



## Press Release

### **J.D. Power and Associates Reports: Higher Prices and Major Storms Take Significant Toll on Customer Satisfaction with Electric Utilities**

Allegheny Power, E.ON U.S., Omaha Public Power District, PPL Utilities, Salt River Project and Southern Company Lead Customer Satisfaction Rankings

**WESTLAKE VILLAGE, Calif.: 20 July 2006**—Overall customer satisfaction falls off substantially among residential customers served by the nation's 76 largest electric utilities, according to the J.D. Power and Associates 2006 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup> released today.

The customer satisfaction industry average is now at 668 points on a 1,000-point scale—down from 704 points in 2005. Overall customer satisfaction is based on performance in six factors: power quality and reliability; company image; price and value; communications; billing and payment; and customer service. Utilities are ranked in four geographical regions as well as in a segment for medium-size utilities.

Customers report spending 16 percent more on electricity in 2006, marking the fourth consecutive year that reported average monthly bills have increased. Nationally, the average stated monthly electric bill is \$127. The utility industry also experiences more outages, as customers report an 11 percent increase since 2005 in the frequency of electric service interruptions.

“Electricity prices and consumption are both up sharply, and customers are critical about how much they're now spending on electricity,” said Alan Destribats, executive director of the utility practice at J.D. Power and Associates. “The leading utilities are curbing the impact of this by offering more pricing options such as time-of-use or load-control rates, and they work hard to keep their customers informed and educated about how to conserve energy and reduce their electric bills.”

#### **Eastern Region**

Two utilities tie to rank highest in the Eastern Region: Allegheny Power and PPL Electric Utilities. This is the first time Allegheny has earned this distinction. PPL has ranked highest in satisfaction (or tied) in seven of eight years since the study's inception. Also performing well in the region are Exelon PECO, FirstEnergy, and Duquesne Light Company.

#### **Midwestern Region**

E.ON U.S. (formerly LG&E Energy) ranks highest in the Midwestern Region for the seventh time in eight years. E.ON U.S. outperforms all other utilities in the region in four of the six factors of satisfaction. Also performing well in the region are MidAmerican, Indianapolis Power & Light and Consumers Energy.

#### **Southern Region**

Southern Company ranks highest in overall customer satisfaction in the Southern Region for the third time in eight years. Southern Company leads the region in power quality and reliability, company image, and customer service. Also performing well are Progress Energy, Duke Energy, and CPS Energy.

## **Western Region**

For the seventh time in eight years, Salt River Project ranks highest in the Western Region. Salt River Project receives the highest score in the study, and nationally has the highest scores in five of six factors. Also performing well in the region are Sacramento Municipal Utility District, San Diego Gas & Electric, and Arizona Public Service.

## **Medium-Size Utilities (serving between 160,000 and 400,000 customers each)**

Omaha Public Power District (OPPD) ranks highest in the Medium-Size Utilities segment for a fifth consecutive year. Also performing well in this segment are Pedernales Electric Cooperative, Colorado Springs Utilities, Seattle City Light and Tucson Electric Power.

The study results are based on customer responses from 26,688 telephone interviews conducted from March 23, 2006 through June 6, 2006 among residential customers of the 76 largest electric utilities across the continental United States.

