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	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

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	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

UTILITY

Q9. Last Time an Outage Lasted More than One Minute

	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
Ameren	-	-	-	-	-	-	-	-
Com Ed	-	-	-	-	-	-	-	-
Mid American	-	-	-	-	-	-	-	-
Public Utility	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

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	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

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	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

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	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

UTILITY

	Q13. Damage due to Electrical Outage/Problem			
	Frequency	Yes	No	Cross Tab Total
Ameren	-	-	-	-
Com Ed	-	-	-	-
Mid American	-	-	-	-
Public Utility	27 100.0%	1 100.0%	26 100.0%	27 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

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	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

UTILITY

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
Ameren	-	-	-	-
Com Ed	-	-	-	-
Mid American	-	-	-	-
Public Utility	27 100.0%	8 100.0%	18 100.0%	26 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	18 100.0%	26 100.0%

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	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

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	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

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	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

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	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%

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	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

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	27 100.0%	14 100.0%	8 100.0%	5 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	8 100.0%	5 100.0%	27 100.0%

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	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

UTILITY

	Q30. Receive a Bill at this Location			
	Frequency	Yes	No	Cross Tab Total
Ameren	-	-	-	-
Com Ed	-	-	-	-
Mid American	-	-	-	-
Public Utility	27 100.0%	25 100.0%	1 100.0%	26 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	25 100.0%	1 100.0%	26 100.0%

UTILITY

	Q31. Respondent Handles this Bill			
	Frequency	Yes	No	Cross Tab Total
Ameren	-	-	-	-
Com Ed	-	-	-	-
Mid American	-	-	-	-
Public Utility	27 100.0%	19 100.0%	6 100.0%	25 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%

UTILITY

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
Ameren	-	-	-	-	-	-
Com Ed	-	-	-	-	-	-
Mid American	-	-	-	-	-	-
Public Utility	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

UTILITY

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
Ameren	-	-	-	-	-	-	-
Com Ed	-	-	-	-	-	-	-
Mid American	-	-	-	-	-	-	-
Public Utility	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%

UTILITY

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
Ameren	-	-	-	-
Com Ed	-	-	-	-
Mid American	-	-	-	-
Public Utility	27 100.0%	8 100.0%	19 100.0%	27 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	19 100.0%	27 100.0%

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
Residential	-	-	-	-	-	-	-	-
Non-Residential	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

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
Residential	-	-	-	-	-	-	-	-
Non-Residential	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Type

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
Residential	-	-	-	-	-	-	-	-
Non-Residential	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

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
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

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
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

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
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Type

	Q13. Damage due to Electrical Outage/Problem			
	Frequency	Yes	No	Cross Tab Total
Residential	-	-	-	-
Non-Residential	27 100.0%	1 100.0%	26 100.0%	27 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

Type

	Q14. Loss or Damage Type						
	Frequency	Loss of Perishables	Loss of Equip	Business Interrupted	Personal Injury	Other	Cross Tab Total
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Type

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
Residential	-	-	-	-
Non-Residential	27 100.0%	8 100.0%	18 100.0%	26 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	18 100.0%	26 100.0%

Type

	Q19. Reason for most Recent Call						
	Frequency	To report a problem	Transfer service	Payment arrangement	To get info	(Other)	Cross Tab Total
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Type

	Q20. Call Completed using				
	Frequency	Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Type

	Q22. Aware of Toll-Free Number to Report Power Outages				
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Type

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

	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%

Type

	Q24. Aware of Reports about Extended Outages to the Media				
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

Type

Q25. Aware of Different Bill Payment Options are Offered

	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	14 100.0%	8 100.0%	5 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	8 100.0%	5 100.0%	27 100.0%

Type

	Q26. Tree Trimming to Reduce Occurrence of Outages				
	Frequency	Very familiar	Somewhat familiar	Not at all familiar	Cross Tab Total
Residential	-	-	-	-	-
Non-Residential	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

Type

	Q30. Receive a Bill at this Location			
	Frequency	Yes	No	Cross Tab Total
Residential	-	-	-	-
Non-Residential	27 100.0%	25 100.0%	1 100.0%	26 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	25 100.0%	1 100.0%	26 100.0%

Type

	Q31. Respondent Handles this Bill			
	Frequency	Yes	No	Cross Tab Total
Residential	-	-	-	-
Non-Residential	27 100.0%	19 100.0%	6 100.0%	25 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%

Type

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
Residential	-	-	-	-	-	-
Non-Residential	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

Type

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
Residential	-	-	-	-	-	-	-
Non-Residential	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%

Type

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
Residential	-	-	-	-
Non-Residential	27 100.0%	8 100.0%	19 100.0%	27 100.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	19 100.0%	27 100.0%

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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	1	1	-	-	-	-	-	1
	3.7%	5.9%						4.2%
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	-	-	1	-	-	-	1
	7.4%			25.0%				4.2%
8	4	2	-	1	-	-	-	3
	14.8%	11.8%		25.0%				12.5%
9	4	2	1	1	-	-	-	4
	14.8%	11.8%	33.3%	25.0%				16.7%
10 Excellent	16	12	2	1	-	-	-	15
	59.3%	70.6%	66.7%	25.0%				62.5%
0 to 4 (Negative)	1	1	-	-	-	-	-	1
	3.7%	5.9%						4.2%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26	16	3	4	-	-	-	23
	96.3%	94.1%	100.0%	100.0%				95.8%
9 and 10 (Top Box)	20	14	3	2	-	-	-	19
	74.1%	82.4%	100.0%	50.0%				79.2%
			DH					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.11	9.29	9.67	8.50	-	-	-	9.21

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	1	1	-	-	-	-	-	1
	3.7%	8.3%						4.2%
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	-	1	-	-	-	-	1
	7.4%		12.5%					4.2%
8	4	2	1	1	-	-	-	4
	14.8%	16.7%	12.5%	25.0%				16.7%
9	4	3	1	-	-	-	-	4
	14.8%	25.0%	12.5%					16.7%
10 Excellent	16	6	5	3	-	-	-	14
	59.3%	50.0%	62.5%	75.0%				58.3%
0 to 4 (Negative)	1	1	-	-	-	-	-	1
	3.7%	8.3%						4.2%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26	11	8	4	-	-	-	23
	96.3%	91.7%	100.0%	100.0%				95.8%
9 and 10 (Top Box)	20	9	6	3	-	-	-	18
	74.1%	75.0%	75.0%	75.0%				75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.11	8.92	9.25	9.50	-	-	-	9.12

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	1 3.7%	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2 7.4%	-	-	1 50.0%	-	-	-	1 14.3%
8	4 14.8%	-	-	-	-	-	-	-
9	4 14.8%	-	1 50.0%	-	-	-	-	1 14.3%
10 Excellent	16 59.3%	1 100.0%	1 50.0%	1 50.0%	-	2 100.0%	-	5 71.4%
0 to 4 (Negative)	1 3.7%	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	20 74.1%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	9.11	10.00	9.50	8.50	-	10.00	-	9.43

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 3.7%	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	1 100.0% G	-	-	1 10.0%
8	4 14.8%	1 12.5%	1 100.0% BG	-	-	-	2 20.0%
9	4 14.8%	1 12.5%	-	-	-	-	1 10.0%
10 Excellent	16 59.3%	6 75.0%	-	-	-	-	6 60.0%
0 to 4 (Negative)	1 3.7%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	20 74.1%	7 87.5%	-	-	-	-	7 70.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	9.11	9.62 D	8.00	7.00	-	-	9.20

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 3.7%	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	4 14.8%	1 33.3%	-	-	-	-	1 25.0%
9	4 14.8%	-	-	-	-	-	-
10 Excellent	16 59.3%	2 66.7%	1 100.0%	-	-	-	3 75.0%
0 to 4 (Negative)	1 3.7%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	20 74.1%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.11	9.33	10.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 3.7%	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	4 14.8%	1 25.0%	-	-	-	-	1 20.0%
9	4 14.8%	-	-	-	-	-	-
10 Excellent	16 59.3%	3 75.0%	1 100.0%	-	-	-	4 80.0%
0 to 4 (Negative)	1 3.7%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	20 74.1%	3 75.0%	1 100.0%	-	-	-	4 80.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	9.11	9.50	10.00	-	-	-	9.60

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1	-	1	1
	3.7%		3.8%	3.7%
5	-	-	-	-
6	-	-	-	-
7	2	-	2	2
	7.4%		7.7%	7.4%
8	4	-	4	4
	14.8%		15.4%	14.8%
9	4	-	4	4
	14.8%		15.4%	14.8%
10 Excellent	16	1	15	16
	59.3%	100.0%	57.7%	59.3%
		CD		
0 to 4 (Negative)	1	-	1	1
	3.7%		3.8%	3.7%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	1	25	26
	96.3%	100.0%	96.2%	96.3%
9 and 10 (Top Box)	20	1	19	20
	74.1%	100.0%	73.1%	74.1%
		CD		
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	1	26	27
	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	10.00	9.08	9.11

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 3.7%	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	4 14.8%	-	-	-	-	-	-
9	4 14.8%	-	-	-	-	-	-
10 Excellent	16 59.3%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	1 3.7%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	20 74.1%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.11	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1	1	-	1
	3.7%	12.5%		3.8%
5	-	-	-	-
6	-	-	-	-
7	2	1	-	1
	7.4%	12.5%		3.8%
8	4	-	4	4
	14.8%		22.2%	15.4%
9	4	1	3	4
	14.8%	12.5%	16.7%	15.4%
10 Excellent	16	5	11	16
	59.3%	62.5%	61.1%	61.5%
0 to 4 (Negative)	1	1	-	1
	3.7%	12.5%		3.8%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	7	18	25
	96.3%	87.5%	100.0%	96.2%
9 and 10 (Top Box)	20	6	14	20
	74.1%	75.0%	77.8%	76.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	8.75	9.39	9.19

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1 3.7%	1 33.3%	-	-	-	-	1 14.3%
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	1 33.3%	-	-	-	-	1 14.3%
8	4 14.8%	-	-	-	-	-	-
9	4 14.8%	-	1 50.0%	-	-	-	1 14.3%
10 Excellent	16 59.3%	1 33.3%	1 50.0%	-	1 100.0% BG	1 100.0% BG	4 57.1%
0 to 4 (Negative)	1 3.7%	1 33.3%	-	-	-	-	1 14.3%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	2 66.7%	2 100.0%	-	1 100.0%	1 100.0%	6 85.7%
9 and 10 (Top Box)	20 74.1%	1 33.3%	2 100.0% B	-	1 100.0% B	1 100.0% B	5 71.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	9.11	7.00	9.50	-	10.00	10.00	8.57

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 3.7%	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	-	1 33.3%	1 14.3%
8	4 14.8%	-	-	-	-
9	4 14.8%	-	-	1 33.3%	1 14.3%
10 Excellent	16 59.3%	-	4 100.0% D	1 33.3%	5 71.4%
0 to 4 (Negative)	1 3.7%	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	-	4 100.0%	3 100.0%	7 100.0%
9 and 10 (Top Box)	20 74.1%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	9.11	-	10.00	8.67	9.43

