UTILITY

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 50<br>100.0% | 31<br>100.0% | 15<br>100.0% | 8<br>100.0% | 1<br>100.0% | - | 105<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 50<br>100.0% | 31<br>100.0% | 15<br>100.0% | 8<br>100.0% | 1<br>100.0% | - | 105<br>100.0% |

UTILITY

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |

UTILITY

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| Ameren | - | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 18<br>100.0% | 16<br>100.0% | 8<br>100.0% | - | 2<br>100.0% | - | 44<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 18<br>100.0% | 16<br>100.0% | 8<br>100.0% | - | 2<br>100.0% | - | 44<br>100.0% |

UTILITY

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 20<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | 2<br>100.0% | 49<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 20<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | 2<br>100.0% | 49<br>100.0% |

UTILITY

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |

UTILITY

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |

UTILITY

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 3<br>100.0% | 107<br>100.0% | 110<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 3<br>100.0% | 107<br>100.0% | 110<br>100.0% |

UTILITY

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |

UTILITY

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 43<br>100.0% | 68<br>100.0% | 111<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 43<br>100.0% | 68<br>100.0% | 111<br>100.0% |

UTILITY

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 19<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 19<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 42<br>100.0% |

UTILITY

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 17<br>100.0% | 19<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 17<br>100.0% | 19<br>100.0% | 6<br>100.0% | 42<br>100.0% |

UTILITY

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 72<br>100.0% | 16<br>100.0% | 22<br>100.0% | 110<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 72<br>100.0% | 16<br>100.0% | 22<br>100.0% | 110<br>100.0% |

UTILITY

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 85<br>100.0% | 12<br>100.0% | 12<br>100.0% | 109<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 85<br>100.0% | 12<br>100.0% | 12<br>100.0% | 109<br>100.0% |

UTILITY

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |

UTILITY

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |

UTILITY

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| Ameren | - | - | - | - | - |
| Com Ed | - | - | - | - | - |
| Mid American | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 73<br>100.0% | 24<br>100.0% | 13<br>100.0% | 110<br>100.0% |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 73<br>100.0% | 24<br>100.0% | 13<br>100.0% | 110<br>100.0% |

UTILITY

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 106<br>100.0% | 5<br>100.0% | 111<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 106<br>100.0% | 5<br>100.0% | 111<br>100.0% |

UTILITY

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 102<br>100.0% | 3<br>100.0% | 105<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 102<br>100.0% | 3<br>100.0% | 105<br>100.0% |

UTILITY

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| Ameren | - | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 20<br>100.0% | 17<br>100.0% | 15<br>100.0% | 19<br>100.0% | 32<br>100.0% | 103<br>100.0% |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 20<br>100.0% | 17<br>100.0% | 15<br>100.0% | 19<br>100.0% | 32<br>100.0% | 103<br>100.0% |

UTILITY

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 80<br>100.0% | 29<br>100.0% | 109<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 80<br>100.0% | 29<br>100.0% | 109<br>100.0% |

UTILITY

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| Ameren | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 40<br>100.0% | 27<br>100.0% | 14<br>100.0% | 27<br>100.0% | 108<br>100.0% |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 40<br>100.0% | 27<br>100.0% | 14<br>100.0% | 27<br>100.0% | 108<br>100.0% |

UTILITY

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| Ameren | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 11<br>100.0% | 17<br>100.0% | 11<br>100.0% | 19<br>100.0% | 58<br>100.0% |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 11<br>100.0% | 17<br>100.0% | 11<br>100.0% | 19<br>100.0% | 58<br>100.0% |

UTILITY

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| Ameren | - | - | - | - | - | - |
| Com Ed | - | - | - | - | - | - |
| Mid American | - | - | - | - | - | - |
| Public Utility | 111<br>100.0% | 32<br>100.0% | 41<br>100.0% | 9<br>100.0% | 19<br>100.0% | 101<br>100.0% |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 32<br>100.0% | 41<br>100.0% | 9<br>100.0% | 19<br>100.0% | 101<br>100.0% |

UTILITY

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| Ameren | - | - | - | - |
| Com Ed | - | - | - | - |
| Mid American | - | - | - | - |
| Public Utility | 111<br>100.0% | 59<br>100.0% | 52<br>100.0% | 111<br>100.0% |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 59<br>100.0% | 52<br>100.0% | 111<br>100.0% |

Type

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Residential | 111 | 50 | 31 | 15 | 8 | 1 | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Non-Residential | - | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 50 | 31 | 15 | 8 | 1 | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | | |
| SIGNIFICANCE | 1* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Residential | 111 | 56 | 31 | 15 | 4 | - | - | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| Non-Residential | - | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 56 | 31 | 15 | 4 | - | - | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | | |
| SIGNIFICANCE | 1* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Residential | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| Non-Residential | - | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | | |
| SIGNIFICANCE | | | | 1* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Residential | 111 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q14. Loss or Damage Type

| Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
|---|---|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q18. Have Tried to Reach by Phone
Cross Tab

| Frequency | Yes | No | Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| Residential | 111 | 43 | 68 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 43 | 68 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | |
| SIGNIFICANCE | | | 1* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | |
| SIGNIFICANCE | | | 1* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q23. 24/7 Availability by Phone in Event of Power Outage

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | |
| SIGNIFICANCE | 1* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | | <----------.0----------><br>1* | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | | <----------.0----------><br>1* | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

Q26. Tree Trimming to Reduce Occurrence of Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Residential | 111 | 73 | 24 | 13 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 73 | 24 | 13 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | |
| SIGNIFICANCE | | | 1* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Residential | 111 | 106 | 5 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 106 | 5 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Residential | 111 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Residential | 111 | 20 | 17 | 15 | 19 | 32 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 17 | 15 | 19 | 32 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Residential | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Residential | 111 | 40 | 27 | 14 | 27 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 40 | 27 | 14 | 27 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | |
| SIGNIFICANCE | 1* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Residential | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | |
| SIGNIFICANCE | 1* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Residential | 111 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - | - | - |
| NO ANSWER | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | |
| SIGNIFICANCE | 1* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Type

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Residential | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Residential | - | - | - | - |
| NO ANSWER | - | - | - | - |
| TOTAL ANSWERING | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 1 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 5 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 6 | 3 | - | 1 | - | 2 | - | - | 3 |
| | 2.7% | | 3.2% | | 28.6% | | | 2.9% |
| 7 | 4 | 1 | 2 | 1 | - | - | - | 4 |
| | 3.6% | 2.0% | 6.5% | 6.7% | | | | 3.8% |
| 8 | 5 | 3 | 1 | - | - | - | - | 4 |
| | 4.5% | 6.0% | 3.2% | | | | | 3.8% |
| 9 | 18 | 3 | 7 | 5 | 1 | - | - | 16 |
| | 16.4% | 6.0% | 22.6% | 33.3% | 14.3% | | | 15.4% |
| 10 Excellent | 76 | 43 | 17 | 9 | 4 | 1 | - | 74 |
| | 69.1% | 86.0% | 54.8% | 60.0% | 57.1% | 100.0% | | 71.2% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 14.3% | | | 1.0% |
| TOTAL ANSWERING | 110 | 50 | 31 | 15 | 7 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------38.606----------> | | | | | | | |
| SIGNIFICANCE | .0875* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 1 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 5 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 6 | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 2.7% | | 3.2% | 6.7% | 25.0% | | | 2.9% |
| 7 | 4 | 2 | 1 | 1 | - | - | - | 4 |
| | 3.6% | 3.6% | 3.2% | 6.7% | | | | 3.8% |
| 8 | 5 | 3 | - | 1 | - | - | - | 4 |
| | 4.5% | 5.5% | | 6.7% | | | | 3.8% |
| 9 | 18 | 7 | 5 | 5 | 1 | - | - | 18 |
| | 16.4% | 12.7% | 16.1% | 33.3% | 25.0% | | | 17.1% |
| 10 Excellent | 76 | 43 | 22 | 6 | 2 | - | - | 73 |
| | 69.1% | 78.2% | 71.0% | 40.0% | 50.0% | | | 69.5% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 1.8% | | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 55 | 31 | 15 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------28.322----------> | | | | | | | |
| SIGNIFICANCE | .1312* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | 1 | - | 1 |
| | 0.9% | | | | | 50.0% | | 2.3% |
| 1 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 6.2% | | | | | 2.3% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 5 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 6 | 3 | 2 | - | - | - | - | - | 2 |
| | 2.7% | 11.1% | | | | | | 4.5% |
| 7 | 4 | - | 1 | 1 | - | - | - | 2 |
| | 3.6% | | 6.2% | 12.5% | | | | 4.5% |
| 8 | 5 | - | 1 | - | - | - | - | 1 |
| | 4.5% | | 6.2% | | | | | 2.3% |
| 9 | 18 | 5 | 2 | 2 | - | - | - | 9 |
| | 16.4% | 27.8% | 12.5% | 25.0% | | | | 20.5% |
| 10 Excellent | 76 | 9 | 11 | 5 | - | 1 | - | 26 |
| | 69.1% | 50.0% | 68.8% | 62.5% | | 50.0% | | 59.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| TOTAL ANSWERING | 110 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------34.408----------> | | | | | | | |
| SIGNIFICANCE | .0777* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 50.0% | | | 2.0% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 5 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 6 | 3 | 1 | 2 | - | - | - | 3 |
| | 2.7% | 5.0% | 8.0% | | | | 6.1% |
| 7 | 4 | 1 | 1 | - | - | - | 2 |
| | 3.6% | 5.0% | 4.0% | | | | 4.1% |
| 8 | 5 | - | 1 | - | - | 1 | 2 |
| | 4.5% | | 4.0% | | | 50.0% | 4.1% |
| 9 | 18 | 5 | 5 | 1 | - | - | 11 |
| | 16.4% | 25.0% | 20.0% | 50.0% | | | 22.4% |
| 10 Excellent | 76 | 13 | 13 | - | - | 1 | 27 |
| | 69.1% | 65.0% | 52.0% | | | 50.0% | 55.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------41.006----------> | | | | | | |
| SIGNIFICANCE | .0166* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>0.9% | - | - | - | - | - | - |
| 1 | 1<br>0.9% | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 5 | 1<br>0.9% | - | - | - | - | - | - |
| 6 | 3<br>2.7% | 2<br>8.0% | - | - | - | - | 2<br>7.4% |
| 7 | 4<br>3.6% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 8 | 5<br>4.5% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 9 | 18<br>16.4% | 7<br>28.0% | - | - | - | - | 7<br>25.9% |
| 10 Excellent | 76<br>69.1% | 13<br>52.0% | 2<br>100.0% | - | - | - | 15<br>55.6% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------1.728----------> | | | | | | |
| SIGNIFICANCE | .8854* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 1 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 25.0% | | | 3.2% |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 3 | - | 1 | - | 1 | - | 2 |
| | 2.7% | | 7.1% | | 25.0% | | 6.5% |
| 7 | 4 | 1 | - | - | - | - | 1 |
| | 3.6% | 11.1% | | | | | 3.2% |
| 8 | 5 | - | 1 | - | - | - | 1 |
| | 4.5% | | 7.1% | | | | 3.2% |
| 9 | 18 | 2 | 4 | 1 | 1 | - | 8 |
| | 16.4% | 22.2% | 28.6% | 25.0% | 25.0% | | 25.8% |
| 10 Excellent | 76 | 6 | 8 | 2 | 2 | - | 18 |
| | 69.1% | 66.7% | 57.1% | 50.0% | 50.0% | | 58.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------13.686----------> | | | | | | |
| SIGNIFICANCE | .5495* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 33.3% | | 0.9% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 6 | 3 | 1 | 2 | 3 |
| | 2.7% | 33.3% | 1.9% | 2.8% |
| 7 | 4 | - | 3 | 3 |
| | 3.6% | | 2.8% | 2.8% |
| 8 | 5 | - | 5 | 5 |
| | 4.5% | | 4.7% | 4.6% |
| 9 | 18 | - | 18 | 18 |
| | 16.4% | | 17.0% | 16.5% |
| 10 Excellent | 76 | 1 | 75 | 76 |
| | 69.1% | 33.3% | 70.8% | 69.7% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| TOTAL ANSWERING | 110 | 3 | 106 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------47.222------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 50.0% | | | | 33.3% |
| 1 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 3 | - | 1 | - | - | - | 1 |
| | 2.7% | | 50.0% | | | | 33.3% |
| 7 | 4 | - | - | - | - | - | - |
| | 3.6% | | | | | | |
| 8 | 5 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| 9 | 18 | - | - | - | - | - | - |
| | 16.4% | | | | | | |
| 10 Excellent | 76 | - | - | - | - | 1 | 1 |
| | 69.1% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| 6 | 3 | 2 | 1 | 3 |
| | 2.7% | 4.7% | 1.5% | 2.7% |
| 7 | 4 | 3 | 1 | 4 |
| | 3.6% | 7.0% | 1.5% | 3.6% |
| 8 | 5 | 2 | 3 | 5 |
| | 4.5% | 4.7% | 4.5% | 4.5% |
| 9 | 18 | 9 | 9 | 18 |
| | 16.4% | 20.9% | 13.4% | 16.4% |
| 10 Excellent | 76 | 24 | 52 | 76 |
| | 69.1% | 55.8% | 77.6% | 69.1% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| TOTAL ANSWERING | 110 | 43 | 67 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.143------> | | | |
| SIGNIFICANCE | .1937* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 1 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 6.2% | | | 2.4% |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 6.2% | | | 2.4% |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 3 | 2 | - | - | - | - | 2 |
| | 2.7% | 10.5% | | | | | 4.8% |
| 7 | 4 | 2 | - | - | - | 1 | 3 |
| | 3.6% | 10.5% | | | | 16.7% | 7.1% |
| 8 | 5 | 1 | - | - | - | 1 | 2 |
| | 4.5% | 5.3% | | | | 16.7% | 4.8% |
| 9 | 18 | 5 | - | 3 | - | 1 | 9 |
| | 16.4% | 26.3% | | 18.8% | | 16.7% | 21.4% |
| 10 Excellent | 76 | 8 | - | 11 | 1 | 3 | 23 |
| | 69.1% | 42.1% | | 68.8% | 100.0% | 50.0% | 54.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.837----------> | | | | | | |
| SIGNIFICANCE | .8765* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 5.3% | | 2.4% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 5.3% | | 2.4% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 16.7% | 2.4% |
| 5 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 6 | 3 | 1 | - | - | 1 |
| | 2.7% | 5.9% | | | 2.4% |
| 7 | 4 | 1 | 2 | - | 3 |
| | 3.6% | 5.9% | 10.5% | | 7.1% |
| 8 | 5 | 1 | - | 1 | 2 |
| | 4.5% | 5.9% | | 16.7% | 4.8% |
| 9 | 18 | 4 | 3 | 2 | 9 |
| | 16.4% | 23.5% | 15.8% | 33.3% | 21.4% |
| 10 Excellent | 76 | 10 | 12 | 2 | 24 |
| | 69.1% | 58.8% | 63.2% | 33.3% | 57.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - |
| | 0.9% | | | | |
| TOTAL ANSWERING | 110 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.836----------> | | | | |
| SIGNIFICANCE | .3895* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 3 | 2 | 1 | - | 3 |
| | 2.7% | 2.8% | 6.2% | | 2.8% |
| 7 | 4 | 3 | - | - | 3 |
| | 3.6% | 4.2% | | | 2.8% |
| 8 | 5 | 3 | - | 2 | 5 |
| | 4.5% | 4.2% | | 9.5% | 4.6% |
| 9 | 18 | 8 | 4 | 6 | 18 |
| | 16.4% | 11.1% | 25.0% | 28.6% | 16.5% |
| 10 Excellent | 76 | 55 | 8 | 13 | 76 |
| | 69.1% | 76.4% | 50.0% | 61.9% | 69.7% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 4.8% | 0.9% |
| TOTAL ANSWERING | 110 | 72 | 16 | 21 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------28.015----------> | | | | |
| SIGNIFICANCE | .0315* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 8.3% | | 0.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 9.1% | 0.9% |
| 5 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 6 | 3 | 2 | - | 1 | 3 |
| | 2.7% | 2.4% | | 9.1% | 2.8% |
| 7 | 4 | 3 | 1 | - | 4 |
| | 3.6% | 3.5% | 8.3% | | 3.7% |
| 8 | 5 | 4 | - | 1 | 5 |
| | 4.5% | 4.7% | | 9.1% | 4.6% |
| 9 | 18 | 14 | 2 | 1 | 17 |
| | 16.4% | 16.5% | 16.7% | 9.1% | 15.7% |
| 10 Excellent | 76 | 61 | 8 | 7 | 76 |
| | 69.1% | 71.8% | 66.7% | 63.6% | 70.4% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 9.1% | 0.9% |
| TOTAL ANSWERING | 110 | 85 | 12 | 11 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.656----------> | | | | |
| SIGNIFICANCE | .086* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| 5 | 1 | - | 1 | - | 1 |
| | 0.9% | | 3.8% | | 0.9% |
| 6 | 3 | - | - | 3 | 3 |
| | 2.7% | | | 9.7% | 2.8% |
| 7 | 4 | - | 2 | 2 | 4 |
| | 3.6% | | 7.7% | 6.5% | 3.7% |
| 8 | 5 | 3 | 1 | 1 | 5 |
| | 4.5% | 5.9% | 3.8% | 3.2% | 4.6% |
| 9 | 18 | 7 | 5 | 6 | 18 |
| | 16.4% | 13.7% | 19.2% | 19.4% | 16.7% |
| 10 Excellent | 76 | 41 | 17 | 16 | 74 |
| | 69.1% | 80.4% | 65.4% | 51.6% | 68.5% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| TOTAL ANSWERING | 110 | 51 | 26 | 31 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.915----------> | | | | |
| SIGNIFICANCE | | | .0713* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 3 | - | 1 | 2 | 3 |
| | 2.7% | | 4.5% | 11.1% | 2.7% |
| 7 | 4 | 3 | - | 1 | 4 |
| | 3.6% | 4.3% | | 5.6% | 3.6% |
| 8 | 5 | 4 | - | 1 | 5 |
| | 4.5% | 5.7% | | 5.6% | 4.5% |
| 9 | 18 | 11 | 4 | 3 | 18 |
| | 16.4% | 15.7% | 18.2% | 16.7% | 16.4% |
| 10 Excellent | 76 | 51 | 16 | 9 | 76 |
| | 69.1% | 72.9% | 72.7% | 50.0% | 69.1% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| TOTAL ANSWERING | 110 | 70 | 22 | 18 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.122----------> | | | | |
| SIGNIFICANCE | .0677* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 7.7% | 0.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 3 | 1 | 2 | - | 3 |
| | 2.7% | 1.4% | 8.7% | | 2.8% |
| 7 | 4 | 2 | 2 | - | 4 |
| | 3.6% | 2.7% | 8.7% | | 3.7% |
| 8 | 5 | 4 | - | 1 | 5 |
| | 4.5% | 5.5% | | 7.7% | 4.6% |
| 9 | 18 | 13 | 3 | 2 | 18 |
| | 16.4% | 17.8% | 13.0% | 15.4% | 16.5% |
| 10 Excellent | 76 | 50 | 16 | 9 | 75 |
| | 69.1% | 68.5% | 69.6% | 69.2% | 68.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 73 | 23 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.623----------> | | | | |
| SIGNIFICANCE | .4104* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 6 | 3 | 3 | - | 3 |
| | 2.7% | 2.8% | | 2.7% |
| 7 | 4 | 4 | - | 4 |
| | 3.6% | 3.8% | | 3.6% |
| 8 | 5 | 5 | - | 5 |
| | 4.5% | 4.7% | | 4.5% |
| 9 | 18 | 17 | 1 | 18 |
| | 16.4% | 16.0% | 25.0% | 16.4% |
| 10 Excellent | 76 | 73 | 3 | 76 |
| | 69.1% | 68.9% | 75.0% | 69.1% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 25.0% | 0.9% |
| TOTAL ANSWERING | 110 | 106 | 4 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.814-------> | | | |
| SIGNIFICANCE | .9992* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 6 | 3 | 3 | - | 3 |
| | 2.7% | 2.9% | | 2.9% |
| 7 | 4 | 3 | - | 3 |
| | 3.6% | 2.9% | | 2.9% |
| 8 | 5 | 5 | - | 5 |
| | 4.5% | 4.9% | | 4.8% |
| 9 | 18 | 15 | 2 | 17 |
| | 16.4% | 14.7% | 66.7% | 16.2% |
| 10 Excellent | 76 | 72 | 1 | 73 |
| | 69.1% | 70.6% | 33.3% | 69.5% |
| TOTAL NON-RESPONSES | 1 | - | - | - |
| | 0.9% | | | |
| TOTAL ANSWERING | 110 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.883-------> | | | |
| SIGNIFICANCE | .6604* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 1.0% |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 5 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 6 | 3 | - | 1 | - | 1 | 1 | 3 |
| | 2.7% | | 5.9% | | 5.3% | 3.1% | 2.9% |
| 7 | 4 | 1 | 1 | - | - | 2 | 4 |
| | 3.6% | 5.0% | 5.9% | | | 6.2% | 3.9% |
| 8 | 5 | - | - | - | 2 | 2 | 4 |
| | 4.5% | | | | 10.5% | 6.2% | 3.9% |
| 9 | 18 | 2 | - | 4 | 3 | 6 | 15 |
| | 16.4% | 10.0% | | 28.6% | 15.8% | 18.8% | 14.7% |
| 10 Excellent | 76 | 16 | 13 | 10 | 12 | 21 | 72 |
| | 69.1% | 80.0% | 76.5% | 71.4% | 63.2% | 65.6% | 70.6% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 7.1% | | | 1.0% |
| TOTAL ANSWERING | 110 | 20 | 17 | 14 | 19 | 32 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.437----------> | | | | | | |
| SIGNIFICANCE | .4452* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 3.6% | 0.9% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 6 | 3 | 2 | 1 | 3 |
| | 2.7% | 2.5% | 3.6% | 2.8% |
| 7 | 4 | 2 | 2 | 4 |
| | 3.6% | 2.5% | 7.1% | 3.7% |
| 8 | 5 | 5 | - | 5 |
| | 4.5% | 6.2% | | 4.6% |
| 9 | 18 | 15 | 2 | 17 |
| | 16.4% | 18.8% | 7.1% | 15.7% |
| 10 Excellent | 76 | 53 | 22 | 75 |
| | 69.1% | 66.2% | 78.6% | 69.4% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 3.6% | 0.9% |
| TOTAL ANSWERING | 110 | 80 | 28 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------9.179-------> | | | |
| SIGNIFICANCE | .3275* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 3.7% | | | 0.9% |
| 5 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 3.7% | 0.9% |
| 6 | 3 | 2 | - | 1 | - | 3 |
| | 2.7% | 5.1% | | 7.1% | | 2.8% |
| 7 | 4 | 2 | 1 | - | 1 | 4 |
| | 3.6% | 5.1% | 3.7% | | 3.7% | 3.7% |
| 8 | 5 | 1 | 1 | 2 | 1 | 5 |
| | 4.5% | 2.6% | 3.7% | 14.3% | 3.7% | 4.7% |
| 9 | 18 | 6 | 1 | 4 | 6 | 17 |
| | 16.4% | 15.4% | 3.7% | 28.6% | 22.2% | 15.9% |
| 10 Excellent | 76 | 26 | 23 | 7 | 18 | 74 |
| | 69.1% | 66.7% | 85.2% | 50.0% | 66.7% | 69.2% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| TOTAL ANSWERING | 110 | 39 | 27 | 14 | 27 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.026----------> | | | | | |
| SIGNIFICANCE | .5183* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 1 | 1 | - | - | 1 | - | 1 |
| | 0.9% | | | 9.1% | | 1.8% |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 5.6% | 1.8% |
| 5 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 6 | 3 | 2 | - | - | - | 2 |
| | 2.7% | 18.2% | | | | 3.5% |
| 7 | 4 | 2 | - | - | 1 | 3 |
| | 3.6% | 18.2% | | | 5.6% | 5.3% |
| 8 | 5 | - | 1 | 1 | - | 2 |
| | 4.5% | | 5.9% | 9.1% | | 3.5% |
| 9 | 18 | 2 | 2 | 4 | 4 | 12 |
| | 16.4% | 18.2% | 11.8% | 36.4% | 22.2% | 21.1% |
| 10 Excellent | 76 | 5 | 14 | 5 | 12 | 36 |
| | 69.1% | 45.5% | 82.4% | 45.5% | 66.7% | 63.2% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 5.6% | 1.8% |
| TOTAL ANSWERING | 110 | 11 | 17 | 11 | 18 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.039----------> | | | | | |
| SIGNIFICANCE | .0989* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 1 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 5.3% | 1.0% |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 5 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 6 | 3 | 1 | 1 | 1 | - | 3 |
| | 2.7% | 3.1% | 2.5% | 11.1% | | 3.0% |
| 7 | 4 | 1 | 1 | - | 1 | 3 |
| | 3.6% | 3.1% | 2.5% | | 5.3% | 3.0% |
| 8 | 5 | - | 4 | - | - | 4 |
| | 4.5% | | 10.0% | | | 4.0% |
| 9 | 18 | 4 | 6 | 3 | 4 | 17 |
| | 16.4% | 12.5% | 15.0% | 33.3% | 21.1% | 17.0% |
| 10 Excellent | 76 | 26 | 25 | 5 | 13 | 69 |
| | 69.1% | 81.2% | 62.5% | 55.6% | 68.4% | 69.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| TOTAL ANSWERING | 110 | 32 | 40 | 9 | 19 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.22----------> | | | | | |
| SIGNIFICANCE | .6257* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q1. (How would you rate the job that <utiln > does on....) Providing electric service overall?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | - | 1 | 1 |
| | 0.9% | | 1.9% | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 6 | 3 | 1 | 2 | 3 |
| | 2.7% | 1.7% | 3.8% | 2.7% |
| 7 | 4 | 1 | 3 | 4 |
| | 3.6% | 1.7% | 5.8% | 3.6% |
| 8 | 5 | 3 | 2 | 5 |
| | 4.5% | 5.2% | 3.8% | 4.5% |
| 9 | 18 | 11 | 7 | 18 |
| | 16.4% | 19.0% | 13.5% | 16.4% |
| 10 Excellent | 76 | 39 | 37 | 76 |
| | 69.1% | 67.2% | 71.2% | 69.1% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| TOTAL ANSWERING | 110 | 58 | 52 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------6.166-------> | | | |
| SIGNIFICANCE | .6287* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1<br>0.9% | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | - | - | - | 1<br>12.5% | - | - | 1<br>1.0% |
| 5 | 2<br>1.8% | 1<br>2.0% | 1<br>3.2% | - | - | - | - | 2<br>1.9% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 2<br>1.8% | - | 2<br>6.5% | - | - | - | - | 2<br>1.9% |
| 8 | 7<br>6.3% | 2<br>4.0% | 2<br>6.5% | 1<br>6.7% | 2<br>25.0% | - | - | 7<br>6.7% |
| 9 | 20<br>18.0% | 3<br>6.0% | 9<br>29.0% | 4<br>26.7% | 1<br>12.5% | - | - | 17<br>16.2% |
| 10 Excellent | 78<br>70.3% | 44<br>88.0% | 17<br>54.8% | 10<br>66.7% | 4<br>50.0% | 1<br>100.0% | - | 76<br>72.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 50<br>100.0% | 31<br>100.0% | 15<br>100.0% | 8<br>100.0% | 1<br>100.0% | - | 105<br>100.0% |
| CHI-SQUARE | <----------33.619----------> | | | | | | | |
| SIGNIFICANCE | .0288* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | | Q8. Number of Power Outages Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1<br>0.9% | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | - | - | - | 1<br>25.0% | - | - | 1<br>0.9% |
| 5 | 2<br>1.8% | 1<br>1.8% | 1<br>3.2% | - | - | - | - | 2<br>1.9% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 2<br>1.8% | 1<br>1.8% | 1<br>3.2% | - | - | - | - | 2<br>1.9% |
| 8 | 7<br>6.3% | 2<br>3.6% | 1<br>3.2% | 4<br>26.7% | - | - | - | 7<br>6.6% |
| 9 | 20<br>18.0% | 9<br>16.1% | 4<br>12.9% | 5<br>33.3% | 1<br>25.0% | - | - | 19<br>17.9% |
| 10 Excellent | 78<br>70.3% | 43<br>76.8% | 24<br>77.4% | 6<br>40.0% | 2<br>50.0% | - | - | 75<br>70.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |
| CHI-SQUARE | <----------42.908----------> | | | | | | | |
| SIGNIFICANCE | .0002* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | 1 | - | 1 |
| | 0.9% | | | | | 50.0% | | 2.3% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 5 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.8% | 5.6% | | | | | | 2.3% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 2 | - | - | 1 | - | - | - | 1 |
| | 1.8% | | | 12.5% | | | | 2.3% |
| 8 | 7 | 2 | 1 | - | - | - | - | 3 |
| | 6.3% | 11.1% | 6.2% | | | | | 6.8% |
| 9 | 20 | 5 | 3 | 1 | - | - | - | 9 |
| | 18.0% | 27.8% | 18.8% | 12.5% | | | | 20.5% |
| 10 Excellent | 78 | 9 | 12 | 6 | - | 1 | - | 28 |
| | 70.3% | 50.0% | 75.0% | 75.0% | | 50.0% | | 63.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------31.787----------> | | | | | | | |
| SIGNIFICANCE | .0233* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 50.0% | | | 2.0% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 5 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 4.0% | | | | 2.0% |
| 6 | - | - | - | - | - | - | - |
| 7 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 4.0% | | | | 2.0% |
| 8 | 7 | 2 | 3 | - | - | - | 5 |
| | 6.3% | 10.0% | 12.0% | | | | 10.2% |
| 9 | 20 | 3 | 6 | 1 | - | 1 | 11 |
| | 18.0% | 15.0% | 24.0% | 50.0% | | 50.0% | 22.4% |
| 10 Excellent | 78 | 15 | 13 | - | - | 1 | 29 |
| | 70.3% | 75.0% | 52.0% | | | 50.0% | 59.2% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------31.017----------> | | | | | | |
| SIGNIFICANCE | .0287* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>0.9% | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 5 | 2<br>1.8% | - | - | - | - | - | - |
| 6 | - | - | - | - | - | - | - |
| 7 | 2<br>1.8% | - | - | - | - | - | - |
| 8 | 7<br>6.3% | 4<br>16.0% | - | - | - | - | 4<br>14.8% |
| 9 | 20<br>18.0% | 5<br>20.0% | 1<br>50.0% | - | - | - | 6<br>22.2% |
| 10 Excellent | 78<br>70.3% | 15<br>60.0% | 1<br>50.0% | - | - | - | 16<br>59.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------1.181----------> | | | | | | |
| SIGNIFICANCE | | | | .7575* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>0.9% | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | - | 1<br>7.1% | - | - | - | 1<br>3.2% |
| 5 | 2<br>1.8% | - | - | - | - | - | - |
| 6 | - | - | - | - | - | - | - |
| 7 | 2<br>1.8% | - | - | - | - | - | - |
| 8 | 7<br>6.3% | 1<br>11.1% | 1<br>7.1% | 1<br>25.0% | 1<br>25.0% | - | 4<br>12.9% |
| 9 | 20<br>18.0% | - | 5<br>35.7% | 1<br>25.0% | 1<br>25.0% | - | 7<br>22.6% |
| 10 Excellent | 78<br>70.3% | 8<br>88.9% | 7<br>50.0% | 2<br>50.0% | 2<br>50.0% | - | 19<br>61.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------7.202----------> | | | | | | |
| SIGNIFICANCE | .6161* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 33.3% | | 0.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 33.3% | | 0.9% |
| 5 | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.8% |
| 6 | - | - | - | - |
| 7 | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.8% |
| 8 | 7 | - | 6 | 6 |
| | 6.3% | | 5.6% | 5.5% |
| 9 | 20 | - | 20 | 20 |
| | 18.0% | | 18.7% | 18.2% |
| 10 Excellent | 78 | 1 | 77 | 78 |
| | 70.3% | 33.3% | 72.0% | 70.9% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------72.789------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>0.9% | - | 1<br>50.0% | - | - | - | 1<br>33.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1<br>0.9% | - | 1<br>50.0% | - | - | - | 1<br>33.3% |
| 5 | 2<br>1.8% | - | - | - | - | - | - |
| 6 | - | - | - | - | - | - | - |
| 7 | 2<br>1.8% | - | - | - | - | - | - |
| 8 | 7<br>6.3% | - | - | - | - | - | - |
| 9 | 20<br>18.0% | - | - | - | - | - | - |
| 10 Excellent | 78<br>70.3% | - | - | - | - | 1<br>100.0% | 1<br>33.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 5 | 2 | 1 | 1 | 2 |
| | 1.8% | 2.3% | 1.5% | 1.8% |
| 6 | - | - | - | - |
| 7 | 2 | 1 | 1 | 2 |
| | 1.8% | 2.3% | 1.5% | 1.8% |
| 8 | 7 | 4 | 3 | 7 |
| | 6.3% | 9.3% | 4.4% | 6.3% |
| 9 | 20 | 11 | 9 | 20 |
| | 18.0% | 25.6% | 13.2% | 18.0% |
| 10 Excellent | 78 | 24 | 54 | 78 |
| | 70.3% | 55.8% | 79.4% | 70.3% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 43 | 68 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------8.692-------> | | | |
| SIGNIFICANCE | .1917* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 5 | 2 | - | - | - | - | 1 | 1 |
| | 1.8% | | | | | 16.7% | 2.4% |
| 6 | - | - | - | - | - | - | - |
| 7 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 5.3% | | | | | 2.4% |
| 8 | 7 | 3 | - | 1 | - | - | 4 |
| | 6.3% | 15.8% | | 6.2% | | | 9.5% |
| 9 | 20 | 5 | - | 3 | - | 3 | 11 |
| | 18.0% | 26.3% | | 18.8% | | 50.0% | 26.2% |
| 10 Excellent | 78 | 8 | - | 12 | 1 | 2 | 23 |
| | 70.3% | 42.1% | | 75.0% | 100.0% | 33.3% | 54.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.79----------> | | | | | | |
| SIGNIFICANCE | .6072* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 5.3% | | 2.4% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 5 | 2 | - | 1 | - | 1 |
| | 1.8% | | 5.3% | | 2.4% |
| 6 | - | - | - | - | - |
| 7 | 2 | - | 1 | - | 1 |
| | 1.8% | | 5.3% | | 2.4% |
| 8 | 7 | 3 | - | 1 | 4 |
| | 6.3% | 17.6% | | 16.7% | 9.5% |
| 9 | 20 | 3 | 4 | 4 | 11 |
| | 18.0% | 17.6% | 21.1% | 66.7% | 26.2% |
| 10 Excellent | 78 | 11 | 12 | 1 | 24 |
| | 70.3% | 64.7% | 63.2% | 16.7% | 57.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.37----------> | | | | |
| SIGNIFICANCE | .2037* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 5 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.8% | | | 1.8% |
| 6 | - | - | - | - | - |
| 7 | 2 | 1 | - | - | 1 |
| | 1.8% | 1.4% | | | 0.9% |
| 8 | 7 | 2 | 2 | 3 | 7 |
| | 6.3% | 2.8% | 12.5% | 13.6% | 6.4% |
| 9 | 20 | 10 | 5 | 5 | 20 |
| | 18.0% | 13.9% | 31.2% | 22.7% | 18.2% |
| 10 Excellent | 78 | 56 | 8 | 14 | 78 |
| | 70.3% | 77.8% | 50.0% | 63.6% | 70.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.329----------> | | | | |
| SIGNIFICANCE | | | .1766* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 8.3% | | 0.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 5 | 2 | 1 | - | - | 1 |
| | 1.8% | 1.2% | | | 0.9% |
| 6 | - | - | - | - | - |
| 7 | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.2% | 8.3% | | 1.8% |
| 8 | 7 | 3 | - | 4 | 7 |
| | 6.3% | 3.5% | | 33.3% | 6.4% |
| 9 | 20 | 17 | 1 | 1 | 19 |
| | 18.0% | 20.0% | 8.3% | 8.3% | 17.4% |
| 10 Excellent | 78 | 62 | 9 | 7 | 78 |
| | 70.3% | 72.9% | 75.0% | 58.3% | 71.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.039----------> | | | | |
| SIGNIFICANCE | | | .0039* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.1% | 0.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.1% | 0.9% |
| 5 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 3.8% | 3.1% | 1.8% |
| 6 | - | - | - | - | - |
| 7 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 3.8% | 3.1% | 1.8% |
| 8 | 7 | 1 | 1 | 5 | 7 |
| | 6.3% | 2.0% | 3.8% | 15.6% | 6.4% |
| 9 | 20 | 7 | 5 | 7 | 19 |
| | 18.0% | 13.7% | 19.2% | 21.9% | 17.4% |
| 10 Excellent | 78 | 43 | 18 | 16 | 77 |
| | 70.3% | 84.3% | 69.2% | 50.0% | 70.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 51 | 26 | 32 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.58----------> | | | | |
| SIGNIFICANCE | | | .0992* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 5 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.9% | | | 1.8% |
| 6 | - | - | - | - | - |
| 7 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 5.3% | 1.8% |
| 8 | 7 | 2 | 1 | 4 | 7 |
| | 6.3% | 2.9% | 4.5% | 21.1% | 6.3% |
| 9 | 20 | 14 | 3 | 3 | 20 |
| | 18.0% | 20.0% | 13.6% | 15.8% | 18.0% |
| 10 Excellent | 78 | 51 | 18 | 9 | 78 |
| | 70.3% | 72.9% | 81.8% | 47.4% | 70.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 70 | 22 | 19 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.892----------> | | | | |
| SIGNIFICANCE | .0287* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 7.7% | 0.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 5 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.7% | | | 1.8% |
| 6 | - | - | - | - | - |
| 7 | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.4% | 4.2% | | 1.8% |
| 8 | 7 | 2 | 4 | 1 | 7 |
| | 6.3% | 2.7% | 16.7% | 7.7% | 6.4% |
| 9 | 20 | 15 | 2 | 3 | 20 |
| | 18.0% | 20.5% | 8.3% | 23.1% | 18.2% |
| 10 Excellent | 78 | 52 | 17 | 8 | 77 |
| | 70.3% | 71.2% | 70.8% | 61.5% | 70.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 73 | 24 | 13 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.401----------> | | | | |
| SIGNIFICANCE | | | .1351* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 0.9% | | 0.9% |
| 5 | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| 6 | - | - | - | - |
| 7 | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| 8 | 7 | 6 | 1 | 7 |
| | 6.3% | 5.7% | 20.0% | 6.3% |
| 9 | 20 | 19 | 1 | 20 |
| | 18.0% | 17.9% | 20.0% | 18.0% |
| 10 Excellent | 78 | 75 | 3 | 78 |
| | 70.3% | 70.8% | 60.0% | 70.3% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 106 | 5 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.93-------> | | | |
| SIGNIFICANCE | .926* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 5 | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| 6 | - | - | - | - |
| 7 | 2 | 1 | - | 1 |
| | 1.8% | 1.0% | | 1.0% |
| 8 | 7 | 6 | - | 6 |
| | 6.3% | 5.9% | | 5.7% |
| 9 | 20 | 17 | 2 | 19 |
| | 18.0% | 16.7% | 66.7% | 18.1% |
| 10 Excellent | 78 | 74 | 1 | 75 |
| | 70.3% | 72.5% | 33.3% | 71.4% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.977-------> | | | |
| SIGNIFICANCE | .5467* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 5 | 2 | - | - | - | 1 | 1 | 2 |
| | 1.8% | | | | 5.3% | 3.1% | 1.9% |
| 6 | - | - | - | - | - | - | - |
| 7 | 2 | - | 1 | - | - | 1 | 2 |
| | 1.8% | | 5.9% | | | 3.1% | 1.9% |
| 8 | 7 | 1 | 1 | 1 | 1 | 2 | 6 |
| | 6.3% | 5.0% | 5.9% | 6.7% | 5.3% | 6.2% | 5.8% |
| 9 | 20 | 3 | 1 | 3 | 4 | 7 | 18 |
| | 18.0% | 15.0% | 5.9% | 20.0% | 21.1% | 21.9% | 17.5% |
| 10 Excellent | 78 | 16 | 12 | 11 | 13 | 21 | 73 |
| | 70.3% | 80.0% | 70.6% | 73.3% | 68.4% | 65.6% | 70.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 17 | 15 | 19 | 32 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.453----------> | | | | | | |
| SIGNIFICANCE | .8287* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 5 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.2% | 3.4% | 1.8% |
| 6 | - | - | - | - |
| 7 | 2 | 2 | - | 2 |
| | 1.8% | 2.5% | | 1.8% |
| 8 | 7 | 4 | 3 | 7 |
| | 6.3% | 5.0% | 10.3% | 6.4% |
| 9 | 20 | 17 | 2 | 19 |
| | 18.0% | 21.2% | 6.9% | 17.4% |
| 10 Excellent | 78 | 54 | 23 | 77 |
| | 70.3% | 67.5% | 79.3% | 70.6% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.893-------> | | | |
| SIGNIFICANCE | .4353* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.5% | | | | 0.9% |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | 1 |
| | 0.9% | | | 7.1% | | 0.9% |
| 5 | 2 | 1 | - | - | 1 | 2 |
| | 1.8% | 2.5% | | | 3.7% | 1.9% |
| 6 | - | - | - | - | - | - |
| 7 | 2 | - | 1 | - | 1 | 2 |
| | 1.8% | | 3.7% | | 3.7% | 1.9% |
| 8 | 7 | 5 | 1 | - | 1 | 7 |
| | 6.3% | 12.5% | 3.7% | | 3.7% | 6.5% |
| 9 | 20 | 6 | 2 | 5 | 6 | 19 |
| | 18.0% | 15.0% | 7.4% | 35.7% | 22.2% | 17.6% |
| 10 Excellent | 78 | 27 | 23 | 8 | 18 | 76 |
| | 70.3% | 67.5% | 85.2% | 57.1% | 66.7% | 70.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 40 | 27 | 14 | 27 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.527----------> | | | | | |
| SIGNIFICANCE | .2537* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 5 | 2 | 1 | - | - | - | 1 |
| | 1.8% | 9.1% | | | | 1.7% |
| 6 | - | - | - | - | - | - |
| 7 | 2 | - | - | - | 1 | 1 |
| | 1.8% | | | | 5.3% | 1.7% |
| 8 | 7 | 3 | - | - | 2 | 5 |
| | 6.3% | 27.3% | | | 10.5% | 8.6% |
| 9 | 20 | 2 | 4 | 4 | 4 | 14 |
| | 18.0% | 18.2% | 23.5% | 36.4% | 21.1% | 24.1% |
| 10 Excellent | 78 | 5 | 13 | 7 | 12 | 37 |
| | 70.3% | 45.5% | 76.5% | 63.6% | 63.2% | 63.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.188----------> | | | | | |
| SIGNIFICANCE | .2313* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.4% | | | 1.0% |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | 1 |
| | 0.9% | | | 11.1% | | 1.0% |
| 5 | 2 | 1 | 1 | - | - | 2 |
| | 1.8% | 3.1% | 2.4% | | | 2.0% |
| 6 | - | - | - | - | - | - |
| 7 | 2 | - | - | - | 1 | 1 |
| | 1.8% | | | | 5.3% | 1.0% |
| 8 | 7 | 1 | 5 | - | - | 6 |
| | 6.3% | 3.1% | 12.2% | | | 5.9% |
| 9 | 20 | 4 | 8 | 2 | 5 | 19 |
| | 18.0% | 12.5% | 19.5% | 22.2% | 26.3% | 18.8% |
| 10 Excellent | 78 | 26 | 26 | 6 | 13 | 71 |
| | 70.3% | 81.2% | 63.4% | 66.7% | 68.4% | 70.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.763----------> | | | | | |
| SIGNIFICANCE | .1629* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q2. (How would you rate the job that <utiln > does on....) Providing reliable electric service?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | - | 1 | 1 |
| | 0.9% | | 1.9% | 0.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | - | 1 | 1 |
| | 0.9% | | 1.9% | 0.9% |
| 5 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 1.9% | 1.8% |
| 6 | - | - | - | - |
| 7 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 1.9% | 1.8% |
| 8 | 7 | 4 | 3 | 7 |
| | 6.3% | 6.8% | 5.8% | 6.3% |
| 9 | 20 | 12 | 8 | 20 |
| | 18.0% | 20.3% | 15.4% | 18.0% |
| 10 Excellent | 78 | 41 | 37 | 78 |
| | 70.3% | 69.5% | 71.2% | 70.3% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.717-------> | | | |
| SIGNIFICANCE | .8434* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 5 | 2 | 2 | - | - | - | - | 4 |
| | 4.6% | 4.0% | 6.5% | | | | | 3.8% |
| 1 | 3 | 1 | 1 | - | 1 | - | - | 3 |
| | 2.8% | 2.0% | 3.2% | | 12.5% | | | 2.9% |
| 2 | 2 | 1 | - | 1 | - | - | - | 2 |
| | 1.8% | 2.0% | | 7.1% | | | | 1.9% |
| 3 | 4 | 1 | 2 | - | 1 | - | - | 4 |
| | 3.7% | 2.0% | 6.5% | | 12.5% | | | 3.8% |
| 4 | 6 | 2 | - | 3 | 1 | - | - | 6 |
| | 5.5% | 4.0% | | 21.4% | 12.5% | | | 5.8% |
| 5 | 10 | 2 | 5 | 1 | 1 | 1 | - | 10 |
| | 9.2% | 4.0% | 16.1% | 7.1% | 12.5% | 100.0% | | 9.6% |
| 6 | 5 | 2 | - | 3 | - | - | - | 5 |
| | 4.6% | 4.0% | | 21.4% | | | | 4.8% |
| 7 | 14 | 7 | 5 | - | 1 | - | - | 13 |
| | 12.8% | 14.0% | 16.1% | | 12.5% | | | 12.5% |
| 8 | 16 | 4 | 9 | 1 | 1 | - | - | 15 |
| | 14.7% | 8.0% | 29.0% | 7.1% | 12.5% | | | 14.4% |
| 9 | 7 | 3 | 3 | 1 | - | - | - | 7 |
| | 6.4% | 6.0% | 9.7% | 7.1% | | | | 6.7% |
| 10 Excellent | 37 | 25 | 4 | 4 | 2 | - | - | 35 |
| | 33.9% | 50.0% | 12.9% | 28.6% | 25.0% | | | 33.7% |
| TOTAL NON-RESPONSES | 2 | - | - | 1 | - | - | - | 1 |
| | 1.8% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 109 | 50 | 31 | 14 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------59.448----------> | | | | | | | |
| SIGNIFICANCE | .0245* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 5 | 2 | 1 | 1 | - | - | - | 4 |
| | 4.6% | 3.6% | 3.4% | 6.7% | | | | 3.8% |
| 1 | 3 | - | 2 | 1 | - | - | - | 3 |
| | 2.8% | | 6.9% | 6.7% | | | | 2.9% |
| 2 | 2 | - | - | 1 | - | - | - | 1 |
| | 1.8% | | | 6.7% | | | | 1.0% |
| 3 | 4 | 2 | 1 | - | 1 | - | - | 4 |
| | 3.7% | 3.6% | 3.4% | | 25.0% | | | 3.8% |
| 4 | 6 | 3 | 1 | 2 | - | - | - | 6 |
| | 5.5% | 5.4% | 3.4% | 13.3% | | | | 5.8% |
| 5 | 10 | 4 | 2 | 2 | 1 | - | - | 9 |
| | 9.2% | 7.1% | 6.9% | 13.3% | 25.0% | | | 8.7% |
| 6 | 5 | - | 1 | 3 | 1 | - | - | 5 |
| | 4.6% | | 3.4% | 20.0% | 25.0% | | | 4.8% |
| 7 | 14 | 8 | 4 | - | 1 | - | - | 13 |
| | 12.8% | 14.3% | 13.8% | | 25.0% | | | 12.5% |
| 8 | 16 | 7 | 6 | 3 | - | - | - | 16 |
| | 14.7% | 12.5% | 20.7% | 20.0% | | | | 15.4% |
| 9 | 7 | 4 | 3 | - | - | - | - | 7 |
| | 6.4% | 7.1% | 10.3% | | | | | 6.7% |
| 10 Excellent | 37 | 26 | 8 | 2 | - | - | - | 36 |
| | 33.9% | 46.4% | 27.6% | 13.3% | | | | 34.6% |
| TOTAL NON-RESPONSES | 2 | - | 2 | - | - | - | - | 2 |
| | 1.8% | | 6.9% | | | | | 1.9% |
| TOTAL ANSWERING | 109 | 56 | 29 | 15 | 4 | - | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------45.123----------> | | | | | | | |
| SIGNIFICANCE | .0376* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 5 | 1 | - | - | - | 1 | - | 2 |
| | 4.6% | 5.9% | | | | 50.0% | | 4.7% |
| 1 | 3 | 2 | - | 1 | - | - | - | 3 |
| | 2.8% | 11.8% | | 12.5% | | | | 7.0% |
| 2 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 1.8% | 5.9% | 6.2% | | | | | 4.7% |
| 3 | 4 | 1 | 1 | - | - | - | - | 2 |
| | 3.7% | 5.9% | 6.2% | | | | | 4.7% |
| 4 | 6 | 2 | 1 | - | - | - | - | 3 |
| | 5.5% | 11.8% | 6.2% | | | | | 7.0% |
| 5 | 10 | 2 | 2 | 1 | - | - | - | 5 |
| | 9.2% | 11.8% | 12.5% | 12.5% | | | | 11.6% |
| 6 | 5 | 2 | 2 | - | - | - | - | 4 |
| | 4.6% | 11.8% | 12.5% | | | | | 9.3% |
| 7 | 14 | 3 | 1 | 1 | - | - | - | 5 |
| | 12.8% | 17.6% | 6.2% | 12.5% | | | | 11.6% |
| 8 | 16 | 2 | 3 | 1 | - | 1 | - | 7 |
| | 14.7% | 11.8% | 18.8% | 12.5% | | 50.0% | | 16.3% |
| 9 | 7 | - | 2 | - | - | - | - | 2 |
| | 6.4% | | 12.5% | | | | | 4.7% |
| 10 Excellent | 37 | 1 | 3 | 4 | - | - | - | 8 |
| | 33.9% | 5.9% | 18.8% | 50.0% | | | | 18.6% |
| TOTAL NON-RESPONSES | 2 | 1 | - | - | - | - | - | 1 |
| | 1.8% | 5.9% | | | | | | 2.3% |
| TOTAL ANSWERING | 109 | 17 | 16 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------28.5----------> | | | | | | | |
| SIGNIFICANCE | .544* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | 1 | 1 | 1 | - | - | 3 |
| | 4.6% | 5.3% | 4.2% | 50.0% | | | 6.4% |
| 1 | 3 | 1 | 2 | - | - | - | 3 |
| | 2.8% | 5.3% | 8.3% | | | | 6.4% |
| 2 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.8% | 5.3% | 4.2% | | | | 4.3% |
| 3 | 4 | - | 2 | - | - | - | 2 |
| | 3.7% | | 8.3% | | | | 4.3% |
| 4 | 6 | - | 2 | - | - | - | 2 |
| | 5.5% | | 8.3% | | | | 4.3% |
| 5 | 10 | 4 | 2 | - | - | - | 6 |
| | 9.2% | 21.1% | 8.3% | | | | 12.8% |
| 6 | 5 | 2 | 3 | - | - | - | 5 |
| | 4.6% | 10.5% | 12.5% | | | | 10.6% |
| 7 | 14 | 2 | 2 | 1 | - | 1 | 6 |
| | 12.8% | 10.5% | 8.3% | 50.0% | | 50.0% | 12.8% |
| 8 | 16 | 3 | 3 | - | - | - | 6 |
| | 14.7% | 15.8% | 12.5% | | | | 12.8% |
| 9 | 7 | 1 | 1 | - | - | - | 2 |
| | 6.4% | 5.3% | 4.2% | | | | 4.3% |
| 10 Excellent | 37 | 4 | 5 | - | - | 1 | 10 |
| | 33.9% | 21.1% | 20.8% | | | 50.0% | 21.3% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | - | - | - | 2 |
| | 1.8% | 5.3% | 4.2% | | | | 4.3% |
| TOTAL ANSWERING | 109 | 19 | 24 | 2 | - | 2 | 47 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.057----------> | | | | | | |
| SIGNIFICANCE | .915* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | 1 | - | - | - | - | 1 |
| | 4.6% | 4.0% | | | | | 3.7% |
| 1 | 3 | 2 | - | - | - | - | 2 |
| | 2.8% | 8.0% | | | | | 7.4% |
| 2 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 50.0% | | | | 3.7% |
| 3 | 4 | 1 | - | - | - | - | 1 |
| | 3.7% | 4.0% | | | | | 3.7% |
| 4 | 6 | 1 | - | - | - | - | 1 |
| | 5.5% | 4.0% | | | | | 3.7% |
| 5 | 10 | 4 | - | - | - | - | 4 |
| | 9.2% | 16.0% | | | | | 14.8% |
| 6 | 5 | 4 | - | - | - | - | 4 |
| | 4.6% | 16.0% | | | | | 14.8% |
| 7 | 14 | - | 1 | - | - | - | 1 |
| | 12.8% | | 50.0% | | | | 3.7% |
| 8 | 16 | 5 | - | - | - | - | 5 |
| | 14.7% | 20.0% | | | | | 18.5% |
| 9 | 7 | 1 | - | - | - | - | 1 |
| | 6.4% | 4.0% | | | | | 3.7% |
| 10 Excellent | 37 | 6 | - | - | - | - | 6 |
| | 33.9% | 24.0% | | | | | 22.2% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------27.0----------> | | | | | | |
| SIGNIFICANCE | .0026* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | - | - | 1 | - | - | 1 |
| | 4.6% | | | 25.0% | | | 3.3% |
| 1 | 3 | 1 | - | - | 1 | - | 2 |
| | 2.8% | 11.1% | | | 25.0% | | 6.7% |
| 2 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 7.7% | | | | 3.3% |
| 3 | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 7.7% | | | | 3.3% |
| 4 | 6 | - | - | 2 | 1 | - | 3 |
| | 5.5% | | | 50.0% | 25.0% | | 10.0% |
| 5 | 10 | 2 | 1 | 1 | - | - | 4 |
| | 9.2% | 22.2% | 7.7% | 25.0% | | | 13.3% |
| 6 | 5 | 1 | 2 | - | 1 | - | 4 |
| | 4.6% | 11.1% | 15.4% | | 25.0% | | 13.3% |
| 7 | 14 | - | - | - | 1 | - | 1 |
| | 12.8% | | | | 25.0% | | 3.3% |
| 8 | 16 | 1 | 4 | - | - | - | 5 |
| | 14.7% | 11.1% | 30.8% | | | | 16.7% |
| 9 | 7 | - | 1 | - | - | - | 1 |
| | 6.4% | | 7.7% | | | | 3.3% |
| 10 Excellent | 37 | 4 | 3 | - | - | - | 7 |
| | 33.9% | 44.4% | 23.1% | | | | 23.3% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 7.7% | | | | 3.3% |
| TOTAL ANSWERING | 109 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------39.278----------> | | | | | | |
| SIGNIFICANCE | .1196* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 1 | 4 | 5 |
| | 4.6% | 33.3% | 3.8% | 4.6% |
| 1 | 3 | - | 3 | 3 |
| | 2.8% | | 2.9% | 2.8% |
| 2 | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.9% |
| 3 | 4 | 1 | 3 | 4 |
| | 3.7% | 33.3% | 2.9% | 3.7% |
| 4 | 6 | - | 6 | 6 |
| | 5.5% | | 5.7% | 5.6% |
| 5 | 10 | - | 10 | 10 |
| | 9.2% | | 9.5% | 9.3% |
| 6 | 5 | - | 4 | 4 |
| | 4.6% | | 3.8% | 3.7% |
| 7 | 14 | - | 14 | 14 |
| | 12.8% | | 13.3% | 13.0% |
| 8 | 16 | - | 16 | 16 |
| | 14.7% | | 15.2% | 14.8% |
| 9 | 7 | - | 7 | 7 |
| | 6.4% | | 6.7% | 6.5% |
| 10 Excellent | 37 | 1 | 36 | 37 |
| | 33.9% | 33.3% | 34.3% | 34.3% |
| TOTAL NON-RESPONSES | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.9% |
| TOTAL ANSWERING | 109 | 3 | 105 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------14.578------> | | | |
| SIGNIFICANCE | .1482* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | - | 1 | - | - | - | 1 |
| | 4.6% | | 50.0% | | | | 33.3% |
| 1 | 3 | - | - | - | - | - | - |
| | 2.8% | | | | | | |
| 2 | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| 3 | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 50.0% | | | | 33.3% |
| 4 | 6 | - | - | - | - | - | - |
| | 5.5% | | | | | | |
| 5 | 10 | - | - | - | - | - | - |
| | 9.2% | | | | | | |
| 6 | 5 | - | - | - | - | - | - |
| | 4.6% | | | | | | |
| 7 | 14 | - | - | - | - | - | - |
| | 12.8% | | | | | | |
| 8 | 16 | - | - | - | - | - | - |
| | 14.7% | | | | | | |
| 9 | 7 | - | - | - | - | - | - |
| | 6.4% | | | | | | |
| 10 Excellent | 37 | - | - | - | - | 1 | 1 |
| | 33.9% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 3 | 2 | 5 |
| | 4.6% | 7.3% | 2.9% | 4.6% |
| 1 | 3 | 2 | 1 | 3 |
| | 2.8% | 4.9% | 1.5% | 2.8% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.8% | 2.4% | 1.5% | 1.8% |
| 3 | 4 | 2 | 2 | 4 |
| | 3.7% | 4.9% | 2.9% | 3.7% |
| 4 | 6 | 4 | 2 | 6 |
| | 5.5% | 9.8% | 2.9% | 5.5% |
| 5 | 10 | 3 | 7 | 10 |
| | 9.2% | 7.3% | 10.3% | 9.2% |
| 6 | 5 | 3 | 2 | 5 |
| | 4.6% | 7.3% | 2.9% | 4.6% |
| 7 | 14 | 6 | 8 | 14 |
| | 12.8% | 14.6% | 11.8% | 12.8% |
| 8 | 16 | 4 | 12 | 16 |
| | 14.7% | 9.8% | 17.6% | 14.7% |
| 9 | 7 | 3 | 4 | 7 |
| | 6.4% | 7.3% | 5.9% | 6.4% |
| 10 Excellent | 37 | 10 | 27 | 37 |
| | 33.9% | 24.4% | 39.7% | 33.9% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 4.9% | | 1.8% |
| TOTAL ANSWERING | 109 | 41 | 68 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------9.11-------> | | | |
| SIGNIFICANCE | .5217* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | 1 | - | 1 | - | 1 | 3 |
| | 4.6% | 5.9% | | 6.2% | | 16.7% | 7.5% |
| 1 | 3 | 2 | - | - | - | - | 2 |
| | 2.8% | 11.8% | | | | | 5.0% |
| 2 | 2 | - | - | 1 | - | - | 1 |
| | 1.8% | | | 6.2% | | | 2.5% |
| 3 | 4 | 1 | - | 1 | - | - | 2 |
| | 3.7% | 5.9% | | 6.2% | | | 5.0% |
| 4 | 6 | 1 | - | 3 | - | - | 4 |
| | 5.5% | 5.9% | | 18.8% | | | 10.0% |
| 5 | 10 | 2 | - | 1 | - | - | 3 |
| | 9.2% | 11.8% | | 6.2% | | | 7.5% |
| 6 | 5 | 3 | - | - | - | - | 3 |
| | 4.6% | 17.6% | | | | | 7.5% |
| 7 | 14 | 2 | - | 2 | - | 2 | 6 |
| | 12.8% | 11.8% | | 12.5% | | 33.3% | 15.0% |
| 8 | 16 | 2 | - | 1 | - | - | 3 |
| | 14.7% | 11.8% | | 6.2% | | | 7.5% |
| 9 | 7 | 2 | - | - | - | 1 | 3 |
| | 6.4% | 11.8% | | | | 16.7% | 7.5% |
| 10 Excellent | 37 | 1 | - | 6 | 1 | 2 | 10 |
| | 33.9% | 5.9% | | 37.5% | 100.0% | 33.3% | 25.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | - | - | 2 |
| | 1.8% | 11.8% | | | | | 5.0% |
| TOTAL ANSWERING | 109 | 17 | - | 16 | 1 | 6 | 40 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.627----------> | | | | | | |
| SIGNIFICANCE | .7886* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | - | 2 | 1 | 3 |
| | 4.6% | | 10.5% | 16.7% | 7.5% |
| 1 | 3 | 1 | 1 | - | 2 |
| | 2.8% | 6.7% | 5.3% | | 5.0% |
| 2 | 2 | - | 1 | - | 1 |
| | 1.8% | | 5.3% | | 2.5% |
| 3 | 4 | - | 1 | - | 1 |
| | 3.7% | | 5.3% | | 2.5% |
| 4 | 6 | - | 3 | 1 | 4 |
| | 5.5% | | 15.8% | 16.7% | 10.0% |
| 5 | 10 | 1 | 2 | - | 3 |
| | 9.2% | 6.7% | 10.5% | | 7.5% |
| 6 | 5 | 3 | - | - | 3 |
| | 4.6% | 20.0% | | | 7.5% |
| 7 | 14 | - | 4 | 2 | 6 |
| | 12.8% | | 21.1% | 33.3% | 15.0% |
| 8 | 16 | 2 | 2 | - | 4 |
| | 14.7% | 13.3% | 10.5% | | 10.0% |
| 9 | 7 | 1 | 1 | 1 | 3 |
| | 6.4% | 6.7% | 5.3% | 16.7% | 7.5% |
| 10 Excellent | 37 | 7 | 2 | 1 | 10 |
| | 33.9% | 46.7% | 10.5% | 16.7% | 25.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 13.3% | | | 5.0% |
| TOTAL ANSWERING | 109 | 15 | 19 | 6 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.944----------> | | | | |
| SIGNIFICANCE | .2916* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | 1 | 3 | 1 | 5 |
| | 4.6% | 1.4% | 20.0% | 4.5% | 4.6% |
| 1 | 3 | 3 | - | - | 3 |
| | 2.8% | 4.2% | | | 2.8% |
| 2 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 4.5% | 1.9% |
| 3 | 4 | 3 | 1 | - | 4 |
| | 3.7% | 4.2% | 6.7% | | 3.7% |
| 4 | 6 | 4 | - | 2 | 6 |
| | 5.5% | 5.6% | | 9.1% | 5.6% |
| 5 | 10 | 4 | 2 | 3 | 9 |
| | 9.2% | 5.6% | 13.3% | 13.6% | 8.3% |
| 6 | 5 | 3 | - | 2 | 5 |
| | 4.6% | 4.2% | | 9.1% | 4.6% |
| 7 | 14 | 10 | 2 | 2 | 14 |
| | 12.8% | 14.1% | 13.3% | 9.1% | 13.0% |
| 8 | 16 | 9 | 2 | 5 | 16 |
| | 14.7% | 12.7% | 13.3% | 22.7% | 14.8% |
| 9 | 7 | 5 | - | 2 | 7 |
| | 6.4% | 7.0% | | 9.1% | 6.5% |
| 10 Excellent | 37 | 28 | 5 | 4 | 37 |
| | 33.9% | 39.4% | 33.3% | 18.2% | 34.3% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.4% | 6.7% | | 1.9% |
| TOTAL ANSWERING | 109 | 71 | 15 | 22 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.008----------> | | | | |
| SIGNIFICANCE | | | .2884* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | 2 | 1 | 2 | 5 |
| | 4.6% | 2.4% | 8.3% | 18.2% | 4.7% |
| 1 | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.4% | | 9.1% | 2.8% |
| 2 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.2% | | 9.1% | 1.9% |
| 3 | 4 | 4 | - | - | 4 |
| | 3.7% | 4.8% | | | 3.7% |
| 4 | 6 | 4 | - | 2 | 6 |
| | 5.5% | 4.8% | | 18.2% | 5.6% |
| 5 | 10 | 6 | 3 | - | 9 |
| | 9.2% | 7.1% | 25.0% | | 8.4% |
| 6 | 5 | 5 | - | - | 5 |
| | 4.6% | 6.0% | | | 4.7% |
| 7 | 14 | 12 | 1 | - | 13 |
| | 12.8% | 14.3% | 8.3% | | 12.1% |
| 8 | 16 | 11 | 3 | 2 | 16 |
| | 14.7% | 13.1% | 25.0% | 18.2% | 15.0% |
| 9 | 7 | 7 | - | - | 7 |
| | 6.4% | 8.3% | | | 6.5% |
| 10 Excellent | 37 | 30 | 4 | 3 | 37 |
| | 33.9% | 35.7% | 33.3% | 27.3% | 34.6% |
| TOTAL NON-RESPONSES | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.2% | | 9.1% | 1.9% |
| TOTAL ANSWERING | 109 | 84 | 12 | 11 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.383----------> | | | | |
| SIGNIFICANCE | | | .1248* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | - | - | 5 | 5 |
| | 4.6% | | | 16.7% | 4.7% |
| 1 | 3 | 1 | 1 | 1 | 3 |
| | 2.8% | 2.0% | 3.8% | 3.3% | 2.8% |
| 2 | 2 | - | - | 1 | 1 |
| | 1.8% | | | 3.3% | 0.9% |
| 3 | 4 | 2 | - | 2 | 4 |
| | 3.7% | 3.9% | | 6.7% | 3.7% |
| 4 | 6 | 2 | 2 | 2 | 6 |
| | 5.5% | 3.9% | 7.7% | 6.7% | 5.6% |
| 5 | 10 | 2 | 4 | 4 | 10 |
| | 9.2% | 3.9% | 15.4% | 13.3% | 9.3% |
| 6 | 5 | 2 | 2 | 1 | 5 |
| | 4.6% | 3.9% | 7.7% | 3.3% | 4.7% |
| 7 | 14 | 8 | 3 | 2 | 13 |
| | 12.8% | 15.7% | 11.5% | 6.7% | 12.1% |
| 8 | 16 | 9 | 5 | 2 | 16 |
| | 14.7% | 17.6% | 19.2% | 6.7% | 15.0% |
| 9 | 7 | 2 | 2 | 3 | 7 |
| | 6.4% | 3.9% | 7.7% | 10.0% | 6.5% |
| 10 Excellent | 37 | 23 | 7 | 7 | 37 |
| | 33.9% | 45.1% | 26.9% | 23.3% | 34.6% |
| TOTAL NON-RESPONSES | 2 | - | - | 2 | 2 |
| | 1.8% | | | 6.7% | 1.9% |
| TOTAL ANSWERING | 109 | 51 | 26 | 30 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.184----------> | | | | |
| SIGNIFICANCE | .0842* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | 1 | - | 4 | 5 |
| | 4.6% | 1.4% | | 22.2% | 4.6% |
| 1 | 3 | 2 | 1 | - | 3 |
| | 2.8% | 2.9% | 4.8% | | 2.8% |
| 2 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 5.6% | 1.8% |
| 3 | 4 | 2 | 1 | 1 | 4 |
| | 3.7% | 2.9% | 4.8% | 5.6% | 3.7% |
| 4 | 6 | 1 | 3 | 2 | 6 |
| | 5.5% | 1.4% | 14.3% | 11.1% | 5.5% |
| 5 | 10 | 6 | 2 | 2 | 10 |
| | 9.2% | 8.6% | 9.5% | 11.1% | 9.2% |
| 6 | 5 | 4 | 1 | - | 5 |
| | 4.6% | 5.7% | 4.8% | | 4.6% |
| 7 | 14 | 13 | 1 | - | 14 |
| | 12.8% | 18.6% | 4.8% | | 12.8% |
| 8 | 16 | 12 | 4 | - | 16 |
| | 14.7% | 17.1% | 19.0% | | 14.7% |
| 9 | 7 | 4 | - | 3 | 7 |
| | 6.4% | 5.7% | | 16.7% | 6.4% |
| 10 Excellent | 37 | 24 | 8 | 5 | 37 |
| | 33.9% | 34.3% | 38.1% | 27.8% | 33.9% |
| TOTAL NON-RESPONSES | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 4.8% | 5.6% | 1.8% |
| TOTAL ANSWERING | 109 | 70 | 21 | 18 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------37.906----------> | | | | |
| SIGNIFICANCE | .0091* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 5 | 2 | 1 | 2 | 5 |
| | 4.6% | 2.8% | 4.2% | 15.4% | 4.6% |
| 1 | 3 | 2 | 1 | - | 3 |
| | 2.8% | 2.8% | 4.2% | | 2.8% |
| 2 | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.4% | 4.2% | | 1.8% |
| 3 | 4 | 4 | - | - | 4 |
| | 3.7% | 5.6% | | | 3.7% |
| 4 | 6 | 3 | 3 | - | 6 |
| | 5.5% | 4.2% | 12.5% | | 5.5% |
| 5 | 10 | 4 | 4 | 2 | 10 |
| | 9.2% | 5.6% | 16.7% | 15.4% | 9.2% |
| 6 | 5 | 3 | 1 | 1 | 5 |
| | 4.6% | 4.2% | 4.2% | 7.7% | 4.6% |
| 7 | 14 | 10 | 2 | 2 | 14 |
| | 12.8% | 13.9% | 8.3% | 15.4% | 12.8% |
| 8 | 16 | 12 | 3 | 1 | 16 |
| | 14.7% | 16.7% | 12.5% | 7.7% | 14.7% |
| 9 | 7 | 6 | 1 | - | 7 |
| | 6.4% | 8.3% | 4.2% | | 6.4% |
| 10 Excellent | 37 | 25 | 7 | 5 | 37 |
| | 33.9% | 34.7% | 29.2% | 38.5% | 33.9% |
| TOTAL NON-RESPONSES | 2 | 1 | - | - | 1 |
| | 1.8% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 109 | 72 | 24 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.777----------> | | | | |
| SIGNIFICANCE | .6674* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 5 | - | 5 |
| | 4.6% | 4.8% | | 4.6% |
| 1 | 3 | 3 | - | 3 |
| | 2.8% | 2.9% | | 2.8% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| 3 | 4 | 4 | - | 4 |
| | 3.7% | 3.8% | | 3.7% |
| 4 | 6 | 5 | 1 | 6 |
| | 5.5% | 4.8% | 20.0% | 5.5% |
| 5 | 10 | 9 | 1 | 10 |
| | 9.2% | 8.7% | 20.0% | 9.2% |
| 6 | 5 | 5 | - | 5 |
| | 4.6% | 4.8% | | 4.6% |
| 7 | 14 | 13 | 1 | 14 |
| | 12.8% | 12.5% | 20.0% | 12.8% |
| 8 | 16 | 16 | - | 16 |
| | 14.7% | 15.4% | | 14.7% |
| 9 | 7 | 6 | 1 | 7 |
| | 6.4% | 5.8% | 20.0% | 6.4% |
| 10 Excellent | 37 | 36 | 1 | 37 |
| | 33.9% | 34.6% | 20.0% | 33.9% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| TOTAL ANSWERING | 109 | 104 | 5 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------6.366-------> | | | |
| SIGNIFICANCE | .7836* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 5 | - | 5 |
| | 4.6% | 5.0% | | 4.9% |
| 1 | 3 | 3 | - | 3 |
| | 2.8% | 3.0% | | 2.9% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| 3 | 4 | 4 | - | 4 |
| | 3.7% | 4.0% | | 3.9% |
| 4 | 6 | 5 | - | 5 |
| | 5.5% | 5.0% | | 4.9% |
| 5 | 10 | 8 | - | 8 |
| | 9.2% | 8.0% | | 7.8% |
| 6 | 5 | 5 | - | 5 |
| | 4.6% | 5.0% | | 4.9% |
| 7 | 14 | 12 | 1 | 13 |
| | 12.8% | 12.0% | 33.3% | 12.6% |
| 8 | 16 | 15 | 1 | 16 |
| | 14.7% | 15.0% | 33.3% | 15.5% |
| 9 | 7 | 6 | - | 6 |
| | 6.4% | 6.0% | | 5.8% |
| 10 Excellent | 37 | 35 | 1 | 36 |
| | 33.9% | 35.0% | 33.3% | 35.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| TOTAL ANSWERING | 109 | 100 | 3 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.823-------> | | | |
| SIGNIFICANCE | .9853* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 5 | - | 2 | - | - | 2 | 4 |
| | 4.6% | | 11.8% | | | 6.5% | 4.0% |
| 1 | 3 | - | 1 | 1 | 1 | - | 3 |
| | 2.8% | | 5.9% | 6.7% | 5.6% | | 3.0% |
| 2 | 2 | - | 1 | - | - | 1 | 2 |
| | 1.8% | | 5.9% | | | 3.2% | 2.0% |
| 3 | 4 | 1 | 2 | - | - | 1 | 4 |
| | 3.7% | 5.0% | 11.8% | | | 3.2% | 4.0% |
| 4 | 6 | 2 | 1 | 3 | - | - | 6 |
| | 5.5% | 10.0% | 5.9% | 20.0% | | | 5.9% |
| 5 | 10 | 2 | - | 1 | 2 | 5 | 10 |
| | 9.2% | 10.0% | | 6.7% | 11.1% | 16.1% | 9.9% |
| 6 | 5 | 1 | 1 | 1 | - | 2 | 5 |
| | 4.6% | 5.0% | 5.9% | 6.7% | | 6.5% | 5.0% |
| 7 | 14 | 2 | 4 | 1 | 2 | 4 | 13 |
| | 12.8% | 10.0% | 23.5% | 6.7% | 11.1% | 12.9% | 12.9% |
| 8 | 16 | 2 | - | 3 | 5 | 4 | 14 |
| | 14.7% | 10.0% | | 20.0% | 27.8% | 12.9% | 13.9% |
| 9 | 7 | 1 | 1 | - | 2 | 3 | 7 |
| | 6.4% | 5.0% | 5.9% | | 11.1% | 9.7% | 6.9% |
| 10 Excellent | 37 | 9 | 4 | 5 | 6 | 9 | 33 |
| | 33.9% | 45.0% | 23.5% | 33.3% | 33.3% | 29.0% | 32.7% |
| TOTAL NON-RESPONSES | 2 | - | - | - | 1 | 1 | 2 |
| | 1.8% | | | | 5.6% | 3.2% | 2.0% |
| TOTAL ANSWERING | 109 | 20 | 17 | 15 | 18 | 31 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------38.699----------> | | | | | | |
| SIGNIFICANCE | .5288* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 4 | 1 | 5 |
| | 4.6% | 5.1% | 3.4% | 4.7% |
| 1 | 3 | 2 | 1 | 3 |
| | 2.8% | 2.6% | 3.4% | 2.8% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 2.6% | | 1.9% |
| 3 | 4 | 2 | 2 | 4 |
| | 3.7% | 2.6% | 6.9% | 3.7% |
| 4 | 6 | 5 | 1 | 6 |
| | 5.5% | 6.4% | 3.4% | 5.6% |
| 5 | 10 | 8 | 2 | 10 |
| | 9.2% | 10.3% | 6.9% | 9.3% |
| 6 | 5 | 4 | 1 | 5 |
| | 4.6% | 5.1% | 3.4% | 4.7% |
| 7 | 14 | 11 | 3 | 14 |
| | 12.8% | 14.1% | 10.3% | 13.1% |
| 8 | 16 | 10 | 5 | 15 |
| | 14.7% | 12.8% | 17.2% | 14.0% |
| 9 | 7 | 7 | - | 7 |
| | 6.4% | 9.0% | | 6.5% |
| 10 Excellent | 37 | 23 | 13 | 36 |
| | 33.9% | 29.5% | 44.8% | 33.6% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 2.6% | | 1.9% |
| TOTAL ANSWERING | 109 | 78 | 29 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------7.31-------> | | | |
| SIGNIFICANCE | .6959* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 5 | 4 | 1 | - | - | 5 |
| | 4.6% | 10.0% | 3.7% | | | 4.7% |
| 1 | 3 | 1 | 2 | - | - | 3 |
| | 2.8% | 2.5% | 7.4% | | | 2.8% |
| 2 | 2 | - | 1 | - | 1 | 2 |
| | 1.8% | | 3.7% | | 3.8% | 1.9% |
| 3 | 4 | 1 | 1 | 1 | 1 | 4 |
| | 3.7% | 2.5% | 3.7% | 7.7% | 3.8% | 3.8% |
| 4 | 6 | 3 | 1 | 1 | 1 | 6 |
| | 5.5% | 7.5% | 3.7% | 7.7% | 3.8% | 5.7% |
| 5 | 10 | 3 | 3 | - | 4 | 10 |
| | 9.2% | 7.5% | 11.1% | | 15.4% | 9.4% |
| 6 | 5 | 1 | 1 | 2 | 1 | 5 |
| | 4.6% | 2.5% | 3.7% | 15.4% | 3.8% | 4.7% |
| 7 | 14 | 5 | 3 | 2 | 4 | 14 |
| | 12.8% | 12.5% | 11.1% | 15.4% | 15.4% | 13.2% |
| 8 | 16 | 7 | 2 | 3 | 3 | 15 |
| | 14.7% | 17.5% | 7.4% | 23.1% | 11.5% | 14.2% |
| 9 | 7 | 1 | 1 | 1 | 4 | 7 |
| | 6.4% | 2.5% | 3.7% | 7.7% | 15.4% | 6.6% |
| 10 Excellent | 37 | 14 | 11 | 3 | 7 | 35 |
| | 33.9% | 35.0% | 40.7% | 23.1% | 26.9% | 33.0% |
| TOTAL NON-RESPONSES | 2 | - | - | 1 | 1 | 2 |
| | 1.8% | | | 7.7% | 3.8% | 1.9% |
| TOTAL ANSWERING | 109 | 40 | 27 | 13 | 26 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.776----------> | | | | | |
| SIGNIFICANCE | .7358* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 5 | 2 | - | - | 1 | 3 |
| | 4.6% | 18.2% | | | 5.3% | 5.3% |
| 1 | 3 | 1 | - | - | 1 | 2 |
| | 2.8% | 9.1% | | | 5.3% | 3.5% |
| 2 | 2 | - | 1 | - | - | 1 |
| | 1.8% | | 6.2% | | | 1.8% |
| 3 | 4 | - | - | 2 | - | 2 |
| | 3.7% | | | 18.2% | | 3.5% |
| 4 | 6 | - | 3 | 1 | 2 | 6 |
| | 5.5% | | 18.8% | 9.1% | 10.5% | 10.5% |
| 5 | 10 | 1 | 1 | 2 | - | 4 |
| | 9.2% | 9.1% | 6.2% | 18.2% | | 7.0% |
| 6 | 5 | 1 | - | 1 | 2 | 4 |
| | 4.6% | 9.1% | | 9.1% | 10.5% | 7.0% |
| 7 | 14 | 1 | 4 | 1 | 3 | 9 |
| | 12.8% | 9.1% | 25.0% | 9.1% | 15.8% | 15.8% |
| 8 | 16 | 2 | - | - | 4 | 6 |
| | 14.7% | 18.2% | | | 21.1% | 10.5% |
| 9 | 7 | - | - | - | 2 | 2 |
| | 6.4% | | | | 10.5% | 3.5% |
| 10 Excellent | 37 | 3 | 7 | 4 | 4 | 18 |
| | 33.9% | 27.3% | 43.8% | 36.4% | 21.1% | 31.6% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | - | 1 |
| | 1.8% | | 6.2% | | | 1.8% |
| TOTAL ANSWERING | 109 | 11 | 16 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------37.593----------> | | | | | |
| SIGNIFICANCE | .1605* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 5 | 2 | 2 | - | - | 4 |
| | 4.6% | 6.5% | 5.0% | | | 4.0% |
| 1 | 3 | - | 1 | - | 2 | 3 |
| | 2.8% | | 2.5% | | 10.5% | 3.0% |
| 2 | 2 | 1 | - | - | 1 | 2 |
| | 1.8% | 3.2% | | | 5.3% | 2.0% |
| 3 | 4 | 1 | - | 2 | 1 | 4 |
| | 3.7% | 3.2% | | 22.2% | 5.3% | 4.0% |
| 4 | 6 | 1 | 1 | - | 4 | 6 |
| | 5.5% | 3.2% | 2.5% | | 21.1% | 6.1% |
| 5 | 10 | 2 | 4 | - | 2 | 8 |
| | 9.2% | 6.5% | 10.0% | | 10.5% | 8.1% |
| 6 | 5 | - | 3 | - | 2 | 5 |
| | 4.6% | | 7.5% | | 10.5% | 5.1% |
| 7 | 14 | 3 | 7 | 1 | 3 | 14 |
| | 12.8% | 9.7% | 17.5% | 11.1% | 15.8% | 14.1% |
| 8 | 16 | 3 | 6 | 3 | - | 12 |
| | 14.7% | 9.7% | 15.0% | 33.3% | | 12.1% |
| 9 | 7 | 2 | 3 | - | 1 | 6 |
| | 6.4% | 6.5% | 7.5% | | 5.3% | 6.1% |
| 10 Excellent | 37 | 16 | 13 | 3 | 3 | 35 |
| | 33.9% | 51.6% | 32.5% | 33.3% | 15.8% | 35.4% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | - | - | 2 |
| | 1.8% | 3.2% | 2.5% | | | 2.0% |
| TOTAL ANSWERING | 109 | 31 | 40 | 9 | 19 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <----------43.468----------> 
SIGNIFICANCE .0533*