## **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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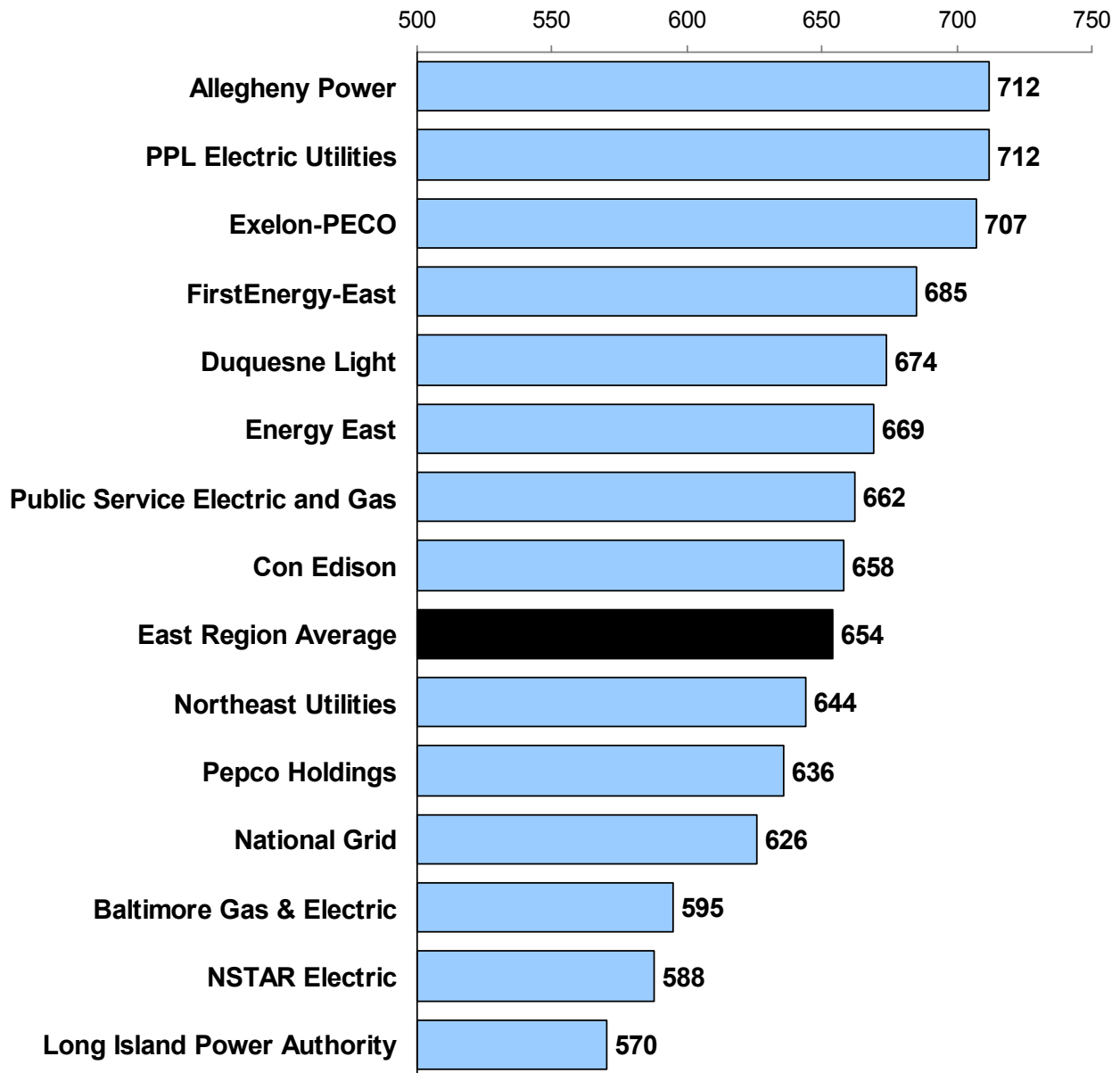
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NOTE: Five charts follow.

# J.D. Power and Associates 2006 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>

## Eastern Region

(Based on a 1,000-point scale)



