all components in 2006.

East Region

Baltimore Gas & Electric ranks highest in customer satisfaction in the East Region. BGE receives the highest ratings in the region in five out of the six satisfaction components and performs particularly well in communications. Other strong performers among East Region utilities are PPL Electric Utilities, Exelon-PECO and Energy East.

Midwest Region

Xcel Energy ranks highest in overall satisfaction in the Midwest Region. Xcel Energy receives the highest ratings in the Midwest in power quality and reliability and price. Other utilities in the Midwest Region with strong performances include MidAmerican Energy and E.ON U.S. (formerly LG&E Energy).

South Region

Duke Power ranks highest in overall customer satisfaction in the South Region, and receives the highest overall score in the study. Duke receives particularly high ratings in billing and payment, price and company image. Other utilities with strong performances in the South Region include Reliant Energy and Southern Company.

West Region

Salt River Project ranks highest in the West Region, with very strong ratings from customers in power quality and reliability and company image. Other utilities in the West Region performing particularly well include Sacramento Municipal Utility District (SMUD) and Arizona Public Service.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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Founded in 1888, The McGraw-Hill Companies is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor's, McGraw-Hill Education, BusinessWeek and J.D. Power and Associates. The Corporation has more than 290 offices in 38 countries. Sales in 2005 were \$6.0 billion. Additional information is available at <http://www.mcgraw-hill.com>.

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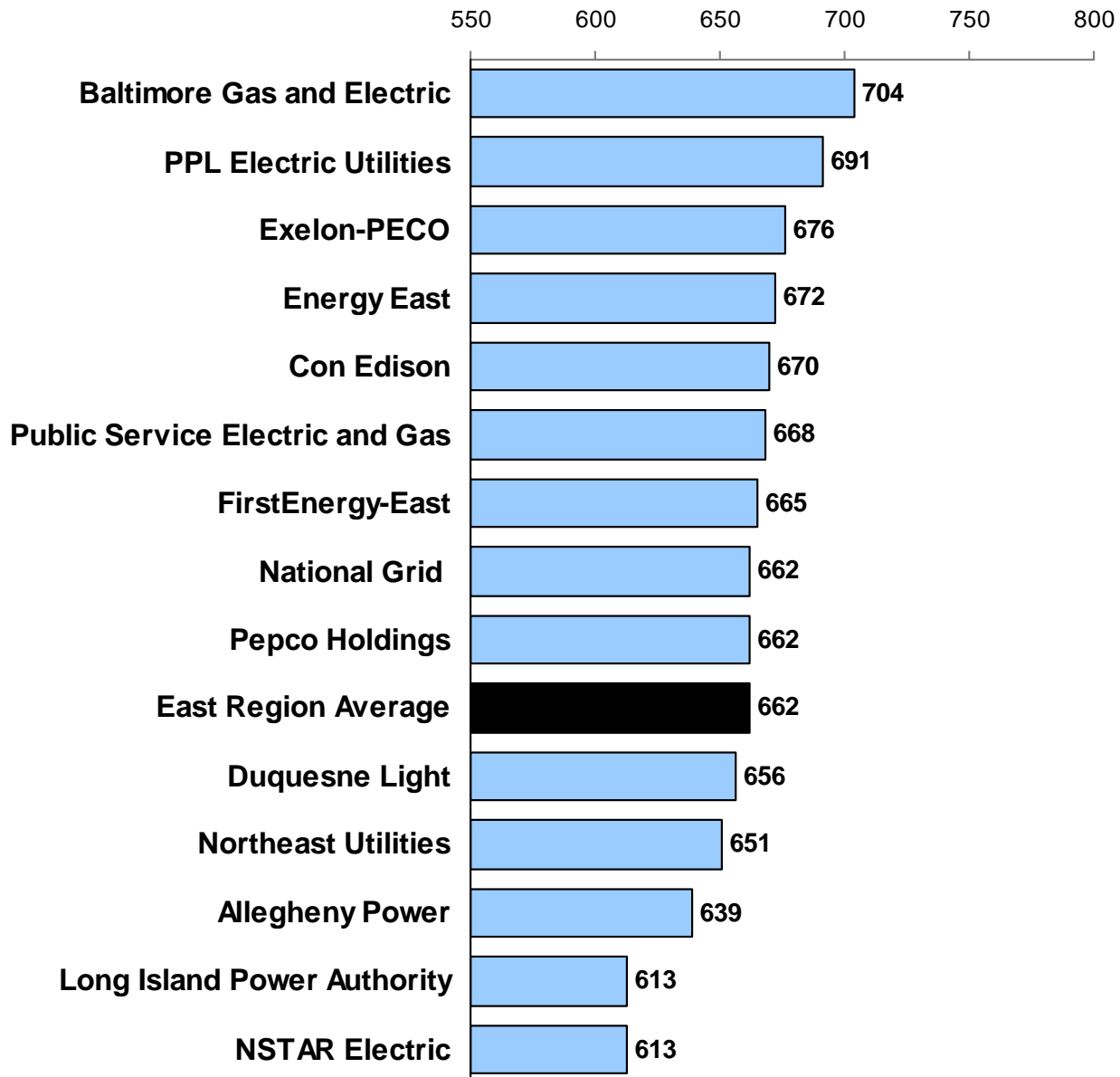
NOTE: Four charts follow.