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	1	-	-	1
	3.7%	7.1%			3.8%
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	1	1	2
	7.4%		16.7%	16.7%	7.7%
8	4	1	1	2	4
	14.8%	7.1%	16.7%	33.3%	15.4%
9	4	1	1	2	4
	14.8%	7.1%	16.7%	33.3%	15.4%
10 Excellent	16	11	3	1	15
	59.3%	78.6%	50.0%	16.7%	57.7%
		D			D
0 to 4 (Negative)	1	1	-	-	1
	3.7%	7.1%			3.8%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	13	6	6	25
	96.3%	92.9%	100.0%	100.0%	96.2%
9 and 10 (Top Box)	20	12	4	3	19
	74.1%	85.7%	66.7%	50.0%	73.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	14	6	6	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	9.36	9.00	8.50	9.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	-	1	-	1
	3.7%		16.7%		3.7%
5	-	-	-	-	-
6	-	-	-	-	-
7	2	1	1	-	2
	7.4%	5.3%	16.7%		7.4%
8	4	2	1	1	4
	14.8%	10.5%	16.7%	50.0%	14.8%
9	4	2	1	1	4
	14.8%	10.5%	16.7%	50.0%	14.8%
10 Excellent	16	14	2	-	16
	59.3%	73.7%	33.3%		59.3%
0 to 4 (Negative)	1	-	1	-	1
	3.7%		16.7%		3.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	19	5	2	26
	96.3%	100.0%	83.3%	100.0%	96.3%
9 and 10 (Top Box)	20	16	3	1	20
	74.1%	84.2%	50.0%	50.0%	74.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	9.53	8.00	8.50	9.11
		C			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 3.7%	-	-	1 8.3%	1 3.8%
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	-	2 16.7%	2 7.7%
8	4 14.8%	2 22.2%	-	2 16.7%	4 15.4%
9	4 14.8%	1 11.1%	2 40.0%	1 8.3%	4 15.4%
10 Excellent	16 59.3%	6 66.7%	3 60.0%	6 50.0%	15 57.7%
0 to 4 (Negative)	1 3.7%	-	-	1 8.3%	1 3.8%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	9 100.0%	5 100.0%	11 91.7%	25 96.2%
9 and 10 (Top Box)	20 74.1%	7 77.8%	5 100.0% DE	7 58.3%	19 73.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%
MEAN	9.11	9.44	9.60	8.58	9.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	1	-	-	1
	3.7%	7.1%			3.7%
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	1	1	2
	7.4%		12.5%	20.0%	7.4%
8	4	2	1	1	4
	14.8%	14.3%	12.5%	20.0%	14.8%
9	4	1	2	1	4
	14.8%	7.1%	25.0%	20.0%	14.8%
10 Excellent	16	10	4	2	16
	59.3%	71.4%	50.0%	40.0%	59.3%
0 to 4 (Negative)	1	1	-	-	1
	3.7%	7.1%			3.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	13	8	5	26
	96.3%	92.9%	100.0%	100.0%	96.3%
9 and 10 (Top Box)	20	11	6	3	20
	74.1%	78.6%	75.0%	60.0%	74.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	9.21	9.12	8.80	9.11

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 3.7%	1 5.3%	-	-	1 3.7%
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	2 10.5%	-	-	2 7.4%
8	4 14.8%	1 5.3%	1 20.0%	2 66.7% B	4 14.8%
9	4 14.8%	1 5.3%	2 40.0%	1 33.3%	4 14.8%
10 Excellent	16 59.3%	14 73.7%	2 40.0%	-	16 59.3%
0 to 4 (Negative)	1 3.7%	1 5.3%	-	-	1 3.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 96.3%	18 94.7%	5 100.0%	3 100.0%	26 96.3%
9 and 10 (Top Box)	20 74.1%	15 78.9%	4 80.0%	1 33.3%	20 74.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%
MEAN	9.11	9.21	9.20	8.33	9.11

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1	1	-	1
	3.7%	4.0%		3.8%
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
	7.4%	8.0%		7.7%
8	4	3	-	3
	14.8%	12.0%		11.5%
9	4	4	-	4
	14.8%	16.0%		15.4%
10 Excellent	16	15	1	16
	59.3%	60.0%	100.0%	61.5%
			BD	
0 to 4 (Negative)	1	1	-	1
	3.7%	4.0%		3.8%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	24	1	25
	96.3%	96.0%	100.0%	96.2%
9 and 10 (Top Box)	20	19	1	20
	74.1%	76.0%	100.0%	76.9%
			BD	
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	25	1	26
	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	9.12	10.00	9.15

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1 3.7%	1 5.3%	-	1 4.0%
5	-	-	-	-
6	-	-	-	-
7	2 7.4%	2 10.5%	-	2 8.0%
8	4 14.8%	-	3 50.0%	3 12.0%
9	4 14.8%	2 10.5%	2 33.3%	4 16.0%
10 Excellent	16 59.3%	14 73.7% C	1 16.7%	15 60.0% C
0 to 4 (Negative)	1 3.7%	1 5.3%	-	1 4.0%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26 96.3%	18 94.7%	6 100.0%	24 96.0%
9 and 10 (Top Box)	20 74.1%	16 84.2%	3 50.0%	19 76.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%
MEAN	9.11	9.26	8.67	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	1	1	-	-	-	1
	3.7%	6.7%				4.0%
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	2	-	-	-	2
	7.4%	13.3%				8.0%
8	4	2	1	-	-	3
	14.8%	13.3%	12.5%			12.0%
9	4	-	3	-	-	3
	14.8%		37.5%			12.0%
10 Excellent	16	10	4	2	-	16
	59.3%	66.7%	50.0%	100.0%		64.0%
				BCF		
0 to 4 (Negative)	1	1	-	-	-	1
	3.7%	6.7%				4.0%
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	26	14	8	2	-	24
	96.3%	93.3%	100.0%	100.0%		96.0%
9 and 10 (Top Box)	20	10	7	2	-	19
	74.1%	66.7%	87.5%	100.0%		76.0%
				BF		
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	27	15	8	2	-	25
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	9.11	8.93	9.38	10.00	-	9.16

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	1	-	-	1	-	-	1
	3.7%			25.0%			4.0%
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	-	-	-	1	1	2
	7.4%				11.1%	16.7%	8.0%
8	4	-	1	1	1	-	3
	14.8%		25.0%	25.0%	11.1%		12.0%
9	4	-	-	-	4	-	4
	14.8%				44.4%		16.0%
10 Excellent	16	2	3	2	3	5	15
	59.3%	100.0%	75.0%	50.0%	33.3%	83.3%	60.0%
		DEG				E	
0 to 4 (Negative)	1	-	-	1	-	-	1
	3.7%			25.0%			4.0%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26	2	4	3	9	6	24
	96.3%	100.0%	100.0%	75.0%	100.0%	100.0%	96.0%
9 and 10 (Top Box)	20	2	3	2	7	5	19
	74.1%	100.0%	75.0%	50.0%	77.8%	83.3%	76.0%
		DG					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	10.00	9.50	8.00	9.00	9.50	9.12

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	1	1	-	1
	3.7%	12.5%		3.7%
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	7.4%	12.5%	5.3%	7.4%
8	4	1	3	4
	14.8%	12.5%	15.8%	14.8%
9	4	2	2	4
	14.8%	25.0%	10.5%	14.8%
10 Excellent	16	3	13	16
	59.3%	37.5%	68.4%	59.3%
0 to 4 (Negative)	1	1	-	1
	3.7%	12.5%		3.7%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	7	19	26
	96.3%	87.5%	100.0%	96.3%
9 and 10 (Top Box)	20	5	15	20
	74.1%	62.5%	78.9%	74.1%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	8	19	27
	100.0%	100.0%	100.0%	100.0%
MEAN	9.11	8.38	9.42	9.11

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	1	-	1	-	-	-	2
	7.4%	5.9%		25.0%				8.3%
8	3	1	-	1	-	-	-	2
	11.1%	5.9%		25.0%				8.3%
9	2	2	-	-	-	-	-	2
	7.4%	11.8%						8.3%
10 Excellent	20	13	3	2	-	-	-	18
	74.1%	76.5%	100.0%	50.0%				75.0%
			BDH					
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	27	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	22	15	3	2	-	-	-	20
	81.5%	88.2%	100.0%	50.0%				83.3%
			DH					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.48	9.59	10.00	8.75	-	-	-	9.50

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	1	1	-	-	-	-	2
	7.4%	8.3%	12.5%					8.3%
8	3	2	-	1	-	-	-	3
	11.1%	16.7%		25.0%				12.5%
9	2	2	-	-	-	-	-	2
	7.4%	16.7%						8.3%
10 Excellent	20	7	7	3	-	-	-	17
	74.1%	58.3%	87.5%	75.0%				70.8%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	27	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	22	9	7	3	-	-	-	19
	81.5%	75.0%	87.5%	75.0%				79.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.48	9.25	9.62	9.50	-	-	-	9.42

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	-	-	1	-	-	-	1
	7.4%			50.0%				14.3%
8	3	-	-	-	-	-	-	-
	11.1%							
9	2	-	-	-	-	-	-	-
	7.4%							
10 Excellent	20	1	2	1	-	2	-	6
	74.1%	100.0%	100.0%	50.0%		100.0%		85.7%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	27	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
9 and 10 (Top Box)	22	1	2	1	-	2	-	6
	81.5%	100.0%	100.0%	50.0%		100.0%		85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
MEAN	9.48	10.00	10.00	8.50	-	10.00	-	9.57

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	1 100.0% G	-	-	1 10.0%
8	3 11.1%	-	1 100.0% G	-	-	-	1 10.0%
9	2 7.4%	-	-	-	-	-	-
10 Excellent	20 74.1%	8 100.0%	-	-	-	-	8 80.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	22 81.5%	8 100.0%	-	-	-	-	8 80.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	9.48	10.00	8.00	7.00	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	3 11.1%	1 33.3%	-	-	-	-	1 25.0%
9	2 7.4%	-	-	-	-	-	-
10 Excellent	20 74.1%	2 66.7%	1 100.0%	-	-	-	3 75.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	22 81.5%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.48	9.33	10.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	3 11.1%	-	-	-	-	-	-
9	2 7.4%	-	-	-	-	-	-
10 Excellent	20 74.1%	4 100.0%	1 100.0%	-	-	-	5 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	22 81.5%	4 100.0%	1 100.0%	-	-	-	5 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	9.48	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	-	2	2
	7.4%		7.7%	7.4%
8	3	-	3	3
	11.1%		11.5%	11.1%
9	2	-	2	2
	7.4%		7.7%	7.4%
10 Excellent	20	1	19	20
	74.1%	100.0%	73.1%	74.1%
		CD		
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	27	1	26	27
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	1	21	22
	81.5%	100.0%	80.8%	81.5%
		CD		
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	1	26	27
	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	10.00	9.46	9.48

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	3 11.1%	-	-	-	-	-	-
9	2 7.4%	-	-	-	-	-	-
10 Excellent	20 74.1%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	22 81.5%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.48	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	7.4%	12.5%	5.6%	7.7%
8	3	1	2	3
	11.1%	12.5%	11.1%	11.5%
9	2	1	1	2
	7.4%	12.5%	5.6%	7.7%
10 Excellent	20	5	14	19
	74.1%	62.5%	77.8%	73.1%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	27	8	18	26
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	6	15	21
	81.5%	75.0%	83.3%	80.8%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.25	9.56	9.46