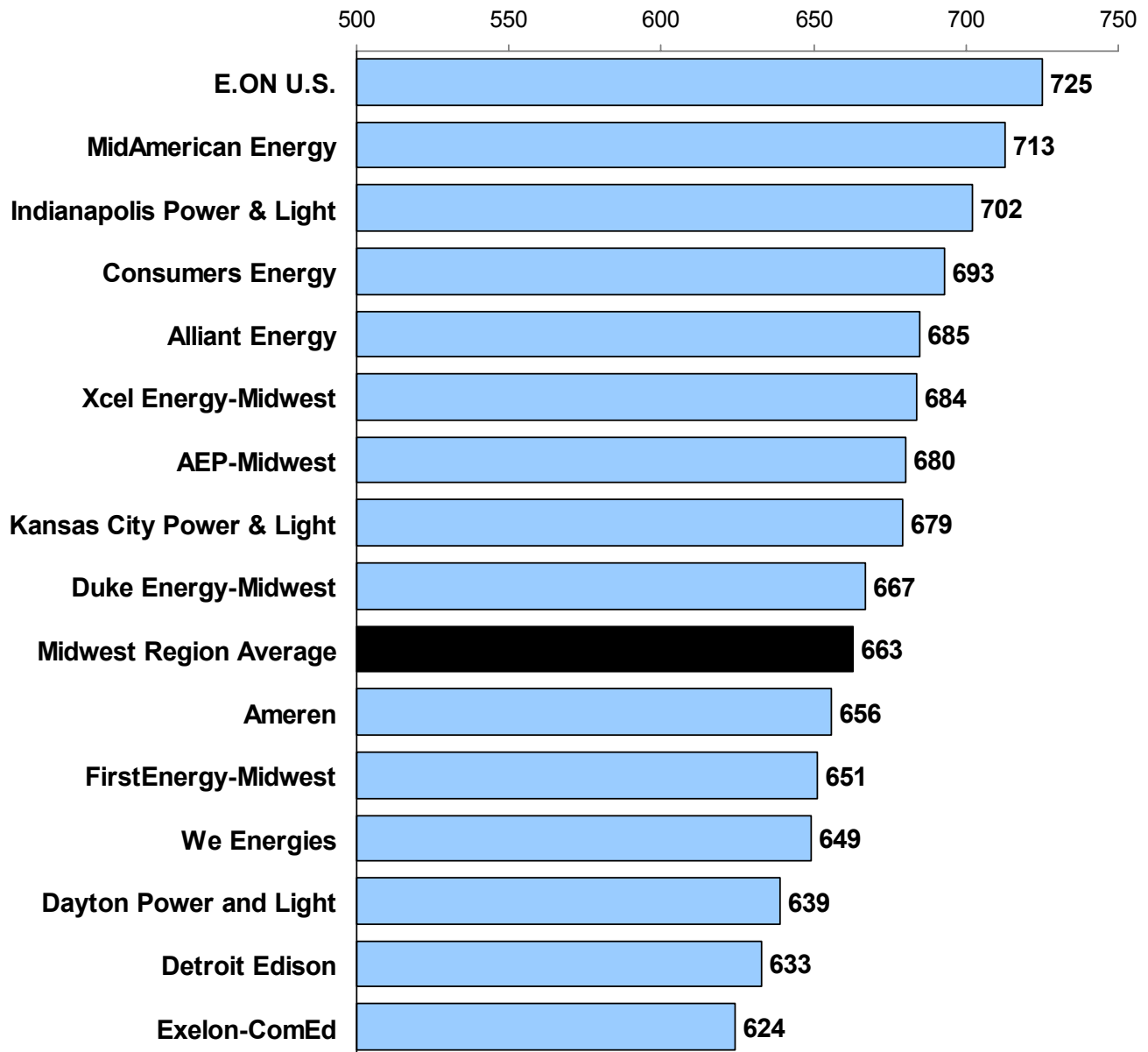
Source: J.D. Power and Associates 2006 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>

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## Midwestern Region

(Based on a 1,000-point scale)