J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

Customer Satisfaction Index Scores

(Based on a 1,000-point scale)

East Region



Source: J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

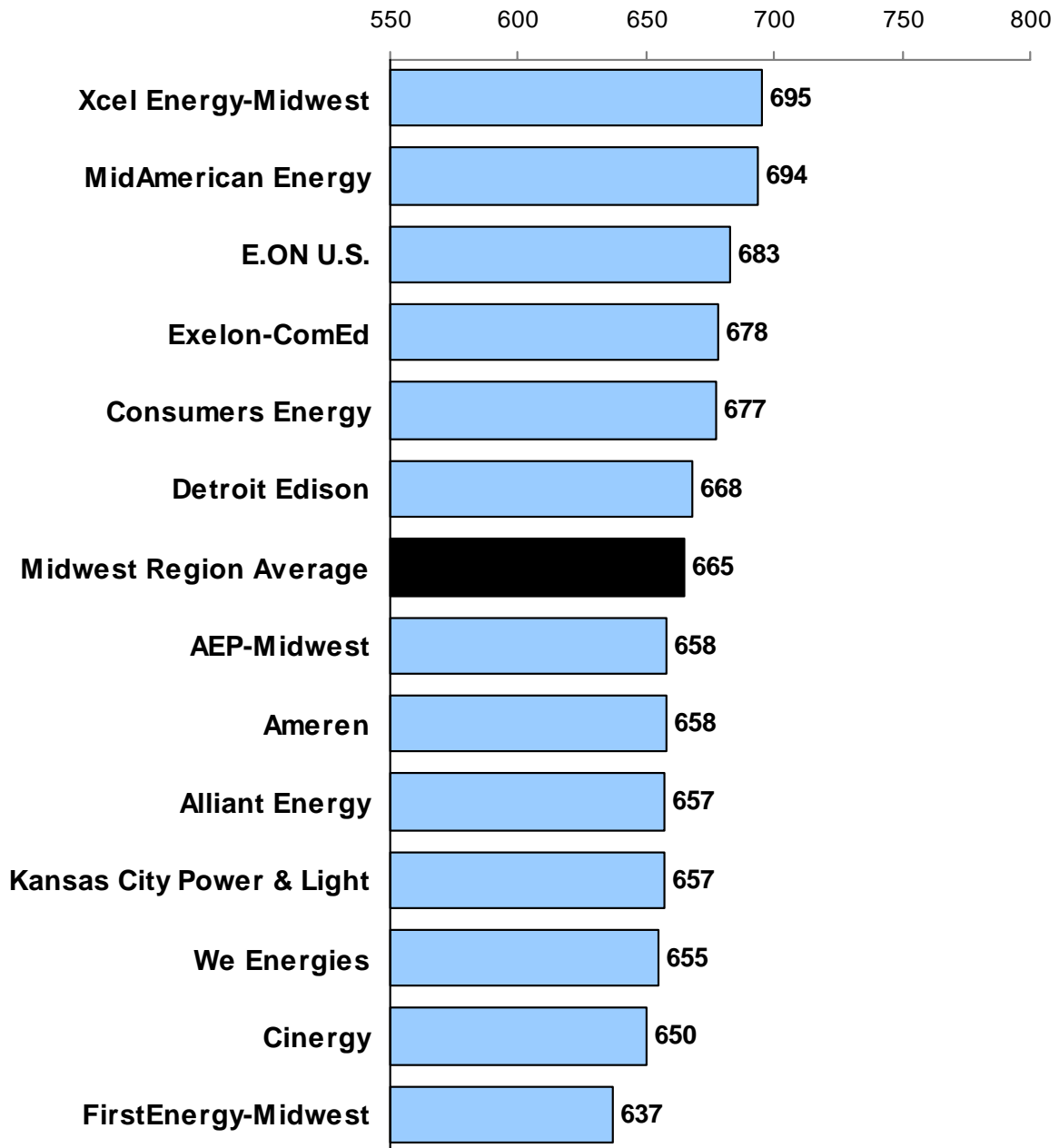
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J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