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q3. (How would you rate the job that <utiln > does on....) Keeping your electric rates reasonable?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 5 | 2 | 3 | 5 |
| | 4.6% | 3.4% | 5.9% | 4.6% |
| 1 | 3 | 3 | - | 3 |
| | 2.8% | 5.2% | | 2.8% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| 3 | 4 | 2 | 2 | 4 |
| | 3.7% | 3.4% | 3.9% | 3.7% |
| 4 | 6 | 3 | 3 | 6 |
| | 5.5% | 5.2% | 5.9% | 5.5% |
| 5 | 10 | 6 | 4 | 10 |
| | 9.2% | 10.3% | 7.8% | 9.2% |
| 6 | 5 | 1 | 4 | 5 |
| | 4.6% | 1.7% | 7.8% | 4.6% |
| 7 | 14 | 10 | 4 | 14 |
| | 12.8% | 17.2% | 7.8% | 12.8% |
| 8 | 16 | 6 | 10 | 16 |
| | 14.7% | 10.3% | 19.6% | 14.7% |
| 9 | 7 | 7 | - | 7 |
| | 6.4% | 12.1% | | 6.4% |
| 10 Excellent | 37 | 17 | 20 | 37 |
| | 33.9% | 29.3% | 39.2% | 33.9% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| TOTAL ANSWERING | 109 | 58 | 51 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------15.83-------> | | | |
| SIGNIFICANCE | .1046* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 12.5% | | | 1.0% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 12.5% | | | 1.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 4 | 1 | 1 | - | 2 | - | - | 4 |
| | 3.6% | 2.0% | 3.2% | | 25.0% | | | 3.8% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 7 | 5 | 2 | 3 | - | - | - | - | 5 |
| | 4.5% | 4.0% | 9.7% | | | | | 4.8% |
| 8 | 10 | 4 | 3 | 3 | - | - | - | 10 |
| | 9.1% | 8.0% | 9.7% | 21.4% | | | | 9.6% |
| 9 | 14 | 3 | 6 | 1 | 1 | - | - | 11 |
| | 12.7% | 6.0% | 19.4% | 7.1% | 12.5% | | | 10.6% |
| 10 Excellent | 73 | 40 | 17 | 10 | 3 | 1 | - | 71 |
| | 66.4% | 80.0% | 54.8% | 71.4% | 37.5% | 100.0% | | 68.3% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 50 | 31 | 14 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------49.092----------> | | | | | | | |
| SIGNIFICANCE | .0082* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 25.0% | | | 1.0% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 4 | 3 | 1 | - | - | - | - | 4 |
| | 3.6% | 5.4% | 3.2% | | | | | 3.8% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 7 | 5 | 1 | 2 | 2 | - | - | - | 5 |
| | 4.5% | 1.8% | 6.5% | 14.3% | | | | 4.8% |
| 8 | 10 | 4 | 2 | 3 | 1 | - | - | 10 |
| | 9.1% | 7.1% | 6.5% | 21.4% | 25.0% | | | 9.5% |
| 9 | 14 | 7 | 4 | 2 | - | - | - | 13 |
| | 12.7% | 12.5% | 12.9% | 14.3% | | | | 12.4% |
| 10 Excellent | 73 | 41 | 21 | 6 | 2 | - | - | 70 |
| | 66.4% | 73.2% | 67.7% | 42.9% | 50.0% | | | 66.7% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 56 | 31 | 14 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------45.284----------> | | | | | | | |
| SIGNIFICANCE | .0016* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | 1 | - | 1 |
| | 0.9% | | | | | 50.0% | | 2.3% |
| 1 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 4 | 1 | - | - | - | - | - | 1 |
| | 3.6% | 5.6% | | | | | | 2.3% |
| 6 | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 7 | 5 | 1 | - | 2 | - | - | - | 3 |
| | 4.5% | 5.6% | | 25.0% | | | | 7.0% |
| 8 | 10 | 4 | 1 | - | - | 1 | - | 6 |
| | 9.1% | 22.2% | 6.7% | | | 50.0% | | 14.0% |
| 9 | 14 | 2 | 3 | - | - | - | - | 5 |
| | 12.7% | 11.1% | 20.0% | | | | | 11.6% |
| 10 Excellent | 73 | 8 | 11 | 6 | - | - | - | 25 |
| | 66.4% | 44.4% | 73.3% | 75.0% | | | | 58.1% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 6.7% | | | | | 2.3% |
| TOTAL ANSWERING | 110 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |

CHI-SQUARE <----------38.862----------> 
SIGNIFICANCE .0102*

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 50.0% | | | 2.1% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.1% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.1% |
| 4 | - | - | - | - | - | - | - |
| 5 | 4 | - | 1 | - | - | - | 1 |
| | 3.6% | | 4.0% | | | | 2.1% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.1% |
| 7 | 5 | - | 3 | 1 | - | - | 4 |
| | 4.5% | | 12.0% | 50.0% | | | 8.3% |
| 8 | 10 | 2 | 4 | - | - | - | 6 |
| | 9.1% | 10.5% | 16.0% | | | | 12.5% |
| 9 | 14 | 3 | 2 | - | - | 1 | 6 |
| | 12.7% | 15.8% | 8.0% | | | 50.0% | 12.5% |
| 10 Excellent | 73 | 13 | 13 | - | - | 1 | 27 |
| | 66.4% | 68.4% | 52.0% | | | 50.0% | 56.2% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.1% |
| TOTAL ANSWERING | 110 | 19 | 25 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------39.2----------> | | | | | | |
| SIGNIFICANCE | .026* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| 4 | - | - | - | - | - | - | - |
| 5 | 4 | - | - | - | - | - | - |
| | 3.6% | | | | | | |
| 6 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 7 | 5 | 1 | 1 | - | - | - | 2 |
| | 4.5% | 4.2% | 50.0% | | | | 7.7% |
| 8 | 10 | 4 | - | - | - | - | 4 |
| | 9.1% | 16.7% | | | | | 15.4% |
| 9 | 14 | 4 | - | - | - | - | 4 |
| | 12.7% | 16.7% | | | | | 15.4% |
| 10 Excellent | 73 | 13 | 1 | - | - | - | 14 |
| | 66.4% | 54.2% | 50.0% | | | | 53.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| TOTAL ANSWERING | 110 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------5.881----------> | | | | | | |
| SIGNIFICANCE | .318* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 7.1% | | | | 3.3% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 25.0% | | 3.3% |
| 4 | - | - | - | - | - | - | - |
| 5 | 4 | - | - | - | - | - | - |
| | 3.6% | | | | | | |
| 6 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 7 | 5 | - | 2 | - | - | - | 2 |
| | 4.5% | | 14.3% | | | | 6.7% |
| 8 | 10 | - | 2 | 1 | 1 | - | 4 |
| | 9.1% | | 14.3% | 25.0% | 25.0% | | 13.3% |
| 9 | 14 | 2 | 3 | 1 | - | - | 6 |
| | 12.7% | 25.0% | 21.4% | 25.0% | | | 20.0% |
| 10 Excellent | 73 | 6 | 6 | 2 | 2 | - | 16 |
| | 66.4% | 75.0% | 42.9% | 50.0% | 50.0% | | 53.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 12.5% | | | | | 3.3% |
| TOTAL ANSWERING | 110 | 8 | 14 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------13.795----------> | | | | | | |
| SIGNIFICANCE | .5412* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 33.3% | | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 33.3% | | 0.9% |
| 2 | - | - | - | - |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 4 | - | - | - | - |
| 5 | 4 | - | 4 | 4 |
| | 3.6% | | 3.7% | 3.6% |
| 6 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 7 | 5 | - | 5 | 5 |
| | 4.5% | | 4.7% | 4.5% |
| 8 | 10 | - | 10 | 10 |
| | 9.1% | | 9.3% | 9.1% |
| 9 | 14 | - | 14 | 14 |
| | 12.7% | | 13.1% | 12.7% |
| 10 Excellent | 73 | 1 | 72 | 73 |
| | 66.4% | 33.3% | 67.3% | 66.4% |
| TOTAL NON-RESPONSES | 1 | - | - | - |
| | 0.9% | | | |
| TOTAL ANSWERING | 110 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------72.822------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>0.9% | - | 1<br>50.0% | - | - | - | 1<br>33.3% |
| 1 | 1<br>0.9% | - | 1<br>50.0% | - | - | - | 1<br>33.3% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1<br>0.9% | - | - | - | - | - | - |
| 4 | - | - | - | - | - | - | - |
| 5 | 4<br>3.6% | - | - | - | - | - | - |
| 6 | 1<br>0.9% | - | - | - | - | - | - |
| 7 | 5<br>4.5% | - | - | - | - | - | - |
| 8 | 10<br>9.1% | - | - | - | - | - | - |
| 9 | 14<br>12.7% | - | - | - | - | - | - |
| 10 Excellent | 73<br>66.4% | - | - | - | - | 1<br>100.0% | 1<br>33.3% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q18. Have Tried to Reach by Phone
Cross Tab

| Frequency | Yes | No | Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 2 | - | - | - | - |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 4 | - | - | - | - |
| 5 | 4 | 1 | 3 | 4 |
| | 3.6% | 2.4% | 4.4% | 3.6% |
| 6 | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| 7 | 5 | 3 | 2 | 5 |
| | 4.5% | 7.1% | 2.9% | 4.5% |
| 8 | 10 | 5 | 5 | 10 |
| | 9.1% | 11.9% | 7.4% | 9.1% |
| 9 | 14 | 5 | 9 | 14 |
| | 12.7% | 11.9% | 13.2% | 12.7% |
| 10 Excellent | 73 | 25 | 48 | 73 |
| | 66.4% | 59.5% | 70.6% | 66.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| TOTAL ANSWERING | 110 | 42 | 68 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------7.884-------> | | | |
| SIGNIFICANCE | .4448* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| 4 | - | - | - | - | - | - | - |
| 5 | 4 | - | - | - | - | 1 | 1 |
| | 3.6% | | | | | 16.7% | 2.4% |
| 6 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 7 | 5 | 2 | - | - | - | 1 | 3 |
| | 4.5% | 11.1% | | | | 16.7% | 7.3% |
| 8 | 10 | 3 | - | 2 | - | - | 5 |
| | 9.1% | 16.7% | | 12.5% | | | 12.2% |
| 9 | 14 | 3 | - | 1 | - | 1 | 5 |
| | 12.7% | 16.7% | | 6.2% | | 16.7% | 12.2% |
| 10 Excellent | 73 | 7 | - | 13 | 1 | 3 | 24 |
| | 66.4% | 38.9% | | 81.2% | 100.0% | 50.0% | 58.5% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| TOTAL ANSWERING | 110 | 18 | - | 16 | 1 | 6 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.076----------> | | | | | | |
| SIGNIFICANCE | .7065* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 5.3% | | 2.4% |
| 1 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 2 | - | - | - | - | - |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 6.2% | | | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 4 | - | 1 | - | 1 |
| | 3.6% | | 5.3% | | 2.4% |
| 6 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 7 | 5 | 1 | 2 | - | 3 |
| | 4.5% | 6.2% | 10.5% | | 7.3% |
| 8 | 10 | 1 | 3 | 1 | 5 |
| | 9.1% | 6.2% | 15.8% | 16.7% | 12.2% |
| 9 | 14 | 2 | 1 | 2 | 5 |
| | 12.7% | 12.5% | 5.3% | 33.3% | 12.2% |
| 10 Excellent | 73 | 11 | 11 | 3 | 25 |
| | 66.4% | 68.8% | 57.9% | 50.0% | 61.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 6.2% | | | 2.4% |
| TOTAL ANSWERING | 110 | 16 | 19 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.628----------> | | | | |
| SIGNIFICANCE | .7343* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 4 | 2 | 1 | 1 | 4 |
| | 3.6% | 2.8% | 6.2% | 4.5% | 3.7% |
| 6 | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 7 | 5 | 2 | 1 | 1 | 4 |
| | 4.5% | 2.8% | 6.2% | 4.5% | 3.7% |
| 8 | 10 | 3 | 3 | 4 | 10 |
| | 9.1% | 4.2% | 18.8% | 18.2% | 9.2% |
| 9 | 14 | 7 | 3 | 4 | 14 |
| | 12.7% | 9.9% | 18.8% | 18.2% | 12.8% |
| 10 Excellent | 73 | 55 | 6 | 12 | 73 |
| | 66.4% | 77.5% | 37.5% | 54.5% | 67.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 71 | 16 | 22 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.254----------> | | | | |
| SIGNIFICANCE | .0841* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q23. 24/7 Availability by Phone in Event of Power Outage

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 0.9% | | 8.3% | | 0.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 8.3% | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 4 | 2 | - | 1 | 3 |
| | 3.6% | 2.4% | | 8.3% | 2.8% |
| 6 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 7 | 5 | 3 | 2 | - | 5 |
| | 4.5% | 3.6% | 16.7% | | 4.6% |
| 8 | 10 | 7 | - | 3 | 10 |
| | 9.1% | 8.3% | | 25.0% | 9.3% |
| 9 | 14 | 11 | 1 | 2 | 14 |
| | 12.7% | 13.1% | 8.3% | 16.7% | 13.0% |
| 10 Excellent | 73 | 59 | 8 | 5 | 72 |
| | 66.4% | 70.2% | 66.7% | 41.7% | 66.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| TOTAL ANSWERING | 110 | 84 | 12 | 12 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <----------28.812---------->
SIGNIFICANCE .0252*

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q24. Aware of Reports about Extended Outages to the Media

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) |
| 0 Poor 1 | - | - | 1 | 1 |
| 0.9% | | | 3.1% | 0.9% |
| 1 1 | - | - | 1 | 1 |
| 0.9% | | | 3.1% | 0.9% |
| 2 - | - | - | - | - |
| 3 1 | - | - | 1 | 1 |
| 0.9% | | | 3.1% | 0.9% |
| 4 - | - | - | - | - |
| 5 4 | - | 2 | 2 | 4 |
| 3.6% | | 8.0% | 6.2% | 3.7% |
| 6 1 | - | - | 1 | 1 |
| 0.9% | | | 3.1% | 0.9% |
| 7 5 | 1 | 2 | 1 | 4 |
| 4.5% | 2.0% | 8.0% | 3.1% | 3.7% |
| 8 10 | 3 | 3 | 4 | 10 |
| 9.1% | 5.9% | 12.0% | 12.5% | 9.3% |
| 9 14 | 5 | 6 | 3 | 14 |
| 12.7% | 9.8% | 24.0% | 9.4% | 13.0% |
| 10 Excellent 73 | 42 | 12 | 18 | 72 |
| 66.4% | 82.4% | 48.0% | 56.2% | 66.7% |
| TOTAL NON-RESPONSES 1 | - | 1 | - | 1 |
| 0.9% | | 4.0% | | 0.9% |
| TOTAL ANSWERING 110 | 51 | 25 | 32 | 108 |
| 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <----------22.852----------->
SIGNIFICANCE .1178*

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 2 | - | - | - | - | - |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 4 | 2 | - | 2 | 4 |
| | 3.6% | 2.9% | | 10.5% | 3.6% |
| 6 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 7 | 5 | 4 | - | 1 | 5 |
| | 4.5% | 5.8% | | 5.3% | 4.5% |
| 8 | 10 | 3 | 3 | 4 | 10 |
| | 9.1% | 4.3% | 13.6% | 21.1% | 9.1% |
| 9 | 14 | 9 | 5 | - | 14 |
| | 12.7% | 13.0% | 22.7% | | 12.7% |
| 10 Excellent | 73 | 51 | 13 | 9 | 73 |
| | 66.4% | 73.9% | 59.1% | 47.4% | 66.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 69 | 22 | 19 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------34.163----------> | | | | |
| SIGNIFICANCE | .0052* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 0.9% | | | 7.7% | 0.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 2 | - | - | - | - | - |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 4 | 2 | 1 | 1 | 4 |
| | 3.6% | 2.7% | 4.3% | 7.7% | 3.7% |
| 6 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| 7 | 5 | 3 | 2 | - | 5 |
| | 4.5% | 4.1% | 8.7% | | 4.6% |
| 8 | 10 | 7 | 1 | 2 | 10 |
| | 9.1% | 9.6% | 4.3% | 15.4% | 9.2% |
| 9 | 14 | 8 | 4 | 2 | 14 |
| | 12.7% | 11.0% | 17.4% | 15.4% | 12.8% |
| 10 Excellent | 73 | 52 | 13 | 7 | 72 |
| | 66.4% | 71.2% | 56.5% | 53.8% | 66.1% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 73 | 23 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.297----------> | | | | |
| SIGNIFICANCE | .2071* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 2 | - | - | - | - |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 4 | - | - | - | - |
| 5 | 4 | 3 | 1 | 4 |
| | 3.6% | 2.9% | 20.0% | 3.6% |
| 6 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 7 | 5 | 5 | - | 5 |
| | 4.5% | 4.8% | | 4.5% |
| 8 | 10 | 10 | - | 10 |
| | 9.1% | 9.5% | | 9.1% |
| 9 | 14 | 14 | - | 14 |
| | 12.7% | 13.3% | | 12.7% |
| 10 Excellent | 73 | 69 | 4 | 73 |
| | 66.4% | 65.7% | 80.0% | 66.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 105 | 5 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.575-------> | | | |
| SIGNIFICANCE | .6947* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q31. Respondent Handles this Bill

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.0% | | 1.0% |
| 1 | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.0% | | 1.0% |
| 2 | | | |
| - | - | - | - |
| 3 | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.0% | | 1.0% |
| 4 | | | |
| - | - | - | - |
| 5 | | | |
| 4 | 3 | - | 3 |
| 3.6% | 3.0% | | 2.9% |
| 6 | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.0% | | 1.0% |
| 7 | | | |
| 5 | 4 | - | 4 |
| 4.5% | 4.0% | | 3.8% |
| 8 | | | |
| 10 | 10 | - | 10 |
| 9.1% | 9.9% | | 9.6% |
| 9 | | | |
| 14 | 12 | 2 | 14 |
| 12.7% | 11.9% | 66.7% | 13.5% |
| 10 Excellent | | | |
| 73 | 68 | 1 | 69 |
| 66.4% | 67.3% | 33.3% | 66.3% |
| TOTAL NON-RESPONSES | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.0% | | 1.0% |
| TOTAL ANSWERING | | | |
| 110 | 101 | 3 | 104 |
| 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------7.627-------> | | |
| SIGNIFICANCE | .4707* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 2 | - | - | - | - | - | - | - |
| 3 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 4 | - | - | - | - | - | - | - |
| 5 | 4 | - | - | 1 | 1 | 2 | 4 |
| | 3.6% | | | 6.7% | 5.3% | 6.2% | 3.9% |
| 6 | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 3.1% | 1.0% |
| 7 | 5 | - | 2 | - | - | 2 | 4 |
| | 4.5% | | 11.8% | | | 6.2% | 3.9% |
| 8 | 10 | 2 | 1 | 2 | - | 4 | 9 |
| | 9.1% | 10.5% | 5.9% | 13.3% | | 12.5% | 8.8% |
| 9 | 14 | 3 | - | 2 | 5 | 3 | 13 |
| | 12.7% | 15.8% | | 13.3% | 26.3% | 9.4% | 12.7% |
| 10 Excellent | 73 | 14 | 12 | 10 | 12 | 20 | 68 |
| | 66.4% | 73.7% | 70.6% | 66.7% | 63.2% | 62.5% | 66.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 19 | 17 | 15 | 19 | 32 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.352----------> | | | | | | |
| SIGNIFICANCE | .4494* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

Q34. Own or Rent Residence

| Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.2% | | 0.9% |
| 1 | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.2% | | 0.9% |
| 2 | | | |
| - | - | - | - |
| 3 | | | |
| 1 | - | 1 | 1 |
| 0.9% | | 3.6% | 0.9% |
| 4 | | | |
| - | - | - | - |
| 5 | | | |
| 4 | 2 | 2 | 4 |
| 3.6% | 2.5% | 7.1% | 3.7% |
| 6 | | | |
| 1 | 1 | - | 1 |
| 0.9% | 1.2% | | 0.9% |
| 7 | | | |
| 5 | 5 | - | 5 |
| 4.5% | 6.2% | | 4.6% |
| 8 | | | |
| 10 | 6 | 4 | 10 |
| 9.1% | 7.5% | 14.3% | 9.3% |
| 9 | | | |
| 14 | 10 | 3 | 13 |
| 12.7% | 12.5% | 10.7% | 12.0% |
| 10 Excellent | | | |
| 73 | 54 | 18 | 72 |
| 66.4% | 67.5% | 64.3% | 66.7% |
| TOTAL NON-RESPONSES | | | |
| 1 | - | 1 | 1 |
| 0.9% | | 3.6% | 0.9% |
| TOTAL ANSWERING | | | |
| 110 | 80 | 28 | 108 |
| 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <-------7.983------->
SIGNIFICANCE .4352*

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 1 | 1 | - | - | 1 | - | 1 |
| | 0.9% | | | 7.1% | | 0.9% |
| 2 | - | - | - | - | - | - |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 4 | - | - | - | - | - | - |
| 5 | 4 | 2 | - | - | 2 | 4 |
| | 3.6% | 5.1% | | | 7.4% | 3.7% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 7 | 5 | 1 | 2 | - | 2 | 5 |
| | 4.5% | 2.6% | 7.4% | | 7.4% | 4.7% |
| 8 | 10 | 5 | 2 | 2 | 1 | 10 |
| | 9.1% | 12.8% | 7.4% | 14.3% | 3.7% | 9.3% |
| 9 | 14 | 4 | 2 | 4 | 3 | 13 |
| | 12.7% | 10.3% | 7.4% | 28.6% | 11.1% | 12.1% |
| 10 Excellent | 73 | 24 | 21 | 7 | 19 | 71 |
| | 66.4% | 61.5% | 77.8% | 50.0% | 70.4% | 66.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| TOTAL ANSWERING | 110 | 39 | 27 | 14 | 27 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.411----------> | | | | | |
| SIGNIFICANCE | .4957* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 1 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 2 | - | - | - | - | - | - |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 4 | - | - | - | - | - | - |
| 5 | 4 | 1 | - | - | 1 | 2 |
| | 3.6% | 10.0% | | | 5.3% | 3.5% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 7 | 5 | - | 1 | - | 2 | 3 |
| | 4.5% | | 5.9% | | 10.5% | 5.3% |
| 8 | 10 | 2 | - | 1 | 4 | 7 |
| | 9.1% | 20.0% | | 9.1% | 21.1% | 12.3% |
| 9 | 14 | 1 | 3 | 5 | 1 | 10 |
| | 12.7% | 10.0% | 17.6% | 45.5% | 5.3% | 17.5% |
| 10 Excellent | 73 | 4 | 13 | 5 | 11 | 33 |
| | 66.4% | 40.0% | 76.5% | 45.5% | 57.9% | 57.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| TOTAL ANSWERING | 110 | 10 | 17 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.425----------> | | | | | |
| SIGNIFICANCE | | | .0904* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 1 | 1 | - | - | 1 | - | 1 |
| | 0.9% | | | 11.1% | | 1.0% |
| 2 | - | - | - | - | - | - |
| 3 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 4 | - | - | - | - | - | - |
| 5 | 4 | 2 | 2 | - | - | 4 |
| | 3.6% | 6.2% | 5.0% | | | 4.0% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 3.1% | | | | 1.0% |
| 7 | 5 | - | 1 | - | 3 | 4 |
| | 4.5% | | 2.5% | | 15.8% | 4.0% |
| 8 | 10 | 2 | 3 | 1 | 2 | 8 |
| | 9.1% | 6.2% | 7.5% | 11.1% | 10.5% | 8.0% |
| 9 | 14 | 3 | 6 | 1 | 3 | 13 |
| | 12.7% | 9.4% | 15.0% | 11.1% | 15.8% | 13.0% |
| 10 Excellent | 73 | 24 | 26 | 6 | 11 | 67 |
| | 66.4% | 75.0% | 65.0% | 66.7% | 57.9% | 67.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| TOTAL ANSWERING | 110 | 32 | 40 | 9 | 19 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.873----------> | | | | | |
| SIGNIFICANCE | .3104* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q4. Now, I'd like to talk to you about <utiln >'s performance on electric reliability. How would you rate the job that <utiln > does on keeping the electric system, including power lines and equipment, in good working order?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 2 | - | - | - | - |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 4 | - | - | - | - |
| 5 | 4 | 2 | 2 | 4 |
| | 3.6% | 3.4% | 3.9% | 3.6% |
| 6 | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 7 | 5 | 3 | 2 | 5 |
| | 4.5% | 5.1% | 3.9% | 4.5% |
| 8 | 10 | 7 | 3 | 10 |
| | 9.1% | 11.9% | 5.9% | 9.1% |
| 9 | 14 | 9 | 5 | 14 |
| | 12.7% | 15.3% | 9.8% | 12.7% |
| 10 Excellent | 73 | 37 | 36 | 73 |
| | 66.4% | 62.7% | 70.6% | 66.4% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| TOTAL ANSWERING | 110 | 59 | 51 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------6.409-------> | | | |
| SIGNIFICANCE | .6016* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 9 | 6 | 2 | - | - | - | - | 8 |
| | 8.4% | 12.5% | 6.5% | | | | | 7.8% |
| 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 14.3% | | | 1.0% |
| 2 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 1.9% | | 3.2% | | 14.3% | | | 2.0% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 1.9% | | 3.2% | | 14.3% | | | 2.0% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 4 | - | 2 | 2 | - | - | - | 4 |
| | 3.7% | | 6.5% | 13.3% | | | | 3.9% |
| 8 | 11 | 2 | 6 | 2 | - | - | - | 10 |
| | 10.3% | 4.2% | 19.4% | 13.3% | | | | 9.8% |
| 9 | 20 | 4 | 9 | 5 | 1 | - | - | 19 |
| | 18.7% | 8.3% | 29.0% | 33.3% | 14.3% | | | 18.6% |
| 10 Excellent | 57 | 36 | 10 | 5 | 3 | 1 | - | 55 |
| | 53.3% | 75.0% | 32.3% | 33.3% | 42.9% | 100.0% | | 53.9% |
| TOTAL NON-RESPONSES | 4 | 2 | - | - | 1 | - | - | 3 |
| | 3.7% | 4.2% | | | 14.3% | | | 2.9% |
| TOTAL ANSWERING | 107 | 48 | 31 | 15 | 7 | 1 | - | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------62.862----------> | | | | | | | |
| SIGNIFICANCE | .0009* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 9 | 8 | - | - | - | - | - | 8 |
| | 8.4% | 15.1% | | | | | | 7.8% |
| 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| 2 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 1.9% | | 3.2% | | 25.0% | | | 2.0% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 1.9% | 1.9% | 3.2% | | | | | 2.0% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 4 | 1 | 1 | 1 | 1 | - | - | 4 |
| | 3.7% | 1.9% | 3.2% | 7.1% | 25.0% | | | 3.9% |
| 8 | 11 | 2 | 5 | 4 | - | - | - | 11 |
| | 10.3% | 3.8% | 16.1% | 28.6% | | | | 10.8% |
| 9 | 20 | 8 | 8 | 2 | - | - | - | 18 |
| | 18.7% | 15.1% | 25.8% | 14.3% | | | | 17.6% |
| 10 Excellent | 57 | 33 | 15 | 5 | 2 | - | - | 55 |
| | 53.3% | 62.3% | 48.4% | 35.7% | 50.0% | | | 53.9% |
| TOTAL NON-RESPONSES | 4 | 3 | - | 1 | - | - | - | 4 |
| | 3.7% | 5.7% | | 7.1% | | | | 3.9% |
| TOTAL ANSWERING | 107 | 53 | 31 | 14 | 4 | - | - | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------50.139----------> | | | | | | | |
| SIGNIFICANCE | .0014* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 9 | - | - | - | - | 1 | - | 1 |
| | 8.4% | | | | | 50.0% | | 2.3% |
| 1 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.9% | | | | | | 2.3% |
| 2 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 1.9% | 5.9% | 6.2% | | | | | 4.7% |
| 3 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 6.2% | | | | | 2.3% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.9% | 5.9% | | | | | | 2.3% |
| 6 | - | - | - | - | - | - | - | - |
| 7 | 4 | 2 | - | - | - | - | - | 2 |
| | 3.7% | 11.8% | | | | | | 4.7% |
| 8 | 11 | 2 | 3 | 2 | - | - | - | 7 |
| | 10.3% | 11.8% | 18.8% | 25.0% | | | | 16.3% |
| 9 | 20 | 3 | 4 | 3 | - | 1 | - | 11 |
| | 18.7% | 17.6% | 25.0% | 37.5% | | 50.0% | | 25.6% |
| 10 Excellent | 57 | 7 | 7 | 3 | - | - | - | 17 |
| | 53.3% | 41.2% | 43.8% | 37.5% | | | | 39.5% |
| TOTAL NON-RESPONSES | 4 | 1 | - | - | - | - | - | 1 |
| | 3.7% | 5.9% | | | | | | 2.3% |
| TOTAL ANSWERING | 107 | 17 | 16 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------32.099----------> | | | | | | | |
| SIGNIFICANCE | .1245* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | - | - | 1 | - | - | 1 |
| | 8.4% | | | 50.0% | | | 2.1% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.2% | | | | 2.1% |
| 2 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.9% | 5.0% | 4.2% | | | | 4.2% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 2.1% |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | 1 | - | - | - | 1 |
| | 1.9% | | 4.2% | | | | 2.1% |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | 2 | - | - | - | - | 2 |
| | 3.7% | 10.0% | | | | | 4.2% |
| 8 | 11 | 1 | 6 | 1 | - | - | 8 |
| | 10.3% | 5.0% | 25.0% | 50.0% | | | 16.7% |
| 9 | 20 | 6 | 4 | - | - | 1 | 11 |
| | 18.7% | 30.0% | 16.7% | | | 50.0% | 22.9% |
| 10 Excellent | 57 | 9 | 11 | - | - | 1 | 21 |
| | 53.3% | 45.0% | 45.8% | | | 50.0% | 43.8% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 4.2% | | | | 2.1% |
| TOTAL ANSWERING | 107 | 20 | 24 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------36.569----------> | | | | | | |
| SIGNIFICANCE | .0483* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | - | - | - | - | - | - |
| | 8.4% | | | | | | |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.0% | | | | | 3.8% |
| 2 | 2 | 2 | - | - | - | - | 2 |
| | 1.9% | 8.0% | | | | | 7.7% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.0% | | | | | 3.8% |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | - | - | - | - | - |
| | 1.9% | | | | | | |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | 1 | - | - | - | - | 1 |
| | 3.7% | 4.0% | | | | | 3.8% |
| 8 | 11 | 5 | - | - | - | - | 5 |
| | 10.3% | 20.0% | | | | | 19.2% |
| 9 | 20 | 3 | - | - | - | - | 3 |
| | 18.7% | 12.0% | | | | | 11.5% |
| 10 Excellent | 57 | 12 | 1 | - | - | - | 13 |
| | 53.3% | 48.0% | 100.0% | | | | 50.0% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 100.0% | | | | 3.8% |
| TOTAL ANSWERING | 107 | 25 | 1 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------1.04----------> | | | | | | |
| SIGNIFICANCE | | | | .9841* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | - | - | - | - | - | - |
| | 8.4% | | | | | | |
| 1 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 25.0% | | 3.3% |
| 2 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.9% | 11.1% | 7.7% | | | | 6.7% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 11.1% | | | | | 3.3% |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | - | - | - | - | - |
| | 1.9% | | | | | | |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | - | 1 | - | 1 | - | 2 |
| | 3.7% | | 7.7% | | 25.0% | | 6.7% |
| 8 | 11 | 1 | 5 | 1 | - | - | 7 |
| | 10.3% | 11.1% | 38.5% | 25.0% | | | 23.3% |
| 9 | 20 | 2 | - | 2 | - | - | 4 |
| | 18.7% | 22.2% | | 50.0% | | | 13.3% |
| 10 Excellent | 57 | 4 | 6 | 1 | 2 | - | 13 |
| | 53.3% | 44.4% | 46.2% | 25.0% | 50.0% | | 43.3% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 7.7% | | | | 3.3% |
| TOTAL ANSWERING | 107 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------22.558----------> | | | | | | |
| SIGNIFICANCE | .2081* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 1 | 8 | 9 |
| | 8.4% | 33.3% | 7.8% | 8.5% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 1.0% | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.9% | 33.3% | 1.0% | 1.9% |
| 3 | 1 | - | - | - |
| | 0.9% | | | |
| 4 | - | - | - | - |
| 5 | 2 | - | 2 | 2 |
| | 1.9% | | 1.9% | 1.9% |
| 6 | - | - | - | - |
| 7 | 4 | - | 4 | 4 |
| | 3.7% | | 3.9% | 3.8% |
| 8 | 11 | - | 11 | 11 |
| | 10.3% | | 10.7% | 10.4% |
| 9 | 20 | - | 20 | 20 |
| | 18.7% | | 19.4% | 18.9% |
| 10 Excellent | 57 | 1 | 56 | 57 |
| | 53.3% | 33.3% | 54.4% | 53.8% |
| TOTAL NON-RESPONSES | 4 | - | 4 | 4 |
| | 3.7% | | 3.9% | 3.8% |
| TOTAL ANSWERING | 107 | 3 | 103 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------19.772------> | | | |
| SIGNIFICANCE | .0061* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | - | 1 | - | - | - | 1 |
| | 8.4% | | 50.0% | | | | 33.3% |
| 1 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 2 | 2 | - | 1 | - | - | - | 1 |
| | 1.9% | | 50.0% | | | | 33.3% |
| 3 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | - | - | - | - | - |
| | 1.9% | | | | | | |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| 8 | 11 | - | - | - | - | - | - |
| | 10.3% | | | | | | |
| 9 | 20 | - | - | - | - | - | - |
| | 18.7% | | | | | | |
| 10 Excellent | 57 | - | - | - | - | 1 | 1 |
| | 53.3% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| TOTAL ANSWERING | 107 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 2 | 7 | 9 |
| | 8.4% | 4.8% | 10.8% | 8.4% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.9% | 2.4% | 1.5% | 1.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 4 | - | - | - | - |
| 5 | 2 | - | 2 | 2 |
| | 1.9% | | 3.1% | 1.9% |
| 6 | - | - | - | - |
| 7 | 4 | 2 | 2 | 4 |
| | 3.7% | 4.8% | 3.1% | 3.7% |
| 8 | 11 | 6 | 5 | 11 |
| | 10.3% | 14.3% | 7.7% | 10.3% |
| 9 | 20 | 12 | 8 | 20 |
| | 18.7% | 28.6% | 12.3% | 18.7% |
| 10 Excellent | 57 | 17 | 40 | 57 |
| | 53.3% | 40.5% | 61.5% | 53.3% |
| TOTAL NON-RESPONSES | 4 | 1 | 3 | 4 |
| | 3.7% | 2.4% | 4.6% | 3.7% |
| TOTAL ANSWERING | 107 | 42 | 65 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------12.587------> | | | |
| SIGNIFICANCE | .1269* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | 1 | - | 1 | - | - | 2 |
| | 8.4% | 5.3% | | 6.2% | | | 4.9% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 2 | 2 | 1 | - | - | - | - | 1 |
| | 1.9% | 5.3% | | | | | 2.4% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | - | - | - | - | - |
| | 1.9% | | | | | | |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | 2 | - | - | - | - | 2 |
| | 3.7% | 10.5% | | | | | 4.9% |
| 8 | 11 | 4 | - | 1 | - | 1 | 6 |
| | 10.3% | 21.1% | | 6.2% | | 20.0% | 14.6% |
| 9 | 20 | 1 | - | 7 | - | 4 | 12 |
| | 18.7% | 5.3% | | 43.8% | | 80.0% | 29.3% |
| 10 Excellent | 57 | 8 | - | 7 | 1 | - | 16 |
| | 53.3% | 42.1% | | 43.8% | 100.0% | | 39.0% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - | 1 | 1 |
| | 3.7% | | | | | 20.0% | 2.4% |
| TOTAL ANSWERING | 107 | 19 | - | 16 | 1 | 5 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.316----------> | | | | | | |
| SIGNIFICANCE | .5013* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 1 | 1 | - | 2 |
| | 8.4% | 5.9% | 5.6% | | 4.9% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.4% |
| 2 | 2 | - | - | - | - |
| | 1.9% | | | | |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 2 | - | - | - | - |
| | 1.9% | | | | |
| 6 | - | - | - | - | - |
| 7 | 4 | 1 | 1 | - | 2 |
| | 3.7% | 5.9% | 5.6% | | 4.9% |
| 8 | 11 | 2 | 3 | 1 | 6 |
| | 10.3% | 11.8% | 16.7% | 16.7% | 14.6% |
| 9 | 20 | 1 | 6 | 5 | 12 |
| | 18.7% | 5.9% | 33.3% | 83.3% | 29.3% |
| 10 Excellent | 57 | 10 | 7 | - | 17 |
| | 53.3% | 58.8% | 38.9% | | 41.5% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | 1 |
| | 3.7% | | 5.6% | | 2.4% |
| TOTAL ANSWERING | 107 | 17 | 18 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.699----------> | | | | |
| SIGNIFICANCE | .1613* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 7 | 1 | 1 | 9 |
| | 8.4% | 10.0% | 6.7% | 4.8% | 8.5% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 2 | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 6.7% | | 1.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 6.7% | | 1.9% |
| 6 | - | - | - | - | - |
| 7 | 4 | 1 | 1 | 1 | 3 |
| | 3.7% | 1.4% | 6.7% | 4.8% | 2.8% |
| 8 | 11 | 2 | 4 | 5 | 11 |
| | 10.3% | 2.9% | 26.7% | 23.8% | 10.4% |
| 9 | 20 | 13 | 2 | 5 | 20 |
| | 18.7% | 18.6% | 13.3% | 23.8% | 18.9% |
| 10 Excellent | 57 | 43 | 5 | 9 | 57 |
| | 53.3% | 61.4% | 33.3% | 42.9% | 53.8% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | 1 | 4 |
| | 3.7% | 2.9% | 6.7% | 4.8% | 3.8% |
| TOTAL ANSWERING | 107 | 70 | 15 | 21 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.956----------> | | | | |
| SIGNIFICANCE | .1446* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 7 | 1 | 1 | 9 |
| | 8.4% | 8.4% | 9.1% | 9.1% | 8.6% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 9.1% | 1.0% |
| 2 | 2 | 2 | - | - | 2 |
| | 1.9% | 2.4% | | | 1.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 1.0% |
| 4 | - | - | - | - | - |
| 5 | 2 | 1 | - | - | 1 |
| | 1.9% | 1.2% | | | 1.0% |
| 6 | - | - | - | - | - |
| 7 | 4 | 3 | 1 | - | 4 |
| | 3.7% | 3.6% | 9.1% | | 3.8% |
| 8 | 11 | 5 | 2 | 3 | 10 |
| | 10.3% | 6.0% | 18.2% | 27.3% | 9.5% |
| 9 | 20 | 18 | - | 2 | 20 |
| | 18.7% | 21.7% | | 18.2% | 19.0% |
| 10 Excellent | 57 | 46 | 7 | 4 | 57 |
| | 53.3% | 55.4% | 63.6% | 36.4% | 54.3% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | 1 | 4 |
| | 3.7% | 2.4% | 9.1% | 9.1% | 3.8% |
| TOTAL ANSWERING | 107 | 83 | 11 | 11 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.67----------> | | | | |
| SIGNIFICANCE | .2355* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 7 | - | 2 | 9 |
| | 8.4% | 13.7% | | 6.7% | 8.5% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.3% | 0.9% |
| 2 | 2 | - | 1 | 1 | 2 |
| | 1.9% | | 4.0% | 3.3% | 1.9% |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.0% | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 2 | - | 2 | - | 2 |
| | 1.9% | | 8.0% | | 1.9% |
| 6 | - | - | - | - | - |
| 7 | 4 | - | 1 | 3 | 4 |
| | 3.7% | | 4.0% | 10.0% | 3.8% |
| 8 | 11 | 3 | 4 | 4 | 11 |
| | 10.3% | 5.9% | 16.0% | 13.3% | 10.4% |
| 9 | 20 | 9 | 4 | 7 | 20 |
| | 18.7% | 17.6% | 16.0% | 23.3% | 18.9% |
| 10 Excellent | 57 | 32 | 12 | 12 | 56 |
| | 53.3% | 62.7% | 48.0% | 40.0% | 52.8% |
| TOTAL NON-RESPONSES | 4 | - | 1 | 2 | 3 |
| | 3.7% | | 4.0% | 6.7% | 2.8% |
| TOTAL ANSWERING | 107 | 51 | 25 | 30 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.504----------> | | | | |
| SIGNIFICANCE | .0362* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 5 | 1 | 3 | 9 |
| | 8.4% | 7.5% | 4.5% | 16.7% | 8.4% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 2 | 2 | - | 1 | 1 | 2 |
| | 1.9% | | 4.5% | 5.6% | 1.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.5% | | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 2 | 1 | - | 1 | 2 |
| | 1.9% | 1.5% | | 5.6% | 1.9% |
| 6 | - | - | - | - | - |
| 7 | 4 | 1 | 1 | 2 | 4 |
| | 3.7% | 1.5% | 4.5% | 11.1% | 3.7% |
| 8 | 11 | 7 | 2 | 2 | 11 |
| | 10.3% | 10.4% | 9.1% | 11.1% | 10.3% |
| 9 | 20 | 12 | 5 | 3 | 20 |
| | 18.7% | 17.9% | 22.7% | 16.7% | 18.7% |
| 10 Excellent | 57 | 40 | 11 | 6 | 57 |
| | 53.3% | 59.7% | 50.0% | 33.3% | 53.3% |
| TOTAL NON-RESPONSES | 4 | 3 | - | 1 | 4 |
| | 3.7% | 4.5% | | 5.6% | 3.7% |
| TOTAL ANSWERING | 107 | 67 | 22 | 18 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.321----------> | | | | |
| SIGNIFICANCE | .3651* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 9 | 5 | - | 4 | 9 |
| | 8.4% | 7.0% | | 30.8% | 8.5% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 2 | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 4.5% | | 1.9% |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 4 | - | - | - | - | - |
| 5 | 2 | 1 | - | 1 | 2 |
| | 1.9% | 1.4% | | 7.7% | 1.9% |
| 6 | - | - | - | - | - |
| 7 | 4 | 1 | 3 | - | 4 |
| | 3.7% | 1.4% | 13.6% | | 3.8% |
| 8 | 11 | 7 | 3 | 1 | 11 |
| | 10.3% | 9.9% | 13.6% | 7.7% | 10.4% |
| 9 | 20 | 13 | 6 | 1 | 20 |
| | 18.7% | 18.3% | 27.3% | 7.7% | 18.9% |
| 10 Excellent | 57 | 43 | 7 | 6 | 56 |
| | 53.3% | 60.6% | 31.8% | 46.2% | 52.8% |
| TOTAL NON-RESPONSES | 4 | 2 | 2 | - | 4 |
| | 3.7% | 2.8% | 9.1% | | 3.8% |
| TOTAL ANSWERING | 107 | 71 | 22 | 13 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.254----------> | | | | |
| SIGNIFICANCE | .0068* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 9 | - | 9 |
| | 8.4% | 8.7% | | 8.4% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 2 | 2 | 2 | - | 2 |
| | 1.9% | 1.9% | | 1.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 4 | - | - | - | - |
| 5 | 2 | 2 | - | 2 |
| | 1.9% | 1.9% | | 1.9% |
| 6 | - | - | - | - |
| 7 | 4 | 4 | - | 4 |
| | 3.7% | 3.9% | | 3.7% |
| 8 | 11 | 10 | 1 | 11 |
| | 10.3% | 9.7% | 25.0% | 10.3% |
| 9 | 20 | 20 | - | 20 |
| | 18.7% | 19.4% | | 18.7% |
| 10 Excellent | 57 | 54 | 3 | 57 |
| | 53.3% | 52.4% | 75.0% | 53.3% |
| TOTAL NON-RESPONSES | 4 | 3 | 1 | 4 |
| | 3.7% | 2.9% | 25.0% | 3.7% |
| TOTAL ANSWERING | 107 | 103 | 4 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.759-------> | | | |
| SIGNIFICANCE | .9486* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 9 | - | 9 |
| | 8.4% | 9.1% | | 8.8% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 2 | 2 | 2 | - | 2 |
| | 1.9% | 2.0% | | 2.0% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 4 | - | - | - | - |
| 5 | 2 | 2 | - | 2 |
| | 1.9% | 2.0% | | 2.0% |
| 6 | - | - | - | - |
| 7 | 4 | 3 | - | 3 |
| | 3.7% | 3.0% | | 2.9% |
| 8 | 11 | 10 | - | 10 |
| | 10.3% | 10.1% | | 9.8% |
| 9 | 20 | 19 | 1 | 20 |
| | 18.7% | 19.2% | 33.3% | 19.6% |
| 10 Excellent | 57 | 52 | 2 | 54 |
| | 53.3% | 52.5% | 66.7% | 52.9% |
| TOTAL NON-RESPONSES | 4 | 3 | - | 3 |
| | 3.7% | 3.0% | | 2.9% |
| TOTAL ANSWERING | 107 | 99 | 3 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.255-------> | | | |
| SIGNIFICANCE | .9961* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 9 | 3 | 2 | - | 1 | 2 | 8 |
| | 8.4% | 15.0% | 12.5% | | 5.3% | 6.7% | 8.1% |
| 1 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 2 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.9% | 5.0% | 6.2% | | | | 2.0% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 1.0% |
| 4 | - | - | - | - | - | - | - |
| 5 | 2 | - | - | - | 1 | 1 | 2 |
| | 1.9% | | | | 5.3% | 3.3% | 2.0% |
| 6 | - | - | - | - | - | - | - |
| 7 | 4 | - | - | 1 | - | 3 | 4 |
| | 3.7% | | | 7.1% | | 10.0% | 4.0% |
| 8 | 11 | 2 | 2 | 2 | 1 | 3 | 10 |
| | 10.3% | 10.0% | 12.5% | 14.3% | 5.3% | 10.0% | 10.1% |
| 9 | 20 | 5 | 2 | 2 | 4 | 6 | 19 |
| | 18.7% | 25.0% | 12.5% | 14.3% | 21.1% | 20.0% | 19.2% |
| 10 Excellent | 57 | 8 | 9 | 9 | 11 | 15 | 52 |
| | 53.3% | 40.0% | 56.2% | 64.3% | 57.9% | 50.0% | 52.5% |
| TOTAL NON-RESPONSES | 4 | - | 1 | 1 | - | 2 | 4 |
| | 3.7% | | 6.2% | 7.1% | | 6.7% | 4.0% |
| TOTAL ANSWERING | 107 | 20 | 16 | 14 | 19 | 30 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.01----------> | | | | | | |
| SIGNIFICANCE | .8056* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 5 | 4 | 9 |
| | 8.4% | 6.4% | 14.8% | 8.6% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 3.7% | 1.0% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.3% | 3.7% | 1.9% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 3.7% | 1.0% |
| 4 | - | - | - | - |
| 5 | 2 | 2 | - | 2 |
| | 1.9% | 2.6% | | 1.9% |
| 6 | - | - | - | - |
| 7 | 4 | 4 | - | 4 |
| | 3.7% | 5.1% | | 3.8% |
| 8 | 11 | 8 | 3 | 11 |
| | 10.3% | 10.3% | 11.1% | 10.5% |
| 9 | 20 | 15 | 5 | 20 |
| | 18.7% | 19.2% | 18.5% | 19.0% |
| 10 Excellent | 57 | 43 | 12 | 55 |
| | 53.3% | 55.1% | 44.4% | 52.4% |
| TOTAL NON-RESPONSES | 4 | 2 | 2 | 4 |
| | 3.7% | 2.6% | 7.4% | 3.8% |
| TOTAL ANSWERING | 107 | 78 | 27 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.582------> | | | |
| SIGNIFICANCE | .2266* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 9 | 4 | 2 | 1 | 2 | 9 |
| | 8.4% | 10.5% | 7.7% | 7.1% | 7.7% | 8.7% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 1.0% |
| 2 | 2 | 1 | - | 1 | - | 2 |
| | 1.9% | 2.6% | | 7.1% | | 1.9% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 1.0% |
| 4 | - | - | - | - | - | - |
| 5 | 2 | - | - | - | 2 | 2 |
| | 1.9% | | | | 7.7% | 1.9% |
| 6 | - | - | - | - | - | - |
| 7 | 4 | 1 | - | 2 | 1 | 4 |
| | 3.7% | 2.6% | | 14.3% | 3.8% | 3.8% |
| 8 | 11 | 4 | 2 | 2 | 3 | 11 |
| | 10.3% | 10.5% | 7.7% | 14.3% | 11.5% | 10.6% |
| 9 | 20 | 9 | 4 | 1 | 6 | 20 |
| | 18.7% | 23.7% | 15.4% | 7.1% | 23.1% | 19.2% |
| 10 Excellent | 57 | 17 | 18 | 7 | 12 | 54 |
| | 53.3% | 44.7% | 69.2% | 50.0% | 46.2% | 51.9% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | - | 1 | 4 |
| | 3.7% | 5.3% | 3.8% | | 3.8% | 3.8% |
| TOTAL ANSWERING | 107 | 38 | 26 | 14 | 26 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.235----------> | | | | | |
| SIGNIFICANCE | .5652* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 9 | - | 2 | - | - | 2 |
| | 8.4% | | 12.5% | | | 3.6% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 2 | 2 | - | - | 1 | - | 1 |
| | 1.9% | | | 9.1% | | 1.8% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 4 | - | - | - | - | - | - |
| 5 | 2 | - | - | - | - | - |
| | 1.9% | | | | | |
| 6 | - | - | - | - | - | - |
| 7 | 4 | 1 | - | 1 | 1 | 3 |
| | 3.7% | 10.0% | | 9.1% | 5.6% | 5.5% |
| 8 | 11 | 2 | 2 | - | 3 | 7 |
| | 10.3% | 20.0% | 12.5% | | 16.7% | 12.7% |
| 9 | 20 | 1 | 4 | 4 | 2 | 11 |
| | 18.7% | 10.0% | 25.0% | 36.4% | 11.1% | 20.0% |
| 10 Excellent | 57 | 4 | 8 | 5 | 12 | 29 |
| | 53.3% | 40.0% | 50.0% | 45.5% | 66.7% | 52.7% |
| TOTAL NON-RESPONSES | 4 | 1 | 1 | - | 1 | 3 |
| | 3.7% | 10.0% | 6.2% | | 5.6% | 5.5% |
| TOTAL ANSWERING | 107 | 10 | 16 | 11 | 18 | 55 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.417----------> | | | | | |
| SIGNIFICANCE | .2296* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 9 | 3 | 5 | - | - | 8 |
| | 8.4% | 10.0% | 12.5% | | | 8.2% |
| 1 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 2 | 2 | - | - | 1 | 1 | 2 |
| | 1.9% | | | 11.1% | 5.6% | 2.1% |
| 3 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 4 | - | - | - | - | - | - |
| 5 | 2 | 1 | 1 | - | - | 2 |
| | 1.9% | 3.3% | 2.5% | | | 2.1% |
| 6 | - | - | - | - | - | - |
| 7 | 4 | 1 | 1 | - | 1 | 3 |
| | 3.7% | 3.3% | 2.5% | | 5.6% | 3.1% |
| 8 | 11 | 3 | 4 | 2 | 2 | 11 |
| | 10.3% | 10.0% | 10.0% | 22.2% | 11.1% | 11.3% |
| 9 | 20 | 7 | 6 | 2 | 4 | 19 |
| | 18.7% | 23.3% | 15.0% | 22.2% | 22.2% | 19.6% |
| 10 Excellent | 57 | 15 | 21 | 4 | 10 | 50 |
| | 53.3% | 50.0% | 52.5% | 44.4% | 55.6% | 51.5% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | - | 1 | 4 |
| | 3.7% | 6.7% | 2.5% | | 5.6% | 4.1% |
| TOTAL ANSWERING | 107 | 30 | 40 | 9 | 18 | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.618----------> | | | | | |
| SIGNIFICANCE | .9014* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q5. (How would you rate the job that <utiln > does on...) Minimizing the number of power interruptions lasting LESS than one minute?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 9 | 5 | 4 | 9 |
| | 8.4% | 8.8% | 8.0% | 8.4% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.8% | | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.8% | 2.0% | 1.9% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 4 | - | - | - | - |
| 5 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.8% | 2.0% | 1.9% |
| 6 | - | - | - | - |
| 7 | 4 | - | 4 | 4 |
| | 3.7% | | 8.0% | 3.7% |
| 8 | 11 | 8 | 3 | 11 |
| | 10.3% | 14.0% | 6.0% | 10.3% |
| 9 | 20 | 14 | 6 | 20 |
| | 18.7% | 24.6% | 12.0% | 18.7% |
| 10 Excellent | 57 | 27 | 30 | 57 |
| | 53.3% | 47.4% | 60.0% | 53.3% |
| TOTAL NON-RESPONSES | 4 | 2 | 2 | 4 |
| | 3.7% | 3.5% | 4.0% | 3.7% |
| TOTAL ANSWERING | 107 | 57 | 50 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.332------> | | | |
| SIGNIFICANCE | .1836* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 50<br>47.6% | 50<br>100.0% | - | - | - | - | - | 50<br>47.6% |
| 1 to 2 times | 31<br>29.5% | - | 31<br>100.0% | - | - | - | - | 31<br>29.5% |
| 3 to 5 times | 15<br>14.3% | - | - | 15<br>100.0% | - | - | - | 15<br>14.3% |
| 6 to 10 times | 8<br>7.6% | - | - | - | 8<br>100.0% | - | - | 8<br>7.6% |
| 11 to 20 times | 1<br>1.0% | - | - | - | - | 1<br>100.0% | - | 1<br>1.0% |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6<br>5.7% | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 105<br>100.0% | 50<br>100.0% | 31<br>100.0% | 15<br>100.0% | 8<br>100.0% | 1<br>100.0% | - | 105<br>100.0% |
| CHI-SQUARE | <----------420.0----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 50 | 42 | 5 | 3 | - | - | - | 50 |
| | 47.6% | 76.4% | 16.7% | 21.4% | | | | 48.5% |
| 1 to 2 times | 31 | 11 | 18 | 2 | - | - | - | 31 |
| | 29.5% | 20.0% | 60.0% | 14.3% | | | | 30.1% |
| 3 to 5 times | 15 | - | 6 | 6 | 2 | - | - | 14 |
| | 14.3% | | 20.0% | 42.9% | 50.0% | | | 13.6% |
| 6 to 10 times | 8 | 2 | 1 | 3 | 2 | - | - | 8 |
| | 7.6% | 3.6% | 3.3% | 21.4% | 50.0% | | | 7.8% |
| 11 to 20 times | 1 | - | - | - | - | - | - | - |
| | 1.0% | | | | | | | |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | 1 | 1 | - | - | - | 3 |
| | 5.7% | 1.8% | 3.3% | 7.1% | | | | 2.9% |
| TOTAL ANSWERING | 105 | 55 | 30 | 14 | 4 | - | - | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------67.875----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 50 | 3 | 2 | 1 | - | - | - | 6 |
| | 47.6% | 16.7% | 13.3% | 12.5% | | | | 14.3% |
| 1 to 2 times | 31 | 3 | 9 | 4 | - | 1 | - | 17 |
| | 29.5% | 16.7% | 60.0% | 50.0% | | 100.0% | | 40.5% |
| 3 to 5 times | 15 | 7 | 4 | 2 | - | - | - | 13 |
| | 14.3% | 38.9% | 26.7% | 25.0% | | | | 31.0% |
| 6 to 10 times | 8 | 5 | - | 1 | - | - | - | 6 |
| | 7.6% | 27.8% | | 12.5% | | | | 14.3% |
| 11 to 20 times | 1 | - | - | - | - | - | - | - |
| | 1.0% | | | | | | | |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | - | 1 | - | - | 1 | - | 2 |
| | 5.7% | | 6.7% | | | 100.0% | | 4.8% |
| TOTAL ANSWERING | 105 | 18 | 15 | 8 | - | 1 | - | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------10.684----------> | | | | | | | |
| SIGNIFICANCE | .298* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | 2 | 6 | - | - | - | 8 |
| | 47.6% | 10.5% | 25.0% | | | | 17.8% |
| 1 to 2 times | 31 | 6 | 8 | 1 | - | 1 | 16 |
| | 29.5% | 31.6% | 33.3% | 100.0% | | 100.0% | 35.6% |
| 3 to 5 times | 15 | 7 | 7 | - | - | - | 14 |
| | 14.3% | 36.8% | 29.2% | | | | 31.1% |
| 6 to 10 times | 8 | 3 | 3 | - | - | - | 6 |
| | 7.6% | 15.8% | 12.5% | | | | 13.3% |
| 11 to 20 times | 1 | 1 | - | - | - | - | 1 |
| | 1.0% | 5.3% | | | | | 2.2% |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | 1 | 1 | - | 1 | 4 |
| | 5.7% | 5.3% | 4.2% | 100.0% | | 100.0% | 8.9% |
| TOTAL ANSWERING | 105 | 19 | 24 | 1 | - | 1 | 45 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.661----------> | | | | | | |
| SIGNIFICANCE | .8792* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | 3 | 1 | - | - | - | 4 |
| | 47.6% | 12.5% | 50.0% | | | | 15.4% |
| 1 to 2 times | 31 | 7 | - | - | - | - | 7 |
| | 29.5% | 29.2% | | | | | 26.9% |
| 3 to 5 times | 15 | 9 | - | - | - | - | 9 |
| | 14.3% | 37.5% | | | | | 34.6% |
| 6 to 10 times | 8 | 5 | 1 | - | - | - | 6 |
| | 7.6% | 20.8% | 50.0% | | | | 23.1% |
| 11 to 20 times | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | - | - | - | - | 1 |
| | 5.7% | 4.2% | | | | | 3.8% |
| TOTAL ANSWERING | 105 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------3.701----------> | | | | | | |
| SIGNIFICANCE | .2956* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | 1 | 3 | - | - | - | 4 |
| | 47.6% | 11.1% | 25.0% | | | | 13.8% |
| 1 to 2 times | 31 | 4 | 3 | 1 | - | - | 8 |
| | 29.5% | 44.4% | 25.0% | 25.0% | | | 27.6% |
| 3 to 5 times | 15 | 2 | 4 | 3 | 2 | - | 11 |
| | 14.3% | 22.2% | 33.3% | 75.0% | 50.0% | | 37.9% |
| 6 to 10 times | 8 | 2 | 2 | - | 2 | - | 6 |
| | 7.6% | 22.2% | 16.7% | | 50.0% | | 20.7% |
| 11 to 20 times | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | - | 2 | - | - | - | 2 |
| | 5.7% | | 16.7% | | | | 6.9% |
| TOTAL ANSWERING | 105 | 9 | 12 | 4 | 4 | - | 29 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------9.16----------> | | | | | | |
| SIGNIFICANCE | .4226* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 1 | 49 | 50 |
| | 47.6% | 50.0% | 48.0% | 48.1% |
| 1 to 2 times | 31 | - | 31 | 31 |
| | 29.5% | | 30.4% | 29.8% |
| 3 to 5 times | 15 | - | 14 | 14 |
| | 14.3% | | 13.7% | 13.5% |
| 6 to 10 times | 8 | 1 | 7 | 8 |
| | 7.6% | 50.0% | 6.9% | 7.7% |
| 11 to 20 times | 1 | - | 1 | 1 |
| | 1.0% | | 1.0% | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | 5 | 6 |
| | 5.7% | 50.0% | 4.9% | 5.8% |
| TOTAL ANSWERING | 105 | 2 | 102 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.649-------> | | | |
| SIGNIFICANCE | .227* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | - | - | - | - | 1 | 1 |
| | 47.6% | | | | | 100.0% | 50.0% |
| 1 to 2 times | 31 | - | - | - | - | - | - |
| | 29.5% | | | | | | |
| 3 to 5 times | 15 | - | - | - | - | - | - |
| | 14.3% | | | | | | |
| 6 to 10 times | 8 | - | 1 | - | - | - | 1 |
| | 7.6% | | 100.0% | | | | 50.0% |
| 11 to 20 times | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | - | 1 | - | - | - | 1 |
| | 5.7% | | 100.0% | | | | 50.0% |
| TOTAL ANSWERING | 105 | - | 1 | - | - | 1 | 2 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 12 | 38 | 50 |
| | 47.6% | 31.6% | 56.7% | 47.6% |
| 1 to 2 times | 31 | 11 | 20 | 31 |
| | 29.5% | 28.9% | 29.9% | 29.5% |
| 3 to 5 times | 15 | 10 | 5 | 15 |
| | 14.3% | 26.3% | 7.5% | 14.3% |
| 6 to 10 times | 8 | 5 | 3 | 8 |
| | 7.6% | 13.2% | 4.5% | 7.6% |
| 11 to 20 times | 1 | - | 1 | 1 |
| | 1.0% | | 1.5% | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 5 | 1 | 6 |
| | 5.7% | 13.2% | 1.5% | 5.7% |
| TOTAL ANSWERING | 105 | 38 | 67 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <-------12.222------> | | |
| SIGNIFICANCE | | .0158* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q19. Reason for most Recent Call

| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | 3 | - | 7 | 1 | 1 | 12 |
| | 47.6% | 18.8% | | 46.7% | 100.0% | 20.0% | 32.4% |
| 1 to 2 times | 31 | 4 | - | 4 | - | 2 | 10 |
| | 29.5% | 25.0% | | 26.7% | | 40.0% | 27.0% |
| 3 to 5 times | 15 | 5 | - | 4 | - | 1 | 10 |
| | 14.3% | 31.2% | | 26.7% | | 20.0% | 27.0% |
| 6 to 10 times | 8 | 4 | - | - | - | 1 | 5 |
| | 7.6% | 25.0% | | | | 20.0% | 13.5% |
| 11 to 20 times | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 3 | - | 1 | - | 1 | 5 |
| | 5.7% | 18.8% | | 6.7% | | 20.0% | 13.5% |
| TOTAL ANSWERING | 105 | 16 | - | 15 | 1 | 5 | 37 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------8.461----------> | | | | | |
| SIGNIFICANCE | | | | .4884* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50 | 5 | 7 | - | 12 |
| | 47.6% | 35.7% | 38.9% | | 32.4% |
| 1 to 2 times | 31 | 2 | 6 | 3 | 11 |
| | 29.5% | 14.3% | 33.3% | 60.0% | 29.7% |
| 3 to 5 times | 15 | 5 | 4 | 1 | 10 |
| | 14.3% | 35.7% | 22.2% | 20.0% | 27.0% |
| 6 to 10 times | 8 | 2 | 1 | 1 | 4 |
| | 7.6% | 14.3% | 5.6% | 20.0% | 10.8% |
| 11 to 20 times | 1 | - | - | - | - |
| | 1.0% | | | | |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 3 | 1 | 1 | 5 |
| | 5.7% | 21.4% | 5.6% | 20.0% | 13.5% |
| TOTAL ANSWERING | 105 | 14 | 18 | 5 | 37 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.285----------> | | | | |
| SIGNIFICANCE | | | .392* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50 | 42 | 3 | 5 | 50 |
| | 47.6% | 60.0% | 23.1% | 23.8% | 48.1% |
| 1 to 2 times | 31 | 13 | 8 | 9 | 30 |
| | 29.5% | 18.6% | 61.5% | 42.9% | 28.8% |
| 3 to 5 times | 15 | 9 | 1 | 5 | 15 |
| | 14.3% | 12.9% | 7.7% | 23.8% | 14.4% |
| 6 to 10 times | 8 | 6 | 1 | 1 | 8 |
| | 7.6% | 8.6% | 7.7% | 4.8% | 7.7% |
| 11 to 20 times | 1 | - | - | 1 | 1 |
| | 1.0% | | | 4.8% | 1.0% |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 2 | 3 | 1 | 6 |
| | 5.7% | 2.9% | 23.1% | 4.8% | 5.8% |
| TOTAL ANSWERING | 105 | 70 | 13 | 21 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.207----------> | | | | |
| SIGNIFICANCE | .0066* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50 | 44 | 2 | 4 | 50 |
| | 47.6% | 53.7% | 20.0% | 36.4% | 48.5% |
| 1 to 2 times | 31 | 20 | 6 | 3 | 29 |
| | 29.5% | 24.4% | 60.0% | 27.3% | 28.2% |
| 3 to 5 times | 15 | 12 | 1 | 2 | 15 |
| | 14.3% | 14.6% | 10.0% | 18.2% | 14.6% |
| 6 to 10 times | 8 | 6 | - | 2 | 8 |
| | 7.6% | 7.3% | | 18.2% | 7.8% |
| 11 to 20 times | 1 | - | 1 | - | 1 |
| | 1.0% | | 10.0% | | 1.0% |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 3 | 2 | 1 | 6 |
| | 5.7% | 3.7% | 20.0% | 9.1% | 5.8% |
| TOTAL ANSWERING | 105 | 82 | 10 | 11 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.351----------> | | | | |
| SIGNIFICANCE | .0187* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50 | 36 | 7 | 6 | 49 |
| | 47.6% | 72.0% | 29.2% | 20.7% | 47.6% |
| 1 to 2 times | 31 | 8 | 11 | 12 | 31 |
| | 29.5% | 16.0% | 45.8% | 41.4% | 30.1% |
| 3 to 5 times | 15 | 5 | 3 | 7 | 15 |
| | 14.3% | 10.0% | 12.5% | 24.1% | 14.6% |
| 6 to 10 times | 8 | 1 | 3 | 3 | 7 |
| | 7.6% | 2.0% | 12.5% | 10.3% | 6.8% |
| 11 to 20 times | 1 | - | - | 1 | 1 |
| | 1.0% | | | 3.4% | 1.0% |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | 2 | 3 | 6 |
| | 5.7% | 2.0% | 8.3% | 10.3% | 5.8% |
| TOTAL ANSWERING | 105 | 50 | 24 | 29 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.43----------> | | | | |
| SIGNIFICANCE | .0006* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50<br>47.6% | 38<br>56.7% | 6<br>30.0% | 6<br>33.3% | 50<br>47.6% |
| 1 to 2 times | 31<br>29.5% | 20<br>29.9% | 7<br>35.0% | 4<br>22.2% | 31<br>29.5% |
| 3 to 5 times | 15<br>14.3% | 6<br>9.0% | 4<br>20.0% | 5<br>27.8% | 15<br>14.3% |
| 6 to 10 times | 8<br>7.6% | 3<br>4.5% | 2<br>10.0% | 3<br>16.7% | 8<br>7.6% |
| 11 to 20 times | 1<br>1.0% | - | 1<br>5.0% | - | 1<br>1.0% |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6<br>5.7% | 3<br>4.5% | 2<br>10.0% | 1<br>5.6% | 6<br>5.7% |
| TOTAL ANSWERING | 105<br>100.0% | 67<br>100.0% | 20<br>100.0% | 18<br>100.0% | 105<br>100.0% |
| CHI-SQUARE | <----------15.054----------> | | | | |
| SIGNIFICANCE | .0581* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q26. Tree Trimming to Reduce Occurrence of Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 50 | 41 | 3 | 6 | 50 |
| | 47.6% | 58.6% | 13.0% | 54.5% | 48.1% |
| 1 to 2 times | 31 | 17 | 10 | 4 | 31 |
| | 29.5% | 24.3% | 43.5% | 36.4% | 29.8% |
| 3 to 5 times | 15 | 7 | 7 | - | 14 |
| | 14.3% | 10.0% | 30.4% | | 13.5% |
| 6 to 10 times | 8 | 5 | 2 | 1 | 8 |
| | 7.6% | 7.1% | 8.7% | 9.1% | 7.7% |
| 11 to 20 times | 1 | - | 1 | - | 1 |
| | 1.0% | | 4.3% | | 1.0% |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 3 | 1 | 2 | 6 |
| | 5.7% | 4.3% | 4.3% | 18.2% | 5.8% |
| TOTAL ANSWERING | 105 | 70 | 23 | 11 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.521----------> | | | | |
| SIGNIFICANCE | .0085* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 49 | 1 | 50 |
| | 47.6% | 49.0% | 20.0% | 47.6% |
| 1 to 2 times | 31 | 28 | 3 | 31 |
| | 29.5% | 28.0% | 60.0% | 29.5% |
| 3 to 5 times | 15 | 15 | - | 15 |
| | 14.3% | 15.0% | | 14.3% |
| 6 to 10 times | 8 | 7 | 1 | 8 |
| | 7.6% | 7.0% | 20.0% | 7.6% |
| 11 to 20 times | 1 | 1 | - | 1 |
| | 1.0% | 1.0% | | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 6 | - | 6 |
| | 5.7% | 6.0% | | 5.7% |
| TOTAL ANSWERING | 105 | 100 | 5 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.349-------> | | | |
| SIGNIFICANCE | .3608* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 48 | 1 | 49 |
| | 47.6% | 49.5% | 50.0% | 49.5% |
| 1 to 2 times | 31 | 26 | 1 | 27 |
| | 29.5% | 26.8% | 50.0% | 27.3% |
| 3 to 5 times | 15 | 15 | - | 15 |
| | 14.3% | 15.5% | | 15.2% |
| 6 to 10 times | 8 | 7 | - | 7 |
| | 7.6% | 7.2% | | 7.1% |
| 11 to 20 times | 1 | 1 | - | 1 |
| | 1.0% | 1.0% | | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 5 | 1 | 6 |
| | 5.7% | 5.2% | 50.0% | 6.1% |
| TOTAL ANSWERING | 105 | 97 | 2 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.861-------> | | | |
| SIGNIFICANCE | .9301* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 50 | 12 | 11 | 5 | 8 | 10 | 46 |
| | 47.6% | 60.0% | 68.8% | 35.7% | 44.4% | 33.3% | 46.9% |
| 1 to 2 times | 31 | 4 | 3 | 2 | 7 | 13 | 29 |
| | 29.5% | 20.0% | 18.8% | 14.3% | 38.9% | 43.3% | 29.6% |
| 3 to 5 times | 15 | 3 | 1 | 5 | 1 | 4 | 14 |
| | 14.3% | 15.0% | 6.2% | 35.7% | 5.6% | 13.3% | 14.3% |
| 6 to 10 times | 8 | 1 | 1 | 2 | 2 | 2 | 8 |
| | 7.6% | 5.0% | 6.2% | 14.3% | 11.1% | 6.7% | 8.2% |
| 11 to 20 times | 1 | - | - | - | - | 1 | 1 |
| | 1.0% | | | | | 3.3% | 1.0% |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | - | 1 | 1 | 1 | 2 | 5 |
| | 5.7% | | 6.2% | 7.1% | 5.6% | 6.7% | 5.1% |
| TOTAL ANSWERING | 105 | 20 | 16 | 14 | 18 | 30 | 98 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.447----------> | | | | | | |
| SIGNIFICANCE | .2984* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 34 | 15 | 49 |
| | 47.6% | 44.7% | 53.6% | 47.1% |
| 1 to 2 times | 31 | 24 | 7 | 31 |
| | 29.5% | 31.6% | 25.0% | 29.8% |
| 3 to 5 times | 15 | 11 | 4 | 15 |
| | 14.3% | 14.5% | 14.3% | 14.4% |
| 6 to 10 times | 8 | 6 | 2 | 8 |
| | 7.6% | 7.9% | 7.1% | 7.7% |
| 11 to 20 times | 1 | 1 | - | 1 |
| | 1.0% | 1.3% | | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 4 | 1 | 5 |
| | 5.7% | 5.3% | 3.6% | 4.8% |
| TOTAL ANSWERING | 105 | 76 | 28 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.02-------> | | | |
| SIGNIFICANCE | .9067* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 50 | 18 | 20 | 3 | 8 | 49 |
| | 47.6% | 46.2% | 76.9% | 23.1% | 30.8% | 47.1% |
| 1 to 2 times | 31 | 11 | 4 | 5 | 11 | 31 |
| | 29.5% | 28.2% | 15.4% | 38.5% | 42.3% | 29.8% |
| 3 to 5 times | 15 | 7 | 2 | 3 | 3 | 15 |
| | 14.3% | 17.9% | 7.7% | 23.1% | 11.5% | 14.4% |
| 6 to 10 times | 8 | 3 | - | 2 | 3 | 8 |
| | 7.6% | 7.7% | | 15.4% | 11.5% | 7.7% |
| 11 to 20 times | 1 | - | - | - | 1 | 1 |
| | 1.0% | | | | 3.8% | 1.0% |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 1 | 1 | 1 | 1 | 4 |
| | 5.7% | 2.6% | 3.8% | 7.7% | 3.8% | 3.8% |
| TOTAL ANSWERING | 105 | 39 | 26 | 13 | 26 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.995----------> | | | | | |
| SIGNIFICANCE | .0672* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 50 | 3 | 9 | 3 | 6 | 21 |
| | 47.6% | 27.3% | 52.9% | 30.0% | 31.6% | 36.8% |
| 1 to 2 times | 31 | 5 | 2 | 6 | 6 | 19 |
| | 29.5% | 45.5% | 11.8% | 60.0% | 31.6% | 33.3% |
| 3 to 5 times | 15 | 2 | 6 | 1 | 2 | 11 |
| | 14.3% | 18.2% | 35.3% | 10.0% | 10.5% | 19.3% |
| 6 to 10 times | 8 | 1 | - | - | 5 | 6 |
| | 7.6% | 9.1% | | | 26.3% | 10.5% |
| 11 to 20 times | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | - | - | 1 | - | 1 |
| | 5.7% | | | 10.0% | | 1.8% |
| TOTAL ANSWERING | 105 | 11 | 17 | 10 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.578----------> | | | | | |
| SIGNIFICANCE | .0404* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 50 | 13 | 24 | 2 | 9 | 48 |
| | 47.6% | 43.3% | 63.2% | 22.2% | 47.4% | 50.0% |
| 1 to 2 times | 31 | 10 | 7 | 3 | 5 | 25 |
| | 29.5% | 33.3% | 18.4% | 33.3% | 26.3% | 26.0% |
| 3 to 5 times | 15 | 6 | 3 | 2 | 4 | 15 |
| | 14.3% | 20.0% | 7.9% | 22.2% | 21.1% | 15.6% |
| 6 to 10 times | 8 | 1 | 4 | 2 | 1 | 8 |
| | 7.6% | 3.3% | 10.5% | 22.2% | 5.3% | 8.3% |
| 11 to 20 times | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 2 | 3 | - | - | 5 |
| | 5.7% | 6.7% | 7.9% | | | 5.2% |
| TOTAL ANSWERING | 105 | 30 | 38 | 9 | 19 | 96 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------10.489----------> | | | | | |
| SIGNIFICANCE | .3124* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q6. In the past twelve months, how many times has there been a power interruption lasting LESS than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 50 | 24 | 26 | 50 |
| | 47.6% | 42.1% | 54.2% | 47.6% |
| 1 to 2 times | 31 | 19 | 12 | 31 |
| | 29.5% | 33.3% | 25.0% | 29.5% |
| 3 to 5 times | 15 | 8 | 7 | 15 |
| | 14.3% | 14.0% | 14.6% | 14.3% |
| 6 to 10 times | 8 | 5 | 3 | 8 |
| | 7.6% | 8.8% | 6.2% | 7.6% |
| 11 to 20 times | 1 | 1 | - | 1 |
| | 1.0% | 1.8% | | 1.0% |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 6 | 2 | 4 | 6 |
| | 5.7% | 3.5% | 8.3% | 5.7% |
| TOTAL ANSWERING | 105 | 57 | 48 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.474-------> | | | |
| SIGNIFICANCE | .6493* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 6 | 5 | - | - | - | - | - | 5 |
| | 5.5% | 10.2% | | | | | | 4.8% |
| 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 12.5% | | | 1.0% |
| 2 | 2 | 1 | - | - | 1 | - | - | 2 |
| | 1.8% | 2.0% | | | 12.5% | | | 1.9% |
| 3 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 4 | 3 | - | - | 3 | - | - | - | 3 |
| | 2.7% | | | 20.0% | | | | 2.9% |
| 5 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 6 | 2 | 1 | - | - | 1 | - | - | 2 |
| | 1.8% | 2.0% | | | 12.5% | | | 1.9% |
| 7 | 2 | - | - | - | 1 | 1 | - | 2 |
| | 1.8% | | | | 12.5% | 100.0% | | 1.9% |
| 8 | 16 | 3 | 7 | 4 | 1 | - | - | 15 |
| | 14.5% | 6.1% | 22.6% | 26.7% | 12.5% | | | 14.4% |
| 9 | 13 | 3 | 6 | 2 | - | - | - | 11 |
| | 11.8% | 6.1% | 19.4% | 13.3% | | | | 10.6% |
| 10 Excellent | 63 | 36 | 16 | 6 | 3 | - | - | 61 |
| | 57.3% | 73.5% | 51.6% | 40.0% | 37.5% | | | 58.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 2.0% | | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 49 | 31 | 15 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------121.659----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 6 | 5 | - | - | - | - | - | 5 |
| | 5.5% | 9.1% | | | | | | 4.8% |
| 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 2 | 2 | 1 | - | - | 1 | - | - | 2 |
| | 1.8% | 1.8% | | | 25.0% | | | 1.9% |
| 3 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 4 | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 2.7% | | 3.2% | 6.7% | 25.0% | | | 2.9% |
| 5 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 6 | 2 | 1 | - | 1 | - | - | - | 2 |
| | 1.8% | 1.8% | | 6.7% | | | | 1.9% |
| 7 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.8% | 1.8% | | | | | | 1.0% |
| 8 | 16 | 5 | 6 | 3 | 1 | - | - | 15 |
| | 14.5% | 9.1% | 19.4% | 20.0% | 25.0% | | | 14.3% |
| 9 | 13 | 6 | 3 | 3 | - | - | - | 12 |
| | 11.8% | 10.9% | 9.7% | 20.0% | | | | 11.4% |
| 10 Excellent | 63 | 36 | 19 | 6 | 1 | - | - | 62 |
| | 57.3% | 65.5% | 61.3% | 40.0% | 25.0% | | | 59.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 1.8% | | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 55 | 31 | 15 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------45.869----------> | | | | | | | |
| SIGNIFICANCE | .032* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 6 | - | - | - | - | 1 | - | 1 |
| | 5.5% | | | | | 50.0% | | 2.3% |
| 1 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 2 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.8% | 5.6% | | | | | | 2.3% |
| 3 | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| 4 | 3 | 2 | 1 | - | - | - | - | 3 |
| | 2.7% | 11.1% | 6.2% | | | | | 6.8% |
| 5 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 6 | 2 | - | - | - | - | - | - | - |
| | 1.8% | | | | | | | |
| 7 | 2 | - | - | - | - | - | - | - |
| | 1.8% | | | | | | | |
| 8 | 16 | 5 | 4 | 1 | - | - | - | 10 |
| | 14.5% | 27.8% | 25.0% | 12.5% | | | | 22.7% |
| 9 | 13 | 3 | 1 | 1 | - | - | - | 5 |
| | 11.8% | 16.7% | 6.2% | 12.5% | | | | 11.4% |
| 10 Excellent | 63 | 5 | 10 | 6 | - | 1 | - | 22 |
| | 57.3% | 27.8% | 62.5% | 75.0% | | 50.0% | | 50.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| TOTAL ANSWERING | 110 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------31.898----------> | | | | | | | |
| SIGNIFICANCE | .0599* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6 | - | - | 1 | - | - | 1 |
| | 5.5% | | | 50.0% | | | 2.0% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 2 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 4.0% | | | | 2.0% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 2.0% |
| 4 | 3 | 3 | - | - | - | - | 3 |
| | 2.7% | 15.0% | | | | | 6.1% |
| 5 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 6 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 4.0% | | | | 2.0% |
| 7 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 5.0% | | | | | 2.0% |
| 8 | 16 | 4 | 5 | - | - | - | 9 |
| | 14.5% | 20.0% | 20.0% | | | | 18.4% |
| 9 | 13 | 2 | 3 | 1 | - | 1 | 7 |
| | 11.8% | 10.0% | 12.0% | 50.0% | | 50.0% | 14.3% |
| 10 Excellent | 63 | 9 | 13 | - | - | 1 | 23 |
| | 57.3% | 45.0% | 52.0% | | | 50.0% | 46.9% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------40.405----------> | | | | | | |
| SIGNIFICANCE | .0972* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6 | - | - | - | - | - | - |
| | 5.5% | | | | | | |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.0% | | | | | 3.7% |
| 2 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 4.0% | | | | | 3.7% |
| 3 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 4 | 3 | 2 | - | - | - | - | 2 |
| | 2.7% | 8.0% | | | | | 7.4% |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 4.0% | | | | | 3.7% |
| 7 | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| 8 | 16 | 6 | - | - | - | - | 6 |
| | 14.5% | 24.0% | | | | | 22.2% |
| 9 | 13 | 2 | 1 | - | - | - | 3 |
| | 11.8% | 8.0% | 50.0% | | | | 11.1% |
| 10 Excellent | 63 | 12 | 1 | - | - | - | 13 |
| | 57.3% | 48.0% | 50.0% | | | | 48.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------3.822----------> | | | | | | |
| SIGNIFICANCE | .7008* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6<br>5.5% | - | - | - | - | - | - |
| 1 | 1<br>0.9% | - | - | - | 1<br>25.0% | - | 1<br>3.2% |
| 2 | 2<br>1.8% | - | 1<br>7.1% | - | - | - | 1<br>3.2% |
| 3 | 1<br>0.9% | - | - | - | - | - | - |
| 4 | 3<br>2.7% | 1<br>11.1% | - | 1<br>25.0% | - | - | 2<br>6.5% |
| 5 | 1<br>0.9% | - | - | - | - | - | - |
| 6 | 2<br>1.8% | - | 1<br>7.1% | - | - | - | 1<br>3.2% |
| 7 | 2<br>1.8% | - | - | - | - | - | - |
| 8 | 16<br>14.5% | 2<br>22.2% | 4<br>28.6% | 2<br>50.0% | 1<br>25.0% | - | 9<br>29.0% |
| 9 | 13<br>11.8% | - | 3<br>21.4% | - | - | - | 3<br>9.7% |
| 10 Excellent | 63<br>57.3% | 6<br>66.7% | 5<br>35.7% | 1<br>25.0% | 2<br>50.0% | - | 14<br>45.2% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------18.771----------> | | | | | | |
| SIGNIFICANCE | .4061* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 1 | 5 | 6 |
| | 5.5% | 33.3% | 4.7% | 5.5% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.8% | 33.3% | 0.9% | 1.8% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 4 | 3 | - | 2 | 2 |
| | 2.7% | | 1.9% | 1.8% |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| 6 | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.8% |
| 7 | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.8% |
| 8 | 16 | - | 16 | 16 |
| | 14.5% | | 15.1% | 14.7% |
| 9 | 13 | - | 13 | 13 |
| | 11.8% | | 12.3% | 11.9% |
| 10 Excellent | 63 | 1 | 62 | 63 |
| | 57.3% | 33.3% | 58.5% | 57.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| TOTAL ANSWERING | 110 | 3 | 106 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------22.416------> | | | |
| SIGNIFICANCE | .0131* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6 | - | 1 | - | - | - | 1 |
| | 5.5% | | 50.0% | | | | 33.3% |
| 1 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 2 | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 50.0% | | | | 33.3% |
| 3 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 4 | 3 | - | - | - | - | - | - |
| | 2.7% | | | | | | |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| 7 | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| 8 | 16 | - | - | - | - | - | - |
| | 14.5% | | | | | | |
| 9 | 13 | - | - | - | - | - | - |
| | 11.8% | | | | | | |
| 10 Excellent | 63 | - | - | - | - | 1 | 1 |
| | 57.3% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 1 | 5 | 6 |
| | 5.5% | 2.4% | 7.4% | 5.5% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.8% | 2.4% | 1.5% | 1.8% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| 4 | 3 | 3 | - | 3 |
| | 2.7% | 7.1% | | 2.7% |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| 6 | 2 | 1 | 1 | 2 |
| | 1.8% | 2.4% | 1.5% | 1.8% |
| 7 | 2 | - | 2 | 2 |
| | 1.8% | | 2.9% | 1.8% |
| 8 | 16 | 9 | 7 | 16 |
| | 14.5% | 21.4% | 10.3% | 14.5% |
| 9 | 13 | 6 | 7 | 13 |
| | 11.8% | 14.3% | 10.3% | 11.8% |
| 10 Excellent | 63 | 20 | 43 | 63 |
| | 57.3% | 47.6% | 63.2% | 57.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| TOTAL ANSWERING | 110 | 42 | 68 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------14.029------> | | | |
| SIGNIFICANCE | .1717* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6 | 1 | - | - | - | - | 1 |
| | 5.5% | 5.3% | | | | | 2.4% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 2 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 5.3% | | | | | 2.4% |
| 3 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 4 | 3 | 3 | - | - | - | - | 3 |
| | 2.7% | 15.8% | | | | | 7.3% |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 5.3% | | | | | 2.4% |
| 7 | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| 8 | 16 | 5 | - | 4 | - | - | 9 |
| | 14.5% | 26.3% | | 25.0% | | | 22.0% |
| 9 | 13 | 2 | - | 1 | - | 3 | 6 |
| | 11.8% | 10.5% | | 6.2% | | 60.0% | 14.6% |
| 10 Excellent | 63 | 5 | - | 11 | 1 | 2 | 19 |
| | 57.3% | 26.3% | | 68.8% | 100.0% | 40.0% | 46.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 20.0% | 2.4% |
| TOTAL ANSWERING | 110 | 19 | - | 16 | 1 | 5 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.863----------> | | | | | | |
| SIGNIFICANCE | .4074* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | - | 1 | - | 1 |
| | 5.5% | | 5.6% | | 2.4% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.4% |
| 2 | 2 | - | - | - | - |
| | 1.8% | | | | |
| 3 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 4 | 3 | 3 | - | - | 3 |
| | 2.7% | 17.6% | | | 7.3% |
| 5 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 6 | 2 | 1 | - | - | 1 |
| | 1.8% | 5.9% | | | 2.4% |
| 7 | 2 | - | - | - | - |
| | 1.8% | | | | |
| 8 | 16 | 2 | 6 | 1 | 9 |
| | 14.5% | 11.8% | 33.3% | 16.7% | 22.0% |
| 9 | 13 | 1 | 2 | 3 | 6 |
| | 11.8% | 5.9% | 11.1% | 50.0% | 14.6% |
| 10 Excellent | 63 | 9 | 9 | 2 | 20 |
| | 57.3% | 52.9% | 50.0% | 33.3% | 48.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 5.6% | | 2.4% |
| TOTAL ANSWERING | 110 | 17 | 18 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.809----------> | | | | |
| SIGNIFICANCE | | | .1569* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | 5 | 1 | - | 6 |
| | 5.5% | 7.0% | 6.2% | | 5.5% |
| 1 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 2 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.8% | | | 1.8% |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.2% | | 0.9% |
| 4 | 3 | 2 | - | 1 | 3 |
| | 2.7% | 2.8% | | 4.5% | 2.8% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 2 | - | - | 2 | 2 |
| | 1.8% | | | 9.1% | 1.8% |
| 7 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 6.2% | 4.5% | 1.8% |
| 8 | 16 | 5 | 3 | 7 | 15 |
| | 14.5% | 7.0% | 18.8% | 31.8% | 13.8% |
| 9 | 13 | 8 | 2 | 3 | 13 |
| | 11.8% | 11.3% | 12.5% | 13.6% | 11.9% |
| 10 Excellent | 63 | 47 | 8 | 8 | 63 |
| | 57.3% | 66.2% | 50.0% | 36.4% | 57.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 71 | 16 | 22 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.675----------> | | | | |
| SIGNIFICANCE | .0366* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | 5 | 1 | - | 6 |
| | 5.5% | 6.0% | 8.3% | | 5.6% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 8.3% | 0.9% |
| 2 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.4% | | | 1.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 4 | 3 | 3 | - | - | 3 |
| | 2.7% | 3.6% | | | 2.8% |
| 5 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 6 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.2% | | 8.3% | 1.9% |
| 7 | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.2% | 8.3% | | 1.9% |
| 8 | 16 | 9 | 1 | 5 | 15 |
| | 14.5% | 10.7% | 8.3% | 41.7% | 13.9% |
| 9 | 13 | 11 | 1 | 1 | 13 |
| | 11.8% | 13.1% | 8.3% | 8.3% | 12.0% |
| 10 Excellent | 63 | 51 | 8 | 4 | 63 |
| | 57.3% | 60.7% | 66.7% | 33.3% | 58.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| TOTAL ANSWERING | 110 | 84 | 12 | 12 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.262----------> | | | | |
| SIGNIFICANCE | .0939* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | 5 | - | 1 | 6 |
| | 5.5% | 9.8% | | 3.2% | 5.6% |
| 1 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| 2 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 2.0% | | 3.2% | 1.9% |
| 3 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| 4 | 3 | - | 1 | 2 | 3 |
| | 2.7% | | 3.8% | 6.5% | 2.8% |
| 5 | 1 | - | 1 | - | 1 |
| | 0.9% | | 3.8% | | 0.9% |
| 6 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 2.0% | | 3.2% | 1.9% |
| 7 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 3.8% | 3.2% | 1.9% |
| 8 | 16 | 1 | 8 | 7 | 16 |
| | 14.5% | 2.0% | 30.8% | 22.6% | 14.8% |
| 9 | 13 | 6 | 3 | 3 | 12 |
| | 11.8% | 11.8% | 11.5% | 9.7% | 11.1% |
| 10 Excellent | 63 | 37 | 12 | 13 | 62 |
| | 57.3% | 72.5% | 46.2% | 41.9% | 57.4% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| TOTAL ANSWERING | 110 | 51 | 26 | 31 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.377----------> | | | | |
| SIGNIFICANCE | .0307* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | 3 | 1 | 2 | 6 |
| | 5.5% | 4.3% | 4.5% | 10.5% | 5.5% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.5% | | 0.9% |
| 2 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 5.3% | 1.8% |
| 3 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 4 | 3 | 2 | - | 1 | 3 |
| | 2.7% | 2.9% | | 5.3% | 2.7% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 5.3% | 1.8% |
| 7 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 4.5% | 5.3% | 1.8% |
| 8 | 16 | 5 | 6 | 5 | 16 |
| | 14.5% | 7.2% | 27.3% | 26.3% | 14.5% |
| 9 | 13 | 12 | - | 1 | 13 |
| | 11.8% | 17.4% | | 5.3% | 11.8% |
| 10 Excellent | 63 | 44 | 13 | 6 | 63 |
| | 57.3% | 63.8% | 59.1% | 31.6% | 57.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 69 | 22 | 19 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.904----------> | | | | |
| SIGNIFICANCE | .0346* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 6 | 4 | - | 2 | 6 |
| | 5.5% | 5.6% | | 15.4% | 5.5% |
| 1 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.2% | | 0.9% |
| 2 | 2 | 2 | - | - | 2 |
| | 1.8% | 2.8% | | | 1.8% |
| 3 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.2% | | 0.9% |
| 4 | 3 | 1 | 1 | - | 2 |
| | 2.7% | 1.4% | 4.2% | | 1.8% |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 1.8% | 1.4% | 4.2% | | 1.8% |
| 7 | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 4.2% | 7.7% | 1.8% |
| 8 | 16 | 6 | 8 | 2 | 16 |
| | 14.5% | 8.3% | 33.3% | 15.4% | 14.7% |
| 9 | 13 | 9 | 3 | 1 | 13 |
| | 11.8% | 12.5% | 12.5% | 7.7% | 11.9% |
| 10 Excellent | 63 | 48 | 8 | 7 | 63 |
| | 57.3% | 66.7% | 33.3% | 53.8% | 57.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 72 | 24 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.162----------> | | | | |
| SIGNIFICANCE | .0673* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 5 | 1 | 6 |
| | 5.5% | 4.8% | 20.0% | 5.5% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 4 | 3 | 3 | - | 3 |
| | 2.7% | 2.9% | | 2.7% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 6 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.0% | 20.0% | 1.8% |
| 7 | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| 8 | 16 | 15 | 1 | 16 |
| | 14.5% | 14.3% | 20.0% | 14.5% |
| 9 | 13 | 13 | - | 13 |
| | 11.8% | 12.4% | | 11.8% |
| 10 Excellent | 63 | 61 | 2 | 63 |
| | 57.3% | 58.1% | 40.0% | 57.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 105 | 5 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <-------13.031------> | | |
| SIGNIFICANCE | | .222* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 5 | - | 5 |
| | 5.5% | 5.0% | | 4.8% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 4 | 3 | 3 | - | 3 |
| | 2.7% | 3.0% | | 2.9% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 6 | 2 | 1 | - | 1 |
| | 1.8% | 1.0% | | 1.0% |
| 7 | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| 8 | 16 | 14 | - | 14 |
| | 14.5% | 13.9% | | 13.5% |
| 9 | 13 | 11 | 2 | 13 |
| | 11.8% | 10.9% | 66.7% | 12.5% |
| 10 Excellent | 63 | 60 | 1 | 61 |
| | 57.3% | 59.4% | 33.3% | 58.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| TOTAL ANSWERING | 110 | 101 | 3 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------8.48-------> | | | |
| SIGNIFICANCE | .5821* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 6 | 1 | 2 | - | - | 3 | 6 |
| | 5.5% | 5.0% | 11.8% | | | 9.7% | 5.9% |
| 1 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 2 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.8% | 5.0% | 5.9% | | | | 2.0% |
| 3 | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 3.2% | 1.0% |
| 4 | 3 | 1 | - | 1 | - | 1 | 3 |
| | 2.7% | 5.0% | | 6.7% | | 3.2% | 2.9% |
| 5 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 6 | 2 | - | - | 1 | - | 1 | 2 |
| | 1.8% | | | 6.7% | | 3.2% | 2.0% |
| 7 | 2 | - | - | - | - | 2 | 2 |
| | 1.8% | | | | | 6.5% | 2.0% |
| 8 | 16 | 3 | 2 | 2 | 2 | 6 | 15 |
| | 14.5% | 15.0% | 11.8% | 13.3% | 10.5% | 19.4% | 14.7% |
| 9 | 13 | 2 | 2 | 2 | 2 | 3 | 11 |
| | 11.8% | 10.0% | 11.8% | 13.3% | 10.5% | 9.7% | 10.8% |
| 10 Excellent | 63 | 12 | 10 | 9 | 13 | 14 | 58 |
| | 57.3% | 60.0% | 58.8% | 60.0% | 68.4% | 45.2% | 56.9% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 3.2% | 1.0% |
| TOTAL ANSWERING | 110 | 20 | 17 | 15 | 19 | 31 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.272----------> | | | | | | |
| SIGNIFICANCE | .8675* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 4 | 2 | 6 |
| | 5.5% | 5.0% | 7.1% | 5.6% |
| 1 | 1 | - | 1 | 1 |
| | 0.9% | | 3.6% | 0.9% |
| 2 | 2 | 2 | - | 2 |
| | 1.8% | 2.5% | | 1.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 4 | 3 | 2 | 1 | 3 |
| | 2.7% | 2.5% | 3.6% | 2.8% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.2% | | 0.9% |
| 6 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.2% | 3.6% | 1.9% |
| 7 | 2 | 2 | - | 2 |
| | 1.8% | 2.5% | | 1.9% |
| 8 | 16 | 13 | 3 | 16 |
| | 14.5% | 16.2% | 10.7% | 14.8% |
| 9 | 13 | 10 | 2 | 12 |
| | 11.8% | 12.5% | 7.1% | 11.1% |
| 10 Excellent | 63 | 44 | 18 | 62 |
| | 57.3% | 55.0% | 64.3% | 57.4% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 3.6% | 0.9% |
| TOTAL ANSWERING | 110 | 80 | 28 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------7.094-------> | | | |
| SIGNIFICANCE | .7165* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 6 | 2 | 3 | - | 1 | 6 |
| | 5.5% | 5.1% | 11.1% | | 3.7% | 5.6% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 2 | 2 | 1 | - | 1 | - | 2 |
| | 1.8% | 2.6% | | 7.1% | | 1.9% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| 4 | 3 | 2 | - | - | 1 | 3 |
| | 2.7% | 5.1% | | | 3.7% | 2.8% |
| 5 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 3.7% | 0.9% |
| 6 | 2 | 1 | - | - | 1 | 2 |
| | 1.8% | 2.6% | | | 3.7% | 1.9% |
| 7 | 2 | - | - | - | 2 | 2 |
| | 1.8% | | | | 7.4% | 1.9% |
| 8 | 16 | 5 | 2 | 4 | 5 | 16 |
| | 14.5% | 12.8% | 7.4% | 28.6% | 18.5% | 15.0% |
| 9 | 13 | 4 | 5 | - | 3 | 12 |
| | 11.8% | 10.3% | 18.5% | | 11.1% | 11.2% |
| 10 Excellent | 63 | 22 | 17 | 9 | 13 | 61 |
| | 57.3% | 56.4% | 63.0% | 64.3% | 48.1% | 57.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| TOTAL ANSWERING | 110 | 39 | 27 | 14 | 27 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------28.007----------> | | | | | |
| SIGNIFICANCE | .5701* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 6 | - | 1 | - | - | 1 |
| | 5.5% | | 5.9% | | | 1.8% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 2 | 2 | - | - | - | - | - |
| | 1.8% | | | | | |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 4 | 3 | 1 | 1 | - | - | 2 |
| | 2.7% | 10.0% | 5.9% | | | 3.5% |
| 5 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 6 | 2 | - | - | - | 1 | 1 |
| | 1.8% | | | | 5.3% | 1.8% |
| 7 | 2 | - | - | - | - | - |
| | 1.8% | | | | | |
| 8 | 16 | 1 | 3 | 3 | 4 | 11 |
| | 14.5% | 10.0% | 17.6% | 27.3% | 21.1% | 19.3% |
| 9 | 13 | 2 | 2 | 3 | 2 | 9 |
| | 11.8% | 20.0% | 11.8% | 27.3% | 10.5% | 15.8% |
| 10 Excellent | 63 | 4 | 10 | 5 | 12 | 31 |
| | 57.3% | 40.0% | 58.8% | 45.5% | 63.2% | 54.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| TOTAL ANSWERING | 110 | 10 | 17 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.555----------> | | | | | |
| SIGNIFICANCE | .5496* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 6 | 2 | 4 | - | - | 6 |
| | 5.5% | 6.5% | 9.8% | | | 6.0% |
| 1 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.4% | | | 1.0% |
| 2 | 2 | - | 1 | 1 | - | 2 |
| | 1.8% | | 2.4% | 11.1% | | 2.0% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 3.2% | | | | 1.0% |
| 4 | 3 | 1 | 1 | - | 1 | 3 |
| | 2.7% | 3.2% | 2.4% | | 5.3% | 3.0% |
| 5 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.4% | | | 1.0% |
| 6 | 2 | - | 2 | - | - | 2 |
| | 1.8% | | 4.9% | | | 2.0% |
| 7 | 2 | 1 | - | - | - | 1 |
| | 1.8% | 3.2% | | | | 1.0% |
| 8 | 16 | 4 | 5 | 1 | 4 | 14 |
| | 14.5% | 12.9% | 12.2% | 11.1% | 21.1% | 14.0% |
| 9 | 13 | 1 | 4 | 4 | 3 | 12 |
| | 11.8% | 3.2% | 9.8% | 44.4% | 15.8% | 12.0% |
| 10 Excellent | 63 | 21 | 22 | 3 | 11 | 57 |
| | 57.3% | 67.7% | 53.7% | 33.3% | 57.9% | 57.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 3.2% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 31 | 41 | 9 | 19 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------31.009----------> | | | | | |
| SIGNIFICANCE | .415* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utiln > does on minimizing the number of power outages lasting MORE than one minute?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 6 | 4 | 2 | 6 |
| | 5.5% | 6.8% | 3.9% | 5.5% |
| 1 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 2 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 4 | 3 | 1 | 2 | 3 |
| | 2.7% | 1.7% | 3.9% | 2.7% |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 6 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| 8 | 16 | 9 | 7 | 16 |
| | 14.5% | 15.3% | 13.7% | 14.5% |
| 9 | 13 | 8 | 5 | 13 |
| | 11.8% | 13.6% | 9.8% | 11.8% |
| 10 Excellent | 63 | 32 | 31 | 63 |
| | 57.3% | 54.2% | 60.8% | 57.3% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| TOTAL ANSWERING | 110 | 59 | 51 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------4.4--------> | | | |
| SIGNIFICANCE | .9275* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 56<br>52.8% | 42<br>84.0% | 11<br>35.5% | - | 2<br>25.0% | - | - | 55<br>53.4% |
| 1 to 2 times | 31<br>29.2% | 5<br>10.0% | 18<br>58.1% | 6<br>42.9% | 1<br>12.5% | - | - | 30<br>29.1% |
| 3 to 5 times | 15<br>14.2% | 3<br>6.0% | 2<br>6.5% | 6<br>42.9% | 3<br>37.5% | - | - | 14<br>13.6% |
| 6 to 10 times | 4<br>3.8% | - | - | 2<br>14.3% | 2<br>25.0% | - | - | 4<br>3.9% |
| 11 to 20 times | - | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | - | - | 1<br>7.1% | - | 1 | - | 2<br>1.9% |
| TOTAL ANSWERING | 106<br>100.0% | 50<br>100.0% | 31<br>100.0% | 14<br>100.0% | 8<br>100.0% | - | - | 103<br>100.0% |
| CHI-SQUARE | <----------67.875----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q8. Number of Power Outages Lasting More than One Minute

| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 56<br>52.8% | 56<br>100.0% | - | - | - | - | - | 56<br>52.8% |
| 1 to 2 times | 31<br>29.2% | - | 31<br>100.0% | - | - | - | - | 31<br>29.2% |
| 3 to 5 times | 15<br>14.2% | - | - | 15<br>100.0% | - | - | - | 15<br>14.2% |
| 6 to 10 times | 4<br>3.8% | - | - | - | 4<br>100.0% | - | - | 4<br>3.8% |
| 11 to 20 times | - | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 106<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |
| CHI-SQUARE | <----------318.0----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Zero times | 56<br>52.8% | - | - | - | - | - | - | - |
| 1 to 2 times | 31<br>29.2% | 6<br>33.3% | 10<br>71.4% | 7<br>87.5% | - | 1<br>100.0% | - | 24<br>58.5% |
| 3 to 5 times | 15<br>14.2% | 8<br>44.4% | 4<br>28.6% | 1<br>12.5% | - | - | - | 13<br>31.7% |
| 6 to 10 times | 4<br>3.8% | 4<br>22.2% | - | - | - | - | - | 4<br>9.8% |
| 11 to 20 times | - | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | - | 2<br>14.3% | - | - | 1<br>100.0% | - | 3<br>7.3% |
| TOTAL ANSWERING | 106<br>100.0% | 18<br>100.0% | 14<br>100.0% | 8<br>100.0% | - | 1<br>100.0% | - | 41<br>100.0% |
| CHI-SQUARE | | <----------11.114----------> | | | | | | |
| SIGNIFICANCE | | | | .0849* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56<br>52.8% | - | - | - | - | - | - |
| 1 to 2 times | 31<br>29.2% | 11<br>61.1% | 14<br>56.0% | 1<br>100.0% | - | 1<br>100.0% | 27<br>60.0% |
| 3 to 5 times | 15<br>14.2% | 5<br>27.8% | 9<br>36.0% | - | - | - | 14<br>31.1% |
| 6 to 10 times | 4<br>3.8% | 2<br>11.1% | 2<br>8.0% | - | - | - | 4<br>8.9% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | 2<br>11.1% | - | 1<br>100.0% | - | 1<br>100.0% | 4<br>8.9% |
| TOTAL ANSWERING | 106<br>100.0% | 18<br>100.0% | 25<br>100.0% | 1<br>100.0% | - | 1<br>100.0% | 45<br>100.0% |
| CHI-SQUARE | <----------1.782----------> | | | | | | |
| SIGNIFICANCE | .9386* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56<br>52.8% | - | - | - | - | - | - |
| 1 to 2 times | 31<br>29.2% | 9<br>36.0% | - | - | - | - | 9<br>33.3% |
| 3 to 5 times | 15<br>14.2% | 13<br>52.0% | 1<br>50.0% | - | - | - | 14<br>51.9% |
| 6 to 10 times | 4<br>3.8% | 3<br>12.0% | 1<br>50.0% | - | - | - | 4<br>14.8% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | - | - | - | - | - | - |
| TOTAL ANSWERING | 106<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------2.526----------> | | | | | | |
| SIGNIFICANCE | .2827* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56<br>52.8% | - | - | - | - | - | - |
| 1 to 2 times | 31<br>29.2% | 5<br>55.6% | 6<br>42.9% | 1<br>25.0% | - | - | 12<br>38.7% |
| 3 to 5 times | 15<br>14.2% | 4<br>44.4% | 6<br>42.9% | 2<br>50.0% | 3<br>75.0% | - | 15<br>48.4% |
| 6 to 10 times | 4<br>3.8% | - | 2<br>14.3% | 1<br>25.0% | 1<br>25.0% | - | 4<br>12.9% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5<br>4.7% | - | - | - | - | - | - |
| TOTAL ANSWERING | 106<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------5.259----------> | | | | | | |
| SIGNIFICANCE | .5111* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 1 | 55 | 56 |
| | 52.8% | 50.0% | 53.4% | 53.3% |
| 1 to 2 times | 31 | - | 31 | 31 |
| | 29.2% | | 30.1% | 29.5% |
| 3 to 5 times | 15 | - | 14 | 14 |
| | 14.2% | | 13.6% | 13.3% |
| 6 to 10 times | 4 | 1 | 3 | 4 |
| | 3.8% | 50.0% | 2.9% | 3.8% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | 4 | 5 |
| | 4.7% | 50.0% | 3.9% | 4.8% |
| TOTAL ANSWERING | 106 | 2 | 103 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------12.297------> | | | |
| SIGNIFICANCE | .0064* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56 | - | - | - | - | 1 | 1 |
| | 52.8% | | | | | 100.0% | 50.0% |
| 1 to 2 times | 31 | - | - | - | - | - | - |
| | 29.2% | | | | | | |
| 3 to 5 times | 15 | - | - | - | - | - | - |
| | 14.2% | | | | | | |
| 6 to 10 times | 4 | - | 1 | - | - | - | 1 |
| | 3.8% | | 100.0% | | | | 50.0% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | - | 1 | - | - | - | 1 |
| | 4.7% | | 100.0% | | | | 50.0% |
| TOTAL ANSWERING | 106 | - | 1 | - | - | 1 | 2 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 12 | 44 | 56 |
| | 52.8% | 30.8% | 65.7% | 52.8% |
| 1 to 2 times | 31 | 13 | 18 | 31 |
| | 29.2% | 33.3% | 26.9% | 29.2% |
| 3 to 5 times | 15 | 10 | 5 | 15 |
| | 14.2% | 25.6% | 7.5% | 14.2% |
| 6 to 10 times | 4 | 4 | - | 4 |
| | 3.8% | 10.3% | | 3.8% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 4 | 1 | 5 |
| | 4.7% | 10.3% | 1.5% | 4.7% |
| TOTAL ANSWERING | 106 | 39 | 67 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------18.665------> | | | |
| SIGNIFICANCE | .0003* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56 | 3 | - | 6 | - | 2 | 11 |
| | 52.8% | 16.7% | | 42.9% | | 40.0% | 28.9% |
| 1 to 2 times | 31 | 5 | - | 5 | 1 | 2 | 13 |
| | 29.2% | 27.8% | | 35.7% | 100.0% | 40.0% | 34.2% |
| 3 to 5 times | 15 | 6 | - | 3 | - | 1 | 10 |
| | 14.2% | 33.3% | | 21.4% | | 20.0% | 26.3% |
| 6 to 10 times | 4 | 4 | - | - | - | - | 4 |
| | 3.8% | 22.2% | | | | | 10.5% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | - | 2 | - | 1 | 4 |
| | 4.7% | 5.6% | | 14.3% | | 20.0% | 10.5% |
| TOTAL ANSWERING | 106 | 18 | - | 14 | 1 | 5 | 38 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------9.162----------> | | | | | | |
| SIGNIFICANCE | .4224* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | | Q20. Call Completed using | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 4 | 6 | 2 | 12 |
| | 52.8% | 25.0% | 35.3% | 40.0% | 31.6% |
| 1 to 2 times | 31 | 6 | 7 | - | 13 |
| | 29.2% | 37.5% | 41.2% | | 34.2% |
| 3 to 5 times | 15 | 4 | 3 | 3 | 10 |
| | 14.2% | 25.0% | 17.6% | 60.0% | 26.3% |
| 6 to 10 times | 4 | 2 | 1 | - | 3 |
| | 3.8% | 12.5% | 5.9% | | 7.9% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | 2 | 1 | 4 |
| | 4.7% | 6.2% | 11.8% | 20.0% | 10.5% |
| TOTAL ANSWERING | 106 | 16 | 17 | 5 | 38 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------5.972----------> | | | |
| SIGNIFICANCE | | | .4264* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 43 | 6 | 6 | 55 |
| | 52.8% | 61.4% | 40.0% | 30.0% | 52.4% |
| 1 to 2 times | 31 | 15 | 7 | 9 | 31 |
| | 29.2% | 21.4% | 46.7% | 45.0% | 29.5% |
| 3 to 5 times | 15 | 10 | 2 | 3 | 15 |
| | 14.2% | 14.3% | 13.3% | 15.0% | 14.3% |
| 6 to 10 times | 4 | 2 | - | 2 | 4 |
| | 3.8% | 2.9% | | 10.0% | 3.8% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 2 | 1 | 2 | 5 |
| | 4.7% | 2.9% | 6.7% | 10.0% | 4.8% |
| TOTAL ANSWERING | 106 | 70 | 15 | 20 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------10.881----------> | | | | |
| SIGNIFICANCE | .0921* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 46 | 4 | 5 | 55 |
| | 52.8% | 55.4% | 40.0% | 45.5% | 52.9% |
| 1 to 2 times | 31 | 22 | 4 | 4 | 30 |
| | 29.2% | 26.5% | 40.0% | 36.4% | 28.8% |
| 3 to 5 times | 15 | 11 | 2 | 2 | 15 |
| | 14.2% | 13.3% | 20.0% | 18.2% | 14.4% |
| 6 to 10 times | 4 | 4 | - | - | 4 |
| | 3.8% | 4.8% | | | 3.8% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 2 | 2 | 1 | 5 |
| | 4.7% | 2.4% | 20.0% | 9.1% | 4.8% |
| TOTAL ANSWERING | 106 | 83 | 10 | 11 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.748----------> | | | | |
| SIGNIFICANCE | .8397* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 36 | 9 | 11 | 56 |
| | 52.8% | 70.6% | 36.0% | 39.3% | 53.8% |
| 1 to 2 times | 31 | 8 | 12 | 11 | 31 |
| | 29.2% | 15.7% | 48.0% | 39.3% | 29.8% |
| 3 to 5 times | 15 | 7 | 4 | 3 | 14 |
| | 14.2% | 13.7% | 16.0% | 10.7% | 13.5% |
| 6 to 10 times | 4 | - | - | 3 | 3 |
| | 3.8% | | | 10.7% | 2.9% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | - | 1 | 4 | 5 |
| | 4.7% | | 4.0% | 14.3% | 4.8% |
| TOTAL ANSWERING | 106 | 51 | 25 | 28 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.69----------> | | | | |
| SIGNIFICANCE | .0021* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 42 | 5 | 9 | 56 |
| | 52.8% | 60.9% | 25.0% | 52.9% | 52.8% |
| 1 to 2 times | 31 | 14 | 12 | 5 | 31 |
| | 29.2% | 20.3% | 60.0% | 29.4% | 29.2% |
| 3 to 5 times | 15 | 10 | 3 | 2 | 15 |
| | 14.2% | 14.5% | 15.0% | 11.8% | 14.2% |
| 6 to 10 times | 4 | 3 | - | 1 | 4 |
| | 3.8% | 4.3% | | 5.9% | 3.8% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | 2 | 2 | 5 |
| | 4.7% | 1.4% | 10.0% | 11.8% | 4.7% |
| TOTAL ANSWERING | 106 | 69 | 20 | 17 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.237----------> | | | | |
| SIGNIFICANCE | .0394* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Zero times | 56 | 39 | 7 | 10 | 56 |
| | 52.8% | 54.2% | 31.8% | 90.9% | 53.3% |
| 1 to 2 times | 31 | 19 | 10 | 1 | 30 |
| | 29.2% | 26.4% | 45.5% | 9.1% | 28.6% |
| 3 to 5 times | 15 | 10 | 5 | - | 15 |
| | 14.2% | 13.9% | 22.7% | | 14.3% |
| 6 to 10 times | 4 | 4 | - | - | 4 |
| | 3.8% | 5.6% | | | 3.8% |
| 11 to 20 times | - | - | - | - | - |
| 21 or more times | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | 2 | 2 | 5 |
| | 4.7% | 1.4% | 9.1% | 18.2% | 4.8% |
| TOTAL ANSWERING | 106 | 72 | 22 | 11 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.117----------> | | | | |
| SIGNIFICANCE | .0412* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 52 | 4 | 56 |
| | 52.8% | 51.5% | 80.0% | 52.8% |
| 1 to 2 times | 31 | 30 | 1 | 31 |
| | 29.2% | 29.7% | 20.0% | 29.2% |
| 3 to 5 times | 15 | 15 | - | 15 |
| | 14.2% | 14.9% | | 14.2% |
| 6 to 10 times | 4 | 4 | - | 4 |
| | 3.8% | 4.0% | | 3.8% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 5 | - | 5 |
| | 4.7% | 5.0% | | 4.7% |
| TOTAL ANSWERING | 106 | 101 | 5 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.827-------> | | | |
| SIGNIFICANCE | .609* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 49 | 2 | 51 |
| | 52.8% | 50.5% | 66.7% | 51.0% |
| 1 to 2 times | 31 | 30 | - | 30 |
| | 29.2% | 30.9% | | 30.0% |
| 3 to 5 times | 15 | 14 | 1 | 15 |
| | 14.2% | 14.4% | 33.3% | 15.0% |
| 6 to 10 times | 4 | 4 | - | 4 |
| | 3.8% | 4.1% | | 4.0% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 5 | - | 5 |
| | 4.7% | 5.2% | | 5.0% |
| TOTAL ANSWERING | 106 | 97 | 3 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.893-------> | | | |
| SIGNIFICANCE | .5948* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Zero times | 56 | 12 | 7 | 5 | 11 | 18 | 53 |
| | 52.8% | 60.0% | 43.8% | 35.7% | 57.9% | 62.1% | 54.1% |
| 1 to 2 times | 31 | 3 | 6 | 5 | 6 | 7 | 27 |
| | 29.2% | 15.0% | 37.5% | 35.7% | 31.6% | 24.1% | 27.6% |
| 3 to 5 times | 15 | 5 | 2 | 3 | 2 | 2 | 14 |
| | 14.2% | 25.0% | 12.5% | 21.4% | 10.5% | 6.9% | 14.3% |
| 6 to 10 times | 4 | - | 1 | 1 | - | 2 | 4 |
| | 3.8% | | 6.2% | 7.1% | | 6.9% | 4.1% |
| 11 to 20 times | - | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | - | 1 | 1 | - | 3 | 5 |
| | 4.7% | | 6.2% | 7.1% | | 10.3% | 5.1% |
| TOTAL ANSWERING | 106 | 20 | 16 | 14 | 19 | 29 | 98 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------10.103----------> | | | | | | |
| SIGNIFICANCE | .6069* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 39 | 16 | 55 |
| | 52.8% | 51.3% | 57.1% | 52.9% |
| 1 to 2 times | 31 | 24 | 7 | 31 |
| | 29.2% | 31.6% | 25.0% | 29.8% |
| 3 to 5 times | 15 | 9 | 5 | 14 |
| | 14.2% | 11.8% | 17.9% | 13.5% |
| 6 to 10 times | 4 | 4 | - | 4 |
| | 3.8% | 5.3% | | 3.8% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 4 | 1 | 5 |
| | 4.7% | 5.3% | 3.6% | 4.8% |
| TOTAL ANSWERING | 106 | 76 | 28 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.452-------> | | | |
| SIGNIFICANCE | .484* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 56 | 19 | 15 | 6 | 15 | 55 |
| | 52.8% | 48.7% | 57.7% | 42.9% | 60.0% | 52.9% |
| 1 to 2 times | 31 | 13 | 7 | 3 | 8 | 31 |
| | 29.2% | 33.3% | 26.9% | 21.4% | 32.0% | 29.8% |
| 3 to 5 times | 15 | 6 | 4 | 3 | 1 | 14 |
| | 14.2% | 15.4% | 15.4% | 21.4% | 4.0% | 13.5% |
| 6 to 10 times | 4 | 1 | - | 2 | 1 | 4 |
| | 3.8% | 2.6% | | 14.3% | 4.0% | 3.8% |
| 11 to 20 times | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 1 | 1 | - | 2 | 4 |
| | 4.7% | 2.6% | 3.8% | | 8.0% | 3.8% |
| TOTAL ANSWERING | 106 | 39 | 26 | 14 | 25 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.989----------> | | | | | |
| SIGNIFICANCE | .4383* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 56 | 4 | 9 | 4 | 6 | 23 |
| | 52.8% | 36.4% | 52.9% | 40.0% | 31.6% | 40.4% |
| 1 to 2 times | 31 | 3 | 4 | 5 | 7 | 19 |
| | 29.2% | 27.3% | 23.5% | 50.0% | 36.8% | 33.3% |
| 3 to 5 times | 15 | 4 | 4 | 1 | 4 | 13 |
| | 14.2% | 36.4% | 23.5% | 10.0% | 21.1% | 22.8% |
| 6 to 10 times | 4 | - | - | - | 2 | 2 |
| | 3.8% | | | | 10.5% | 3.5% |
| 11 to 20 times | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | - | - | 1 | - | 1 |
| | 4.7% | | | 10.0% | | 1.8% |
| TOTAL ANSWERING | 106 | 11 | 17 | 10 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.224----------> | | | | | |
| SIGNIFICANCE | .5118* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Zero times | 56 | 18 | 27 | 2 | 5 | 52 |
| | 52.8% | 60.0% | 69.2% | 22.2% | 26.3% | 53.6% |
| 1 to 2 times | 31 | 9 | 4 | 4 | 10 | 27 |
| | 29.2% | 30.0% | 10.3% | 44.4% | 52.6% | 27.8% |
| 3 to 5 times | 15 | 3 | 6 | 2 | 3 | 14 |
| | 14.2% | 10.0% | 15.4% | 22.2% | 15.8% | 14.4% |
| 6 to 10 times | 4 | - | 2 | 1 | 1 | 4 |
| | 3.8% | | 5.1% | 11.1% | 5.3% | 4.1% |
| 11 to 20 times | - | - | - | - | - | - |
| 21 or more times | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 2 | 2 | - | - | 4 |
| | 4.7% | 6.7% | 5.1% | | | 4.1% |
| TOTAL ANSWERING | 106 | 30 | 39 | 9 | 19 | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.061----------> | | | | | |
| SIGNIFICANCE | .0247* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q8. In the past twelve months, how many times has there been a power outage lasting MORE than one minute at this residence? (PROBE: Can you give me your best estimate?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Zero times | 56 | 28 | 28 | 56 |
| | 52.8% | 49.1% | 57.1% | 52.8% |
| 1 to 2 times | 31 | 18 | 13 | 31 |
| | 29.2% | 31.6% | 26.5% | 29.2% |
| 3 to 5 times | 15 | 9 | 6 | 15 |
| | 14.2% | 15.8% | 12.2% | 14.2% |
| 6 to 10 times | 4 | 2 | 2 | 4 |
| | 3.8% | 3.5% | 4.1% | 3.8% |
| 11 to 20 times | - | - | - | - |
| 21 or more times | - | - | - | - |
| TOTAL NON-RESPONSES | 5 | 2 | 3 | 5 |
| | 4.7% | 3.5% | 6.1% | 4.7% |
| TOTAL ANSWERING | 106 | 57 | 49 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.807-------> | | | |
| SIGNIFICANCE | .8477* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 4Q 2021 | 18 | 3 | 3 | 7 | 5 | - | - | 18 |
| | 40.9% | 50.0% | 17.6% | 53.8% | 83.3% | | | 42.9% |
| 3Q 2021 | 16 | 2 | 9 | 4 | - | - | - | 15 |
| | 36.4% | 33.3% | 52.9% | 30.8% | | | | 35.7% |
| 2Q 2021 | 8 | 1 | 4 | 2 | 1 | - | - | 8 |
| | 18.2% | 16.7% | 23.5% | 15.4% | 16.7% | | | 19.0% |
| 1Q 2021 | - | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | - | - | - | 1 |
| | 4.5% | | 5.9% | | | | | 2.4% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 44 | 14 | 2 | 2 | 1 | - | 63 |
| | 152.3% | 733.3% | 82.4% | 15.4% | 33.3% | | | 150.0% |
| TOTAL ANSWERING | 44 | 6 | 17 | 13 | 6 | - | - | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------10.684----------> | | | | | | | |
| SIGNIFICANCE | .298* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 4Q 2021 | 18 | - | 6 | 8 | 4 | - | - | 18 |
| | 40.9% | | 25.0% | 61.5% | 100.0% | | | 43.9% |
| 3Q 2021 | 16 | - | 10 | 4 | - | - | - | 14 |
| | 36.4% | | 41.7% | 30.8% | | | | 34.1% |
| 2Q 2021 | 8 | - | 7 | 1 | - | - | - | 8 |
| | 18.2% | | 29.2% | 7.7% | | | | 19.5% |
| 1Q 2021 | - | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | - | - | - | 1 |
| | 4.5% | | 4.2% | | | | | 2.4% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 56 | 7 | 2 | - | - | - | 65 |
| | 152.3% | | 29.2% | 15.4% | | | | 158.5% |
| TOTAL ANSWERING | 44 | - | 24 | 13 | 4 | - | - | 41 |
| | 100.0% | | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------11.114----------> | | | | | | | |
| SIGNIFICANCE | .0849* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 4Q 2021 | 18 | 18 | - | - | - | - | - | 18 |
| | 40.9% | 100.0% | | | | | | 40.9% |
| 3Q 2021 | 16 | - | 16 | - | - | - | - | 16 |
| | 36.4% | | 100.0% | | | | | 36.4% |
| 2Q 2021 | 8 | - | - | 8 | - | - | - | 8 |
| | 18.2% | | | 100.0% | | | | 18.2% |
| 1Q 2021 | - | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | - | - | - | 2 | - | 2 |
| | 4.5% | | | | | 100.0% | | 4.5% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | - | - | - | - | - | - | - |
| | 152.3% | | | | | | | |
| TOTAL ANSWERING | 44 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------132.0----------> | | | | | | |
| SIGNIFICANCE | | | | 0* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | 7 | 10 | - | - | - | 17 |
| | 40.9% | 46.7% | 45.5% | | | | 42.5% |
| 3Q 2021 | 16 | 4 | 9 | - | - | 1 | 14 |
| | 36.4% | 26.7% | 40.9% | | | 100.0% | 35.0% |
| 2Q 2021 | 8 | 3 | 3 | 1 | - | - | 7 |
| | 18.2% | 20.0% | 13.6% | 50.0% | | | 17.5% |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | 1 | - | 1 | - | - | 2 |
| | 4.5% | 6.7% | | 50.0% | | | 5.0% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 5 | 3 | - | - | 1 | 9 |
| | 152.3% | 33.3% | 13.6% | | | 100.0% | 22.5% |
| TOTAL ANSWERING | 44 | 15 | 22 | 2 | - | 1 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.762----------> | | | | | | |
| SIGNIFICANCE | .0977* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | 10 | 2 | - | - | - | 12 |
| | 40.9% | 47.6% | 100.0% | | | | 52.2% |
| 3Q 2021 | 16 | 8 | - | - | - | - | 8 |
| | 36.4% | 38.1% | | | | | 34.8% |
| 2Q 2021 | 8 | 3 | - | - | - | - | 3 |
| | 18.2% | 14.3% | | | | | 13.0% |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 4 | - | - | - | - | 4 |
| | 152.3% | 19.0% | | | | | 17.4% |
| TOTAL ANSWERING | 44 | 21 | 2 | - | - | - | 23 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------2.008----------> | | | | | | |
| SIGNIFICANCE | .3664* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | 3 | 4 | 3 | 4 | - | 14 |
| | 40.9% | 37.5% | 40.0% | 75.0% | 100.0% | | 53.8% |
| 3Q 2021 | 16 | 3 | 5 | 1 | - | - | 9 |
| | 36.4% | 37.5% | 50.0% | 25.0% | | | 34.6% |
| 2Q 2021 | 8 | 2 | 1 | - | - | - | 3 |
| | 18.2% | 25.0% | 10.0% | | | | 11.5% |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 1 | 4 | - | - | - | 5 |
| | 152.3% | 12.5% | 40.0% | | | | 19.2% |
| TOTAL ANSWERING | 44 | 8 | 10 | 4 | 4 | - | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------7.062----------> | | | | | | |
| SIGNIFICANCE | .3151* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 1 | 17 | 18 |
| | 40.9% | 50.0% | 41.5% | 41.9% |
| 3Q 2021 | 16 | - | 15 | 15 |
| | 36.4% | | 36.6% | 34.9% |
| 2Q 2021 | 8 | - | 8 | 8 |
| | 18.2% | | 19.5% | 18.6% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | 1 | 1 | 2 |
| | 4.5% | 50.0% | 2.4% | 4.7% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 1 | 66 | 67 |
| | 152.3% | 50.0% | 161.0% | 155.8% |
| TOTAL ANSWERING | 44 | 2 | 41 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.43-------> | | | |
| SIGNIFICANCE | .0152* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | - | 1 | - | - | - | 1 |
| | 40.9% | | 50.0% | | | | 50.0% |
| 3Q 2021 | 16 | - | - | - | - | - | - |
| | 36.4% | | | | | | |
| 2Q 2021 | 8 | - | - | - | - | - | - |
| | 18.2% | | | | | | |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | - | - | 1 |
| | 4.5% | | 50.0% | | | | 50.0% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | - | - | - | - | 1 | 1 |
| | 152.3% | | | | | | 50.0% |
| TOTAL ANSWERING | 44 | - | 2 | - | - | - | 2 |
| | 100.0% | | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 11 | 7 | 18 |
| | 40.9% | 40.7% | 41.2% | 40.9% |
| 3Q 2021 | 16 | 8 | 8 | 16 |
| | 36.4% | 29.6% | 47.1% | 36.4% |
| 2Q 2021 | 8 | 7 | 1 | 8 |
| | 18.2% | 25.9% | 5.9% | 18.2% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | 1 | 1 | 2 |
| | 4.5% | 3.7% | 5.9% | 4.5% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 16 | 51 | 67 |
| | 152.3% | 59.3% | 300.0% | 152.3% |
| TOTAL ANSWERING | 44 | 27 | 17 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.286-------> | | | |
| SIGNIFICANCE | .3496* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | 7 | - | 3 | - | 1 | 11 |
| | 40.9% | 53.8% | | 33.3% | | 25.0% | 40.7% |
| 3Q 2021 | 16 | 2 | - | 5 | - | 1 | 8 |
| | 36.4% | 15.4% | | 55.6% | | 25.0% | 29.6% |
| 2Q 2021 | 8 | 3 | - | 1 | 1 | 2 | 7 |
| | 18.2% | 23.1% | | 11.1% | 100.0% | 50.0% | 25.9% |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | 1 | - | - | - | - | 1 |
| | 4.5% | 7.7% | | | | | 3.7% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 6 | - | 7 | - | 2 | 15 |
| | 152.3% | 46.2% | | 77.8% | | 50.0% | 55.6% |
| TOTAL ANSWERING | 44 | 13 | - | 9 | 1 | 4 | 27 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------9.467----------> | | | | | | |
| SIGNIFICANCE | | | | .3953* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 4 | 4 | 2 | 10 |
| | 40.9% | 44.4% | 30.8% | 50.0% | 38.5% |
| 3Q 2021 | 16 | 3 | 3 | 2 | 8 |
| | 36.4% | 33.3% | 23.1% | 50.0% | 30.8% |
| 2Q 2021 | 8 | 2 | 5 | - | 7 |
| | 18.2% | 22.2% | 38.5% | | 26.9% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | 1 |
| | 4.5% | | 7.7% | | 3.8% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 8 | 6 | 2 | 16 |
| | 152.3% | 88.9% | 46.2% | 50.0% | 61.5% |
| TOTAL ANSWERING | 44 | 9 | 13 | 4 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.966----------> | | | | |
| SIGNIFICANCE | | | .6813* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 13 | 1 | 4 | 18 |
| | 40.9% | 52.0% | 12.5% | 36.4% | 40.9% |
| 3Q 2021 | 16 | 7 | 5 | 4 | 16 |
| | 36.4% | 28.0% | 62.5% | 36.4% | 36.4% |
| 2Q 2021 | 8 | 5 | 1 | 2 | 8 |
| | 18.2% | 20.0% | 12.5% | 18.2% | 18.2% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | 1 | 2 |
| | 4.5% | | 12.5% | 9.1% | 4.5% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 47 | 8 | 11 | 66 |
| | 152.3% | 188.0% | 100.0% | 100.0% | 150.0% |
| TOTAL ANSWERING | 44 | 25 | 8 | 11 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.307----------> | | | | |
| SIGNIFICANCE | .2934* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 15 | - | 2 | 17 |
| | 40.9% | 46.9% | | 40.0% | 39.5% |
| 3Q 2021 | 16 | 11 | 3 | 2 | 16 |
| | 36.4% | 34.4% | 50.0% | 40.0% | 37.2% |
| 2Q 2021 | 8 | 6 | 2 | - | 8 |
| | 18.2% | 18.8% | 33.3% | | 18.6% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | 1 | 2 |
| | 4.5% | | 16.7% | 20.0% | 4.7% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 53 | 6 | 7 | 66 |
| | 152.3% | 165.6% | 100.0% | 140.0% | 153.5% |
| TOTAL ANSWERING | 44 | 32 | 6 | 5 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------10.665----------> | | | | |
| SIGNIFICANCE | | | .0993* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 5 | 5 | 6 | 16 |
| | 40.9% | 50.0% | 29.4% | 40.0% | 38.1% |
| 3Q 2021 | 16 | 2 | 7 | 7 | 16 |
| | 36.4% | 20.0% | 41.2% | 46.7% | 38.1% |
| 2Q 2021 | 8 | 3 | 4 | 1 | 8 |
| | 18.2% | 30.0% | 23.5% | 6.7% | 19.0% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | 1 | 2 |
| | 4.5% | | 5.9% | 6.7% | 4.8% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 41 | 9 | 17 | 67 |
| | 152.3% | 410.0% | 52.9% | 113.3% | 159.5% |
| TOTAL ANSWERING | 44 | 10 | 17 | 15 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.565----------> | | | | |
| SIGNIFICANCE | .6006* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 11 | 4 | 3 | 18 |
| | 40.9% | 45.8% | 33.3% | 37.5% | 40.9% |
| 3Q 2021 | 16 | 8 | 5 | 3 | 16 |
| | 36.4% | 33.3% | 41.7% | 37.5% | 36.4% |
| 2Q 2021 | 8 | 5 | 2 | 1 | 8 |
| | 18.2% | 20.8% | 16.7% | 12.5% | 18.2% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | 1 | 2 |
| | 4.5% | | 8.3% | 12.5% | 4.5% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 46 | 10 | 11 | 67 |
| | 152.3% | 191.7% | 83.3% | 137.5% | 152.3% |
| TOTAL ANSWERING | 44 | 24 | 12 | 8 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.323----------> | | | | |
| SIGNIFICANCE | .7674* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 4Q 2021 | 18 | 14 | 3 | - | 17 |
| | 40.9% | 51.9% | 21.4% | | 39.5% |
| 3Q 2021 | 16 | 8 | 7 | 1 | 16 |
| | 36.4% | 29.6% | 50.0% | 50.0% | 37.2% |
| 2Q 2021 | 8 | 5 | 3 | - | 8 |
| | 18.2% | 18.5% | 21.4% | | 18.6% |
| 1Q 2021 | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | 1 | 2 |
| | 4.5% | | 7.1% | 50.0% | 4.7% |
| Prior to 4Q 2020 | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 46 | 10 | 11 | 67 |
| | 152.3% | 170.4% | 71.4% | 550.0% | 155.8% |
| TOTAL ANSWERING | 44 | 27 | 14 | 2 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.826----------> | | | | |
| SIGNIFICANCE | | | .0217* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 18 | - | 18 |
| | 40.9% | 41.9% | | 40.9% |
| 3Q 2021 | 16 | 15 | 1 | 16 |
| | 36.4% | 34.9% | 100.0% | 36.4% |
| 2Q 2021 | 8 | 8 | - | 8 |
| | 18.2% | 18.6% | | 18.2% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | 2 | - | 2 |
| | 4.5% | 4.7% | | 4.5% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 63 | 4 | 67 |
| | 152.3% | 146.5% | 400.0% | 152.3% |
| TOTAL ANSWERING | 44 | 43 | 1 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.791-------> | | | |
| SIGNIFICANCE | .617* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 18 | - | 18 |
| | 40.9% | 41.9% | | 41.9% |
| 3Q 2021 | 16 | 15 | - | 15 |
| | 36.4% | 34.9% | | 34.9% |
| 2Q 2021 | 8 | 8 | - | 8 |
| | 18.2% | 18.6% | | 18.6% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | 2 | - | 2 |
| | 4.5% | 4.7% | | 4.7% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 59 | 3 | 62 |
| | 152.3% | 137.2% | | 144.2% |
| TOTAL ANSWERING | 44 | 43 | - | 43 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 4Q 2021 | 18 | 1 | 4 | 7 | 3 | 3 | 18 |
| | 40.9% | 12.5% | 44.4% | 77.8% | 60.0% | 33.3% | 45.0% |
| 3Q 2021 | 16 | 7 | 2 | 1 | 1 | 4 | 15 |
| | 36.4% | 87.5% | 22.2% | 11.1% | 20.0% | 44.4% | 37.5% |
| 2Q 2021 | 8 | - | 2 | 1 | 1 | 1 | 5 |
| | 18.2% | | 22.2% | 11.1% | 20.0% | 11.1% | 12.5% |
| 1Q 2021 | - | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | - | 1 | 2 |
| | 4.5% | | 11.1% | | | 11.1% | 5.0% |
| Prior to 4Q 2020 | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 12 | 8 | 6 | 14 | 23 | 63 |
| | 152.3% | 150.0% | 88.9% | 66.7% | 280.0% | 255.6% | 157.5% |
| TOTAL ANSWERING | 44 | 8 | 9 | 9 | 5 | 9 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.016----------> | | | | | | |
| SIGNIFICANCE | .149* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 16 | 2 | 18 |
| | 40.9% | 50.0% | 16.7% | 40.9% |
| 3Q 2021 | 16 | 10 | 6 | 16 |
| | 36.4% | 31.2% | 50.0% | 36.4% |
| 2Q 2021 | 8 | 5 | 3 | 8 |
| | 18.2% | 15.6% | 25.0% | 18.2% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | 1 | 1 | 2 |
| | 4.5% | 3.1% | 8.3% | 4.5% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 48 | 17 | 65 |
| | 152.3% | 150.0% | 141.7% | 147.7% |
| TOTAL ANSWERING | 44 | 32 | 12 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <-------4.157-------> | | |
| SIGNIFICANCE | | .245* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 4Q 2021 | 18 | 5 | 3 | 5 | 5 | 18 |
| | 40.9% | 26.3% | 33.3% | 71.4% | 55.6% | 40.9% |
| 3Q 2021 | 16 | 8 | 3 | 2 | 3 | 16 |
| | 36.4% | 42.1% | 33.3% | 28.6% | 33.3% | 36.4% |
| 2Q 2021 | 8 | 4 | 3 | - | 1 | 8 |
| | 18.2% | 21.1% | 33.3% | | 11.1% | 18.2% |
| 1Q 2021 | - | - | - | - | - | - |
| 4Q 2020 | 2 | 2 | - | - | - | 2 |
| | 4.5% | 10.5% | | | | 4.5% |
| Prior to 4Q 2020 | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 21 | 18 | 7 | 18 | 64 |
| | 152.3% | 110.5% | 200.0% | 100.0% | 200.0% | 145.5% |
| TOTAL ANSWERING | 44 | 19 | 9 | 7 | 9 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.89----------> | | | | | |
| SIGNIFICANCE | .4475* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 4Q 2021 | 18 | 3 | 3 | 1 | 7 | 14 |
| | 40.9% | 50.0% | 42.9% | 16.7% | 53.8% | 43.8% |
| 3Q 2021 | 16 | 2 | 3 | 5 | 2 | 12 |
| | 36.4% | 33.3% | 42.9% | 83.3% | 15.4% | 37.5% |
| 2Q 2021 | 8 | 1 | 1 | - | 4 | 6 |
| | 18.2% | 16.7% | 14.3% | | 30.8% | 18.8% |
| 1Q 2021 | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | - | - | - | - |
| | 4.5% | | | | | |
| Prior to 4Q 2020 | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 5 | 10 | 5 | 6 | 26 |
| | 152.3% | 83.3% | 142.9% | 83.3% | 46.2% | 81.2% |
| TOTAL ANSWERING | 44 | 6 | 7 | 6 | 13 | 32 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.717----------> | | | | | |
| SIGNIFICANCE | .1902* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 4Q 2021 | 18 | 1 | 6 | 4 | 7 | 18 |
| | 40.9% | 9.1% | 54.5% | 66.7% | 53.8% | 43.9% |
| 3Q 2021 | 16 | 7 | 3 | 1 | 3 | 14 |
| | 36.4% | 63.6% | 27.3% | 16.7% | 23.1% | 34.1% |
| 2Q 2021 | 8 | 3 | 1 | 1 | 3 | 8 |
| | 18.2% | 27.3% | 9.1% | 16.7% | 23.1% | 19.5% |
| 1Q 2021 | - | - | - | - | - | - |
| 4Q 2020 | 2 | - | 1 | - | - | 1 |
| | 4.5% | | 9.1% | | | 2.4% |
| Prior to 4Q 2020 | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 21 | 30 | 3 | 6 | 60 |
| | 152.3% | 190.9% | 272.7% | 50.0% | 46.2% | 146.3% |
| TOTAL ANSWERING | 44 | 11 | 11 | 6 | 13 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------12.067----------> | | | | | |
| SIGNIFICANCE | .2096* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q9. When was <ck9 >? (PROBE: outage lasting more than one minute)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 4Q 2021 | 18 | 11 | 7 | 18 |
| | 40.9% | 42.3% | 38.9% | 40.9% |
| 3Q 2021 | 16 | 9 | 7 | 16 |
| | 36.4% | 34.6% | 38.9% | 36.4% |
| 2Q 2021 | 8 | 6 | 2 | 8 |
| | 18.2% | 23.1% | 11.1% | 18.2% |
| 1Q 2021 | - | - | - | - |
| 4Q 2020 | 2 | - | 2 | 2 |
| | 4.5% | | 11.1% | 4.5% |
| Prior to 4Q 2020 | - | - | - | - |
| TOTAL NON-RESPONSES | 67 | 33 | 34 | 67 |
| | 152.3% | 126.9% | 188.9% | 152.3% |
| TOTAL ANSWERING | 44 | 26 | 18 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------3.81-------> | | | |
| SIGNIFICANCE | .2827* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Frequency | Q6. Number of Power Interruptions Lasting Less than One Minute: Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 20 | 2 | 6 | 7 | 3 | 1 | - | 19 |
| | 40.8% | 25.0% | 37.5% | 50.0% | 50.0% | 100.0% | | 42.2% |
| 1 to 2 hours | 25 | 6 | 8 | 7 | 3 | - | - | 24 |
| | 51.0% | 75.0% | 50.0% | 50.0% | 50.0% | | | 53.3% |
| 3 to 5 hours | 2 | - | 1 | - | - | - | - | 1 |
| | 4.1% | | 6.2% | | | | | 2.2% |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | 2 | - | 1 | - | - | - | - | 1 |
| | 4.1% | | 6.2% | | | | | 2.2% |
| TOTAL ANSWERING | 49 | 8 | 16 | 14 | 6 | 1 | - | 45 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------6.661----------> | | | | | | |
| SIGNIFICANCE | | | | .8792* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 20<br>40.8% | - | 11<br>40.7% | 5<br>35.7% | 2<br>50.0% | - | - | 18<br>40.0% |
| 1 to 2 hours | 25<br>51.0% | - | 14<br>51.9% | 9<br>64.3% | 2<br>50.0% | - | - | 25<br>55.6% |
| 3 to 5 hours | 2<br>4.1% | - | 1<br>3.7% | - | - | - | - | 1<br>2.2% |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | - | 1<br>3.7% | - | - | - | - | 1<br>2.2% |
| TOTAL ANSWERING | 49<br>100.0% | - | 27<br>100.0% | 14<br>100.0% | 4<br>100.0% | - | - | 45<br>100.0% |
| CHI-SQUARE | <----------1.782----------> | | | | | | | |
| SIGNIFICANCE | .9386* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 20 | 7 | 4 | 3 | - | 1 | - | 15 |
| | 40.8% | 41.2% | 28.6% | 42.9% | | 50.0% | | 37.5% |
| 1 to 2 hours | 25 | 10 | 9 | 3 | - | - | - | 22 |
| | 51.0% | 58.8% | 64.3% | 42.9% | | | | 55.0% |
| 3 to 5 hours | 2 | - | - | 1 | - | 1 | - | 2 |
| | 4.1% | | | 14.3% | | 50.0% | | 5.0% |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | 2 | - | 1 | - | - | - | - | 1 |
| | 4.1% | | 7.1% | | | | | 2.5% |
| TOTAL ANSWERING | 49 | 17 | 14 | 7 | - | 2 | - | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------14.762----------> | | | | | | | |
| SIGNIFICANCE | .0977* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20<br>40.8% | 20<br>100.0% | - | - | - | - | 20<br>40.8% |
| 1 to 2 hours | 25<br>51.0% | - | 25<br>100.0% | - | - | - | 25<br>51.0% |
| 3 to 5 hours | 2<br>4.1% | - | - | 2<br>100.0% | - | - | 2<br>4.1% |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | - | - | - | - | 2<br>100.0% | 2<br>4.1% |
| TOTAL ANSWERING | 49<br>100.0% | 20<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | 2<br>100.0% | 49<br>100.0% |
| CHI-SQUARE | <----------147.0----------> | | | | | | |
| SIGNIFICANCE | 0* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20<br>40.8% | 12<br>50.0% | - | - | - | - | 12<br>46.2% |
| 1 to 2 hours | 25<br>51.0% | 11<br>45.8% | 2<br>100.0% | - | - | - | 13<br>50.0% |
| 3 to 5 hours | 2<br>4.1% | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 1<br>4.2% | - | - | - | - | 1<br>3.8% |
| TOTAL ANSWERING | 49<br>100.0% | 24<br>100.0% | 2<br>100.0% | - | - | - | 26<br>100.0% |
| CHI-SQUARE | <----------2.167----------> | | | | | | |
| SIGNIFICANCE | .3385* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20<br>40.8% | 8<br>88.9% | 4<br>30.8% | 1<br>25.0% | - | - | 13<br>44.8% |
| 1 to 2 hours | 25<br>51.0% | - | 9<br>69.2% | 3<br>75.0% | 3<br>100.0% | - | 15<br>51.7% |
| 3 to 5 hours | 2<br>4.1% | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 1<br>11.1% | - | - | - | - | 1<br>3.4% |
| TOTAL ANSWERING | 49<br>100.0% | 9<br>100.0% | 13<br>100.0% | 4<br>100.0% | 3<br>100.0% | - | 29<br>100.0% |
| CHI-SQUARE | <----------15.585----------> | | | | | | |
| SIGNIFICANCE | .0162* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20 | - | 19 | 19 |
| | 40.8% | | 41.3% | 39.6% |
| 1 to 2 hours | 25 | 1 | 24 | 25 |
| | 51.0% | 50.0% | 52.2% | 52.1% |
| 3 to 5 hours | 2 | 1 | 1 | 2 |
| | 4.1% | 50.0% | 2.2% | 4.2% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2 | - | 2 | 2 |
| | 4.1% | | 4.3% | 4.2% |
| TOTAL ANSWERING | 49 | 2 | 46 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.437------> | | | |
| SIGNIFICANCE | .0096* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20<br>40.8% | - | - | - | - | - | - |
| 1 to 2 hours | 25<br>51.0% | - | 1<br>50.0% | - | - | - | 1<br>50.0% |
| 3 to 5 hours | 2<br>4.1% | - | 1<br>50.0% | - | - | - | 1<br>50.0% |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | - | - | - | - | - | - |
| TOTAL ANSWERING | 49<br>100.0% | - | 2<br>100.0% | - | - | - | 2<br>100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20<br>40.8% | 11<br>37.9% | 9<br>45.0% | 20<br>40.8% |
| 1 to 2 hours | 25<br>51.0% | 15<br>51.7% | 10<br>50.0% | 25<br>51.0% |
| 3 to 5 hours | 2<br>4.1% | 2<br>6.9% | - | 2<br>4.1% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 1<br>3.4% | 1<br>5.0% | 2<br>4.1% |
| TOTAL ANSWERING | 49<br>100.0% | 29<br>100.0% | 20<br>100.0% | 49<br>100.0% |
| CHI-SQUARE | <-------1.601-------> | | | |
| SIGNIFICANCE | .6592* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20 | 7 | - | 2 | - | 2 | 11 |
| | 40.8% | 46.7% | | 22.2% | | 50.0% | 37.9% |
| 1 to 2 hours | 25 | 7 | - | 7 | 1 | - | 15 |
| | 51.0% | 46.7% | | 77.8% | 100.0% | | 51.7% |
| 3 to 5 hours | 2 | 1 | - | - | - | 1 | 2 |
| | 4.1% | 6.7% | | | | 25.0% | 6.9% |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2 | - | - | - | - | 1 | 1 |
| | 4.1% | | | | | 25.0% | 3.4% |
| TOTAL ANSWERING | 49 | 15 | - | 9 | 1 | 4 | 29 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------14.037----------> | | | | | |
| SIGNIFICANCE | | | | .121* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Frequency | Q20. Call Completed using: Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20 | 6 | 4 | 1 | 11 |
| | 40.8% | 50.0% | 33.3% | 25.0% | 39.3% |
| 1 to 2 hours | 25 | 6 | 6 | 2 | 14 |
| | 51.0% | 50.0% | 50.0% | 50.0% | 50.0% |
| 3 to 5 hours | 2 | - | 2 | - | 2 |
| | 4.1% | | 16.7% | | 7.1% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2 | - | - | 1 | 1 |
| | 4.1% | | | 25.0% | 3.6% |
| TOTAL ANSWERING | 49 | 12 | 12 | 4 | 28 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------9.333----------> | | | |
| SIGNIFICANCE | | | .1557* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20<br>40.8% | 9<br>34.6% | 2<br>20.0% | 9<br>69.2% | 20<br>40.8% |
| 1 to 2 hours | 25<br>51.0% | 15<br>57.7% | 6<br>60.0% | 4<br>30.8% | 25<br>51.0% |
| 3 to 5 hours | 2<br>4.1% | - | 2<br>20.0% | - | 2<br>4.1% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 2<br>7.7% | - | - | 2<br>4.1% |
| TOTAL ANSWERING | 49<br>100.0% | 26<br>100.0% | 10<br>100.0% | 13<br>100.0% | 49<br>100.0% |
| CHI-SQUARE | | <----------14.877----------> | | | |
| SIGNIFICANCE | | | .0212* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20 | 16 | 2 | 2 | 20 |
| | 40.8% | 45.7% | 28.6% | 33.3% | 41.7% |
| 1 to 2 hours | 25 | 17 | 3 | 4 | 24 |
| | 51.0% | 48.6% | 42.9% | 66.7% | 50.0% |
| 3 to 5 hours | 2 | - | 2 | - | 2 |
| | 4.1% | | 28.6% | | 4.2% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2 | 2 | - | - | 2 |
| | 4.1% | 5.7% | | | 4.2% |
| TOTAL ANSWERING | 49 | 35 | 7 | 6 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------13.402----------> | | | |
| SIGNIFICANCE | | | .0371* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20 | 6 | 6 | 8 | 20 |
| | 40.8% | 42.9% | 40.0% | 44.4% | 42.6% |
| 1 to 2 hours | 25 | 7 | 7 | 9 | 23 |
| | 51.0% | 50.0% | 46.7% | 50.0% | 48.9% |
| 3 to 5 hours | 2 | - | 1 | 1 | 2 |
| | 4.1% | | 6.7% | 5.6% | 4.3% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2 | 1 | 1 | - | 2 |
| | 4.1% | 7.1% | 6.7% | | 4.3% |
| TOTAL ANSWERING | 49 | 14 | 15 | 18 | 47 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------2.179----------> | | | |
| SIGNIFICANCE | | | .9025* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20 | 11 | 5 | 4 | 20 |
| | 40.8% | 40.7% | 38.5% | 44.4% | 40.8% |
| 1 to 2 hours | 25 | 13 | 8 | 4 | 25 |
| | 51.0% | 48.1% | 61.5% | 44.4% | 51.0% |
| 3 to 5 hours | 2 | 1 | - | 1 | 2 |
| | 4.1% | 3.7% | | 11.1% | 4.1% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2 | 2 | - | - | 2 |
| | 4.1% | 7.4% | | | 4.1% |
| TOTAL ANSWERING | 49 | 27 | 13 | 9 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.708----------> | | | | |
| SIGNIFICANCE | .7161* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 20<br>40.8% | 11<br>35.5% | 8<br>53.3% | - | 19<br>39.6% |
| 1 to 2 hours | 25<br>51.0% | 18<br>58.1% | 6<br>40.0% | 1<br>50.0% | 25<br>52.1% |
| 3 to 5 hours | 2<br>4.1% | - | 1<br>6.7% | 1<br>50.0% | 2<br>4.2% |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 2<br>6.5% | - | - | 2<br>4.2% |
| TOTAL ANSWERING | 49<br>100.0% | 31<br>100.0% | 15<br>100.0% | 2<br>100.0% | 48<br>100.0% |
| CHI-SQUARE | | <----------14.972----------> | | | |
| SIGNIFICANCE | | | .0205* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20 | 20 | - | 20 |
| | 40.8% | 40.8% | | 40.8% |
| 1 to 2 hours | 25 | 25 | - | 25 |
| | 51.0% | 51.0% | | 51.0% |
| 3 to 5 hours | 2 | 2 | - | 2 |
| | 4.1% | 4.1% | | 4.1% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2 | 2 | - | 2 |
| | 4.1% | 4.1% | | 4.1% |
| TOTAL ANSWERING | 49 | 49 | - | 49 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20 | 19 | 1 | 20 |
| | 40.8% | 39.6% | 100.0% | 40.8% |
| 1 to 2 hours | 25 | 25 | - | 25 |
| | 51.0% | 52.1% | | 51.0% |
| 3 to 5 hours | 2 | 2 | - | 2 |
| | 4.1% | 4.2% | | 4.1% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2 | 2 | - | 2 |
| | 4.1% | 4.2% | | 4.1% |
| TOTAL ANSWERING | 49 | 48 | 1 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.48-------> | | | |
| SIGNIFICANCE | .6868* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 20<br>40.8% | 3<br>42.9% | 2<br>20.0% | 5<br>62.5% | 1<br>20.0% | 8<br>57.1% | 19<br>43.2% |
| 1 to 2 hours | 25<br>51.0% | 4<br>57.1% | 7<br>70.0% | 3<br>37.5% | 4<br>80.0% | 4<br>28.6% | 22<br>50.0% |
| 3 to 5 hours | 2<br>4.1% | - | 1<br>10.0% | - | - | - | 1<br>2.3% |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | - | - | - | - | 2<br>14.3% | 2<br>4.5% |
| TOTAL ANSWERING | 49<br>100.0% | 7<br>100.0% | 10<br>100.0% | 8<br>100.0% | 5<br>100.0% | 14<br>100.0% | 44<br>100.0% |
| CHI-SQUARE | <----------14.183----------> | | | | | | |
| SIGNIFICANCE | .2892* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20 | 14 | 5 | 19 |
| | 40.8% | 36.8% | 50.0% | 39.6% |
| 1 to 2 hours | 25 | 20 | 5 | 25 |
| | 51.0% | 52.6% | 50.0% | 52.1% |
| 3 to 5 hours | 2 | 2 | - | 2 |
| | 4.1% | 5.3% | | 4.2% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2 | 2 | - | 2 |
| | 4.1% | 5.3% | | 4.2% |
| TOTAL ANSWERING | 49 | 38 | 10 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.409-------> | | | |
| SIGNIFICANCE | .7033* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 20<br>40.8% | 7<br>36.8% | 4<br>36.4% | 3<br>42.9% | 5<br>45.5% | 19<br>39.6% |
| 1 to 2 hours | 25<br>51.0% | 10<br>52.6% | 6<br>54.5% | 4<br>57.1% | 5<br>45.5% | 25<br>52.1% |
| 3 to 5 hours | 2<br>4.1% | 2<br>10.5% | - | - | - | 2<br>4.2% |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | - | 1<br>9.1% | - | 1<br>9.1% | 2<br>4.2% |
| TOTAL ANSWERING | 49<br>100.0% | 19<br>100.0% | 11<br>100.0% | 7<br>100.0% | 11<br>100.0% | 48<br>100.0% |
| CHI-SQUARE | <----------5.737----------> | | | | | |
| SIGNIFICANCE | .7659* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 20 | 4 | 2 | 1 | 4 | 11 |
| | 40.8% | 66.7% | 25.0% | 16.7% | 33.3% | 34.4% |
| 1 to 2 hours | 25 | 2 | 6 | 3 | 7 | 18 |
| | 51.0% | 33.3% | 75.0% | 50.0% | 58.3% | 56.2% |
| 3 to 5 hours | 2 | - | - | - | 1 | 1 |
| | 4.1% | | | | 8.3% | 3.1% |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | 2 | - | - | 2 | - | 2 |
| | 4.1% | | | 33.3% | | 6.2% |
| TOTAL ANSWERING | 49 | 6 | 8 | 6 | 12 | 32 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.02----------> | | | | | |
| SIGNIFICANCE | .1216* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 20<br>40.8% | 5<br>45.5% | 4<br>28.6% | 3<br>50.0% | 5<br>38.5% | 17<br>38.6% |
| 1 to 2 hours | 25<br>51.0% | 5<br>45.5% | 8<br>57.1% | 3<br>50.0% | 7<br>53.8% | 23<br>52.3% |
| 3 to 5 hours | 2<br>4.1% | - | 1<br>7.1% | - | 1<br>7.7% | 2<br>4.5% |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | 2<br>4.1% | 1<br>9.1% | 1<br>7.1% | - | - | 2<br>4.5% |
| TOTAL ANSWERING | 49<br>100.0% | 11<br>100.0% | 14<br>100.0% | 6<br>100.0% | 13<br>100.0% | 44<br>100.0% |
| CHI-SQUARE | <----------3.709----------> | | | | | |
| SIGNIFICANCE | .9295* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q10. How long did this outage last?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 20 | 11 | 9 | 20 |
| | 40.8% | 37.9% | 45.0% | 40.8% |
| 1 to 2 hours | 25 | 16 | 9 | 25 |
| | 51.0% | 55.2% | 45.0% | 51.0% |
| 3 to 5 hours | 2 | 1 | 1 | 2 |
| | 4.1% | 3.4% | 5.0% | 4.1% |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | 2 | 1 | 1 | 2 |
| | 4.1% | 3.4% | 5.0% | 4.1% |
| TOTAL ANSWERING | 49 | 29 | 20 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.525-------> | | | |
| SIGNIFICANCE | .9134* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 25<br>92.6% | 3<br>75.0% | 7<br>100.0% | 9<br>100.0% | 5<br>83.3% | - | - | 24<br>92.3% |
| 1 to 2 hours | 2<br>7.4% | 1<br>25.0% | - | - | 1<br>16.7% | - | - | 2<br>7.7% |
| 3 to 5 hours | - | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 4<br>100.0% | 7<br>100.0% | 9<br>100.0% | 6<br>100.0% | - | - | 26<br>100.0% |
| CHI-SQUARE | <----------3.701----------> | | | | | | | |
| SIGNIFICANCE | .2956* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 25<br>92.6% | - | 9<br>100.0% | 13<br>92.9% | 3<br>75.0% | - | - | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | - | - | 1<br>7.1% | 1<br>25.0% | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | - | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------2.526----------> | | | | | | | |
| SIGNIFICANCE | .2827* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 25 | 10 | 8 | 3 | - | - | - | 21 |
| | 92.6% | 83.3% | 100.0% | 100.0% | | | | 91.3% |
| 1 to 2 hours | 2 | 2 | - | - | - | - | - | 2 |
| | 7.4% | 16.7% | | | | | | 8.7% |
| 3 to 5 hours | - | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27 | 12 | 8 | 3 | - | - | - | 23 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------2.008----------> | | | | | | | |
| SIGNIFICANCE | .3664* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25<br>92.6% | 12<br>100.0% | 11<br>84.6% | - | - | 1<br>100.0% | 24<br>92.3% |
| 1 to 2 hours | 2<br>7.4% | - | 2<br>15.4% | - | - | - | 2<br>7.7% |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 12<br>100.0% | 13<br>100.0% | - | - | 1<br>100.0% | 26<br>100.0% |
| CHI-SQUARE | <----------2.167----------> | | | | | | |
| SIGNIFICANCE | .3385* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25<br>92.6% | 25<br>100.0% | - | - | - | - | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | - | 2<br>100.0% | - | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------27.0----------> | | | | | | |
| SIGNIFICANCE | 0* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25<br>92.6% | 8<br>100.0% | 12<br>92.3% | 3<br>100.0% | 2<br>66.7% | - | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | - | 1<br>7.7% | - | 1<br>33.3% | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 8<br>100.0% | 13<br>100.0% | 3<br>100.0% | 3<br>100.0% | - | 27<br>100.0% |
| CHI-SQUARE | <----------3.822----------> | | | | | | |
| SIGNIFICANCE | .2814* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25 | 1 | 23 | 24 |
| | 92.6% | 100.0% | 92.0% | 92.3% |
| 1 to 2 hours | 2 | - | 2 | 2 |
| | 7.4% | | 8.0% | 7.7% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27 | 1 | 25 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.087-------> | | | |
| SIGNIFICANCE | .7685* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25<br>92.6% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| 1 to 2 hours | 2<br>7.4% | - | - | - | - | - | - |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q18. Have Tried to Reach by Phone | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25 | 14 | 11 | 25 |
| | 92.6% | 93.3% | 91.7% | 92.6% |
| 1 to 2 hours | 2 | 1 | 1 | 2 |
| | 7.4% | 6.7% | 8.3% | 7.4% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27 | 15 | 12 | 27 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.027-------> | | | |
| SIGNIFICANCE | .8695* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25 | 9 | - | 3 | - | 2 | 14 |
| | 92.6% | 90.0% | | 100.0% | | 100.0% | 93.3% |
| 1 to 2 hours | 2 | 1 | - | - | - | - | 1 |
| | 7.4% | 10.0% | | | | | 6.7% |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27 | 10 | - | 3 | - | 2 | 15 |
| | 100.0% | 100.0% | | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------.536----------> | | | | | | |
| SIGNIFICANCE | .765* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 7<br>100.0% | 3<br>75.0% | 3<br>100.0% | 13<br>92.9% |
| 1 to 2 hours | 2<br>7.4% | - | 1<br>25.0% | - | 1<br>7.1% |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 7<br>100.0% | 4<br>100.0% | 3<br>100.0% | 14<br>100.0% |
| CHI-SQUARE | <----------2.692----------> | | | | |
| SIGNIFICANCE | .2602* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 15<br>88.2% | 4<br>100.0% | 6<br>100.0% | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | 2<br>11.8% | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 17<br>100.0% | 4<br>100.0% | 6<br>100.0% | 27<br>100.0% |
| CHI-SQUARE | <----------1.271----------> | | | | |
| SIGNIFICANCE | .5298* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 19<br>90.5% | 3<br>100.0% | 3<br>100.0% | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | 2<br>9.5% | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 21<br>100.0% | 3<br>100.0% | 3<br>100.0% | 27<br>100.0% |
| CHI-SQUARE | <----------.617----------> | | | | |
| SIGNIFICANCE | .7345* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 10<br>100.0% | 8<br>100.0% | 7<br>100.0% | 25<br>100.0% |
| 1 to 2 hours | 2<br>7.4% | - | - | - | - |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 10<br>100.0% | 8<br>100.0% | 7<br>100.0% | 25<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | <----------.0----------><br>1* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 15<br>88.2% | 6<br>100.0% | 4<br>100.0% | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | 2<br>11.8% | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 17<br>100.0% | 6<br>100.0% | 4<br>100.0% | 27<br>100.0% |
| CHI-SQUARE | <----------1.271----------> | | | | |
| SIGNIFICANCE | .5298* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 25<br>92.6% | 16<br>88.9% | 9<br>100.0% | - | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | 2<br>11.1% | - | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 18<br>100.0% | 9<br>100.0% | - | 27<br>100.0% |
| CHI-SQUARE | <----------1.08----------> | | | | |
| SIGNIFICANCE | .2987* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25<br>92.6% | 25<br>92.6% | - | 25<br>92.6% |
| 1 to 2 hours | 2<br>7.4% | 2<br>7.4% | - | 2<br>7.4% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 27<br>100.0% | - | 27<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25 | 24 | 1 | 25 |
| | 92.6% | 92.3% | 100.0% | 92.6% |
| 1 to 2 hours | 2 | 2 | - | 2 |
| | 7.4% | 7.7% | | 7.4% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27 | 26 | 1 | 27 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.083-------> | | | |
| SIGNIFICANCE | .7732* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 25 | 7 | 3 | 5 | 2 | 7 | 24 |
| | 92.6% | 100.0% | 75.0% | 100.0% | 100.0% | 87.5% | 92.3% |
| 1 to 2 hours | 2 | - | 1 | - | - | 1 | 2 |
| | 7.4% | | 25.0% | | | 12.5% | 7.7% |
| 3 to 5 hours | - | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 27 | 7 | 4 | 5 | 2 | 8 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.115----------> | | | | | | |
| SIGNIFICANCE | .5388* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25 | 16 | 8 | 24 |
| | 92.6% | 88.9% | 100.0% | 92.3% |
| 1 to 2 hours | 2 | 2 | - | 2 |
| | 7.4% | 11.1% | | 7.7% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27 | 18 | 8 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.963-------> | | | |
| SIGNIFICANCE | .3264* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 25<br>92.6% | 11<br>100.0% | 5<br>83.3% | 4<br>100.0% | 4<br>80.0% | 24<br>92.3% |
| 1 to 2 hours | 2<br>7.4% | - | 1<br>16.7% | - | 1<br>20.0% | 2<br>7.7% |
| 3 to 5 hours | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 27<br>100.0% | 11<br>100.0% | 6<br>100.0% | 4<br>100.0% | 5<br>100.0% | 26<br>100.0% |
| CHI-SQUARE | <----------2.997----------> | | | | | |
| SIGNIFICANCE | .3921* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 25 | 5 | 4 | 3 | 7 | 19 |
| | 92.6% | 100.0% | 80.0% | 100.0% | 87.5% | 90.5% |
| 1 to 2 hours | 2 | - | 1 | - | 1 | 2 |
| | 7.4% | | 20.0% | | 12.5% | 9.5% |
| 3 to 5 hours | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 27 | 5 | 5 | 3 | 8 | 21 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.561----------> | | | | | |
| SIGNIFICANCE | .6682* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 25 | 8 | 8 | 3 | 5 | 24 |
| | 92.6% | 100.0% | 88.9% | 100.0% | 83.3% | 92.3% |
| 1 to 2 hours | 2 | - | 1 | - | 1 | 2 |
| | 7.4% | | 11.1% | | 16.7% | 7.7% |
| 3 to 5 hours | - | - | - | - | - | - |
| 6 to 12 hours | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 27 | 8 | 9 | 3 | 6 | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.745----------> | | | | | |
| SIGNIFICANCE | .6269* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q11. How long was the SHORTEST of these outages over one minute? (PROBE: the shortest of the outages of MORE THAN one minute)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 25 | 14 | 11 | 25 |
| | 92.6% | 87.5% | 100.0% | 92.6% |
| 1 to 2 hours | 2 | 2 | - | 2 |
| | 7.4% | 12.5% | | 7.4% |
| 3 to 5 hours | - | - | - | - |
| 6 to 12 hours | - | - | - | - |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 27 | 16 | 11 | 27 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <-------1.485-------> | | |
| SIGNIFICANCE | | .223* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 9 | 1 | 4 | 2 | 2 | - | - | 9 |
| | 29.0% | 25.0% | 50.0% | 18.2% | 33.3% | | | 31.0% |
| 1 to 2 hours | 14 | 3 | 3 | 4 | 2 | - | - | 12 |
| | 45.2% | 75.0% | 37.5% | 36.4% | 33.3% | | | 41.4% |
| 3 to 5 hours | 4 | - | 1 | 3 | - | - | - | 4 |
| | 12.9% | | 12.5% | 27.3% | | | | 13.8% |
| 6 to 12 hours | 4 | - | - | 2 | 2 | - | - | 4 |
| | 12.9% | | | 18.2% | 33.3% | | | 13.8% |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 4 | 8 | 11 | 6 | - | - | 29 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | | <----------9.16----------> | | | | | | |
| SIGNIFICANCE | | | | .4226* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 9<br>29.0% | - | 5<br>41.7% | 4<br>26.7% | - | - | - | 9<br>29.0% |
| 1 to 2 hours | 14<br>45.2% | - | 6<br>50.0% | 6<br>40.0% | 2<br>50.0% | - | - | 14<br>45.2% |
| 3 to 5 hours | 4<br>12.9% | - | 1<br>8.3% | 2<br>13.3% | 1<br>25.0% | - | - | 4<br>12.9% |
| 6 to 12 hours | 4<br>12.9% | - | - | 3<br>20.0% | 1<br>25.0% | - | - | 4<br>12.9% |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31<br>100.0% | - | 12<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 31<br>100.0% |
| CHI-SQUARE | <----------5.259----------> | | | | | | | |
| SIGNIFICANCE | .5111* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| less than 1 hour | 9 | 3 | 3 | 2 | - | - | - | 8 |
| | 29.0% | 21.4% | 33.3% | 66.7% | | | | 30.8% |
| 1 to 2 hours | 14 | 4 | 5 | 1 | - | - | - | 10 |
| | 45.2% | 28.6% | 55.6% | 33.3% | | | | 38.5% |
| 3 to 5 hours | 4 | 3 | 1 | - | - | - | - | 4 |
| | 12.9% | 21.4% | 11.1% | | | | | 15.4% |
| 6 to 12 hours | 4 | 4 | - | - | - | - | - | 4 |
| | 12.9% | 28.6% | | | | | | 15.4% |
| more than 12 hours | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 14 | 9 | 3 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------7.062----------> | | | | | | | |
| SIGNIFICANCE | .3151* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9 | 8 | - | - | - | 1 | 9 |
| | 29.0% | 61.5% | | | | 100.0% | 31.0% |
| 1 to 2 hours | 14 | 4 | 9 | - | - | - | 13 |
| | 45.2% | 30.8% | 60.0% | | | | 44.8% |
| 3 to 5 hours | 4 | 1 | 3 | - | - | - | 4 |
| | 12.9% | 7.7% | 20.0% | | | | 13.8% |
| 6 to 12 hours | 4 | - | 3 | - | - | - | 3 |
| | 12.9% | | 20.0% | | | | 10.3% |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 13 | 15 | - | - | 1 | 29 |
| | 100.0% | 100.0% | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.585----------> | | | | | | |
| SIGNIFICANCE | .0162* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9 | 8 | - | - | - | - | 8 |
| | 29.0% | 32.0% | | | | | 29.6% |
| 1 to 2 hours | 14 | 12 | 1 | - | - | - | 13 |
| | 45.2% | 48.0% | 50.0% | | | | 48.1% |
| 3 to 5 hours | 4 | 3 | - | - | - | - | 3 |
| | 12.9% | 12.0% | | | | | 11.1% |
| 6 to 12 hours | 4 | 2 | 1 | - | - | - | 3 |
| | 12.9% | 8.0% | 50.0% | | | | 11.1% |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------3.822----------> | | | | | | |
| SIGNIFICANCE | .2814* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9<br>29.0% | 9<br>100.0% | - | - | - | - | 9<br>29.0% |
| 1 to 2 hours | 14<br>45.2% | - | 14<br>100.0% | - | - | - | 14<br>45.2% |
| 3 to 5 hours | 4<br>12.9% | - | - | 4<br>100.0% | - | - | 4<br>12.9% |
| 6 to 12 hours | 4<br>12.9% | - | - | - | 4<br>100.0% | - | 4<br>12.9% |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------93.0----------> | | | | | | |
| SIGNIFICANCE | 0* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | - | 8 | 8 |
| | 29.0% | | 27.6% | 26.7% |
| 1 to 2 hours | 14 | 1 | 13 | 14 |
| | 45.2% | 100.0% | 44.8% | 46.7% |
| 3 to 5 hours | 4 | - | 4 | 4 |
| | 12.9% | | 13.8% | 13.3% |
| 6 to 12 hours | 4 | - | 4 | 4 |
| | 12.9% | | 13.8% | 13.3% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 1 | 29 | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.182-------> | | | |
| SIGNIFICANCE | .7573* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9<br>29.0% | - | - | - | - | - | - |
| 1 to 2 hours | 14<br>45.2% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| 3 to 5 hours | 4<br>12.9% | - | - | - | - | - | - |
| 6 to 12 hours | 4<br>12.9% | - | - | - | - | - | - |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31<br>100.0% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