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	1	-	-	-	-	1
	7.4%	33.3%					14.3%
8	3	1	-	-	-	-	1
	11.1%	33.3%					14.3%
9	2	-	1	-	-	-	1
	7.4%		50.0%				14.3%
10 Excellent	20	1	1	-	1	1	4
	74.1%	33.3%	50.0%		100.0%	100.0%	57.1%
					BG	BG	
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	1	2	-	1	1	5
	81.5%	33.3%	100.0%		100.0%	100.0%	71.4%
			B		B	B	
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
MEAN	9.48	8.33	9.50	-	10.00	10.00	9.14

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	-	1 33.3%	1 14.3%
8	3 11.1%	-	-	-	-
9	2 7.4%	-	-	1 33.3%	1 14.3%
10 Excellent	20 74.1%	-	4 100.0% D	1 33.3%	5 71.4%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
9 and 10 (Top Box)	22 81.5%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	9.48	-	10.00	8.67	9.43

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	1	1	2
	7.4%		16.7%	16.7%	7.7%
8	3	2	1	-	3
	11.1%	14.3%	16.7%		11.5%
9	2	-	-	2	2
	7.4%			33.3%	7.7%
10 Excellent	20	12	4	3	19
	74.1%	85.7%	66.7%	50.0%	73.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27	14	6	6	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	12	4	5	21
	81.5%	85.7%	66.7%	83.3%	80.8%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	14	6	6	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.71	9.17	9.17	9.46

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	2	-	2
	7.4%		33.3%		7.4%
8	3	2	1	-	3
	11.1%	10.5%	16.7%		11.1%
9	2	1	-	1	2
	7.4%	5.3%		50.0%	7.4%
10 Excellent	20	16	3	1	20
	74.1%	84.2%	50.0%	50.0%	74.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	17	3	2	22
	81.5%	89.5%	50.0%	100.0%	81.5%
				CE	
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.74	8.67	9.50	9.48
		C			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	-	2	2
	7.4%			16.7%	7.7%
8	3	2	-	1	3
	11.1%	22.2%		8.3%	11.5%
9	2	-	1	1	2
	7.4%		20.0%	8.3%	7.7%
10 Excellent	20	7	4	8	19
	74.1%	77.8%	80.0%	66.7%	73.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27	9	5	12	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	7	5	9	21
	81.5%	77.8%	100.0%	75.0%	80.8%
			DE		
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	9	5	12	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.56	9.80	9.25	9.46

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	2	-	2
	7.4%		25.0%		7.4%
8	3	3	-	-	3
	11.1%	21.4%			11.1%
9	2	-	1	1	2
	7.4%		12.5%	20.0%	7.4%
10 Excellent	20	11	5	4	20
	74.1%	78.6%	62.5%	80.0%	74.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	11	6	5	22
	81.5%	78.6%	75.0%	100.0%	81.5%
				E	
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.57	9.12	9.80	9.48

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	1	-	1	2
	7.4%	5.3%		33.3%	7.4%
8	3	2	1	-	3
	11.1%	10.5%	20.0%		11.1%
9	2	-	1	1	2
	7.4%		20.0%	33.3%	7.4%
10 Excellent	20	16	3	1	20
	74.1%	84.2%	60.0%	33.3%	74.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	27	19	5	3	27
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	16	4	2	22
	81.5%	84.2%	80.0%	66.7%	81.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	19	5	3	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.63	9.40	8.67	9.48

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	2	-	2
	7.4%	8.0%		7.7%
8	3	3	-	3
	11.1%	12.0%		11.5%
9	2	2	-	2
	7.4%	8.0%		7.7%
10 Excellent	20	18	1	19
	74.1%	72.0%	100.0%	73.1%
			BD	
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	27	25	1	26
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	20	1	21
	81.5%	80.0%	100.0%	80.8%
			BD	
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	25	1	26
	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.44	10.00	9.46

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	7.4%	5.3%	16.7%	8.0%
8	3	1	2	3
	11.1%	5.3%	33.3%	12.0%
9	2	1	1	2
	7.4%	5.3%	16.7%	8.0%
10 Excellent	20	16	2	18
	74.1%	84.2%	33.3%	72.0%
		C		
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	27	19	6	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	17	3	20
	81.5%	89.5%	50.0%	80.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	19	6	25
	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.68	8.67	9.44
		C		

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2	2	-	-	-	2
	7.4%	13.3%				8.0%
8	3	2	1	-	-	3
	11.1%	13.3%	12.5%			12.0%
9	2	-	1	-	-	1
	7.4%		12.5%			4.0%
10 Excellent	20	11	6	2	-	19
	74.1%	73.3%	75.0%	100.0%		76.0%
				BF		
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	27	15	8	2	-	25
	100.0%	100.0%	100.0%	100.0%		100.0%
9 and 10 (Top Box)	22	11	7	2	-	20
	81.5%	73.3%	87.5%	100.0%		80.0%
				BF		
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	27	15	8	2	-	25
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	9.48	9.33	9.62	10.00	-	9.48

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2	-	1	-	-	1	2
	7.4%		25.0%			16.7%	8.0%
8	3	-	-	2	1	-	3
	11.1%			50.0%	11.1%		12.0%
9	2	-	-	-	2	-	2
	7.4%				22.2%		8.0%
10 Excellent	20	2	3	2	6	5	18
	74.1%	100.0%	75.0%	50.0%	66.7%	83.3%	72.0%
		DEG					
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	2	3	2	8	5	20
	81.5%	100.0%	75.0%	50.0%	88.9%	83.3%	80.0%
		DG					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	10.00	9.25	9.00	9.56	9.50	9.44

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	1	1	2
	7.4%	12.5%	5.3%	7.4%
8	3	1	2	3
	11.1%	12.5%	10.5%	11.1%
9	2	1	1	2
	7.4%	12.5%	5.3%	7.4%
10 Excellent	20	5	15	20
	74.1%	62.5%	78.9%	74.1%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	27	8	19	27
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	22	6	16	22
	81.5%	75.0%	84.2%	81.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	8	19	27
	100.0%	100.0%	100.0%	100.0%
MEAN	9.48	9.25	9.58	9.48

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	-	-	-	-	-	2
	11.5%	12.5%						8.7%
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	2	-	-	-	-	-	2
	7.7%	12.5%						8.7%
6	1	1	-	-	-	-	-	1
	3.8%	6.2%						4.3%
7	4	2	-	2	-	-	-	4
	15.4%	12.5%		50.0%				17.4%
8	9	4	2	2	-	-	-	8
	34.6%	25.0%	66.7%	50.0%				34.8%
9	2	2	-	-	-	-	-	2
	7.7%	12.5%						8.7%
10 Excellent	5	3	1	-	-	-	-	4
	19.2%	18.8%	33.3%					17.4%
0 to 4 (Negative)	3	2	-	-	-	-	-	2
	11.5%	12.5%						8.7%
5 (Neutral)	2	2	-	-	-	-	-	2
	7.7%	12.5%						8.7%
6 to 10 (Positive)	21	12	3	4	-	-	-	19
	80.8%	75.0%	100.0%	100.0%				82.6%
			BH	BH				
9 and 10 (Top Box)	7	5	1	-	-	-	-	6
	26.9%	31.2%	33.3%					26.1%
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	3.8%	6.2%						4.3%
TOTAL ANSWERING	26	16	3	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	7.08	6.88	8.67	7.50	-	-	-	7.22

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	-	1	-	-	-	2
	11.5%	9.1%		25.0%				8.7%
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	1	-	1	-	-	-	2
	7.7%	9.1%		25.0%				8.7%
6	1	-	1	-	-	-	-	1
	3.8%		12.5%					4.3%
7	4	1	3	-	-	-	-	4
	15.4%	9.1%	37.5%					17.4%
8	9	4	3	2	-	-	-	9
	34.6%	36.4%	37.5%	50.0%				39.1%
9	2	1	1	-	-	-	-	2
	7.7%	9.1%	12.5%					8.7%
10 Excellent	5	3	-	-	-	-	-	3
	19.2%	27.3%						13.0%
0 to 4 (Negative)	3	1	-	1	-	-	-	2
	11.5%	9.1%		25.0%				8.7%
5 (Neutral)	2	1	-	1	-	-	-	2
	7.7%	9.1%		25.0%				8.7%
6 to 10 (Positive)	21	9	8	2	-	-	-	19
	80.8%	81.8%	100.0%	50.0%				82.6%
			DH					
9 and 10 (Top Box)	7	4	1	-	-	-	-	5
	26.9%	36.4%	12.5%					21.7%
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	3.8%	9.1%						4.3%
TOTAL ANSWERING	26	11	8	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	7.08	7.55	7.50	5.25	-	-	-	7.13

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	3	-	-	-	-	1	-	1
	11.5%					50.0%		14.3%
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	-	-	-	-	-	-	-
	7.7%							
6	1	-	-	-	-	1	-	1
	3.8%					50.0%		14.3%
7	4	-	-	1	-	-	-	1
	15.4%			50.0%				14.3%
8	9	1	2	1	-	-	-	4
	34.6%	100.0%	100.0%	50.0%				57.1%
		H	H					
9	2	-	-	-	-	-	-	-
	7.7%							
10 Excellent	5	-	-	-	-	-	-	-
	19.2%							
0 to 4 (Negative)	3	-	-	-	-	1	-	1
	11.5%					50.0%		14.3%
5 (Neutral)	2	-	-	-	-	-	-	-
	7.7%							
6 to 10 (Positive)	21	1	2	2	-	1	-	6
	80.8%	100.0%	100.0%	100.0%		50.0%		85.7%
9 and 10 (Top Box)	7	-	-	-	-	-	-	-
	26.9%							
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	3.8%							
TOTAL ANSWERING	26	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
MEAN	7.08	8.00	8.00	7.50	-	3.00	-	6.43

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	-	-	-	-	1
	11.5%	12.5%					10.0%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	1	-	-	-	-	1
	7.7%	12.5%					10.0%
6	1	-	-	-	-	-	-
	3.8%						
7	4	2	-	1	-	-	3
	15.4%	25.0%		100.0%			30.0%
				BG			
8	9	3	1	-	-	-	4
	34.6%	37.5%	100.0%				40.0%
			BG				
9	2	1	-	-	-	-	1
	7.7%	12.5%					10.0%
10 Excellent	5	-	-	-	-	-	-
	19.2%						
0 to 4 (Negative)	3	1	-	-	-	-	1
	11.5%	12.5%					10.0%
5 (Neutral)	2	1	-	-	-	-	1
	7.7%	12.5%					10.0%
6 to 10 (Positive)	21	6	1	1	-	-	8
	80.8%	75.0%	100.0%	100.0%			80.0%
9 and 10 (Top Box)	7	1	-	-	-	-	1
	26.9%	12.5%					10.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
TOTAL ANSWERING	26	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%
MEAN	7.08	6.50	8.00	7.00	-	-	6.70

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 11.5%	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 7.7%	1 33.3%	-	-	-	-	1 25.0%
6	1 3.8%	-	-	-	-	-	-
7	4 15.4%	-	-	-	-	-	-
8	9 34.6%	2 66.7%	1 100.0%	-	-	-	3 75.0%
9	2 7.7%	-	-	-	-	-	-
10 Excellent	5 19.2%	-	-	-	-	-	-
0 to 4 (Negative)	3 11.5%	-	-	-	-	-	-
5 (Neutral)	2 7.7%	1 33.3%	-	-	-	-	1 25.0%
6 to 10 (Positive)	21 80.8%	2 66.7%	1 100.0%	-	-	-	3 75.0%
9 and 10 (Top Box)	7 26.9%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	7.08	7.00	8.00	-	-	-	7.25