Customer Satisfaction Index Scores

(Based on a 1,000-point scale)

Midwest Region



Source: J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

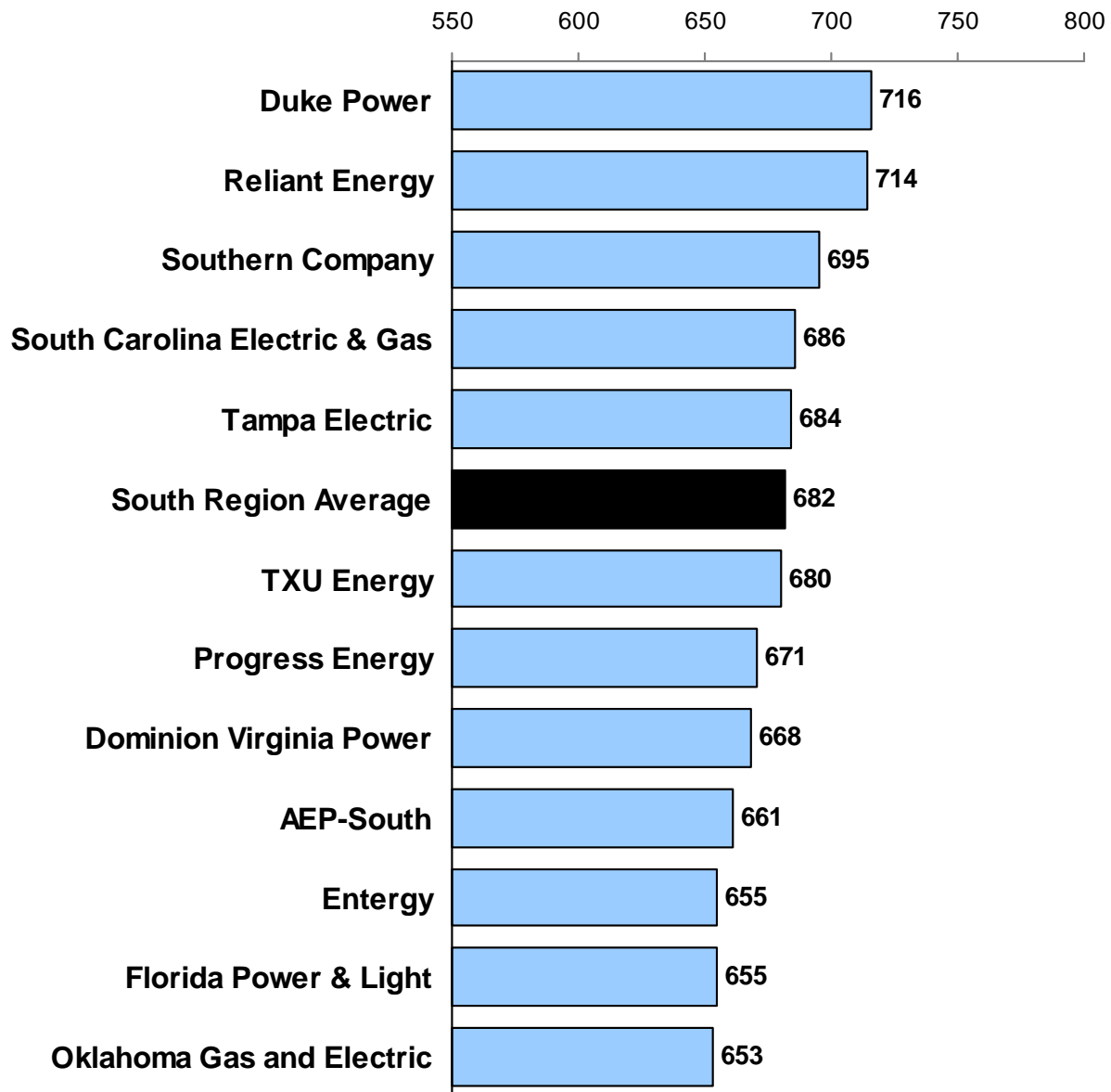
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J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