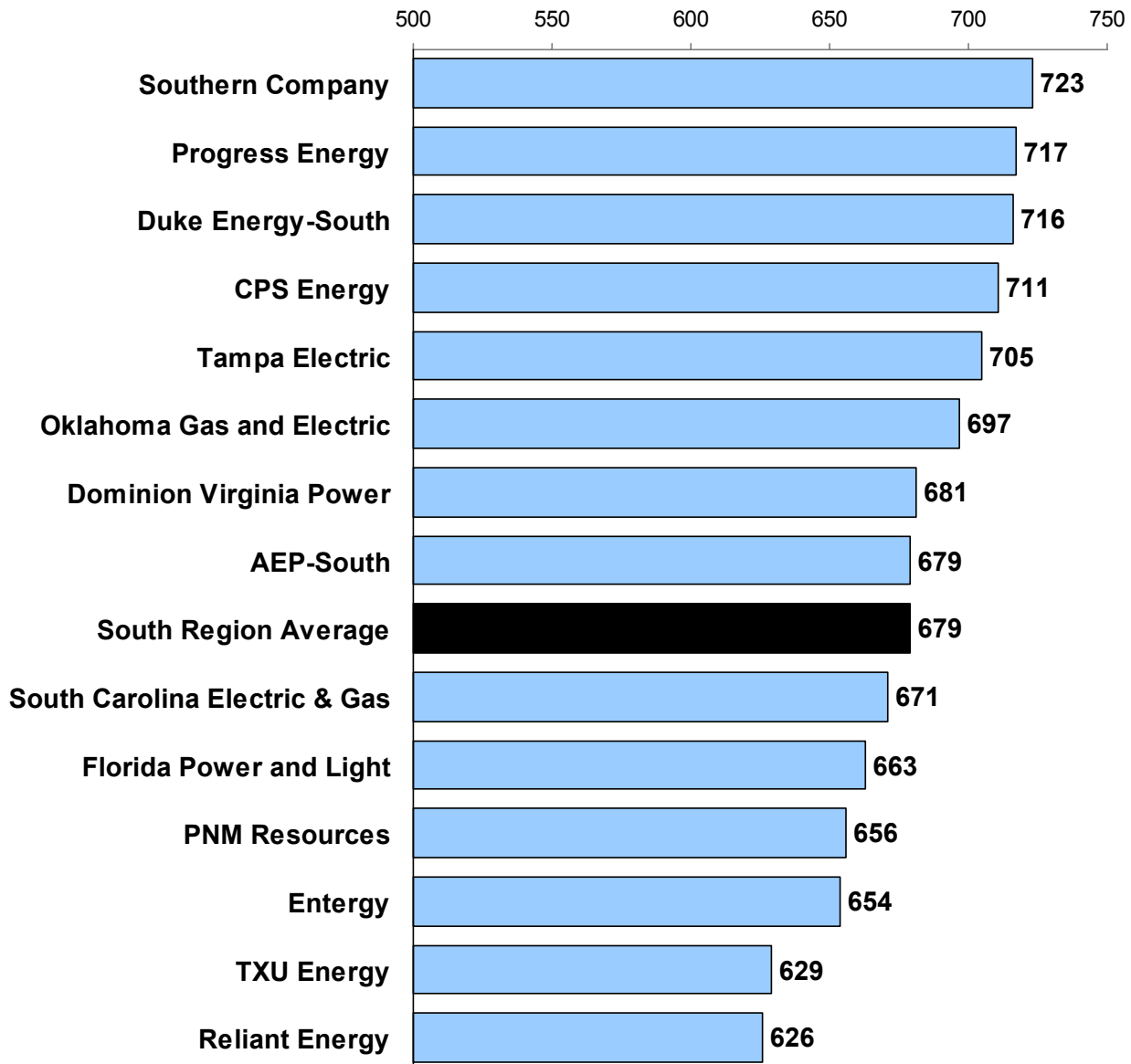
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## Southern Region

(Based on a 1,000-point scale)