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	-	-	-	-	1
	11.5%	25.0%					20.0%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	1	-	-	-	-	1
	7.7%	25.0%					20.0%
6	1	-	-	-	-	-	-
	3.8%						
7	4	1	-	-	-	-	1
	15.4%	25.0%					20.0%
8	9	1	1	-	-	-	2
	34.6%	25.0%	100.0%				40.0%
			BG				
9	2	-	-	-	-	-	-
	7.7%						
10 Excellent	5	-	-	-	-	-	-
	19.2%						
0 to 4 (Negative)	3	1	-	-	-	-	1
	11.5%	25.0%					20.0%
5 (Neutral)	2	1	-	-	-	-	1
	7.7%	25.0%					20.0%
6 to 10 (Positive)	21	2	1	-	-	-	3
	80.8%	50.0%	100.0%				60.0%
			B				
9 and 10 (Top Box)	7	-	-	-	-	-	-
	26.9%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
TOTAL ANSWERING	26	4	1	-	-	-	5
	100.0%	100.0%	100.0%				100.0%
MEAN	7.08	5.00	8.00	-	-	-	5.60

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	-	3	3
	11.5%		12.0%	11.5%
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	-	2	2
	7.7%		8.0%	7.7%
6	1	-	1	1
	3.8%		4.0%	3.8%
7	4	1	3	4
	15.4%	100.0%	12.0%	15.4%
		CD		
8	9	-	9	9
	34.6%		36.0%	34.6%
9	2	-	2	2
	7.7%		8.0%	7.7%
10 Excellent	5	-	5	5
	19.2%		20.0%	19.2%
0 to 4 (Negative)	3	-	3	3
	11.5%		12.0%	11.5%
5 (Neutral)	2	-	2	2
	7.7%		8.0%	7.7%
6 to 10 (Positive)	21	1	20	21
	80.8%	100.0%	80.0%	80.8%
		CD		
9 and 10 (Top Box)	7	-	7	7
	26.9%		28.0%	26.9%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		4.0%	3.8%
TOTAL ANSWERING	26	1	25	26
	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	7.00	7.08	7.08

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 11.5%	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 7.7%	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	4 15.4%	1 100.0%	1 100.0%	-	-	-	1 100.0%
8	9 34.6%	-	-	-	-	-	-
9	2 7.7%	-	-	-	-	-	-
10 Excellent	5 19.2%	-	-	-	-	-	-
0 to 4 (Negative)	3 11.5%	-	-	-	-	-	-
5 (Neutral)	2 7.7%	-	-	-	-	-	-
6 to 10 (Positive)	21 80.8%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	7 26.9%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	7.08	7.00	7.00	-	-	-	7.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	1	2
	11.5%	12.5%	5.9%	8.0%
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	-	2	2
	7.7%		11.8%	8.0%
6	1	-	1	1
	3.8%		5.9%	4.0%
7	4	2	2	4
	15.4%	25.0%	11.8%	16.0%
8	9	4	5	9
	34.6%	50.0%	29.4%	36.0%
9	2	1	1	2
	7.7%	12.5%	5.9%	8.0%
10 Excellent	5	-	5	5
	19.2%		29.4%	20.0%
0 to 4 (Negative)	3	1	1	2
	11.5%	12.5%	5.9%	8.0%
5 (Neutral)	2	-	2	2
	7.7%		11.8%	8.0%
6 to 10 (Positive)	21	7	14	21
	80.8%	87.5%	82.4%	84.0%
9 and 10 (Top Box)	7	1	6	7
	26.9%	12.5%	35.3%	28.0%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.9%	4.0%
TOTAL ANSWERING	26	8	17	25
	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.88	7.59	7.36

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 11.5%	1 33.3%	-	-	-	-	1 14.3%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 7.7%	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	4 15.4%	1 33.3%	1 50.0%	-	-	-	2 28.6%
8	9 34.6%	1 33.3%	-	-	1 100.0% BG	1 100.0% BG	3 42.9%
9	2 7.7%	-	1 50.0%	-	-	-	1 14.3%
10 Excellent	5 19.2%	-	-	-	-	-	-
0 to 4 (Negative)	3 11.5%	1 33.3%	-	-	-	-	1 14.3%
5 (Neutral)	2 7.7%	-	-	-	-	-	-
6 to 10 (Positive)	21 80.8%	2 66.7%	2 100.0%	-	1 100.0%	1 100.0%	6 85.7%
9 and 10 (Top Box)	7 26.9%	-	1 50.0%	-	-	-	1 14.3%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	7.08	5.00	8.00	-	8.00	8.00	6.71

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	-	-	-	-
	11.5%				
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	-	-	-
	7.7%				
6	1	-	-	-	-
	3.8%				
7	4	-	1	1	2
	15.4%		25.0%	33.3%	28.6%
8	9	-	3	1	4
	34.6%		75.0%	33.3%	57.1%
9	2	-	-	1	1
	7.7%			33.3%	14.3%
10 Excellent	5	-	-	-	-
	19.2%				
0 to 4 (Negative)	3	-	-	-	-
	11.5%				
5 (Neutral)	2	-	-	-	-
	7.7%				
6 to 10 (Positive)	21	-	4	3	7
	80.8%		100.0%	100.0%	100.0%
9 and 10 (Top Box)	7	-	-	1	1
	26.9%			33.3%	14.3%
TOTAL NON-RESPONSES	1	-	-	-	-
	3.8%				
TOTAL ANSWERING	26	-	4	3	7
	100.0%		100.0%	100.0%	100.0%
MEAN	7.08	-	7.75	8.00	7.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	-	1	3
	11.5%	14.3%		20.0%	12.0%
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	1	1	2
	7.7%		16.7%	20.0%	8.0%
6	1	1	-	-	1
	3.8%	7.1%			4.0%
7	4	2	1	1	4
	15.4%	14.3%	16.7%	20.0%	16.0%
8	9	6	2	-	8
	34.6%	42.9%	33.3%		32.0%
9	2	1	-	1	2
	7.7%	7.1%		20.0%	8.0%
10 Excellent	5	2	2	1	5
	19.2%	14.3%	33.3%	20.0%	20.0%
0 to 4 (Negative)	3	2	-	1	3
	11.5%	14.3%		20.0%	12.0%
5 (Neutral)	2	-	1	1	2
	7.7%		16.7%	20.0%	8.0%
6 to 10 (Positive)	21	12	5	3	20
	80.8%	85.7%	83.3%	60.0%	80.0%
9 and 10 (Top Box)	7	3	2	2	7
	26.9%	21.4%	33.3%	40.0%	28.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			20.0%	4.0%
TOTAL ANSWERING	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.93	8.00	6.20	7.04

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	1	-	3
	11.5%	11.1%	16.7%		11.5%
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
	7.7%	5.6%	16.7%		7.7%
6	1	1	-	-	1
	3.8%	5.6%			3.8%
7	4	2	1	1	4
	15.4%	11.1%	16.7%	50.0%	15.4%
8	9	8	1	-	9
	34.6%	44.4%	16.7%		34.6%
9	2	1	-	1	2
	7.7%	5.6%		50.0%	7.7%
10 Excellent	5	3	2	-	5
	19.2%	16.7%	33.3%		19.2%
0 to 4 (Negative)	3	2	1	-	3
	11.5%	11.1%	16.7%		11.5%
5 (Neutral)	2	1	1	-	2
	7.7%	5.6%	16.7%		7.7%
6 to 10 (Positive)	21	15	4	2	21
	80.8%	83.3%	66.7%	100.0%	80.8%
				E	
9 and 10 (Top Box)	7	4	2	1	7
	26.9%	22.2%	33.3%	50.0%	26.9%
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
TOTAL ANSWERING	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	7.11	6.67	8.00	7.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	-	2	3
	11.5%	11.1%		18.2%	12.0%
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	-	-	2	2
	7.7%			18.2%	8.0%
6	1	-	1	-	1
	3.8%		20.0%		4.0%
7	4	1	-	3	4
	15.4%	11.1%		27.3%	16.0%
8	9	5	2	1	8
	34.6%	55.6%	40.0%	9.1%	32.0%
		D			
9	2	1	1	-	2
	7.7%	11.1%	20.0%		8.0%
10 Excellent	5	1	1	3	5
	19.2%	11.1%	20.0%	27.3%	20.0%
0 to 4 (Negative)	3	1	-	2	3
	11.5%	11.1%		18.2%	12.0%
5 (Neutral)	2	-	-	2	2
	7.7%			18.2%	8.0%
6 to 10 (Positive)	21	8	5	7	20
	80.8%	88.9%	100.0%	63.6%	80.0%
			DE		
9 and 10 (Top Box)	7	2	2	3	7
	26.9%	22.2%	40.0%	27.3%	28.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			9.1%	4.0%
TOTAL ANSWERING	26	9	5	11	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	7.33	8.20	6.27	7.04

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	-	1	3
	11.5%	14.3%		25.0%	11.5%
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
	7.7%	7.1%	12.5%		7.7%
6	1	1	-	-	1
	3.8%	7.1%			3.8%
7	4	1	1	2	4
	15.4%	7.1%	12.5%	50.0%	15.4%
8	9	7	2	-	9
	34.6%	50.0%	25.0%		34.6%
9	2	1	1	-	2
	7.7%	7.1%	12.5%		7.7%
10 Excellent	5	1	3	1	5
	19.2%	7.1%	37.5%	25.0%	19.2%
0 to 4 (Negative)	3	2	-	1	3
	11.5%	14.3%		25.0%	11.5%
5 (Neutral)	2	1	1	-	2
	7.7%	7.1%	12.5%		7.7%
6 to 10 (Positive)	21	11	7	3	21
	80.8%	78.6%	87.5%	75.0%	80.8%
9 and 10 (Top Box)	7	2	4	1	7
	26.9%	14.3%	50.0%	25.0%	26.9%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			25.0%	3.8%
TOTAL ANSWERING	26	14	8	4	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.64	8.38	6.00	7.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	3	-	-	3
	11.5%	15.8%			11.5%
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	-	1	2
	7.7%	5.3%		50.0%	7.7%
6	1	1	-	-	1
	3.8%	5.3%			3.8%
7	4	3	-	1	4
	15.4%	15.8%		50.0%	15.4%
8	9	6	3	-	9
	34.6%	31.6%	60.0%		34.6%
9	2	1	1	-	2
	7.7%	5.3%	20.0%		7.7%
10 Excellent	5	4	1	-	5
	19.2%	21.1%	20.0%		19.2%
0 to 4 (Negative)	3	3	-	-	3
	11.5%	15.8%			11.5%
5 (Neutral)	2	1	-	1	2
	7.7%	5.3%		50.0%	7.7%
6 to 10 (Positive)	21	15	5	1	21
	80.8%	78.9%	100.0%	50.0%	80.8%
			BE		
9 and 10 (Top Box)	7	5	2	-	7
	26.9%	26.3%	40.0%		26.9%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			50.0%	3.8%
TOTAL ANSWERING	26	19	5	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.79	8.60	6.00	7.08
			D		