Q18. Have Tried to Reach by Phone
Cross Tab

| Frequency | Yes | No | Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | 4 | 5 | 9 |
| | 29.0% | 22.2% | 38.5% | 29.0% |
| 1 to 2 hours | 14 | 7 | 7 | 14 |
| | 45.2% | 38.9% | 53.8% | 45.2% |
| 3 to 5 hours | 4 | 4 | - | 4 |
| | 12.9% | 22.2% | | 12.9% |
| 6 to 12 hours | 4 | 3 | 1 | 4 |
| | 12.9% | 16.7% | 7.7% | 12.9% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 18 | 13 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------4.42-------> | | | |
| SIGNIFICANCE | .2196* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9 | 2 | - | - | - | 2 | 4 |
| | 29.0% | 16.7% | | | | 100.0% | 22.2% |
| 1 to 2 hours | 14 | 6 | - | 1 | - | - | 7 |
| | 45.2% | 50.0% | | 25.0% | | | 38.9% |
| 3 to 5 hours | 4 | 1 | - | 3 | - | - | 4 |
| | 12.9% | 8.3% | | 75.0% | | | 22.2% |
| 6 to 12 hours | 4 | 3 | - | - | - | - | 3 |
| | 12.9% | 25.0% | | | | | 16.7% |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 12 | - | 4 | - | 2 | 18 |
| | 100.0% | 100.0% | | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------15.857----------> | | | | | |
| SIGNIFICANCE | | | | .0145* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 1 | 2 | 1 | 4 |
| | 29.0% | 12.5% | 33.3% | 33.3% | 23.5% |
| 1 to 2 hours | 14 | 5 | 1 | - | 6 |
| | 45.2% | 62.5% | 16.7% | | 35.3% |
| 3 to 5 hours | 4 | 1 | 1 | 2 | 4 |
| | 12.9% | 12.5% | 16.7% | 66.7% | 23.5% |
| 6 to 12 hours | 4 | 1 | 2 | - | 3 |
| | 12.9% | 12.5% | 33.3% | | 17.6% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 8 | 6 | 3 | 17 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------8.5----------> | | | |
| SIGNIFICANCE | | | .2037* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 6 | 1 | 2 | 9 |
| | 29.0% | 33.3% | 20.0% | 25.0% | 29.0% |
| 1 to 2 hours | 14 | 7 | 3 | 4 | 14 |
| | 45.2% | 38.9% | 60.0% | 50.0% | 45.2% |
| 3 to 5 hours | 4 | 1 | 1 | 2 | 4 |
| | 12.9% | 5.6% | 20.0% | 25.0% | 12.9% |
| 6 to 12 hours | 4 | 4 | - | - | 4 |
| | 12.9% | 22.2% | | | 12.9% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 18 | 5 | 8 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------5.487----------> | | | | |
| SIGNIFICANCE | .4831* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 8 | 1 | - | 9 |
| | 29.0% | 33.3% | 33.3% | | 29.0% |
| 1 to 2 hours | 14 | 10 | 2 | 2 | 14 |
| | 45.2% | 41.7% | 66.7% | 50.0% | 45.2% |
| 3 to 5 hours | 4 | 3 | - | 1 | 4 |
| | 12.9% | 12.5% | | 25.0% | 12.9% |
| 6 to 12 hours | 4 | 3 | - | 1 | 4 |
| | 12.9% | 12.5% | | 25.0% | 12.9% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 24 | 3 | 4 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.414----------> | | | | |
| SIGNIFICANCE | | | .7554* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 3 | 4 | 2 | 9 |
| | 29.0% | 30.0% | 40.0% | 22.2% | 31.0% |
| 1 to 2 hours | 14 | 6 | 4 | 3 | 13 |
| | 45.2% | 60.0% | 40.0% | 33.3% | 44.8% |
| 3 to 5 hours | 4 | - | 1 | 3 | 4 |
| | 12.9% | | 10.0% | 33.3% | 13.8% |
| 6 to 12 hours | 4 | 1 | 1 | 1 | 3 |
| | 12.9% | 10.0% | 10.0% | 11.1% | 10.3% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 10 | 10 | 9 | 29 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------5.301----------> | | | |
| SIGNIFICANCE | | | .5058* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 7 | 1 | 1 | 9 |
| | 29.0% | 38.9% | 11.1% | 25.0% | 29.0% |
| 1 to 2 hours | 14 | 9 | 4 | 1 | 14 |
| | 45.2% | 50.0% | 44.4% | 25.0% | 45.2% |
| 3 to 5 hours | 4 | 1 | 1 | 2 | 4 |
| | 12.9% | 5.6% | 11.1% | 50.0% | 12.9% |
| 6 to 12 hours | 4 | 1 | 3 | - | 4 |
| | 12.9% | 5.6% | 33.3% | | 12.9% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 18 | 9 | 4 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------11.297----------> | | | |
| SIGNIFICANCE | | | .0796* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| less than 1 hour | 9 | 5 | 4 | - | 9 |
| | 29.0% | 25.0% | 36.4% | | 29.0% |
| 1 to 2 hours | 14 | 10 | 4 | - | 14 |
| | 45.2% | 50.0% | 36.4% | | 45.2% |
| 3 to 5 hours | 4 | 3 | 1 | - | 4 |
| | 12.9% | 15.0% | 9.1% | | 12.9% |
| 6 to 12 hours | 4 | 2 | 2 | - | 4 |
| | 12.9% | 10.0% | 18.2% | | 12.9% |
| more than 12 hours | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 20 | 11 | - | 31 |
| | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------1.168----------> | | | | |
| SIGNIFICANCE | .7607* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | 9 | - | 9 |
| | 29.0% | 29.0% | | 29.0% |
| 1 to 2 hours | 14 | 14 | - | 14 |
| | 45.2% | 45.2% | | 45.2% |
| 3 to 5 hours | 4 | 4 | - | 4 |
| | 12.9% | 12.9% | | 12.9% |
| 6 to 12 hours | 4 | 4 | - | 4 |
| | 12.9% | 12.9% | | 12.9% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 31 | - | 31 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | 9 | - | 9 |
| | 29.0% | 30.0% | | 29.0% |
| 1 to 2 hours | 14 | 13 | 1 | 14 |
| | 45.2% | 43.3% | 100.0% | 45.2% |
| 3 to 5 hours | 4 | 4 | - | 4 |
| | 12.9% | 13.3% | | 12.9% |
| 6 to 12 hours | 4 | 4 | - | 4 |
| | 12.9% | 13.3% | | 12.9% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 30 | 1 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.255-------> | | | |
| SIGNIFICANCE | .7399* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| less than 1 hour | 9 | 3 | 1 | 2 | 1 | 2 | 9 |
| | 29.0% | 42.9% | 25.0% | 25.0% | 33.3% | 25.0% | 30.0% |
| 1 to 2 hours | 14 | 3 | 2 | 2 | 1 | 5 | 13 |
| | 45.2% | 42.9% | 50.0% | 25.0% | 33.3% | 62.5% | 43.3% |
| 3 to 5 hours | 4 | 1 | 1 | 2 | - | - | 4 |
| | 12.9% | 14.3% | 25.0% | 25.0% | | | 13.3% |
| 6 to 12 hours | 4 | - | - | 2 | 1 | 1 | 4 |
| | 12.9% | | | 25.0% | 33.3% | 12.5% | 13.3% |
| more than 12 hours | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 7 | 4 | 8 | 3 | 8 | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.857----------> | | | | | | |
| SIGNIFICANCE | .7962* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | 5 | 4 | 9 |
| | 29.0% | 22.7% | 50.0% | 30.0% |
| 1 to 2 hours | 14 | 10 | 3 | 13 |
| | 45.2% | 45.5% | 37.5% | 43.3% |
| 3 to 5 hours | 4 | 4 | - | 4 |
| | 12.9% | 18.2% | | 13.3% |
| 6 to 12 hours | 4 | 3 | 1 | 4 |
| | 12.9% | 13.6% | 12.5% | 13.3% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 22 | 8 | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------3.0--------> | | | |
| SIGNIFICANCE | .3916* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 9 | 4 | 2 | 2 | 1 | 9 |
| | 29.0% | 36.4% | 33.3% | 28.6% | 16.7% | 30.0% |
| 1 to 2 hours | 14 | 4 | 3 | 3 | 3 | 13 |
| | 45.2% | 36.4% | 50.0% | 42.9% | 50.0% | 43.3% |
| 3 to 5 hours | 4 | 2 | 1 | - | 1 | 4 |
| | 12.9% | 18.2% | 16.7% | | 16.7% | 13.3% |
| 6 to 12 hours | 4 | 1 | - | 2 | 1 | 4 |
| | 12.9% | 9.1% | | 28.6% | 16.7% | 13.3% |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 11 | 6 | 7 | 6 | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.223----------> | | | | | |
| SIGNIFICANCE | .8962* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 9 | 2 | 1 | 2 | 2 | 7 |
| | 29.0% | 40.0% | 16.7% | 50.0% | 25.0% | 30.4% |
| 1 to 2 hours | 14 | 2 | 3 | 1 | 3 | 9 |
| | 45.2% | 40.0% | 50.0% | 25.0% | 37.5% | 39.1% |
| 3 to 5 hours | 4 | - | 2 | - | 1 | 3 |
| | 12.9% | | 33.3% | | 12.5% | 13.0% |
| 6 to 12 hours | 4 | 1 | - | 1 | 2 | 4 |
| | 12.9% | 20.0% | | 25.0% | 25.0% | 17.4% |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 5 | 6 | 4 | 8 | 23 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.028----------> | | | | | |
| SIGNIFICANCE | .7371* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| less than 1 hour | 9 | 3 | 2 | 2 | 2 | 9 |
| | 29.0% | 37.5% | 20.0% | 50.0% | 25.0% | 30.0% |
| 1 to 2 hours | 14 | 4 | 5 | 2 | 2 | 13 |
| | 45.2% | 50.0% | 50.0% | 50.0% | 25.0% | 43.3% |
| 3 to 5 hours | 4 | 1 | 1 | - | 2 | 4 |
| | 12.9% | 12.5% | 10.0% | | 25.0% | 13.3% |
| 6 to 12 hours | 4 | - | 2 | - | 2 | 4 |
| | 12.9% | | 20.0% | | 25.0% | 13.3% |
| more than 12 hours | - | - | - | - | - | - |
| TOTAL ANSWERING | 31 | 8 | 10 | 4 | 8 | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.117----------> | | | | | |
| SIGNIFICANCE | .7282* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q12. And how long did the LONGEST of these outages last?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| less than 1 hour | 9 | 7 | 2 | 9 |
| | 29.0% | 38.9% | 15.4% | 29.0% |
| 1 to 2 hours | 14 | 5 | 9 | 14 |
| | 45.2% | 27.8% | 69.2% | 45.2% |
| 3 to 5 hours | 4 | 3 | 1 | 4 |
| | 12.9% | 16.7% | 7.7% | 12.9% |
| 6 to 12 hours | 4 | 3 | 1 | 4 |
| | 12.9% | 16.7% | 7.7% | 12.9% |
| more than 12 hours | - | - | - | - |
| TOTAL ANSWERING | 31 | 18 | 13 | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.251-------> | | | |
| SIGNIFICANCE | .1543* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 107 | 49 | 31 | 14 | 7 | 1 | - | 102 |
| | 97.3% | 98.0% | 100.0% | 100.0% | 87.5% | 100.0% | | 98.1% |
| Yes | 3 | 1 | - | - | 1 | - | - | 2 |
| | 2.7% | 2.0% | | | 12.5% | | | 1.9% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 50 | 31 | 14 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------5.649----------> | | | | | | | |
| SIGNIFICANCE | .227* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 107 | 55 | 31 | 14 | 3 | - | - | 103 |
| | 97.3% | 98.2% | 100.0% | 100.0% | 75.0% | | | 98.1% |
| Yes | 3 | 1 | - | - | 1 | - | - | 2 |
| | 2.7% | 1.8% | | | 25.0% | | | 1.9% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 56 | 31 | 14 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------12.297----------> | | | | | | | |
| SIGNIFICANCE | .0064* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 107 | 17 | 15 | 8 | - | 1 | - | 41 |
| | 97.3% | 94.4% | 100.0% | 100.0% | | 50.0% | | 95.3% |
| Yes | 3 | 1 | - | - | - | 1 | - | 2 |
| | 2.7% | 5.6% | | | | 50.0% | | 4.7% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 6.7% | | | | | 2.3% |
| TOTAL ANSWERING | 110 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------10.43----------> | | | | | | | |
| SIGNIFICANCE | .0152* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107 | 19 | 24 | 1 | - | 2 | 46 |
| | 97.3% | 100.0% | 96.0% | 50.0% | | 100.0% | 95.8% |
| Yes | 3 | - | 1 | 1 | - | - | 2 |
| | 2.7% | | 4.0% | 50.0% | | | 4.2% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.1% |
| TOTAL ANSWERING | 110 | 19 | 25 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------11.437----------> | | | | | |
| SIGNIFICANCE | | | | .0096* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107 | 23 | 2 | - | - | - | 25 |
| | 97.3% | 95.8% | 100.0% | | | | 96.2% |
| Yes | 3 | 1 | - | - | - | - | 1 |
| | 2.7% | 4.2% | | | | | 3.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| TOTAL ANSWERING | 110 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.087----------> | | | | | | |
| SIGNIFICANCE | | | | .7685* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107 | 8 | 13 | 4 | 4 | - | 29 |
| | 97.3% | 100.0% | 92.9% | 100.0% | 100.0% | | 96.7% |
| Yes | 3 | - | 1 | - | - | - | 1 |
| | 2.7% | | 7.1% | | | | 3.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 12.5% | | | | | 3.3% |
| TOTAL ANSWERING | 110 | 8 | 14 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------1.182----------> | | | | | | |
| SIGNIFICANCE | .7573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 107 | - | 107 | 107 |
| | 97.3% | | 100.0% | 97.3% |
| Yes | 3 | 3 | - | 3 |
| | 2.7% | 100.0% | | 2.7% |
| TOTAL NON-RESPONSES | 1 | - | - | - |
| | 0.9% | | | |
| TOTAL ANSWERING | 110 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------110.0-------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107<br>97.3% | - | - | - | - | - | - |
| Yes | 3<br>2.7% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| No | 107 | 40 | 67 | 107 |
| | 97.3% | 95.2% | 98.5% | 97.3% |
| Yes | 3 | 2 | 1 | 3 |
| | 2.7% | 4.8% | 1.5% | 2.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| TOTAL ANSWERING | 110 | 42 | 68 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.06-------> | | | |
| SIGNIFICANCE | .3032* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107 | 16 | - | 16 | 1 | 6 | 39 |
| | 97.3% | 88.9% | | 100.0% | 100.0% | 100.0% | 95.1% |
| Yes | 3 | 2 | - | - | - | - | 2 |
| | 2.7% | 11.1% | | | | | 4.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| TOTAL ANSWERING | 110 | 18 | - | 16 | 1 | 6 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------2.687----------> | | | | | |
| SIGNIFICANCE | | | | .4425* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 16 | 18 | 6 | 40 |
| | 97.3% | 100.0% | 94.7% | 100.0% | 97.6% |
| Yes | 3 | - | 1 | - | 1 |
| | 2.7% | | 5.3% | | 2.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 6.2% | | | 2.4% |
| TOTAL ANSWERING | 110 | 16 | 19 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------1.187----------> | | | |
| SIGNIFICANCE | | | .5524* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 69 | 15 | 22 | 106 |
| | 97.3% | 97.2% | 93.8% | 100.0% | 97.2% |
| Yes | 3 | 2 | 1 | - | 3 |
| | 2.7% | 2.8% | 6.2% | | 2.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 71 | 16 | 22 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.355----------> | | | | |
| SIGNIFICANCE | .5079* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

Q23. 24/7 Availability by Phone in Event of Power Outage

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 82 | 11 | 12 | 105 |
| | 97.3% | 97.6% | 91.7% | 100.0% | 97.2% |
| Yes | 3 | 2 | 1 | - | 3 |
| | 2.7% | 2.4% | 8.3% | | 2.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| TOTAL ANSWERING | 110 | 84 | 12 | 12 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.763----------> | | | | |
| SIGNIFICANCE | .4141* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 50 | 25 | 30 | 105 |
| | 97.3% | 98.0% | 100.0% | 93.8% | 97.2% |
| Yes | 3 | 1 | - | 2 | 3 |
| | 2.7% | 2.0% | | 6.2% | 2.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 51 | 25 | 32 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.269----------> | | | | |
| SIGNIFICANCE | .3216* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 68 | 22 | 17 | 107 |
| | 97.3% | 98.6% | 100.0% | 89.5% | 97.3% |
| Yes | 3 | 1 | - | 2 | 3 |
| | 2.7% | 1.4% | | 10.5% | 2.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 69 | 22 | 19 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------5.398----------> | | | | |
| SIGNIFICANCE | | | .0673* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 107 | 71 | 23 | 12 | 106 |
| | 97.3% | 97.3% | 100.0% | 92.3% | 97.2% |
| Yes | 3 | 2 | - | 1 | 3 |
| | 2.7% | 2.7% | | 7.7% | 2.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 73 | 23 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.836----------> | | | | |
| SIGNIFICANCE | .3993* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 107 | 102 | 5 | 107 |
| | 97.3% | 97.1% | 100.0% | 97.3% |
| Yes | 3 | 3 | - | 3 |
| | 2.7% | 2.9% | | 2.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 105 | 5 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.147-------> | | | |
| SIGNIFICANCE | .7016* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 107 | 98 | 3 | 101 |
| | 97.3% | 97.0% | 100.0% | 97.1% |
| Yes | 3 | 3 | - | 3 |
| | 2.7% | 3.0% | | 2.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| TOTAL ANSWERING | 110 | 101 | 3 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.092-------> | | | |
| SIGNIFICANCE | .762* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 107 | 19 | 15 | 15 | 18 | 32 | 99 |
| | 97.3% | 100.0% | 88.2% | 100.0% | 94.7% | 100.0% | 97.1% |
| Yes | 3 | - | 2 | - | 1 | - | 3 |
| | 2.7% | | 11.8% | | 5.3% | | 2.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 19 | 17 | 15 | 19 | 32 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.995----------> | | | | | | |
| SIGNIFICANCE | .1361* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 107 | 77 | 28 | 105 |
| | 97.3% | 96.2% | 100.0% | 97.2% |
| Yes | 3 | 3 | - | 3 |
| | 2.7% | 3.8% | | 2.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 3.6% | 0.9% |
| TOTAL ANSWERING | 110 | 80 | 28 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.08-------> | | | |
| SIGNIFICANCE | .2987* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 107 | 38 | 27 | 13 | 26 | 104 |
| | 97.3% | 97.4% | 100.0% | 92.9% | 96.3% | 97.2% |
| Yes | 3 | 1 | - | 1 | 1 | 3 |
| | 2.7% | 2.6% | | 7.1% | 3.7% | 2.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 0.9% |
| TOTAL ANSWERING | 110 | 39 | 27 | 14 | 27 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.835----------> | | | | | |
| SIGNIFICANCE | .6074* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 107 | 10 | 16 | 11 | 19 | 56 |
| | 97.3% | 100.0% | 94.1% | 100.0% | 100.0% | 98.2% |
| Yes | 3 | - | 1 | - | - | 1 |
| | 2.7% | | 5.9% | | | 1.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| TOTAL ANSWERING | 110 | 10 | 17 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.395----------> | | | | | |
| SIGNIFICANCE | .4946* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 107 | 31 | 39 | 8 | 19 | 97 |
| | 97.3% | 96.9% | 97.5% | 88.9% | 100.0% | 97.0% |
| Yes | 3 | 1 | 1 | 1 | - | 3 |
| | 2.7% | 3.1% | 2.5% | 11.1% | | 3.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| TOTAL ANSWERING | 110 | 32 | 40 | 9 | 19 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.658----------> | | | | | |
| SIGNIFICANCE | .4473* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q13. In the last twelve months, have you experienced any loss or damage due to electrical outages or other electrical problems?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 107 | 58 | 49 | 107 |
| | 97.3% | 98.3% | 96.1% | 97.3% |
| Yes | 3 | 1 | 2 | 3 |
| | 2.7% | 1.7% | 3.9% | 2.7% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| TOTAL ANSWERING | 110 | 59 | 51 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.511-------> | | | |
| SIGNIFICANCE | .4746* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | - | - | 1<br>100.0% | - | - | 1<br>50.0% |
| Other | 1<br>33.3% | 1<br>100.0% | - | - | - | - | - | 1<br>50.0% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | - | 1<br>100.0% | - | - | 2<br>100.0% |
| CHI-SQUARE | | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | | | | .1573* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | - | - | 1<br>100.0% | - | - | 1<br>50.0% |
| Other | 1<br>33.3% | 1<br>100.0% | - | - | - | - | - | 1<br>50.0% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | - | 1<br>100.0% | - | - | 2<br>100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>100.0% | - | - | - | 1<br>100.0% | - | 2<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | - | - | 1<br>100.0% | - | 2<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | | |
| SIGNIFICANCE | 1* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 1<br>100.0% | 1<br>100.0% | - | - | 2<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 1<br>100.0% | 1<br>100.0% | - | - | 2<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | | <----------.0----------><br>1* | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>100.0% | - | - | - | - | 1<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | - | - | - | 1<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | <----------.0----------><br>1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>66.7% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>33.3% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 3<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 2<br>100.0% | - | - | - | 2<br>66.7% |
| Other | 1<br>33.3% | - | - | - | - | 1<br>100.0% | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .0833* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>100.0% | -<br> | 2<br>66.7% |
| Other | 1<br>33.3% | -<br> | 1<br>100.0% | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 2<br>100.0% | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <--------3.0--------> | | | |
| SIGNIFICANCE | .0833* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>100.0% | - | - | - | - | 2<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 2<br>100.0% | - | - | - | - | 2<br>100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 1<br>100.0% | - | 1<br>100.0% |
| Other | 1<br>33.3% | - | - | - | - |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 1<br>100.0% | - | 1<br>100.0% |
| CHI-SQUARE | | <----------.0----------> | | | |
| SIGNIFICANCE | | | 1* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>50.0% | 1<br>100.0% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>50.0% | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 2<br>100.0% | 1<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | <----------.75----------> | | | | |
| SIGNIFICANCE | .3865* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>50.0% | 1<br>100.0% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>50.0% | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 2<br>100.0% | 1<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | | <----------.75----------> | | | |
| SIGNIFICANCE | | | .3865* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | - | 2<br>100.0% | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>100.0% | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | 2<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | | <----------3.0----------> | | | |
| SIGNIFICANCE | | | .0833* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | - | 2<br>100.0% | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>100.0% | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | 2<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | | <----------3.0----------> | | | |
| SIGNIFICANCE | | | .0833* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>50.0% | - | 1<br>100.0% | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>50.0% | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - |
| Interruption of business | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 2<br>100.0% | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------.75----------> | | | | |
| SIGNIFICANCE | .3865* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>66.7% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>33.3% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 3<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>66.7% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>33.3% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 3<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 2<br>100.0% | - | - | - | 2<br>66.7% |
| Other | 1<br>33.3% | - | - | - | 1<br>100.0% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 2<br>100.0% | - | 1<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .0833* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 2<br>66.7% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>33.3% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 3<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Loss of electrical equipment or accessories | 2<br>66.7% | 1<br>100.0% | - | 1<br>100.0% | - | 2<br>66.7% |
| Other | 1<br>33.3% | - | - | - | 1<br>100.0% | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | - | 1<br>100.0% | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | |
| SIGNIFICANCE | .2231* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | - | - | - | - |
| Other | 1<br>33.3% | - | 1<br>100.0% | - | - | 1<br>100.0% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | - | 1<br>100.0% | - | - | 1<br>100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | |
| SIGNIFICANCE | | | 1* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Loss of electrical equipment or accessories | 2<br>66.7% | - | 1<br>100.0% | 1<br>100.0% | - | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>100.0% | - | - | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - | - | - |
| Interruption of business | - | - | - | - | - | - |
| Injury to self or another person | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | 1<br>100.0% | 1<br>100.0% | - | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | |
| SIGNIFICANCE | .2231* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Loss of electrical equipment or accessories | 2<br>66.7% | -<br> | 2<br>100.0% | 2<br>66.7% |
| Other | 1<br>33.3% | 1<br>100.0% | - | 1<br>33.3% |
| Loss of perishables (food, etc...) | - | - | - | - |
| Interruption of business | - | - | - | - |
| Injury to self or another person | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 3<br>100.0% | 1<br>100.0% | 2<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <--------3.0--------> | | | |
| SIGNIFICANCE | .0833* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 2 | 1 | - | - | - | - | - | 1 |
| | 1.9% | 2.1% | | | | | | 1.0% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 1.9% | | 3.2% | | 12.5% | | | 2.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 7 | 2 | - | - | - | 2 | - | - | 2 |
| | 1.9% | | | | 25.0% | | | 2.0% |
| 8 | 8 | 2 | 4 | - | 1 | - | - | 7 |
| | 7.4% | 4.3% | 12.9% | | 12.5% | | | 6.9% |
| 9 | 21 | 4 | 8 | 6 | 1 | - | - | 19 |
| | 19.4% | 8.5% | 25.8% | 40.0% | 12.5% | | | 18.6% |
| 10 Excellent | 71 | 40 | 17 | 8 | 3 | 1 | - | 69 |
| | 65.7% | 85.1% | 54.8% | 53.3% | 37.5% | 100.0% | | 67.6% |
| TOTAL NON-RESPONSES | 3 | 3 | - | - | - | - | - | 3 |
| | 2.8% | 6.4% | | | | | | 2.9% |
| TOTAL ANSWERING | 108 | 47 | 31 | 15 | 8 | 1 | - | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------54.383----------> | | | | | | | |
| SIGNIFICANCE | .002* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 2 | 1 | - | - | - | - | - | 1 |
| | 1.9% | 1.9% | | | | | | 1.0% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 1.9% | | 3.2% | 6.7% | | | | 1.9% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.2% | | | | | 1.0% |
| 7 | 2 | 1 | - | - | 1 | - | - | 2 |
| | 1.9% | 1.9% | | | 25.0% | | | 1.9% |
| 8 | 8 | 3 | 3 | 2 | - | - | - | 8 |
| | 7.4% | 5.7% | 9.7% | 13.3% | | | | 7.8% |
| 9 | 21 | 8 | 4 | 5 | 2 | - | - | 19 |
| | 19.4% | 15.1% | 12.9% | 33.3% | 50.0% | | | 18.4% |
| 10 Excellent | 71 | 40 | 22 | 6 | 1 | - | - | 69 |
| | 65.7% | 75.5% | 71.0% | 40.0% | 25.0% | | | 67.0% |
| TOTAL NON-RESPONSES | 3 | 3 | - | - | - | - | - | 3 |
| | 2.8% | 5.7% | | | | | | 2.9% |
| TOTAL ANSWERING | 108 | 53 | 31 | 15 | 4 | - | - | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------33.558----------> | | | | | | | |
| SIGNIFICANCE | .0404* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 2 | - | - | - | - | 1 | - | 1 |
| | 1.9% | | | | | 50.0% | | 2.3% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.9% | 5.6% | | | | | | 2.3% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 6.2% | | | | | 2.3% |
| 6 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 7 | 2 | 1 | - | - | - | - | - | 1 |
| | 1.9% | 5.6% | | | | | | 2.3% |
| 8 | 8 | 1 | 1 | 1 | - | - | - | 3 |
| | 7.4% | 5.6% | 6.2% | 12.5% | | | | 6.8% |
| 9 | 21 | 6 | 4 | 2 | - | - | - | 12 |
| | 19.4% | 33.3% | 25.0% | 25.0% | | | | 27.3% |
| 10 Excellent | 71 | 8 | 10 | 5 | - | 1 | - | 24 |
| | 65.7% | 44.4% | 62.5% | 62.5% | | 50.0% | | 54.5% |
| TOTAL NON-RESPONSES | 3 | - | - | - | - | - | - | - |
| | 2.8% | | | | | | | |
| TOTAL ANSWERING | 108 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------29.104----------> | | | | | | | |
| SIGNIFICANCE | .1115* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2 | - | - | 1 | - | - | 1 |
| | 1.9% | | | 50.0% | | | 2.0% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | 1 | 1 | - | - | - | 2 |
| | 1.9% | 5.0% | 4.0% | | | | 4.1% |
| 4 | - | - | - | - | - | - | - |
| 5 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 2.0% |
| 6 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 7 | 2 | - | 1 | - | - | - | 1 |
| | 1.9% | | 4.0% | | | | 2.0% |
| 8 | 8 | - | 4 | - | - | - | 4 |
| | 7.4% | | 16.0% | | | | 8.2% |
| 9 | 21 | 7 | 4 | 1 | - | 1 | 13 |
| | 19.4% | 35.0% | 16.0% | 50.0% | | 50.0% | 26.5% |
| 10 Excellent | 71 | 11 | 14 | - | - | 1 | 26 |
| | 65.7% | 55.0% | 56.0% | | | 50.0% | 53.1% |
| TOTAL NON-RESPONSES | 3 | - | - | - | - | - | - |
| | 2.8% | | | | | | |
| TOTAL ANSWERING | 108 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------34.451----------> | | | | | | |
| SIGNIFICANCE | .0324* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2<br>1.9% | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2<br>1.9% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 4 | - | - | - | - | - | - | - |
| 5 | 1<br>0.9% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 6 | 1<br>0.9% | - | - | - | - | - | - |
| 7 | 2<br>1.9% | 1<br>4.0% | - | - | - | - | 1<br>3.7% |
| 8 | 8<br>7.4% | 3<br>12.0% | - | - | - | - | 3<br>11.1% |
| 9 | 21<br>19.4% | 9<br>36.0% | 1<br>50.0% | - | - | - | 10<br>37.0% |
| 10 Excellent | 71<br>65.7% | 10<br>40.0% | 1<br>50.0% | - | - | - | 11<br>40.7% |
| TOTAL NON-RESPONSES | 3<br>2.8% | - | - | - | - | - | - |
| TOTAL ANSWERING | 108<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | - | - | 27<br>100.0% |
| CHI-SQUARE | <----------.623----------> | | | | | | |
| SIGNIFICANCE | .9869* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2<br>1.9% | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2<br>1.9% | - | - | - | 1<br>25.0% | - | 1<br>3.2% |
| 4 | - | - | - | - | - | - | - |
| 5 | 1<br>0.9% | 1<br>11.1% | - | - | - | - | 1<br>3.2% |
| 6 | 1<br>0.9% | - | - | - | - | - | - |
| 7 | 2<br>1.9% | - | 1<br>7.1% | - | - | - | 1<br>3.2% |
| 8 | 8<br>7.4% | - | 3<br>21.4% | 1<br>25.0% | - | - | 4<br>12.9% |
| 9 | 21<br>19.4% | 3<br>33.3% | 5<br>35.7% | 1<br>25.0% | 1<br>25.0% | - | 10<br>32.3% |
| 10 Excellent | 71<br>65.7% | 5<br>55.6% | 5<br>35.7% | 2<br>50.0% | 2<br>50.0% | - | 14<br>45.2% |
| TOTAL NON-RESPONSES | 3<br>2.8% | - | - | - | - | - | - |
| TOTAL ANSWERING | 108<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------14.048----------> | | | | | | |
| SIGNIFICANCE | .5219* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 1 | 1 | 2 |
| | 1.9% | 33.3% | 1.0% | 1.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | - | 2 | 2 |
| | 1.9% | | 1.9% | 1.9% |
| 4 | - | - | - | - |
| 5 | 1 | - | - | - |
| | 0.9% | | | |
| 6 | 1 | - | 1 | 1 |
| | 0.9% | | 1.0% | 0.9% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.9% | 33.3% | 1.0% | 1.9% |
| 8 | 8 | - | 8 | 8 |
| | 7.4% | | 7.7% | 7.5% |
| 9 | 21 | - | 21 | 21 |
| | 19.4% | | 20.2% | 19.6% |
| 10 Excellent | 71 | 1 | 70 | 71 |
| | 65.7% | 33.3% | 67.3% | 66.4% |
| TOTAL NON-RESPONSES | 3 | - | 3 | 3 |
| | 2.8% | | 2.9% | 2.8% |
| TOTAL ANSWERING | 108 | 3 | 104 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------34.126------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2 | - | 1 | - | - | - | 1 |
| | 1.9% | | 50.0% | | | | 33.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | - | - | - | - | - | - |
| | 1.9% | | | | | | |
| 4 | - | - | - | - | - | - | - |
| 5 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 6 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 7 | 2 | - | 1 | - | - | - | 1 |
| | 1.9% | | 50.0% | | | | 33.3% |
| 8 | 8 | - | - | - | - | - | - |
| | 7.4% | | | | | | |
| 9 | 21 | - | - | - | - | - | - |
| | 19.4% | | | | | | |
| 10 Excellent | 71 | - | - | - | - | 1 | 1 |
| | 65.7% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 3 | - | - | - | - | - | - |
| | 2.8% | | | | | | |
| TOTAL ANSWERING | 108 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 1 | 1 | 2 |
| | 1.9% | 2.4% | 1.5% | 1.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | 1 | 1 | 2 |
| | 1.9% | 2.4% | 1.5% | 1.9% |
| 4 | - | - | - | - |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 2.4% | | 0.9% |
| 6 | 1 | - | 1 | 1 |
| | 0.9% | | 1.5% | 0.9% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.9% | 2.4% | 1.5% | 1.9% |
| 8 | 8 | 4 | 4 | 8 |
| | 7.4% | 9.8% | 6.0% | 7.4% |
| 9 | 21 | 10 | 11 | 21 |
| | 19.4% | 24.4% | 16.4% | 19.4% |
| 10 Excellent | 71 | 23 | 48 | 71 |
| | 65.7% | 56.1% | 71.6% | 65.7% |
| TOTAL NON-RESPONSES | 3 | 2 | 1 | 3 |
| | 2.8% | 4.9% | 1.5% | 2.8% |
| TOTAL ANSWERING | 108 | 41 | 67 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.874-------> | | | |
| SIGNIFICANCE | .6754* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2 | 1 | - | - | - | - | 1 |
| | 1.9% | 5.6% | | | | | 2.5% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | - | 1 |
| | 1.9% | 5.6% | | | | | 2.5% |
| 4 | - | - | - | - | - | - | - |
| 5 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.5% |
| 6 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 7 | 2 | 1 | - | - | - | - | 1 |
| | 1.9% | 5.6% | | | | | 2.5% |
| 8 | 8 | 3 | - | 1 | - | - | 4 |
| | 7.4% | 16.7% | | 6.2% | | | 10.0% |
| 9 | 21 | 5 | - | 2 | - | 3 | 10 |
| | 19.4% | 27.8% | | 12.5% | | 60.0% | 25.0% |
| 10 Excellent | 71 | 6 | - | 13 | 1 | 2 | 22 |
| | 65.7% | 33.3% | | 81.2% | 100.0% | 40.0% | 55.0% |
| TOTAL NON-RESPONSES | 3 | 1 | - | - | - | 1 | 2 |
| | 2.8% | 5.6% | | | | 20.0% | 5.0% |
| TOTAL ANSWERING | 108 | 18 | - | 16 | 1 | 5 | 40 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.383----------> | | | | | | |
| SIGNIFICANCE | .7038* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | - | 1 | - | 1 |
| | 1.9% | | 5.9% | | 2.5% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | - | - | 1 |
| | 1.9% | 5.9% | | | 2.5% |
| 4 | - | - | - | - | - |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.5% |
| 6 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 7 | 2 | - | - | - | - |
| | 1.9% | | | | |
| 8 | 8 | 2 | 1 | 1 | 4 |
| | 7.4% | 11.8% | 5.9% | 16.7% | 10.0% |
| 9 | 21 | 4 | 4 | 2 | 10 |
| | 19.4% | 23.5% | 23.5% | 33.3% | 25.0% |
| 10 Excellent | 71 | 9 | 11 | 3 | 23 |
| | 65.7% | 52.9% | 64.7% | 50.0% | 57.5% |
| TOTAL NON-RESPONSES | 3 | - | 2 | - | 2 |
| | 2.8% | | 11.8% | | 5.0% |
| TOTAL ANSWERING | 108 | 17 | 17 | 6 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------5.136----------> | | | | |
| SIGNIFICANCE | .8819* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 6.2% | | 1.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 6.2% | | 1.9% |
| 4 | - | - | - | - | - |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 6 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 7 | 2 | 1 | - | 1 | 2 |
| | 1.9% | 1.4% | | 4.8% | 1.9% |
| 8 | 8 | 1 | 3 | 4 | 8 |
| | 7.4% | 1.4% | 18.8% | 19.0% | 7.5% |
| 9 | 21 | 12 | 3 | 5 | 20 |
| | 19.4% | 17.1% | 18.8% | 23.8% | 18.7% |
| 10 Excellent | 71 | 52 | 8 | 11 | 71 |
| | 65.7% | 74.3% | 50.0% | 52.4% | 66.4% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.9% | | 4.8% | 2.8% |
| TOTAL ANSWERING | 108 | 70 | 16 | 21 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.801----------> | | | | |
| SIGNIFICANCE | .1727* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.2% | 8.3% | | 1.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | - | 1 | 2 |
| | 1.9% | 1.2% | | 9.1% | 1.9% |
| 4 | - | - | - | - | - |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| 6 | 1 | - | - | - | - |
| | 0.9% | | | | |
| 7 | 2 | 1 | - | 1 | 2 |
| | 1.9% | 1.2% | | 9.1% | 1.9% |
| 8 | 8 | 3 | - | 4 | 7 |
| | 7.4% | 3.6% | | 36.4% | 6.6% |
| 9 | 21 | 18 | 2 | 1 | 21 |
| | 19.4% | 21.7% | 16.7% | 9.1% | 19.8% |
| 10 Excellent | 71 | 58 | 9 | 4 | 71 |
| | 65.7% | 69.9% | 75.0% | 36.4% | 67.0% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.4% | | 9.1% | 2.8% |
| TOTAL ANSWERING | 108 | 83 | 12 | 11 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.518----------> | | | | |
| SIGNIFICANCE | .0033* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | 1 | - | 1 | 2 |
| | 1.9% | 2.0% | | 3.3% | 1.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | - | - | 2 | 2 |
| | 1.9% | | | 6.7% | 1.9% |
| 4 | - | - | - | - | - |
| 5 | 1 | - | 1 | - | 1 |
| | 0.9% | | 3.8% | | 0.9% |
| 6 | 1 | - | 1 | - | 1 |
| | 0.9% | | 3.8% | | 0.9% |
| 7 | 2 | - | - | 2 | 2 |
| | 1.9% | | | 6.7% | 1.9% |
| 8 | 8 | 1 | 3 | 4 | 8 |
| | 7.4% | 2.0% | 11.5% | 13.3% | 7.5% |
| 9 | 21 | 7 | 6 | 7 | 20 |
| | 19.4% | 14.0% | 23.1% | 23.3% | 18.9% |
| 10 Excellent | 71 | 41 | 15 | 14 | 70 |
| | 65.7% | 82.0% | 57.7% | 46.7% | 66.0% |
| TOTAL NON-RESPONSES | 3 | 1 | - | 2 | 3 |
| | 2.8% | 2.0% | | 6.7% | 2.8% |
| TOTAL ANSWERING | 108 | 50 | 26 | 30 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.129----------> | | | | |
| SIGNIFICANCE | .0249* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | - | 1 | 1 | 2 |
| | 1.9% | | 4.5% | 5.6% | 1.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | - | 1 | 1 | 2 |
| | 1.9% | | 4.5% | 5.6% | 1.9% |
| 4 | - | - | - | - | - |
| 5 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.5% | | | 0.9% |
| 6 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.5% | | | 0.9% |
| 7 | 2 | - | - | 2 | 2 |
| | 1.9% | | | 11.1% | 1.9% |
| 8 | 8 | 3 | 2 | 3 | 8 |
| | 7.4% | 4.4% | 9.1% | 16.7% | 7.4% |
| 9 | 21 | 13 | 3 | 5 | 21 |
| | 19.4% | 19.1% | 13.6% | 27.8% | 19.4% |
| 10 Excellent | 71 | 50 | 15 | 6 | 71 |
| | 65.7% | 73.5% | 68.2% | 33.3% | 65.7% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.9% | | 5.6% | 2.8% |
| TOTAL ANSWERING | 108 | 68 | 22 | 18 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.628----------> | | | | |
| SIGNIFICANCE | .0288* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 2 | - | - | 2 | 2 |
| | 1.9% | | | 16.7% | 1.9% |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | 2 | - | 2 | - | 2 |
| | 1.9% | | 8.3% | | 1.9% |
| 4 | - | - | - | - | - |
| 5 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.2% | | 0.9% |
| 6 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 7 | 2 | 1 | 1 | - | 2 |
| | 1.9% | 1.4% | 4.2% | | 1.9% |
| 8 | 8 | 4 | 1 | 3 | 8 |
| | 7.4% | 5.6% | 4.2% | 25.0% | 7.5% |
| 9 | 21 | 14 | 6 | 1 | 21 |
| | 19.4% | 19.7% | 25.0% | 8.3% | 19.6% |
| 10 Excellent | 71 | 51 | 13 | 6 | 70 |
| | 65.7% | 71.8% | 54.2% | 50.0% | 65.4% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.8% | | 8.3% | 2.8% |
| TOTAL ANSWERING | 108 | 71 | 24 | 12 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------35.781----------> | | | | |
| SIGNIFICANCE | .0011* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 2 | - | 2 |
| | 1.9% | 1.9% | | 1.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | 2 | - | 2 |
| | 1.9% | 1.9% | | 1.9% |
| 4 | - | - | - | - |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 6 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.0% | 20.0% | 1.9% |
| 8 | 8 | 7 | 1 | 8 |
| | 7.4% | 6.8% | 20.0% | 7.4% |
| 9 | 21 | 21 | - | 21 |
| | 19.4% | 20.4% | | 19.4% |
| 10 Excellent | 71 | 68 | 3 | 71 |
| | 65.7% | 66.0% | 60.0% | 65.7% |
| TOTAL NON-RESPONSES | 3 | 3 | - | 3 |
| | 2.8% | 2.9% | | 2.8% |
| TOTAL ANSWERING | 108 | 103 | 5 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.784------> | | | |
| SIGNIFICANCE | .1079* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 2 | - | 2 |
| | 1.9% | 2.0% | | 2.0% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | 2 | - | 2 |
| | 1.9% | 2.0% | | 2.0% |
| 4 | - | - | - | - |
| 5 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 6 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 7 | 2 | 1 | - | 1 |
| | 1.9% | 1.0% | | 1.0% |
| 8 | 8 | 7 | - | 7 |
| | 7.4% | 7.1% | | 6.9% |
| 9 | 21 | 18 | 2 | 20 |
| | 19.4% | 18.2% | 66.7% | 19.6% |
| 10 Excellent | 71 | 67 | 1 | 68 |
| | 65.7% | 67.7% | 33.3% | 66.7% |
| TOTAL NON-RESPONSES | 3 | 3 | - | 3 |
| | 2.8% | 3.0% | | 2.9% |
| TOTAL ANSWERING | 108 | 99 | 3 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------4.43-------> | | | |
| SIGNIFICANCE | .7291* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 2 | 1 | 1 | - | - | - | 2 |
| | 1.9% | 5.6% | 5.9% | | | | 2.0% |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | - | - | - | 1 | 1 | 2 |
| | 1.9% | | | | 5.3% | 3.2% | 2.0% |
| 4 | - | - | - | - | - | - | - |
| 5 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 1.0% |
| 6 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 7 | 2 | - | 1 | 1 | - | - | 2 |
| | 1.9% | | 5.9% | 6.7% | | | 2.0% |
| 8 | 8 | 1 | 2 | - | 1 | 3 | 7 |
| | 7.4% | 5.6% | 11.8% | | 5.3% | 9.7% | 7.0% |
| 9 | 21 | 1 | 3 | 3 | 2 | 10 | 19 |
| | 19.4% | 5.6% | 17.6% | 20.0% | 10.5% | 32.3% | 19.0% |
| 10 Excellent | 71 | 14 | 10 | 11 | 14 | 17 | 66 |
| | 65.7% | 77.8% | 58.8% | 73.3% | 73.7% | 54.8% | 66.0% |
| TOTAL NON-RESPONSES | 3 | 2 | - | - | - | 1 | 3 |
| | 2.8% | 11.1% | | | | 3.2% | 3.0% |
| TOTAL ANSWERING | 108 | 18 | 17 | 15 | 19 | 31 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.822----------> | | | | | | |
| SIGNIFICANCE | .4739* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 1 | 1 | 2 |
| | 1.9% | 1.3% | 3.7% | 1.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.3% | 3.7% | 1.9% |
| 4 | - | - | - | - |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 3.7% | 0.9% |
| 6 | 1 | 1 | - | 1 |
| | 0.9% | 1.3% | | 0.9% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.3% | 3.7% | 1.9% |
| 8 | 8 | 7 | 1 | 8 |
| | 7.4% | 8.9% | 3.7% | 7.5% |
| 9 | 21 | 16 | 4 | 20 |
| | 19.4% | 20.3% | 14.8% | 18.9% |
| 10 Excellent | 71 | 52 | 18 | 70 |
| | 65.7% | 65.8% | 66.7% | 66.0% |
| TOTAL NON-RESPONSES | 3 | 1 | 2 | 3 |
| | 2.8% | 1.3% | 7.4% | 2.8% |
| TOTAL ANSWERING | 108 | 79 | 27 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------6.196-------> | | | |
| SIGNIFICANCE | .5171* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 2 | 2 | - | - | - | 2 |
| | 1.9% | 5.4% | | | | 1.9% |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 2 | - | - | - | 2 |
| | 1.9% | 5.4% | | | | 1.9% |
| 4 | - | - | - | - | - | - |
| 5 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.7% | | | | 1.0% |
| 6 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 3.7% | 1.0% |
| 7 | 2 | 1 | - | 1 | - | 2 |
| | 1.9% | 2.7% | | 7.1% | | 1.9% |
| 8 | 8 | 2 | 2 | 1 | 3 | 8 |
| | 7.4% | 5.4% | 7.4% | 7.1% | 11.1% | 7.6% |
| 9 | 21 | 7 | 3 | 3 | 7 | 20 |
| | 19.4% | 18.9% | 11.1% | 21.4% | 25.9% | 19.0% |
| 10 Excellent | 71 | 22 | 22 | 9 | 16 | 69 |
| | 65.7% | 59.5% | 81.5% | 64.3% | 59.3% | 65.7% |
| TOTAL NON-RESPONSES | 3 | 3 | - | - | - | 3 |
| | 2.8% | 8.1% | | | | 2.9% |
| TOTAL ANSWERING | 108 | 37 | 27 | 14 | 27 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.946----------> | | | | | |
| SIGNIFICANCE | .5886* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 2 | - | 1 | - | - | 1 |
| | 1.9% | | 5.9% | | | 1.8% |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 2 | - | - | - | 2 |
| | 1.9% | 20.0% | | | | 3.6% |
| 4 | - | - | - | - | - | - |
| 5 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 6 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 7 | 2 | - | - | - | 1 | 1 |
| | 1.9% | | | | 5.6% | 1.8% |
| 8 | 8 | 1 | 1 | - | 2 | 4 |
| | 7.4% | 10.0% | 5.9% | | 11.1% | 7.1% |
| 9 | 21 | 1 | 2 | 5 | 4 | 12 |
| | 19.4% | 10.0% | 11.8% | 45.5% | 22.2% | 21.4% |
| 10 Excellent | 71 | 5 | 13 | 6 | 11 | 35 |
| | 65.7% | 50.0% | 76.5% | 54.5% | 61.1% | 62.5% |
| TOTAL NON-RESPONSES | 3 | 1 | - | - | 1 | 2 |
| | 2.8% | 10.0% | | | 5.6% | 3.6% |
| TOTAL ANSWERING | 108 | 10 | 17 | 11 | 18 | 56 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.757----------> | | | | | |
| SIGNIFICANCE | .1318* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 2 | 1 | 1 | - | - | 2 |
| | 1.9% | 3.3% | 2.5% | | | 2.0% |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 1 | 1 | - | - | 2 |
| | 1.9% | 3.3% | 2.5% | | | 2.0% |
| 4 | - | - | - | - | - | - |
| 5 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 6 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 7 | 2 | - | 1 | 1 | - | 2 |
| | 1.9% | | 2.5% | 11.1% | | 2.0% |
| 8 | 8 | 3 | 3 | - | 1 | 7 |
| | 7.4% | 10.0% | 7.5% | | 5.3% | 7.1% |
| 9 | 21 | 4 | 8 | 2 | 5 | 19 |
| | 19.4% | 13.3% | 20.0% | 22.2% | 26.3% | 19.4% |
| 10 Excellent | 71 | 21 | 24 | 6 | 13 | 64 |
| | 65.7% | 70.0% | 60.0% | 66.7% | 68.4% | 65.3% |
| TOTAL NON-RESPONSES | 3 | 2 | 1 | - | - | 3 |
| | 2.8% | 6.7% | 2.5% | | | 3.1% |
| TOTAL ANSWERING | 108 | 30 | 40 | 9 | 19 | 98 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------11.76----------> | | | | | |
| SIGNIFICANCE | .9459* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 2 | 1 | 1 | 2 |
| | 1.9% | 1.7% | 2.0% | 1.9% |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.7% | 2.0% | 1.9% |
| 4 | - | - | - | - |
| 5 | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| 6 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 7 | 2 | 1 | 1 | 2 |
| | 1.9% | 1.7% | 2.0% | 1.9% |
| 8 | 8 | 5 | 3 | 8 |
| | 7.4% | 8.6% | 6.0% | 7.4% |
| 9 | 21 | 13 | 8 | 21 |
| | 19.4% | 22.4% | 16.0% | 19.4% |
| 10 Excellent | 71 | 36 | 35 | 71 |
| | 65.7% | 62.1% | 70.0% | 65.7% |
| TOTAL NON-RESPONSES | 3 | 1 | 2 | 3 |
| | 2.8% | 1.7% | 4.0% | 2.8% |
| TOTAL ANSWERING | 108 | 58 | 50 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.129-------> | | | |
| SIGNIFICANCE | .8728* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 4 | 2 | - | 1 | - | - | - | 3 |
| | 4.0% | 4.3% | | 7.7% | | | | 3.1% |
| 1 | 3 | - | 1 | - | 2 | - | - | 3 |
| | 3.0% | | 3.4% | | 28.6% | | | 3.1% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.0% | | 3.4% | 7.7% | | | | 2.1% |
| 4 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.0% | | 3.4% | 7.7% | | | | 2.1% |
| 5 | 3 | - | 2 | - | 1 | - | - | 3 |
| | 3.0% | | 6.9% | | 14.3% | | | 3.1% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.0% | | 3.4% | | | | | 1.0% |
| 7 | 2 | 1 | - | - | 1 | - | - | 2 |
| | 2.0% | 2.2% | | | 14.3% | | | 2.1% |
| 8 | 5 | 1 | 2 | 1 | - | - | - | 4 |
| | 5.0% | 2.2% | 6.9% | 7.7% | | | | 4.2% |
| 9 | 12 | 1 | 7 | 2 | - | - | - | 10 |
| | 11.9% | 2.2% | 24.1% | 15.4% | | | | 10.4% |
| 10 Excellent | 67 | 41 | 14 | 7 | 3 | 1 | - | 66 |
| | 66.3% | 89.1% | 48.3% | 53.8% | 42.9% | 100.0% | | 68.8% |
| TOTAL NON-RESPONSES | 10 | 4 | 2 | 2 | 1 | - | - | 9 |
| | 9.9% | 8.7% | 6.9% | 15.4% | 14.3% | | | 9.4% |
| TOTAL ANSWERING | 101 | 46 | 29 | 13 | 7 | 1 | - | 96 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------56.378----------> | | | | | | | |
| SIGNIFICANCE | .0165* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 4 | 2 | - | 1 | - | - | - | 3 |
| | 4.0% | 4.1% | | 7.7% | | | | 3.1% |
| 1 | 3 | - | - | 3 | - | - | - | 3 |
| | 3.0% | | | 23.1% | | | | 3.1% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 2.0% | | 3.2% | | 25.0% | | | 2.1% |
| 4 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 2.0% | | 3.2% | | 25.0% | | | 2.1% |
| 5 | 3 | - | 2 | - | 1 | - | - | 3 |
| | 3.0% | | 6.5% | | 25.0% | | | 3.1% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.0% | | 3.2% | | | | | 1.0% |
| 7 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 2.0% | 2.0% | 3.2% | | | | | 2.1% |
| 8 | 5 | 1 | 2 | 2 | - | - | - | 5 |
| | 5.0% | 2.0% | 6.5% | 15.4% | | | | 5.2% |
| 9 | 12 | 3 | 5 | 3 | - | - | - | 11 |
| | 11.9% | 6.1% | 16.1% | 23.1% | | | | 11.3% |
| 10 Excellent | 67 | 42 | 18 | 4 | 1 | - | - | 65 |
| | 66.3% | 85.7% | 58.1% | 30.8% | 25.0% | | | 67.0% |
| TOTAL NON-RESPONSES | 10 | 7 | - | 2 | - | - | - | 9 |
| | 9.9% | 14.3% | | 15.4% | | | | 9.3% |
| TOTAL ANSWERING | 101 | 49 | 31 | 13 | 4 | - | - | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------71.063----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 4 | - | 1 | - | - | 1 | - | 2 |
| | 4.0% | | 7.1% | | | 50.0% | | 4.9% |
| 1 | 3 | 3 | - | - | - | - | - | 3 |
| | 3.0% | 17.6% | | | | | | 7.3% |
| 2 | - | - | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | - | - | 1 |
| | 2.0% | 5.9% | | | | | | 2.4% |
| 4 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 2.0% | 5.9% | 7.1% | | | | | 4.9% |
| 5 | 3 | 2 | - | 1 | - | - | - | 3 |
| | 3.0% | 11.8% | | 12.5% | | | | 7.3% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.0% | | 7.1% | | | | | 2.4% |
| 7 | 2 | - | - | - | - | - | - | - |
| | 2.0% | | | | | | | |
| 8 | 5 | 2 | - | - | - | - | - | 2 |
| | 5.0% | 11.8% | | | | | | 4.9% |
| 9 | 12 | 1 | 4 | 3 | - | - | - | 8 |
| | 11.9% | 5.9% | 28.6% | 37.5% | | | | 19.5% |
| 10 Excellent | 67 | 7 | 7 | 4 | - | 1 | - | 19 |
| | 66.3% | 41.2% | 50.0% | 50.0% | | 50.0% | | 46.3% |
| TOTAL NON-RESPONSES | 10 | 1 | 2 | - | - | - | - | 3 |
| | 9.9% | 5.9% | 14.3% | | | | | 7.3% |
| TOTAL ANSWERING | 101 | 17 | 14 | 8 | - | 2 | - | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------26.799----------> | | | | | | | |
| SIGNIFICANCE | .3139* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | - | 1 | 1 | - | - | 2 |
| | 4.0% | | 4.2% | 50.0% | | | 4.3% |
| 1 | 3 | 1 | 2 | - | - | - | 3 |
| | 3.0% | 5.6% | 8.3% | | | | 6.5% |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | 2 | - | - | - | - | 2 |
| | 2.0% | 11.1% | | | | | 4.3% |
| 4 | 2 | 1 | 1 | - | - | - | 2 |
| | 2.0% | 5.6% | 4.2% | | | | 4.3% |
| 5 | 3 | - | 3 | - | - | - | 3 |
| | 3.0% | | 12.5% | | | | 6.5% |
| 6 | 1 | - | 1 | - | - | - | 1 |
| | 1.0% | | 4.2% | | | | 2.2% |
| 7 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 5.6% | | | | | 2.2% |
| 8 | 5 | 1 | 3 | - | - | - | 4 |
| | 5.0% | 5.6% | 12.5% | | | | 8.7% |
| 9 | 12 | 5 | 1 | 1 | - | 1 | 8 |
| | 11.9% | 27.8% | 4.2% | 50.0% | | 50.0% | 17.4% |
| 10 Excellent | 67 | 7 | 12 | - | - | 1 | 20 |
| | 66.3% | 38.9% | 50.0% | | | 50.0% | 43.5% |
| TOTAL NON-RESPONSES | 10 | 2 | 1 | - | - | - | 3 |
| | 9.9% | 11.1% | 4.2% | | | | 6.5% |
| TOTAL ANSWERING | 101 | 18 | 24 | 2 | - | 2 | 46 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.573----------> | | | | | | |
| SIGNIFICANCE | .4332* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | 1 | - | - | - | - | 1 |
| | 4.0% | 4.2% | | | | | 4.0% |
| 1 | 3 | 3 | - | - | - | - | 3 |
| | 3.0% | 12.5% | | | | | 12.0% |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 4.2% | | | | | 4.0% |
| 4 | 2 | 2 | - | - | - | - | 2 |
| | 2.0% | 8.3% | | | | | 8.0% |
| 5 | 3 | 1 | - | - | - | - | 1 |
| | 3.0% | 4.2% | | | | | 4.0% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 7 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 8 | 5 | 2 | - | - | - | - | 2 |
| | 5.0% | 8.3% | | | | | 8.0% |
| 9 | 12 | 6 | - | - | - | - | 6 |
| | 11.9% | 25.0% | | | | | 24.0% |
| 10 Excellent | 67 | 8 | 1 | - | - | - | 9 |
| | 66.3% | 33.3% | 100.0% | | | | 36.0% |
| TOTAL NON-RESPONSES | 10 | 1 | 1 | - | - | - | 2 |
| | 9.9% | 4.2% | 100.0% | | | | 8.0% |
| TOTAL ANSWERING | 101 | 24 | 1 | - | - | - | 25 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------1.852----------> | | | | | | |
| SIGNIFICANCE | .9676* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | - | - | 1 | - | - | 1 |
| | 4.0% | | | 25.0% | | | 3.4% |
| 1 | 3 | 1 | - | 1 | 1 | - | 3 |
| | 3.0% | 12.5% | | 25.0% | 25.0% | | 10.3% |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | - | - | 1 | - | - | 1 |
| | 2.0% | | | 25.0% | | | 3.4% |
| 4 | 2 | - | 2 | - | - | - | 2 |
| | 2.0% | | 15.4% | | | | 6.9% |
| 5 | 3 | - | 1 | - | - | - | 1 |
| | 3.0% | | 7.7% | | | | 3.4% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 7 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 8 | 5 | - | 2 | - | 1 | - | 3 |
| | 5.0% | | 15.4% | | 25.0% | | 10.3% |
| 9 | 12 | 4 | 3 | - | - | - | 7 |
| | 11.9% | 50.0% | 23.1% | | | | 24.1% |
| 10 Excellent | 67 | 3 | 5 | 1 | 2 | - | 11 |
| | 66.3% | 37.5% | 38.5% | 25.0% | 50.0% | | 37.9% |
| TOTAL NON-RESPONSES | 10 | 1 | 1 | - | - | - | 2 |
| | 9.9% | 12.5% | 7.7% | | | | 6.9% |
| TOTAL ANSWERING | 101 | 8 | 13 | 4 | 4 | - | 29 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------26.11----------> | | | | | | |
| SIGNIFICANCE | .2023* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 4 | 1 | 3 | 4 |
| | 4.0% | 33.3% | 3.1% | 4.0% |
| 1 | 3 | - | 3 | 3 |
| | 3.0% | | 3.1% | 3.0% |
| 2 | - | - | - | - |
| 3 | 2 | - | 2 | 2 |
| | 2.0% | | 2.0% | 2.0% |
| 4 | 2 | - | 2 | 2 |
| | 2.0% | | 2.0% | 2.0% |
| 5 | 3 | 1 | 2 | 3 |
| | 3.0% | 33.3% | 2.0% | 3.0% |
| 6 | 1 | - | 1 | 1 |
| | 1.0% | | 1.0% | 1.0% |
| 7 | 2 | - | 2 | 2 |
| | 2.0% | | 2.0% | 2.0% |
| 8 | 5 | - | 5 | 5 |
| | 5.0% | | 5.1% | 5.0% |
| 9 | 12 | - | 12 | 12 |
| | 11.9% | | 12.2% | 11.9% |
| 10 Excellent | 67 | 1 | 66 | 67 |
| | 66.3% | 33.3% | 67.3% | 66.3% |
| TOTAL NON-RESPONSES | 10 | - | 9 | 9 |
| | 9.9% | | 9.2% | 8.9% |
| TOTAL ANSWERING | 101 | 3 | 98 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------17.666------> | | | |
| SIGNIFICANCE | .0393* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | - | 1 | - | - | - | 1 |
| | 4.0% | | 50.0% | | | | 33.3% |
| 1 | 3 | - | - | - | - | - | - |
| | 3.0% | | | | | | |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 4 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 5 | 3 | - | 1 | - | - | - | 1 |
| | 3.0% | | 50.0% | | | | 33.3% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| 7 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 8 | 5 | - | - | - | - | - | - |
| | 5.0% | | | | | | |
| 9 | 12 | - | - | - | - | - | - |
| | 11.9% | | | | | | |
| 10 Excellent | 67 | - | - | - | - | 1 | 1 |
| | 66.3% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 10 | - | - | - | - | - | - |
| | 9.9% | | | | | | |
| TOTAL ANSWERING | 101 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | | | |
| 4 | 3 | 1 | 4 |
| 4.0% | 7.5% | 1.6% | 4.0% |
| 1 | | | |
| 3 | 2 | 1 | 3 |
| 3.0% | 5.0% | 1.6% | 3.0% |
| 2 | | | |
| - | - | - | - |
| 3 | | | |
| 2 | 1 | 1 | 2 |
| 2.0% | 2.5% | 1.6% | 2.0% |
| 4 | | | |
| 2 | 1 | 1 | 2 |
| 2.0% | 2.5% | 1.6% | 2.0% |
| 5 | | | |
| 3 | 2 | 1 | 3 |
| 3.0% | 5.0% | 1.6% | 3.0% |
| 6 | | | |
| 1 | 1 | - | 1 |
| 1.0% | 2.5% | | 1.0% |
| 7 | | | |
| 2 | - | 2 | 2 |
| 2.0% | | 3.3% | 2.0% |
| 8 | | | |
| 5 | 3 | 2 | 5 |
| 5.0% | 7.5% | 3.3% | 5.0% |
| 9 | | | |
| 12 | 5 | 7 | 12 |
| 11.9% | 12.5% | 11.5% | 11.9% |
| 10 Excellent | | | |
| 67 | 22 | 45 | 67 |
| 66.3% | 55.0% | 73.8% | 66.3% |
| TOTAL NON-RESPONSES | | | |
| 10 | 3 | 7 | 10 |
| 9.9% | 7.5% | 11.5% | 9.9% |
| TOTAL ANSWERING | | | |
| 101 | 40 | 61 | 101 |
| 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <-------9.124------->
SIGNIFICANCE .4259*