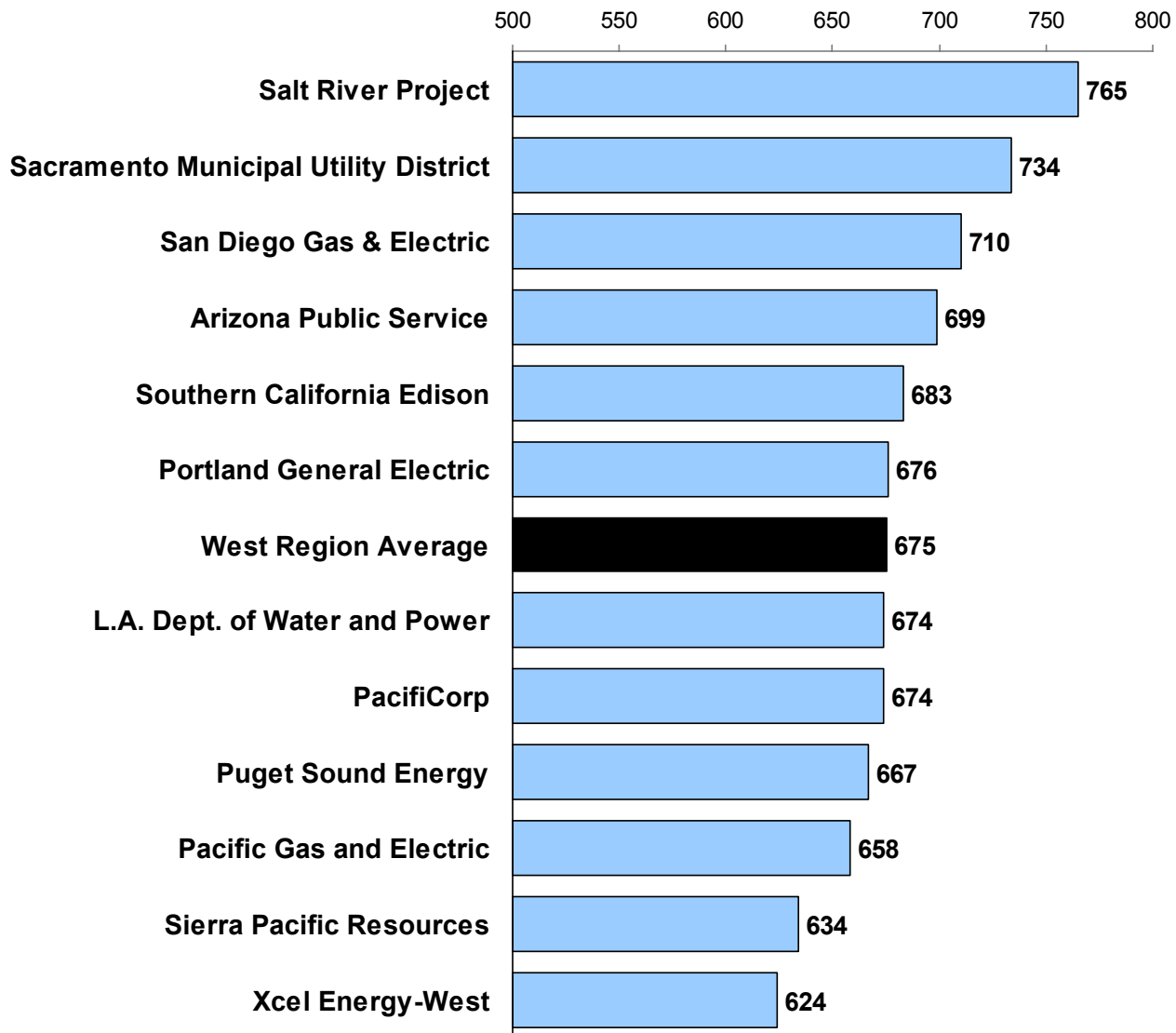
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## Western Region

(Based on a 1,000-point scale)