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	3	-	3
	11.5%	12.5%		12.0%
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
	7.7%	8.3%		8.0%
6	1	1	-	1
	3.8%	4.2%		4.0%
7	4	3	-	3
	15.4%	12.5%		12.0%
8	9	9	-	9
	34.6%	37.5%		36.0%
9	2	2	-	2
	7.7%	8.3%		8.0%
10 Excellent	5	4	1	5
	19.2%	16.7%	100.0%	20.0%
			BD	
0 to 4 (Negative)	3	3	-	3
	11.5%	12.5%		12.0%
5 (Neutral)	2	2	-	2
	7.7%	8.3%		8.0%
6 to 10 (Positive)	21	19	1	20
	80.8%	79.2%	100.0%	80.0%
			BD	
9 and 10 (Top Box)	7	6	1	7
	26.9%	25.0%	100.0%	28.0%
			BD	
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.96	10.00	7.08

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	3	-	3
	11.5%	15.8%		12.5%
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
	7.7%	5.3%	20.0%	8.3%
6	1	1	-	1
	3.8%	5.3%		4.2%
7	4	3	-	3
	15.4%	15.8%		12.5%
8	9	6	3	9
	34.6%	31.6%	60.0%	37.5%
9	2	2	-	2
	7.7%	10.5%		8.3%
10 Excellent	5	3	1	4
	19.2%	15.8%	20.0%	16.7%
0 to 4 (Negative)	3	3	-	3
	11.5%	15.8%		12.5%
5 (Neutral)	2	1	1	2
	7.7%	5.3%	20.0%	8.3%
6 to 10 (Positive)	21	15	4	19
	80.8%	78.9%	80.0%	79.2%
9 and 10 (Top Box)	7	5	1	6
	26.9%	26.3%	20.0%	25.0%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		20.0%	4.2%
TOTAL ANSWERING	26	19	5	24
	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.74	7.80	6.96

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	3	2	1	-	-	3
	11.5%	13.3%	14.3%			12.5%
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	2	-	-	-	2
	7.7%	13.3%				8.3%
6	1	1	-	-	-	1
	3.8%	6.7%				4.2%
7	4	2	1	-	-	3
	15.4%	13.3%	14.3%			12.5%
8	9	5	4	-	-	9
	34.6%	33.3%	57.1%			37.5%
9	2	1	-	-	-	1
	7.7%	6.7%				4.2%
10 Excellent	5	2	1	2	-	5
	19.2%	13.3%	14.3%	100.0%		20.8%
				BCF		
0 to 4 (Negative)	3	2	1	-	-	3
	11.5%	13.3%	14.3%			12.5%
5 (Neutral)	2	2	-	-	-	2
	7.7%	13.3%				8.3%
6 to 10 (Positive)	21	11	6	2	-	19
	80.8%	73.3%	85.7%	100.0%		79.2%
				BF		
9 and 10 (Top Box)	7	3	1	2	-	6
	26.9%	20.0%	14.3%	100.0%		25.0%
				BCF		
TOTAL NON-RESPONSES	1	-	1	-	-	1
	3.8%		14.3%			4.2%
TOTAL ANSWERING	26	15	7	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	7.08	6.60	7.00	10.00	-	7.00

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	3	-	-	1	1	1	3
	11.5%			25.0%	12.5%	16.7%	12.5%
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	1	-	1	-	2
	7.7%		25.0%		12.5%		8.3%
6	1	-	-	-	-	1	1
	3.8%					16.7%	4.2%
7	4	-	1	1	-	1	3
	15.4%		25.0%	25.0%		16.7%	12.5%
8	9	2	-	1	5	1	9
	34.6%	100.0%		25.0%	62.5%	16.7%	37.5%
		DEFG			F		
9	2	-	1	-	1	-	2
	7.7%		25.0%		12.5%		8.3%
10 Excellent	5	-	1	1	-	2	4
	19.2%		25.0%	25.0%		33.3%	16.7%
0 to 4 (Negative)	3	-	-	1	1	1	3
	11.5%			25.0%	12.5%	16.7%	12.5%
5 (Neutral)	2	-	1	-	1	-	2
	7.7%		25.0%		12.5%		8.3%
6 to 10 (Positive)	21	2	3	3	6	5	19
	80.8%	100.0%	75.0%	75.0%	75.0%	83.3%	79.2%
		G					
9 and 10 (Top Box)	7	-	2	1	1	2	6
	26.9%		50.0%	25.0%	12.5%	33.3%	25.0%
TOTAL NON-RESPONSES	1	-	-	-	1	-	1
	3.8%				12.5%		4.2%
TOTAL ANSWERING	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	8.00	7.75	6.25	6.75	6.83	6.96

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	2	3
	11.5%	12.5%	11.1%	11.5%
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
	7.7%	12.5%	5.6%	7.7%
6	1	-	1	1
	3.8%		5.6%	3.8%
7	4	3	1	4
	15.4%	37.5%	5.6%	15.4%
8	9	1	8	9
	34.6%	12.5%	44.4%	34.6%
9	2	2	-	2
	7.7%	25.0%		7.7%
10 Excellent	5	-	5	5
	19.2%		27.8%	19.2%
0 to 4 (Negative)	3	1	2	3
	11.5%	12.5%	11.1%	11.5%
5 (Neutral)	2	1	1	2
	7.7%	12.5%	5.6%	7.7%
6 to 10 (Positive)	21	6	15	21
	80.8%	75.0%	83.3%	80.8%
9 and 10 (Top Box)	7	2	5	7
	26.9%	25.0%	27.8%	26.9%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.6%	3.8%
TOTAL ANSWERING	26	8	18	26
	100.0%	100.0%	100.0%	100.0%
MEAN	7.08	6.50	7.33	7.08

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1 3.8%	1 6.2%	-	-	-	-	-	1 4.3%
7	2 7.7%	-	-	2 50.0%	-	-	-	2 8.7%
8	5 19.2%	3 18.8%	-	1 25.0%	-	-	-	4 17.4%
9	3 11.5%	2 12.5%	-	1 25.0%	-	-	-	3 13.0%
10 Excellent	15 57.7%	10 62.5%	3 100.0% BH	-	-	-	-	13 56.5%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	16 100.0%	3 100.0%	4 100.0%	-	-	-	23 100.0%
9 and 10 (Top Box)	18 69.2%	12 75.0% D	3 100.0% BDH	1 25.0%	-	-	-	16 69.6%
TOTAL NON-RESPONSES	1 3.8%	1 6.2%	-	-	-	-	-	1 4.3%
TOTAL ANSWERING	26 100.0%	16 100.0%	3 100.0%	4 100.0%	-	-	-	23 100.0%
MEAN	9.12	9.25 D	10.00 D	7.75	-	-	-	9.09

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1	1	-	-	-	-	-	1
	3.8%	9.1%						4.3%
7	2	-	1	1	-	-	-	2
	7.7%		12.5%	25.0%				8.7%
8	5	3	1	1	-	-	-	5
	19.2%	27.3%	12.5%	25.0%				21.7%
9	3	1	2	-	-	-	-	3
	11.5%	9.1%	25.0%					13.0%
10 Excellent	15	6	4	2	-	-	-	12
	57.7%	54.5%	50.0%	50.0%				52.2%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26	11	8	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	18	7	6	2	-	-	-	15
	69.2%	63.6%	75.0%	50.0%				65.2%
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	3.8%	9.1%						4.3%
TOTAL ANSWERING	26	11	8	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.12	9.00	9.12	8.75	-	-	-	9.00

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-	-
7	2 7.7%	-	-	1 50.0%	-	-	-	1 14.3%
8	5 19.2%	-	-	-	-	-	-	-
9	3 11.5%	-	-	-	-	1 50.0%	-	1 14.3%
10 Excellent	15 57.7%	1 100.0%	2 100.0%	1 50.0%	-	1 50.0%	-	5 71.4%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	18 69.2%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	9.12	10.00	10.00	8.50	-	9.50	-	9.43

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	2 7.7%	-	1 100.0% G	1 100.0% G	-	-	2 20.0%
8	5 19.2%	2 25.0%	-	-	-	-	2 20.0%
9	3 11.5%	1 12.5%	-	-	-	-	1 10.0%
10 Excellent	15 57.7%	5 62.5%	-	-	-	-	5 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	18 69.2%	6 75.0%	-	-	-	-	6 60.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	9.12	9.38 CD	7.00	7.00	-	-	8.90

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	2 7.7%	1 33.3%	-	-	-	-	1 25.0%
8	5 19.2%	1 33.3%	-	-	-	-	1 25.0%
9	3 11.5%	-	-	-	-	-	-
10 Excellent	15 57.7%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	18 69.2%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.12	8.33	10.00	-	-	-	8.75

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	2 7.7%	-	-	-	-	-	-
8	5 19.2%	1 25.0%	-	-	-	-	1 20.0%
9	3 11.5%	1 25.0%	-	-	-	-	1 20.0%
10 Excellent	15 57.7%	2 50.0%	1 100.0% B	-	-	-	3 60.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	18 69.2%	3 75.0%	1 100.0%	-	-	-	4 80.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	9.12	9.25	10.00	-	-	-	9.40

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 3.8%	-	1 4.0%	1 3.8%
7	2 7.7%	-	2 8.0%	2 7.7%
8	5 19.2%	-	5 20.0%	5 19.2%
9	3 11.5%	-	3 12.0%	3 11.5%
10 Excellent	15 57.7%	1 100.0% CD	14 56.0%	15 57.7%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	25 100.0%	26 100.0%
9 and 10 (Top Box)	18 69.2%	1 100.0% CD	17 68.0%	18 69.2%
TOTAL NON-RESPONSES	1 3.8%	-	1 4.0%	1 3.8%
TOTAL ANSWERING	26 100.0%	1 100.0%	25 100.0%	26 100.0%
MEAN	9.12	10.00	9.08	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	2 7.7%	-	-	-	-	-	-
8	5 19.2%	-	-	-	-	-	-
9	3 11.5%	-	-	-	-	-	-
10 Excellent	15 57.7%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	18 69.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.12	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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			
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
0 Poor	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	14.3%		4.0%
7	2	1	1	2
	7.7%	14.3%	5.6%	8.0%
8	5	1	4	5
	19.2%	14.3%	22.2%	20.0%
9	3	-	3	3
	11.5%		16.7%	12.0%
10 Excellent	15	4	10	14
	57.7%	57.1%	55.6%	56.0%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	7	18	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	4	13	17
	69.2%	57.1%	72.2%	68.0%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	14.3%		4.0%
TOTAL ANSWERING	26	7	18	25
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	8.71	9.22	9.08

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	1 33.3%	-	-	-	-	1 16.7%
7	2 7.7%	1 33.3%	-	-	-	-	1 16.7%
8	5 19.2%	-	1 100.0% G	-	-	-	1 16.7%
9	3 11.5%	-	-	-	-	-	-
10 Excellent	15 57.7%	1 33.3%	-	-	1 100.0% BG	1 100.0% BG	3 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	3 100.0%	1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
9 and 10 (Top Box)	18 69.2%	1 33.3%	-	-	1 100.0% BG	1 100.0% BG	3 50.0%
TOTAL NON-RESPONSES	1 3.8%	-	1 100.0% G	-	-	-	1 16.7%
TOTAL ANSWERING	26 100.0%	3 100.0%	1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
MEAN	9.12	7.67	8.00	-	10.00	10.00	8.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	-	-	-
	3.8%				
7	2	-	-	1	1
	7.7%			50.0%	16.7%
8	5	-	1	-	1
	19.2%		25.0%		16.7%
9	3	-	-	-	-
	11.5%				
10 Excellent	15	-	3	1	4
	57.7%		75.0%	50.0%	66.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	-	4	2	6
	100.0%		100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	-	3	1	4
	69.2%		75.0%	50.0%	66.7%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			50.0%	16.7%
TOTAL ANSWERING	26	-	4	2	6
	100.0%		100.0%	100.0%	100.0%
MEAN	9.12	-	9.50	8.50	9.17