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | 1 | - | 1 | - | 1 | 3 |
| | 4.0% | 5.9% | | 6.7% | | 16.7% | 7.7% |
| 1 | 3 | 1 | - | 1 | - | - | 2 |
| | 3.0% | 5.9% | | 6.7% | | | 5.1% |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 5.9% | | | | | 2.6% |
| 4 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 5.9% | | | | | 2.6% |
| 5 | 3 | 2 | - | - | - | - | 2 |
| | 3.0% | 11.8% | | | | | 5.1% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 1.0% | 5.9% | | | | | 2.6% |
| 7 | 2 | - | - | - | - | - | - |
| | 2.0% | | | | | | |
| 8 | 5 | 2 | - | 1 | - | - | 3 |
| | 5.0% | 11.8% | | 6.7% | | | 7.7% |
| 9 | 12 | 2 | - | - | - | 3 | 5 |
| | 11.9% | 11.8% | | | | 50.0% | 12.8% |
| 10 Excellent | 67 | 6 | - | 12 | 1 | 2 | 21 |
| | 66.3% | 35.3% | | 80.0% | 100.0% | 33.3% | 53.8% |
| TOTAL NON-RESPONSES | 10 | 2 | - | 1 | - | - | 3 |
| | 9.9% | 11.8% | | 6.7% | | | 7.7% |
| TOTAL ANSWERING | 101 | 17 | - | 15 | 1 | 6 | 39 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.033----------> | | | | | | |
| SIGNIFICANCE | .6368* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | - | 2 | 1 | 3 |
| | 4.0% | | 11.1% | 20.0% | 7.7% |
| 1 | 3 | 1 | - | 1 | 2 |
| | 3.0% | 6.2% | | 20.0% | 5.1% |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | - | - | 1 |
| | 2.0% | 6.2% | | | 2.6% |
| 4 | 2 | 1 | - | - | 1 |
| | 2.0% | 6.2% | | | 2.6% |
| 5 | 3 | - | 1 | - | 1 |
| | 3.0% | | 5.6% | | 2.6% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.0% | 6.2% | | | 2.6% |
| 7 | 2 | - | - | - | - |
| | 2.0% | | | | |
| 8 | 5 | 2 | 1 | - | 3 |
| | 5.0% | 12.5% | 5.6% | | 7.7% |
| 9 | 12 | 1 | 3 | 1 | 5 |
| | 11.9% | 6.2% | 16.7% | 20.0% | 12.8% |
| 10 Excellent | 67 | 9 | 11 | 2 | 22 |
| | 66.3% | 56.2% | 61.1% | 40.0% | 56.4% |
| TOTAL NON-RESPONSES | 10 | 1 | 1 | 1 | 3 |
| | 9.9% | 6.2% | 5.6% | 20.0% | 7.7% |
| TOTAL ANSWERING | 101 | 16 | 18 | 5 | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.316----------> | | | | |
| SIGNIFICANCE | .6495* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | 2 | 1 | 1 | 4 |
| | 4.0% | 2.9% | 8.3% | 5.0% | 4.0% |
| 1 | 3 | 2 | 1 | - | 3 |
| | 3.0% | 2.9% | 8.3% | | 3.0% |
| 2 | - | - | - | - | - |
| 3 | 2 | - | 1 | 1 | 2 |
| | 2.0% | | 8.3% | 5.0% | 2.0% |
| 4 | 2 | 1 | - | 1 | 2 |
| | 2.0% | 1.5% | | 5.0% | 2.0% |
| 5 | 3 | 3 | - | - | 3 |
| | 3.0% | 4.4% | | | 3.0% |
| 6 | 1 | - | - | 1 | 1 |
| | 1.0% | | | 5.0% | 1.0% |
| 7 | 2 | 1 | - | 1 | 2 |
| | 2.0% | 1.5% | | 5.0% | 2.0% |
| 8 | 5 | 1 | 1 | 3 | 5 |
| | 5.0% | 1.5% | 8.3% | 15.0% | 5.0% |
| 9 | 12 | 5 | 2 | 4 | 11 |
| | 11.9% | 7.4% | 16.7% | 20.0% | 11.0% |
| 10 Excellent | 67 | 53 | 6 | 8 | 67 |
| | 66.3% | 77.9% | 50.0% | 40.0% | 67.0% |
| TOTAL NON-RESPONSES | 10 | 4 | 4 | 2 | 10 |
| | 9.9% | 5.9% | 33.3% | 10.0% | 10.0% |
| TOTAL ANSWERING | 101 | 68 | 12 | 20 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.606----------> | | | | |
| SIGNIFICANCE | .0683* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | 2 | 1 | 1 | 4 |
| | 4.0% | 2.5% | 9.1% | 11.1% | 4.0% |
| 1 | 3 | 1 | - | 2 | 3 |
| | 3.0% | 1.3% | | 22.2% | 3.0% |
| 2 | - | - | - | - | - |
| 3 | 2 | 2 | - | - | 2 |
| | 2.0% | 2.5% | | | 2.0% |
| 4 | 2 | 2 | - | - | 2 |
| | 2.0% | 2.5% | | | 2.0% |
| 5 | 3 | 2 | - | - | 2 |
| | 3.0% | 2.5% | | | 2.0% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.3% | | | 1.0% |
| 7 | 2 | 1 | - | 1 | 2 |
| | 2.0% | 1.3% | | 11.1% | 2.0% |
| 8 | 5 | 3 | - | 1 | 4 |
| | 5.0% | 3.8% | | 11.1% | 4.0% |
| 9 | 12 | 8 | 3 | 1 | 12 |
| | 11.9% | 10.1% | 27.3% | 11.1% | 12.1% |
| 10 Excellent | 67 | 57 | 7 | 3 | 67 |
| | 66.3% | 72.2% | 63.6% | 33.3% | 67.7% |
| TOTAL NON-RESPONSES | 10 | 6 | 1 | 3 | 10 |
| | 9.9% | 7.6% | 9.1% | 33.3% | 10.1% |
| TOTAL ANSWERING | 101 | 79 | 11 | 9 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.985----------> | | | | |
| SIGNIFICANCE | .1001* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | - | - | 4 | 4 |
| | 4.0% | | | 14.8% | 4.0% |
| 1 | 3 | - | 1 | 2 | 3 |
| | 3.0% | | 4.5% | 7.4% | 3.0% |
| 2 | - | - | - | - | - |
| 3 | 2 | - | - | 2 | 2 |
| | 2.0% | | | 7.4% | 2.0% |
| 4 | 2 | - | 1 | 1 | 2 |
| | 2.0% | | 4.5% | 3.7% | 2.0% |
| 5 | 3 | - | 2 | 1 | 3 |
| | 3.0% | | 9.1% | 3.7% | 3.0% |
| 6 | 1 | - | - | 1 | 1 |
| | 1.0% | | | 3.7% | 1.0% |
| 7 | 2 | 1 | - | 1 | 2 |
| | 2.0% | 2.0% | | 3.7% | 2.0% |
| 8 | 5 | 3 | - | 2 | 5 |
| | 5.0% | 5.9% | | 7.4% | 5.0% |
| 9 | 12 | 4 | 5 | 3 | 12 |
| | 11.9% | 7.8% | 22.7% | 11.1% | 12.0% |
| 10 Excellent | 67 | 43 | 13 | 10 | 66 |
| | 66.3% | 84.3% | 59.1% | 37.0% | 66.0% |
| TOTAL NON-RESPONSES | 10 | - | 4 | 5 | 9 |
| | 9.9% | | 18.2% | 18.5% | 9.0% |
| TOTAL ANSWERING | 101 | 51 | 22 | 27 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------40.168----------> | | | | |
| SIGNIFICANCE | .002* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | 1 | - | 3 | 4 |
| | 4.0% | 1.6% | | 18.8% | 4.0% |
| 1 | 3 | 1 | 1 | 1 | 3 |
| | 3.0% | 1.6% | 4.8% | 6.2% | 3.0% |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | - | 1 | 2 |
| | 2.0% | 1.6% | | 6.2% | 2.0% |
| 4 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 1.6% | 4.8% | | 2.0% |
| 5 | 3 | 2 | - | 1 | 3 |
| | 3.0% | 3.1% | | 6.2% | 3.0% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.6% | | | 1.0% |
| 7 | 2 | - | 1 | 1 | 2 |
| | 2.0% | | 4.8% | 6.2% | 2.0% |
| 8 | 5 | 3 | 2 | - | 5 |
| | 5.0% | 4.7% | 9.5% | | 5.0% |
| 9 | 12 | 7 | 3 | 2 | 12 |
| | 11.9% | 10.9% | 14.3% | 12.5% | 11.9% |
| 10 Excellent | 67 | 47 | 13 | 7 | 67 |
| | 66.3% | 73.4% | 61.9% | 43.8% | 66.3% |
| TOTAL NON-RESPONSES | 10 | 6 | 1 | 3 | 10 |
| | 9.9% | 9.4% | 4.8% | 18.8% | 9.9% |
| TOTAL ANSWERING | 101 | 64 | 21 | 16 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.94----------> | | | | |
| SIGNIFICANCE | .157* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 4 | 2 | - | 2 | 4 |
| | 4.0% | 2.9% | | 20.0% | 4.0% |
| 1 | 3 | 2 | 1 | - | 3 |
| | 3.0% | 2.9% | 4.8% | | 3.0% |
| 2 | - | - | - | - | - |
| 3 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 1.4% | 4.8% | | 2.0% |
| 4 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 1.4% | 4.8% | | 2.0% |
| 5 | 3 | 3 | - | - | 3 |
| | 3.0% | 4.3% | | | 3.0% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.4% | | | 1.0% |
| 7 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 1.4% | 4.8% | | 2.0% |
| 8 | 5 | 4 | - | 1 | 5 |
| | 5.0% | 5.8% | | 10.0% | 5.0% |
| 9 | 12 | 5 | 6 | 1 | 12 |
| | 11.9% | 7.2% | 28.6% | 10.0% | 12.0% |
| 10 Excellent | 67 | 49 | 11 | 6 | 66 |
| | 66.3% | 71.0% | 52.4% | 60.0% | 66.0% |
| TOTAL NON-RESPONSES | 10 | 4 | 3 | 3 | 10 |
| | 9.9% | 5.8% | 14.3% | 30.0% | 10.0% |
| TOTAL ANSWERING | 101 | 69 | 21 | 10 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.766----------> | | | | |
| SIGNIFICANCE | | | .2425* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 4 | 4 | - | 4 |
| | 4.0% | 4.2% | | 4.0% |
| 1 | 3 | 3 | - | 3 |
| | 3.0% | 3.1% | | 3.0% |
| 2 | - | - | - | - |
| 3 | 2 | 2 | - | 2 |
| | 2.0% | 2.1% | | 2.0% |
| 4 | 2 | 2 | - | 2 |
| | 2.0% | 2.1% | | 2.0% |
| 5 | 3 | 3 | - | 3 |
| | 3.0% | 3.1% | | 3.0% |
| 6 | 1 | 1 | - | 1 |
| | 1.0% | 1.0% | | 1.0% |
| 7 | 2 | 1 | 1 | 2 |
| | 2.0% | 1.0% | 20.0% | 2.0% |
| 8 | 5 | 4 | 1 | 5 |
| | 5.0% | 4.2% | 20.0% | 5.0% |
| 9 | 12 | 12 | - | 12 |
| | 11.9% | 12.5% | | 11.9% |
| 10 Excellent | 67 | 64 | 3 | 67 |
| | 66.3% | 66.7% | 60.0% | 66.3% |
| TOTAL NON-RESPONSES | 10 | 10 | - | 10 |
| | 9.9% | 10.4% | | 9.9% |
| TOTAL ANSWERING | 101 | 96 | 5 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------12.471------> | | | |
| SIGNIFICANCE | .188* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 4 | 4 | - | 4 |
| | 4.0% | 4.3% | | 4.2% |
| 1 | 3 | 3 | - | 3 |
| | 3.0% | 3.2% | | 3.2% |
| 2 | - | - | - | - |
| 3 | 2 | 2 | - | 2 |
| | 2.0% | 2.2% | | 2.1% |
| 4 | 2 | 2 | - | 2 |
| | 2.0% | 2.2% | | 2.1% |
| 5 | 3 | 3 | - | 3 |
| | 3.0% | 3.2% | | 3.2% |
| 6 | 1 | 1 | - | 1 |
| | 1.0% | 1.1% | | 1.1% |
| 7 | 2 | 1 | - | 1 |
| | 2.0% | 1.1% | | 1.1% |
| 8 | 5 | 4 | - | 4 |
| | 5.0% | 4.3% | | 4.2% |
| 9 | 12 | 10 | 1 | 11 |
| | 11.9% | 10.8% | 50.0% | 11.6% |
| 10 Excellent | 67 | 63 | 1 | 64 |
| | 66.3% | 67.7% | 50.0% | 67.4% |
| TOTAL NON-RESPONSES | 10 | 9 | 1 | 10 |
| | 9.9% | 9.7% | 50.0% | 10.5% |
| TOTAL ANSWERING | 101 | 93 | 2 | 95 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.126-------> | | | |
| SIGNIFICANCE | .9591* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 4 | 1 | 1 | - | - | 1 | 3 |
| | 4.0% | 5.6% | 6.2% | | | 3.7% | 3.2% |
| 1 | 3 | - | 1 | - | 2 | - | 3 |
| | 3.0% | | 6.2% | | 11.1% | | 3.2% |
| 2 | - | - | - | - | - | - | - |
| 3 | 2 | - | - | 1 | - | 1 | 2 |
| | 2.0% | | | 7.1% | | 3.7% | 2.2% |
| 4 | 2 | - | - | - | - | 2 | 2 |
| | 2.0% | | | | | 7.4% | 2.2% |
| 5 | 3 | - | 2 | - | 1 | - | 3 |
| | 3.0% | | 12.5% | | 5.6% | | 3.2% |
| 6 | 1 | - | 1 | - | - | - | 1 |
| | 1.0% | | 6.2% | | | | 1.1% |
| 7 | 2 | - | 1 | 1 | - | - | 2 |
| | 2.0% | | 6.2% | 7.1% | | | 2.2% |
| 8 | 5 | - | - | 2 | 1 | 2 | 5 |
| | 5.0% | | | 14.3% | 5.6% | 7.4% | 5.4% |
| 9 | 12 | 3 | 1 | 2 | - | 4 | 10 |
| | 11.9% | 16.7% | 6.2% | 14.3% | | 14.8% | 10.8% |
| 10 Excellent | 67 | 14 | 9 | 8 | 14 | 17 | 62 |
| | 66.3% | 77.8% | 56.2% | 57.1% | 77.8% | 63.0% | 66.7% |
| TOTAL NON-RESPONSES | 10 | 2 | 1 | 1 | 1 | 5 | 10 |
| | 9.9% | 11.1% | 6.2% | 7.1% | 5.6% | 18.5% | 10.8% |
| TOTAL ANSWERING | 101 | 18 | 16 | 14 | 18 | 27 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------39.755----------> | | | | | | |
| SIGNIFICANCE | .3064* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 4 | 3 | 1 | 4 |
| | 4.0% | 4.2% | 3.7% | 4.0% |
| 1 | 3 | 2 | 1 | 3 |
| | 3.0% | 2.8% | 3.7% | 3.0% |
| 2 | - | - | - | - |
| 3 | 2 | 2 | - | 2 |
| | 2.0% | 2.8% | | 2.0% |
| 4 | 2 | 2 | - | 2 |
| | 2.0% | 2.8% | | 2.0% |
| 5 | 3 | 3 | - | 3 |
| | 3.0% | 4.2% | | 3.0% |
| 6 | 1 | 1 | - | 1 |
| | 1.0% | 1.4% | | 1.0% |
| 7 | 2 | 1 | 1 | 2 |
| | 2.0% | 1.4% | 3.7% | 2.0% |
| 8 | 5 | 5 | - | 5 |
| | 5.0% | 6.9% | | 5.1% |
| 9 | 12 | 5 | 6 | 11 |
| | 11.9% | 6.9% | 22.2% | 11.1% |
| 10 Excellent | 67 | 48 | 18 | 66 |
| | 66.3% | 66.7% | 66.7% | 66.7% |
| TOTAL NON-RESPONSES | 10 | 8 | 2 | 10 |
| | 9.9% | 11.1% | 7.4% | 10.1% |
| TOTAL ANSWERING | 101 | 72 | 27 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------9.587-------> | | | |
| SIGNIFICANCE | .385* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 4 | 4 | - | - | - | 4 |
| | 4.0% | 11.1% | | | | 4.1% |
| 1 | 3 | 1 | 1 | 1 | - | 3 |
| | 3.0% | 2.8% | 3.8% | 7.1% | | 3.1% |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 2 | - | - | - | 2 |
| | 2.0% | 5.6% | | | | 2.0% |
| 4 | 2 | 1 | - | 1 | - | 2 |
| | 2.0% | 2.8% | | 7.1% | | 2.0% |
| 5 | 3 | - | 1 | 1 | 1 | 3 |
| | 3.0% | | 3.8% | 7.1% | 4.5% | 3.1% |
| 6 | 1 | - | - | 1 | - | 1 |
| | 1.0% | | | 7.1% | | 1.0% |
| 7 | 2 | 1 | 1 | - | - | 2 |
| | 2.0% | 2.8% | 3.8% | | | 2.0% |
| 8 | 5 | - | - | 2 | 3 | 5 |
| | 5.0% | | | 14.3% | 13.6% | 5.1% |
| 9 | 12 | 6 | 2 | 1 | 2 | 11 |
| | 11.9% | 16.7% | 7.7% | 7.1% | 9.1% | 11.2% |
| 10 Excellent | 67 | 21 | 21 | 7 | 16 | 65 |
| | 66.3% | 58.3% | 80.8% | 50.0% | 72.7% | 66.3% |
| TOTAL NON-RESPONSES | 10 | 4 | 1 | - | 5 | 10 |
| | 9.9% | 11.1% | 3.8% | | 22.7% | 10.2% |
| TOTAL ANSWERING | 101 | 36 | 26 | 14 | 22 | 98 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------36.029----------> | | | | | |
| SIGNIFICANCE | .1147* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 4 | 1 | 1 | - | - | 2 |
| | 4.0% | 11.1% | 6.2% | | | 3.8% |
| 1 | 3 | 1 | - | - | 2 | 3 |
| | 3.0% | 11.1% | | | 11.1% | 5.7% |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | - | 1 |
| | 2.0% | 11.1% | | | | 1.9% |
| 4 | 2 | - | - | 1 | 1 | 2 |
| | 2.0% | | | 10.0% | 5.6% | 3.8% |
| 5 | 3 | - | - | - | 1 | 1 |
| | 3.0% | | | | 5.6% | 1.9% |
| 6 | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| 7 | 2 | - | - | - | 1 | 1 |
| | 2.0% | | | | 5.6% | 1.9% |
| 8 | 5 | 1 | 1 | - | 1 | 3 |
| | 5.0% | 11.1% | 6.2% | | 5.6% | 5.7% |
| 9 | 12 | 3 | 2 | 3 | 1 | 9 |
| | 11.9% | 33.3% | 12.5% | 30.0% | 5.6% | 17.0% |
| 10 Excellent | 67 | 2 | 12 | 6 | 11 | 31 |
| | 66.3% | 22.2% | 75.0% | 60.0% | 61.1% | 58.5% |
| TOTAL NON-RESPONSES | 10 | 2 | 1 | 1 | 1 | 5 |
| | 9.9% | 22.2% | 6.2% | 10.0% | 5.6% | 9.4% |
| TOTAL ANSWERING | 101 | 9 | 16 | 10 | 18 | 53 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.221----------> | | | | | |
| SIGNIFICANCE | .449* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 4 | 2 | 1 | - | - | 3 |
| | 4.0% | 7.1% | 2.8% | | | 3.3% |
| 1 | 3 | - | 2 | 1 | - | 3 |
| | 3.0% | | 5.6% | 11.1% | | 3.3% |
| 2 | - | - | - | - | - | - |
| 3 | 2 | 1 | - | - | 1 | 2 |
| | 2.0% | 3.6% | | | 5.6% | 2.2% |
| 4 | 2 | 1 | 1 | - | - | 2 |
| | 2.0% | 3.6% | 2.8% | | | 2.2% |
| 5 | 3 | - | 1 | 1 | 1 | 3 |
| | 3.0% | | 2.8% | 11.1% | 5.6% | 3.3% |
| 6 | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| 7 | 2 | - | 1 | - | 1 | 2 |
| | 2.0% | | 2.8% | | 5.6% | 2.2% |
| 8 | 5 | 1 | 2 | 1 | 1 | 5 |
| | 5.0% | 3.6% | 5.6% | 11.1% | 5.6% | 5.5% |
| 9 | 12 | 5 | 1 | 2 | 2 | 10 |
| | 11.9% | 17.9% | 2.8% | 22.2% | 11.1% | 11.0% |
| 10 Excellent | 67 | 18 | 27 | 4 | 12 | 61 |
| | 66.3% | 64.3% | 75.0% | 44.4% | 66.7% | 67.0% |
| TOTAL NON-RESPONSES | 10 | 4 | 5 | - | 1 | 10 |
| | 9.9% | 14.3% | 13.9% | | 5.6% | 11.0% |
| TOTAL ANSWERING | 101 | 28 | 36 | 9 | 18 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.856----------> | | | | | |
| SIGNIFICANCE | .7049* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 4 | 2 | 2 | 4 |
| | 4.0% | 3.5% | 4.5% | 4.0% |
| 1 | 3 | 3 | - | 3 |
| | 3.0% | 5.3% | | 3.0% |
| 2 | - | - | - | - |
| 3 | 2 | 1 | 1 | 2 |
| | 2.0% | 1.8% | 2.3% | 2.0% |
| 4 | 2 | - | 2 | 2 |
| | 2.0% | | 4.5% | 2.0% |
| 5 | 3 | 2 | 1 | 3 |
| | 3.0% | 3.5% | 2.3% | 3.0% |
| 6 | 1 | 1 | - | 1 |
| | 1.0% | 1.8% | | 1.0% |
| 7 | 2 | 2 | - | 2 |
| | 2.0% | 3.5% | | 2.0% |
| 8 | 5 | 2 | 3 | 5 |
| | 5.0% | 3.5% | 6.8% | 5.0% |
| 9 | 12 | 9 | 3 | 12 |
| | 11.9% | 15.8% | 6.8% | 11.9% |
| 10 Excellent | 67 | 35 | 32 | 67 |
| | 66.3% | 61.4% | 72.7% | 66.3% |
| TOTAL NON-RESPONSES | 10 | 2 | 8 | 10 |
| | 9.9% | 3.5% | 18.2% | 9.9% |
| TOTAL ANSWERING | 101 | 57 | 44 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.163------> | | | |
| SIGNIFICANCE | .3375* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | - | 1 | - | - | - | 2 |
| | 2.8% | 2.1% | | 6.7% | | | | 2.0% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 12.5% | | | 1.0% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.3% | | | | | 1.0% |
| 5 | 7 | 1 | 3 | 2 | 1 | - | - | 7 |
| | 6.5% | 2.1% | 10.0% | 13.3% | 12.5% | | | 6.9% |
| 6 | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 2.8% | | 3.3% | 6.7% | 12.5% | | | 2.9% |
| 7 | 4 | 1 | 1 | - | 1 | - | - | 3 |
| | 3.7% | 2.1% | 3.3% | | 12.5% | | | 2.9% |
| 8 | 4 | - | 3 | - | 1 | - | - | 4 |
| | 3.7% | | 10.0% | | 12.5% | | | 3.9% |
| 9 | 11 | 4 | 4 | 2 | - | - | - | 10 |
| | 10.3% | 8.3% | 13.3% | 13.3% | | | | 9.8% |
| 10 Excellent | 72 | 41 | 17 | 8 | 3 | 1 | - | 70 |
| | 67.3% | 85.4% | 56.7% | 53.3% | 37.5% | 100.0% | | 68.6% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | - | - | - | - | 3 |
| | 3.7% | 4.2% | 3.3% | | | | | 2.9% |
| TOTAL ANSWERING | 107 | 48 | 30 | 15 | 8 | 1 | - | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------46.315----------> | | | | | | | |
| SIGNIFICANCE | .1165* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | - | 1 | - | - | - | 2 |
| | 2.8% | 1.9% | | 6.7% | | | | 2.0% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 3 | 1 | - | - | - | 1 | - | - | 1 |
| | 0.9% | | | | 25.0% | | | 1.0% |
| 4 | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 6.7% | | | | 1.0% |
| 5 | 7 | 3 | 2 | - | 1 | - | - | 6 |
| | 6.5% | 5.7% | 6.7% | | 25.0% | | | 5.9% |
| 6 | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 2.8% | | 3.3% | 6.7% | 25.0% | | | 2.9% |
| 7 | 4 | 1 | 3 | - | - | - | - | 4 |
| | 3.7% | 1.9% | 10.0% | | | | | 3.9% |
| 8 | 4 | - | 3 | - | 1 | - | - | 4 |
| | 3.7% | | 10.0% | | 25.0% | | | 3.9% |
| 9 | 11 | 5 | 1 | 4 | - | - | - | 10 |
| | 10.3% | 9.4% | 3.3% | 26.7% | | | | 9.8% |
| 10 Excellent | 72 | 43 | 20 | 7 | - | - | - | 70 |
| | 67.3% | 81.1% | 66.7% | 46.7% | | | | 68.6% |
| TOTAL NON-RESPONSES | 4 | 3 | 1 | - | - | - | - | 4 |
| | 3.7% | 5.7% | 3.3% | | | | | 3.9% |
| TOTAL ANSWERING | 107 | 53 | 30 | 15 | 4 | - | - | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------75.977----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | - | 1 | - | - | 1 | - | 2 |
| | 2.8% | | 6.7% | | | 50.0% | | 4.7% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 3 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 4 | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | | 2.3% |
| 5 | 7 | 2 | 2 | - | - | - | - | 4 |
| | 6.5% | 11.1% | 13.3% | | | | | 9.3% |
| 6 | 3 | 1 | 1 | - | - | - | - | 2 |
| | 2.8% | 5.6% | 6.7% | | | | | 4.7% |
| 7 | 4 | - | - | 1 | - | - | - | 1 |
| | 3.7% | | | 12.5% | | | | 2.3% |
| 8 | 4 | 1 | 1 | 2 | - | - | - | 4 |
| | 3.7% | 5.6% | 6.7% | 25.0% | | | | 9.3% |
| 9 | 11 | 2 | 1 | 2 | - | - | - | 5 |
| | 10.3% | 11.1% | 6.7% | 25.0% | | | | 11.6% |
| 10 Excellent | 72 | 9 | 9 | 3 | - | 1 | - | 22 |
| | 67.3% | 50.0% | 60.0% | 37.5% | | 50.0% | | 51.2% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | - | - | - | 1 |
| | 3.7% | | 6.7% | | | | | 2.3% |
| TOTAL ANSWERING | 107 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------25.608----------> | | | | | | | |
| SIGNIFICANCE | .5404* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | 1 | 1 | - | - | 2 |
| | 2.8% | | 4.0% | 50.0% | | | 4.1% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.0% | | | | | 2.0% |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 4.0% | | | | 2.0% |
| 5 | 7 | 2 | 2 | - | - | - | 4 |
| | 6.5% | 10.0% | 8.0% | | | | 8.2% |
| 6 | 3 | 2 | 1 | - | - | - | 3 |
| | 2.8% | 10.0% | 4.0% | | | | 6.1% |
| 7 | 4 | 1 | 2 | - | - | - | 3 |
| | 3.7% | 5.0% | 8.0% | | | | 6.1% |
| 8 | 4 | 1 | 1 | 1 | - | - | 3 |
| | 3.7% | 5.0% | 4.0% | 50.0% | | | 6.1% |
| 9 | 11 | 2 | 3 | - | - | 1 | 6 |
| | 10.3% | 10.0% | 12.0% | | | 50.0% | 12.2% |
| 10 Excellent | 72 | 11 | 13 | - | - | 1 | 25 |
| | 67.3% | 55.0% | 52.0% | | | 50.0% | 51.0% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| TOTAL ANSWERING | 107 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.741----------> | | | | | | |
| SIGNIFICANCE | .4778* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | - | - | - | 1 |
| | 2.8% | 4.2% | | | | | 3.8% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 4.2% | | | | | 3.8% |
| 5 | 7 | 1 | - | - | - | - | 1 |
| | 6.5% | 4.2% | | | | | 3.8% |
| 6 | 3 | 2 | - | - | - | - | 2 |
| | 2.8% | 8.3% | | | | | 7.7% |
| 7 | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| 8 | 4 | 1 | 1 | - | - | - | 2 |
| | 3.7% | 4.2% | 50.0% | | | | 7.7% |
| 9 | 11 | 4 | 1 | - | - | - | 5 |
| | 10.3% | 16.7% | 50.0% | | | | 19.2% |
| 10 Excellent | 72 | 12 | - | - | - | - | 12 |
| | 67.3% | 50.0% | | | | | 46.2% |
| TOTAL NON-RESPONSES | 4 | 1 | - | - | - | - | 1 |
| | 3.7% | 4.2% | | | | | 3.8% |
| TOTAL ANSWERING | 107 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------7.692----------> | | | | | | |
| SIGNIFICANCE | .4642* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | - | 1 | - | - | 1 |
| | 2.8% | | | 25.0% | | | 3.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 25.0% | | 3.3% |
| 3 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 25.0% | | | 3.3% |
| 4 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 25.0% | | | 3.3% |
| 5 | 7 | - | 1 | - | - | - | 1 |
| | 6.5% | | 7.7% | | | | 3.3% |
| 6 | 3 | 1 | 1 | - | - | - | 2 |
| | 2.8% | 11.1% | 7.7% | | | | 6.7% |
| 7 | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 7.7% | | | | 3.3% |
| 8 | 4 | 1 | - | - | 1 | - | 2 |
| | 3.7% | 11.1% | | | 25.0% | | 6.7% |
| 9 | 11 | 2 | 3 | - | - | - | 5 |
| | 10.3% | 22.2% | 23.1% | | | | 16.7% |
| 10 Excellent | 72 | 5 | 7 | 1 | 2 | - | 15 |
| | 67.3% | 55.6% | 53.8% | 25.0% | 50.0% | | 50.0% |
| TOTAL NON-RESPONSES | 4 | - | 1 | - | - | - | 1 |
| | 3.7% | | 7.7% | | | | 3.3% |
| TOTAL ANSWERING | 107 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------35.267----------> | | | | | | |
| SIGNIFICANCE | .1322* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 1 | 2 | 3 |
| | 2.8% | 33.3% | 1.9% | 2.8% |
| 1 | - | - | - | - |
| 2 | 1 | - | 1 | 1 |
| | 0.9% | | 1.0% | 0.9% |
| 3 | 1 | - | 1 | 1 |
| | 0.9% | | 1.0% | 0.9% |
| 4 | 1 | - | 1 | 1 |
| | 0.9% | | 1.0% | 0.9% |
| 5 | 7 | - | 7 | 7 |
| | 6.5% | | 6.8% | 6.6% |
| 6 | 3 | 1 | 1 | 2 |
| | 2.8% | 33.3% | 1.0% | 1.9% |
| 7 | 4 | - | 4 | 4 |
| | 3.7% | | 3.9% | 3.8% |
| 8 | 4 | - | 4 | 4 |
| | 3.7% | | 3.9% | 3.8% |
| 9 | 11 | - | 11 | 11 |
| | 10.3% | | 10.7% | 10.4% |
| 10 Excellent | 72 | 1 | 71 | 72 |
| | 67.3% | 33.3% | 68.9% | 67.9% |
| TOTAL NON-RESPONSES | 4 | - | 4 | 4 |
| | 3.7% | | 3.9% | 3.8% |
| TOTAL ANSWERING | 107 | 3 | 103 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------27.72-------> | | | |
| SIGNIFICANCE | .0011* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | 1 | - | - | - | 1 |
| | 2.8% | | 50.0% | | | | 33.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 3 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 4 | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| 5 | 7 | - | - | - | - | - | - |
| | 6.5% | | | | | | |
| 6 | 3 | - | 1 | - | - | - | 1 |
| | 2.8% | | 50.0% | | | | 33.3% |
| 7 | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| 8 | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| 9 | 11 | - | - | - | - | - | - |
| | 10.3% | | | | | | |
| 10 Excellent | 72 | - | - | - | - | 1 | 1 |
| | 67.3% | | | | | 100.0% | 33.3% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| TOTAL ANSWERING | 107 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .2231* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 2.8% | 7.0% | | 2.8% |
| 1 | - | - | - | - |
| 2 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 2.3% | | 0.9% |
| 5 | 7 | 3 | 4 | 7 |
| | 6.5% | 7.0% | 6.2% | 6.5% |
| 6 | 3 | 2 | 1 | 3 |
| | 2.8% | 4.7% | 1.6% | 2.8% |
| 7 | 4 | 2 | 2 | 4 |
| | 3.7% | 4.7% | 3.1% | 3.7% |
| 8 | 4 | 2 | 2 | 4 |
| | 3.7% | 4.7% | 3.1% | 3.7% |
| 9 | 11 | 6 | 5 | 11 |
| | 10.3% | 14.0% | 7.8% | 10.3% |
| 10 Excellent | 72 | 22 | 50 | 72 |
| | 67.3% | 51.2% | 78.1% | 67.3% |
| TOTAL NON-RESPONSES | 4 | - | 4 | 4 |
| | 3.7% | | 6.2% | 3.7% |
| TOTAL ANSWERING | 107 | 43 | 64 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------13.869------> | | | |
| SIGNIFICANCE | .1271* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | 1 | - | 1 | 3 |
| | 2.8% | 5.3% | | 6.2% | | 16.7% | 7.1% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.4% |
| 4 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 6.2% | | | 2.4% |
| 5 | 7 | 1 | - | 2 | - | - | 3 |
| | 6.5% | 5.3% | | 12.5% | | | 7.1% |
| 6 | 3 | 2 | - | - | - | - | 2 |
| | 2.8% | 10.5% | | | | | 4.8% |
| 7 | 4 | 2 | - | - | - | - | 2 |
| | 3.7% | 10.5% | | | | | 4.8% |
| 8 | 4 | 1 | - | - | - | 1 | 2 |
| | 3.7% | 5.3% | | | | 16.7% | 4.8% |
| 9 | 11 | 4 | - | - | - | 2 | 6 |
| | 10.3% | 21.1% | | | | 33.3% | 14.3% |
| 10 Excellent | 72 | 6 | - | 12 | 1 | 2 | 21 |
| | 67.3% | 31.6% | | 75.0% | 100.0% | 33.3% | 50.0% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - | - | - |
| | 3.7% | | | | | | |
| TOTAL ANSWERING | 107 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.36----------> | | | | | | |
| SIGNIFICANCE | .7189* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | - | 2 | 1 | 3 |
| | 2.8% | | 10.5% | 16.7% | 7.1% |
| 1 | - | - | - | - | - |
| 2 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.4% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 5.9% | | | 2.4% |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 16.7% | 2.4% |
| 5 | 7 | 1 | 2 | - | 3 |
| | 6.5% | 5.9% | 10.5% | | 7.1% |
| 6 | 3 | 1 | - | - | 1 |
| | 2.8% | 5.9% | | | 2.4% |
| 7 | 4 | 1 | 1 | - | 2 |
| | 3.7% | 5.9% | 5.3% | | 4.8% |
| 8 | 4 | - | 2 | - | 2 |
| | 3.7% | | 10.5% | | 4.8% |
| 9 | 11 | 1 | 3 | 2 | 6 |
| | 10.3% | 5.9% | 15.8% | 33.3% | 14.3% |
| 10 Excellent | 72 | 11 | 9 | 2 | 22 |
| | 67.3% | 64.7% | 47.4% | 33.3% | 52.4% |
| TOTAL NON-RESPONSES | 4 | - | - | - | - |
| | 3.7% | | | | |
| TOTAL ANSWERING | 107 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.619----------> | | | | |
| SIGNIFICANCE | .3547* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | 1 | - | 3 |
| | 2.8% | 2.8% | 6.7% | | 2.8% |
| 1 | - | - | - | - | - |
| 2 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 3 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.3% | 0.9% |
| 4 | 1 | - | 1 | - | 1 |
| | 0.9% | | 6.7% | | 0.9% |
| 5 | 7 | 2 | 2 | 3 | 7 |
| | 6.5% | 2.8% | 13.3% | 15.8% | 6.6% |
| 6 | 3 | 2 | 1 | - | 3 |
| | 2.8% | 2.8% | 6.7% | | 2.8% |
| 7 | 4 | 2 | 1 | 1 | 4 |
| | 3.7% | 2.8% | 6.7% | 5.3% | 3.8% |
| 8 | 4 | 1 | 2 | 1 | 4 |
| | 3.7% | 1.4% | 13.3% | 5.3% | 3.8% |
| 9 | 11 | 6 | 1 | 3 | 10 |
| | 10.3% | 8.3% | 6.7% | 15.8% | 9.4% |
| 10 Excellent | 72 | 56 | 6 | 10 | 72 |
| | 67.3% | 77.8% | 40.0% | 52.6% | 67.9% |
| TOTAL NON-RESPONSES | 4 | - | 1 | 3 | 4 |
| | 3.7% | | 6.7% | 15.8% | 3.8% |
| TOTAL ANSWERING | 107 | 72 | 15 | 19 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------28.703----------> | | | | |
| SIGNIFICANCE | .0521* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | 1 | - | 3 |
| | 2.8% | 2.4% | 10.0% | | 2.9% |
| 1 | - | - | - | - | - |
| 2 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 10.0% | 1.0% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 1.0% |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 10.0% | 1.0% |
| 5 | 7 | 4 | - | 2 | 6 |
| | 6.5% | 4.7% | | 20.0% | 5.7% |
| 6 | 3 | 3 | - | - | 3 |
| | 2.8% | 3.5% | | | 2.9% |
| 7 | 4 | 2 | - | 2 | 4 |
| | 3.7% | 2.4% | | 20.0% | 3.8% |
| 8 | 4 | 3 | 1 | - | 4 |
| | 3.7% | 3.5% | 10.0% | | 3.8% |
| 9 | 11 | 9 | 2 | - | 11 |
| | 10.3% | 10.6% | 20.0% | | 10.5% |
| 10 Excellent | 72 | 61 | 6 | 4 | 71 |
| | 67.3% | 71.8% | 60.0% | 40.0% | 67.6% |
| TOTAL NON-RESPONSES | 4 | - | 2 | 2 | 4 |
| | 3.7% | | 20.0% | 20.0% | 3.8% |
| TOTAL ANSWERING | 107 | 85 | 10 | 10 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------38.866----------> | | | | |
| SIGNIFICANCE | .003* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | - | - | 3 | 3 |
| | 2.8% | | | 9.7% | 2.9% |
| 1 | - | - | - | - | - |
| 2 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 1.0% |
| 3 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 1.0% |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 1.0% |
| 5 | 7 | 1 | 2 | 4 | 7 |
| | 6.5% | 2.0% | 8.7% | 12.9% | 6.7% |
| 6 | 3 | - | 1 | 2 | 3 |
| | 2.8% | | 4.3% | 6.5% | 2.9% |
| 7 | 4 | 1 | 1 | 2 | 4 |
| | 3.7% | 2.0% | 4.3% | 6.5% | 3.8% |
| 8 | 4 | 1 | 2 | - | 3 |
| | 3.7% | 2.0% | 8.7% | | 2.9% |
| 9 | 11 | 3 | 3 | 4 | 10 |
| | 10.3% | 5.9% | 13.0% | 12.9% | 9.5% |
| 10 Excellent | 72 | 45 | 14 | 13 | 72 |
| | 67.3% | 88.2% | 60.9% | 41.9% | 68.6% |
| TOTAL NON-RESPONSES | 4 | - | 3 | 1 | 4 |
| | 3.7% | | 13.0% | 3.2% | 3.8% |
| TOTAL ANSWERING | 107 | 51 | 23 | 31 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.485----------> | | | | |
| SIGNIFICANCE | .0146* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 1 | - | 2 | 3 |
| | 2.8% | 1.5% | | 11.1% | 2.8% |
| 1 | - | - | - | - | - |
| 2 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.8% | | 0.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.5% | | | 0.9% |
| 4 | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| 5 | 7 | 3 | 1 | 3 | 7 |
| | 6.5% | 4.4% | 4.8% | 16.7% | 6.5% |
| 6 | 3 | 1 | - | 2 | 3 |
| | 2.8% | 1.5% | | 11.1% | 2.8% |
| 7 | 4 | 1 | 2 | 1 | 4 |
| | 3.7% | 1.5% | 9.5% | 5.6% | 3.7% |
| 8 | 4 | 3 | 1 | - | 4 |
| | 3.7% | 4.4% | 4.8% | | 3.7% |
| 9 | 11 | 7 | 1 | 3 | 11 |
| | 10.3% | 10.3% | 4.8% | 16.7% | 10.3% |
| 10 Excellent | 72 | 51 | 15 | 6 | 72 |
| | 67.3% | 75.0% | 71.4% | 33.3% | 67.3% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | 1 | 4 |
| | 3.7% | 2.9% | 4.8% | 5.6% | 3.7% |
| TOTAL ANSWERING | 107 | 68 | 21 | 18 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.772----------> | | | | |
| SIGNIFICANCE | .0178* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | - | 1 | 3 |
| | 2.8% | 2.7% | | 8.3% | 2.8% |
| 1 | - | - | - | - | - |
| 2 | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.8% | | 0.9% |
| 3 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 4 | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| 5 | 7 | 4 | 1 | 2 | 7 |
| | 6.5% | 5.5% | 4.8% | 16.7% | 6.6% |
| 6 | 3 | 1 | 2 | - | 3 |
| | 2.8% | 1.4% | 9.5% | | 2.8% |
| 7 | 4 | 3 | 1 | - | 4 |
| | 3.7% | 4.1% | 4.8% | | 3.8% |
| 8 | 4 | 2 | 2 | - | 4 |
| | 3.7% | 2.7% | 9.5% | | 3.8% |
| 9 | 11 | 6 | 3 | 2 | 11 |
| | 10.3% | 8.2% | 14.3% | 16.7% | 10.4% |
| 10 Excellent | 72 | 53 | 11 | 7 | 71 |
| | 67.3% | 72.6% | 52.4% | 58.3% | 67.0% |
| TOTAL NON-RESPONSES | 4 | - | 3 | 1 | 4 |
| | 3.7% | | 14.3% | 8.3% | 3.8% |
| TOTAL ANSWERING | 107 | 73 | 21 | 12 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.404----------> | | | | |
| SIGNIFICANCE | .4294* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 2.8% | 2.9% | | 2.8% |
| 1 | - | - | - | - |
| 2 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| 5 | 7 | 7 | - | 7 |
| | 6.5% | 6.9% | | 6.5% |
| 6 | 3 | 3 | - | 3 |
| | 2.8% | 2.9% | | 2.8% |
| 7 | 4 | 3 | 1 | 4 |
| | 3.7% | 2.9% | 20.0% | 3.7% |
| 8 | 4 | 4 | - | 4 |
| | 3.7% | 3.9% | | 3.7% |
| 9 | 11 | 11 | - | 11 |
| | 10.3% | 10.8% | | 10.3% |
| 10 Excellent | 72 | 68 | 4 | 72 |
| | 67.3% | 66.7% | 80.0% | 67.3% |
| TOTAL NON-RESPONSES | 4 | 4 | - | 4 |
| | 3.7% | 3.9% | | 3.7% |
| TOTAL ANSWERING | 107 | 102 | 5 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.356-------> | | | |
| SIGNIFICANCE | .8023* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 2.8% | 3.1% | | 3.0% |
| 1 | - | - | - | - |
| 2 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| 5 | 7 | 7 | - | 7 |
| | 6.5% | 7.1% | | 6.9% |
| 6 | 3 | 3 | - | 3 |
| | 2.8% | 3.1% | | 3.0% |
| 7 | 4 | 3 | - | 3 |
| | 3.7% | 3.1% | | 3.0% |
| 8 | 4 | 4 | - | 4 |
| | 3.7% | 4.1% | | 4.0% |
| 9 | 11 | 9 | 1 | 10 |
| | 10.3% | 9.2% | 33.3% | 9.9% |
| 10 Excellent | 72 | 66 | 2 | 68 |
| | 67.3% | 67.3% | 66.7% | 67.3% |
| TOTAL NON-RESPONSES | 4 | 4 | - | 4 |
| | 3.7% | 4.1% | | 4.0% |
| TOTAL ANSWERING | 107 | 98 | 3 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.419-------> | | | |
| SIGNIFICANCE | .983* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | 1 | - | - | 1 | 3 |
| | 2.8% | 5.6% | 5.9% | | | 3.2% | 3.0% |
| 1 | - | - | - | - | - | - | - |
| 2 | 1 | - | - | - | 1 | - | 1 |
| | 0.9% | | | | 5.3% | | 1.0% |
| 3 | 1 | - | - | 1 | - | - | 1 |
| | 0.9% | | | 7.1% | | | 1.0% |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 0.9% | | 5.9% | | | | 1.0% |
| 5 | 7 | 1 | - | - | 2 | 3 | 6 |
| | 6.5% | 5.6% | | | 10.5% | 9.7% | 6.1% |
| 6 | 3 | 1 | 1 | - | - | 1 | 3 |
| | 2.8% | 5.6% | 5.9% | | | 3.2% | 3.0% |
| 7 | 4 | - | 2 | 1 | 1 | - | 4 |
| | 3.7% | | 11.8% | 7.1% | 5.3% | | 4.0% |
| 8 | 4 | 1 | - | - | 1 | 1 | 3 |
| | 3.7% | 5.6% | | | 5.3% | 3.2% | 3.0% |
| 9 | 11 | 1 | 2 | 1 | 1 | 6 | 11 |
| | 10.3% | 5.6% | 11.8% | 7.1% | 5.3% | 19.4% | 11.1% |
| 10 Excellent | 72 | 13 | 10 | 11 | 13 | 19 | 66 |
| | 67.3% | 72.2% | 58.8% | 78.6% | 68.4% | 61.3% | 66.7% |
| TOTAL NON-RESPONSES | 4 | 2 | - | 1 | - | 1 | 4 |
| | 3.7% | 11.1% | | 7.1% | | 3.2% | 4.0% |
| TOTAL ANSWERING | 107 | 18 | 17 | 14 | 19 | 31 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.36----------> | | | | | | |
| SIGNIFICANCE | .6425* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 2 | 1 | 3 |
| | 2.8% | 2.6% | 3.7% | 2.9% |
| 1 | - | - | - | - |
| 2 | 1 | - | 1 | 1 |
| | 0.9% | | 3.7% | 1.0% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.3% | | 1.0% |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.3% | | 1.0% |
| 5 | 7 | 6 | 1 | 7 |
| | 6.5% | 7.7% | 3.7% | 6.7% |
| 6 | 3 | 2 | 1 | 3 |
| | 2.8% | 2.6% | 3.7% | 2.9% |
| 7 | 4 | 3 | 1 | 4 |
| | 3.7% | 3.8% | 3.7% | 3.8% |
| 8 | 4 | 2 | 2 | 4 |
| | 3.7% | 2.6% | 7.4% | 3.8% |
| 9 | 11 | 7 | 4 | 11 |
| | 10.3% | 9.0% | 14.8% | 10.5% |
| 10 Excellent | 72 | 54 | 16 | 70 |
| | 67.3% | 69.2% | 59.3% | 66.7% |
| TOTAL NON-RESPONSES | 4 | 2 | 2 | 4 |
| | 3.7% | 2.6% | 7.4% | 3.8% |
| TOTAL ANSWERING | 107 | 78 | 27 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------6.43-------> | | | |
| SIGNIFICANCE | .6962* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 3 | - | - | - | 3 |
| | 2.8% | 7.9% | | | | 2.9% |
| 1 | - | - | - | - | - | - |
| 2 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 1.0% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 2.6% | | | | 1.0% |
| 4 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 3.8% | | | 1.0% |
| 5 | 7 | 2 | - | 2 | 3 | 7 |
| | 6.5% | 5.3% | | 14.3% | 11.5% | 6.7% |
| 6 | 3 | 2 | - | 1 | - | 3 |
| | 2.8% | 5.3% | | 7.1% | | 2.9% |
| 7 | 4 | 1 | 2 | 1 | - | 4 |
| | 3.7% | 2.6% | 7.7% | 7.1% | | 3.8% |
| 8 | 4 | 2 | 1 | - | 1 | 4 |
| | 3.7% | 5.3% | 3.8% | | 3.8% | 3.8% |
| 9 | 11 | 4 | 3 | - | 4 | 11 |
| | 10.3% | 10.5% | 11.5% | | 15.4% | 10.6% |
| 10 Excellent | 72 | 22 | 19 | 10 | 18 | 69 |
| | 67.3% | 57.9% | 73.1% | 71.4% | 69.2% | 66.3% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | - | 1 | 4 |
| | 3.7% | 5.3% | 3.8% | | 3.8% | 3.8% |
| TOTAL ANSWERING | 107 | 38 | 26 | 14 | 26 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------24.785----------> | | | | | |
| SIGNIFICANCE | .5865* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 1 | 1 | - | - | 2 |
| | 2.8% | 10.0% | 5.9% | | | 3.6% |
| 1 | - | - | - | - | - | - |
| 2 | 1 | 1 | - | - | - | 1 |
| | 0.9% | 10.0% | | | | 1.8% |
| 3 | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| 4 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 5.3% | 1.8% |
| 5 | 7 | - | - | 1 | 1 | 2 |
| | 6.5% | | | 10.0% | 5.3% | 3.6% |
| 6 | 3 | 2 | - | - | - | 2 |
| | 2.8% | 20.0% | | | | 3.6% |
| 7 | 4 | - | - | - | 2 | 2 |
| | 3.7% | | | | 10.5% | 3.6% |
| 8 | 4 | - | - | 1 | 2 | 3 |
| | 3.7% | | | 10.0% | 10.5% | 5.4% |
| 9 | 11 | 2 | 3 | 2 | - | 7 |
| | 10.3% | 20.0% | 17.6% | 20.0% | | 12.5% |
| 10 Excellent | 72 | 4 | 13 | 6 | 13 | 36 |
| | 67.3% | 40.0% | 76.5% | 60.0% | 68.4% | 64.3% |
| TOTAL NON-RESPONSES | 4 | 1 | - | 1 | - | 2 |
| | 3.7% | 10.0% | | 10.0% | | 3.6% |
| TOTAL ANSWERING | 107 | 10 | 17 | 10 | 19 | 56 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.184----------> | | | | | |
| SIGNIFICANCE | .1225* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 2 | 1 | - | - | 3 |
| | 2.8% | 6.7% | 2.5% | | | 3.1% |
| 1 | - | - | - | - | - | - |
| 2 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 3 | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 5.6% | 1.0% |
| 4 | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 2.5% | | | 1.0% |
| 5 | 7 | 2 | 3 | - | 1 | 6 |
| | 6.5% | 6.7% | 7.5% | | 5.6% | 6.2% |
| 6 | 3 | 1 | 1 | 1 | - | 3 |
| | 2.8% | 3.3% | 2.5% | 11.1% | | 3.1% |
| 7 | 4 | - | 2 | - | 2 | 4 |
| | 3.7% | | 5.0% | | 11.1% | 4.1% |
| 8 | 4 | - | 1 | 1 | 2 | 4 |
| | 3.7% | | 2.5% | 11.1% | 11.1% | 4.1% |
| 9 | 11 | 3 | 5 | 1 | 1 | 10 |
| | 10.3% | 10.0% | 12.5% | 11.1% | 5.6% | 10.3% |
| 10 Excellent | 72 | 22 | 25 | 6 | 11 | 64 |
| | 67.3% | 73.3% | 62.5% | 66.7% | 61.1% | 66.0% |
| TOTAL NON-RESPONSES | 4 | 2 | 1 | - | 1 | 4 |
| | 3.7% | 6.7% | 2.5% | | 5.6% | 4.1% |
| TOTAL ANSWERING | 107 | 30 | 40 | 9 | 18 | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.005----------> | | | | | |
| SIGNIFICANCE | .7371* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 1 | 2 | 3 |
| | 2.8% | 1.7% | 4.1% | 2.8% |
| 1 | - | - | - | - |
| 2 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 3 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 4 | 1 | 1 | - | 1 |
| | 0.9% | 1.7% | | 0.9% |
| 5 | 7 | 4 | 3 | 7 |
| | 6.5% | 6.9% | 6.1% | 6.5% |
| 6 | 3 | - | 3 | 3 |
| | 2.8% | | 6.1% | 2.8% |
| 7 | 4 | 4 | - | 4 |
| | 3.7% | 6.9% | | 3.7% |
| 8 | 4 | 3 | 1 | 4 |
| | 3.7% | 5.2% | 2.0% | 3.7% |
| 9 | 11 | 7 | 4 | 11 |
| | 10.3% | 12.1% | 8.2% | 10.3% |
| 10 Excellent | 72 | 36 | 36 | 72 |
| | 67.3% | 62.1% | 73.5% | 67.3% |
| TOTAL NON-RESPONSES | 4 | 1 | 3 | 4 |
| | 3.7% | 1.7% | 6.1% | 3.7% |
| TOTAL ANSWERING | 107 | 58 | 49 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.62-------> | | | |
| SIGNIFICANCE | .2356* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 68 | 38 | 20 | 5 | 3 | 1 | - | 67 |
| | 61.3% | 76.0% | 64.5% | 33.3% | 37.5% | 100.0% | | 63.8% |
| Yes | 43 | 12 | 11 | 10 | 5 | - | - | 38 |
| | 38.7% | 24.0% | 35.5% | 66.7% | 62.5% | | | 36.2% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 50 | 31 | 15 | 8 | 1 | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------12.222----------> | | | | | | | |
| SIGNIFICANCE | .0158* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 68 | 44 | 18 | 5 | - | - | - | 67 |
| | 61.3% | 78.6% | 58.1% | 33.3% | | | | 63.2% |
| Yes | 43 | 12 | 13 | 10 | 4 | - | - | 39 |
| | 38.7% | 21.4% | 41.9% | 66.7% | 100.0% | | | 36.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 56 | 31 | 15 | 4 | - | - | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------18.665----------> | | | | | | | |
| SIGNIFICANCE | .0003* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| No | 68 | 7 | 8 | 1 | - | 1 | - | 17 |
| | 61.3% | 38.9% | 50.0% | 12.5% | | 50.0% | | 38.6% |
| Yes | 43 | 11 | 8 | 7 | - | 1 | - | 27 |
| | 38.7% | 61.1% | 50.0% | 87.5% | | 50.0% | | 61.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------3.286----------> | | | | | | |
| SIGNIFICANCE | | | | .3496* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68 | 9 | 10 | - | - | 1 | 20 |
| | 61.3% | 45.0% | 40.0% | | | 50.0% | 40.8% |
| Yes | 43 | 11 | 15 | 2 | - | 1 | 29 |
| | 38.7% | 55.0% | 60.0% | 100.0% | | 50.0% | 59.2% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------1.601----------> | | | | | |
| SIGNIFICANCE | | | | .6592* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68 | 11 | 1 | - | - | - | 12 |
| | 61.3% | 44.0% | 50.0% | | | | 44.4% |
| Yes | 43 | 14 | 1 | - | - | - | 15 |
| | 38.7% | 56.0% | 50.0% | | | | 55.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.027----------> | | | | | | |
| SIGNIFICANCE | | | | .8695* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68 | 5 | 7 | - | 1 | - | 13 |
| | 61.3% | 55.6% | 50.0% | | 25.0% | | 41.9% |
| Yes | 43 | 4 | 7 | 4 | 3 | - | 18 |
| | 38.7% | 44.4% | 50.0% | 100.0% | 75.0% | | 58.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------4.42----------> | | | | | |
| SIGNIFICANCE | | | | .2196* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 68<br>61.3% | 1<br>33.3% | 67<br>62.6% | 68<br>61.8% |
| Yes | 43<br>38.7% | 2<br>66.7% | 40<br>37.4% | 42<br>38.2% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 3<br>100.0% | 107<br>100.0% | 110<br>100.0% |
| CHI-SQUARE | <--------1.06-------> | | | |
| SIGNIFICANCE | .3032* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68 | - | - | - | - | 1 | 1 |
| | 61.3% | | | | | 100.0% | 33.3% |
| Yes | 43 | - | 2 | - | - | - | 2 |
| | 38.7% | | 100.0% | | | | 66.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------3.0----------> | | | | | |
| SIGNIFICANCE | | | | .0833* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

Q18. Have Tried to Reach by Phone
Cross Tab

| Frequency | Yes | No | Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| No | 68 | - | 68 | 68 |
| | 61.3% | | 100.0% | 61.3% |
| Yes | 43 | 43 | - | 43 |
| | 38.7% | 100.0% | | 38.7% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 43 | 68 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------111.0-------> | | | |
| SIGNIFICANCE | 0 | | | |

Comparison Groups: BC

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68<br>61.3% | - | - | - | - | - | - |
| Yes | 43<br>38.7% | 19<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 19<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | | <----------.0----------> | | | | | |
| | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68<br>61.3% | - | - | - | - |
| Yes | 43<br>38.7% | 17<br>100.0% | 19<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 17<br>100.0% | 19<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | | <----------.0----------><br>1* | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68 | 46 | 9 | 12 | 67 |
| | 61.3% | 63.9% | 56.2% | 54.5% | 60.9% |
| Yes | 43 | 26 | 7 | 10 | 43 |
| | 38.7% | 36.1% | 43.8% | 45.5% | 39.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.789----------> | | | | |
| SIGNIFICANCE | | | .6742 | | |

Comparison Groups: BCD

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68 | 50 | 8 | 8 | 66 |
| | 61.3% | 58.8% | 66.7% | 66.7% | 60.6% |
| Yes | 43 | 35 | 4 | 4 | 43 |
| | 38.7% | 41.2% | 33.3% | 33.3% | 39.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------.482----------> | | | | |
| SIGNIFICANCE | .7859* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68 | 36 | 16 | 15 | 67 |
| | 61.3% | 70.6% | 61.5% | 46.9% | 61.5% |
| Yes | 43 | 15 | 10 | 17 | 42 |
| | 38.7% | 29.4% | 38.5% | 53.1% | 38.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 51 | 26 | 32 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.668----------> | | | | |
| SIGNIFICANCE | | | .0969 | | |

Comparison Groups: BCD

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68<br>61.3% | 45<br>64.3% | 12<br>54.5% | 11<br>57.9% | 68<br>61.3% |
| Yes | 43<br>38.7% | 25<br>35.7% | 10<br>45.5% | 8<br>42.1% | 43<br>38.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <----------.779----------> | | | | |
| SIGNIFICANCE | .6775 | | | | |

Comparison Groups: BCD

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| No | 68 | 44 | 14 | 10 | 68 |
| | 61.3% | 60.3% | 58.3% | 76.9% | 61.8% |
| Yes | 43 | 29 | 10 | 3 | 42 |
| | 38.7% | 39.7% | 41.7% | 23.1% | 38.2% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 73 | 24 | 13 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.454----------> | | | | |
| SIGNIFICANCE | | | .4834 | | |

Comparison Groups: BCD

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 68<br>61.3% | 63<br>59.4% | 5<br>100.0% | 68<br>61.3% |
| Yes | 43<br>38.7% | 43<br>40.6% | - | 43<br>38.7% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 106<br>100.0% | 5<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <-------3.311-------> | | | |
| SIGNIFICANCE | .0688* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 68<br>61.3% | 61<br>59.8% | 1<br>33.3% | 62<br>59.0% |
| Yes | 43<br>38.7% | 41<br>40.2% | 2<br>66.7% | 43<br>41.0% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 102<br>100.0% | 3<br>100.0% | 105<br>100.0% |
| CHI-SQUARE | <--------.844-------> | | | |
| SIGNIFICANCE | .3581* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| No | 68 | 9 | 10 | 9 | 16 | 21 | 65 |
| | 61.3% | 45.0% | 58.8% | 60.0% | 84.2% | 65.6% | 63.1% |
| Yes | 43 | 11 | 7 | 6 | 3 | 11 | 38 |
| | 38.7% | 55.0% | 41.2% | 40.0% | 15.8% | 34.4% | 36.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 17 | 15 | 19 | 32 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.734----------> | | | | | | |
| SIGNIFICANCE | .1506 | | | | | | |

Comparison Groups: BCDEF

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 68 | 49 | 18 | 67 |
| | 61.3% | 61.2% | 62.1% | 61.5% |
| Yes | 43 | 31 | 11 | 42 |
| | 38.7% | 38.8% | 37.9% | 38.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.006-------> | | | |
| SIGNIFICANCE | .9381 | | | |

Comparison Groups: BC

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 68 | 22 | 19 | 9 | 17 | 67 |
| | 61.3% | 55.0% | 70.4% | 64.3% | 63.0% | 62.0% |
| Yes | 43 | 18 | 8 | 5 | 10 | 41 |
| | 38.7% | 45.0% | 29.6% | 35.7% | 37.0% | 38.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 40 | 27 | 14 | 27 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.677----------> | | | | | |
| SIGNIFICANCE | .642 | | | | | |

Comparison Groups: BCDE

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 68 | 6 | 10 | 8 | 9 | 33 |
| | 61.3% | 54.5% | 58.8% | 72.7% | 47.4% | 56.9% |
| Yes | 43 | 5 | 7 | 3 | 10 | 25 |
| | 38.7% | 45.5% | 41.2% | 27.3% | 52.6% | 43.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.878----------> | | | | | |
| SIGNIFICANCE | .5981 | | | | | |

Comparison Groups: BCDE

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| No | 68 | 22 | 23 | 7 | 9 | 61 |
| | 61.3% | 68.8% | 56.1% | 77.8% | 47.4% | 60.4% |
| Yes | 43 | 10 | 18 | 2 | 10 | 40 |
| | 38.7% | 31.2% | 43.9% | 22.2% | 52.6% | 39.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.735----------> | | | | | |
| SIGNIFICANCE | .2915 | | | | | |

Comparison Groups: BCDE

Q18. On a related topic, in the past 12 months, have you tried to reach <utiln > by phone?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| No | 68 | 36 | 32 | 68 |
| | 61.3% | 61.0% | 61.5% | 61.3% |
| Yes | 43 | 23 | 20 | 43 |
| | 38.7% | 39.0% | 38.5% | 38.7% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.003-------> | | | |
| SIGNIFICANCE | .9551 | | | |

Comparison Groups: BC

Q19. What was the reason for your most recent call?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 3<br>25.0% | 4<br>40.0% | 5<br>50.0% | 4<br>80.0% | - | - | 16<br>43.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 7<br>58.3% | 4<br>40.0% | 4<br>40.0% | - | - | - | 15<br>40.5% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>8.3% | - | - | - | - | - | 1<br>2.7% |
| (To stop, start or transfer service) | - | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 1<br>8.3% | 2<br>20.0% | 1<br>10.0% | 1<br>20.0% | - | - | 5<br>13.5% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>10.0% | - | - | - | - | 1<br>2.7% |
| TOTAL ANSWERING | 42<br>100.0% | 12<br>100.0% | 10<br>100.0% | 10<br>100.0% | 5<br>100.0% | - | - | 37<br>100.0% |
| CHI-SQUARE | <----------8.461----------> | | | | | | | |
| SIGNIFICANCE | .4884* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 3<br>27.3% | 5<br>38.5% | 6<br>60.0% | 4<br>100.0% | - | - | 18<br>47.4% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 6<br>54.5% | 5<br>38.5% | 3<br>30.0% | - | - | - | 14<br>36.8% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | 1<br>7.7% | - | - | - | - | 1<br>2.6% |
| (To stop, start or transfer service) | - | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>18.2% | 2<br>15.4% | 1<br>10.0% | - | - | - | 5<br>13.2% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>9.1% | - | - | - | - | - | 1<br>2.6% |
| TOTAL ANSWERING | 42<br>100.0% | 11<br>100.0% | 13<br>100.0% | 10<br>100.0% | 4<br>100.0% | - | - | 38<br>100.0% |
| CHI-SQUARE | <----------9.162----------> | | | | | | | |
| SIGNIFICANCE | .4224* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 7<br>63.6% | 2<br>25.0% | 3<br>42.9% | - | 1<br>100.0% | - | 13<br>48.1% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 3<br>27.3% | 5<br>62.5% | 1<br>14.3% | - | - | - | 9<br>33.3% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | 1<br>14.3% | - | - | - | 1<br>3.7% |
| (To stop, start or transfer service) | - | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 1<br>9.1% | 1<br>12.5% | 2<br>28.6% | - | - | - | 4<br>14.8% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 11<br>100.0% | 8<br>100.0% | 7<br>100.0% | - | 1<br>100.0% | - | 27<br>100.0% |
| CHI-SQUARE | <----------9.467----------> | | | | | | | |
| SIGNIFICANCE | .3953* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 7<br>63.6% | 7<br>46.7% | 1<br>50.0% | - | - | 15<br>51.7% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 2<br>18.2% | 7<br>46.7% | - | - | - | 9<br>31.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | 1<br>6.7% | - | - | - | 1<br>3.4% |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>18.2% | - | 1<br>50.0% | - | 1<br>100.0% | 4<br>13.8% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 11<br>100.0% | 15<br>100.0% | 2<br>100.0% | - | 1<br>100.0% | 29<br>100.0% |
| CHI-SQUARE | <----------14.037----------> | | | | | | |
| SIGNIFICANCE | .121* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 9<br>64.3% | 1<br>100.0% | - | - | - | 10<br>66.7% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 3<br>21.4% | - | - | - | - | 3<br>20.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | - | - | - |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>14.3% | - | - | - | - | 2<br>13.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 14<br>100.0% | 1<br>100.0% | - | - | - | 15<br>100.0% |
| CHI-SQUARE | <----------.536----------> | | | | | | |
| SIGNIFICANCE | | | | .765* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 2<br>50.0% | 6<br>85.7% | 1<br>25.0% | 3<br>100.0% | - | 12<br>66.7% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | - | 1<br>14.3% | 3<br>75.0% | - | - | 4<br>22.2% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | - | - | - |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>50.0% | - | - | - | - | 2<br>11.1% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 4<br>100.0% | 7<br>100.0% | 4<br>100.0% | 3<br>100.0% | - | 18<br>100.0% |
| CHI-SQUARE | <----------15.857----------> | | | | | | |
| SIGNIFICANCE | .0145* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 2<br>100.0% | 16<br>41.0% | 18<br>43.9% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | - | 16<br>41.0% | 16<br>39.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | 1<br>2.6% | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | - | 6<br>15.4% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>2.6% | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 2<br>100.0% | 39<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <-------2.687-------> | | | |
| SIGNIFICANCE | .4425* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | - | 2<br>100.0% | - | - | - | 2<br>100.0% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | - | - | - | - | - | - |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | - | - | - |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | - | 2<br>100.0% | - | - | - | 2<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q18. Have Tried to Reach by Phone | | | Cross Tab |
|---|---|---|---|---|
| | Frequency | Yes | No | Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 19<br>45.2% | - | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 16<br>38.1% | - | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | 6<br>14.3% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 42<br>100.0% | - | 42<br>100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

Q19. Reason for most Recent Call

| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 19<br>100.0% | - | - | - | - | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | - | - | 16<br>100.0% | - | - | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | 1<br>100.0% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | - | - | - | - | 6<br>100.0% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 19<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | | <----------126.0----------> | | | | | |
| SIGNIFICANCE | | | | 0* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 10<br>58.8% | 7<br>38.9% | 1<br>16.7% | 18<br>43.9% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 7<br>41.2% | 7<br>38.9% | 2<br>33.3% | 16<br>39.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | 1<br>5.6% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | - | 3<br>16.7% | 3<br>50.0% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>5.6% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 17<br>100.0% | 18<br>100.0% | 6<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <----------10.993----------> | | | | |
| SIGNIFICANCE | .0886* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 9<br>36.0% | 3<br>42.9% | 7<br>70.0% | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 10<br>40.0% | 3<br>42.9% | 3<br>30.0% | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>4.0% | - | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | 5<br>20.0% | 1<br>14.3% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>4.0% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 25<br>100.0% | 7<br>100.0% | 10<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------4.753----------> | | | | |
| SIGNIFICANCE | .5758* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 15<br>44.1% | 2<br>50.0% | 2<br>50.0% | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 13<br>38.2% | 1<br>25.0% | 2<br>50.0% | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>2.9% | - | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | 5<br>14.7% | 1<br>25.0% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.9% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 34<br>100.0% | 4<br>100.0% | 4<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------1.511----------> | | | | |
| SIGNIFICANCE | .9588* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 3<br>21.4% | 6<br>60.0% | 9<br>52.9% | 18<br>43.9% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 9<br>64.3% | 1<br>10.0% | 6<br>35.3% | 16<br>39.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>7.1% | - | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | 1<br>7.1% | 3<br>30.0% | 2<br>11.8% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>7.1% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 14<br>100.0% | 10<br>100.0% | 17<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <----------11.2----------> | | | | |
| SIGNIFICANCE | .0824* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 11<br>45.8% | 4<br>40.0% | 4<br>50.0% | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 7<br>29.2% | 6<br>60.0% | 3<br>37.5% | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>4.2% | - | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | 5<br>20.8% | - | 1<br>12.5% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>4.2% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 24<br>100.0% | 10<br>100.0% | 8<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------4.782----------> | | | | |
| SIGNIFICANCE | .5721* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 13<br>44.8% | 4<br>40.0% | 1<br>50.0% | 18<br>43.9% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 12<br>41.4% | 3<br>30.0% | 1<br>50.0% | 16<br>39.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>3.4% | - | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - | - |
| (Other) | 6<br>14.3% | 3<br>10.3% | 3<br>30.0% | - | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | 1<br>50.0% | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 29<br>100.0% | 10<br>100.0% | 2<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <----------3.053----------> | | | | |
| SIGNIFICANCE | .8021* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 19<br>45.2% | - | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 16<br>38.1% | - | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | 6<br>14.3% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 42<br>100.0% | - | 42<br>100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 17<br>42.5% | 2<br>100.0% | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 16<br>40.0% | - | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>2.5% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | 6<br>15.0% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.5% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 40<br>100.0% | 2<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <-------2.542-------> | | | |
| SIGNIFICANCE | .4677* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 2<br>18.2% | 4<br>57.1% | 3<br>50.0% | 2<br>66.7% | 7<br>70.0% | 18<br>48.6% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 7<br>63.6% | 2<br>28.6% | 3<br>50.0% | 1<br>33.3% | 1<br>10.0% | 14<br>37.8% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | - | - | - |
| (To stop, start or transfer service) | - | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>18.2% | 1<br>14.3% | - | - | 2<br>20.0% | 5<br>13.5% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | 1<br>10.0% | 1<br>2.7% |
| TOTAL ANSWERING | 42<br>100.0% | 11<br>100.0% | 7<br>100.0% | 6<br>100.0% | 3<br>100.0% | 10<br>100.0% | 37<br>100.0% |
| CHI-SQUARE | <----------9.443----------> | | | | | | |
| SIGNIFICANCE | .3063* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 15<br>50.0% | 3<br>27.3% | 18<br>43.9% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 10<br>33.3% | 6<br>54.5% | 16<br>39.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>3.3% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | 4<br>13.3% | 2<br>18.2% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>3.3% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 30<br>100.0% | 11<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <-------2.371-------> | | | |
| SIGNIFICANCE | .4991* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 5<br>27.8% | 2<br>25.0% | 5<br>100.0% | 6<br>66.7% | 18<br>45.0% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 7<br>38.9% | 5<br>62.5% | - | 3<br>33.3% | 15<br>37.5% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>5.6% | - | - | - | 1<br>2.5% |
| (To stop, start or transfer service) | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 5<br>27.8% | 1<br>12.5% | - | - | 6<br>15.0% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | 1<br>11.1% | 1<br>2.5% |
| TOTAL ANSWERING | 42<br>100.0% | 18<br>100.0% | 8<br>100.0% | 5<br>100.0% | 9<br>100.0% | 40<br>100.0% |
| CHI-SQUARE | <----------14.772----------> | | | | | |
| SIGNIFICANCE | .0974* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 3<br>60.0% | 1<br>14.3% | 1<br>33.3% | 5<br>50.0% | 10<br>40.0% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 1<br>20.0% | 5<br>71.4% | 1<br>33.3% | 1<br>10.0% | 8<br>32.0% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | - | - | 1<br>10.0% | 1<br>4.0% |
| (To stop, start or transfer service) | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 1<br>20.0% | 1<br>14.3% | 1<br>33.3% | 3<br>30.0% | 6<br>24.0% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 5<br>100.0% | 7<br>100.0% | 3<br>100.0% | 10<br>100.0% | 25<br>100.0% |
| CHI-SQUARE | <----------9.148----------> | | | | | |
| SIGNIFICANCE | .4237* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 3<br>30.0% | 9<br>52.9% | 1<br>50.0% | 4<br>40.0% | 17<br>43.6% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 5<br>50.0% | 5<br>29.4% | 1<br>50.0% | 4<br>40.0% | 15<br>38.5% |
| (To get information about locations, programs or services) | 1<br>2.4% | - | 1<br>5.9% | - | - | 1<br>2.6% |
| (To stop, start or transfer service) | - | - | - | - | - | - |
| (Other) | 6<br>14.3% | 2<br>20.0% | 2<br>11.8% | - | 2<br>20.0% | 6<br>15.4% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>5.9% | - | - | 1<br>2.6% |
| TOTAL ANSWERING | 42<br>100.0% | 10<br>100.0% | 17<br>100.0% | 2<br>100.0% | 10<br>100.0% | 39<br>100.0% |
| CHI-SQUARE | <----------3.62----------> | | | | | |
| SIGNIFICANCE | .9346* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q19. What was the reason for your most recent call?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| (To report a power problem, outage, or downed wire) | 19<br>45.2% | 10<br>45.5% | 9<br>45.0% | 19<br>45.2% |
| (To make a payment arrangement or other billing question) | 16<br>38.1% | 6<br>27.3% | 10<br>50.0% | 16<br>38.1% |
| (To get information about locations, programs or services) | 1<br>2.4% | 1<br>4.5% | - | 1<br>2.4% |
| (To stop, start or transfer service) | - | - | - | - |
| (Other) | 6<br>14.3% | 5<br>22.7% | 1<br>5.0% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>4.5% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 22<br>100.0% | 20<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <-------4.635-------> | | | |
| SIGNIFICANCE | .2006* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Customer Service Rep only | 19<br>45.2% | 7<br>58.3% | 6<br>54.5% | 4<br>40.0% | 1<br>25.0% | - | - | 18<br>48.6% |
| Automatic Telephone Response System only | 17<br>40.5% | 5<br>41.7% | 2<br>18.2% | 5<br>50.0% | 2<br>50.0% | - | - | 14<br>37.8% |
| Both | 6<br>14.3% | - | 3<br>27.3% | 1<br>10.0% | 1<br>25.0% | - | - | 5<br>13.5% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | 1<br>25.0% | - | - | 1<br>2.7% |
| TOTAL ANSWERING | 42<br>100.0% | 12<br>100.0% | 11<br>100.0% | 10<br>100.0% | 4<br>100.0% | - | - | 37<br>100.0% |
| CHI-SQUARE | <----------6.285----------> | | | | | | | |
| SIGNIFICANCE | .392* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Customer Service Rep only | 19<br>45.2% | 6<br>50.0% | 7<br>53.8% | 3<br>30.0% | 1<br>33.3% | - | - | 17<br>44.7% |
| Automatic Telephone Response System only | 17<br>40.5% | 4<br>33.3% | 6<br>46.2% | 4<br>40.0% | 2<br>66.7% | - | - | 16<br>42.1% |
| Both | 6<br>14.3% | 2<br>16.7% | - | 3<br>30.0% | - | - | - | 5<br>13.2% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | 1<br>33.3% | - | - | 1<br>2.6% |
| TOTAL ANSWERING | 42<br>100.0% | 12<br>100.0% | 13<br>100.0% | 10<br>100.0% | 3<br>100.0% | - | - | 38<br>100.0% |
| CHI-SQUARE | <----------5.972----------> | | | | | | | |
| SIGNIFICANCE | .4264* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Customer Service Rep only | 19 | 4 | 3 | 5 | - | 1 | - | 13 |
| | 45.2% | 40.0% | 37.5% | 71.4% | | 100.0% | | 50.0% |
| Automatic Telephone Response System only | 17 | 4 | 3 | 2 | - | - | - | 9 |
| | 40.5% | 40.0% | 37.5% | 28.6% | | | | 34.6% |
| Both | 6 | 2 | 2 | - | - | - | - | 4 |
| | 14.3% | 20.0% | 25.0% | | | | | 15.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 10.0% | | | | | | 3.8% |
| TOTAL ANSWERING | 42 | 10 | 8 | 7 | - | 1 | - | 26 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------3.966----------> | | | | | | | |
| SIGNIFICANCE | .6813* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19<br>45.2% | 4<br>36.4% | 6<br>42.9% | 2<br>100.0% | - | - | 12<br>42.9% |
| Automatic Telephone Response System only | 17<br>40.5% | 6<br>54.5% | 6<br>42.9% | - | - | - | 12<br>42.9% |
| Both | 6<br>14.3% | 1<br>9.1% | 2<br>14.3% | - | - | 1<br>100.0% | 4<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>7.1% | - | - | - | 1<br>3.6% |
| TOTAL ANSWERING | 42<br>100.0% | 11<br>100.0% | 14<br>100.0% | 2<br>100.0% | - | 1<br>100.0% | 28<br>100.0% |
| CHI-SQUARE | | <----------9.333----------> | | | | | |
| SIGNIFICANCE | | | | .1557* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19 | 3 | 1 | - | - | - | 4 |
| | 45.2% | 23.1% | 100.0% | | | | 28.6% |
| Automatic Telephone Response System only | 17 | 7 | - | - | - | - | 7 |
| | 40.5% | 53.8% | | | | | 50.0% |
| Both | 6 | 3 | - | - | - | - | 3 |
| | 14.3% | 23.1% | | | | | 21.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 7.7% | | | | | 7.1% |
| TOTAL ANSWERING | 42 | 13 | 1 | - | - | - | 14 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------2.692----------> | | | | | | |
| SIGNIFICANCE | | | | .2602* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19 | 2 | 1 | 1 | 2 | - | 6 |
| | 45.2% | 50.0% | 16.7% | 25.0% | 66.7% | | 35.3% |
| Automatic Telephone Response System only | 17 | 1 | 5 | 1 | 1 | - | 8 |
| | 40.5% | 25.0% | 83.3% | 25.0% | 33.3% | | 47.1% |
| Both | 6 | 1 | - | 2 | - | - | 3 |
| | 14.3% | 25.0% | | 50.0% | | | 17.6% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 16.7% | | | | 5.9% |
| TOTAL ANSWERING | 42 | 4 | 6 | 4 | 3 | - | 17 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------8.5----------> | | | | | | |
| SIGNIFICANCE | .2037* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19<br>45.2% | 1<br>100.0% | 18<br>45.0% | 19<br>46.3% |
| Automatic Telephone Response System only | 17<br>40.5% | - | 16<br>40.0% | 16<br>39.0% |
| Both | 6<br>14.3% | - | 6<br>15.0% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>100.0% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 1<br>100.0% | 40<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <-------1.187-------> | | | |
| SIGNIFICANCE | .5524* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19<br>45.2% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| Automatic Telephone Response System only | 17<br>40.5% | - | - | - | - | - | - |
| Both | 6<br>14.3% | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| TOTAL ANSWERING | 42<br>100.0% | - | 1<br>100.0% | - | - | - | 1<br>100.0% |
| CHI-SQUARE<br>SIGNIFICANCE | <----------.0----------><br>1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q18. Have Tried to Reach by Phone | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19<br>45.2% | 19<br>45.2% | - | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 17<br>40.5% | - | 17<br>40.5% |
| Both | 6<br>14.3% | 6<br>14.3% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 42<br>100.0% | - | 42<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19<br>45.2% | 7<br>38.9% | - | 7<br>43.8% | 1<br>100.0% | 3<br>50.0% | 18<br>43.9% |
| Automatic Telephone Response System only | 17<br>40.5% | 10<br>55.6% | - | 7<br>43.8% | - | - | 17<br>41.5% |
| Both | 6<br>14.3% | 1<br>5.6% | - | 2<br>12.5% | - | 3<br>50.0% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>5.6% | - | - | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 18<br>100.0% | - | 16<br>100.0% | 1<br>100.0% | 6<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | | <----------10.993----------> | | | | | |
| SIGNIFICANCE | | | | .0886* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | | Q20. Call Completed using | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | - | 19<br>100.0% | - | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 17<br>100.0% | - | - | 17<br>40.5% |
| Both | 6<br>14.3% | - | - | 6<br>100.0% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 17<br>100.0% | 19<br>100.0% | 6<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | | <----------84.0----------> | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | 11<br>44.0% | 3<br>42.9% | 5<br>50.0% | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 10<br>40.0% | 2<br>28.6% | 5<br>50.0% | 17<br>40.5% |
| Both | 6<br>14.3% | 4<br>16.0% | 2<br>28.6% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>4.0% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 25<br>100.0% | 7<br>100.0% | 10<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------3.018----------> | | | | |
| SIGNIFICANCE | .5548* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | 15<br>44.1% | 3<br>75.0% | 1<br>25.0% | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 14<br>41.2% | 1<br>25.0% | 2<br>50.0% | 17<br>40.5% |
| Both | 6<br>14.3% | 5<br>14.7% | - | 1<br>25.0% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.9% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 34<br>100.0% | 4<br>100.0% | 4<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------2.382----------> | | | | |
| SIGNIFICANCE | .6658* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | 7<br>46.7% | 6<br>60.0% | 5<br>31.2% | 18<br>43.9% |
| Automatic Telephone Response System only | 17<br>40.5% | 7<br>46.7% | 2<br>20.0% | 8<br>50.0% | 17<br>41.5% |
| Both | 6<br>14.3% | 1<br>6.7% | 2<br>20.0% | 3<br>18.8% | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | 1<br>6.2% | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 15<br>100.0% | 10<br>100.0% | 16<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <----------3.723----------> | | | | |
| SIGNIFICANCE | .4448* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | 11<br>44.0% | 4<br>40.0% | 4<br>57.1% | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 10<br>40.0% | 6<br>60.0% | 1<br>14.3% | 17<br>40.5% |
| Both | 6<br>14.3% | 4<br>16.0% | - | 2<br>28.6% | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | 1<br>14.3% | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 25<br>100.0% | 10<br>100.0% | 7<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <----------4.898----------> | | | | |
| SIGNIFICANCE | .2979* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Customer Service Rep only | 19<br>45.2% | 10<br>35.7% | 7<br>70.0% | 2<br>66.7% | 19<br>46.3% |
| Automatic Telephone Response System only | 17<br>40.5% | 13<br>46.4% | 2<br>20.0% | 1<br>33.3% | 16<br>39.0% |
| Both | 6<br>14.3% | 5<br>17.9% | 1<br>10.0% | - | 6<br>14.6% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>3.6% | - | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 28<br>100.0% | 10<br>100.0% | 3<br>100.0% | 41<br>100.0% |
| CHI-SQUARE | <----------4.288----------> | | | | |
| SIGNIFICANCE | .3684* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19<br>45.2% | 19<br>45.2% | - | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 17<br>40.5% | - | 17<br>40.5% |
| Both | 6<br>14.3% | 6<br>14.3% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>2.4% | - | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 42<br>100.0% | - | 42<br>100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19 | 19 | - | 19 |
| | 45.2% | 47.5% | | 45.2% |
| Automatic Telephone Response System only | 17 | 16 | 1 | 17 |
| | 40.5% | 40.0% | 50.0% | 40.5% |
| Both | 6 | 5 | 1 | 6 |
| | 14.3% | 12.5% | 50.0% | 14.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 2.5% | | 2.4% |
| TOTAL ANSWERING | 42 | 40 | 2 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.872-------> | | | |
| SIGNIFICANCE | .2379* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Customer Service Rep only | 19 | 5 | 3 | 3 | - | 6 | 17 |
| | 45.2% | 45.5% | 50.0% | 50.0% | | 54.5% | 45.9% |
| Automatic Telephone Response System only | 17 | 3 | 2 | 3 | 3 | 3 | 14 |
| | 40.5% | 27.3% | 33.3% | 50.0% | 100.0% | 27.3% | 37.8% |
| Both | 6 | 3 | 1 | - | - | 2 | 6 |
| | 14.3% | 27.3% | 16.7% | | | 18.2% | 16.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 16.7% | | | | 2.7% |
| TOTAL ANSWERING | 42 | 11 | 6 | 6 | 3 | 11 | 37 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.894----------> | | | | | | |
| SIGNIFICANCE | .4439* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19 | 14 | 5 | 19 |
| | 45.2% | 46.7% | 45.5% | 46.3% |
| Automatic Telephone Response System only | 17 | 10 | 6 | 16 |
| | 40.5% | 33.3% | 54.5% | 39.0% |
| Both | 6 | 6 | - | 6 |
| | 14.3% | 20.0% | | 14.6% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 3.3% | | 2.4% |
| TOTAL ANSWERING | 42 | 30 | 11 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.131-------> | | | |
| SIGNIFICANCE | .209* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Customer Service Rep only | 19<br>45.2% | 9<br>50.0% | 3<br>37.5% | 1<br>25.0% | 6<br>60.0% | 19<br>47.5% |
| Automatic Telephone Response System only | 17<br>40.5% | 6<br>33.3% | 3<br>37.5% | 3<br>75.0% | 3<br>30.0% | 15<br>37.5% |
| Both | 6<br>14.3% | 3<br>16.7% | 2<br>25.0% | - | 1<br>10.0% | 6<br>15.0% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | 1<br>25.0% | - | 1<br>2.5% |
| TOTAL ANSWERING | 42<br>100.0% | 18<br>100.0% | 8<br>100.0% | 4<br>100.0% | 10<br>100.0% | 40<br>100.0% |
| CHI-SQUARE | <----------4.014----------> | | | | | |
| SIGNIFICANCE | .6748* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Customer Service Rep only | 19<br>45.2% | 3<br>60.0% | 5<br>71.4% | 2<br>66.7% | 5<br>50.0% | 15<br>60.0% |
| Automatic Telephone Response System only | 17<br>40.5% | 2<br>40.0% | 1<br>14.3% | - | 2<br>20.0% | 5<br>20.0% |
| Both | 6<br>14.3% | - | 1<br>14.3% | 1<br>33.3% | 3<br>30.0% | 5<br>20.0% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | - | - | - |
| TOTAL ANSWERING | 42<br>100.0% | 5<br>100.0% | 7<br>100.0% | 3<br>100.0% | 10<br>100.0% | 25<br>100.0% |
| CHI-SQUARE | | <----------3.937----------> | | | | |
| SIGNIFICANCE | | | .6853* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Customer Service Rep only | 19<br>45.2% | 5<br>50.0% | 7<br>38.9% | 1<br>100.0% | 6<br>60.0% | 19<br>48.7% |
| Automatic Telephone Response System only | 17<br>40.5% | 4<br>40.0% | 7<br>38.9% | - | 3<br>30.0% | 14<br>35.9% |
| Both | 6<br>14.3% | 1<br>10.0% | 4<br>22.2% | - | 1<br>10.0% | 6<br>15.4% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | - | 1<br>100.0% | - | 1<br>2.6% |
| TOTAL ANSWERING | 42<br>100.0% | 10<br>100.0% | 18<br>100.0% | 1<br>100.0% | 10<br>100.0% | 39<br>100.0% |
| CHI-SQUARE | <----------2.787----------> | | | | | |
| SIGNIFICANCE | .8351* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both? (PROBE: Thinking about your most recent call.)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Customer Service Rep only | 19<br>45.2% | 11<br>47.8% | 8<br>42.1% | 19<br>45.2% |
| Automatic Telephone Response System only | 17<br>40.5% | 6<br>26.1% | 11<br>57.9% | 17<br>40.5% |
| Both | 6<br>14.3% | 6<br>26.1% | - | 6<br>14.3% |
| TOTAL NON-RESPONSES | 1<br>2.4% | - | 1<br>5.3% | 1<br>2.4% |
| TOTAL ANSWERING | 42<br>100.0% | 23<br>100.0% | 19<br>100.0% | 42<br>100.0% |
| CHI-SQUARE | <-------7.633-------> | | | |
| SIGNIFICANCE | .022* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 2.4% | | | | | | | |
| 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 11.1% | | | | 2.8% |
| 2 | 1 | - | 1 | - | - | - | - | 1 |
| | 2.4% | | 9.1% | | | | | 2.8% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 11.1% | | | | 2.8% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 3 | - | 1 | - | 1 | - | - | 2 |
| | 7.3% | | 9.1% | | 25.0% | | | 5.6% |
| 6 | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 11.1% | | | | 2.8% |
| 7 | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 8.3% | | | | | | 2.8% |
| 8 | 4 | 2 | - | 1 | - | - | - | 3 |
| | 9.8% | 16.7% | | 11.1% | | | | 8.3% |
| 9 | 1 | - | 1 | - | - | - | - | 1 |
| | 2.4% | | 9.1% | | | | | 2.8% |
| 10 Excellent | 27 | 9 | 8 | 5 | 3 | - | - | 25 |
| | 65.9% | 75.0% | 72.7% | 55.6% | 75.0% | | | 69.4% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 11.1% | | | | 2.8% |
| TOTAL ANSWERING | 41 | 12 | 11 | 9 | 4 | - | - | 36 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------22.353----------> | | | | | | | |
| SIGNIFICANCE | .5582* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 2.4% | | | | | | | |
| 1 | 1 | - | - | - | - | - | - | - |
| | 2.4% | | | | | | | |
| 2 | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 10.0% | | | | 2.7% |
| 3 | 1 | - | - | - | 1 | - | - | 1 |
| | 2.4% | | | | 50.0% | | | 2.7% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 3 | - | 1 | 1 | - | - | - | 2 |
| | 7.3% | | 7.7% | 10.0% | | | | 5.4% |
| 6 | 1 | - | - | 1 | - | - | - | 1 |
| | 2.4% | | | 10.0% | | | | 2.7% |
| 7 | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 8.3% | | | | | | 2.7% |
| 8 | 4 | 1 | 1 | 2 | - | - | - | 4 |
| | 9.8% | 8.3% | 7.7% | 20.0% | | | | 10.8% |
| 9 | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 8.3% | | | | | | 2.7% |
| 10 Excellent | 27 | 9 | 11 | 5 | 1 | - | - | 26 |
| | 65.9% | 75.0% | 84.6% | 50.0% | 50.0% | | | 70.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | - | - | 1 |
| | 2.4% | | | | 50.0% | | | 2.7% |
| TOTAL ANSWERING | 41 | 12 | 13 | 10 | 2 | - | - | 37 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------30.643----------> | | | | | | | |
| SIGNIFICANCE | .0798* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | 1 | - | 1 |
| | 2.4% | | | | | 100.0% | | 4.0% |
| 1 | 1 | - | 1 | - | - | - | - | 1 |
| | 2.4% | | 12.5% | | | | | 4.0% |
| 2 | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 11.1% | | | | | | 4.0% |
| 3 | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 11.1% | | | | | | 4.0% |
| 4 | - | - | - | - | - | - | - | - |
| 5 | 3 | 1 | 2 | - | - | - | - | 3 |
| | 7.3% | 11.1% | 25.0% | | | | | 12.0% |
| 6 | 1 | - | 1 | - | - | - | - | 1 |
| | 2.4% | | 12.5% | | | | | 4.0% |
| 7 | 1 | - | - | - | - | - | - | - |
| | 2.4% | | | | | | | |
| 8 | 4 | - | 1 | - | - | - | - | 1 |
| | 9.8% | | 12.5% | | | | | 4.0% |
| 9 | 1 | - | - | - | - | - | - | - |
| | 2.4% | | | | | | | |
| 10 Excellent | 27 | 6 | 3 | 7 | - | - | - | 16 |
| | 65.9% | 66.7% | 37.5% | 100.0% | | | | 64.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 2.4% | 11.1% | | | | | | 4.0% |
| TOTAL ANSWERING | 41 | 9 | 8 | 7 | - | 1 | - | 25 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------38.968----------> | | | | | | | |
| SIGNIFICANCE | .0099* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 50.0% | | | 3.7% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 10.0% | | | | | 3.7% |
| 2 | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 7.1% | | | | 3.7% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 10.0% | | | | | 3.7% |
| 4 | - | - | - | - | - | - | - |
| 5 | 3 | - | 2 | - | - | 1 | 3 |
| | 7.3% | | 14.3% | | | 100.0% | 11.1% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 10.0% | | | | | 3.7% |
| 7 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 8 | 4 | - | 3 | - | - | - | 3 |
| | 9.8% | | 21.4% | | | | 11.1% |
| 9 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 10 Excellent | 27 | 7 | 8 | 1 | - | - | 16 |
| | 65.9% | 70.0% | 57.1% | 50.0% | | | 59.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 10.0% | | | | | 3.7% |
| TOTAL ANSWERING | 41 | 10 | 14 | 2 | - | 1 | 27 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.712----------> | | | | | | |
| SIGNIFICANCE | .0786* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>2.4% | - | - | - | - | - | - |
| 1 | 1<br>2.4% | - | - | - | - | - | - |
| 2 | 1<br>2.4% | 1<br>8.3% | - | - | - | - | 1<br>7.7% |
| 3 | 1<br>2.4% | 1<br>8.3% | - | - | - | - | 1<br>7.7% |
| 4 | - | - | - | - | - | - | - |
| 5 | 3<br>7.3% | 1<br>8.3% | - | - | - | - | 1<br>7.7% |
| 6 | 1<br>2.4% | 1<br>8.3% | - | - | - | - | 1<br>7.7% |
| 7 | 1<br>2.4% | - | - | - | - | - | - |
| 8 | 4<br>9.8% | 2<br>16.7% | - | - | - | - | 2<br>15.4% |
| 9 | 1<br>2.4% | - | - | - | - | - | - |
| 10 Excellent | 27<br>65.9% | 6<br>50.0% | 1<br>100.0% | - | - | - | 7<br>53.8% |
| TOTAL NON-RESPONSES | 1<br>2.4% | 1<br>8.3% | - | - | - | - | 1<br>7.7% |
| TOTAL ANSWERING | 41<br>100.0% | 12<br>100.0% | 1<br>100.0% | - | - | - | 13<br>100.0% |
| CHI-SQUARE | <----------.929----------> | | | | | | |
| SIGNIFICANCE | .9681* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 1 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 2 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 25.0% | | | 6.2% |
| 3 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 25.0% | | | 6.2% |
| 4 | - | - | - | - | - | - | - |
| 5 | 3 | - | - | - | 1 | - | 1 |
| | 7.3% | | | | 33.3% | | 6.2% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 25.0% | | | | | 6.2% |
| 7 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 8 | 4 | - | 2 | 1 | - | - | 3 |
| | 9.8% | | 40.0% | 25.0% | | | 18.8% |
| 9 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 10 Excellent | 27 | 3 | 3 | 1 | 2 | - | 9 |
| | 65.9% | 75.0% | 60.0% | 25.0% | 66.7% | | 56.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 20.0% | | | | 6.2% |
| TOTAL ANSWERING | 41 | 4 | 5 | 4 | 3 | - | 16 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------16.948----------> | | | | | | |
| SIGNIFICANCE | .322* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 2.4% | 100.0% | | 2.5% |
| 1 | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| 2 | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| 3 | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| 4 | - | - | - | - |
| 5 | 3 | - | 3 | 3 |
| | 7.3% | | 7.7% | 7.5% |
| 6 | 1 | - | - | - |
| | 2.4% | | | |
| 7 | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| 8 | 4 | - | 4 | 4 |
| | 9.8% | | 10.3% | 10.0% |
| 9 | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| 10 Excellent | 27 | - | 27 | 27 |
| | 65.9% | | 69.2% | 67.5% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 2.4% | | 2.6% | 2.5% |
| TOTAL ANSWERING | 41 | 1 | 39 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------40.0-------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 100.0% | | | | 100.0% |
| 1 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 2 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 3 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 4 | - | - | - | - | - | - | - |
| 5 | 3 | - | - | - | - | - | - |
| | 7.3% | | | | | | |
| 6 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 7 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 8 | 4 | - | - | - | - | - | - |
| | 9.8% | | | | | | |
| 9 | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| 10 Excellent | 27 | - | - | - | - | - | - |
| | 65.9% | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 2.4% | | | | | | |
| TOTAL ANSWERING | 41 | - | 1 | - | - | - | 1 |
| | 100.0% | | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q18. Have Tried to Reach by Phone | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 1 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 2 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 3 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 4 | - | - | - | - |
| 5 | 3 | 3 | - | 3 |
| | 7.3% | 7.3% | | 7.3% |
| 6 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 7 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 8 | 4 | 4 | - | 4 |
| | 9.8% | 9.8% | | 9.8% |
| 9 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 10 Excellent | 27 | 27 | - | 27 |
| | 65.9% | 65.9% | | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| TOTAL ANSWERING | 41 | 41 | - | 41 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 5.9% | | | | | 2.5% |
| 1 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 6.2% | | | 2.5% |
| 2 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 6.2% | | | 2.5% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 5.9% | | | | | 2.5% |
| 4 | - | - | - | - | - | - | - |
| 5 | 3 | 1 | - | 1 | - | 1 | 3 |
| | 7.3% | 5.9% | | 6.2% | | 16.7% | 7.5% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 5.9% | | | | | 2.5% |
| 7 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 6.2% | | | 2.5% |
| 8 | 4 | 3 | - | 1 | - | - | 4 |
| | 9.8% | 17.6% | | 6.2% | | | 10.0% |
| 9 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 5.9% | | | | | 2.5% |
| 10 Excellent | 27 | 9 | - | 11 | 1 | 5 | 26 |
| | 65.9% | 52.9% | | 68.8% | 100.0% | 83.3% | 65.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 5.9% | | | | | 2.5% |
| TOTAL ANSWERING | 41 | 17 | - | 16 | 1 | 6 | 40 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.584----------> | | | | | | |
| SIGNIFICANCE | | | | .985* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 2.4% | | 5.3% | | 2.4% |
| 1 | 1 | - | 1 | - | 1 |
| | 2.4% | | 5.3% | | 2.4% |
| 2 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 16.7% | 2.4% |
| 3 | 1 | 1 | - | - | 1 |
| | 2.4% | 6.2% | | | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 3 | 1 | 1 | 1 | 3 |
| | 7.3% | 6.2% | 5.3% | 16.7% | 7.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 2.4% | 6.2% | | | 2.4% |
| 7 | 1 | - | 1 | - | 1 |
| | 2.4% | | 5.3% | | 2.4% |
| 8 | 4 | 2 | 1 | 1 | 4 |
| | 9.8% | 12.5% | 5.3% | 16.7% | 9.8% |
| 9 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 16.7% | 2.4% |
| 10 Excellent | 27 | 11 | 14 | 2 | 27 |
| | 65.9% | 68.8% | 73.7% | 33.3% | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 2.4% | 6.2% | | | 2.4% |
| TOTAL ANSWERING | 41 | 16 | 19 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.088----------> | | | | |
| SIGNIFICANCE | .275* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 2.4% | | 14.3% | | 2.4% |
| 1 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 11.1% | 2.4% |
| 2 | 1 | - | 1 | - | 1 |
| | 2.4% | | 14.3% | | 2.4% |
| 3 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 11.1% | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 3 | 2 | 1 | - | 3 |
| | 7.3% | 8.0% | 14.3% | | 7.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.0% | | | 2.4% |
| 7 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.0% | | | 2.4% |
| 8 | 4 | 2 | 1 | 1 | 4 |
| | 9.8% | 8.0% | 14.3% | 11.1% | 9.8% |
| 9 | 1 | - | 1 | - | 1 |
| | 2.4% | | 14.3% | | 2.4% |
| 10 Excellent | 27 | 19 | 2 | 6 | 27 |
| | 65.9% | 76.0% | 28.6% | 66.7% | 65.9% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 2.4% | | | 11.1% | 2.4% |
| TOTAL ANSWERING | 41 | 25 | 7 | 9 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.214----------> | | | | |
| SIGNIFICANCE | .095* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 2.4% | | 25.0% | | 2.4% |
| 1 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 25.0% | 2.4% |
| 2 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 25.0% | 2.4% |
| 3 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.0% | | | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 3 | 2 | - | 1 | 3 |
| | 7.3% | 6.1% | | 25.0% | 7.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.0% | | | 2.4% |
| 7 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.0% | | | 2.4% |
| 8 | 4 | 3 | - | 1 | 4 |
| | 9.8% | 9.1% | | 25.0% | 9.8% |
| 9 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.0% | | | 2.4% |
| 10 Excellent | 27 | 24 | 3 | - | 27 |
| | 65.9% | 72.7% | 75.0% | | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 2.4% | 3.0% | | | 2.4% |
| TOTAL ANSWERING | 41 | 33 | 4 | 4 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------35.073----------> | | | | |
| SIGNIFICANCE | .0093* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| 1 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| 2 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| 3 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| 4 | - | - | - | - | - |
| 5 | 3 | - | 1 | 2 | 3 |
| | 7.3% | | 10.0% | 13.3% | 7.5% |
| 6 | 1 | - | 1 | - | 1 |
| | 2.4% | | 10.0% | | 2.5% |
| 7 | 1 | 1 | - | - | 1 |
| | 2.4% | 6.7% | | | 2.5% |
| 8 | 4 | 2 | - | 2 | 4 |
| | 9.8% | 13.3% | | 13.3% | 10.0% |
| 9 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| 10 Excellent | 27 | 12 | 8 | 6 | 26 |
| | 65.9% | 80.0% | 80.0% | 40.0% | 65.0% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 2.4% | | | 6.7% | 2.5% |
| TOTAL ANSWERING | 41 | 15 | 10 | 15 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.53----------> | | | | |
| SIGNIFICANCE | .4213* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 2.4% | | | 14.3% | 2.4% |
| 1 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 14.3% | 2.4% |
| 2 | 1 | - | - | 1 | 1 |
| | 2.4% | | | 14.3% | 2.4% |
| 3 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.2% | | | 2.4% |
| 4 | - | - | - | - | - |
| 5 | 3 | 1 | 2 | - | 3 |
| | 7.3% | 4.2% | 20.0% | | 7.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.2% | | | 2.4% |
| 7 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.2% | | | 2.4% |
| 8 | 4 | 2 | 1 | 1 | 4 |
| | 9.8% | 8.3% | 10.0% | 14.3% | 9.8% |
| 9 | 1 | 1 | - | - | 1 |
| | 2.4% | 4.2% | | | 2.4% |
| 10 Excellent | 27 | 17 | 7 | 3 | 27 |
| | 65.9% | 70.8% | 70.0% | 42.9% | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 2.4% | 4.2% | | | 2.4% |
| TOTAL ANSWERING | 41 | 24 | 10 | 7 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.317----------> | | | | |
| SIGNIFICANCE | | | .2637* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | - | 1 | 1 |
| | 2.4% | | | 33.3% | 2.5% |
| 1 | 1 | - | 1 | - | 1 |
| | 2.4% | | 10.0% | | 2.5% |
| 2 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.7% | | | 2.5% |
| 3 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.7% | | | 2.5% |
| 4 | - | - | - | - | - |
| 5 | 3 | 2 | 1 | - | 3 |
| | 7.3% | 7.4% | 10.0% | | 7.5% |
| 6 | 1 | - | 1 | - | 1 |
| | 2.4% | | 10.0% | | 2.5% |
| 7 | 1 | - | 1 | - | 1 |
| | 2.4% | | 10.0% | | 2.5% |
| 8 | 4 | 4 | - | - | 4 |
| | 9.8% | 14.8% | | | 10.0% |
| 9 | 1 | 1 | - | - | 1 |
| | 2.4% | 3.7% | | | 2.5% |
| 10 Excellent | 27 | 18 | 6 | 2 | 26 |
| | 65.9% | 66.7% | 60.0% | 66.7% | 65.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 2.4% | 3.7% | | | 2.5% |
| TOTAL ANSWERING | 41 | 27 | 10 | 3 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.064----------> | | | | |
| SIGNIFICANCE | | | .1232* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 1 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 2 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 3 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 4 | - | - | - | - |
| 5 | 3 | 3 | - | 3 |
| | 7.3% | 7.3% | | 7.3% |
| 6 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 7 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 8 | 4 | 4 | - | 4 |
| | 9.8% | 9.8% | | 9.8% |
| 9 | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| 10 Excellent | 27 | 27 | - | 27 |
| | 65.9% | 65.9% | | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 2.4% | | 2.4% |
| TOTAL ANSWERING | 41 | 41 | - | 41 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 1 | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 2 | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 3 | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 4 | - | - | - | - |
| 5 | 3 | 3 | - | 3 |
| | 7.3% | 7.7% | | 7.3% |
| 6 | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 7 | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| 8 | 4 | 4 | - | 4 |
| | 9.8% | 10.3% | | 9.8% |
| 9 | 1 | - | 1 | 1 |
| | 2.4% | | 50.0% | 2.4% |
| 10 Excellent | 27 | 26 | 1 | 27 |
| | 65.9% | 66.7% | 50.0% | 65.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 2.6% | | 2.4% |
| TOTAL ANSWERING | 41 | 39 | 2 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------20.247------> | | | |
| SIGNIFICANCE | .0164* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 16.7% | | | | 2.8% |
| 1 | 1 | - | - | - | - | 1 | 1 |
| | 2.4% | | | | | 10.0% | 2.8% |
| 2 | 1 | - | 1 | - | - | - | 1 |
| | 2.4% | | 16.7% | | | | 2.8% |
| 3 | 1 | - | - | 1 | - | - | 1 |
| | 2.4% | | | 16.7% | | | 2.8% |
| 4 | - | - | - | - | - | - | - |
| 5 | 3 | 1 | - | - | 1 | 1 | 3 |
| | 7.3% | 9.1% | | | 33.3% | 10.0% | 8.3% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 9.1% | | | | | 2.8% |
| 7 | 1 | 1 | - | - | - | - | 1 |
| | 2.4% | 9.1% | | | | | 2.8% |
| 8 | 4 | 2 | - | - | 1 | 1 | 4 |
| | 9.8% | 18.2% | | | 33.3% | 10.0% | 11.1% |
| 9 | 1 | - | - | - | - | 1 | 1 |
| | 2.4% | | | | | 10.0% | 2.8% |
| 10 Excellent | 27 | 6 | 4 | 5 | 1 | 6 | 22 |
| | 65.9% | 54.5% | 66.7% | 83.3% | 33.3% | 60.0% | 61.1% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 2.4% | | | | | 10.0% | 2.8% |
| TOTAL ANSWERING | 41 | 11 | 6 | 6 | 3 | 10 | 36 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.183----------> | | | | | | |
| SIGNIFICANCE | .6508* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| 1 | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| 2 | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| 3 | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| 4 | - | - | - | - |
| 5 | 3 | 1 | 2 | 3 |
| | 7.3% | 3.4% | 18.2% | 7.5% |
| 6 | 1 | - | 1 | 1 |
| | 2.4% | | 9.1% | 2.5% |
| 7 | 1 | - | 1 | 1 |
| | 2.4% | | 9.1% | 2.5% |
| 8 | 4 | 4 | - | 4 |
| | 9.8% | 13.8% | | 10.0% |
| 9 | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| 10 Excellent | 27 | 19 | 7 | 26 |
| | 65.9% | 65.5% | 63.6% | 65.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 2.4% | 3.4% | | 2.5% |
| TOTAL ANSWERING | 41 | 29 | 11 | 40 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.999------> | | | |
| SIGNIFICANCE | .2758* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 2.4% | 5.6% | | | | 2.6% |
| 1 | 1 | - | - | - | 1 | 1 |
| | 2.4% | | | | 10.0% | 2.6% |
| 2 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 12.5% | | | 2.6% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 2.4% | 5.6% | | | | 2.6% |
| 4 | - | - | - | - | - | - |
| 5 | 3 | 2 | 1 | - | - | 3 |
| | 7.3% | 11.1% | 12.5% | | | 7.7% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 2.4% | 5.6% | | | | 2.6% |
| 7 | 1 | 1 | - | - | - | 1 |
| | 2.4% | 5.6% | | | | 2.6% |
| 8 | 4 | 2 | - | 1 | 1 | 4 |
| | 9.8% | 11.1% | | 33.3% | 10.0% | 10.3% |
| 9 | 1 | - | - | - | 1 | 1 |
| | 2.4% | | | | 10.0% | 2.6% |
| 10 Excellent | 27 | 10 | 6 | 2 | 7 | 25 |
| | 65.9% | 55.6% | 75.0% | 66.7% | 70.0% | 64.1% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | 1 |
| | 2.4% | | | 33.3% | | 2.6% |
| TOTAL ANSWERING | 41 | 18 | 8 | 3 | 10 | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.658----------> | | | | | |
| SIGNIFICANCE | .8821* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | - | - | - | - |
| | 2.4% | | | | | |
| 1 | 1 | - | - | - | - | - |
| | 2.4% | | | | | |
| 2 | 1 | - | - | - | 1 | 1 |
| | 2.4% | | | | 11.1% | 4.2% |
| 3 | 1 | - | - | - | - | - |
| | 2.4% | | | | | |
| 4 | - | - | - | - | - | - |
| 5 | 3 | 1 | - | 2 | - | 3 |
| | 7.3% | 20.0% | | 66.7% | | 12.5% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 2.4% | 20.0% | | | | 4.2% |
| 7 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 14.3% | | | 4.2% |
| 8 | 4 | - | 1 | - | 1 | 2 |
| | 9.8% | | 14.3% | | 11.1% | 8.3% |
| 9 | 1 | - | - | - | - | - |
| | 2.4% | | | | | |
| 10 Excellent | 27 | 3 | 5 | 1 | 7 | 16 |
| | 65.9% | 60.0% | 71.4% | 33.3% | 77.8% | 66.7% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | 1 |
| | 2.4% | | | | 11.1% | 4.2% |
| TOTAL ANSWERING | 41 | 5 | 7 | 3 | 9 | 24 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.933----------> | | | | | |
| SIGNIFICANCE | .2168* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 2.4% | 10.0% | | | | 2.6% |
| 2 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| 3 | 1 | - | - | - | 1 | 1 |
| | 2.4% | | | | 10.0% | 2.6% |
| 4 | - | - | - | - | - | - |
| 5 | 3 | - | 2 | - | 1 | 3 |
| | 7.3% | | 11.8% | | 10.0% | 7.9% |
| 6 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| 7 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| 8 | 4 | 2 | 2 | - | - | 4 |
| | 9.8% | 20.0% | 11.8% | | | 10.5% |
| 9 | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| 10 Excellent | 27 | 7 | 8 | 1 | 8 | 24 |
| | 65.9% | 70.0% | 47.1% | 100.0% | 80.0% | 63.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | 1 |
| | 2.4% | | 5.9% | | | 2.6% |
| TOTAL ANSWERING | 41 | 10 | 17 | 1 | 10 | 38 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.495----------> | | | | | |
| SIGNIFICANCE | .9429* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q21. How well did <utiln > meet your needs during this phone call?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | - | 1 | 1 |
| | 2.4% | | 5.6% | 2.4% |
| 1 | 1 | - | 1 | 1 |
| | 2.4% | | 5.6% | 2.4% |
| 2 | 1 | 1 | - | 1 |
| | 2.4% | 4.3% | | 2.4% |
| 3 | 1 | 1 | - | 1 |
| | 2.4% | 4.3% | | 2.4% |
| 4 | - | - | - | - |
| 5 | 3 | 3 | - | 3 |
| | 7.3% | 13.0% | | 7.3% |
| 6 | 1 | - | 1 | 1 |
| | 2.4% | | 5.6% | 2.4% |
| 7 | 1 | 1 | - | 1 |
| | 2.4% | 4.3% | | 2.4% |
| 8 | 4 | 3 | 1 | 4 |
| | 9.8% | 13.0% | 5.6% | 9.8% |
| 9 | 1 | 1 | - | 1 |
| | 2.4% | 4.3% | | 2.4% |
| 10 Excellent | 27 | 13 | 14 | 27 |
| | 65.9% | 56.5% | 77.8% | 65.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 2.4% | | 5.6% | 2.4% |
| TOTAL ANSWERING | 41 | 23 | 18 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.585------> | | | |
| SIGNIFICANCE | .3053* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 72 | 42 | 13 | 9 | 6 | - | - | 70 |
| | 65.5% | 84.0% | 43.3% | 60.0% | 75.0% | | | 67.3% |
| Somewhat familiar | 16 | 3 | 8 | 1 | 1 | - | - | 13 |
| | 14.5% | 6.0% | 26.7% | 6.7% | 12.5% | | | 12.5% |
| Not at all familiar | 22 | 5 | 9 | 5 | 1 | 1 | - | 21 |
| | 20.0% | 10.0% | 30.0% | 33.3% | 12.5% | 100.0% | | 20.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.3% | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 50 | 30 | 15 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------21.207----------> | | | | | | | |
| SIGNIFICANCE | .0066* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 72 | 43 | 15 | 10 | 2 | - | - | 70 |
| | 65.5% | 78.2% | 48.4% | 66.7% | 50.0% | | | 66.7% |
| Somewhat familiar | 16 | 6 | 7 | 2 | - | - | - | 15 |
| | 14.5% | 10.9% | 22.6% | 13.3% | | | | 14.3% |
| Not at all familiar | 22 | 6 | 9 | 3 | 2 | - | - | 20 |
| | 20.0% | 10.9% | 29.0% | 20.0% | 50.0% | | | 19.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 1.8% | | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 55 | 31 | 15 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------10.881----------> | | | | | | | |
| SIGNIFICANCE | .0921* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 72 | 13 | 7 | 5 | - | - | - | 25 |
| | 65.5% | 72.2% | 43.8% | 62.5% | | | | 56.8% |
| Somewhat familiar | 16 | 1 | 5 | 1 | - | 1 | - | 8 |
| | 14.5% | 5.6% | 31.2% | 12.5% | | 50.0% | | 18.2% |
| Not at all familiar | 22 | 4 | 4 | 2 | - | 1 | - | 11 |
| | 20.0% | 22.2% | 25.0% | 25.0% | | 50.0% | | 25.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - | - |
| | 0.9% | | | | | | | |
| TOTAL ANSWERING | 110 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------7.307----------> | | | | | | | |
| SIGNIFICANCE | .2934* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | 9 | 15 | - | - | 2 | 26 |
| | 65.5% | 45.0% | 60.0% | | | 100.0% | 53.1% |
| Somewhat familiar | 16 | 2 | 6 | 2 | - | - | 10 |
| | 14.5% | 10.0% | 24.0% | 100.0% | | | 20.4% |
| Not at all familiar | 22 | 9 | 4 | - | - | - | 13 |
| | 20.0% | 45.0% | 16.0% | | | | 26.5% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.877----------> | | | | | | |
| SIGNIFICANCE | .0212* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | 15 | 2 | - | - | - | 17 |
| | 65.5% | 60.0% | 100.0% | | | | 63.0% |
| Somewhat familiar | 16 | 4 | - | - | - | - | 4 |
| | 14.5% | 16.0% | | | | | 14.8% |
| Not at all familiar | 22 | 6 | - | - | - | - | 6 |
| | 20.0% | 24.0% | | | | | 22.2% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | | <----------1.271----------> | | | | | |
| SIGNIFICANCE | | | | .5298* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | 6 | 7 | 1 | 4 | - | 18 |
| | 65.5% | 66.7% | 50.0% | 25.0% | 100.0% | | 58.1% |
| Somewhat familiar | 16 | 1 | 3 | 1 | - | - | 5 |
| | 14.5% | 11.1% | 21.4% | 25.0% | | | 16.1% |
| Not at all familiar | 22 | 2 | 4 | 2 | - | - | 8 |
| | 20.0% | 22.2% | 28.6% | 50.0% | | | 25.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------5.487----------> | | | | | | |
| SIGNIFICANCE | .4831* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 72 | 2 | 69 | 71 |
| | 65.5% | 66.7% | 65.1% | 65.1% |
| Somewhat familiar | 16 | 1 | 15 | 16 |
| | 14.5% | 33.3% | 14.2% | 14.7% |
| Not at all familiar | 22 | - | 22 | 22 |
| | 20.0% | | 20.8% | 20.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| TOTAL ANSWERING | 110 | 3 | 106 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.355-------> | | | |
| SIGNIFICANCE | .5079* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | - | 1 | - | - | 1 | 2 |
| | 65.5% | | 50.0% | | | 100.0% | 66.7% |
| Somewhat familiar | 16 | - | 1 | - | - | - | 1 |
| | 14.5% | | 50.0% | | | | 33.3% |
| Not at all familiar | 22 | - | - | - | - | - | - |
| | 20.0% | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------.75----------> | | | | | | |
| SIGNIFICANCE | .3865* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| Very familiar | | | |
| 72 | 26 | 46 | 72 |
| 65.5% | 60.5% | 68.7% | 65.5% |
| Somewhat familiar | | | |
| 16 | 7 | 9 | 16 |
| 14.5% | 16.3% | 13.4% | 14.5% |
| Not at all familiar | | | |
| 22 | 10 | 12 | 22 |
| 20.0% | 23.3% | 17.9% | 20.0% |
| TOTAL NON-RESPONSES | | | |
| 1 | - | 1 | 1 |
| 0.9% | | 1.5% | 0.9% |
| TOTAL ANSWERING | | | |
| 110 | 43 | 67 | 110 |
| 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.789-------> | | |
| SIGNIFICANCE | .6742 | | |