Customer Satisfaction Index Scores

(Based on a 1,000-point scale)

South Region



Source: J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

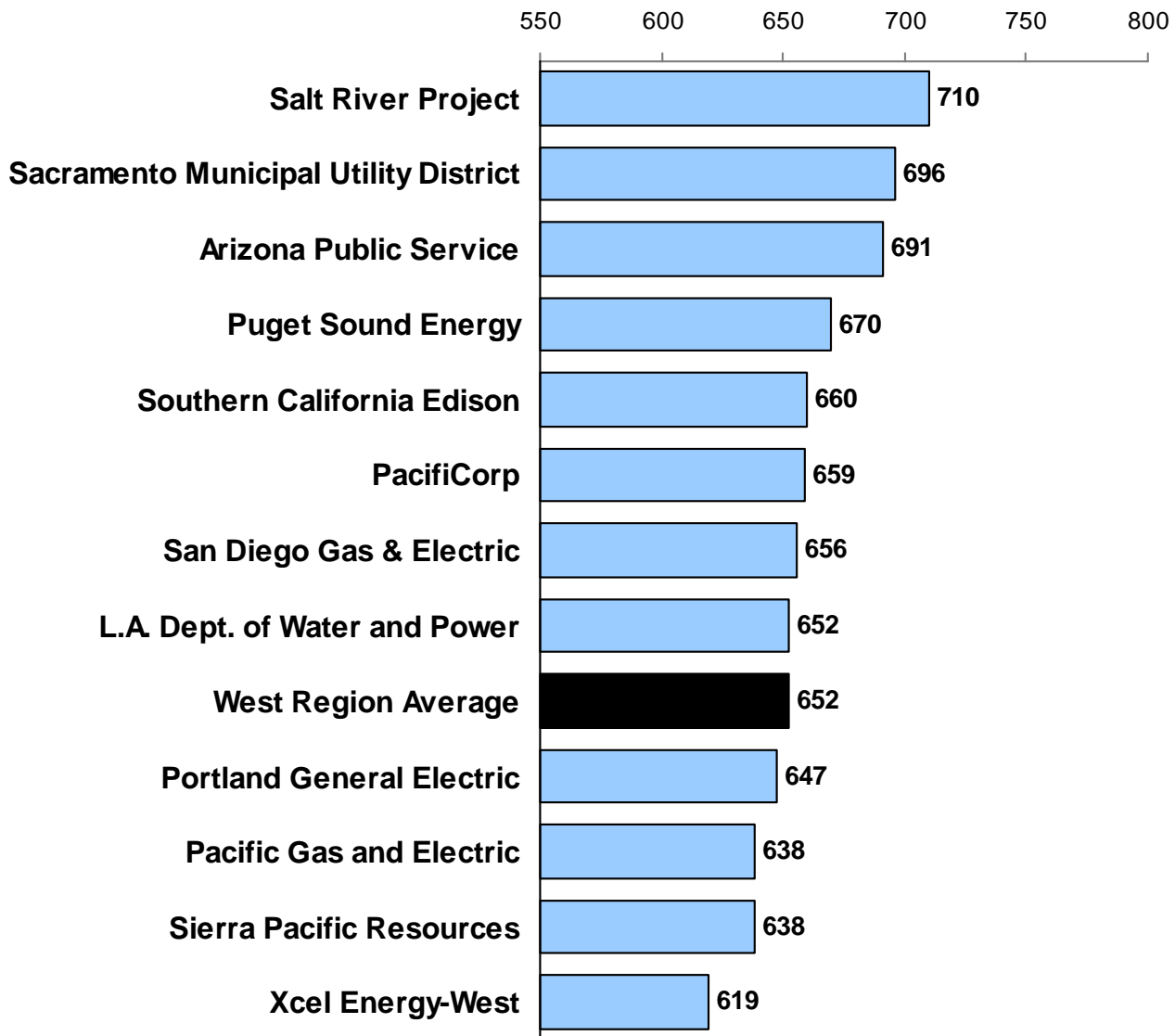
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J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

Customer Satisfaction Index Scores

(Based on a 1,000-point scale)

West Region



Source: J.D. Power and Associates 2006 Electric Utility Business Customer Satisfaction StudySM

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