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	1	-	-	1
	3.8%	7.1%			4.0%
7	2	-	2	-	2
	7.7%		33.3%		8.0%
8	5	2	1	2	5
	19.2%	14.3%	16.7%	40.0%	20.0%
9	3	2	-	1	3
	11.5%	14.3%		20.0%	12.0%
10 Excellent	15	9	3	2	14
	57.7%	64.3%	50.0%	40.0%	56.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	11	3	3	17
	69.2%	78.6%	50.0%	60.0%	68.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			20.0%	4.0%
TOTAL ANSWERING	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.29	8.67	9.00	9.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 3.8%	-	1 16.7%	-	1 3.8%
7	2 7.7%	1 5.3%	1 16.7%	-	2 7.7%
8	5 19.2%	4 21.1%	1 16.7%	-	5 19.2%
9	3 11.5%	2 10.5%	-	1 100.0% BE	3 11.5%
10 Excellent	15 57.7%	12 63.2%	3 50.0%	-	15 57.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	19 100.0%	6 100.0%	1 100.0%	26 100.0%
9 and 10 (Top Box)	18 69.2%	14 73.7%	3 50.0%	1 100.0% BCE	18 69.2%
TOTAL NON-RESPONSES	1 3.8%	-	-	1 100.0% E	1 3.8%
TOTAL ANSWERING	26 100.0%	19 100.0%	6 100.0%	1 100.0%	26 100.0%
MEAN	9.12	9.32	8.50	9.00	9.12

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	-	1	1
	3.8%			8.3%	4.0%
7	2	1	-	1	2
	7.7%	11.1%		8.3%	8.0%
8	5	2	-	3	5
	19.2%	22.2%		25.0%	20.0%
9	3	1	1	1	3
	11.5%	11.1%	25.0%	8.3%	12.0%
10 Excellent	15	5	3	6	14
	57.7%	55.6%	75.0%	50.0%	56.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	9	4	12	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	6	4	7	17
	69.2%	66.7%	100.0%	58.3%	68.0%
			BDE		
TOTAL NON-RESPONSES	1	-	1	-	1
	3.8%		25.0%		4.0%
TOTAL ANSWERING	26	9	4	12	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.11	9.75	8.83	9.08

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	1	-	-	1
	3.8%	7.1%			3.8%
7	2	1	1	-	2
	7.7%	7.1%	14.3%		7.7%
8	5	3	1	1	5
	19.2%	21.4%	14.3%	20.0%	19.2%
9	3	2	-	1	3
	11.5%	14.3%		20.0%	11.5%
10 Excellent	15	7	5	3	15
	57.7%	50.0%	71.4%	60.0%	57.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	14	7	5	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	9	5	4	18
	69.2%	64.3%	71.4%	80.0%	69.2%
TOTAL NON-RESPONSES	1	-	1	-	1
	3.8%		14.3%		3.8%
TOTAL ANSWERING	26	14	7	5	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	8.93	9.29	9.40	9.12

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	1	-	-	1
	3.8%	5.3%			3.8%
7	2	2	-	-	2
	7.7%	10.5%			7.7%
8	5	2	1	2	5
	19.2%	10.5%	25.0%	66.7%	19.2%
				B	
9	3	2	-	1	3
	11.5%	10.5%		33.3%	11.5%
10 Excellent	15	12	3	-	15
	57.7%	63.2%	75.0%		57.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	19	4	3	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	14	3	1	18
	69.2%	73.7%	75.0%	33.3%	69.2%
TOTAL NON-RESPONSES	1	-	1	-	1
	3.8%		25.0%		3.8%
TOTAL ANSWERING	26	19	4	3	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.16	9.50	8.33	9.12

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	4.2%		4.0%
7	2	2	-	2
	7.7%	8.3%		8.0%
8	5	5	-	5
	19.2%	20.8%		20.0%
9	3	2	-	2
	11.5%	8.3%		8.0%
10 Excellent	15	14	1	15
	57.7%	58.3%	100.0%	60.0%
			BD	
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	24	1	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	16	1	17
	69.2%	66.7%	100.0%	68.0%
			BD	
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.08	10.00	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	5.6%		4.2%
7	2	1	1	2
	7.7%	5.6%	16.7%	8.3%
8	5	2	3	5
	19.2%	11.1%	50.0%	20.8%
9	3	2	-	2
	11.5%	11.1%		8.3%
10 Excellent	15	12	2	14
	57.7%	66.7%	33.3%	58.3%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	18	6	24
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	14	2	16
	69.2%	77.8%	33.3%	66.7%
		C		
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	5.6%		4.2%
TOTAL ANSWERING	26	18	6	24
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.28	8.50	9.08

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	1 3.8%	1 6.7%	-	-	-	1 4.0%
7	2 7.7%	1 6.7%	1 12.5%	-	-	2 8.0%
8	5 19.2%	4 26.7%	1 12.5%	-	-	5 20.0%
9	3 11.5%	1 6.7%	1 12.5%	-	-	2 8.0%
10 Excellent	15 57.7%	8 53.3%	5 62.5%	2 100.0% BCF	-	15 60.0%
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%
9 and 10 (Top Box)	18 69.2%	9 60.0%	6 75.0%	2 100.0% BF	-	17 68.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%
MEAN	9.12	8.93	9.25	10.00	-	9.12

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (How would you rate the job that <utiln > does on....) Keeping the electric system, including power lines and equipment, in good working order?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1	-	-	1	-	-	1
	3.8%			25.0%			4.2%
7	2	-	-	-	1	1	2
	7.7%				12.5%	16.7%	8.3%
8	5	-	1	2	2	-	5
	19.2%		25.0%	50.0%	25.0%		20.8%
9	3	-	-	-	1	1	2
	11.5%				12.5%	16.7%	8.3%
10 Excellent	15	2	3	1	4	4	14
	57.7%	100.0%	75.0%	25.0%	50.0%	66.7%	58.3%
		DEG					
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	2	3	1	5	5	16
	69.2%	100.0%	75.0%	25.0%	62.5%	83.3%	66.7%
		DEG				D	
TOTAL NON-RESPONSES	1	-	-	-	1	-	1
	3.8%				12.5%		4.2%
TOTAL ANSWERING	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	10.00	9.50	8.00	9.00	9.33	9.08

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q4. (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	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 3.8%	1 14.3%	-	1 3.8%
7	2 7.7%	1 14.3%	1 5.3%	2 7.7%
8	5 19.2%	2 28.6%	3 15.8%	5 19.2%
9	3 11.5%	1 14.3%	2 10.5%	3 11.5%
10 Excellent	15 57.7%	2 28.6%	13 68.4% B	15 57.7%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26 100.0%	7 100.0%	19 100.0%	26 100.0%
9 and 10 (Top Box)	18 69.2%	3 42.9%	15 78.9%	18 69.2%
TOTAL NON-RESPONSES	1 3.8%	1 14.3%	-	1 3.8%
TOTAL ANSWERING	26 100.0%	7 100.0%	19 100.0%	26 100.0%
MEAN	9.12	8.29	9.42 B	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	2	1	-	1	-	-	-	2
	8.3%	6.2%		25.0%				8.7%
7	1	-	-	1	-	-	-	1
	4.2%			25.0%				4.3%
8	2	1	1	-	-	-	-	2
	8.3%	6.2%	33.3%					8.7%
9	6	3	-	2	-	-	-	5
	25.0%	18.8%		50.0%				21.7%
10 Excellent	13	11	2	-	-	-	-	13
	54.2%	68.8%	66.7%					56.5%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	24	16	3	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	19	14	2	2	-	-	-	18
	79.2%	87.5%	66.7%	50.0%				78.3%
TOTAL NON-RESPONSES	3	1	-	-	-	-	-	1
	12.5%	6.2%						4.3%
TOTAL ANSWERING	24	16	3	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.12	9.44	9.33	7.75	-	-	-	9.13
		D						

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	2	1	-	1	-	-	-	2
	8.3%	9.1%		25.0%				8.7%
7	1	-	1	-	-	-	-	1
	4.2%		12.5%					4.3%
8	2	1	-	-	-	-	-	1
	8.3%	9.1%						4.3%
9	6	3	1	2	-	-	-	6
	25.0%	27.3%	12.5%	50.0%				26.1%
10 Excellent	13	6	6	1	-	-	-	13
	54.2%	54.5%	75.0%	25.0%				56.5%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	24	11	8	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	19	9	7	3	-	-	-	19
	79.2%	81.8%	87.5%	75.0%				82.6%
TOTAL NON-RESPONSES	3	1	-	-	-	-	-	1
	12.5%	9.1%						4.3%
TOTAL ANSWERING	24	11	8	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.12	9.18	9.50	8.50	-	-	-	9.17

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	2 8.3%	-	-	-	-	-	-	-
7	1 4.2%	-	-	1 50.0%	-	-	-	1 14.3%
8	2 8.3%	-	-	-	-	-	-	-
9	6 25.0%	-	-	-	-	1 50.0%	-	1 14.3%
10 Excellent	13 54.2%	1 100.0%	2 100.0%	1 50.0%	-	1 50.0%	-	5 71.4%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	19 79.2%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	9.12	10.00	10.00	8.50	-	9.50	-	9.43

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 8.3%	-	1 100.0% G	-	-	-	1 10.0%
7	1 4.2%	-	-	1 100.0% G	-	-	1 10.0%
8	2 8.3%	-	-	-	-	-	-
9	6 25.0%	3 37.5%	-	-	-	-	3 30.0%
10 Excellent	13 54.2%	5 62.5%	-	-	-	-	5 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	19 79.2%	8 100.0%	-	-	-	-	8 80.0%
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	9.12	9.62 CD	6.00	7.00	-	-	9.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 8.3%	1 33.3%	-	-	-	-	1 25.0%
7	1 4.2%	-	-	-	-	-	-
8	2 8.3%	-	-	-	-	-	-
9	6 25.0%	1 33.3%	-	-	-	-	1 25.0%
10 Excellent	13 54.2%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	19 79.2%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.12	8.33	10.00	-	-	-	8.75

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 8.3%	-	-	-	-	-	-
7	1 4.2%	-	-	-	-	-	-
8	2 8.3%	-	-	-	-	-	-
9	6 25.0%	2 50.0%	-	-	-	-	2 40.0%
10 Excellent	13 54.2%	2 50.0%	1 100.0% B	-	-	-	3 60.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	19 79.2%	4 100.0%	1 100.0%	-	-	-	5 100.0%
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	9.12	9.50	10.00	-	-	-	9.60