Comparison Groups: BC

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | 9 | - | 10 | 1 | 5 | 25 |
| | 65.5% | 47.4% | | 62.5% | 100.0% | 83.3% | 59.5% |
| Somewhat familiar | 16 | 3 | - | 3 | - | 1 | 7 |
| | 14.5% | 15.8% | | 18.8% | | 16.7% | 16.7% |
| Not at all familiar | 22 | 7 | - | 3 | - | - | 10 |
| | 20.0% | 36.8% | | 18.8% | | | 23.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.753----------> | | | | | | |
| SIGNIFICANCE | .5758* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72 | 10 | 11 | 4 | 25 |
| | 65.5% | 58.8% | 57.9% | 66.7% | 59.5% |
| Somewhat familiar | 16 | 2 | 3 | 2 | 7 |
| | 14.5% | 11.8% | 15.8% | 33.3% | 16.7% |
| Not at all familiar | 22 | 5 | 5 | - | 10 |
| | 20.0% | 29.4% | 26.3% | | 23.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - |
| | 0.9% | | | | |
| TOTAL ANSWERING | 110 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.018----------> | | | | |
| SIGNIFICANCE | .5548* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q22. Aware of Toll-Free Number to Report Power Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72<br>65.5% | 72<br>100.0% | - | - | 72<br>65.5% |
| Somewhat familiar | 16<br>14.5% | - | 16<br>100.0% | - | 16<br>14.5% |
| Not at all familiar | 22<br>20.0% | - | - | 22<br>100.0% | 22<br>20.0% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | 72<br>100.0% | 16<br>100.0% | 22<br>100.0% | 110<br>100.0% |
| CHI-SQUARE | | <----------220.0----------> | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72 | 69 | - | 2 | 71 |
| | 65.5% | 81.2% | | 16.7% | 65.7% |
| Somewhat familiar | 16 | 6 | 7 | 3 | 16 |
| | 14.5% | 7.1% | 63.6% | 25.0% | 14.8% |
| Not at all familiar | 22 | 10 | 4 | 7 | 21 |
| | 20.0% | 11.8% | 36.4% | 58.3% | 19.4% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 9.1% | | 0.9% |
| TOTAL ANSWERING | 110 | 85 | 11 | 12 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------50.228----------> | | | | |
| SIGNIFICANCE | 0* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| Q24. Aware of Reports about Extended Outages to the Media | | | | | |
|---|---|---|---|---|---|
| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72 | 46 | 13 | 11 | 70 |
| | 65.5% | 90.2% | 50.0% | 35.5% | 64.8% |
| Somewhat familiar | 16 | 1 | 7 | 8 | 16 |
| | 14.5% | 2.0% | 26.9% | 25.8% | 14.8% |
| Not at all familiar | 22 | 4 | 6 | 12 | 22 |
| | 20.0% | 7.8% | 23.1% | 38.7% | 20.4% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| TOTAL ANSWERING | 110 | 51 | 26 | 31 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.994----------> | | | | |
| SIGNIFICANCE | 0 | | | | |

Comparison Groups: BCD

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72 | 54 | 11 | 7 | 72 |
| | 65.5% | 77.1% | 50.0% | 38.9% | 65.5% |
| Somewhat familiar | 16 | 5 | 6 | 5 | 16 |
| | 14.5% | 7.1% | 27.3% | 27.8% | 14.5% |
| Not at all familiar | 22 | 11 | 5 | 6 | 22 |
| | 20.0% | 15.7% | 22.7% | 33.3% | 20.0% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| TOTAL ANSWERING | 110 | 70 | 22 | 18 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.783----------> | | | | |
| SIGNIFICANCE | .008* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

Q26. Tree Trimming to Reduce Occurrence of Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 72 | 57 | 7 | 7 | 71 |
| | 65.5% | 78.1% | 30.4% | 53.8% | 65.1% |
| Somewhat familiar | 16 | 6 | 7 | 3 | 16 |
| | 14.5% | 8.2% | 30.4% | 23.1% | 14.7% |
| Not at all familiar | 22 | 10 | 9 | 3 | 22 |
| | 20.0% | 13.7% | 39.1% | 23.1% | 20.2% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 0.9% | | 4.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 73 | 23 | 13 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------18.64----------> | | | |
| SIGNIFICANCE | | | .0009* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 72 | 69 | 3 | 72 |
| | 65.5% | 65.7% | 60.0% | 65.5% |
| Somewhat familiar | 16 | 16 | - | 16 |
| | 14.5% | 15.2% | | 14.5% |
| Not at all familiar | 22 | 20 | 2 | 22 |
| | 20.0% | 19.0% | 40.0% | 20.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 105 | 5 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.833-------> | | | |
| SIGNIFICANCE | .3998* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 72 | 68 | 1 | 69 |
| | 65.5% | 66.7% | 33.3% | 65.7% |
| Somewhat familiar | 16 | 15 | 1 | 16 |
| | 14.5% | 14.7% | 33.3% | 15.2% |
| Not at all familiar | 22 | 19 | 1 | 20 |
| | 20.0% | 18.6% | 33.3% | 19.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - |
| | 0.9% | | | |
| TOTAL ANSWERING | 110 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.487-------> | | | |
| SIGNIFICANCE | .4754* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 72 | 14 | 14 | 9 | 15 | 16 | 68 |
| | 65.5% | 70.0% | 82.4% | 60.0% | 78.9% | 51.6% | 66.7% |
| Somewhat familiar | 16 | 4 | 2 | - | 1 | 7 | 14 |
| | 14.5% | 20.0% | 11.8% | | 5.3% | 22.6% | 13.7% |
| Not at all familiar | 22 | 2 | 1 | 6 | 3 | 8 | 20 |
| | 20.0% | 10.0% | 5.9% | 40.0% | 15.8% | 25.8% | 19.6% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 3.2% | 1.0% |
| TOTAL ANSWERING | 110 | 20 | 17 | 15 | 19 | 31 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.192----------> | | | | | | |
| SIGNIFICANCE | .0769* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 72 | 54 | 17 | 71 |
| | 65.5% | 68.4% | 58.6% | 65.7% |
| Somewhat familiar | 16 | 10 | 6 | 16 |
| | 14.5% | 12.7% | 20.7% | 14.8% |
| Not at all familiar | 22 | 15 | 6 | 21 |
| | 20.0% | 19.0% | 20.7% | 19.4% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 79 | 29 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.261-------> | | | |
| SIGNIFICANCE | .5323 | | | |

Comparison Groups: BC

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 72 | 25 | 21 | 10 | 14 | 70 |
| | 65.5% | 62.5% | 77.8% | 71.4% | 53.8% | 65.4% |
| Somewhat familiar | 16 | 8 | 2 | 1 | 5 | 16 |
| | 14.5% | 20.0% | 7.4% | 7.1% | 19.2% | 15.0% |
| Not at all familiar | 22 | 7 | 4 | 3 | 7 | 21 |
| | 20.0% | 17.5% | 14.8% | 21.4% | 26.9% | 19.6% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 3.8% | 0.9% |
| TOTAL ANSWERING | 110 | 40 | 27 | 14 | 26 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------5.03----------> | | | | | |
| SIGNIFICANCE | .54* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 72 | 5 | 12 | 8 | 14 | 39 |
| | 65.5% | 45.5% | 70.6% | 72.7% | 73.7% | 67.2% |
| Somewhat familiar | 16 | 3 | 2 | 2 | 3 | 10 |
| | 14.5% | 27.3% | 11.8% | 18.2% | 15.8% | 17.2% |
| Not at all familiar | 22 | 3 | 3 | 1 | 2 | 9 |
| | 20.0% | 27.3% | 17.6% | 9.1% | 10.5% | 15.5% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| TOTAL ANSWERING | 110 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.565----------> | | | | | |
| SIGNIFICANCE | .7353* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 72 | 20 | 32 | 5 | 13 | 70 |
| | 65.5% | 62.5% | 78.0% | 55.6% | 68.4% | 69.3% |
| Somewhat familiar | 16 | 8 | 4 | - | 3 | 15 |
| | 14.5% | 25.0% | 9.8% | | 15.8% | 14.9% |
| Not at all familiar | 22 | 4 | 5 | 4 | 3 | 16 |
| | 20.0% | 12.5% | 12.2% | 44.4% | 15.8% | 15.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - |
| | 0.9% | | | | | |
| TOTAL ANSWERING | 110 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------10.415----------> | | | | | |
| SIGNIFICANCE | .1082* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 72 | 40 | 32 | 72 |
| | 65.5% | 67.8% | 62.7% | 65.5% |
| Somewhat familiar | 16 | 9 | 7 | 16 |
| | 14.5% | 15.3% | 13.7% | 14.5% |
| Not at all familiar | 22 | 10 | 12 | 22 |
| | 20.0% | 16.9% | 23.5% | 20.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| TOTAL ANSWERING | 110 | 59 | 51 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.743-------> | | | |
| SIGNIFICANCE | .6898 | | | |

Comparison Groups: BC

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 85 | 44 | 20 | 12 | 6 | - | - | 82 |
| | 78.0% | 88.0% | 69.0% | 80.0% | 75.0% | | | 79.6% |
| Somewhat familiar | 12 | 2 | 6 | 1 | - | 1 | - | 10 |
| | 11.0% | 4.0% | 20.7% | 6.7% | | 100.0% | | 9.7% |
| Not at all familiar | 12 | 4 | 3 | 2 | 2 | - | - | 11 |
| | 11.0% | 8.0% | 10.3% | 13.3% | 25.0% | | | 10.7% |
| TOTAL NON-RESPONSES | 2 | - | 2 | - | - | - | - | 2 |
| | 1.8% | | 6.9% | | | | | 1.9% |
| TOTAL ANSWERING | 109 | 50 | 29 | 15 | 8 | 1 | - | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------18.351----------> | | | | | | | |
| SIGNIFICANCE | .0187* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 85 | 46 | 22 | 11 | 4 | - | - | 83 |
| | 78.0% | 83.6% | 73.3% | 73.3% | 100.0% | | | 79.8% |
| Somewhat familiar | 12 | 4 | 4 | 2 | - | - | - | 10 |
| | 11.0% | 7.3% | 13.3% | 13.3% | | | | 9.6% |
| Not at all familiar | 12 | 5 | 4 | 2 | - | - | - | 11 |
| | 11.0% | 9.1% | 13.3% | 13.3% | | | | 10.6% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | - | - | - | - | 2 |
| | 1.8% | 1.8% | 3.3% | | | | | 1.9% |
| TOTAL ANSWERING | 109 | 55 | 30 | 15 | 4 | - | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------2.748----------> | | | | | | | |
| SIGNIFICANCE | .8397* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 85 | 15 | 11 | 6 | - | - | - | 32 |
| | 78.0% | 88.2% | 68.8% | 75.0% | | | | 74.4% |
| Somewhat familiar | 12 | - | 3 | 2 | - | 1 | - | 6 |
| | 11.0% | | 18.8% | 25.0% | | 50.0% | | 14.0% |
| Not at all familiar | 12 | 2 | 2 | - | - | 1 | - | 5 |
| | 11.0% | 11.8% | 12.5% | | | 50.0% | | 11.6% |
| TOTAL NON-RESPONSES | 2 | 1 | - | - | - | - | - | 1 |
| | 1.8% | 5.9% | | | | | | 2.3% |
| TOTAL ANSWERING | 109 | 17 | 16 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------10.665----------> | | | | | | | |
| SIGNIFICANCE | .0993* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | 16 | 17 | - | - | 2 | 35 |
| | 78.0% | 80.0% | 70.8% | | | 100.0% | 72.9% |
| Somewhat familiar | 12 | 2 | 3 | 2 | - | - | 7 |
| | 11.0% | 10.0% | 12.5% | 100.0% | | | 14.6% |
| Not at all familiar | 12 | 2 | 4 | - | - | - | 6 |
| | 11.0% | 10.0% | 16.7% | | | | 12.5% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | - | - | 1 |
| | 1.8% | | 4.2% | | | | 2.1% |
| TOTAL ANSWERING | 109 | 20 | 24 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.402----------> | | | | | | |
| SIGNIFICANCE | .0371* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | 19 | 2 | - | - | - | 21 |
| | 78.0% | 76.0% | 100.0% | | | | 77.8% |
| Somewhat familiar | 12 | 3 | - | - | - | - | 3 |
| | 11.0% | 12.0% | | | | | 11.1% |
| Not at all familiar | 12 | 3 | - | - | - | - | 3 |
| | 11.0% | 12.0% | | | | | 11.1% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.617----------> | | | | | | |
| SIGNIFICANCE | | | | .7345* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | 8 | 10 | 3 | 3 | - | 24 |
| | 78.0% | 88.9% | 71.4% | 75.0% | 75.0% | | 77.4% |
| Somewhat familiar | 12 | 1 | 2 | - | - | - | 3 |
| | 11.0% | 11.1% | 14.3% | | | | 9.7% |
| Not at all familiar | 12 | - | 2 | 1 | 1 | - | 4 |
| | 11.0% | | 14.3% | 25.0% | 25.0% | | 12.9% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------3.414----------> | | | | | | |
| SIGNIFICANCE | .7554* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 2 | 82 | 84 |
| | 78.0% | 66.7% | 78.1% | 77.8% |
| Somewhat familiar | 12 | 1 | 11 | 12 |
| | 11.0% | 33.3% | 10.5% | 11.1% |
| Not at all familiar | 12 | - | 12 | 12 |
| | 11.0% | | 11.4% | 11.1% |
| TOTAL NON-RESPONSES | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.9% |
| TOTAL ANSWERING | 109 | 3 | 105 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.763-------> | | | |
| SIGNIFICANCE | .4141* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | - | 1 | - | - | 1 | 2 |
| | 78.0% | | 50.0% | | | 100.0% | 66.7% |
| Somewhat familiar | 12 | - | 1 | - | - | - | 1 |
| | 11.0% | | 50.0% | | | | 33.3% |
| Not at all familiar | 12 | - | - | - | - | - | - |
| | 11.0% | | | | | | |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------.75----------> | | | | | | |
| SIGNIFICANCE | .3865* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 35 | 50 | 85 |
| | 78.0% | 81.4% | 75.8% | 78.0% |
| Somewhat familiar | 12 | 4 | 8 | 12 |
| | 11.0% | 9.3% | 12.1% | 11.0% |
| Not at all familiar | 12 | 4 | 8 | 12 |
| | 11.0% | 9.3% | 12.1% | 11.0% |
| TOTAL NON-RESPONSES | 2 | - | 2 | 2 |
| | 1.8% | | 3.0% | 1.8% |
| TOTAL ANSWERING | 109 | 43 | 66 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.482-------> | | | |
| SIGNIFICANCE | .7859* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q19. Reason for most Recent Call

| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | 15 | - | 13 | 1 | 5 | 34 |
| | 78.0% | 78.9% | | 81.2% | 100.0% | 83.3% | 81.0% |
| Somewhat familiar | 12 | 2 | - | 1 | - | 1 | 4 |
| | 11.0% | 10.5% | | 6.2% | | 16.7% | 9.5% |
| Not at all familiar | 12 | 2 | - | 2 | - | - | 4 |
| | 11.0% | 10.5% | | 12.5% | | | 9.5% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------1.511----------> | | | | | |
| SIGNIFICANCE | | | | .9588* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 85 | 14 | 15 | 5 | 34 |
| | 78.0% | 82.4% | 78.9% | 83.3% | 81.0% |
| Somewhat familiar | 12 | 1 | 3 | - | 4 |
| | 11.0% | 5.9% | 15.8% | | 9.5% |
| Not at all familiar | 12 | 2 | 1 | 1 | 4 |
| | 11.0% | 11.8% | 5.3% | 16.7% | 9.5% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - |
| | 1.8% | | | | |
| TOTAL ANSWERING | 109 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.382----------> | | | | |
| SIGNIFICANCE | .6658* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 85 | 69 | 6 | 10 | 85 |
| | 78.0% | 97.2% | 37.5% | 47.6% | 78.7% |
| Somewhat familiar | 12 | - | 7 | 4 | 11 |
| | 11.0% | | 43.8% | 19.0% | 10.2% |
| Not at all familiar | 12 | 2 | 3 | 7 | 12 |
| | 11.0% | 2.8% | 18.8% | 33.3% | 11.1% |
| TOTAL NON-RESPONSES | 2 | 1 | - | 1 | 2 |
| | 1.8% | 1.4% | | 4.8% | 1.9% |
| TOTAL ANSWERING | 109 | 71 | 16 | 21 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------50.228----------> | | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q23. 24/7 Availability by Phone in Event of Power Outage

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 85<br>78.0% | 85<br>100.0% | - | - | 85<br>78.0% |
| Somewhat familiar | 12<br>11.0% | - | 12<br>100.0% | - | 12<br>11.0% |
| Not at all familiar | 12<br>11.0% | - | - | 12<br>100.0% | 12<br>11.0% |
| TOTAL NON-RESPONSES | 2<br>1.8% | - | - | - | - |
| TOTAL ANSWERING | 109<br>100.0% | 85<br>100.0% | 12<br>100.0% | 12<br>100.0% | 109<br>100.0% |
| CHI-SQUARE | | <----------218.0----------> | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q24. Aware of Reports about Extended Outages to the Media

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 85 | 49 | 17 | 17 | 83 |
| | 78.0% | 96.1% | 68.0% | 54.8% | 77.6% |
| Somewhat familiar | 12 | 1 | 6 | 5 | 12 |
| | 11.0% | 2.0% | 24.0% | 16.1% | 11.2% |
| Not at all familiar | 12 | 1 | 2 | 9 | 12 |
| | 11.0% | 2.0% | 8.0% | 29.0% | 11.2% |
| TOTAL NON-RESPONSES | 2 | - | 1 | 1 | 2 |
| | 1.8% | | 4.0% | 3.2% | 1.9% |
| TOTAL ANSWERING | 109 | 51 | 25 | 31 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------25.718----------> | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q25. Aware of Different Bill Payment Options are Offered

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 85 | 61 | 13 | 11 | 85 |
| | 78.0% | 89.7% | 59.1% | 57.9% | 78.0% |
| Somewhat familiar | 12 | 6 | 4 | 2 | 12 |
| | 11.0% | 8.8% | 18.2% | 10.5% | 11.0% |
| Not at all familiar | 12 | 1 | 5 | 6 | 12 |
| | 11.0% | 1.5% | 22.7% | 31.6% | 11.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 2.9% | | | 1.8% |
| TOTAL ANSWERING | 109 | 68 | 22 | 19 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------20.182----------> | | | |
| SIGNIFICANCE | | | .0005* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

Q26. Tree Trimming to Reduce Occurrence of Outages

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) |
| Very familiar | | | | |
| 85 | 66 | 9 | 9 | 84 |
| 78.0% | 91.7% | 37.5% | 75.0% | 77.8% |
| Somewhat familiar | | | | |
| 12 | 2 | 9 | 1 | 12 |
| 11.0% | 2.8% | 37.5% | 8.3% | 11.1% |
| Not at all familiar | | | | |
| 12 | 4 | 6 | 2 | 12 |
| 11.0% | 5.6% | 25.0% | 16.7% | 11.1% |
| TOTAL NON-RESPONSES | | | | |
| 2 | 1 | - | 1 | 2 |
| 1.8% | 1.4% | | 8.3% | 1.9% |
| TOTAL ANSWERING | | | | |
| 109 | 72 | 24 | 12 | 108 |
| 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.929----------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 82 | 3 | 85 |
| | 78.0% | 78.1% | 75.0% | 78.0% |
| Somewhat familiar | 12 | 12 | - | 12 |
| | 11.0% | 11.4% | | 11.0% |
| Not at all familiar | 12 | 11 | 1 | 12 |
| | 11.0% | 10.5% | 25.0% | 11.0% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | 2 |
| | 1.8% | 1.0% | 25.0% | 1.8% |
| TOTAL ANSWERING | 109 | 105 | 4 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------1.2--------> | | | |
| SIGNIFICANCE | .5488* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 79 | 3 | 82 |
| | 78.0% | 78.2% | 100.0% | 78.8% |
| Somewhat familiar | 12 | 11 | - | 11 |
| | 11.0% | 10.9% | | 10.6% |
| Not at all familiar | 12 | 11 | - | 11 |
| | 11.0% | 10.9% | | 10.6% |
| TOTAL NON-RESPONSES | 2 | 1 | - | 1 |
| | 1.8% | 1.0% | | 1.0% |
| TOTAL ANSWERING | 109 | 101 | 3 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.829-------> | | | |
| SIGNIFICANCE | .6607* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 85 | 16 | 14 | 13 | 14 | 23 | 80 |
| | 78.0% | 80.0% | 82.4% | 86.7% | 77.8% | 74.2% | 79.2% |
| Somewhat familiar | 12 | 2 | 1 | 1 | 1 | 5 | 10 |
| | 11.0% | 10.0% | 5.9% | 6.7% | 5.6% | 16.1% | 9.9% |
| Not at all familiar | 12 | 2 | 2 | 1 | 3 | 3 | 11 |
| | 11.0% | 10.0% | 11.8% | 6.7% | 16.7% | 9.7% | 10.9% |
| TOTAL NON-RESPONSES | 2 | - | - | - | 1 | 1 | 2 |
| | 1.8% | | | | 5.6% | 3.2% | 2.0% |
| TOTAL ANSWERING | 109 | 20 | 17 | 15 | 18 | 31 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.09----------> | | | | | | |
| SIGNIFICANCE | .9286* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 63 | 20 | 83 |
| | 78.0% | 80.8% | 69.0% | 77.6% |
| Somewhat familiar | 12 | 8 | 4 | 12 |
| | 11.0% | 10.3% | 13.8% | 11.2% |
| Not at all familiar | 12 | 7 | 5 | 12 |
| | 11.0% | 9.0% | 17.2% | 11.2% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 2.6% | | 1.9% |
| TOTAL ANSWERING | 109 | 78 | 29 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.904-------> | | | |
| SIGNIFICANCE | .386* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 85 | 28 | 22 | 13 | 19 | 82 |
| | 78.0% | 70.0% | 81.5% | 92.9% | 76.0% | 77.4% |
| Somewhat familiar | 12 | 6 | 2 | - | 4 | 12 |
| | 11.0% | 15.0% | 7.4% | | 16.0% | 11.3% |
| Not at all familiar | 12 | 6 | 3 | 1 | 2 | 12 |
| | 11.0% | 15.0% | 11.1% | 7.1% | 8.0% | 11.3% |
| TOTAL NON-RESPONSES | 2 | - | - | - | 2 | 2 |
| | 1.8% | | | | 8.0% | 1.9% |
| TOTAL ANSWERING | 109 | 40 | 27 | 14 | 25 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.631----------> | | | | | |
| SIGNIFICANCE | .592* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 85 | 7 | 13 | 10 | 14 | 44 |
| | 78.0% | 63.6% | 81.2% | 90.9% | 73.7% | 77.2% |
| Somewhat familiar | 12 | 1 | 2 | 1 | 2 | 6 |
| | 11.0% | 9.1% | 12.5% | 9.1% | 10.5% | 10.5% |
| Not at all familiar | 12 | 3 | 1 | - | 3 | 7 |
| | 11.0% | 27.3% | 6.2% | | 15.8% | 12.3% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | - | 1 |
| | 1.8% | | 6.2% | | | 1.8% |
| TOTAL ANSWERING | 109 | 11 | 16 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.725----------> | | | | | |
| SIGNIFICANCE | .5795* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 85 | 23 | 34 | 8 | 16 | 81 |
| | 78.0% | 74.2% | 85.0% | 88.9% | 84.2% | 81.8% |
| Somewhat familiar | 12 | 5 | 1 | - | 2 | 8 |
| | 11.0% | 16.1% | 2.5% | | 10.5% | 8.1% |
| Not at all familiar | 12 | 3 | 5 | 1 | 1 | 10 |
| | 11.0% | 9.7% | 12.5% | 11.1% | 5.3% | 10.1% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | - | - | 2 |
| | 1.8% | 3.2% | 2.5% | | | 2.0% |
| TOTAL ANSWERING | 109 | 31 | 40 | 9 | 19 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------5.915----------> | | | | | |
| SIGNIFICANCE | .4327* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q23. (<utiln >...) Is available 24 hours a day, 7 days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 85 | 45 | 40 | 85 |
| | 78.0% | 77.6% | 78.4% | 78.0% |
| Somewhat familiar | 12 | 5 | 7 | 12 |
| | 11.0% | 8.6% | 13.7% | 11.0% |
| Not at all familiar | 12 | 8 | 4 | 12 |
| | 11.0% | 13.8% | 7.8% | 11.0% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | 2 |
| | 1.8% | 1.7% | 2.0% | 1.8% |
| TOTAL ANSWERING | 109 | 58 | 51 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.518-------> | | | |
| SIGNIFICANCE | .4683 | | | |

Comparison Groups: BC

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 51 | 36 | 8 | 5 | 1 | - | - | 50 |
| | 46.8% | 73.5% | 25.8% | 33.3% | 14.3% | | | 48.5% |
| Somewhat familiar | 26 | 7 | 11 | 3 | 3 | - | - | 24 |
| | 23.9% | 14.3% | 35.5% | 20.0% | 42.9% | | | 23.3% |
| Not at all familiar | 32 | 6 | 12 | 7 | 3 | 1 | - | 29 |
| | 29.4% | 12.2% | 38.7% | 46.7% | 42.9% | 100.0% | | 28.2% |
| TOTAL NON-RESPONSES | 2 | 1 | - | - | 1 | - | - | 2 |
| | 1.8% | 2.0% | | | 14.3% | | | 1.9% |
| TOTAL ANSWERING | 109 | 49 | 31 | 15 | 7 | 1 | - | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------27.43----------> | | | | | | | |
| SIGNIFICANCE | .0006* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 51 | 36 | 8 | 7 | - | - | - | 51 |
| | 46.8% | 64.3% | 25.8% | 50.0% | | | | 49.0% |
| Somewhat familiar | 26 | 9 | 12 | 4 | - | - | - | 25 |
| | 23.9% | 16.1% | 38.7% | 28.6% | | | | 24.0% |
| Not at all familiar | 32 | 11 | 11 | 3 | 3 | - | - | 28 |
| | 29.4% | 19.6% | 35.5% | 21.4% | 100.0% | | | 26.9% |
| TOTAL NON-RESPONSES | 2 | - | - | 1 | 1 | - | - | 2 |
| | 1.8% | | | 7.1% | 33.3% | | | 1.9% |
| TOTAL ANSWERING | 109 | 56 | 31 | 14 | 3 | - | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------20.69----------> | | | | | | | |
| SIGNIFICANCE | .0021* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 51 | 5 | 2 | 3 | - | - | - | 10 |
| | 46.8% | 31.2% | 12.5% | 37.5% | | | | 23.8% |
| Somewhat familiar | 26 | 5 | 7 | 4 | - | 1 | - | 17 |
| | 23.9% | 31.2% | 43.8% | 50.0% | | 50.0% | | 40.5% |
| Not at all familiar | 32 | 6 | 7 | 1 | - | 1 | - | 15 |
| | 29.4% | 37.5% | 43.8% | 12.5% | | 50.0% | | 35.7% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | - | - | - | 2 |
| | 1.8% | 12.5% | | | | | | 4.8% |
| TOTAL ANSWERING | 109 | 16 | 16 | 8 | - | 2 | - | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------4.565----------> | | | | | | | |
| SIGNIFICANCE | .6006* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | 6 | 7 | - | - | 1 | 14 |
| | 46.8% | 30.0% | 30.4% | | | 50.0% | 29.8% |
| Somewhat familiar | 26 | 6 | 7 | 1 | - | 1 | 15 |
| | 23.9% | 30.0% | 30.4% | 50.0% | | 50.0% | 31.9% |
| Not at all familiar | 32 | 8 | 9 | 1 | - | - | 18 |
| | 29.4% | 40.0% | 39.1% | 50.0% | | | 38.3% |
| TOTAL NON-RESPONSES | 2 | - | 2 | - | - | - | 2 |
| | 1.8% | | 8.7% | | | | 4.3% |
| TOTAL ANSWERING | 109 | 20 | 23 | 2 | - | 2 | 47 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.179----------> | | | | | | |
| SIGNIFICANCE | .9025* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | 10 | - | - | - | - | 10 |
| | 46.8% | 40.0% | | | | | 40.0% |
| Somewhat familiar | 26 | 8 | - | - | - | - | 8 |
| | 23.9% | 32.0% | | | | | 32.0% |
| Not at all familiar | 32 | 7 | - | - | - | - | 7 |
| | 29.4% | 28.0% | | | | | 28.0% |
| TOTAL NON-RESPONSES | 2 | - | 2 | - | - | - | 2 |
| | 1.8% | | | | | | 8.0% |
| TOTAL ANSWERING | 109 | 25 | - | - | - | - | 25 |
| | 100.0% | 100.0% | | | | | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | 3 | 6 | - | 1 | - | 10 |
| | 46.8% | 33.3% | 46.2% | | 33.3% | | 34.5% |
| Somewhat familiar | 26 | 4 | 4 | 1 | 1 | - | 10 |
| | 23.9% | 44.4% | 30.8% | 25.0% | 33.3% | | 34.5% |
| Not at all familiar | 32 | 2 | 3 | 3 | 1 | - | 9 |
| | 29.4% | 22.2% | 23.1% | 75.0% | 33.3% | | 31.0% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | 1 | - | 2 |
| | 1.8% | | 7.7% | | 33.3% | | 6.9% |
| TOTAL ANSWERING | 109 | 9 | 13 | 4 | 3 | - | 29 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------5.301----------> | | | | | | |
| SIGNIFICANCE | .5058* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 1 | 50 | 51 |
| | 46.8% | 33.3% | 47.6% | 47.2% |
| Somewhat familiar | 26 | - | 25 | 25 |
| | 23.9% | | 23.8% | 23.1% |
| Not at all familiar | 32 | 2 | 30 | 32 |
| | 29.4% | 66.7% | 28.6% | 29.6% |
| TOTAL NON-RESPONSES | 2 | - | 2 | 2 |
| | 1.8% | | 1.9% | 1.9% |
| TOTAL ANSWERING | 109 | 3 | 105 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.269-------> | | | |
| SIGNIFICANCE | .3216* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | - | - | - | - | 1 | 1 |
| | 46.8% | | | | | 100.0% | 33.3% |
| Somewhat familiar | 26 | - | - | - | - | - | - |
| | 23.9% | | | | | | |
| Not at all familiar | 32 | - | 2 | - | - | - | 2 |
| | 29.4% | | 100.0% | | | | 66.7% |
| TOTAL NON-RESPONSES | 2 | - | - | - | - | - | - |
| | 1.8% | | | | | | |
| TOTAL ANSWERING | 109 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .0833* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 15 | 36 | 51 |
| | 46.8% | 35.7% | 53.7% | 46.8% |
| Somewhat familiar | 26 | 10 | 16 | 26 |
| | 23.9% | 23.8% | 23.9% | 23.9% |
| Not at all familiar | 32 | 17 | 15 | 32 |
| | 29.4% | 40.5% | 22.4% | 29.4% |
| TOTAL NON-RESPONSES | 2 | 1 | 1 | 2 |
| | 1.8% | 2.4% | 1.5% | 1.8% |
| TOTAL ANSWERING | 109 | 42 | 67 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.668-------> | | | |
| SIGNIFICANCE | .0969 | | | |

Comparison Groups: BC

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | 3 | - | 9 | 1 | 1 | 14 |
| | 46.8% | 16.7% | | 56.2% | 100.0% | 16.7% | 34.1% |
| Somewhat familiar | 26 | 6 | - | 1 | - | 3 | 10 |
| | 23.9% | 33.3% | | 6.2% | | 50.0% | 24.4% |
| Not at all familiar | 32 | 9 | - | 6 | - | 2 | 17 |
| | 29.4% | 50.0% | | 37.5% | | 33.3% | 41.5% |
| TOTAL NON-RESPONSES | 2 | 1 | - | - | - | - | 1 |
| | 1.8% | 5.6% | | | | | 2.4% |
| TOTAL ANSWERING | 109 | 18 | - | 16 | 1 | 6 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------11.2----------> | | | | | |
| SIGNIFICANCE | | | | .0824* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51 | 7 | 7 | 1 | 15 |
| | 46.8% | 41.2% | 38.9% | 16.7% | 36.6% |
| Somewhat familiar | 26 | 2 | 6 | 2 | 10 |
| | 23.9% | 11.8% | 33.3% | 33.3% | 24.4% |
| Not at all familiar | 32 | 8 | 5 | 3 | 16 |
| | 29.4% | 47.1% | 27.8% | 50.0% | 39.0% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | 1 |
| | 1.8% | | 5.6% | | 2.4% |
| TOTAL ANSWERING | 109 | 17 | 18 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.723----------> | | | | |
| SIGNIFICANCE | .4448* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51 | 46 | 1 | 4 | 51 |
| | 46.8% | 65.7% | 6.2% | 18.2% | 47.2% |
| Somewhat familiar | 26 | 13 | 7 | 6 | 26 |
| | 23.9% | 18.6% | 43.8% | 27.3% | 24.1% |
| Not at all familiar | 32 | 11 | 8 | 12 | 31 |
| | 29.4% | 15.7% | 50.0% | 54.5% | 28.7% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 2.9% | | | 1.9% |
| TOTAL ANSWERING | 109 | 70 | 16 | 22 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.994----------> | | | | |
| SIGNIFICANCE | 0 | | | | |

Comparison Groups: BCD

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q23. 24/7 Availability by Phone in Event of Power Outage

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51 | 49 | 1 | 1 | 51 |
| | 46.8% | 59.0% | 8.3% | 8.3% | 47.7% |
| Somewhat familiar | 26 | 17 | 6 | 2 | 25 |
| | 23.9% | 20.5% | 50.0% | 16.7% | 23.4% |
| Not at all familiar | 32 | 17 | 5 | 9 | 31 |
| | 29.4% | 20.5% | 41.7% | 75.0% | 29.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 2.4% | | | 1.9% |
| TOTAL ANSWERING | 109 | 83 | 12 | 12 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.718----------> | | | | |
| SIGNIFICANCE | 0* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q24. Aware of Reports about Extended Outages to the Media

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51<br>46.8% | 51<br>100.0% | - | - | 51<br>46.8% |
| Somewhat familiar | 26<br>23.9% | - | 26<br>100.0% | - | 26<br>23.9% |
| Not at all familiar | 32<br>29.4% | - | - | 32<br>100.0% | 32<br>29.4% |
| TOTAL NON-RESPONSES | 2<br>1.8% | - | - | - | - |
| TOTAL ANSWERING | 109<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| CHI-SQUARE | | <----------218.0----------> | | | |
| SIGNIFICANCE | | | 0 | | |

Comparison Groups: BCD

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51 | 44 | 6 | 1 | 51 |
| | 46.8% | 64.7% | 27.3% | 5.3% | 46.8% |
| Somewhat familiar | 26 | 15 | 8 | 3 | 26 |
| | 23.9% | 22.1% | 36.4% | 15.8% | 23.9% |
| Not at all familiar | 32 | 9 | 8 | 15 | 32 |
| | 29.4% | 13.2% | 36.4% | 78.9% | 29.4% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 2.9% | | | 1.8% |
| TOTAL ANSWERING | 109 | 68 | 22 | 19 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------37.816----------> | | | | |
| SIGNIFICANCE | 0 | | | | |

Comparison Groups: BCD

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

Q26. Tree Trimming to Reduce Occurrence of Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 51 | 46 | 2 | 3 | 51 |
| | 46.8% | 64.8% | 8.3% | 23.1% | 47.2% |
| Somewhat familiar | 26 | 9 | 14 | 3 | 26 |
| | 23.9% | 12.7% | 58.3% | 23.1% | 24.1% |
| Not at all familiar | 32 | 16 | 8 | 7 | 31 |
| | 29.4% | 22.5% | 33.3% | 53.8% | 28.7% |
| TOTAL NON-RESPONSES | 2 | 2 | - | - | 2 |
| | 1.8% | 2.8% | | | 1.9% |
| TOTAL ANSWERING | 109 | 71 | 24 | 13 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.452----------> | | | | |
| SIGNIFICANCE | 0 | | | | |

Comparison Groups: BCD

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 50 | 1 | 51 |
| | 46.8% | 48.1% | 20.0% | 46.8% |
| Somewhat familiar | 26 | 25 | 1 | 26 |
| | 23.9% | 24.0% | 20.0% | 23.9% |
| Not at all familiar | 32 | 29 | 3 | 32 |
| | 29.4% | 27.9% | 60.0% | 29.4% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 1.9% | | 1.8% |
| TOTAL ANSWERING | 109 | 104 | 5 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.512-------> | | | |
| SIGNIFICANCE | .2847* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 49 | 1 | 50 |
| | 46.8% | 49.0% | 33.3% | 48.5% |
| Somewhat familiar | 26 | 25 | - | 25 |
| | 23.9% | 25.0% | | 24.3% |
| Not at all familiar | 32 | 26 | 2 | 28 |
| | 29.4% | 26.0% | 66.7% | 27.2% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 2.0% | | 1.9% |
| TOTAL ANSWERING | 109 | 100 | 3 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.669-------> | | | |
| SIGNIFICANCE | .2633* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 51 | 12 | 8 | 6 | 10 | 11 | 47 |
| | 46.8% | 60.0% | 50.0% | 40.0% | 52.6% | 35.5% | 46.5% |
| Somewhat familiar | 26 | 5 | 3 | 5 | 2 | 10 | 25 |
| | 23.9% | 25.0% | 18.8% | 33.3% | 10.5% | 32.3% | 24.8% |
| Not at all familiar | 32 | 3 | 5 | 4 | 7 | 10 | 29 |
| | 29.4% | 15.0% | 31.2% | 26.7% | 36.8% | 32.3% | 28.7% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | - | 1 | 2 |
| | 1.8% | | 6.2% | | | 3.2% | 2.0% |
| TOTAL ANSWERING | 109 | 20 | 16 | 15 | 19 | 31 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.803----------> | | | | | | |
| SIGNIFICANCE | .5581* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 36 | 14 | 50 |
| | 46.8% | 46.2% | 48.3% | 46.7% |
| Somewhat familiar | 26 | 19 | 7 | 26 |
| | 23.9% | 24.4% | 24.1% | 24.3% |
| Not at all familiar | 32 | 23 | 8 | 31 |
| | 29.4% | 29.5% | 27.6% | 29.0% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 2.6% | | 1.9% |
| TOTAL ANSWERING | 109 | 78 | 29 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.047-------> | | | |
| SIGNIFICANCE | .9767 | | | |

Comparison Groups: BC

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 51 | 16 | 18 | 6 | 10 | 50 |
| | 46.8% | 40.0% | 69.2% | 42.9% | 38.5% | 47.2% |
| Somewhat familiar | 26 | 10 | 6 | 3 | 7 | 26 |
| | 23.9% | 25.0% | 23.1% | 21.4% | 26.9% | 24.5% |
| Not at all familiar | 32 | 14 | 2 | 5 | 9 | 30 |
| | 29.4% | 35.0% | 7.7% | 35.7% | 34.6% | 28.3% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | 1 | 2 |
| | 1.8% | | 3.8% | | 3.8% | 1.9% |
| TOTAL ANSWERING | 109 | 40 | 26 | 14 | 26 | 106 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------8.907----------> | | | | | |
| SIGNIFICANCE | .1788 | | | | | |

Comparison Groups: BCDE

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 51 | 2 | 9 | 3 | 6 | 20 |
| | 46.8% | 18.2% | 56.2% | 27.3% | 33.3% | 35.7% |
| Somewhat familiar | 26 | 5 | 2 | 6 | 8 | 21 |
| | 23.9% | 45.5% | 12.5% | 54.5% | 44.4% | 37.5% |
| Not at all familiar | 32 | 4 | 5 | 2 | 4 | 15 |
| | 29.4% | 36.4% | 31.2% | 18.2% | 22.2% | 26.8% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | 1 | 2 |
| | 1.8% | | 6.2% | | 5.6% | 3.6% |
| TOTAL ANSWERING | 109 | 11 | 16 | 11 | 18 | 56 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.96----------> | | | | | |
| SIGNIFICANCE | .2411* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 51 | 13 | 26 | 5 | 6 | 50 |
| | 46.8% | 40.6% | 65.0% | 55.6% | 33.3% | 50.5% |
| Somewhat familiar | 26 | 8 | 5 | 1 | 10 | 24 |
| | 23.9% | 25.0% | 12.5% | 11.1% | 55.6% | 24.2% |
| Not at all familiar | 32 | 11 | 9 | 3 | 2 | 25 |
| | 29.4% | 34.4% | 22.5% | 33.3% | 11.1% | 25.3% |
| TOTAL NON-RESPONSES | 2 | - | 1 | - | 1 | 2 |
| | 1.8% | | 2.5% | | 5.6% | 2.0% |
| TOTAL ANSWERING | 109 | 32 | 40 | 9 | 18 | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.415----------> | | | | | |
| SIGNIFICANCE | .0117* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 51 | 27 | 24 | 51 |
| | 46.8% | 47.4% | 46.2% | 46.8% |
| Somewhat familiar | 26 | 14 | 12 | 26 |
| | 23.9% | 24.6% | 23.1% | 23.9% |
| Not at all familiar | 32 | 16 | 16 | 32 |
| | 29.4% | 28.1% | 30.8% | 29.4% |
| TOTAL NON-RESPONSES | 2 | 2 | - | 2 |
| | 1.8% | 3.5% | | 1.8% |
| TOTAL ANSWERING | 109 | 57 | 52 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.101-------> | | | |
| SIGNIFICANCE | .9507 | | | |

Comparison Groups: BC

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 70<br>63.1% | 38<br>76.0% | 20<br>64.5% | 6<br>40.0% | 3<br>37.5% | - | - | 67<br>63.8% |
| Somewhat familiar | 22<br>19.8% | 6<br>12.0% | 7<br>22.6% | 4<br>26.7% | 2<br>25.0% | 1<br>100.0% | - | 20<br>19.0% |
| Not at all familiar | 19<br>17.1% | 6<br>12.0% | 4<br>12.9% | 5<br>33.3% | 3<br>37.5% | - | - | 18<br>17.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 50<br>100.0% | 31<br>100.0% | 15<br>100.0% | 8<br>100.0% | 1<br>100.0% | - | 105<br>100.0% |
| CHI-SQUARE | <----------15.054----------> | | | | | | | |
| SIGNIFICANCE | .0581* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 70<br>63.1% | 42<br>75.0% | 14<br>45.2% | 10<br>66.7% | 3<br>75.0% | - | - | 69<br>65.1% |
| Somewhat familiar | 22<br>19.8% | 5<br>8.9% | 12<br>38.7% | 3<br>20.0% | - | - | - | 20<br>18.9% |
| Not at all familiar | 19<br>17.1% | 9<br>16.1% | 5<br>16.1% | 2<br>13.3% | 1<br>25.0% | - | - | 17<br>16.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |
| CHI-SQUARE | <----------13.237----------> | | | | | | | |
| SIGNIFICANCE | .0394* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 70 | 11 | 8 | 5 | - | - | - | 24 |
| | 63.1% | 61.1% | 50.0% | 62.5% | | | | 54.5% |
| Somewhat familiar | 22 | 4 | 5 | 2 | - | 1 | - | 12 |
| | 19.8% | 22.2% | 31.2% | 25.0% | | 50.0% | | 27.3% |
| Not at all familiar | 19 | 3 | 3 | 1 | - | 1 | - | 8 |
| | 17.1% | 16.7% | 18.8% | 12.5% | | 50.0% | | 18.2% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------3.323----------> | | | | | | | |
| SIGNIFICANCE | .7674* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70 | 11 | 13 | 1 | - | 2 | 27 |
| | 63.1% | 55.0% | 52.0% | 50.0% | | 100.0% | 55.1% |
| Somewhat familiar | 22 | 5 | 8 | - | - | - | 13 |
| | 19.8% | 25.0% | 32.0% | | | | 26.5% |
| Not at all familiar | 19 | 4 | 4 | 1 | - | - | 9 |
| | 17.1% | 20.0% | 16.0% | 50.0% | | | 18.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.708----------> | | | | | | |
| SIGNIFICANCE | .7161* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70 | 15 | 2 | - | - | - | 17 |
| | 63.1% | 60.0% | 100.0% | | | | 63.0% |
| Somewhat familiar | 22 | 6 | - | - | - | - | 6 |
| | 19.8% | 24.0% | | | | | 22.2% |
| Not at all familiar | 19 | 4 | - | - | - | - | 4 |
| | 17.1% | 16.0% | | | | | 14.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------1.271----------> | | | | | | |
| SIGNIFICANCE | | | | .5298* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70 | 7 | 9 | 1 | 1 | - | 18 |
| | 63.1% | 77.8% | 64.3% | 25.0% | 25.0% | | 58.1% |
| Somewhat familiar | 22 | 1 | 4 | 1 | 3 | - | 9 |
| | 19.8% | 11.1% | 28.6% | 25.0% | 75.0% | | 29.0% |
| Not at all familiar | 19 | 1 | 1 | 2 | - | - | 4 |
| | 17.1% | 11.1% | 7.1% | 50.0% | | | 12.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------11.297----------> | | | | | | |
| SIGNIFICANCE | | | | .0796* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 70 | 1 | 68 | 69 |
| | 63.1% | 33.3% | 63.6% | 62.7% |
| Somewhat familiar | 22 | - | 22 | 22 |
| | 19.8% | | 20.6% | 20.0% |
| Not at all familiar | 19 | 2 | 17 | 19 |
| | 17.1% | 66.7% | 15.9% | 17.3% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------5.398-------> | | | |
| SIGNIFICANCE | .0673* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70<br>63.1% | - | - | - | - | 1<br>100.0% | 1<br>33.3% |
| Somewhat familiar | 22<br>19.8% | - | - | - | - | - | - |
| Not at all familiar | 19<br>17.1% | - | 2<br>100.0% | - | - | - | 2<br>66.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------3.0----------> | | | | | | |
| SIGNIFICANCE | .0833* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Very familiar | 70<br>63.1% | 25<br>58.1% | 45<br>66.2% | 70<br>63.1% |
| Somewhat familiar | 22<br>19.8% | 10<br>23.3% | 12<br>17.6% | 22<br>19.8% |
| Not at all familiar | 19<br>17.1% | 8<br>18.6% | 11<br>16.2% | 19<br>17.1% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 43<br>100.0% | 68<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <--------.779-------> | | | |
| SIGNIFICANCE | .6775* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70 | 11 | - | 7 | 1 | 5 | 24 |
| | 63.1% | 57.9% | | 43.8% | 100.0% | 83.3% | 57.1% |
| Somewhat familiar | 22 | 4 | - | 6 | - | - | 10 |
| | 19.8% | 21.1% | | 37.5% | | | 23.8% |
| Not at all familiar | 19 | 4 | - | 3 | - | 1 | 8 |
| | 17.1% | 21.1% | | 18.8% | | 16.7% | 19.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------4.782----------> | | | | | |
| SIGNIFICANCE | | | | .5721* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70 | 10 | 11 | 4 | 25 |
| | 63.1% | 58.8% | 57.9% | 66.7% | 59.5% |
| Somewhat familiar | 22 | 6 | 4 | - | 10 |
| | 19.8% | 35.3% | 21.1% | | 23.8% |
| Not at all familiar | 19 | 1 | 4 | 2 | 7 |
| | 17.1% | 5.9% | 21.1% | 33.3% | 16.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.898----------> | | | | |
| SIGNIFICANCE | | | .2979* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70 | 54 | 5 | 11 | 70 |
| | 63.1% | 75.0% | 31.2% | 50.0% | 63.6% |
| Somewhat familiar | 22 | 11 | 6 | 5 | 22 |
| | 19.8% | 15.3% | 37.5% | 22.7% | 20.0% |
| Not at all familiar | 19 | 7 | 5 | 6 | 18 |
| | 17.1% | 9.7% | 31.2% | 27.3% | 16.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.783----------> | | | | |
| SIGNIFICANCE | .008* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70 | 61 | 6 | 1 | 68 |
| | 63.1% | 71.8% | 50.0% | 8.3% | 62.4% |
| Somewhat familiar | 22 | 13 | 4 | 5 | 22 |
| | 19.8% | 15.3% | 33.3% | 41.7% | 20.2% |
| Not at all familiar | 19 | 11 | 2 | 6 | 19 |
| | 17.1% | 12.9% | 16.7% | 50.0% | 17.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.182----------> | | | | |
| SIGNIFICANCE | | | .0005* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70<br>63.1% | 44<br>86.3% | 15<br>57.7% | 9<br>28.1% | 68<br>62.4% |
| Somewhat familiar | 22<br>19.8% | 6<br>11.8% | 8<br>30.8% | 8<br>25.0% | 22<br>20.2% |
| Not at all familiar | 19<br>17.1% | 1<br>2.0% | 3<br>11.5% | 15<br>46.9% | 19<br>17.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| CHI-SQUARE | <----------37.816----------> | | | | |
| SIGNIFICANCE | 0* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| Q25. Aware of Different Bill Payment Options are Offered | | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70<br>63.1% | 70<br>100.0% | - | - | 70<br>63.1% |
| Somewhat familiar | 22<br>19.8% | - | 22<br>100.0% | - | 22<br>19.8% |
| Not at all familiar | 19<br>17.1% | - | - | 19<br>100.0% | 19<br>17.1% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <----------222.0----------> | | | | |
| SIGNIFICANCE | 0* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 70<br>63.1% | 56<br>76.7% | 9<br>37.5% | 5<br>38.5% | 70<br>63.6% |
| Somewhat familiar | 22<br>19.8% | 11<br>15.1% | 9<br>37.5% | 2<br>15.4% | 22<br>20.0% |
| Not at all familiar | 19<br>17.1% | 6<br>8.2% | 6<br>25.0% | 6<br>46.2% | 18<br>16.4% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 73<br>100.0% | 24<br>100.0% | 13<br>100.0% | 110<br>100.0% |
| CHI-SQUARE | <----------21.637----------> | | | | |
| SIGNIFICANCE | .0002* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 70<br>63.1% | 67<br>63.2% | 3<br>60.0% | 70<br>63.1% |
| Somewhat familiar | 22<br>19.8% | 22<br>20.8% | - | 22<br>19.8% |
| Not at all familiar | 19<br>17.1% | 17<br>16.0% | 2<br>40.0% | 19<br>17.1% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 106<br>100.0% | 5<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <-------2.647-------> | | | |
| SIGNIFICANCE | .2662* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 70<br>63.1% | 65<br>63.7% | 2<br>66.7% | 67<br>63.8% |
| Somewhat familiar | 22<br>19.8% | 22<br>21.6% | - | 22<br>21.0% |
| Not at all familiar | 19<br>17.1% | 15<br>14.7% | 1<br>33.3% | 16<br>15.2% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 102<br>100.0% | 3<br>100.0% | 105<br>100.0% |
| CHI-SQUARE | <-------1.315-------> | | | |
| SIGNIFICANCE | .5182* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 70<br>63.1% | 12<br>60.0% | 12<br>70.6% | 9<br>60.0% | 13<br>68.4% | 20<br>62.5% | 66<br>64.1% |
| Somewhat familiar | 22<br>19.8% | 6<br>30.0% | 1<br>5.9% | 5<br>33.3% | 4<br>21.1% | 4<br>12.5% | 20<br>19.4% |
| Not at all familiar | 19<br>17.1% | 2<br>10.0% | 4<br>23.5% | 1<br>6.7% | 2<br>10.5% | 8<br>25.0% | 17<br>16.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 20<br>100.0% | 17<br>100.0% | 15<br>100.0% | 19<br>100.0% | 32<br>100.0% | 103<br>100.0% |
| CHI-SQUARE | <----------9.051----------> | | | | | | |
| SIGNIFICANCE | .338* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 70 | 53 | 16 | 69 |
| | 63.1% | 66.2% | 55.2% | 63.3% |
| Somewhat familiar | 22 | 13 | 9 | 22 |
| | 19.8% | 16.2% | 31.0% | 20.2% |
| Not at all familiar | 19 | 14 | 4 | 18 |
| | 17.1% | 17.5% | 13.8% | 16.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.895-------> | | | |
| SIGNIFICANCE | .2352* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | | Q35. Years at Current Residence | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 70 | 21 | 23 | 9 | 16 | 69 |
| | 63.1% | 52.5% | 85.2% | 64.3% | 59.3% | 63.9% |
| Somewhat familiar | 22 | 12 | 1 | 4 | 4 | 21 |
| | 19.8% | 30.0% | 3.7% | 28.6% | 14.8% | 19.4% |
| Not at all familiar | 19 | 7 | 3 | 1 | 7 | 18 |
| | 17.1% | 17.5% | 11.1% | 7.1% | 25.9% | 16.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 40 | 27 | 14 | 27 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------12.117----------> | | | | |
| SIGNIFICANCE | | | .0594* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 70 | 6 | 9 | 7 | 14 | 36 |
| | 63.1% | 54.5% | 52.9% | 63.6% | 73.7% | 62.1% |
| Somewhat familiar | 22 | 3 | 4 | 4 | 2 | 13 |
| | 19.8% | 27.3% | 23.5% | 36.4% | 10.5% | 22.4% |
| Not at all familiar | 19 | 2 | 4 | - | 3 | 9 |
| | 17.1% | 18.2% | 23.5% | | 15.8% | 15.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------5.486----------> | | | | |
| SIGNIFICANCE | | | .4832* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 70<br>63.1% | 16<br>50.0% | 33<br>80.5% | 7<br>77.8% | 11<br>57.9% | 67<br>66.3% |
| Somewhat familiar | 22<br>19.8% | 8<br>25.0% | 2<br>4.9% | - | 8<br>42.1% | 18<br>17.8% |
| Not at all familiar | 19<br>17.1% | 8<br>25.0% | 6<br>14.6% | 2<br>22.2% | - | 16<br>15.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 32<br>100.0% | 41<br>100.0% | 9<br>100.0% | 19<br>100.0% | 101<br>100.0% |
| CHI-SQUARE | <----------20.55----------> | | | | | |
| SIGNIFICANCE | .0022* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 70 | 38 | 32 | 70 |
| | 63.1% | 64.4% | 61.5% | 63.1% |
| Somewhat familiar | 22 | 11 | 11 | 22 |
| | 19.8% | 18.6% | 21.2% | 19.8% |
| Not at all familiar | 19 | 10 | 9 | 19 |
| | 17.1% | 16.9% | 17.3% | 17.1% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.126-------> | | | |
| SIGNIFICANCE | .939* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 73 | 41 | 17 | 7 | 5 | - | - | 70 |
| | 66.4% | 82.0% | 54.8% | 50.0% | 62.5% | | | 67.3% |
| Somewhat familiar | 24 | 3 | 10 | 7 | 2 | 1 | - | 23 |
| | 21.8% | 6.0% | 32.3% | 50.0% | 25.0% | 100.0% | | 22.1% |
| Not at all familiar | 13 | 6 | 4 | - | 1 | - | - | 11 |
| | 11.8% | 12.0% | 12.9% | | 12.5% | | | 10.6% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | - | - | - | 1 |
| | 0.9% | | | 7.1% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 50 | 31 | 14 | 8 | 1 | - | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------20.521----------> | | | | | | | |
| SIGNIFICANCE | .0085* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 73 | 39 | 19 | 10 | 4 | - | - | 72 |
| | 66.4% | 69.6% | 63.3% | 66.7% | 100.0% | | | 68.6% |
| Somewhat familiar | 24 | 7 | 10 | 5 | - | - | - | 22 |
| | 21.8% | 12.5% | 33.3% | 33.3% | | | | 21.0% |
| Not at all familiar | 13 | 10 | 1 | - | - | - | - | 11 |
| | 11.8% | 17.9% | 3.3% | | | | | 10.5% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | - | 1 |
| | 0.9% | | 3.3% | | | | | 1.0% |
| TOTAL ANSWERING | 110 | 56 | 30 | 15 | 4 | - | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------13.117----------> | | | | | | | |
| SIGNIFICANCE | .0412* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Very familiar | 73 | 14 | 8 | 5 | - | - | - | 27 |
| | 66.4% | 82.4% | 50.0% | 62.5% | | | | 62.8% |
| Somewhat familiar | 24 | 3 | 7 | 3 | - | 1 | - | 14 |
| | 21.8% | 17.6% | 43.8% | 37.5% | | 50.0% | | 32.6% |
| Not at all familiar | 13 | - | 1 | - | - | 1 | - | 2 |
| | 11.8% | | 6.2% | | | 50.0% | | 4.7% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 0.9% | 5.9% | | | | | | 2.3% |
| TOTAL ANSWERING | 110 | 17 | 16 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------14.826----------> | | | | | | | |
| SIGNIFICANCE | .0217* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | 11 | 18 | - | - | 2 | 31 |
| | 66.4% | 57.9% | 72.0% | | | 100.0% | 64.6% |
| Somewhat familiar | 24 | 8 | 6 | 1 | - | - | 15 |
| | 21.8% | 42.1% | 24.0% | 50.0% | | | 31.2% |
| Not at all familiar | 13 | - | 1 | 1 | - | - | 2 |
| | 11.8% | | 4.0% | 50.0% | | | 4.2% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.3% | | | | | 2.1% |
| TOTAL ANSWERING | 110 | 19 | 25 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.972----------> | | | | | | |
| SIGNIFICANCE | .0205* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | 16 | 2 | - | - | - | 18 |
| | 66.4% | 64.0% | 100.0% | | | | 66.7% |
| Somewhat familiar | 24 | 9 | - | - | - | - | 9 |
| | 21.8% | 36.0% | | | | | 33.3% |
| Not at all familiar | 13 | - | - | - | - | - | - |
| | 11.8% | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | | <----------1.08----------> | | | | | |
| SIGNIFICANCE | | | | .2987* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | 5 | 10 | 3 | 2 | - | 20 |
| | 66.4% | 55.6% | 71.4% | 75.0% | 50.0% | | 64.5% |
| Somewhat familiar | 24 | 4 | 4 | 1 | 2 | - | 11 |
| | 21.8% | 44.4% | 28.6% | 25.0% | 50.0% | | 35.5% |
| Not at all familiar | 13 | - | - | - | - | - | - |
| | 11.8% | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------1.168----------> | | | | | | |
| SIGNIFICANCE | .7607* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 73 | 2 | 71 | 73 |
| | 66.4% | 66.7% | 67.0% | 67.0% |
| Somewhat familiar | 24 | - | 23 | 23 |
| | 21.8% | | 21.7% | 21.1% |
| Not at all familiar | 13 | 1 | 12 | 13 |
| | 11.8% | 33.3% | 11.3% | 11.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 0.9% | 0.9% |
| TOTAL ANSWERING | 110 | 3 | 106 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.836-------> | | | |
| SIGNIFICANCE | .3993* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | - | 1 | - | - | 1 | 2 |
| | 66.4% | | 50.0% | | | 100.0% | 66.7% |
| Somewhat familiar | 24 | - | - | - | - | - | - |
| | 21.8% | | | | | | |
| Not at all familiar | 13 | - | 1 | - | - | - | 1 |
| | 11.8% | | 50.0% | | | | 33.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 0.9% | | | | | | |
| TOTAL ANSWERING | 110 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | <----------.75----------> | | | | | | |
| SIGNIFICANCE | .3865* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| Very familiar | | | |
| 73 | 29 | 44 | 73 |
| 66.4% | 69.0% | 64.7% | 66.4% |
| Somewhat familiar | | | |
| 24 | 10 | 14 | 24 |
| 21.8% | 23.8% | 20.6% | 21.8% |
| Not at all familiar | | | |
| 13 | 3 | 10 | 13 |
| 11.8% | 7.1% | 14.7% | 11.8% |
| TOTAL NON-RESPONSES | | | |
| 1 | 1 | - | 1 |
| 0.9% | 2.4% | | 0.9% |
| TOTAL ANSWERING | | | |
| 110 | 42 | 68 | 110 |
| 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.454-------> | | |
| SIGNIFICANCE | .4834 | | |

Comparison Groups: BC

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | 13 | - | 12 | 1 | 3 | 29 |
| | 66.4% | 72.2% | | 75.0% | 100.0% | 50.0% | 70.7% |
| Somewhat familiar | 24 | 4 | - | 3 | - | 3 | 10 |
| | 21.8% | 22.2% | | 18.8% | | 50.0% | 24.4% |
| Not at all familiar | 13 | 1 | - | 1 | - | - | 2 |
| | 11.8% | 5.6% | | 6.2% | | | 4.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | 1 |
| | 0.9% | 5.6% | | | | | 2.4% |
| TOTAL ANSWERING | 110 | 18 | - | 16 | 1 | 6 | 41 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.053----------> | | | | | | |
| SIGNIFICANCE | .8021* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73 | 13 | 10 | 5 | 28 |
| | 66.4% | 81.2% | 52.6% | 83.3% | 68.3% |
| Somewhat familiar | 24 | 2 | 7 | 1 | 10 |
| | 21.8% | 12.5% | 36.8% | 16.7% | 24.4% |
| Not at all familiar | 13 | 1 | 2 | - | 3 |
| | 11.8% | 6.2% | 10.5% | | 7.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 6.2% | | | 2.4% |
| TOTAL ANSWERING | 110 | 16 | 19 | 6 | 41 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------4.288----------> | | | | |
| SIGNIFICANCE | .3684* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73 | 57 | 6 | 10 | 73 |
| | 66.4% | 80.3% | 37.5% | 45.5% | 67.0% |
| Somewhat familiar | 24 | 7 | 7 | 9 | 23 |
| | 21.8% | 9.9% | 43.8% | 40.9% | 21.1% |
| Not at all familiar | 13 | 7 | 3 | 3 | 13 |
| | 11.8% | 9.9% | 18.8% | 13.6% | 11.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.4% | | | 0.9% |
| TOTAL ANSWERING | 110 | 71 | 16 | 22 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.64----------> | | | | |
| SIGNIFICANCE | .0009* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73 | 66 | 2 | 4 | 72 |
| | 66.4% | 78.6% | 16.7% | 33.3% | 66.7% |
| Somewhat familiar | 24 | 9 | 9 | 6 | 24 |
| | 21.8% | 10.7% | 75.0% | 50.0% | 22.2% |
| Not at all familiar | 13 | 9 | 1 | 2 | 12 |
| | 11.8% | 10.7% | 8.3% | 16.7% | 11.1% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 0.9% | 1.2% | | | 0.9% |
| TOTAL ANSWERING | 110 | 84 | 12 | 12 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.929----------> | | | | |
| SIGNIFICANCE | 0* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73 | 46 | 9 | 16 | 71 |
| | 66.4% | 90.2% | 34.6% | 51.6% | 65.7% |
| Somewhat familiar | 24 | 2 | 14 | 8 | 24 |
| | 21.8% | 3.9% | 53.8% | 25.8% | 22.2% |
| Not at all familiar | 13 | 3 | 3 | 7 | 13 |
| | 11.8% | 5.9% | 11.5% | 22.6% | 12.0% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 3.2% | 0.9% |
| TOTAL ANSWERING | 110 | 51 | 26 | 31 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.452----------> | | | | |
| SIGNIFICANCE | 0 | | | | |

Comparison Groups: BCD

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73 | 56 | 11 | 6 | 73 |
| | 66.4% | 80.0% | 50.0% | 33.3% | 66.4% |
| Somewhat familiar | 24 | 9 | 9 | 6 | 24 |
| | 21.8% | 12.9% | 40.9% | 33.3% | 21.8% |
| Not at all familiar | 13 | 5 | 2 | 6 | 13 |
| | 11.8% | 7.1% | 9.1% | 33.3% | 11.8% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 0.9% | | | 5.6% | 0.9% |
| TOTAL ANSWERING | 110 | 70 | 22 | 18 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.637----------> | | | | |
| SIGNIFICANCE | .0002* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