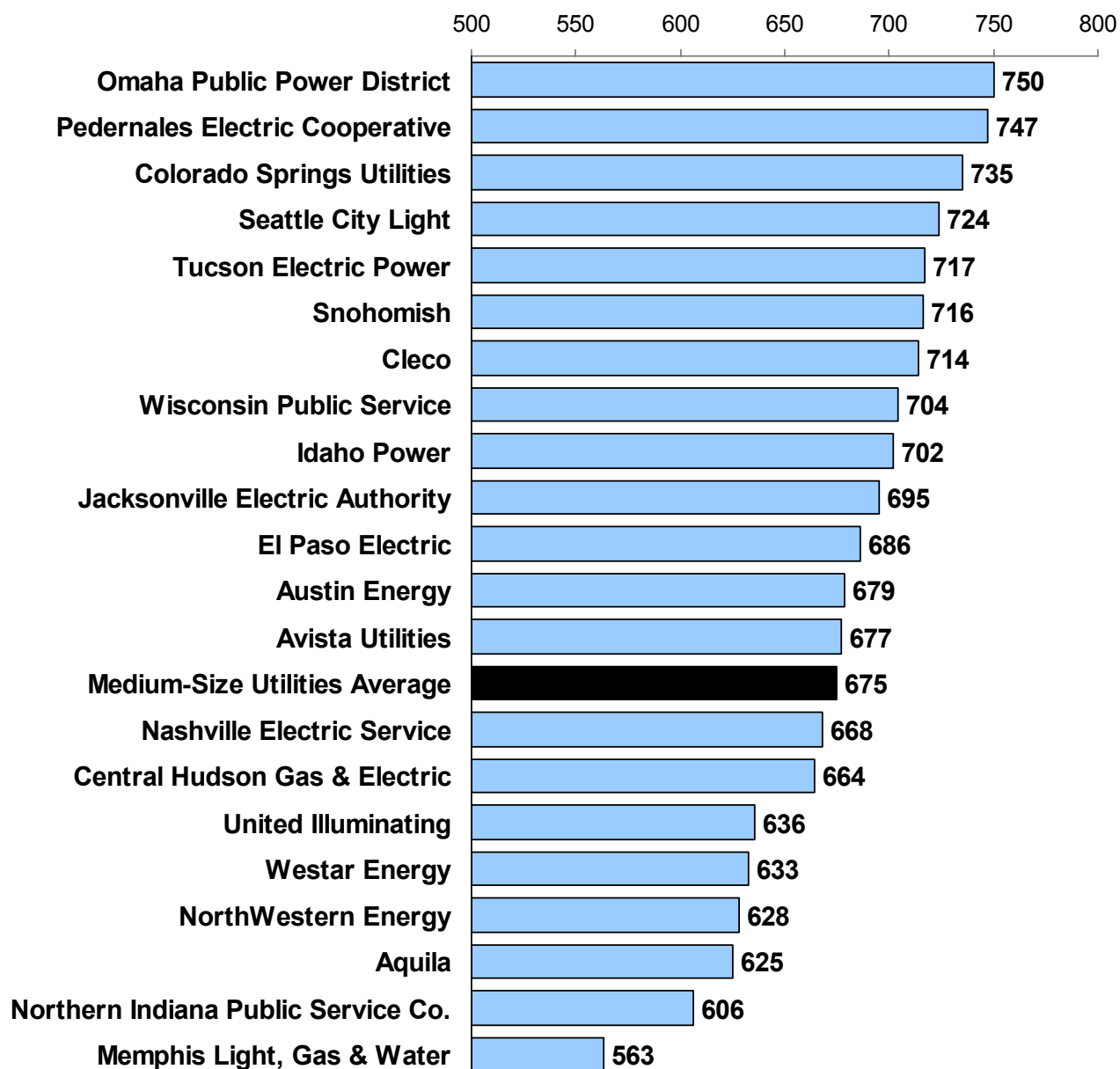
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## Medium-Size Utilities (Between 160,000 and 400,000 Customers)

(Based on a 1,000-point scale)



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