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2 8.3%	-	2 8.7%	2 8.3%
7	1 4.2%	-	1 4.3%	1 4.2%
8	2 8.3%	-	2 8.7%	2 8.3%
9	6 25.0%	-	6 26.1%	6 25.0%
10 Excellent	13 54.2%	1 100.0% CD	12 52.2%	13 54.2%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	24 100.0%	1 100.0%	23 100.0%	24 100.0%
9 and 10 (Top Box)	19 79.2%	1 100.0% CD	18 78.3%	19 79.2%
TOTAL NON-RESPONSES	3 12.5%	-	3 13.0%	3 12.5%
TOTAL ANSWERING	24 100.0%	1 100.0%	23 100.0%	24 100.0%
MEAN	9.12	10.00	9.09	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 8.3%	-	-	-	-	-	-
7	1 4.2%	-	-	-	-	-	-
8	2 8.3%	-	-	-	-	-	-
9	6 25.0%	-	-	-	-	-	-
10 Excellent	13 54.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	19 79.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.12	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	1	1	2
	8.3%	14.3%	5.9%	8.3%
7	1	1	-	1
	4.2%	14.3%		4.2%
8	2	-	2	2
	8.3%		11.8%	8.3%
9	6	1	5	6
	25.0%	14.3%	29.4%	25.0%
10 Excellent	13	4	9	13
	54.2%	57.1%	52.9%	54.2%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	24	7	17	24
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	5	14	19
	79.2%	71.4%	82.4%	79.2%
TOTAL NON-RESPONSES	3	1	1	2
	12.5%	14.3%	5.9%	8.3%
TOTAL ANSWERING	24	7	17	24
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	8.86	9.24	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2 8.3%	1 33.3%	-	-	-	-	1 16.7%
7	1 4.2%	1 33.3%	-	-	-	-	1 16.7%
8	2 8.3%	-	-	-	-	-	-
9	6 25.0%	-	1 100.0% G	-	-	-	1 16.7%
10 Excellent	13 54.2%	1 33.3%	-	-	1 100.0% BG	1 100.0% BG	3 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	3 100.0%	1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
9 and 10 (Top Box)	19 79.2%	1 33.3%	1 100.0% B	-	1 100.0% B	1 100.0% B	4 66.7%
TOTAL NON-RESPONSES	3 12.5%	-	1 100.0% G	-	-	-	1 16.7%
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
MEAN	9.12	7.67	9.00	-	10.00	10.00	8.67

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2 8.3%	-	-	-	-
7	1 4.2%	-	-	1 50.0%	1 16.7%
8	2 8.3%	-	-	-	-
9	6 25.0%	-	1 25.0%	-	1 16.7%
10 Excellent	13 54.2%	-	3 75.0%	1 50.0%	4 66.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	-	4 100.0%	2 100.0%	6 100.0%
9 and 10 (Top Box)	19 79.2%	-	4 100.0%	1 50.0%	5 83.3%
TOTAL NON-RESPONSES	3 12.5%	-	-	1 50.0%	1 16.7%
TOTAL ANSWERING	24 100.0%	-	4 100.0%	2 100.0%	6 100.0%
MEAN	9.12	-	9.75	8.50	9.33

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	1	1	-	2
	8.3%	7.1%	16.7%		8.7%
7	1	-	1	-	1
	4.2%		16.7%		4.3%
8	2	-	1	1	2
	8.3%		16.7%	33.3%	8.7%
9	6	4	1	1	6
	25.0%	28.6%	16.7%	33.3%	26.1%
10 Excellent	13	9	2	1	12
	54.2%	64.3%	33.3%	33.3%	52.2%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24	14	6	3	23
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	13	3	2	18
	79.2%	92.9%	50.0%	66.7%	78.3%
		C			
TOTAL NON-RESPONSES	3	-	-	3	3
	12.5%			100.0%	13.0%
				E	
TOTAL ANSWERING	24	14	6	3	23
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.43	8.33	9.00	9.09

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2 8.3%	1 5.6%	1 20.0%	-	2 8.3%
7	1 4.2%	-	1 20.0%	-	1 4.2%
8	2 8.3%	-	2 40.0%	-	2 8.3%
9	6 25.0%	6 33.3%	-	-	6 25.0%
10 Excellent	13 54.2%	11 61.1%	1 20.0%	1 100.0% BCE	13 54.2%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	18 100.0%	5 100.0%	1 100.0%	24 100.0%
9 and 10 (Top Box)	19 79.2%	17 94.4% C	1 20.0%	1 100.0% CE	19 79.2% C
TOTAL NON-RESPONSES	3 12.5%	1 5.6%	1 20.0%	1 100.0% BCE	3 12.5%
TOTAL ANSWERING	24 100.0%	18 100.0%	5 100.0%	1 100.0%	24 100.0%
MEAN	9.12	9.44 C	7.80	10.00	9.12 C

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	1	-	1	2
	8.3%	11.1%		10.0%	8.7%
7	1	-	-	1	1
	4.2%			10.0%	4.3%
8	2	-	1	1	2
	8.3%		25.0%	10.0%	8.7%
9	6	4	-	2	6
	25.0%	44.4%		20.0%	26.1%
10 Excellent	13	4	3	5	12
	54.2%	44.4%	75.0%	50.0%	52.2%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24	9	4	10	23
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	8	3	7	18
	79.2%	88.9%	75.0%	70.0%	78.3%
TOTAL NON-RESPONSES	3	-	1	2	3
	12.5%		25.0%	20.0%	13.0%
TOTAL ANSWERING	24	9	4	10	23
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.11	9.50	8.90	9.09

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2 8.3%	2 14.3%	-	-	2 8.3%
7	1 4.2%	-	1 14.3%	-	1 4.2%
8	2 8.3%	-	2 28.6%	-	2 8.3%
9	6 25.0%	5 35.7%	-	1 33.3%	6 25.0%
10 Excellent	13 54.2%	7 50.0%	4 57.1%	2 66.7%	13 54.2%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24 100.0%	14 100.0%	7 100.0%	3 100.0%	24 100.0%
9 and 10 (Top Box)	19 79.2%	12 85.7%	4 57.1%	3 100.0% CE	19 79.2%
TOTAL NON-RESPONSES	3 12.5%	-	1 14.3%	2 66.7%	3 12.5%
TOTAL ANSWERING	24 100.0%	14 100.0%	7 100.0%	3 100.0%	24 100.0%
MEAN	9.12	9.07	9.00	9.67	9.12

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	2	2	-	-	2
	8.3%	11.8%			8.3%
7	1	1	-	-	1
	4.2%	5.9%			4.2%
8	2	-	1	1	2
	8.3%		25.0%	33.3%	8.3%
9	6	4	1	1	6
	25.0%	23.5%	25.0%	33.3%	25.0%
10 Excellent	13	10	2	1	13
	54.2%	58.8%	50.0%	33.3%	54.2%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	24	17	4	3	24
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	14	3	2	19
	79.2%	82.4%	75.0%	66.7%	79.2%
TOTAL NON-RESPONSES	3	2	1	-	3
	12.5%	11.8%	25.0%		12.5%
TOTAL ANSWERING	24	17	4	3	24
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.12	9.25	9.00	9.12

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	2	-	2
	8.3%	9.1%		8.7%
7	1	1	-	1
	4.2%	4.5%		4.3%
8	2	2	-	2
	8.3%	9.1%		8.7%
9	6	6	-	6
	25.0%	27.3%		26.1%
10 Excellent	13	11	1	12
	54.2%	50.0%	100.0%	52.2%
			BD	
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	24	22	1	23
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	17	1	18
	79.2%	77.3%	100.0%	78.3%
			BD	
TOTAL NON-RESPONSES	3	3	-	3
	12.5%	13.6%		13.0%
TOTAL ANSWERING	24	22	1	23
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.05	10.00	9.09

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	1	1	2
	8.3%	5.9%	20.0%	9.1%
7	1	1	-	1
	4.2%	5.9%		4.5%
8	2	1	1	2
	8.3%	5.9%	20.0%	9.1%
9	6	4	2	6
	25.0%	23.5%	40.0%	27.3%
10 Excellent	13	10	1	11
	54.2%	58.8%	20.0%	50.0%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	24	17	5	22
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	14	3	17
	79.2%	82.4%	60.0%	77.3%
TOTAL NON-RESPONSES	3	2	1	3
	12.5%	11.8%	20.0%	13.6%
TOTAL ANSWERING	24	17	5	22
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	9.24	8.40	9.05

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	2	1	1	-	-	2
	8.3%	7.1%	12.5%			8.7%
7	1	1	-	-	-	1
	4.2%	7.1%				4.3%
8	2	1	1	-	-	2
	8.3%	7.1%	12.5%			8.7%
9	6	3	3	-	-	6
	25.0%	21.4%	37.5%			26.1%
10 Excellent	13	8	3	1	-	12
	54.2%	57.1%	37.5%	100.0%		52.2%
				BCF		
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	24	14	8	1	-	23
	100.0%	100.0%	100.0%	100.0%		100.0%
9 and 10 (Top Box)	19	11	6	1	-	18
	79.2%	78.6%	75.0%	100.0%		78.3%
				F		
TOTAL NON-RESPONSES	3	1	-	1	-	2
	12.5%	7.1%		100.0%		8.7%
				BF		
TOTAL ANSWERING	24	14	8	1	-	23
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	9.12	9.14	8.88	10.00	-	9.09

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	2	-	-	1	1	-	2
	8.3%			25.0%	14.3%		9.1%
7	1	-	-	-	-	1	1
	4.2%					20.0%	4.5%
8	2	-	1	1	-	-	2
	8.3%		25.0%	25.0%			9.1%
9	6	-	-	2	3	1	6
	25.0%			50.0%	42.9%	20.0%	27.3%
10 Excellent	13	2	3	-	3	3	11
	54.2%	100.0%	75.0%		42.9%	60.0%	50.0%
		EG					
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	24	2	4	4	7	5	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	2	3	2	6	4	17
	79.2%	100.0%	75.0%	50.0%	85.7%	80.0%	77.3%
		DG					
TOTAL NON-RESPONSES	3	-	-	-	2	1	3
	12.5%				28.6%	20.0%	13.6%
TOTAL ANSWERING	24	2	4	4	7	5	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	10.00	9.50	8.00	9.00	9.20	9.05

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	2	1	1	2
	8.3%	14.3%	5.9%	8.3%
7	1	1	-	1
	4.2%	14.3%		4.2%
8	2	-	2	2
	8.3%		11.8%	8.3%
9	6	2	4	6
	25.0%	28.6%	23.5%	25.0%
10 Excellent	13	3	10	13
	54.2%	42.9%	58.8%	54.2%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	24	7	17	24
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	19	5	14	19
	79.2%	71.4%	82.4%	79.2%
TOTAL NON-RESPONSES	3	1	2	3
	12.5%	14.3%	11.8%	12.5%
TOTAL ANSWERING	24	7	17	24
	100.0%	100.0%	100.0%	100.0%
MEAN	9.12	8.71	9.29	9.12