Q26. Tree Trimming to Reduce Occurrence of Outages

| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Very familiar | 73<br>66.4% | 73<br>100.0% | - | - | 73<br>66.4% |
| Somewhat familiar | 24<br>21.8% | - | 24<br>100.0% | - | 24<br>21.8% |
| Not at all familiar | 13<br>11.8% | - | - | 13<br>100.0% | 13<br>11.8% |
| TOTAL NON-RESPONSES | 1<br>0.9% | - | - | - | - |
| TOTAL ANSWERING | 110<br>100.0% | 73<br>100.0% | 24<br>100.0% | 13<br>100.0% | 110<br>100.0% |
| CHI-SQUARE | | <----------220.0----------> | | | |
| SIGNIFICANCE | | | 0* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 73 | 70 | 3 | 73 |
| | 66.4% | 66.7% | 60.0% | 66.4% |
| Somewhat familiar | 24 | 23 | 1 | 24 |
| | 21.8% | 21.9% | 20.0% | 21.8% |
| Not at all familiar | 13 | 12 | 1 | 13 |
| | 11.8% | 11.4% | 20.0% | 11.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 0.9% |
| TOTAL ANSWERING | 110 | 105 | 5 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.337-------> | | | |
| SIGNIFICANCE | .8451* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 73 | 68 | 2 | 70 |
| | 66.4% | 67.3% | 66.7% | 67.3% |
| Somewhat familiar | 24 | 22 | - | 22 |
| | 21.8% | 21.8% | | 21.2% |
| Not at all familiar | 13 | 11 | 1 | 12 |
| | 11.8% | 10.9% | 33.3% | 11.5% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.0% | | 1.0% |
| TOTAL ANSWERING | 110 | 101 | 3 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.925-------> | | | |
| SIGNIFICANCE | .3819* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Very familiar | 73 | 11 | 14 | 10 | 15 | 18 | 68 |
| | 66.4% | 55.0% | 82.4% | 66.7% | 78.9% | 58.1% | 66.7% |
| Somewhat familiar | 24 | 7 | 1 | 4 | 2 | 9 | 23 |
| | 21.8% | 35.0% | 5.9% | 26.7% | 10.5% | 29.0% | 22.5% |
| Not at all familiar | 13 | 2 | 2 | 1 | 2 | 4 | 11 |
| | 11.8% | 10.0% | 11.8% | 6.7% | 10.5% | 12.9% | 10.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 0.9% | | | | | 3.2% | 1.0% |
| TOTAL ANSWERING | 110 | 20 | 17 | 15 | 19 | 31 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.58----------> | | | | | | |
| SIGNIFICANCE | .4755* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 73 | 58 | 14 | 72 |
| | 66.4% | 73.4% | 48.3% | 66.7% |
| Somewhat familiar | 24 | 13 | 11 | 24 |
| | 21.8% | 16.5% | 37.9% | 22.2% |
| Not at all familiar | 13 | 8 | 4 | 12 |
| | 11.8% | 10.1% | 13.8% | 11.1% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 0.9% | 1.3% | | 0.9% |
| TOTAL ANSWERING | 110 | 79 | 29 | 108 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------6.67-------> | | | |
| SIGNIFICANCE | .0356 | | | |

Comparison Groups: BC

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 73 | 21 | 22 | 12 | 17 | 72 |
| | 66.4% | 52.5% | 81.5% | 85.7% | 65.4% | 67.3% |
| Somewhat familiar | 24 | 14 | 3 | 1 | 6 | 24 |
| | 21.8% | 35.0% | 11.1% | 7.1% | 23.1% | 22.4% |
| Not at all familiar | 13 | 5 | 2 | 1 | 3 | 11 |
| | 11.8% | 12.5% | 7.4% | 7.1% | 11.5% | 10.3% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | 1 |
| | 0.9% | | | | 3.8% | 0.9% |
| TOTAL ANSWERING | 110 | 40 | 27 | 14 | 26 | 107 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------9.235----------> | | | | | |
| SIGNIFICANCE | .1608* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 73 | 5 | 7 | 5 | 15 | 32 |
| | 66.4% | 45.5% | 43.8% | 45.5% | 78.9% | 56.1% |
| Somewhat familiar | 24 | 5 | 6 | 4 | 4 | 19 |
| | 21.8% | 45.5% | 37.5% | 36.4% | 21.1% | 33.3% |
| Not at all familiar | 13 | 1 | 3 | 2 | - | 6 |
| | 11.8% | 9.1% | 18.8% | 18.2% | | 10.5% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | 1 |
| | 0.9% | | 6.2% | | | 1.8% |
| TOTAL ANSWERING | 110 | 11 | 16 | 11 | 19 | 57 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------7.765----------> | | | | | |
| SIGNIFICANCE | .2558* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Very familiar | 73 | 15 | 33 | 8 | 12 | 68 |
| | 66.4% | 48.4% | 80.5% | 88.9% | 63.2% | 68.0% |
| Somewhat familiar | 24 | 10 | 4 | 1 | 6 | 21 |
| | 21.8% | 32.3% | 9.8% | 11.1% | 31.6% | 21.0% |
| Not at all familiar | 13 | 6 | 4 | - | 1 | 11 |
| | 11.8% | 19.4% | 9.8% | | 5.3% | 11.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 0.9% | 3.2% | | | | 1.0% |
| TOTAL ANSWERING | 110 | 31 | 41 | 9 | 19 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------12.691----------> | | | | | |
| SIGNIFICANCE | .0482* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Very familiar | 73 | 41 | 32 | 73 |
| | 66.4% | 69.5% | 62.7% | 66.4% |
| Somewhat familiar | 24 | 13 | 11 | 24 |
| | 21.8% | 22.0% | 21.6% | 21.8% |
| Not at all familiar | 13 | 5 | 8 | 13 |
| | 11.8% | 8.5% | 15.7% | 11.8% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 0.9% | | 2.0% | 0.9% |
| TOTAL ANSWERING | 110 | 59 | 51 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.394-------> | | | |
| SIGNIFICANCE | .498 | | | |

Comparison Groups: BC

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | 1 | 1 | - | - | - | 3 |
| | 3.2% | 2.3% | 3.7% | 8.3% | | | | 3.3% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 2.1% | 2.3% | 3.7% | | | | | 2.2% |
| 3 | 2 | - | - | 1 | 1 | - | - | 2 |
| | 2.1% | | | 8.3% | 14.3% | | | 2.2% |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.1% | | 3.7% | | | | | 1.1% |
| 5 | 5 | 1 | 3 | - | 1 | - | - | 5 |
| | 5.3% | 2.3% | 11.1% | | 14.3% | | | 5.6% |
| 6 | 1 | 1 | - | - | - | - | - | 1 |
| | 1.1% | 2.3% | | | | | | 1.1% |
| 7 | 4 | 1 | 3 | - | - | - | - | 4 |
| | 4.3% | 2.3% | 11.1% | | | | | 4.4% |
| 8 | 15 | 1 | 5 | 5 | 2 | - | - | 13 |
| | 16.0% | 2.3% | 18.5% | 41.7% | 28.6% | | | 14.4% |
| 9 | 10 | 4 | 3 | - | 3 | - | - | 10 |
| | 10.6% | 9.3% | 11.1% | | 42.9% | | | 11.1% |
| 10 Excellent | 51 | 33 | 10 | 5 | - | 1 | - | 49 |
| | 54.3% | 76.7% | 37.0% | 41.7% | | 100.0% | | 54.4% |
| TOTAL NON-RESPONSES | 3 | 1 | - | 2 | - | - | - | 3 |
| | 3.2% | 2.3% | | 16.7% | | | | 3.3% |
| TOTAL ANSWERING | 94 | 43 | 27 | 12 | 7 | 1 | - | 90 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------51.493----------> | | | | | | | |
| SIGNIFICANCE | .0454* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | 1 | - | 1 | - | - | 3 |
| | 3.2% | 2.2% | 3.4% | | 33.3% | | | 3.3% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 2.1% | 2.2% | 3.4% | | | | | 2.2% |
| 3 | 2 | - | - | 2 | - | - | - | 2 |
| | 2.1% | | | 13.3% | | | | 2.2% |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.1% | | 3.4% | | | | | 1.1% |
| 5 | 5 | 1 | 3 | 1 | - | - | - | 5 |
| | 5.3% | 2.2% | 10.3% | 6.7% | | | | 5.4% |
| 6 | 1 | 1 | - | - | - | - | - | 1 |
| | 1.1% | 2.2% | | | | | | 1.1% |
| 7 | 4 | 1 | 3 | - | - | - | - | 4 |
| | 4.3% | 2.2% | 10.3% | | | | | 4.3% |
| 8 | 15 | 1 | 5 | 7 | 1 | - | - | 14 |
| | 16.0% | 2.2% | 17.2% | 46.7% | 33.3% | | | 15.2% |
| 9 | 10 | 4 | 3 | 2 | 1 | - | - | 10 |
| | 10.6% | 8.9% | 10.3% | 13.3% | 33.3% | | | 10.9% |
| 10 Excellent | 51 | 35 | 12 | 3 | - | - | - | 50 |
| | 54.3% | 77.8% | 41.4% | 20.0% | | | | 54.3% |
| TOTAL NON-RESPONSES | 3 | 1 | - | - | 1 | - | - | 2 |
| | 3.2% | 2.2% | | | 33.3% | | | 2.2% |
| TOTAL ANSWERING | 94 | 45 | 29 | 15 | 3 | - | - | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------56.492----------> | | | | | | | |
| SIGNIFICANCE | .0007* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | 1 | - | - | - | - | 2 |
| | 3.2% | 6.2% | 7.1% | | | | | 5.1% |
| 1 | - | - | - | - | - | - | - | - |
| 2 | 2 | - | - | - | - | - | - | - |
| | 2.1% | | | | | | | |
| 3 | 2 | 1 | 1 | - | - | - | - | 2 |
| | 2.1% | 6.2% | 7.1% | | | | | 5.1% |
| 4 | 1 | - | - | - | - | 1 | - | 1 |
| | 1.1% | | | | | 100.0% | | 2.6% |
| 5 | 5 | 2 | 1 | 1 | - | - | - | 4 |
| | 5.3% | 12.5% | 7.1% | 12.5% | | | | 10.3% |
| 6 | 1 | - | - | - | - | - | - | - |
| | 1.1% | | | | | | | |
| 7 | 4 | 1 | - | 2 | - | - | - | 3 |
| | 4.3% | 6.2% | | 25.0% | | | | 7.7% |
| 8 | 15 | 6 | 4 | 1 | - | - | - | 11 |
| | 16.0% | 37.5% | 28.6% | 12.5% | | | | 28.2% |
| 9 | 10 | 4 | 1 | 1 | - | - | - | 6 |
| | 10.6% | 25.0% | 7.1% | 12.5% | | | | 15.4% |
| 10 Excellent | 51 | 1 | 6 | 3 | - | - | - | 10 |
| | 54.3% | 6.2% | 42.9% | 37.5% | | | | 25.6% |
| TOTAL NON-RESPONSES | 3 | 1 | 1 | - | - | - | - | 2 |
| | 3.2% | 6.2% | 7.1% | | | | | 5.1% |
| TOTAL ANSWERING | 94 | 16 | 14 | 8 | - | 1 | - | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------51.797----------> | | | | | | | |
| SIGNIFICANCE | .0002* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | - | - | - | 1 |
| | 3.2% | 5.9% | | | | | 2.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | 2 | 1 | - | - | - | - | 1 |
| | 2.1% | 5.9% | | | | | 2.3% |
| 3 | 2 | 1 | 1 | - | - | - | 2 |
| | 2.1% | 5.9% | 4.2% | | | | 4.5% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 5.9% | | | | | 2.3% |
| 5 | 5 | 1 | 3 | - | - | - | 4 |
| | 5.3% | 5.9% | 12.5% | | | | 9.1% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 7 | 4 | 1 | 1 | 1 | - | - | 3 |
| | 4.3% | 5.9% | 4.2% | 100.0% | | | 6.8% |
| 8 | 15 | 3 | 8 | - | - | 1 | 12 |
| | 16.0% | 17.6% | 33.3% | | | 50.0% | 27.3% |
| 9 | 10 | 3 | 3 | - | - | - | 6 |
| | 10.6% | 17.6% | 12.5% | | | | 13.6% |
| 10 Excellent | 51 | 5 | 8 | - | - | 1 | 14 |
| | 54.3% | 29.4% | 33.3% | | | 50.0% | 31.8% |
| TOTAL NON-RESPONSES | 3 | 2 | - | - | - | - | 2 |
| | 3.2% | 11.8% | | | | | 4.5% |
| TOTAL ANSWERING | 94 | 17 | 24 | 1 | - | 2 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.647----------> | | | | | | |
| SIGNIFICANCE | .6003* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | - | - | - | 1 |
| | 3.2% | 4.2% | | | | | 3.8% |
| 1 | - | - | - | - | - | - | - |
| 2 | 2 | - | - | - | - | - | - |
| | 2.1% | | | | | | |
| 3 | 2 | 2 | - | - | - | - | 2 |
| | 2.1% | 8.3% | | | | | 7.7% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 5 | 5 | 2 | - | - | - | - | 2 |
| | 5.3% | 8.3% | | | | | 7.7% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 7 | 4 | 1 | - | - | - | - | 1 |
| | 4.3% | 4.2% | | | | | 3.8% |
| 8 | 15 | 8 | - | - | - | - | 8 |
| | 16.0% | 33.3% | | | | | 30.8% |
| 9 | 10 | 2 | 2 | - | - | - | 4 |
| | 10.6% | 8.3% | 100.0% | | | | 15.4% |
| 10 Excellent | 51 | 8 | - | - | - | - | 8 |
| | 54.3% | 33.3% | | | | | 30.8% |
| TOTAL NON-RESPONSES | 3 | 1 | - | - | - | - | 1 |
| | 3.2% | 4.2% | | | | | 3.8% |
| TOTAL ANSWERING | 94 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------11.917----------> | | | | | | |
| SIGNIFICANCE | | | | .0639* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | - | 1 | - | - | 1 |
| | 3.2% | | | 25.0% | | | 3.3% |
| 1 | - | - | - | - | - | - | - |
| 2 | 2 | - | - | - | - | - | - |
| | 2.1% | | | | | | |
| 3 | 2 | 1 | - | - | 1 | - | 2 |
| | 2.1% | 11.1% | | | 25.0% | | 6.7% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 5 | 5 | 1 | - | 1 | - | - | 2 |
| | 5.3% | 11.1% | | 25.0% | | | 6.7% |
| 6 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 7 | 4 | 1 | - | - | - | - | 1 |
| | 4.3% | 11.1% | | | | | 3.3% |
| 8 | 15 | 3 | 6 | 1 | 2 | - | 12 |
| | 16.0% | 33.3% | 46.2% | 25.0% | 50.0% | | 40.0% |
| 9 | 10 | 1 | 2 | - | 1 | - | 4 |
| | 10.6% | 11.1% | 15.4% | | 25.0% | | 13.3% |
| 10 Excellent | 51 | 2 | 5 | 1 | - | - | 8 |
| | 54.3% | 22.2% | 38.5% | 25.0% | | | 26.7% |
| TOTAL NON-RESPONSES | 3 | - | 1 | - | - | - | 1 |
| | 3.2% | | 7.7% | | | | 3.3% |
| TOTAL ANSWERING | 94 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------19.046----------> | | | | | | |
| SIGNIFICANCE | .389* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | - | 3 | 3 |
| | 3.2% | | 3.3% | 3.2% |
| 1 | - | - | - | - |
| 2 | 2 | - | 2 | 2 |
| | 2.1% | | 2.2% | 2.2% |
| 3 | 2 | - | 1 | 1 |
| | 2.1% | | 1.1% | 1.1% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 1.1% | 1.1% |
| 5 | 5 | - | 5 | 5 |
| | 5.3% | | 5.5% | 5.4% |
| 6 | 1 | - | 1 | 1 |
| | 1.1% | | 1.1% | 1.1% |
| 7 | 4 | - | 4 | 4 |
| | 4.3% | | 4.4% | 4.3% |
| 8 | 15 | 1 | 14 | 15 |
| | 16.0% | 50.0% | 15.4% | 16.1% |
| 9 | 10 | - | 10 | 10 |
| | 10.6% | | 11.0% | 10.8% |
| 10 Excellent | 51 | 1 | 50 | 51 |
| | 54.3% | 50.0% | 54.9% | 54.8% |
| TOTAL NON-RESPONSES | 3 | - | 3 | 3 |
| | 3.2% | | 3.3% | 3.2% |
| TOTAL ANSWERING | 94 | 2 | 91 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.056-------> | | | |
| SIGNIFICANCE | .9906* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3<br>3.2% | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | 2<br>2.1% | - | - | - | - | - | - |
| 3 | 2<br>2.1% | - | - | - | - | - | - |
| 4 | 1<br>1.1% | - | - | - | - | - | - |
| 5 | 5<br>5.3% | - | - | - | - | - | - |
| 6 | 1<br>1.1% | - | - | - | - | - | - |
| 7 | 4<br>4.3% | - | - | - | - | - | - |
| 8 | 15<br>16.0% | - | 1<br>100.0% | - | - | - | 1<br>50.0% |
| 9 | 10<br>10.6% | - | - | - | - | - | - |
| 10 Excellent | 51<br>54.3% | - | - | - | - | 1<br>100.0% | 1<br>50.0% |
| TOTAL NON-RESPONSES | 3<br>3.2% | - | - | - | - | - | - |
| TOTAL ANSWERING | 94<br>100.0% | - | 1<br>100.0% | - | - | 1<br>100.0% | 2<br>100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 1 | 2 | 3 |
| | 3.2% | 2.8% | 3.4% | 3.2% |
| 1 | - | - | - | - |
| 2 | 2 | 1 | 1 | 2 |
| | 2.1% | 2.8% | 1.7% | 2.1% |
| 3 | 2 | 2 | - | 2 |
| | 2.1% | 5.6% | | 2.1% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 1.7% | 1.1% |
| 5 | 5 | 2 | 3 | 5 |
| | 5.3% | 5.6% | 5.2% | 5.3% |
| 6 | 1 | 1 | - | 1 |
| | 1.1% | 2.8% | | 1.1% |
| 7 | 4 | 3 | 1 | 4 |
| | 4.3% | 8.3% | 1.7% | 4.3% |
| 8 | 15 | 8 | 7 | 15 |
| | 16.0% | 22.2% | 12.1% | 16.0% |
| 9 | 10 | 5 | 5 | 10 |
| | 10.6% | 13.9% | 8.6% | 10.6% |
| 10 Excellent | 51 | 13 | 38 | 51 |
| | 54.3% | 36.1% | 65.5% | 54.3% |
| TOTAL NON-RESPONSES | 3 | 3 | - | 3 |
| | 3.2% | 8.3% | | 3.2% |
| TOTAL ANSWERING | 94 | 36 | 58 | 94 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------13.442------> | | | |
| SIGNIFICANCE | .1436* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | - | - | - | 1 |
| | 3.2% | 6.2% | | | | | 2.8% |
| 1 | - | - | - | - | - | - | - |
| 2 | 2 | - | - | 1 | - | - | 1 |
| | 2.1% | | | 7.1% | | | 2.8% |
| 3 | 2 | 2 | - | - | - | - | 2 |
| | 2.1% | 12.5% | | | | | 5.6% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.1% | | | | | | |
| 5 | 5 | - | - | 1 | 1 | - | 2 |
| | 5.3% | | | 7.1% | 100.0% | | 5.6% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 6.2% | | | | | 2.8% |
| 7 | 4 | 1 | - | - | - | 2 | 3 |
| | 4.3% | 6.2% | | | | 40.0% | 8.3% |
| 8 | 15 | 5 | - | 1 | - | 2 | 8 |
| | 16.0% | 31.2% | | 7.1% | | 40.0% | 22.2% |
| 9 | 10 | 3 | - | 2 | - | - | 5 |
| | 10.6% | 18.8% | | 14.3% | | | 13.9% |
| 10 Excellent | 51 | 3 | - | 9 | - | 1 | 13 |
| | 54.3% | 18.8% | | 64.3% | | 20.0% | 36.1% |
| TOTAL NON-RESPONSES | 3 | 1 | - | 1 | - | 1 | 3 |
| | 3.2% | 6.2% | | 7.1% | | 20.0% | 8.3% |
| TOTAL ANSWERING | 94 | 16 | - | 14 | 1 | 5 | 36 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------40.4----------> | | | | | | |
| SIGNIFICANCE | .0194* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 1 | - | - | 1 |
| | 3.2% | 7.1% | | | 2.9% |
| 1 | - | - | - | - | - |
| 2 | 2 | - | 1 | - | 1 |
| | 2.1% | | 6.7% | | 2.9% |
| 3 | 2 | 2 | - | - | 2 |
| | 2.1% | 14.3% | | | 5.7% |
| 4 | 1 | - | - | - | - |
| | 1.1% | | | | |
| 5 | 5 | - | 1 | 1 | 2 |
| | 5.3% | | 6.7% | 16.7% | 5.7% |
| 6 | 1 | - | 1 | - | 1 |
| | 1.1% | | 6.7% | | 2.9% |
| 7 | 4 | - | 2 | 1 | 3 |
| | 4.3% | | 13.3% | 16.7% | 8.6% |
| 8 | 15 | 2 | 3 | 2 | 7 |
| | 16.0% | 14.3% | 20.0% | 33.3% | 20.0% |
| 9 | 10 | 2 | 2 | 1 | 5 |
| | 10.6% | 14.3% | 13.3% | 16.7% | 14.3% |
| 10 Excellent | 51 | 7 | 5 | 1 | 13 |
| | 54.3% | 50.0% | 33.3% | 16.7% | 37.1% |
| TOTAL NON-RESPONSES | 3 | 1 | 2 | - | 3 |
| | 3.2% | 7.1% | 13.3% | | 8.6% |
| TOTAL ANSWERING | 94 | 14 | 15 | 6 | 35 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------13.46----------> | | | | |
| SIGNIFICANCE | | | .6389* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | - | 1 | 3 |
| | 3.2% | 3.2% | | 5.9% | 3.2% |
| 1 | - | - | - | - | - |
| 2 | 2 | 1 | 1 | - | 2 |
| | 2.1% | 1.6% | 7.7% | | 2.2% |
| 3 | 2 | 2 | - | - | 2 |
| | 2.1% | 3.2% | | | 2.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 5.9% | 1.1% |
| 5 | 5 | 2 | 2 | 1 | 5 |
| | 5.3% | 3.2% | 15.4% | 5.9% | 5.4% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.6% | | | 1.1% |
| 7 | 4 | 3 | 1 | - | 4 |
| | 4.3% | 4.8% | 7.7% | | 4.3% |
| 8 | 15 | 6 | 3 | 5 | 14 |
| | 16.0% | 9.5% | 23.1% | 29.4% | 15.1% |
| 9 | 10 | 7 | 2 | 1 | 10 |
| | 10.6% | 11.1% | 15.4% | 5.9% | 10.8% |
| 10 Excellent | 51 | 39 | 4 | 8 | 51 |
| | 54.3% | 61.9% | 30.8% | 47.1% | 54.8% |
| TOTAL NON-RESPONSES | 3 | 1 | - | 2 | 3 |
| | 3.2% | 1.6% | | 11.8% | 3.2% |
| TOTAL ANSWERING | 94 | 63 | 13 | 17 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------20.054----------> | | | | |
| SIGNIFICANCE | .3298* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 3 | - | - | 3 |
| | 3.2% | 4.1% | | | 3.2% |
| 1 | - | - | - | - | - |
| 2 | 2 | 2 | - | - | 2 |
| | 2.1% | 2.7% | | | 2.2% |
| 3 | 2 | 1 | - | 1 | 2 |
| | 2.1% | 1.4% | | 11.1% | 2.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 11.1% | 1.1% |
| 5 | 5 | 2 | - | 2 | 4 |
| | 5.3% | 2.7% | | 22.2% | 4.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.4% | | | 1.1% |
| 7 | 4 | 3 | 1 | - | 4 |
| | 4.3% | 4.1% | 9.1% | | 4.3% |
| 8 | 15 | 9 | 5 | 1 | 15 |
| | 16.0% | 12.3% | 45.5% | 11.1% | 16.1% |
| 9 | 10 | 9 | 1 | - | 10 |
| | 10.6% | 12.3% | 9.1% | | 10.8% |
| 10 Excellent | 51 | 43 | 4 | 4 | 51 |
| | 54.3% | 58.9% | 36.4% | 44.4% | 54.8% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 3.2% | 2.7% | | 11.1% | 3.2% |
| TOTAL ANSWERING | 94 | 73 | 11 | 9 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.274----------> | | | | |
| SIGNIFICANCE | .0204* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 1 | - | 2 | 3 |
| | 3.2% | 2.1% | | 9.5% | 3.3% |
| 1 | - | - | - | - | - |
| 2 | 2 | 1 | - | 1 | 2 |
| | 2.1% | 2.1% | | 4.8% | 2.2% |
| 3 | 2 | - | 1 | 1 | 2 |
| | 2.1% | | 4.3% | 4.8% | 2.2% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.1% | | 4.3% | | 1.1% |
| 5 | 5 | 1 | 2 | 2 | 5 |
| | 5.3% | 2.1% | 8.7% | 9.5% | 5.4% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.1% | 2.1% | | | 1.1% |
| 7 | 4 | 1 | 3 | - | 4 |
| | 4.3% | 2.1% | 13.0% | | 4.3% |
| 8 | 15 | 5 | 5 | 5 | 15 |
| | 16.0% | 10.4% | 21.7% | 23.8% | 16.3% |
| 9 | 10 | 3 | 2 | 3 | 8 |
| | 10.6% | 6.2% | 8.7% | 14.3% | 8.7% |
| 10 Excellent | 51 | 35 | 9 | 7 | 51 |
| | 54.3% | 72.9% | 39.1% | 33.3% | 55.4% |
| TOTAL NON-RESPONSES | 3 | - | - | 3 | 3 |
| | 3.2% | | | 14.3% | 3.3% |
| TOTAL ANSWERING | 94 | 48 | 23 | 21 | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------27.151----------> | | | | |
| SIGNIFICANCE | .0762* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | - | 1 | 3 |
| | 3.2% | 3.2% | | 9.1% | 3.2% |
| 1 | - | - | - | - | - |
| 2 | 2 | 1 | - | 1 | 2 |
| | 2.1% | 1.6% | | 9.1% | 2.1% |
| 3 | 2 | 1 | 1 | - | 2 |
| | 2.1% | 1.6% | 5.0% | | 2.1% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.1% | | 5.0% | | 1.1% |
| 5 | 5 | 2 | 1 | 2 | 5 |
| | 5.3% | 3.2% | 5.0% | 18.2% | 5.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.6% | | | 1.1% |
| 7 | 4 | 4 | - | - | 4 |
| | 4.3% | 6.3% | | | 4.3% |
| 8 | 15 | 8 | 5 | 2 | 15 |
| | 16.0% | 12.7% | 25.0% | 18.2% | 16.0% |
| 9 | 10 | 7 | 2 | 1 | 10 |
| | 10.6% | 11.1% | 10.0% | 9.1% | 10.6% |
| 10 Excellent | 51 | 37 | 10 | 4 | 51 |
| | 54.3% | 58.7% | 50.0% | 36.4% | 54.3% |
| TOTAL NON-RESPONSES | 3 | 2 | - | 1 | 3 |
| | 3.2% | 3.2% | | 9.1% | 3.2% |
| TOTAL ANSWERING | 94 | 63 | 20 | 11 | 94 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------18.555----------> | | | | |
| SIGNIFICANCE | .4197* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 3 | - | - | 3 |
| | 3.2% | 4.2% | | | 3.2% |
| 1 | - | - | - | - | - |
| 2 | 2 | - | 2 | - | 2 |
| | 2.1% | | 8.7% | | 2.1% |
| 3 | 2 | - | 2 | - | 2 |
| | 2.1% | | 8.7% | | 2.1% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.1% | | 4.3% | | 1.1% |
| 5 | 5 | 3 | 2 | - | 5 |
| | 5.3% | 4.2% | 8.7% | | 5.3% |
| 6 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.4% | | | 1.1% |
| 7 | 4 | 2 | 2 | - | 4 |
| | 4.3% | 2.8% | 8.7% | | 4.3% |
| 8 | 15 | 9 | 6 | - | 15 |
| | 16.0% | 12.7% | 26.1% | | 16.0% |
| 9 | 10 | 10 | - | - | 10 |
| | 10.6% | 14.1% | | | 10.6% |
| 10 Excellent | 51 | 43 | 8 | - | 51 |
| | 54.3% | 60.6% | 34.8% | | 54.3% |
| TOTAL NON-RESPONSES | 3 | 2 | 1 | - | 3 |
| | 3.2% | 2.8% | 4.3% | | 3.2% |
| TOTAL ANSWERING | 94 | 71 | 23 | - | 94 |
| | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------26.12----------> | | | | |
| SIGNIFICANCE | .002* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 1 | 2 | 3 |
| | 3.2% | 1.1% | 50.0% | 3.2% |
| 1 | - | - | - | - |
| 2 | 2 | 2 | - | 2 |
| | 2.1% | 2.2% | | 2.1% |
| 3 | 2 | 2 | - | 2 |
| | 2.1% | 2.2% | | 2.1% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 5 | 5 | 4 | 1 | 5 |
| | 5.3% | 4.4% | 25.0% | 5.3% |
| 6 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 7 | 4 | 4 | - | 4 |
| | 4.3% | 4.4% | | 4.3% |
| 8 | 15 | 15 | - | 15 |
| | 16.0% | 16.7% | | 16.0% |
| 9 | 10 | 10 | - | 10 |
| | 10.6% | 11.1% | | 10.6% |
| 10 Excellent | 51 | 50 | 1 | 51 |
| | 54.3% | 55.6% | 25.0% | 54.3% |
| TOTAL NON-RESPONSES | 3 | 3 | - | 3 |
| | 3.2% | 3.3% | | 3.2% |
| TOTAL ANSWERING | 94 | 90 | 4 | 94 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------33.938------> | | | |
| SIGNIFICANCE | .0001* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 1 | - | 1 |
| | 3.2% | 1.1% | | 1.1% |
| 1 | - | - | - | - |
| 2 | 2 | 2 | - | 2 |
| | 2.1% | 2.3% | | 2.2% |
| 3 | 2 | 2 | - | 2 |
| | 2.1% | 2.3% | | 2.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 5 | 5 | 4 | - | 4 |
| | 5.3% | 4.6% | | 4.5% |
| 6 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 7 | 4 | 4 | - | 4 |
| | 4.3% | 4.6% | | 4.5% |
| 8 | 15 | 14 | - | 14 |
| | 16.0% | 16.1% | | 15.7% |
| 9 | 10 | 9 | 1 | 10 |
| | 10.6% | 10.3% | 50.0% | 11.2% |
| 10 Excellent | 51 | 49 | 1 | 50 |
| | 54.3% | 56.3% | 50.0% | 56.2% |
| TOTAL NON-RESPONSES | 3 | 3 | - | 3 |
| | 3.2% | 3.4% | | 3.4% |
| TOTAL ANSWERING | 94 | 87 | 2 | 89 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.417-------> | | | |
| SIGNIFICANCE | .9455* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | - | 1 | 1 | 1 | 3 |
| | 3.2% | | | 7.1% | 5.9% | 4.2% | 3.4% |
| 1 | - | - | - | - | - | - | - |
| 2 | 2 | 1 | - | - | - | 1 | 2 |
| | 2.1% | 5.6% | | | | 4.2% | 2.3% |
| 3 | 2 | 1 | - | - | 1 | - | 2 |
| | 2.1% | 5.6% | | | 5.9% | | 2.3% |
| 4 | 1 | - | - | - | - | 1 | 1 |
| | 1.1% | | | | | 4.2% | 1.1% |
| 5 | 5 | 1 | 1 | 1 | 1 | - | 4 |
| | 5.3% | 5.6% | 6.7% | 7.1% | 5.9% | | 4.5% |
| 6 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 5.6% | | | | | 1.1% |
| 7 | 4 | 1 | 1 | 1 | - | - | 3 |
| | 4.3% | 5.6% | 6.7% | 7.1% | | | 3.4% |
| 8 | 15 | 2 | 1 | 5 | 2 | 5 | 15 |
| | 16.0% | 11.1% | 6.7% | 35.7% | 11.8% | 20.8% | 17.0% |
| 9 | 10 | 1 | 1 | 2 | 2 | 3 | 9 |
| | 10.6% | 5.6% | 6.7% | 14.3% | 11.8% | 12.5% | 10.2% |
| 10 Excellent | 51 | 10 | 11 | 4 | 10 | 13 | 48 |
| | 54.3% | 55.6% | 73.3% | 28.6% | 58.8% | 54.2% | 54.5% |
| TOTAL NON-RESPONSES | 3 | - | - | - | - | 3 | 3 |
| | 3.2% | | | | | 12.5% | 3.4% |
| TOTAL ANSWERING | 94 | 18 | 15 | 14 | 17 | 24 | 88 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------26.526----------> | | | | | | |
| SIGNIFICANCE | .8754* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 3.2% | 4.3% | | 3.2% |
| 1 | - | - | - | - |
| 2 | 2 | 1 | 1 | 2 |
| | 2.1% | 1.4% | 4.2% | 2.2% |
| 3 | 2 | - | 2 | 2 |
| | 2.1% | | 8.3% | 2.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 4.2% | 1.1% |
| 5 | 5 | 3 | 2 | 5 |
| | 5.3% | 4.3% | 8.3% | 5.4% |
| 6 | 1 | 1 | - | 1 |
| | 1.1% | 1.4% | | 1.1% |
| 7 | 4 | 4 | - | 4 |
| | 4.3% | 5.8% | | 4.3% |
| 8 | 15 | 12 | 3 | 15 |
| | 16.0% | 17.4% | 12.5% | 16.1% |
| 9 | 10 | 8 | 2 | 10 |
| | 10.6% | 11.6% | 8.3% | 10.8% |
| 10 Excellent | 51 | 37 | 13 | 50 |
| | 54.3% | 53.6% | 54.2% | 53.8% |
| TOTAL NON-RESPONSES | 3 | 2 | 1 | 3 |
| | 3.2% | 2.9% | 4.2% | 3.2% |
| TOTAL ANSWERING | 94 | 69 | 24 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------12.986------> | | | |
| SIGNIFICANCE | .1632* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 1 | 1 | - | 1 | 3 |
| | 3.2% | 2.9% | 4.0% | | 4.5% | 3.2% |
| 1 | - | - | - | - | - | - |
| 2 | 2 | 2 | - | - | - | 2 |
| | 2.1% | 5.9% | | | | 2.2% |
| 3 | 2 | 2 | - | - | - | 2 |
| | 2.1% | 5.9% | | | | 2.2% |
| 4 | 1 | 1 | - | - | - | 1 |
| | 1.1% | 2.9% | | | | 1.1% |
| 5 | 5 | 3 | 1 | - | 1 | 5 |
| | 5.3% | 8.8% | 4.0% | | 4.5% | 5.4% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 1.1% | 2.9% | | | | 1.1% |
| 7 | 4 | 2 | 2 | - | - | 4 |
| | 4.3% | 5.9% | 8.0% | | | 4.3% |
| 8 | 15 | 4 | 2 | 5 | 4 | 15 |
| | 16.0% | 11.8% | 8.0% | 41.7% | 18.2% | 16.1% |
| 9 | 10 | 2 | 1 | 1 | 6 | 10 |
| | 10.6% | 5.9% | 4.0% | 8.3% | 27.3% | 10.8% |
| 10 Excellent | 51 | 16 | 18 | 6 | 10 | 50 |
| | 54.3% | 47.1% | 72.0% | 50.0% | 45.5% | 53.8% |
| TOTAL NON-RESPONSES | 3 | 1 | - | 1 | 1 | 3 |
| | 3.2% | 2.9% | | 8.3% | 4.5% | 3.2% |
| TOTAL ANSWERING | 94 | 34 | 25 | 12 | 22 | 93 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

CHI-SQUARE <----------30.88---------->
SIGNIFICANCE .2761*

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | - | - | - | 1 | 1 |
| | 3.2% | | | | 5.6% | 2.0% |
| 1 | - | - | - | - | - | - |
| 2 | 2 | 1 | 1 | - | - | 2 |
| | 2.1% | 11.1% | 7.7% | | | 4.1% |
| 3 | 2 | 2 | - | - | - | 2 |
| | 2.1% | 22.2% | | | | 4.1% |
| 4 | 1 | - | - | - | - | - |
| | 1.1% | | | | | |
| 5 | 5 | - | - | 1 | 3 | 4 |
| | 5.3% | | | 11.1% | 16.7% | 8.2% |
| 6 | 1 | - | - | - | 1 | 1 |
| | 1.1% | | | | 5.6% | 2.0% |
| 7 | 4 | - | - | - | 3 | 3 |
| | 4.3% | | | | 16.7% | 6.1% |
| 8 | 15 | 2 | 2 | 2 | 3 | 9 |
| | 16.0% | 22.2% | 15.4% | 22.2% | 16.7% | 18.4% |
| 9 | 10 | 1 | 1 | - | 3 | 5 |
| | 10.6% | 11.1% | 7.7% | | 16.7% | 10.2% |
| 10 Excellent | 51 | 3 | 9 | 6 | 4 | 22 |
| | 54.3% | 33.3% | 69.2% | 66.7% | 22.2% | 44.9% |
| TOTAL NON-RESPONSES | 3 | 1 | - | - | 1 | 2 |
| | 3.2% | 11.1% | | | 5.6% | 4.1% |
| TOTAL ANSWERING | 94 | 9 | 13 | 9 | 18 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.566----------> | | | | | |
| SIGNIFICANCE | .1667* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 1 | 1 | - | 1 | 3 |
| | 3.2% | 4.3% | 2.8% | | 5.6% | 3.5% |
| 1 | - | - | - | - | - | - |
| 2 | 2 | 1 | 1 | - | - | 2 |
| | 2.1% | 4.3% | 2.8% | | | 2.3% |
| 3 | 2 | - | 2 | - | - | 2 |
| | 2.1% | | 5.6% | | | 2.3% |
| 4 | 1 | - | - | - | - | - |
| | 1.1% | | | | | |
| 5 | 5 | - | 4 | - | 1 | 5 |
| | 5.3% | | 11.1% | | 5.6% | 5.8% |
| 6 | 1 | 1 | - | - | - | 1 |
| | 1.1% | 4.3% | | | | 1.2% |
| 7 | 4 | - | - | - | 4 | 4 |
| | 4.3% | | | | 22.2% | 4.7% |
| 8 | 15 | 3 | 4 | 3 | 3 | 13 |
| | 16.0% | 13.0% | 11.1% | 33.3% | 16.7% | 15.1% |
| 9 | 10 | 1 | 4 | 2 | 2 | 9 |
| | 10.6% | 4.3% | 11.1% | 22.2% | 11.1% | 10.5% |
| 10 Excellent | 51 | 16 | 20 | 4 | 7 | 47 |
| | 54.3% | 69.6% | 55.6% | 44.4% | 38.9% | 54.7% |
| TOTAL NON-RESPONSES | 3 | 2 | 1 | - | - | 3 |
| | 3.2% | 8.7% | 2.8% | | | 3.5% |
| TOTAL ANSWERING | 94 | 23 | 36 | 9 | 18 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.343----------> | | | | | |
| SIGNIFICANCE | .1187* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 3.2% | 5.6% | | 3.2% |
| 1 | - | - | - | - |
| 2 | 2 | 1 | 1 | 2 |
| | 2.1% | 1.9% | 2.5% | 2.1% |
| 3 | 2 | 1 | 1 | 2 |
| | 2.1% | 1.9% | 2.5% | 2.1% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 2.5% | 1.1% |
| 5 | 5 | 5 | - | 5 |
| | 5.3% | 9.3% | | 5.3% |
| 6 | 1 | 1 | - | 1 |
| | 1.1% | 1.9% | | 1.1% |
| 7 | 4 | 4 | - | 4 |
| | 4.3% | 7.4% | | 4.3% |
| 8 | 15 | 7 | 8 | 15 |
| | 16.0% | 13.0% | 20.0% | 16.0% |
| 9 | 10 | 6 | 4 | 10 |
| | 10.6% | 11.1% | 10.0% | 10.6% |
| 10 Excellent | 51 | 26 | 25 | 51 |
| | 54.3% | 48.1% | 62.5% | 54.3% |
| TOTAL NON-RESPONSES | 3 | - | 3 | 3 |
| | 3.2% | | 7.5% | 3.2% |
| TOTAL ANSWERING | 94 | 54 | 40 | 94 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------12.682------> | | | |
| SIGNIFICANCE | .1775* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | 1 | - | - | - | - | - | 1 |
| | 1.2% | 2.6% | | | | | | 1.2% |
| 1 | 3 | 1 | 1 | - | 1 | - | - | 3 |
| | 3.5% | 2.6% | 4.3% | | 14.3% | | | 3.7% |
| 2 | 4 | 2 | 1 | 1 | - | - | - | 4 |
| | 4.7% | 5.1% | 4.3% | 8.3% | | | | 4.9% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 1.2% | | | 8.3% | | | | 1.2% |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.2% | | 4.3% | | | | | 1.2% |
| 5 | 4 | 1 | 3 | - | - | - | - | 4 |
| | 4.7% | 2.6% | 13.0% | | | | | 4.9% |
| 6 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.3% | | 4.3% | 8.3% | | | | 2.4% |
| 7 | 4 | - | 2 | 1 | 1 | - | - | 4 |
| | 4.7% | | 8.7% | 8.3% | 14.3% | | | 4.9% |
| 8 | 13 | 2 | 4 | 3 | 2 | - | - | 11 |
| | 15.1% | 5.1% | 17.4% | 25.0% | 28.6% | | | 13.4% |
| 9 | 5 | 1 | 3 | 1 | - | - | - | 5 |
| | 5.8% | 2.6% | 13.0% | 8.3% | | | | 6.1% |
| 10 Excellent | 48 | 31 | 7 | 4 | 3 | 1 | - | 46 |
| | 55.8% | 79.5% | 30.4% | 33.3% | 42.9% | 100.0% | | 56.1% |
| TOTAL NON-RESPONSES | 11 | 5 | 4 | 2 | - | - | - | 11 |
| | 12.8% | 12.8% | 17.4% | 16.7% | | | | 13.4% |
| TOTAL ANSWERING | 86 | 39 | 23 | 12 | 7 | 1 | - | 82 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------41.126----------> | | | | | | | |
| SIGNIFICANCE | .4211* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | 1 | - | - | - | - | - | 1 |
| | 1.2% | 2.4% | | | | | | 1.2% |
| 1 | 3 | - | 1 | 2 | - | - | - | 3 |
| | 3.5% | | 4.0% | 14.3% | | | | 3.6% |
| 2 | 4 | 1 | 2 | - | 1 | - | - | 4 |
| | 4.7% | 2.4% | 8.0% | | 25.0% | | | 4.8% |
| 3 | 1 | - | - | 1 | - | - | - | 1 |
| | 1.2% | | | 7.1% | | | | 1.2% |
| 4 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.2% | | 4.0% | | | | | 1.2% |
| 5 | 4 | 1 | 2 | 1 | - | - | - | 4 |
| | 4.7% | 2.4% | 8.0% | 7.1% | | | | 4.8% |
| 6 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.3% | | 4.0% | 7.1% | | | | 2.4% |
| 7 | 4 | 2 | 1 | - | 1 | - | - | 4 |
| | 4.7% | 4.9% | 4.0% | | 25.0% | | | 4.8% |
| 8 | 13 | 2 | 4 | 5 | 1 | - | - | 12 |
| | 15.1% | 4.9% | 16.0% | 35.7% | 25.0% | | | 14.3% |
| 9 | 5 | 2 | 3 | - | - | - | - | 5 |
| | 5.8% | 4.9% | 12.0% | | | | | 6.0% |
| 10 Excellent | 48 | 32 | 10 | 4 | 1 | - | - | 47 |
| | 55.8% | 78.0% | 40.0% | 28.6% | 25.0% | | | 56.0% |
| TOTAL NON-RESPONSES | 11 | 5 | 4 | 1 | - | - | - | 10 |
| | 12.8% | 12.2% | 16.0% | 7.1% | | | | 11.9% |
| TOTAL ANSWERING | 86 | 41 | 25 | 14 | 4 | - | - | 84 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------45.217----------> | | | | | | | |
| SIGNIFICANCE | .0368* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 1 | - | - | - | - | - | - | - |
| | 1.2% | | | | | | | |
| 1 | 3 | 2 | - | 1 | - | - | - | 3 |
| | 3.5% | 13.3% | | 12.5% | | | | 8.6% |
| 2 | 4 | 1 | - | 1 | - | - | - | 2 |
| | 4.7% | 6.7% | | 12.5% | | | | 5.7% |
| 3 | 1 | - | 1 | - | - | - | - | 1 |
| | 1.2% | | 9.1% | | | | | 2.9% |
| 4 | 1 | - | - | - | - | 1 | - | 1 |
| | 1.2% | | | | | 100.0% | | 2.9% |
| 5 | 4 | 2 | - | 1 | - | - | - | 3 |
| | 4.7% | 13.3% | | 12.5% | | | | 8.6% |
| 6 | 2 | 1 | - | 1 | - | - | - | 2 |
| | 2.3% | 6.7% | | 12.5% | | | | 5.7% |
| 7 | 4 | 1 | 1 | - | - | - | - | 2 |
| | 4.7% | 6.7% | 9.1% | | | | | 5.7% |
| 8 | 13 | 3 | 5 | - | - | - | - | 8 |
| | 15.1% | 20.0% | 45.5% | | | | | 22.9% |
| 9 | 5 | 1 | 1 | 1 | - | - | - | 3 |
| | 5.8% | 6.7% | 9.1% | 12.5% | | | | 8.6% |
| 10 Excellent | 48 | 4 | 3 | 3 | - | - | - | 10 |
| | 55.8% | 26.7% | 27.3% | 37.5% | | | | 28.6% |
| TOTAL NON-RESPONSES | 11 | 2 | 4 | - | - | - | - | 6 |
| | 12.8% | 13.3% | 36.4% | | | | | 17.1% |
| TOTAL ANSWERING | 86 | 15 | 11 | 8 | - | 1 | - | 35 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------48.186----------> | | | | | | | |
| SIGNIFICANCE | .0073* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 1 | 3 | 2 | 1 | - | - | - | 3 |
| | 3.5% | 11.1% | 4.8% | | | | 7.1% |
| 2 | 4 | 2 | 1 | - | - | - | 3 |
| | 4.7% | 11.1% | 4.8% | | | | 7.1% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 5.6% | | | | | 2.4% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 5.6% | | | | | 2.4% |
| 5 | 4 | - | 3 | - | - | - | 3 |
| | 4.7% | | 14.3% | | | | 7.1% |
| 6 | 2 | - | - | 1 | - | - | 1 |
| | 2.3% | | | 100.0% | | | 2.4% |
| 7 | 4 | 2 | - | - | - | - | 2 |
| | 4.7% | 11.1% | | | | | 4.8% |
| 8 | 13 | 2 | 7 | - | - | 1 | 10 |
| | 15.1% | 11.1% | 33.3% | | | 50.0% | 23.8% |
| 9 | 5 | 1 | 2 | - | - | - | 3 |
| | 5.8% | 5.6% | 9.5% | | | | 7.1% |
| 10 Excellent | 48 | 7 | 7 | - | - | 1 | 15 |
| | 55.8% | 38.9% | 33.3% | | | 50.0% | 35.7% |
| TOTAL NON-RESPONSES | 11 | 1 | 3 | - | - | - | 4 |
| | 12.8% | 5.6% | 14.3% | | | | 9.5% |
| TOTAL ANSWERING | 86 | 18 | 21 | 1 | - | 2 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------54.722----------> | | | | | | |
| SIGNIFICANCE | .0012* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 1 | 3 | 3 | - | - | - | - | 3 |
| | 3.5% | 12.5% | | | | | 12.0% |
| 2 | 4 | 1 | - | - | - | - | 1 |
| | 4.7% | 4.2% | | | | | 4.0% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 4.2% | | | | | 4.0% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 5 | 4 | 1 | - | - | - | - | 1 |
| | 4.7% | 4.2% | | | | | 4.0% |
| 6 | 2 | - | - | - | - | - | - |
| | 2.3% | | | | | | |
| 7 | 4 | 2 | - | - | - | - | 2 |
| | 4.7% | 8.3% | | | | | 8.0% |
| 8 | 13 | 7 | - | - | - | - | 7 |
| | 15.1% | 29.2% | | | | | 28.0% |
| 9 | 5 | 1 | - | - | - | - | 1 |
| | 5.8% | 4.2% | | | | | 4.0% |
| 10 Excellent | 48 | 8 | 1 | - | - | - | 9 |
| | 55.8% | 33.3% | 100.0% | | | | 36.0% |
| TOTAL NON-RESPONSES | 11 | 1 | 1 | - | - | - | 2 |
| | 12.8% | 4.2% | 100.0% | | | | 8.0% |
| TOTAL ANSWERING | 86 | 24 | 1 | - | - | - | 25 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------1.852----------> | | | | | | |
| SIGNIFICANCE | .9676* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 1 | 3 | 2 | - | - | 1 | - | 3 |
| | 3.5% | 22.2% | | | 25.0% | | 10.7% |
| 2 | 4 | - | - | 1 | - | - | 1 |
| | 4.7% | | | 33.3% | | | 3.6% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 11.1% | | | | | 3.6% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 5 | 4 | - | - | 1 | - | - | 1 |
| | 4.7% | | | 33.3% | | | 3.6% |
| 6 | 2 | - | - | - | 1 | - | 1 |
| | 2.3% | | | | 25.0% | | 3.6% |
| 7 | 4 | 1 | 1 | - | - | - | 2 |
| | 4.7% | 11.1% | 8.3% | | | | 7.1% |
| 8 | 13 | 2 | 6 | 1 | - | - | 9 |
| | 15.1% | 22.2% | 50.0% | 33.3% | | | 32.1% |
| 9 | 5 | - | 1 | - | - | - | 1 |
| | 5.8% | | 8.3% | | | | 3.6% |
| 10 Excellent | 48 | 3 | 4 | - | 2 | - | 9 |
| | 55.8% | 33.3% | 33.3% | | 50.0% | | 32.1% |
| TOTAL NON-RESPONSES | 11 | - | 2 | 1 | - | - | 3 |
| | 12.8% | | 16.7% | 33.3% | | | 10.7% |
| TOTAL ANSWERING | 86 | 9 | 12 | 3 | 4 | - | 28 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------34.438----------> | | | | | | |
| SIGNIFICANCE | .0772* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | - | 1 | 1 |
| | 1.2% | | 1.2% | 1.2% |
| 1 | 3 | - | 3 | 3 |
| | 3.5% | | 3.6% | 3.5% |
| 2 | 4 | - | 4 | 4 |
| | 4.7% | | 4.8% | 4.7% |
| 3 | 1 | - | - | - |
| | 1.2% | | | |
| 4 | 1 | - | 1 | 1 |
| | 1.2% | | 1.2% | 1.2% |
| 5 | 4 | - | 4 | 4 |
| | 4.7% | | 4.8% | 4.7% |
| 6 | 2 | - | 2 | 2 |
| | 2.3% | | 2.4% | 2.4% |
| 7 | 4 | - | 4 | 4 |
| | 4.7% | | 4.8% | 4.7% |
| 8 | 13 | 1 | 12 | 13 |
| | 15.1% | 50.0% | 14.5% | 15.3% |
| 9 | 5 | - | 5 | 5 |
| | 5.8% | | 6.0% | 5.9% |
| 10 Excellent | 48 | 1 | 47 | 48 |
| | 55.8% | 50.0% | 56.6% | 56.5% |
| TOTAL NON-RESPONSES | 11 | - | 11 | 11 |
| | 12.8% | | 13.3% | 12.9% |
| TOTAL ANSWERING | 86 | 2 | 83 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------2.207-------> | | | |
| SIGNIFICANCE | .9878* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1<br>1.2% | - | - | - | - | - | - |
| 1 | 3<br>3.5% | - | - | - | - | - | - |
| 2 | 4<br>4.7% | - | - | - | - | - | - |
| 3 | 1<br>1.2% | - | - | - | - | - | - |
| 4 | 1<br>1.2% | - | - | - | - | - | - |
| 5 | 4<br>4.7% | - | - | - | - | - | - |
| 6 | 2<br>2.3% | - | - | - | - | - | - |
| 7 | 4<br>4.7% | - | - | - | - | - | - |
| 8 | 13<br>15.1% | - | 1<br>100.0% | - | - | - | 1<br>50.0% |
| 9 | 5<br>5.8% | - | - | - | - | - | - |
| 10 Excellent | 48<br>55.8% | - | - | - | - | 1<br>100.0% | 1<br>50.0% |
| TOTAL NON-RESPONSES | 11<br>12.8% | - | - | - | - | - | - |
| TOTAL ANSWERING | 86<br>100.0% | - | 1<br>100.0% | - | - | 1<br>100.0% | 2<br>100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 1.2% | 2.9% | | 1.2% |
| 1 | 3 | 2 | 1 | 3 |
| | 3.5% | 5.9% | 1.9% | 3.5% |
| 2 | 4 | 3 | 1 | 4 |
| | 4.7% | 8.8% | 1.9% | 4.7% |
| 3 | 1 | 1 | - | 1 |
| | 1.2% | 2.9% | | 1.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.2% | | 1.9% | 1.2% |
| 5 | 4 | 3 | 1 | 4 |
| | 4.7% | 8.8% | 1.9% | 4.7% |
| 6 | 2 | 2 | - | 2 |
| | 2.3% | 5.9% | | 2.3% |
| 7 | 4 | 2 | 2 | 4 |
| | 4.7% | 5.9% | 3.8% | 4.7% |
| 8 | 13 | 6 | 7 | 13 |
| | 15.1% | 17.6% | 13.5% | 15.1% |
| 9 | 5 | 2 | 3 | 5 |
| | 5.8% | 5.9% | 5.8% | 5.8% |
| 10 Excellent | 48 | 12 | 36 | 48 |
| | 55.8% | 35.3% | 69.2% | 55.8% |
| TOTAL NON-RESPONSES | 11 | 5 | 6 | 11 |
| | 12.8% | 14.7% | 11.5% | 12.8% |
| TOTAL ANSWERING | 86 | 34 | 52 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------16.569------> | | | |
| SIGNIFICANCE | .0845* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 6.2% | | | | | 2.9% |
| 1 | 3 | 2 | - | - | - | - | 2 |
| | 3.5% | 12.5% | | | | | 5.9% |
| 2 | 4 | 1 | - | 1 | 1 | - | 3 |
| | 4.7% | 6.2% | | 8.3% | 100.0% | | 8.8% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 6.2% | | | | | 2.9% |
| 4 | 1 | - | - | - | - | - | - |
| | 1.2% | | | | | | |
| 5 | 4 | 1 | - | 2 | - | - | 3 |
| | 4.7% | 6.2% | | 16.7% | | | 8.8% |
| 6 | 2 | 1 | - | - | - | 1 | 2 |
| | 2.3% | 6.2% | | | | 20.0% | 5.9% |
| 7 | 4 | 1 | - | - | - | 1 | 2 |
| | 4.7% | 6.2% | | | | 20.0% | 5.9% |
| 8 | 13 | 3 | - | 1 | - | 2 | 6 |
| | 15.1% | 18.8% | | 8.3% | | 40.0% | 17.6% |
| 9 | 5 | - | - | 2 | - | - | 2 |
| | 5.8% | | | 16.7% | | | 5.9% |
| 10 Excellent | 48 | 5 | - | 6 | - | 1 | 12 |
| | 55.8% | 31.2% | | 50.0% | | 20.0% | 35.3% |
| TOTAL NON-RESPONSES | 11 | 1 | - | 3 | - | 1 | 5 |
| | 12.8% | 6.2% | | 25.0% | | 20.0% | 14.7% |
| TOTAL ANSWERING | 86 | 16 | - | 12 | 1 | 5 | 34 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------28.251----------> | | | | | | |
| SIGNIFICANCE | .3981* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | - | 1 | - | 1 |
| | 1.2% | | 7.1% | | 3.0% |
| 1 | 3 | 1 | 1 | - | 2 |
| | 3.5% | 7.1% | 7.1% | | 6.1% |
| 2 | 4 | 1 | 2 | - | 3 |
| | 4.7% | 7.1% | 14.3% | | 9.1% |
| 3 | 1 | 1 | - | - | 1 |
| | 1.2% | 7.1% | | | 3.0% |
| 4 | 1 | - | - | - | - |
| | 1.2% | | | | |
| 5 | 4 | - | 2 | 1 | 3 |
| | 4.7% | | 14.3% | 20.0% | 9.1% |
| 6 | 2 | - | 2 | - | 2 |
| | 2.3% | | 14.3% | | 6.1% |
| 7 | 4 | 1 | - | 1 | 2 |
| | 4.7% | 7.1% | | 20.0% | 6.1% |
| 8 | 13 | 2 | - | 3 | 5 |
| | 15.1% | 14.3% | | 60.0% | 15.2% |
| 9 | 5 | 1 | 1 | - | 2 |
| | 5.8% | 7.1% | 7.1% | | 6.1% |
| 10 Excellent | 48 | 7 | 5 | - | 12 |
| | 55.8% | 50.0% | 35.7% | | 36.4% |
| TOTAL NON-RESPONSES | 11 | 1 | 3 | 1 | 5 |
| | 12.8% | 7.1% | 21.4% | 20.0% | 15.2% |
| TOTAL ANSWERING | 86 | 14 | 14 | 5 | 33 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------23.194----------> | | | | |
| SIGNIFICANCE | .1832* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | 1 | - | - | 1 |
| | 1.2% | 1.7% | | | 1.2% |
| 1 | 3 | 2 | - | 1 | 3 |
| | 3.5% | 3.3% | | 6.7% | 3.5% |
| 2 | 4 | 2 | 1 | 1 | 4 |
| | 4.7% | 3.3% | 10.0% | 6.7% | 4.7% |
| 3 | 1 | 1 | - | - | 1 |
| | 1.2% | 1.7% | | | 1.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.2% | | | 6.7% | 1.2% |
| 5 | 4 | 3 | 1 | - | 4 |
| | 4.7% | 5.0% | 10.0% | | 4.7% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 2.3% | 1.7% | 10.0% | | 2.4% |
| 7 | 4 | 1 | 1 | 2 | 4 |
| | 4.7% | 1.7% | 10.0% | 13.3% | 4.7% |
| 8 | 13 | 6 | 3 | 3 | 12 |
| | 15.1% | 10.0% | 30.0% | 20.0% | 14.1% |
| 9 | 5 | 4 | - | 1 | 5 |
| | 5.8% | 6.7% | | 6.7% | 5.9% |
| 10 Excellent | 48 | 39 | 3 | 6 | 48 |
| | 55.8% | 65.0% | 30.0% | 40.0% | 56.5% |
| TOTAL NON-RESPONSES | 11 | 4 | 3 | 4 | 11 |
| | 12.8% | 6.7% | 30.0% | 26.7% | 12.9% |
| TOTAL ANSWERING | 86 | 60 | 10 | 15 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.929----------> | | | | |
| SIGNIFICANCE | | | .3444* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | 1 | - | - | 1 |
| | 1.2% | 1.4% | | | 1.2% |
| 1 | 3 | 1 | 1 | 1 | 3 |
| | 3.5% | 1.4% | 11.1% | 14.3% | 3.5% |
| 2 | 4 | 4 | - | - | 4 |
| | 4.7% | 5.8% | | | 4.7% |
| 3 | 1 | 1 | - | - | 1 |
| | 1.2% | 1.4% | | | 1.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.2% | | | 14.3% | 1.2% |
| 5 | 4 | 2 | - | 1 | 3 |
| | 4.7% | 2.9% | | 14.3% | 3.5% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 2.3% | 1.4% | 11.1% | | 2.4% |
| 7 | 4 | 3 | - | 1 | 4 |
| | 4.7% | 4.3% | | 14.3% | 4.7% |
| 8 | 13 | 8 | 4 | 1 | 13 |
| | 15.1% | 11.6% | 44.4% | 14.3% | 15.3% |
| 9 | 5 | 5 | - | - | 5 |
| | 5.8% | 7.2% | | | 5.9% |
| 10 Excellent | 48 | 43 | 3 | 2 | 48 |
| | 55.8% | 62.3% | 33.3% | 28.6% | 56.5% |
| TOTAL NON-RESPONSES | 11 | 6 | 2 | 3 | 11 |
| | 12.8% | 8.7% | 22.2% | 42.9% | 12.9% |
| TOTAL ANSWERING | 86 | 69 | 9 | 7 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------33.994----------> | | | | |
| SIGNIFICANCE | | | .0262* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | 1 | - | - | 1 |
| | 1.2% | 2.1% | | | 1.2% |
| 1 | 3 | 1 | 1 | 1 | 3 |
| | 3.5% | 2.1% | 5.0% | 5.6% | 3.5% |
| 2 | 4 | 2 | - | 2 | 4 |
| | 4.7% | 4.3% | | 11.1% | 4.7% |
| 3 | 1 | - | 1 | - | 1 |
| | 1.2% | | 5.0% | | 1.2% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.2% | | 5.0% | | 1.2% |
| 5 | 4 | 1 | 2 | 1 | 4 |
| | 4.7% | 2.1% | 10.0% | 5.6% | 4.7% |
| 6 | 2 | - | 2 | - | 2 |
| | 2.3% | | 10.0% | | 2.4% |
| 7 | 4 | - | 2 | 2 | 4 |
| | 4.7% | | 10.0% | 11.1% | 4.7% |
| 8 | 13 | 5 | 2 | 6 | 13 |
| | 15.1% | 10.6% | 10.0% | 33.3% | 15.3% |
| 9 | 5 | 3 | 2 | - | 5 |
| | 5.8% | 6.4% | 10.0% | | 5.9% |
| 10 Excellent | 48 | 34 | 7 | 6 | 47 |
| | 55.8% | 72.3% | 35.0% | 33.3% | 55.3% |
| TOTAL NON-RESPONSES | 11 | 1 | 3 | 6 | 10 |
| | 12.8% | 2.1% | 15.0% | 33.3% | 11.8% |
| TOTAL ANSWERING | 86 | 47 | 20 | 18 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------35.835----------> | | | | |
| SIGNIFICANCE | .0161* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | 1 | - | - | 1 |
| | 1.2% | 1.7% | | | 1.2% |
| 1 | 3 | 2 | 1 | - | 3 |
| | 3.5% | 3.3% | 6.2% | | 3.5% |
| 2 | 4 | 2 | 1 | 1 | 4 |
| | 4.7% | 3.3% | 6.2% | 10.0% | 4.7% |
| 3 | 1 | 1 | - | - | 1 |
| | 1.2% | 1.7% | | | 1.2% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.2% | | 6.2% | | 1.2% |
| 5 | 4 | 3 | - | 1 | 4 |
| | 4.7% | 5.0% | | 10.0% | 4.7% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 2.3% | 1.7% | 6.2% | | 2.3% |
| 7 | 4 | 2 | 1 | 1 | 4 |
| | 4.7% | 3.3% | 6.2% | 10.0% | 4.7% |
| 8 | 13 | 8 | 2 | 3 | 13 |
| | 15.1% | 13.3% | 12.5% | 30.0% | 15.1% |
| 9 | 5 | 3 | 2 | - | 5 |
| | 5.8% | 5.0% | 12.5% | | 5.8% |
| 10 Excellent | 48 | 37 | 7 | 4 | 48 |
| | 55.8% | 61.7% | 43.8% | 40.0% | 55.8% |
| TOTAL NON-RESPONSES | 11 | 5 | 4 | 2 | 11 |
| | 12.8% | 8.3% | 25.0% | 20.0% | 12.8% |
| TOTAL ANSWERING | 86 | 60 | 16 | 10 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.355----------> | | | | |
| SIGNIFICANCE | .7557* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 1 | 1 | - | - | 1 |
| | 1.2% | 1.5% | | | 1.2% |
| 1 | 3 | 1 | 2 | - | 3 |
| | 3.5% | 1.5% | 10.0% | | 3.5% |
| 2 | 4 | 3 | 1 | - | 4 |
| | 4.7% | 4.5% | 5.0% | | 4.7% |
| 3 | 1 | - | 1 | - | 1 |
| | 1.2% | | 5.0% | | 1.2% |
| 4 | 1 | - | 1 | - | 1 |
| | 1.2% | | 5.0% | | 1.2% |
| 5 | 4 | 3 | 1 | - | 4 |
| | 4.7% | 4.5% | 5.0% | | 4.7% |
| 6 | 2 | - | 2 | - | 2 |
| | 2.3% | | 10.0% | | 2.3% |
| 7 | 4 | 1 | 3 | - | 4 |
| | 4.7% | 1.5% | 15.0% | | 4.7% |
| 8 | 13 | 10 | 3 | - | 13 |
| | 15.1% | 15.2% | 15.0% | | 15.1% |
| 9 | 5 | 4 | 1 | - | 5 |
| | 5.8% | 6.1% | 5.0% | | 5.8% |
| 10 Excellent | 48 | 43 | 5 | - | 48 |
| | 55.8% | 65.2% | 25.0% | | 55.8% |
| TOTAL NON-RESPONSES | 11 | 7 | 4 | - | 11 |
| | 12.8% | 10.6% | 20.0% | | 12.8% |
| TOTAL ANSWERING | 86 | 66 | 20 | - | 86 |
| | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------27.148----------> | | | | |
| SIGNIFICANCE | | | .0025* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 1 | 3 | 3 | - | 3 |
| | 3.5% | 3.6% | | 3.5% |
| 2 | 4 | 4 | - | 4 |
| | 4.7% | 4.8% | | 4.7% |
| 3 | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 5 | 4 | 4 | - | 4 |
| | 4.7% | 4.8% | | 4.7% |
| 6 | 2 | 2 | - | 2 |
| | 2.3% | 2.4% | | 2.3% |
| 7 | 4 | 3 | 1 | 4 |
| | 4.7% | 3.6% | 33.3% | 4.7% |
| 8 | 13 | 13 | - | 13 |
| | 15.1% | 15.7% | | 15.1% |
| 9 | 5 | 5 | - | 5 |
| | 5.8% | 6.0% | | 5.8% |
| 10 Excellent | 48 | 46 | 2 | 48 |
| | 55.8% | 55.4% | 66.7% | 55.8% |
| TOTAL NON-RESPONSES | 11 | 10 | 1 | 11 |
| | 12.8% | 12.0% | 33.3% | 12.8% |
| TOTAL ANSWERING | 86 | 83 | 3 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------6.793-------> | | | |
| SIGNIFICANCE | .7449* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 1 | 3 | 3 | - | 3 |
| | 3.5% | 3.7% | | 3.7% |
| 2 | 4 | 4 | - | 4 |
| | 4.7% | 4.9% | | 4.9% |
| 3 | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.2% | 1.2% | | 1.2% |
| 5 | 4 | 4 | - | 4 |
| | 4.7% | 4.9% | | 4.9% |
| 6 | 2 | 2 | - | 2 |
| | 2.3% | 2.5% | | 2.4% |
| 7 | 4 | 3 | - | 3 |
| | 4.7% | 3.7% | | 3.7% |
| 8 | 13 | 12 | - | 12 |
| | 15.1% | 14.8% | | 14.6% |
| 9 | 5 | 5 | - | 5 |
| | 5.8% | 6.2% | | 6.1% |
| 10 Excellent | 48 | 45 | 1 | 46 |
| | 55.8% | 55.6% | 100.0% | 56.1% |
| TOTAL NON-RESPONSES | 11 | 9 | 1 | 10 |
| | 12.8% | 11.1% | 100.0% | 12.2% |
| TOTAL ANSWERING | 86 | 81 | 1 | 82 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.792-------> | | | |
| SIGNIFICANCE | .9999* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 5.9% | | | | | 1.2% |
| 1 | 3 | - | - | 1 | 1 | 1 | 3 |
| | 3.5% | | | 8.3% | 6.2% | 4.5% | 3.7% |
| 2 | 4 | 1 | - | 1 | - | 1 | 3 |
| | 4.7% | 5.9% | | 8.3% | | 4.5% | 3.7% |
| 3 | 1 | 1 | - | - | - | - | 1 |
| | 1.2% | 5.9% | | | | | 1.2% |
| 4 | 1 | - | - | - | - | 1 | 1 |
| | 1.2% | | | | | 4.5% | 1.2% |
| 5 | 4 | 1 | 2 | - | 1 | - | 4 |
| | 4.7% | 5.9% | 14.3% | | 6.2% | | 4.9% |
| 6 | 2 | - | - | 1 | - | - | 1 |
| | 2.3% | | | 8.3% | | | 1.2% |
| 7 | 4 | 2 | - | 1 | - | 1 | 4 |
| | 4.7% | 11.8% | | 8.3% | | 4.5% | 4.9% |
| 8 | 13 | 4 | 1 | 2 | 2 | 4 | 13 |
| | 15.1% | 23.5% | 7.1% | 16.7% | 12.5% | 18.2% | 16.0% |
| 9 | 5 | - | - | 2 | - | 2 | 4 |
| | 5.8% | | | 16.7% | | 9.1% | 4.9% |
| 10 Excellent | 48 | 7 | 11 | 4 | 12 | 12 | 46 |
| | 55.8% | 41.2% | 78.6% | 33.3% | 75.0% | 54.5% | 56.8% |
| TOTAL NON-RESPONSES | 11 | 1 | 1 | 2 | 1 | 5 | 10 |
| | 12.8% | 5.9% | 7.1% | 16.7% | 6.2% | 22.7% | 12.3% |
| TOTAL ANSWERING | 86 | 17 | 14 | 12 | 16 | 22 | 81 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------39.73----------> | | | | | | |
| SIGNIFICANCE | .4823* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 1.2% | 1.6% | | 1.2% |
| 1 | 3 | 1 | 2 | 3 |
| | 3.5% | 1.6% | 9.1% | 3.5% |
| 2 | 4 | 4 | - | 4 |
| | 4.7% | 6.3% | | 4.7% |
| 3 | 1 | - | 1 | 1 |
| | 1.2% | | 4.5% | 1.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.2% | | 4.5% | 1.2% |
| 5 | 4 | 3 | 1 | 4 |
| | 4.7% | 4.8% | 4.5% | 4.7% |
| 6 | 2 | 2 | - | 2 |
| | 2.3% | 3.2% | | 2.4% |
| 7 | 4 | 2 | 2 | 4 |
| | 4.7% | 3.2% | 9.1% | 4.7% |
| 8 | 13 | 10 | 3 | 13 |
| | 15.1% | 15.9% | 13.6% | 15.3% |
| 9 | 5 | 5 | - | 5 |
| | 5.8% | 7.9% | | 5.9% |
| 10 Excellent | 48 | 35 | 12 | 47 |
| | 55.8% | 55.6% | 54.5% | 55.3% |
| TOTAL NON-RESPONSES | 11 | 8 | 3 | 11 |
| | 12.8% | 12.7% | 13.6% | 12.9% |
| TOTAL ANSWERING | 86 | 63 | 22 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------13.79-------> | | | |
| SIGNIFICANCE | .1828* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 1.2% | 3.2% | | | | 1.2% |
| 1 | 3 | 1 | 2 | - | - | 3 |
| | 3.5% | 3.2% | 8.7% | | | 3.5% |
| 2 | 4 | 4 | - | - | - | 4 |
| | 4.7% | 12.9% | | | | 4.7% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 1.2% | 3.2% | | | | 1.2% |
| 4 | 1 | 1 | - | - | - | 1 |
| | 1.2% | 3.2% | | | | 1.2% |
| 5 | 4 | 1 | 2 | - | 1 | 4 |
| | 4.7% | 3.2% | 8.7% | | 5.6% | 4.7% |
| 6 | 2 | 1 | - | 1 | - | 2 |
| | 2.3% | 3.2% | | 7.7% | | 2.4% |
| 7 | 4 | 3 | - | 1 | - | 4 |
| | 4.7% | 9.7% | | 7.7% | | 4.7% |
| 8 | 13 | 6 | 1 | 3 | 3 | 13 |
| | 15.1% | 19.4% | 4.3% | 23.1% | 16.7% | 15.3% |
| 9 | 5 | 3 | - | - | 2 | 5 |
| | 5.8% | 9.7% | | | 11.1% | 5.9% |
| 10 Excellent | 48 | 9 | 18 | 8 | 12 | 47 |
| | 55.8% | 29.0% | 78.3% | 61.5% | 66.7% | 55.3% |
| TOTAL NON-RESPONSES | 11 | 4 | 2 | - | 5 | 11 |
| | 12.8% | 12.9% | 8.7% | | 27.8% | 12.9% |
| TOTAL ANSWERING | 86 | 31 | 23 | 13 | 18 | 85 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------36.001----------> | | | | | |
| SIGNIFICANCE | .208* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | - | - | - | 1 | 1 |
| | 1.2% | | | | 5.6% | 2.3% |
| 1 | 3 | 2 | - | - | - | 2 |
| | 3.5% | 28.6% | | | | 4.7% |
| 2 | 4 | 1 | 1 | - | 1 | 3 |
| | 4.7% | 14.3% | 9.1% | | 5.6% | 7.0% |
| 3 | 1 | 1 | - | - | - | 1 |
| | 1.2% | 14.3% | | | | 2.3% |
| 4 | 1 | - | - | - | - | - |
| | 1.2% | | | | | |
| 5 | 4 | - | 1 | - | 2 | 3 |
| | 4.7% | | 9.1% | | 11.1% | 7.0% |
| 6 | 2 | - | - | 1 | 1 | 2 |
| | 2.3% | | | 14.3% | 5.6% | 4.7% |
| 7 | 4 | - | - | 1 | 3 | 4 |
| | 4.7% | | | 14.3% | 16.7% | 9.3% |
| 8 | 13 | 1 | 2 | 1 | 2 | 6 |
| | 15.1% | 14.3% | 18.2% | 14.3% | 11.1% | 14.0% |
| 9 | 5 | 1 | - | 2 | 1 | 4 |
| | 5.8% | 14.3% | | 28.6% | 5.6% | 9.3% |
| 10 Excellent | 48 | 1 | 7 | 2 | 7 | 17 |
| | 55.8% | 14.3% | 63.6% | 28.6% | 38.9% | 39.5% |
| TOTAL NON-RESPONSES | 11 | 3 | 2 | 2 | 1 | 8 |
| | 12.8% | 42.9% | 18.2% | 28.6% | 5.6% | 18.6% |
| TOTAL ANSWERING | 86 | 7 | 11 | 7 | 18 | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------32.111----------> | | | | | |
| SIGNIFICANCE | .228* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 1 | 1 | - | - | - | 1 |
| | 1.2% | 5.0% | | | | 1.3% |
| 1 | 3 | 1 | 1 | - | 1 | 3 |
| | 3.5% | 5.0% | 2.9% | | 6.7% | 3.8% |
| 2 | 4 | 1 | 1 | - | 2 | 4 |
| | 4.7% | 5.0% | 2.9% | | 13.3% | 5.1% |
| 3 | 1 | - | 1 | - | - | 1 |
| | 1.2% | | 2.9% | | | 1.3% |
| 4 | 1 | - | - | - | - | - |
| | 1.2% | | | | | |
| 5 | 4 | - | 3 | - | 1 | 4 |
| | 4.7% | | 8.6% | | 6.7% | 5.1% |
| 6 | 2 | - | - | - | 2 | 2 |
| | 2.3% | | | | 13.3% | 2.5% |
| 7 | 4 | - | 2 | - | 2 | 4 |
| | 4.7% | | 5.7% | | 13.3% | 5.1% |
| 8 | 13 | 3 | 5 | 3 | - | 11 |
| | 15.1% | 15.0% | 14.3% | 33.3% | | 13.9% |
| 9 | 5 | 3 | 1 | 1 | - | 5 |
| | 5.8% | 15.0% | 2.9% | 11.1% | | 6.3% |
| 10 Excellent | 48 | 11 | 21 | 5 | 7 | 44 |
| | 55.8% | 55.0% | 60.0% | 55.6% | 46.7% | 55.7% |
| TOTAL NON-RESPONSES | 11 | 5 | 2 | - | 3 | 10 |
| | 12.8% | 25.0% | 5.7% | | 20.0% | 12.7% |
| TOTAL ANSWERING | 86 | 20 | 35 | 9 | 15 | 79 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------31.501----------> | | | | | |
| SIGNIFICANCE | .2511* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 1 | 1 | - | 1 |
| | 1.2% | 2.0% | | 1.2% |
| 1 | 3 | 3 | - | 3 |
| | 3.5% | 6.1% | | 3.5% |
| 2 | 4 | 2 | 2 | 4 |
| | 4.7% | 4.1% | 5.4% | 4.7% |
| 3 | 1 | - | 1 | 1 |
| | 1.2% | | 2.7% | 1.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.2% | | 2.7% | 1.2% |
| 5 | 4 | 4 | - | 4 |
| | 4.7% | 8.2% | | 4.7% |
| 6 | 2 | 1 | 1 | 2 |
| | 2.3% | 2.0% | 2.7% | 2.3% |
| 7 | 4 | 3 | 1 | 4 |
| | 4.7% | 6.1% | 2.7% | 4.7% |
| 8 | 13 | 6 | 7 | 13 |
| | 15.1% | 12.2% | 18.9% | 15.1% |
| 9 | 5 | 2 | 3 | 5 |
| | 5.8% | 4.1% | 8.1% | 5.8% |
| 10 Excellent | 48 | 27 | 21 | 48 |
| | 55.8% | 55.1% | 56.8% | 55.8% |
| TOTAL NON-RESPONSES | 11 | 5 | 6 | 11 |
| | 12.8% | 10.2% | 16.2% | 12.8% |
| TOTAL ANSWERING | 86 | 49 | 37 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.558------> | | | |
| SIGNIFICANCE | .393* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | - | 1 | 2 | - | - | - | 3 |
| | 3.3% | | 3.7% | 15.4% | | | | 3.4% |
| 1 | 1 | - | - | - | 1 | - | - | 1 |
| | 1.1% | | | | 16.7% | | | 1.1% |
| 2 | 6 | 2 | 2 | 2 | - | - | - | 6 |
| | 6.5% | 4.8% | 7.4% | 15.4% | | | | 6.7% |
| 3 | 2 | - | 1 | - | 1 | - | - | 2 |
| | 2.2% | | 3.7% | | 16.7% | | | 2.2% |
| 4 | 1 | - | - | 1 | - | - | - | 1 |
| | 1.1% | | | 7.7% | | | | 1.1% |
| 5 | 3 | 1 | 2 | - | - | - | - | 3 |
| | 3.3% | 2.4% | 7.4% | | | | | 3.4% |
| 6 | 3 | 2 | 1 | - | - | - | - | 3 |
| | 3.3% | 4.8% | 3.7% | | | | | 3.4% |
| 7 | 7 | 1 | 4 | 1 | - | - | - | 6 |
| | 7.6% | 2.4% | 14.8% | 7.7% | | | | 6.7% |
| 8 | 9 | 1 | 4 | 2 | 1 | - | - | 8 |
| | 9.8% | 2.4% | 14.8% | 15.4% | 16.7% | | | 9.0% |
| 9 | 7 | 1 | 2 | 2 | 2 | - | - | 7 |
| | 7.6% | 2.4% | 7.4% | 15.4% | 33.3% | | | 7.9% |
| 10 Excellent | 50 | 34 | 10 | 3 | 1 | 1 | - | 49 |
| | 54.3% | 81.0% | 37.0% | 23.1% | 16.7% | 100.0% | | 55.1% |
| TOTAL NON-RESPONSES | 5 | 2 | - | 1 | 1 | - | - | 4 |
| | 5.4% | 4.8% | | 7.7% | 16.7% | | | 4.5% |
| TOTAL ANSWERING | 92 | 42 | 27 | 13 | 6 | 1 | - | 89 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------66.261----------> | | | | | | | |
| SIGNIFICANCE | .0056* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 3.3% | | 3.4% | 7.1% | 25.0% | | | 3.3% |
| 1 | 1 | - | - | 1 | - | - | - | 1 |
| | 1.1% | | | 7.1% | | | | 1.1% |
| 2 | 6 | 1 | 4 | 1 | - | - | - | 6 |
| | 6.5% | 2.3% | 13.8% | 7.1% | | | | 6.7% |
| 3 | 2 | - | - | 2 | - | - | - | 2 |
| | 2.2% | | | 14.3% | | | | 2.2% |
| 4 | 1 | - | - | - | 1 | - | - | 1 |
| | 1.1% | | | | 25.0% | | | 1.1% |
| 5 | 3 | 2 | 1 | - | - | - | - | 3 |
| | 3.3% | 4.7% | 3.4% | | | | | 3.3% |
| 6 | 3 | 1 | 1 | 1 | - | - | - | 3 |
| | 3.3% | 2.3% | 3.4% | 7.1% | | | | 3.3% |
| 7 | 7 | 2 | 3 | 1 | - | - | - | 6 |
| | 7.6% | 4.7% | 10.3% | 7.1% | | | | 6.7% |
| 8 | 9 | 1 | 6 | 1 | 1 | - | - | 9 |
| | 9.8% | 2.3% | 20.7% | 7.1% | 25.0% | | | 10.0% |
| 9 | 7 | 2 | 2 | 2 | 1 | - | - | 7 |
| | 7.6% | 4.7% | 6.9% | 14.3% | 25.0% | | | 7.8% |
| 10 Excellent | 50 | 34 | 11 | 4 | - | - | - | 49 |
| | 54.3% | 79.1% | 37.9% | 28.6% | | | | 54.4% |
| TOTAL NON-RESPONSES | 5 | 3 | - | 1 | - | - | - | 4 |
| | 5.4% | 7.0% | | 7.1% | | | | 4.4% |
| TOTAL ANSWERING | 92 | 43 | 29 | 14 | 4 | - | - | 90 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------71.84----------> | | | | | | | |
| SIGNIFICANCE | 0* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | 3 | 1 | 2 | - | - | - | - | 3 |
| | 3.3% | 6.2% | 14.3% | | | | | 7.7% |
| 1 | 1 | 1 | - | - | - | - | - | 1 |
| | 1.1% | 6.2% | | | | | | 2.6% |
| 2 | 6 | 2 | 1 | - | - | 1 | - | 4 |
| | 6.5% | 12.5% | 7.1% | | | 100.0% | | 10.3% |
| 3 | 2 | 2 | - | - | - | - | - | 2 |
| | 2.2% | 12.5% | | | | | | 5.1% |
| 4 | 1 | 1 | - | - | - | - | - | 1 |
| | 1.1% | 6.2% | | | | | | 2.6% |
| 5 | 3 | 1 | - | - | - | - | - | 1 |
| | 3.3% | 6.2% | | | | | | 2.6% |
| 6 | 3 | - | 1 | - | - | - | - | 1 |
| | 3.3% | | 7.1% | | | | | 2.6% |
| 7 | 7 | 1 | 1 | 2 | - | - | - | 4 |
| | 7.6% | 6.2% | 7.1% | 25.0% | | | | 10.3% |
| 8 | 9 | 4 | 2 | 1 | - | - | - | 7 |
| | 9.8% | 25.0% | 14.3% | 12.5% | | | | 17.9% |
| 9 | 7 | 2 | 2 | 1 | - | - | - | 5 |
| | 7.6% | 12.5% | 14.3% | 12.5% | | | | 12.8% |
| 10 Excellent | 50 | 1 | 5 | 4 | - | - | - | 10 |
| | 54.3% | 6.2% | 35.7% | 50.0% | | | | 25.6% |
| TOTAL NON-RESPONSES | 5 | 1 | 1 | - | - | - | - | 2 |
| | 5.4% | 6.2% | 7.1% | | | | | 5.1% |
| TOTAL ANSWERING | 92 | 16 | 14 | 8 | - | 1 | - | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------27.586----------> | | | | | | | |
| SIGNIFICANCE | .5924* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | 1 | - | - | - | 2 |
| | 3.3% | 5.6% | 4.3% | | | | 4.5% |
| 1 | 1 | - | 1 | - | - | - | 1 |
| | 1.1% | | 4.3% | | | | 2.3% |
| 2 | 6 | 4 | 1 | - | - | - | 5 |
| | 6.5% | 22.2% | 4.3% | | | | 11.4% |
| 3 | 2 | 1 | 1 | - | - | - | 2 |
| | 2.2% | 5.6% | 4.3% | | | | 4.5% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 5.6% | | | | | 2.3% |
| 5 | 3 | - | 1 | - | - | - | 1 |
| | 3.3% | | 4.3% | | | | 2.3% |
| 6 | 3 | - | 1 | - | - | - | 1 |
| | 3.3% | | 4.3% | | | | 2.3% |
| 7 | 7 | - | 2 | 1 | - | 1 | 4 |
| | 7.6% | | 8.7% | 100.0% | | 50.0% | 9.1% |
| 8 | 9 | 4 | 3 | - | - | - | 7 |
| | 9.8% | 22.2% | 13.0% | | | | 15.9% |
| 9 | 7 | 1 | 4 | - | - | - | 5 |
| | 7.6% | 5.6% | 17.4% | | | | 11.4% |
| 10 Excellent | 50 | 6 | 8 | - | - | 1 | 15 |
| | 54.3% | 33.3% | 34.8% | | | 50.0% | 34.1% |
| TOTAL NON-RESPONSES | 5 | 1 | 1 | - | - | - | 2 |
| | 5.4% | 5.6% | 4.3% | | | | 4.5% |
| TOTAL ANSWERING | 92 | 18 | 23 | 1 | - | 2 | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.312----------> | | | | | | |
| SIGNIFICANCE | .7097* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 2 | - | - | - | - | 2 |
| | 3.3% | 8.0% | | | | | 7.7% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 4.0% | | | | | 3.8% |
| 2 | 6 | 2 | - | - | - | - | 2 |
| | 6.5% | 8.0% | | | | | 7.7% |
| 3 | 2 | 2 | - | - | - | - | 2 |
| | 2.2% | 8.0% | | | | | 7.7% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 4.0% | | | | | 3.8% |
| 5 | 3 | - | - | - | - | - | - |
| | 3.3% | | | | | | |
| 6 | 3 | 2 | - | - | - | - | 2 |
| | 3.3% | 8.0% | | | | | 7.7% |
| 7 | 7 | 1 | - | - | - | - | 1 |
| | 7.6% | 4.0% | | | | | 3.8% |
| 8 | 9 | 3 | - | - | - | - | 3 |
| | 9.8% | 12.0% | | | | | 11.5% |
| 9 | 7 | 4 | 1 | - | - | - | 5 |
| | 7.6% | 16.0% | 100.0% | | | | 19.2% |
| 10 Excellent | 50 | 7 | - | - | - | - | 7 |
| | 54.3% | 28.0% | | | | | 26.9% |
| TOTAL NON-RESPONSES | 5 | - | 1 | - | - | - | 1 |
| | 5.4% | | 100.0% | | | | 3.8% |
| TOTAL ANSWERING | 92 | 25 | 1 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------4.368----------> | | | | | | |
| SIGNIFICANCE | .8856* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | - | - | 2 | - | - | 2 |
| | 3.3% | | | 50.0% | | | 6.7% |
| 1 | 1 | - | - | - | 1 | - | 1 |
| | 1.1% | | | | 25.0% | | 3.3% |
| 2 | 6 | 2 | - | 1 | - | - | 3 |
| | 6.5% | 22.2% | | 25.0% | | | 10.0% |
| 3 | 2 | 1 | - | 1 | - | - | 2 |
| | 2.2% | 11.1% | | 25.0% | | | 6.7% |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 1.1% | | 7.7% | | | | 3.3% |
| 5 | 3 | - | - | - | - | - | - |
| | 3.3% | | | | | | |
| 6 | 3 | - | 2 | - | - | - | 2 |
| | 3.3% | | 15.4% | | | | 6.7% |
| 7 | 7 | - | - | - | 1 | - | 1 |
| | 7.6% | | | | 25.0% | | 3.3% |
| 8 | 9 | 3 | 2 | - | 1 | - | 6 |
| | 9.8% | 33.3% | 15.4% | | 25.0% | | 20.0% |
| 9 | 7 | - | 4 | - | 1 | - | 5 |
| | 7.6% | | 30.8% | | 25.0% | | 16.7% |
| 10 Excellent | 50 | 3 | 4 | - | - | - | 7 |
| | 54.3% | 33.3% | 30.8% | | | | 23.3% |
| TOTAL NON-RESPONSES | 5 | - | 1 | - | - | - | 1 |
| | 5.4% | | 7.7% | | | | 3.3% |
| TOTAL ANSWERING | 92 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------45.518----------> | | | | | | |
| SIGNIFICANCE | .0143* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | - | 3 | 3 |
| | 3.3% | | 3.4% | 3.3% |
| 1 | 1 | - | 1 | 1 |
| | 1.1% | | 1.1% | 1.1% |
| 2 | 6 | - | 5 | 5 |
| | 6.5% | | 5.6% | 5.5% |
| 3 | 2 | - | 2 | 2 |
| | 2.2% | | 2.2% | 2.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 1.1% | 1.1% |
| 5 | 3 | - | 3 | 3 |
| | 3.3% | | 3.4% | 3.3% |
| 6 | 3 | - | 3 | 3 |
| | 3.3% | | 3.4% | 3.3% |
| 7 | 7 | - | 7 | 7 |
| | 7.6% | | 7.9% | 7.7% |
| 8 | 9 | 1 | 8 | 9 |
| | 9.8% | 50.0% | 9.0% | 9.9% |
| 9 | 7 | - | 7 | 7 |
| | 7.6% | | 7.9% | 7.7% |
| 10 Excellent | 50 | 1 | 49 | 50 |
| | 54.3% | 50.0% | 55.1% | 54.9% |
| TOTAL NON-RESPONSES | 5 | - | 5 | 5 |
| | 5.4% | | 5.6% | 5.5% |
| TOTAL ANSWERING | 92 | 2 | 89 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.055-------> | | | |
| SIGNIFICANCE | .9448* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3<br>3.3% | - | - | - | - | - | - |
| 1 | 1<br>1.1% | - | - | - | - | - | - |
| 2 | 6<br>6.5% | - | - | - | - | - | - |
| 3 | 2<br>2.2% | - | - | - | - | - | - |
| 4 | 1<br>1.1% | - | - | - | - | - | - |
| 5 | 3<br>3.3% | - | - | - | - | - | - |
| 6 | 3<br>3.3% | - | - | - | - | - | - |
| 7 | 7<br>7.6% | - | - | - | - | - | - |
| 8 | 9<br>9.8% | - | 1<br>100.0% | - | - | - | 1<br>50.0% |
| 9 | 7<br>7.6% | - | - | - | - | - | - |
| 10 Excellent | 50<br>54.3% | - | - | - | - | 1<br>100.0% | 1<br>50.0% |
| TOTAL NON-RESPONSES | 5<br>5.4% | - | - | - | - | - | - |
| TOTAL ANSWERING | 92<br>100.0% | - | 1<br>100.0% | - | - | 1<br>100.0% | 2<br>100.0% |
| CHI-SQUARE | <----------2.0----------> | | | | | | |
| SIGNIFICANCE | .1573* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 2 | 1 | 3 |
| | 3.3% | 5.4% | 1.8% | 3.3% |
| 1 | 1 | 1 | - | 1 |
| | 1.1% | 2.7% | | 1.1% |
| 2 | 6 | 3 | 3 | 6 |
| | 6.5% | 8.1% | 5.5% | 6.5% |
| 3 | 2 | 1 | 1 | 2 |
| | 2.2% | 2.7% | 1.8% | 2.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 2.7% | | 1.1% |
| 5 | 3 | 2 | 1 | 3 |
| | 3.3% | 5.4% | 1.8% | 3.3% |
| 6 | 3 | 1 | 2 | 3 |
| | 3.3% | 2.7% | 3.6% | 3.3% |
| 7 | 7 | 4 | 3 | 7 |
| | 7.6% | 10.8% | 5.5% | 7.6% |
| 8 | 9 | 5 | 4 | 9 |
| | 9.8% | 13.5% | 7.3% | 9.8% |
| 9 | 7 | 2 | 5 | 7 |
| | 7.6% | 5.4% | 9.1% | 7.6% |
| 10 Excellent | 50 | 15 | 35 | 50 |
| | 54.3% | 40.5% | 63.6% | 54.3% |
| TOTAL NON-RESPONSES | 5 | 2 | 3 | 5 |
| | 5.4% | 5.4% | 5.5% | 5.4% |
| TOTAL ANSWERING | 92 | 37 | 55 | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------9.377-------> | | | |
| SIGNIFICANCE | .4967* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | 1 | - | - | 2 |
| | 3.3% | 5.9% | | 7.1% | | | 5.4% |
| 1 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 5.9% | | | | | 2.7% |
| 2 | 6 | 1 | - | 2 | - | - | 3 |
| | 6.5% | 5.9% | | 14.3% | | | 8.1% |
| 3 | 2 | - | - | 1 | - | - | 1 |
| | 2.2% | | | 7.1% | | | 2.7% |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.1% | 5.9% | | | | | 2.7% |
| 5 | 3 | 2 | - | - | - | - | 2 |
| | 3.3% | 11.8% | | | | | 5.4% |
| 6 | 3 | 1 | - | - | - | - | 1 |
| | 3.3% | 5.9% | | | | | 2.7% |
| 7 | 7 | 1 | - | - | - | 3 | 4 |
| | 7.6% | 5.9% | | | | 60.0% | 10.8% |
| 8 | 9 | 3 | - | 1 | - | 1 | 5 |
| | 9.8% | 17.6% | | 7.1% | | 20.0% | 13.5% |
| 9 | 7 | 2 | - | - | - | - | 2 |
| | 7.6% | 11.8% | | | | | 5.4% |
| 10 Excellent | 50 | 4 | - | 9 | 1 | 1 | 15 |
| | 54.3% | 23.5% | | 64.3% | 100.0% | 20.0% | 40.5% |
| TOTAL NON-RESPONSES | 5 | - | - | 1 | - | 1 | 2 |
| | 5.4% | | | 7.1% | | 20.0% | 5.4% |
| TOTAL ANSWERING | 92 | 17 | - | 14 | 1 | 5 | 37 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.21----------> | | | | | | |
| SIGNIFICANCE | .4549* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 1 | - | 1 | 2 |
| | 3.3% | 6.7% | | 16.7% | 5.6% |
| 1 | 1 | 1 | - | - | 1 |
| | 1.1% | 6.7% | | | 2.8% |
| 2 | 6 | 1 | 2 | - | 3 |
| | 6.5% | 6.7% | 13.3% | | 8.3% |
| 3 | 2 | - | - | 1 | 1 |
| | 2.2% | | | 16.7% | 2.8% |
| 4 | 1 | 1 | - | - | 1 |
| | 1.1% | 6.7% | | | 2.8% |
| 5 | 3 | - | 1 | 1 | 2 |
| | 3.3% | | 6.7% | 16.7% | 5.6% |
| 6 | 3 | 1 | - | - | 1 |
| | 3.3% | 6.7% | | | 2.8% |
| 7 | 7 | - | 2 | 2 | 4 |
| | 7.6% | | 13.3% | 33.3% | 11.1% |
| 8 | 9 | 1 | 3 | - | 4 |
| | 9.8% | 6.7% | 20.0% | | 11.1% |
| 9 | 7 | 1 | 1 | - | 2 |
| | 7.6% | 6.7% | 6.7% | | 5.6% |
| 10 Excellent | 50 | 8 | 6 | 1 | 15 |
| | 54.3% | 53.3% | 40.0% | 16.7% | 41.7% |
| TOTAL NON-RESPONSES | 5 | - | 2 | - | 2 |
| | 5.4% | | 13.3% | | 5.6% |
| TOTAL ANSWERING | 92 | 15 | 15 | 6 | 36 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.8----------> | | | | |
| SIGNIFICANCE | .2987* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 2 | - | 1 | 3 |
| | 3.3% | 3.2% | | 5.9% | 3.3% |
| 1 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.6% | | | 1.1% |
| 2 | 6 | 3 | 1 | 2 | 6 |
| | 6.5% | 4.8% | 8.3% | 11.8% | 6.6% |
| 3 | 2 | 1 | 1 | - | 2 |
| | 2.2% | 1.6% | 8.3% | | 2.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 5.9% | 1.1% |
| 5 | 3 | 2 | 1 | - | 3 |
| | 3.3% | 3.2% | 8.3% | | 3.3% |
| 6 | 3 | 1 | - | 2 | 3 |
| | 3.3% | 1.6% | | 11.8% | 3.3% |
| 7 | 7 | 5 | 1 | 1 | 7 |
| | 7.6% | 8.1% | 8.3% | 5.9% | 7.7% |
| 8 | 9 | 4 | 2 | 2 | 8 |
| | 9.8% | 6.5% | 16.7% | 11.8% | 8.8% |
| 9 | 7 | 6 | 1 | - | 7 |
| | 7.6% | 9.7% | 8.3% | | 7.7% |
| 10 Excellent | 50 | 37 | 5 | 8 | 50 |
| | 54.3% | 59.7% | 41.7% | 47.1% | 54.9% |
| TOTAL NON-RESPONSES | 5 | 2 | 1 | 2 | 5 |
| | 5.4% | 3.2% | 8.3% | 11.8% | 5.5% |
| TOTAL ANSWERING | 92 | 62 | 12 | 17 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.188----------> | | | | |
| SIGNIFICANCE | .5096* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 3 | - | - | 3 |
| | 3.3% | 4.1% | | | 3.3% |
| 1 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 12.5% | 1.1% |
| 2 | 6 | 5 | - | 1 | 6 |
| | 6.5% | 6.8% | | 12.5% | 6.6% |
| 3 | 2 | 1 | - | 1 | 2 |
| | 2.2% | 1.4% | | 12.5% | 2.2% |
| 4 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.4% | | | 1.1% |
| 5 | 3 | 2 | - | - | 2 |
| | 3.3% | 2.7% | | | 2.2% |
| 6 | 3 | 1 | - | 2 | 3 |
| | 3.3% | 1.4% | | 25.0% | 3.3% |
| 7 | 7 | 5 | 2 | - | 7 |
| | 7.6% | 6.8% | 20.0% | | 7.7% |
| 8 | 9 | 7 | 1 | 1 | 9 |
| | 9.8% | 9.6% | 10.0% | 12.5% | 9.9% |
| 9 | 7 | 6 | 1 | - | 7 |
| | 7.6% | 8.2% | 10.0% | | 7.7% |
| 10 Excellent | 50 | 42 | 6 | 2 | 50 |
| | 54.3% | 57.5% | 60.0% | 25.0% | 54.9% |
| TOTAL NON-RESPONSES | 5 | 2 | 1 | 2 | 5 |
| | 5.4% | 2.7% | 10.0% | 25.0% | 5.5% |
| TOTAL ANSWERING | 92 | 73 | 10 | 8 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------34.703----------> | | | | |
| SIGNIFICANCE | .0217* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | - | - | 3 | 3 |
| | 3.3% | | | 14.3% | 3.3% |
| 1 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 4.8% | 1.1% |
| 2 | 6 | 2 | 3 | 1 | 6 |
| | 6.5% | 4.2% | 13.6% | 4.8% | 6.6% |
| 3 | 2 | - | 1 | 1 | 2 |
| | 2.2% | | 4.5% | 4.8% | 2.2% |
| 4 | 1 | - | - | 1 | 1 |
| | 1.1% | | | 4.8% | 1.1% |
| 5 | 3 | 1 | 1 | 1 | 3 |
| | 3.3% | 2.1% | 4.5% | 4.8% | 3.3% |
| 6 | 3 | 2 | 1 | - | 3 |
| | 3.3% | 4.2% | 4.5% | | 3.3% |
| 7 | 7 | 2 | 4 | 1 | 7 |
| | 7.6% | 4.2% | 18.2% | 4.8% | 7.7% |
| 8 | 9 | 1 | 3 | 5 | 9 |
| | 9.8% | 2.1% | 13.6% | 23.8% | 9.9% |
| 9 | 7 | 3 | 3 | - | 6 |
| | 7.6% | 6.2% | 13.6% | | 6.6% |
| 10 Excellent | 50 | 37 | 6 | 7 | 50 |
| | 54.3% | 77.1% | 27.3% | 33.3% | 54.9% |
| TOTAL NON-RESPONSES | 5 | - | 1 | 3 | 4 |
| | 5.4% | | 4.5% | 14.3% | 4.4% |
| TOTAL ANSWERING | 92 | 48 | 22 | 21 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------46.176----------> | | | | |
| SIGNIFICANCE | .0008* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 1 | - | 2 | 3 |
| | 3.3% | 1.6% | | 20.0% | 3.3% |
| 1 | 1 | - | 1 | - | 1 |
| | 1.1% | | 5.0% | | 1.1% |
| 2 | 6 | 3 | 2 | 1 | 6 |
| | 6.5% | 4.8% | 10.0% | 10.0% | 6.5% |
| 3 | 2 | 1 | - | 1 | 2 |
| | 2.2% | 1.6% | | 10.0% | 2.2% |
| 4 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.6% | | | 1.1% |
| 5 | 3 | 3 | - | - | 3 |
| | 3.3% | 4.8% | | | 3.3% |
| 6 | 3 | 2 | 1 | - | 3 |
| | 3.3% | 3.2% | 5.0% | | 3.3% |
| 7 | 7 | 5 | 2 | - | 7 |
| | 7.6% | 8.1% | 10.0% | | 7.6% |
| 8 | 9 | 3 | 3 | 3 | 9 |
| | 9.8% | 4.8% | 15.0% | 30.0% | 9.8% |
| 9 | 7 | 5 | 2 | - | 7 |
| | 7.6% | 8.1% | 10.0% | | 7.6% |
| 10 Excellent | 50 | 38 | 9 | 3 | 50 |
| | 54.3% | 61.3% | 45.0% | 30.0% | 54.3% |
| TOTAL NON-RESPONSES | 5 | 3 | - | 2 | 5 |
| | 5.4% | 4.8% | | 20.0% | 5.4% |
| TOTAL ANSWERING | 92 | 62 | 20 | 10 | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------30.079----------> | | | | |
| SIGNIFICANCE | .0686* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | 3 | 3 | - | - | 3 |
| | 3.3% | 4.2% | | | 3.3% |
| 1 | 1 | - | 1 | - | 1 |
| | 1.1% | | 4.8% | | 1.1% |
| 2 | 6 | 1 | 5 | - | 6 |
| | 6.5% | 1.4% | 23.8% | | 6.5% |
| 3 | 2 | 2 | - | - | 2 |
| | 2.2% | 2.8% | | | 2.2% |
| 4 | 1 | 1 | - | - | 1 |
| | 1.1% | 1.4% | | | 1.1% |
| 5 | 3 | 3 | - | - | 3 |
| | 3.3% | 4.2% | | | 3.3% |
| 6 | 3 | 2 | 1 | - | 3 |
| | 3.3% | 2.8% | 4.8% | | 3.3% |
| 7 | 7 | 5 | 2 | - | 7 |
| | 7.6% | 7.0% | 9.5% | | 7.6% |
| 8 | 9 | 5 | 4 | - | 9 |
| | 9.8% | 7.0% | 19.0% | | 9.8% |
| 9 | 7 | 5 | 2 | - | 7 |
| | 7.6% | 7.0% | 9.5% | | 7.6% |
| 10 Excellent | 50 | 44 | 6 | - | 50 |
| | 54.3% | 62.0% | 28.6% | | 54.3% |
| TOTAL NON-RESPONSES | 5 | 2 | 3 | - | 5 |
| | 5.4% | 2.8% | 14.3% | | 5.4% |
| TOTAL ANSWERING | 92 | 71 | 21 | - | 92 |
| | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------24.678----------> | | | | |
| SIGNIFICANCE | .006* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 2 | 1 | 3 |
| | 3.3% | 2.2% | 33.3% | 3.3% |
| 1 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 2 | 6 | 6 | - | 6 |
| | 6.5% | 6.7% | | 6.5% |
| 3 | 2 | 2 | - | 2 |
| | 2.2% | 2.2% | | 2.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 1.1% | | 1.1% |
| 5 | 3 | 3 | - | 3 |
| | 3.3% | 3.4% | | 3.3% |
| 6 | 3 | 3 | - | 3 |
| | 3.3% | 3.4% | | 3.3% |
| 7 | 7 | 7 | - | 7 |
| | 7.6% | 7.9% | | 7.6% |
| 8 | 9 | 9 | - | 9 |
| | 9.8% | 10.1% | | 9.8% |
| 9 | 7 | 7 | - | 7 |
| | 7.6% | 7.9% | | 7.6% |
| 10 Excellent | 50 | 48 | 2 | 50 |
| | 54.3% | 53.9% | 66.7% | 54.3% |
| TOTAL NON-RESPONSES | 5 | 4 | 1 | 5 |
| | 5.4% | 4.5% | 33.3% | 5.4% |
| TOTAL ANSWERING | 92 | 89 | 3 | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.002------> | | | |
| SIGNIFICANCE | .4403* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 2 | - | 2 |
| | 3.3% | 2.3% | | 2.3% |
| 1 | 1 | 1 | - | 1 |
| | 1.1% | 1.2% | | 1.1% |
| 2 | 6 | 6 | - | 6 |
| | 6.5% | 7.0% | | 6.8% |
| 3 | 2 | 2 | - | 2 |
| | 2.2% | 2.3% | | 2.3% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 1.2% | | 1.1% |
| 5 | 3 | 2 | 1 | 3 |
| | 3.3% | 2.3% | 50.0% | 3.4% |
| 6 | 3 | 3 | - | 3 |
| | 3.3% | 3.5% | | 3.4% |
| 7 | 7 | 7 | - | 7 |
| | 7.6% | 8.1% | | 8.0% |
| 8 | 9 | 8 | - | 8 |
| | 9.8% | 9.3% | | 9.1% |
| 9 | 7 | 7 | - | 7 |
| | 7.6% | 8.1% | | 8.0% |
| 10 Excellent | 50 | 47 | 1 | 48 |
| | 54.3% | 54.7% | 50.0% | 54.5% |
| TOTAL NON-RESPONSES | 5 | 4 | - | 4 |
| | 5.4% | 4.7% | | 4.5% |
| TOTAL ANSWERING | 92 | 86 | 2 | 88 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------13.899------> | | | |
| SIGNIFICANCE | .1776* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | 3 | 1 | - | 1 | 1 | - | 3 |
| | 3.3% | 5.6% | | 7.7% | 5.9% | | 3.5% |
| 1 | 1 | - | - | - | 1 | - | 1 |
| | 1.1% | | | | 5.9% | | 1.2% |
| 2 | 6 | 2 | - | 2 | - | 2 | 6 |
| | 6.5% | 11.1% | | 15.4% | | 8.3% | 7.0% |
| 3 | 2 | - | 1 | - | 1 | - | 2 |
| | 2.2% | | 7.1% | | 5.9% | | 2.3% |
| 4 | 1 | - | - | - | - | 1 | 1 |
| | 1.1% | | | | | 4.2% | 1.2% |
| 5 | 3 | 1 | - | - | 1 | 1 | 3 |
| | 3.3% | 5.6% | | | 5.9% | 4.2% | 3.5% |
| 6 | 3 | 1 | 1 | - | - | 1 | 3 |
| | 3.3% | 5.6% | 7.1% | | | 4.2% | 3.5% |
| 7 | 7 | 1 | 2 | 1 | 1 | 1 | 6 |
| | 7.6% | 5.6% | 14.3% | 7.7% | 5.9% | 4.2% | 7.0% |
| 8 | 9 | 1 | 3 | 3 | 1 | 1 | 9 |
| | 9.8% | 5.6% | 21.4% | 23.1% | 5.9% | 4.2% | 10.5% |
| 9 | 7 | 1 | - | 3 | - | 3 | 7 |
| | 7.6% | 5.6% | | 23.1% | | 12.5% | 8.1% |
| 10 Excellent | 50 | 10 | 7 | 3 | 11 | 14 | 45 |
| | 54.3% | 55.6% | 50.0% | 23.1% | 64.7% | 58.3% | 52.3% |
| TOTAL NON-RESPONSES | 5 | - | 1 | 1 | - | 3 | 5 |
| | 5.4% | | 7.1% | 7.7% | | 12.5% | 5.8% |
| TOTAL ANSWERING | 92 | 18 | 14 | 13 | 17 | 24 | 86 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------36.338----------> | | | | | | |
| SIGNIFICANCE | .6359* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 3.3% | 4.4% | | 3.3% |
| 1 | 1 | - | 1 | 1 |
| | 1.1% | | 4.3% | 1.1% |
| 2 | 6 | 3 | 3 | 6 |
| | 6.5% | 4.4% | 13.0% | 6.6% |
| 3 | 2 | 2 | - | 2 |
| | 2.2% | 2.9% | | 2.2% |
| 4 | 1 | 1 | - | 1 |
| | 1.1% | 1.5% | | 1.1% |
| 5 | 3 | 3 | - | 3 |
| | 3.3% | 4.4% | | 3.3% |
| 6 | 3 | 2 | 1 | 3 |
| | 3.3% | 2.9% | 4.3% | 3.3% |
| 7 | 7 | 6 | 1 | 7 |
| | 7.6% | 8.8% | 4.3% | 7.7% |
| 8 | 9 | 7 | 2 | 9 |
| | 9.8% | 10.3% | 8.7% | 9.9% |
| 9 | 7 | 5 | 2 | 7 |
| | 7.6% | 7.4% | 8.7% | 7.7% |
| 10 Excellent | 50 | 36 | 13 | 49 |
| | 54.3% | 52.9% | 56.5% | 53.8% |
| TOTAL NON-RESPONSES | 5 | 3 | 2 | 5 |
| | 5.4% | 4.4% | 8.7% | 5.5% |
| TOTAL ANSWERING | 92 | 68 | 23 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------8.619-------> | | | |
| SIGNIFICANCE | .5686* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 2 | - | - | 1 | 3 |
| | 3.3% | 6.1% | | | 4.8% | 3.3% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 1.1% | 3.0% | | | | 1.1% |
| 2 | 6 | 4 | 1 | - | 1 | 6 |
| | 6.5% | 12.1% | 4.2% | | 4.8% | 6.6% |
| 3 | 2 | - | 1 | 1 | - | 2 |
| | 2.2% | | 4.2% | 7.7% | | 2.2% |
| 4 | 1 | - | - | 1 | - | 1 |
| | 1.1% | | | 7.7% | | 1.1% |
| 5 | 3 | 1 | - | - | 2 | 3 |
| | 3.3% | 3.0% | | | 9.5% | 3.3% |
| 6 | 3 | 1 | 1 | - | 1 | 3 |
| | 3.3% | 3.0% | 4.2% | | 4.8% | 3.3% |
| 7 | 7 | 3 | 3 | 1 | - | 7 |
| | 7.6% | 9.1% | 12.5% | 7.7% | | 7.7% |
| 8 | 9 | 3 | - | 4 | 2 | 9 |
| | 9.8% | 9.1% | | 30.8% | 9.5% | 9.9% |
| 9 | 7 | 4 | - | - | 3 | 7 |
| | 7.6% | 12.1% | | | 14.3% | 7.7% |
| 10 Excellent | 50 | 14 | 18 | 6 | 11 | 49 |
| | 54.3% | 42.4% | 75.0% | 46.2% | 52.4% | 53.8% |
| TOTAL NON-RESPONSES | 5 | 2 | 1 | - | 2 | 5 |
| | 5.4% | 6.1% | 4.2% | | 9.5% | 5.5% |
| TOTAL ANSWERING | 92 | 33 | 24 | 13 | 21 | 91 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------38.675----------> | | | | | |
| SIGNIFICANCE | .1332* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | - | 1 | - | 1 | 2 |
| | 3.3% | | 8.3% | | 5.6% | 4.2% |
| 1 | 1 | 1 | - | - | - | 1 |
| | 1.1% | 11.1% | | | | 2.1% |
| 2 | 6 | 2 | 2 | - | - | 4 |
| | 6.5% | 22.2% | 16.7% | | | 8.3% |
| 3 | 2 | - | - | - | 2 | 2 |
| | 2.2% | | | | 11.1% | 4.2% |
| 4 | 1 | - | - | - | 1 | 1 |
| | 1.1% | | | | 5.6% | 2.1% |
| 5 | 3 | - | - | - | 1 | 1 |
| | 3.3% | | | | 5.6% | 2.1% |
| 6 | 3 | 1 | - | - | 1 | 2 |
| | 3.3% | 11.1% | | | 5.6% | 4.2% |
| 7 | 7 | - | - | 1 | 4 | 5 |
| | 7.6% | | | 11.1% | 22.2% | 10.4% |
| 8 | 9 | 1 | 1 | 2 | 1 | 5 |
| | 9.8% | 11.1% | 8.3% | 22.2% | 5.6% | 10.4% |
| 9 | 7 | 1 | 1 | 2 | 3 | 7 |
| | 7.6% | 11.1% | 8.3% | 22.2% | 16.7% | 14.6% |
| 10 Excellent | 50 | 3 | 7 | 4 | 4 | 18 |
| | 54.3% | 33.3% | 58.3% | 44.4% | 22.2% | 37.5% |
| TOTAL NON-RESPONSES | 5 | 1 | 1 | - | 1 | 3 |
| | 5.4% | 11.1% | 8.3% | | 5.6% | 6.2% |
| TOTAL ANSWERING | 92 | 9 | 12 | 9 | 18 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.41----------> | | | | | |
| SIGNIFICANCE | .4962* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | 3 | 2 | - | - | 1 | 3 |
| | 3.3% | 9.1% | | | 5.9% | 3.6% |
| 1 | 1 | - | 1 | - | - | 1 |
| | 1.1% | | 2.8% | | | 1.2% |
| 2 | 6 | 1 | 2 | - | 2 | 5 |
| | 6.5% | 4.5% | 5.6% | | 11.8% | 6.0% |
| 3 | 2 | - | 1 | 1 | - | 2 |
| | 2.2% | | 2.8% | 11.1% | | 2.4% |
| 4 | 1 | - | 1 | - | - | 1 |
| | 1.1% | | 2.8% | | | 1.2% |
| 5 | 3 | 1 | 2 | - | - | 3 |
| | 3.3% | 4.5% | 5.6% | | | 3.6% |
| 6 | 3 | 1 | 1 | - | 1 | 3 |
| | 3.3% | 4.5% | 2.8% | | 5.9% | 3.6% |
| 7 | 7 | - | 1 | 1 | 4 | 6 |
| | 7.6% | | 2.8% | 11.1% | 23.5% | 7.1% |
| 8 | 9 | 1 | 1 | 3 | 3 | 8 |
| | 9.8% | 4.5% | 2.8% | 33.3% | 17.6% | 9.5% |
| 9 | 7 | 3 | 2 | 1 | 1 | 7 |
| | 7.6% | 13.6% | 5.6% | 11.1% | 5.9% | 8.3% |
| 10 Excellent | 50 | 13 | 24 | 3 | 5 | 45 |
| | 54.3% | 59.1% | 66.7% | 33.3% | 29.4% | 53.6% |
| TOTAL NON-RESPONSES | 5 | 3 | 1 | - | 1 | 5 |
| | 5.4% | 13.6% | 2.8% | | 5.9% | 6.0% |
| TOTAL ANSWERING | 92 | 22 | 36 | 9 | 17 | 84 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------36.951----------> | | | | | |
| SIGNIFICANCE | .1786* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | 3 | 3 | - | 3 |
| | 3.3% | 5.8% | | 3.3% |
| 1 | 1 | 1 | - | 1 |
| | 1.1% | 1.9% | | 1.1% |
| 2 | 6 | 2 | 4 | 6 |
| | 6.5% | 3.8% | 10.0% | 6.5% |
| 3 | 2 | 2 | - | 2 |
| | 2.2% | 3.8% | | 2.2% |
| 4 | 1 | - | 1 | 1 |
| | 1.1% | | 2.5% | 1.1% |
| 5 | 3 | 3 | - | 3 |
| | 3.3% | 5.8% | | 3.3% |
| 6 | 3 | 2 | 1 | 3 |
| | 3.3% | 3.8% | 2.5% | 3.3% |
| 7 | 7 | 5 | 2 | 7 |
| | 7.6% | 9.6% | 5.0% | 7.6% |
| 8 | 9 | 5 | 4 | 9 |
| | 9.8% | 9.6% | 10.0% | 9.8% |
| 9 | 7 | 3 | 4 | 7 |
| | 7.6% | 5.8% | 10.0% | 7.6% |
| 10 Excellent | 50 | 26 | 24 | 50 |
| | 54.3% | 50.0% | 60.0% | 54.3% |
| TOTAL NON-RESPONSES | 5 | 2 | 3 | 5 |
| | 5.4% | 3.8% | 7.5% | 5.4% |
| TOTAL ANSWERING | 92 | 52 | 40 | 92 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------11.246------> | | | |
| SIGNIFICANCE | .3387* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 106 | 49 | 28 | 15 | 7 | 1 | - | 100 |
| | 95.5% | 98.0% | 90.3% | 100.0% | 87.5% | 100.0% | | 95.2% |
| No | 5 | 1 | 3 | - | 1 | - | - | 5 |
| | 4.5% | 2.0% | 9.7% | | 12.5% | | | 4.8% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 50 | 31 | 15 | 8 | 1 | - | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------4.349----------> | | | | | | | |
| SIGNIFICANCE | .3608* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 106<br>95.5% | 52<br>92.9% | 30<br>96.8% | 15<br>100.0% | 4<br>100.0% | - | - | 101<br>95.3% |
| No | 5<br>4.5% | 4<br>7.1% | 1<br>3.2% | - | - | - | - | 5<br>4.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 56<br>100.0% | 31<br>100.0% | 15<br>100.0% | 4<br>100.0% | - | - | 106<br>100.0% |
| CHI-SQUARE | <----------1.827----------> | | | | | | | |
| SIGNIFICANCE | .609* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 106 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 95.5% | 100.0% | 93.8% | 100.0% | | 100.0% | | 97.7% |
| No | 5 | - | 1 | - | - | - | - | 1 |
| | 4.5% | | 6.2% | | | | | 2.3% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 18 | 16 | 8 | - | 2 | - | 44 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------1.791----------> | | | | | | | |
| SIGNIFICANCE | .617* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106<br>95.5% | 20<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | 2<br>100.0% | 49<br>100.0% |
| No | 5<br>4.5% | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 20<br>100.0% | 25<br>100.0% | 2<br>100.0% | - | 2<br>100.0% | 49<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q11. Length (in hours) of Shortest Outage Lasting More than One Minute.

| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106 | 25 | 2 | - | - | - | 27 |
| | 95.5% | 100.0% | 100.0% | | | | 100.0% |
| No | 5 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106<br>95.5% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| No | 5<br>4.5% | - | - | - | - | - | - |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 9<br>100.0% | 14<br>100.0% | 4<br>100.0% | 4<br>100.0% | - | 31<br>100.0% |
| CHI-SQUARE | <----------.0----------> | | | | | | |
| SIGNIFICANCE | 1* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 106 | 3 | 102 | 105 |
| | 95.5% | 100.0% | 95.3% | 95.5% |
| No | 5 | - | 5 | 5 |
| | 4.5% | | 4.7% | 4.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 3 | 107 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.147-------> | | | |
| SIGNIFICANCE | .7016* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106 | - | 2 | - | - | 1 | 3 |
| | 95.5% | | 100.0% | | | 100.0% | 100.0% |
| No | 5 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Yes | 106 | 43 | 63 | 106 |
| | 95.5% | 100.0% | 92.6% | 95.5% |
| No | 5 | - | 5 | 5 |
| | 4.5% | | 7.4% | 4.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 43 | 68 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.311-------> | | | |
| SIGNIFICANCE | .0688* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106 | 19 | - | 16 | 1 | 6 | 42 |
| | 95.5% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 5 | - | - | - | - | - | - |
| | 4.5% | | | | | | |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106 | 17 | 19 | 6 | 42 |
| | 95.5% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 5 | - | - | - | - |
| | 4.5% | | | | |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | |
| SIGNIFICANCE | | | 1* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106 | 69 | 16 | 20 | 105 |
| | 95.5% | 95.8% | 100.0% | 90.9% | 95.5% |
| No | 5 | 3 | - | 2 | 5 |
| | 4.5% | 4.2% | | 9.1% | 4.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 72 | 16 | 22 | 110 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.833----------> | | | | |
| SIGNIFICANCE | .3998* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q23. 24/7 Availability by Phone in Event of Power Outage

| Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106 | 82 | 12 | 11 | 105 |
| | 95.5% | 96.5% | 100.0% | 91.7% | 96.3% |
| No | 5 | 3 | - | 1 | 4 |
| | 4.5% | 3.5% | | 8.3% | 3.7% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 85 | 12 | 12 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.2----------> | | | | |
| SIGNIFICANCE | | .5488* | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106<br>95.5% | 50<br>98.0% | 25<br>96.2% | 29<br>90.6% | 104<br>95.4% |
| No | 5<br>4.5% | 1<br>2.0% | 1<br>3.8% | 3<br>9.4% | 5<br>4.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 51<br>100.0% | 26<br>100.0% | 32<br>100.0% | 109<br>100.0% |
| CHI-SQUARE | <----------2.512----------> | | | | |
| SIGNIFICANCE | .2847* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106<br>95.5% | 67<br>95.7% | 22<br>100.0% | 17<br>89.5% | 106<br>95.5% |
| No | 5<br>4.5% | 3<br>4.3% | - | 2<br>10.5% | 5<br>4.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 70<br>100.0% | 22<br>100.0% | 19<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <----------2.647----------> | | | | |
| SIGNIFICANCE | .2662* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 106<br>95.5% | 70<br>95.9% | 23<br>95.8% | 12<br>92.3% | 105<br>95.5% |
| No | 5<br>4.5% | 3<br>4.1% | 1<br>4.2% | 1<br>7.7% | 5<br>4.5% |
| TOTAL NON-RESPONSES | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 73<br>100.0% | 24<br>100.0% | 13<br>100.0% | 110<br>100.0% |
| CHI-SQUARE | <----------.337----------> | | | | |
| SIGNIFICANCE | .8451* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| Q30. Receive a Bill at this Location | | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 106<br>95.5% | 106<br>100.0% | - | 106<br>95.5% |
| No | 5<br>4.5% | - | 5<br>100.0% | 5<br>4.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 106<br>100.0% | 5<br>100.0% | 111<br>100.0% |
| CHI-SQUARE | <-------111.0-------> | | | |
| SIGNIFICANCE | 0* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q31. Respondent Handles this Bill

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| Yes | 106 | 102 | 3 | 105 |
| | 95.5% | 100.0% | 100.0% | 100.0% |
| No | 5 | - | - | - |
| | 4.5% | | | |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 102 | 3 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 106 | 20 | 17 | 14 | 18 | 29 | 98 |
| | 95.5% | 100.0% | 100.0% | 93.3% | 94.7% | 90.6% | 95.1% |
| No | 5 | - | - | 1 | 1 | 3 | 5 |
| | 4.5% | | | 6.7% | 5.3% | 9.4% | 4.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 20 | 17 | 15 | 19 | 32 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------3.417----------> | | | | | | |
| SIGNIFICANCE | .4906* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

Q34. Own or Rent Residence

| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
|---|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| Yes | 106 | 76 | 28 | 104 |
| | 95.5% | 95.0% | 96.6% | 95.4% |
| No | 5 | 4 | 1 | 5 |
| | 4.5% | 5.0% | 3.4% | 4.6% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 80 | 29 | 109 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <--------.117-------> | | |
| SIGNIFICANCE | | .7322* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 106<br>95.5% | 39<br>97.5% | 26<br>96.3% | 13<br>92.9% | 25<br>92.6% | 103<br>95.4% |
| No | 5<br>4.5% | 1<br>2.5% | 1<br>3.7% | 1<br>7.1% | 2<br>7.4% | 5<br>4.6% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111<br>100.0% | 40<br>100.0% | 27<br>100.0% | 14<br>100.0% | 27<br>100.0% | 108<br>100.0% |
| CHI-SQUARE | <----------1.135----------> | | | | | |
| SIGNIFICANCE | .7685* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 106 | 10 | 16 | 11 | 17 | 54 |
| | 95.5% | 90.9% | 94.1% | 100.0% | 89.5% | 93.1% |
| No | 5 | 1 | 1 | - | 2 | 4 |
| | 4.5% | 9.1% | 5.9% | | 10.5% | 6.9% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 11 | 17 | 11 | 19 | 58 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.314----------> | | | | | |
| SIGNIFICANCE | .7257* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 106 | 30 | 39 | 9 | 19 | 97 |
| | 95.5% | 93.8% | 95.1% | 100.0% | 100.0% | 96.0% |
| No | 5 | 2 | 2 | - | - | 4 |
| | 4.5% | 6.2% | 4.9% | | | 4.0% |
| TOTAL NON-RESPONSES | - | - | - | - | - | - |
| TOTAL ANSWERING | 111 | 32 | 41 | 9 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.686----------> | | | | | |
| SIGNIFICANCE | .6399* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q30. Now I would like to talk to you about your impressions of <utiln >'s billing. Do you receive a bill from <utiln > at this location?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 106 | 55 | 51 | 106 |
| | 95.5% | 93.2% | 98.1% | 95.5% |
| No | 5 | 4 | 1 | 5 |
| | 4.5% | 6.8% | 1.9% | 4.5% |
| TOTAL NON-RESPONSES | - | - | - | - |
| TOTAL ANSWERING | 111 | 59 | 52 | 111 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------1.516-------> | | | |
| SIGNIFICANCE | .2183* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 102 | 48 | 26 | 15 | 7 | 1 | - | 97 |
| | 97.1% | 98.0% | 96.3% | 100.0% | 100.0% | 100.0% | | 98.0% |
| No | 3 | 1 | 1 | - | - | - | - | 2 |
| | 2.9% | 2.0% | 3.7% | | | | | 2.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | - | - | - | 1 |
| | 1.0% | | 3.7% | | | | | 1.0% |
| TOTAL ANSWERING | 105 | 49 | 27 | 15 | 7 | 1 | - | 99 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------.861----------> | | | | | | |
| SIGNIFICANCE | | | | .9301* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | | Q8. Number of Power Outages Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 102 | 49 | 30 | 14 | 4 | - | - | 97 |
| | 97.1% | 96.1% | 100.0% | 93.3% | 100.0% | | | 97.0% |
| No | 3 | 2 | - | 1 | - | - | - | 3 |
| | 2.9% | 3.9% | | 6.7% | | | | 3.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 1.0% | 2.0% | | | | | | 1.0% |
| TOTAL ANSWERING | 105 | 51 | 30 | 15 | 4 | - | - | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | | <----------1.893----------> | | | | | | |
| SIGNIFICANCE | | | | .5948* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q9. Last Time an Outage Lasted More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| Yes | 102 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 97.1% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| No | 3 | - | - | - | - | - | - | - |
| | 2.9% | | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - | - |
| | 1.0% | | | | | | | |
| TOTAL ANSWERING | 105 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | | |
| SIGNIFICANCE | | | | 1* | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | | Q10. Length (in hours) of Last Outage | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | 19 | 25 | 2 | - | 2 | 48 |
| | 97.1% | 95.0% | 100.0% | 100.0% | | 100.0% | 98.0% |
| No | 3 | 1 | - | - | - | - | 1 |
| | 2.9% | 5.0% | | | | | 2.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 105 | 20 | 25 | 2 | - | 2 | 49 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------1.48----------> | | | | | |
| SIGNIFICANCE | | | | .6868* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | 24 | 2 | - | - | - | 26 |
| | 97.1% | 96.0% | 100.0% | | | | 96.3% |
| No | 3 | 1 | - | - | - | - | 1 |
| | 2.9% | 4.0% | | | | | 3.7% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 105 | 25 | 2 | - | - | - | 27 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------.083----------> | | | | | | |
| SIGNIFICANCE | | | | .7732* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | 9 | 13 | 4 | 4 | - | 30 |
| | 97.1% | 100.0% | 92.9% | 100.0% | 100.0% | | 96.8% |
| No | 3 | - | 1 | - | - | - | 1 |
| | 2.9% | | 7.1% | | | | 3.2% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 105 | 9 | 14 | 4 | 4 | - | 31 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------1.255----------> | | | | | | |
| SIGNIFICANCE | | | | .7399* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 102 | 3 | 98 | 101 |
| | 97.1% | 100.0% | 97.0% | 97.1% |
| No | 3 | - | 3 | 3 |
| | 2.9% | | 3.0% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 1.0% | 1.0% |
| TOTAL ANSWERING | 105 | 3 | 101 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.092-------> | | | |
| SIGNIFICANCE | .762* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | - | 2 | - | - | 1 | 3 |
| | 97.1% | | 100.0% | | | 100.0% | 100.0% |
| No | 3 | - | - | - | - | - | - |
| | 2.9% | | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 105 | - | 2 | - | - | 1 | 3 |
| | 100.0% | | 100.0% | | | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | | |
| SIGNIFICANCE | | | | 1* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

Q18. Have Tried to Reach by Phone
Cross Tab

| Frequency | Yes | No | Total |
|---|---|---|---|
| (A) | (B) | (C) | (D) |
| Yes | 102 | 41 | 61 | 102 |
| | 97.1% | 95.3% | 98.4% | 97.1% |
| No | 3 | 2 | 1 | 3 |
| | 2.9% | 4.7% | 1.6% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 1.6% | 1.0% |
| TOTAL ANSWERING | 105 | 43 | 62 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.844-------> | | | |
| SIGNIFICANCE | .3581* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | 17 | - | 16 | 1 | 6 | 40 |
| | 97.1% | 89.5% | | 100.0% | 100.0% | 100.0% | 95.2% |
| No | 3 | 2 | - | - | - | - | 2 |
| | 2.9% | 10.5% | | | | | 4.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 105 | 19 | - | 16 | 1 | 6 | 42 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------2.542----------> | | | | | |
| SIGNIFICANCE | | | | .4677* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 16 | 19 | 5 | 40 |
| | 97.1% | 94.1% | 100.0% | 83.3% | 95.2% |
| No | 3 | 1 | - | 1 | 2 |
| | 2.9% | 5.9% | | 16.7% | 4.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - |
| | 1.0% | | | | |
| TOTAL ANSWERING | 105 | 17 | 19 | 6 | 42 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.872----------> | | | | |
| SIGNIFICANCE | | | .2379* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 68 | 15 | 19 | 102 |
| | 97.1% | 98.6% | 93.8% | 95.0% | 97.1% |
| No | 3 | 1 | 1 | 1 | 3 |
| | 2.9% | 1.4% | 6.2% | 5.0% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - |
| | 1.0% | | | | |
| TOTAL ANSWERING | 105 | 69 | 16 | 20 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.487----------> | | | | |
| SIGNIFICANCE | .4754* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 79 | 11 | 11 | 101 |
| | 97.1% | 96.3% | 100.0% | 100.0% | 97.1% |
| No | 3 | 3 | - | - | 3 |
| | 2.9% | 3.7% | | | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 1.0% | | 9.1% | | 1.0% |
| TOTAL ANSWERING | 105 | 82 | 11 | 11 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.829----------> | | | |
| SIGNIFICANCE | | | .6607* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 49 | 25 | 26 | 100 |
| | 97.1% | 98.0% | 100.0% | 92.9% | 97.1% |
| No | 3 | 1 | - | 2 | 3 |
| | 2.9% | 2.0% | | 7.1% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 1.0% | | | 3.6% | 1.0% |
| TOTAL ANSWERING | 105 | 50 | 25 | 28 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.669----------> | | | | |
| SIGNIFICANCE | | | .2633* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 65 | 22 | 15 | 102 |
| | 97.1% | 97.0% | 100.0% | 93.8% | 97.1% |
| No | 3 | 2 | - | 1 | 3 |
| | 2.9% | 3.0% | | 6.2% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | - | 1 | 1 |
| | 1.0% | | | 6.2% | 1.0% |
| TOTAL ANSWERING | 105 | 67 | 22 | 16 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------1.315----------> | | | |
| SIGNIFICANCE | | | .5182* | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| Yes | 102 | 68 | 22 | 11 | 101 |
| | 97.1% | 97.1% | 100.0% | 91.7% | 97.1% |
| No | 3 | 2 | - | 1 | 3 |
| | 2.9% | 2.9% | | 8.3% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 1.0% | | 4.5% | | 1.0% |
| TOTAL ANSWERING | 105 | 70 | 22 | 12 | 104 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.925----------> | | | | |
| SIGNIFICANCE | .3819* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 102 | 102 | - | 102 |
| | 97.1% | 97.1% | | 97.1% |
| No | 3 | 3 | - | 3 |
| | 2.9% | 2.9% | | 2.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 1.0% | 1.0% | | 1.0% |
| TOTAL ANSWERING | 105 | 105 | - | 105 |
| | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | | <---------.0--------> | | |
| SIGNIFICANCE | | 1* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 102<br>97.1% | 102<br>100.0% | - | 102<br>97.1% |
| No | 3<br>2.9% | - | 3<br>100.0% | 3<br>2.9% |
| TOTAL NON-RESPONSES | 1<br>1.0% | - | - | - |
| TOTAL ANSWERING | 105<br>100.0% | 102<br>100.0% | 3<br>100.0% | 105<br>100.0% |
| CHI-SQUARE | | <-------105.0-------> | | |
| SIGNIFICANCE | | 0* | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| Yes | 102 | 20 | 17 | 14 | 18 | 27 | 96 |
| | 97.1% | 100.0% | 100.0% | 100.0% | 100.0% | 96.4% | 99.0% |
| No | 3 | - | - | - | - | 1 | 1 |
| | 2.9% | | | | | 3.6% | 1.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 1.0% | | | | | 3.6% | 1.0% |
| TOTAL ANSWERING | 105 | 20 | 17 | 14 | 18 | 28 | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------2.49----------> | | | | | | |
| SIGNIFICANCE | .6464* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 102 | 74 | 28 | 102 |
| | 97.1% | 98.7% | 100.0% | 99.0% |
| No | 3 | 1 | - | 1 |
| | 2.9% | 1.3% | | 1.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 1.0% | 1.3% | | 1.0% |
| TOTAL ANSWERING | 105 | 75 | 28 | 103 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.377-------> | | | |
| SIGNIFICANCE | .5392* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 102 | 39 | 26 | 13 | 23 | 101 |
| | 97.1% | 100.0% | 100.0% | 100.0% | 95.8% | 99.0% |
| No | 3 | - | - | - | 1 | 1 |
| | 2.9% | | | | 4.2% | 1.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | 1 | 1 |
| | 1.0% | | | | 4.2% | 1.0% |
| TOTAL ANSWERING | 105 | 39 | 26 | 13 | 24 | 102 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------3.282----------> | | | | |
| SIGNIFICANCE | | | .3501* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | | Q36. 2020 Total Pre-Tax Household Income | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 102 | 10 | 16 | 11 | 17 | 54 |
| | 97.1% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 3 | - | - | - | - | - |
| | 2.9% | | | | | |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| TOTAL ANSWERING | 105 | 10 | 16 | 11 | 17 | 54 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | | <----------.0----------> | | | | |
| SIGNIFICANCE | | | 1* | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| Yes | 102 | 30 | 38 | 9 | 19 | 96 |
| | 97.1% | 100.0% | 97.4% | 100.0% | 100.0% | 99.0% |
| No | 3 | - | 1 | - | - | 1 |
| | 2.9% | | 2.6% | | | 1.0% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - |
| | 1.0% | | | | | |
| TOTAL ANSWERING | 105 | 30 | 39 | 9 | 19 | 97 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------1.503----------> | | | | | |
| SIGNIFICANCE | .6817* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q31. Do you personally see or handle this bill?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| Yes | 102 | 54 | 48 | 102 |
| | 97.1% | 98.2% | 96.0% | 97.1% |
| No | 3 | 1 | 2 | 3 |
| | 2.9% | 1.8% | 4.0% | 2.9% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 2.0% | 1.0% |
| TOTAL ANSWERING | 105 | 55 | 50 | 105 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <--------.449-------> | | | |
| SIGNIFICANCE | .5027* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q6. Number of Power Interruptions Lasting Less than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | - | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | - | - | 1 |
| | 1.0% | | | 6.7% | | | | 1.0% |
| 5 | 5 | 1 | 2 | 1 | 1 | - | - | 5 |
| | 5.0% | 2.1% | 7.7% | 6.7% | 14.3% | | | 5.2% |
| 6 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.0% | | 3.8% | 6.7% | | | | 2.1% |
| 7 | 3 | - | 2 | - | 1 | - | - | 3 |
| | 3.0% | | 7.7% | | 14.3% | | | 3.1% |
| 8 | 6 | 2 | 1 | 2 | - | - | - | 5 |
| | 5.9% | 4.3% | 3.8% | 13.3% | | | | 5.2% |
| 9 | 11 | 4 | 3 | 3 | - | - | - | 10 |
| | 10.9% | 8.5% | 11.5% | 20.0% | | | | 10.4% |
| 10 Excellent | 73 | 40 | 17 | 7 | 5 | 1 | - | 70 |
| | 72.3% | 85.1% | 65.4% | 46.7% | 71.4% | 100.0% | | 72.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 1.0% | 2.1% | | | | | | 1.0% |
| TOTAL ANSWERING | 101 | 47 | 26 | 15 | 7 | 1 | - | 96 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------24.85----------> | | | | | | | |
| SIGNIFICANCE | .414* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q8. Number of Power Outages Lasting More than One Minute | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Frequency | Zero times | 1 to 2 times | 3 to 5 times | 6 to 10 times | 11 to 20 times | 21 or more times | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | - | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | - | - | - | 1 | - | - | 1 |
| | 1.0% | | | | 25.0% | | | 1.0% |
| 5 | 5 | 2 | 2 | 1 | - | - | - | 5 |
| | 5.0% | 4.2% | 6.7% | 7.1% | | | | 5.2% |
| 6 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.0% | | 3.3% | 7.1% | | | | 2.1% |
| 7 | 3 | - | 1 | 1 | 1 | - | - | 3 |
| | 3.0% | | 3.3% | 7.1% | 25.0% | | | 3.1% |
| 8 | 6 | 3 | - | 1 | 1 | - | - | 5 |
| | 5.9% | 6.2% | | 7.1% | 25.0% | | | 5.2% |
| 9 | 11 | 3 | 4 | 3 | - | - | - | 10 |
| | 10.9% | 6.2% | 13.3% | 21.4% | | | | 10.4% |
| 10 Excellent | 73 | 40 | 22 | 7 | 1 | - | - | 70 |
| | 72.3% | 83.3% | 73.3% | 50.0% | 25.0% | | | 72.9% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | - | - | 1 |
| | 1.0% | 2.1% | | | | | | 1.0% |
| TOTAL ANSWERING | 101 | 48 | 30 | 14 | 4 | - | - | 96 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 100.0% |
| CHI-SQUARE | <----------45.758----------> | | | | | | | |
| SIGNIFICANCE | .0003* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

Q9. Last Time an Outage Lasted More than One Minute

| | Frequency | 4Q 2020 | 3Q 2020 | 2Q 2020 | 1Q 2020 | 4Q 2019 | Prior to 4Q 2019 | Cross tab Total |
|---|---|---|---|---|---|---|---|---|
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) | (H) |
| 0 Poor | - | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | - | 1 |
| | 1.0% | 5.6% | | | | | | 2.3% |
| 5 | 5 | 1 | 1 | - | - | - | - | 2 |
| | 5.0% | 5.6% | 6.7% | | | | | 4.7% |
| 6 | 2 | - | 1 | 1 | - | - | - | 2 |
| | 2.0% | | 6.7% | 12.5% | | | | 4.7% |
| 7 | 3 | 2 | 1 | - | - | - | - | 3 |
| | 3.0% | 11.1% | 6.7% | | | | | 7.0% |
| 8 | 6 | 2 | 1 | - | - | - | - | 3 |
| | 5.9% | 11.1% | 6.7% | | | | | 7.0% |
| 9 | 11 | 2 | 3 | - | - | - | - | 5 |
| | 10.9% | 11.1% | 20.0% | | | | | 11.6% |
| 10 Excellent | 73 | 10 | 8 | 7 | - | 2 | - | 27 |
| | 72.3% | 55.6% | 53.3% | 87.5% | | 100.0% | | 62.8% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - | - |
| | 1.0% | | | | | | | |
| TOTAL ANSWERING | 101 | 18 | 15 | 8 | - | 2 | - | 43 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | | 100.0% |
| CHI-SQUARE | <----------10.073----------> | | | | | | | |
| SIGNIFICANCE | .9295* | | | | | | | |

Comparison Groups: BCDEFG
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q10. Length (in hours) of Last Outage | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.0% | 5.3% | | | | | 2.1% |
| 5 | 5 | 1 | 2 | - | - | - | 3 |
| | 5.0% | 5.3% | 8.0% | | | | 6.2% |
| 6 | 2 | 1 | 1 | - | - | - | 2 |
| | 2.0% | 5.3% | 4.0% | | | | 4.2% |
| 7 | 3 | - | 3 | - | - | - | 3 |
| | 3.0% | | 12.0% | | | | 6.2% |
| 8 | 6 | 1 | - | - | - | 1 | 2 |
| | 5.9% | 5.3% | | | | 50.0% | 4.2% |
| 9 | 11 | 3 | 5 | - | - | - | 8 |
| | 10.9% | 15.8% | 20.0% | | | | 16.7% |
| 10 Excellent | 73 | 12 | 14 | 2 | - | 1 | 29 |
| | 72.3% | 63.2% | 56.0% | 100.0% | | 50.0% | 60.4% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 101 | 19 | 25 | 2 | - | 2 | 48 |
| | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.676----------> | | | | | | |
| SIGNIFICANCE | .4772* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q11. Length (in hours) of Shortest Outage Lasting More than One Minute. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.0% | 4.2% | | | | | 3.8% |
| 5 | 5 | 1 | - | - | - | - | 1 |
| | 5.0% | 4.2% | | | | | 3.8% |
| 6 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 4.2% | | | | | 3.8% |
| 7 | 3 | 2 | - | - | - | - | 2 |
| | 3.0% | 8.3% | | | | | 7.7% |
| 8 | 6 | 1 | - | - | - | - | 1 |
| | 5.9% | 4.2% | | | | | 3.8% |
| 9 | 11 | 3 | 1 | - | - | - | 4 |
| | 10.9% | 12.5% | 50.0% | | | | 15.4% |
| 10 Excellent | 73 | 15 | 1 | - | - | - | 16 |
| | 72.3% | 62.5% | 50.0% | | | | 61.5% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 101 | 24 | 2 | - | - | - | 26 |
| | 100.0% | 100.0% | 100.0% | | | | 100.0% |
| CHI-SQUARE | <----------2.234----------> | | | | | | |
| SIGNIFICANCE | | | | .8969* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q12. Length (in hours) of Longest Outage Lasting More than One Minute | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | less than 1 hour | 1 to 2 hours | 3 to 5 hours | 6 to 12 hours | more than 12 hours | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | - | 1 |
| | 1.0% | | 7.7% | | | | 3.3% |
| 5 | 5 | - | - | 1 | - | - | 1 |
| | 5.0% | | | 25.0% | | | 3.3% |
| 6 | 2 | 1 | - | - | - | - | 1 |
| | 2.0% | 11.1% | | | | | 3.3% |
| 7 | 3 | - | 1 | 1 | - | - | 2 |
| | 3.0% | | 7.7% | 25.0% | | | 6.7% |
| 8 | 6 | - | - | 1 | 1 | - | 2 |
| | 5.9% | | | 25.0% | 25.0% | | 6.7% |
| 9 | 11 | 1 | 5 | - | - | - | 6 |
| | 10.9% | 11.1% | 38.5% | | | | 20.0% |
| 10 Excellent | 73 | 7 | 6 | 1 | 3 | - | 17 |
| | 72.3% | 77.8% | 46.2% | 25.0% | 75.0% | | 56.7% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | - | - |
| | 1.0% | | | | | | |
| TOTAL ANSWERING | 101 | 9 | 13 | 4 | 4 | - | 30 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | 100.0% |
| CHI-SQUARE | <----------24.622----------> | | | | | | |
| SIGNIFICANCE | | | | .1357* | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q13. Damage due to Electrical Outage/Problem | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | - | 1 | 1 |
| | 1.0% | | 1.0% | 1.0% |
| 5 | 5 | - | 5 | 5 |
| | 5.0% | | 5.2% | 5.0% |
| 6 | 2 | - | 1 | 1 |
| | 2.0% | | 1.0% | 1.0% |
| 7 | 3 | 1 | 2 | 3 |
| | 3.0% | 33.3% | 2.1% | 3.0% |
| 8 | 6 | - | 6 | 6 |
| | 5.9% | | 6.2% | 6.0% |
| 9 | 11 | - | 11 | 11 |
| | 10.9% | | 11.3% | 11.0% |
| 10 Excellent | 73 | 2 | 71 | 73 |
| | 72.3% | 66.7% | 73.2% | 73.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 1.0% | 1.0% |
| TOTAL ANSWERING | 101 | 3 | 97 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------10.245------> | | | |
| SIGNIFICANCE | .1147* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q14. Loss or Damage Type | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | Loss of Perishables | Loss of Equip | Business Interrupted | Personal Injury | Other | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1<br>1.0% | - | - | - | - | - | - |
| 5 | 5<br>5.0% | - | - | - | - | - | - |
| 6 | 2<br>2.0% | - | - | - | - | - | - |
| 7 | 3<br>3.0% | - | 1<br>50.0% | - | - | - | 1<br>33.3% |
| 8 | 6<br>5.9% | - | - | - | - | - | - |
| 9 | 11<br>10.9% | - | - | - | - | - | - |
| 10 Excellent | 73<br>72.3% | - | 1<br>50.0% | - | - | 1<br>100.0% | 2<br>66.7% |
| TOTAL NON-RESPONSES | 1<br>1.0% | - | - | - | - | - | - |
| TOTAL ANSWERING | 101<br>100.0% | - | 2<br>100.0% | - | - | 1<br>100.0% | 3<br>100.0% |
| CHI-SQUARE | <----------.75----------> | | | | | | |
| SIGNIFICANCE | .3865* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

Q18. Have Tried to Reach by Phone

| Frequency | Yes | No | Cross Tab Total |
|---|---|---|---|
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 1.0% | 2.5% | | 1.0% |
| 5 | 5 | 1 | 4 | 5 |
| | 5.0% | 2.5% | 6.6% | 5.0% |
| 6 | 2 | 2 | - | 2 |
| | 2.0% | 5.0% | | 2.0% |
| 7 | 3 | 3 | - | 3 |
| | 3.0% | 7.5% | | 3.0% |
| 8 | 6 | 5 | 1 | 6 |
| | 5.9% | 12.5% | 1.6% | 5.9% |
| 9 | 11 | 5 | 6 | 11 |
| | 10.9% | 12.5% | 9.8% | 10.9% |
| 10 Excellent | 73 | 23 | 50 | 73 |
| | 72.3% | 57.5% | 82.0% | 72.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | 1 |
| | 1.0% | 2.5% | | 1.0% |
| TOTAL ANSWERING | 101 | 40 | 61 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------16.909------> | | | |
| SIGNIFICANCE | .0096* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q19. Reason for most Recent Call | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | To report a problem | Transfer service | Payment arrangement | To get info | (Other) | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | 1 | - | - | - | - | 1 |
| | 1.0% | 5.9% | | | | | 2.6% |
| 5 | 5 | - | - | 1 | - | - | 1 |
| | 5.0% | | | 6.2% | | | 2.6% |
| 6 | 2 | 2 | - | - | - | - | 2 |
| | 2.0% | 11.8% | | | | | 5.1% |
| 7 | 3 | 1 | - | 2 | - | - | 3 |
| | 3.0% | 5.9% | | 12.5% | | | 7.7% |
| 8 | 6 | 2 | - | 1 | - | 2 | 5 |
| | 5.9% | 11.8% | | 6.2% | | 40.0% | 12.8% |
| 9 | 11 | 4 | - | 1 | - | - | 5 |
| | 10.9% | 23.5% | | 6.2% | | | 12.8% |
| 10 Excellent | 73 | 7 | - | 11 | 1 | 3 | 22 |
| | 72.3% | 41.2% | | 68.8% | 100.0% | 60.0% | 56.4% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 1.0% | | | | | 20.0% | 2.6% |
| TOTAL ANSWERING | 101 | 17 | - | 16 | 1 | 5 | 39 |
| | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------14.206----------> | | | | | | |
| SIGNIFICANCE | .7156* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q20. Call Completed using | | | | |
|---|---|---|---|---|---|
| | Frequency | Automatic Telephone Response System only | Customer Service Rep only | Both | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 1.0% | 6.2% | | | 2.6% |
| 5 | 5 | - | - | 1 | 1 |
| | 5.0% | | | 20.0% | 2.6% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 6.2% | 5.6% | | 5.1% |
| 7 | 3 | - | 1 | 1 | 2 |
| | 3.0% | | 5.6% | 20.0% | 5.1% |
| 8 | 6 | 1 | 2 | 2 | 5 |
| | 5.9% | 6.2% | 11.1% | 40.0% | 12.8% |
| 9 | 11 | 3 | 2 | - | 5 |
| | 10.9% | 18.8% | 11.1% | | 12.8% |
| 10 Excellent | 73 | 10 | 12 | 1 | 23 |
| | 72.3% | 62.5% | 66.7% | 20.0% | 59.0% |
| TOTAL NON-RESPONSES | 1 | - | 1 | - | 1 |
| | 1.0% | | 5.6% | | 2.6% |
| TOTAL ANSWERING | 101 | 16 | 18 | 5 | 39 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------17.607----------> | | | | |
| SIGNIFICANCE | .1282* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q22. Aware of Toll-Free Number to Report Power Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | - | - | 1 | 1 |
| | 1.0% | | | 5.3% | 1.0% |
| 5 | 5 | 2 | 2 | 1 | 5 |
| | 5.0% | 3.0% | 13.3% | 5.3% | 5.0% |
| 6 | 2 | 2 | - | - | 2 |
| | 2.0% | 3.0% | | | 2.0% |
| 7 | 3 | 1 | 2 | - | 3 |
| | 3.0% | 1.5% | 13.3% | | 3.0% |
| 8 | 6 | 4 | - | 2 | 6 |
| | 5.9% | 6.0% | | 10.5% | 5.9% |
| 9 | 11 | 5 | 1 | 5 | 11 |
| | 10.9% | 7.5% | 6.7% | 26.3% | 10.9% |
| 10 Excellent | 73 | 53 | 10 | 10 | 73 |
| | 72.3% | 79.1% | 66.7% | 52.6% | 72.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 1.0% | 1.5% | | | 1.0% |
| TOTAL ANSWERING | 101 | 67 | 15 | 19 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------22.662----------> | | | | |
| SIGNIFICANCE | .0307* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q23. 24/7 Availability by Phone in Event of Power Outage | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.3% | | | 1.0% |
| 5 | 5 | 3 | - | 1 | 4 |
| | 5.0% | 3.8% | | 9.1% | 4.0% |
| 6 | 2 | 2 | - | - | 2 |
| | 2.0% | 2.6% | | | 2.0% |
| 7 | 3 | 2 | - | 1 | 3 |
| | 3.0% | 2.6% | | 9.1% | 3.0% |
| 8 | 6 | 5 | 1 | - | 6 |
| | 5.9% | 6.4% | 9.1% | | 6.0% |
| 9 | 11 | 9 | - | 2 | 11 |
| | 10.9% | 11.5% | | 18.2% | 11.0% |
| 10 Excellent | 73 | 56 | 10 | 7 | 73 |
| | 72.3% | 71.8% | 90.9% | 63.6% | 73.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 1.0% | 1.3% | | | 1.0% |
| TOTAL ANSWERING | 101 | 78 | 11 | 11 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------6.978----------> | | | | |
| SIGNIFICANCE | .8591* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q24. Aware of Reports about Extended Outages to the Media | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1<br>1.0% | - | - | 1<br>4.0% | 1<br>1.0% |
| 5 | 5<br>5.0% | - | 2<br>8.0% | 3<br>12.0% | 5<br>5.1% |
| 6 | 2<br>2.0% | - | 2<br>8.0% | - | 2<br>2.0% |
| 7 | 3<br>3.0% | - | - | 3<br>12.0% | 3<br>3.0% |
| 8 | 6<br>5.9% | 1<br>2.0% | 4<br>16.0% | 1<br>4.0% | 6<br>6.1% |
| 9 | 11<br>10.9% | 5<br>10.2% | 1<br>4.0% | 4<br>16.0% | 10<br>10.1% |
| 10 Excellent | 73<br>72.3% | 43<br>87.8% | 16<br>64.0% | 13<br>52.0% | 72<br>72.7% |
| TOTAL NON-RESPONSES | 1<br>1.0% | - | - | 1<br>4.0% | 1<br>1.0% |
| TOTAL ANSWERING | 101<br>100.0% | 49<br>100.0% | 25<br>100.0% | 25<br>100.0% | 99<br>100.0% |
| CHI-SQUARE | <----------33.656----------> | | | | |
| SIGNIFICANCE | .0008* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q25. Aware of Different Bill Payment Options are Offered | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.6% | | | 1.0% |
| 5 | 5 | 1 | - | 4 | 5 |
| | 5.0% | 1.6% | | 26.7% | 5.0% |
| 6 | 2 | 2 | - | - | 2 |
| | 2.0% | 3.1% | | | 2.0% |
| 7 | 3 | - | 1 | 2 | 3 |
| | 3.0% | | 4.5% | 13.3% | 3.0% |
| 8 | 6 | 5 | 1 | - | 6 |
| | 5.9% | 7.8% | 4.5% | | 5.9% |
| 9 | 11 | 7 | 2 | 2 | 11 |
| | 10.9% | 10.9% | 9.1% | 13.3% | 10.9% |
| 10 Excellent | 73 | 48 | 18 | 7 | 73 |
| | 72.3% | 75.0% | 81.8% | 46.7% | 72.3% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 1.0% | 1.6% | | | 1.0% |
| TOTAL ANSWERING | 101 | 64 | 22 | 15 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------29.297----------> | | | | |
| SIGNIFICANCE | .0036* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q26. Tree Trimming to Reduce Occurrence of Outages | | | | |
|---|---|---|---|---|---|
| | Frequency | Very familiar | Somewhat familiar | Not at all familiar | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) |
| 0 Poor | - | - | - | - | - |
| 1 | - | - | - | - | - |
| 2 | - | - | - | - | - |
| 3 | - | - | - | - | - |
| 4 | 1 | 1 | - | - | 1 |
| | 1.0% | 1.5% | | | 1.0% |
| 5 | 5 | 2 | 1 | 2 | 5 |
| | 5.0% | 3.0% | 4.5% | 18.2% | 5.0% |
| 6 | 2 | 1 | 1 | - | 2 |
| | 2.0% | 1.5% | 4.5% | | 2.0% |
| 7 | 3 | 3 | - | - | 3 |
| | 3.0% | 4.5% | | | 3.0% |
| 8 | 6 | 2 | 4 | - | 6 |
| | 5.9% | 3.0% | 18.2% | | 6.0% |
| 9 | 11 | 9 | 1 | 1 | 11 |
| | 10.9% | 13.4% | 4.5% | 9.1% | 11.0% |
| 10 Excellent | 73 | 49 | 15 | 8 | 72 |
| | 72.3% | 73.1% | 68.2% | 72.7% | 72.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | 1 |
| | 1.0% | 1.5% | | | 1.0% |
| TOTAL ANSWERING | 101 | 67 | 22 | 11 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------15.769----------> | | | | |
| SIGNIFICANCE | .2021* | | | | |

Comparison Groups: BCD
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q30. Receive a Bill at this Location | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1<br>1.0% | 1<br>1.0% | - | 1<br>1.0% |
| 5 | 5<br>5.0% | 5<br>5.0% | - | 5<br>5.0% |
| 6 | 2<br>2.0% | 2<br>2.0% | - | 2<br>2.0% |
| 7 | 3<br>3.0% | 3<br>3.0% | - | 3<br>3.0% |
| 8 | 6<br>5.9% | 6<br>5.9% | - | 6<br>5.9% |
| 9 | 11<br>10.9% | 11<br>10.9% | - | 11<br>10.9% |
| 10 Excellent | 73<br>72.3% | 73<br>72.3% | - | 73<br>72.3% |
| TOTAL NON-RESPONSES | 1<br>1.0% | 1<br>1.0% | - | 1<br>1.0% |
| TOTAL ANSWERING | 101<br>100.0% | 101<br>100.0% | - | 101<br>100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q31. Respondent Handles this Bill | | | |
|---|---|---|---|---|
| | Frequency | Yes | No | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1<br>1.0% | 1<br>1.0% | - | 1<br>1.0% |
| 5 | 5<br>5.0% | 5<br>5.0% | - | 5<br>5.0% |
| 6 | 2<br>2.0% | 2<br>2.0% | - | 2<br>2.0% |
| 7 | 3<br>3.0% | 3<br>3.0% | - | 3<br>3.0% |
| 8 | 6<br>5.9% | 6<br>5.9% | - | 6<br>5.9% |
| 9 | 11<br>10.9% | 11<br>10.9% | - | 11<br>10.9% |
| 10 Excellent | 73<br>72.3% | 73<br>72.3% | - | 73<br>72.3% |
| TOTAL NON-RESPONSES | 1<br>1.0% | 1<br>1.0% | - | 1<br>1.0% |
| TOTAL ANSWERING | 101<br>100.0% | 101<br>100.0% | - | 101<br>100.0% |
| CHI-SQUARE | <---------.0--------> | | | |
| SIGNIFICANCE | 1* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q33. Age | | | | | | |
|---|---|---|---|---|---|---|---|
| | Frequency | 18 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 and older | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) | (G) |
| 0 Poor | - | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - | - |
| 4 | 1 | - | - | - | - | 1 | 1 |
| | 1.0% | | | | | 3.8% | 1.1% |
| 5 | 5 | 1 | - | - | 1 | 2 | 4 |
| | 5.0% | 5.0% | | | 5.6% | 7.7% | 4.2% |
| 6 | 2 | 1 | 1 | - | - | - | 2 |
| | 2.0% | 5.0% | 5.9% | | | | 2.1% |
| 7 | 3 | 1 | 2 | - | - | - | 3 |
| | 3.0% | 5.0% | 11.8% | | | | 3.2% |
| 8 | 6 | 2 | - | 3 | - | 1 | 6 |
| | 5.9% | 10.0% | | 21.4% | | 3.8% | 6.3% |
| 9 | 11 | 1 | 2 | 2 | 1 | 5 | 11 |
| | 10.9% | 5.0% | 11.8% | 14.3% | 5.6% | 19.2% | 11.6% |
| 10 Excellent | 73 | 14 | 12 | 9 | 16 | 17 | 68 |
| | 72.3% | 70.0% | 70.6% | 64.3% | 88.9% | 65.4% | 71.6% |
| TOTAL NON-RESPONSES | 1 | - | - | - | - | 1 | 1 |
| | 1.0% | | | | | 3.8% | 1.1% |
| TOTAL ANSWERING | 101 | 20 | 17 | 14 | 18 | 26 | 95 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------25.694----------> | | | | | | |
| SIGNIFICANCE | .3689* | | | | | | |

Comparison Groups: BCDEF
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1
or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q34. Own or Rent Residence | | | |
|---|---|---|---|---|
| | Frequency | Own/ Buying | Rent/ Lease | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | 1 | - | 1 |
| | 1.0% | 1.4% | | 1.0% |
| 5 | 5 | 5 | - | 5 |
| | 5.0% | 6.8% | | 5.0% |
| 6 | 2 | 1 | 1 | 2 |
| | 2.0% | 1.4% | 3.7% | 2.0% |
| 7 | 3 | 2 | 1 | 3 |
| | 3.0% | 2.7% | 3.7% | 3.0% |
| 8 | 6 | 5 | 1 | 6 |
| | 5.9% | 6.8% | 3.7% | 5.9% |
| 9 | 11 | 9 | 2 | 11 |
| | 10.9% | 12.2% | 7.4% | 10.9% |
| 10 Excellent | 73 | 51 | 22 | 73 |
| | 72.3% | 68.9% | 81.5% | 72.3% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 3.7% | 1.0% |
| TOTAL ANSWERING | 101 | 74 | 27 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------3.962-------> | | | |
| SIGNIFICANCE | .6819* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q35. Years at Current Residence | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to 5 years | 6 to 10 years | 11 to 20 years | 21 or more years | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | 1 | - | 1 |
| | 1.0% | | | 7.7% | | 1.0% |
| 5 | 5 | 3 | - | - | 2 | 5 |
| | 5.0% | 7.9% | | | 8.7% | 5.0% |
| 6 | 2 | 1 | 1 | - | - | 2 |
| | 2.0% | 2.6% | 3.8% | | | 2.0% |
| 7 | 3 | 1 | 1 | 1 | - | 3 |
| | 3.0% | 2.6% | 3.8% | 7.7% | | 3.0% |
| 8 | 6 | 3 | 2 | 1 | - | 6 |
| | 5.9% | 7.9% | 7.7% | 7.7% | | 6.0% |
| 9 | 11 | 2 | 2 | 3 | 4 | 11 |
| | 10.9% | 5.3% | 7.7% | 23.1% | 17.4% | 11.0% |
| 10 Excellent | 73 | 28 | 20 | 7 | 17 | 72 |
| | 72.3% | 73.7% | 76.9% | 53.8% | 73.9% | 72.0% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 1.0% | 2.6% | | | | 1.0% |
| TOTAL ANSWERING | 101 | 38 | 26 | 13 | 23 | 100 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------19.346----------> | | | | | |
| SIGNIFICANCE | .3708* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q36. 2020 Total Pre-Tax Household Income | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | Up to $25,000 | $25,000 to $49,999 | $50,000 to $74,999 | $75,000 or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | - | - | 1 | 1 |
| | 1.0% | | | | 5.9% | 1.9% |
| 5 | 5 | 1 | 1 | - | - | 2 |
| | 5.0% | 11.1% | 6.2% | | | 3.8% |
| 6 | 2 | 1 | - | - | 1 | 2 |
| | 2.0% | 11.1% | | | 5.9% | 3.8% |
| 7 | 3 | - | - | 1 | 1 | 2 |
| | 3.0% | | | 9.1% | 5.9% | 3.8% |
| 8 | 6 | - | 1 | 3 | 1 | 5 |
| | 5.9% | | 6.2% | 27.3% | 5.9% | 9.4% |
| 9 | 11 | 1 | 2 | 1 | - | 4 |
| | 10.9% | 11.1% | 12.5% | 9.1% | | 7.5% |
| 10 Excellent | 73 | 6 | 12 | 6 | 13 | 37 |
| | 72.3% | 66.7% | 75.0% | 54.5% | 76.5% | 69.8% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 1.0% | 11.1% | | | | 1.9% |
| TOTAL ANSWERING | 101 | 9 | 16 | 11 | 17 | 53 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------16.687----------> | | | | | |
| SIGNIFICANCE | .5447* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q37. People Living in Household | | | | | |
|---|---|---|---|---|---|---|
| | Frequency | One | Two | Three | Four or more | Cross Tab Total |
| | (A) | (B) | (C) | (D) | (E) | (F) |
| 0 Poor | - | - | - | - | - | - |
| 1 | - | - | - | - | - | - |
| 2 | - | - | - | - | - | - |
| 3 | - | - | - | - | - | - |
| 4 | 1 | - | 1 | - | - | 1 |
| | 1.0% | | 2.6% | | | 1.1% |
| 5 | 5 | 3 | 1 | - | - | 4 |
| | 5.0% | 10.3% | 2.6% | | | 4.2% |
| 6 | 2 | - | 1 | - | 1 | 2 |
| | 2.0% | | 2.6% | | 5.3% | 2.1% |
| 7 | 3 | - | 1 | 1 | 1 | 3 |
| | 3.0% | | 2.6% | 11.1% | 5.3% | 3.2% |
| 8 | 6 | - | 2 | - | 4 | 6 |
| | 5.9% | | 5.3% | | 21.1% | 6.3% |
| 9 | 11 | 3 | 4 | 2 | 1 | 10 |
| | 10.9% | 10.3% | 10.5% | 22.2% | 5.3% | 10.5% |
| 10 Excellent | 73 | 23 | 28 | 6 | 12 | 69 |
| | 72.3% | 79.3% | 73.7% | 66.7% | 63.2% | 72.6% |
| TOTAL NON-RESPONSES | 1 | 1 | - | - | - | 1 |
| | 1.0% | 3.4% | | | | 1.1% |
| TOTAL ANSWERING | 101 | 29 | 38 | 9 | 19 | 95 |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <----------21.397----------> | | | | | |
| SIGNIFICANCE | .2598* | | | | | |

Comparison Groups: BCDE
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

| | Q40. Gender | | | |
|---|---|---|---|---|
| | Frequency | (Male) | (Female) | Cross Tab Total |
| | (A) | (B) | (C) | (D) |
| 0 Poor | - | - | - | - |
| 1 | - | - | - | - |
| 2 | - | - | - | - |
| 3 | - | - | - | - |
| 4 | 1 | - | 1 | 1 |
| | 1.0% | | 2.1% | 1.0% |
| 5 | 5 | 3 | 2 | 5 |
| | 5.0% | 5.6% | 4.3% | 5.0% |
| 6 | 2 | 1 | 1 | 2 |
| | 2.0% | 1.9% | 2.1% | 2.0% |
| 7 | 3 | 2 | 1 | 3 |
| | 3.0% | 3.7% | 2.1% | 3.0% |
| 8 | 6 | 4 | 2 | 6 |
| | 5.9% | 7.4% | 4.3% | 5.9% |
| 9 | 11 | 8 | 3 | 11 |
| | 10.9% | 14.8% | 6.4% | 10.9% |
| 10 Excellent | 73 | 36 | 37 | 73 |
| | 72.3% | 66.7% | 78.7% | 72.3% |
| TOTAL NON-RESPONSES | 1 | - | 1 | 1 |
| | 1.0% | | 2.1% | 1.0% |
| TOTAL ANSWERING | 101 | 54 | 47 | 101 |
| | 100.0% | 100.0% | 100.0% | 100.0% |
| CHI-SQUARE | <-------4.021-------> | | | |
| SIGNIFICANCE | .6739* | | | |

Comparison Groups: BC
"*" Denotes Chi-Square where at least one cell has an expected value of less than 1 or more than 20% of the cells have an expected value of less than 5.