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	17 100.0% H	-	-	-	-	-	17 70.8%
1 to 2 times	3 12.5%	-	3 100.0% H	-	-	-	-	3 12.5%
3 to 5 times	4 16.7%	-	-	4 100.0% H	-	-	-	4 16.7%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	10 90.9%	5 62.5%	2 50.0%	-	-	-	17 73.9%
1 to 2 times	3 12.5%	-	1 12.5%	1 25.0%	-	-	-	2 8.7%
3 to 5 times	4 16.7%	1 9.1%	2 25.0%	1 25.0%	-	-	-	4 17.4%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	1 9.1%	-	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	11 100.0%	8 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Zero times	17 70.8%	-	1 50.0%	1 50.0%	-	2 100.0% H	-	4 57.1%
1 to 2 times	3 12.5%	1 100.0% H	1 50.0%	-	-	-	-	2 28.6%
3 to 5 times	4 16.7%	-	-	1 50.0%	-	-	-	1 14.3%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	6 75.0%	-	-	-	-	6 60.0%
1 to 2 times	3 12.5%	1 12.5%	-	-	-	-	1 10.0%
3 to 5 times	4 16.7%	1 12.5%	1 100.0% BG	1 100.0% BG	-	-	3 30.0%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	2 66.7%	-	-	-	-	2 50.0%
1 to 2 times	3 12.5%	-	1 100.0% G	-	-	-	1 25.0%
3 to 5 times	4 16.7%	1 33.3%	-	-	-	-	1 25.0%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	4 100.0%	-	-	-	-	4 80.0%
1 to 2 times	3 12.5%	-	1 100.0% G	-	-	-	1 20.0%
3 to 5 times	4 16.7%	-	-	-	-	-	-
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	1	16	17
	70.8%	100.0%	69.6%	70.8%
		CD		
1 to 2 times	3	-	3	3
	12.5%		13.0%	12.5%
3 to 5 times	4	-	4	4
	16.7%		17.4%	16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	-	3	3
	12.5%		13.0%	12.5%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	1	23	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	1 100.0%	1 100.0%	-	-	-	1 100.0%
1 to 2 times	3 12.5%	-	-	-	-	-	-
3 to 5 times	4 16.7%	-	-	-	-	-	-
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	6 75.0%	11 68.8%	17 70.8%
1 to 2 times	3 12.5%	-	3 18.8%	3 12.5%
3 to 5 times	4 16.7%	2 25.0%	2 12.5%	4 16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	2 12.5%	2 8.3%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	16 100.0%	24 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	2 66.7%	1 50.0%	-	1 100.0%	1 100.0%	5 71.4%
1 to 2 times	3 12.5%	-	-	-	-	-	-
3 to 5 times	4 16.7%	1 33.3%	1 50.0%	-	-	-	2 28.6%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	-	3 75.0%	2 66.7%	5 71.4%
1 to 2 times	3 12.5%	-	-	-	-
3 to 5 times	4 16.7%	-	1 25.0%	1 33.3%	2 28.6%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	10	2	4	16
	70.8%	76.9%	33.3%	100.0%	69.6%
				BCE	
1 to 2 times	3	1	2	-	3
	12.5%	7.7%	33.3%		13.0%
3 to 5 times	4	2	2	-	4
	16.7%	15.4%	33.3%		17.4%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	1	-	2	3
	12.5%	7.7%		50.0%	13.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	13	6	4	23
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	13	2	2	17
	70.8%	76.5%	40.0%	100.0%	70.8%
				BCE	
1 to 2 times	3	1	2	-	3
	12.5%	5.9%	40.0%		12.5%
3 to 5 times	4	3	1	-	4
	16.7%	17.6%	20.0%		16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	2	1	-	3
	12.5%	11.8%	20.0%		12.5%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	17	5	2	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	5 62.5%	3 60.0%	9 90.0%	17 73.9%
1 to 2 times	3 12.5%	-	2 40.0%	-	2 8.7%
3 to 5 times	4 16.7%	3 37.5%	-	1 10.0%	4 17.4%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	1 12.5%	-	2 20.0%	3 13.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	5 100.0%	10 100.0%	23 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	9	5	3	17
	70.8%	69.2%	62.5%	100.0%	70.8%
				BCE	
1 to 2 times	3	1	2	-	3
	12.5%	7.7%	25.0%		12.5%
3 to 5 times	4	3	1	-	4
	16.7%	23.1%	12.5%		16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	1	-	2	3
	12.5%	7.7%		66.7%	12.5%
				B	
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	13	8	3	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	12 70.6%	2 50.0%	3 100.0% BCE	17 70.8%
1 to 2 times	3 12.5%	1 5.9%	2 50.0%	-	3 12.5%
3 to 5 times	4 16.7%	4 23.5%	-	-	4 16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	2 11.8%	1 25.0%	-	3 12.5%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	17 100.0%	4 100.0%	3 100.0%	24 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17 70.8%	15 68.2%	1 100.0% BD	16 69.6%
1 to 2 times	3 12.5%	3 13.6%	-	3 13.0%
3 to 5 times	4 16.7%	4 18.2%	-	4 17.4%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	3 13.6%	-	3 13.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24 100.0%	22 100.0%	1 100.0%	23 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	13	2	15
	70.8%	72.2%	50.0%	68.2%
1 to 2 times	3	2	1	3
	12.5%	11.1%	25.0%	13.6%
3 to 5 times	4	3	1	4
	16.7%	16.7%	25.0%	18.2%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	1	2	3
	12.5%	5.6%	50.0%	13.6%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	18	4	22
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Zero times	17	11	3	1	-	15
	70.8%	84.6%	37.5%	100.0%		68.2%
		C		CF		
1 to 2 times	3	-	3	-	-	3
	12.5%		37.5%			13.6%
3 to 5 times	4	2	2	-	-	4
	16.7%	15.4%	25.0%			18.2%
6 to 10 times	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-
TOTAL NON-RESPONSES	3	2	-	1	-	3
	12.5%	15.4%		100.0%		13.6%
				BF		
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	24	13	8	1	-	22
	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Zero times	17	2	4	1	4	4	15
	70.8%	100.0%	100.0%	33.3%	50.0%	80.0%	68.2%
		DEG	DEG				
1 to 2 times	3	-	-	1	2	-	3
	12.5%			33.3%	25.0%		13.6%
3 to 5 times	4	-	-	1	2	1	4
	16.7%			33.3%	25.0%	20.0%	18.2%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3	-	-	1	1	1	3
	12.5%			33.3%	12.5%	20.0%	13.6%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24	2	4	3	8	5	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 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	17	5	12	17
	70.8%	62.5%	75.0%	70.8%
1 to 2 times	3	1	2	3
	12.5%	12.5%	12.5%	12.5%
3 to 5 times	4	2	2	4
	16.7%	25.0%	12.5%	16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	-	3	3
	12.5%		18.8%	12.5%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	8	16	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	3	1	-	2	-	-	-	3
	12.0%	5.9%		50.0%				12.5%
7	1	1	-	-	-	-	-	1
	4.0%	5.9%						4.2%
8	3	1	1	-	-	-	-	2
	12.0%	5.9%	33.3%					8.3%
9	6	4	1	1	-	-	-	6
	24.0%	23.5%	33.3%	25.0%				25.0%
10 Excellent	12	10	1	1	-	-	-	12
	48.0%	58.8%	33.3%	25.0%				50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	18	14	2	2	-	-	-	18
	72.0%	82.4%	66.7%	50.0%				75.0%
TOTAL NON-RESPONSES	2	-	-	-	-	-	-	-
	8.0%							
TOTAL ANSWERING	25	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.92	9.24	9.00	7.75	-	-	-	8.96

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	3	-	2	1	-	-	-	3
	12.0%		25.0%	25.0%				12.5%
7	1	1	-	-	-	-	-	1
	4.0%	8.3%						4.2%
8	3	2	-	1	-	-	-	3
	12.0%	16.7%		25.0%				12.5%
9	6	4	-	1	-	-	-	5
	24.0%	33.3%		25.0%				20.8%
10 Excellent	12	5	6	1	-	-	-	12
	48.0%	41.7%	75.0%	25.0%				50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	18	9	6	2	-	-	-	17
	72.0%	75.0%	75.0%	50.0%				70.8%
TOTAL NON-RESPONSES	2	-	-	-	-	-	-	-
	8.0%							
TOTAL ANSWERING	25	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.92	9.08	9.00	8.25	-	-	-	8.92

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	3 12.0%	-	-	1 50.0%	-	-	-	1 14.3%
7	1 4.0%	-	-	-	-	-	-	-
8	3 12.0%	1 100.0% H	-	-	-	-	-	1 14.3%
9	6 24.0%	-	-	-	-	1 50.0%	-	1 14.3%
10 Excellent	12 48.0%	-	2 100.0% H	1 50.0%	-	1 50.0%	-	4 57.1%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	18 72.0%	-	2 100.0%	1 50.0%	-	2 100.0%	-	5 71.4%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	8.92	8.00	10.00	8.00	-	9.50	-	9.00

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3 12.0%	1 12.5%	1 100.0% BG	1 100.0% BG	-	-	3 30.0%
7	1 4.0%	-	-	-	-	-	-
8	3 12.0%	-	-	-	-	-	-
9	6 24.0%	1 12.5%	-	-	-	-	1 10.0%
10 Excellent	12 48.0%	6 75.0%	-	-	-	-	6 60.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	18 72.0%	7 87.5%	-	-	-	-	7 70.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	8.92	9.38	6.00	6.00	-	-	8.70

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3 12.0%	1 33.3%	-	-	-	-	1 25.0%
7	1 4.0%	-	-	-	-	-	-
8	3 12.0%	-	1 100.0% G	-	-	-	1 25.0%
9	6 24.0%	-	-	-	-	-	-
10 Excellent	12 48.0%	2 66.7%	-	-	-	-	2 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	18 72.0%	2 66.7%	-	-	-	-	2 50.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.92	8.67	8.00	-	-	-	8.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3 12.0%	1 25.0%	-	-	-	-	1 20.0%
7	1 4.0%	-	-	-	-	-	-
8	3 12.0%	-	1 100.0% G	-	-	-	1 20.0%
9	6 24.0%	1 25.0%	-	-	-	-	1 20.0%
10 Excellent	12 48.0%	2 50.0%	-	-	-	-	2 40.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	18 72.0%	3 75.0%	-	-	-	-	3 60.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	8.92	8.75	8.00	-	-	-	8.60

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	3 12.0%	-	3 12.5%	3 12.0%
7	1 4.0%	-	1 4.2%	1 4.0%
8	3 12.0%	-	3 12.5%	3 12.0%
9	6 24.0%	-	6 25.0%	6 24.0%
10 Excellent	12 48.0%	1 100.0% CD	11 45.8%	12 48.0%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25 100.0%	1 100.0%	24 100.0%	25 100.0%
9 and 10 (Top Box)	18 72.0%	1 100.0% CD	17 70.8%	18 72.0%
TOTAL NON-RESPONSES	2 8.0%	-	2 8.3%	2 8.0%
TOTAL ANSWERING	25 100.0%	1 100.0%	24 100.0%	25 100.0%
MEAN	8.92	10.00	8.88	8.92

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3 12.0%	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	3 12.0%	-	-	-	-	-	-
9	6 24.0%	-	-	-	-	-	-
10 Excellent	12 48.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	18 72.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	8.92	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	3	1	2	3
	12.0%	12.5%	11.8%	12.0%
7	1	1	-	1
	4.0%	12.5%		4.0%
8	3	-	3	3
	12.0%		17.6%	12.0%
9	6	2	4	6
	24.0%	25.0%	23.5%	24.0%
10 Excellent	12	4	8	12
	48.0%	50.0%	47.1%	48.0%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25	8	17	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	6	12	18
	72.0%	75.0%	70.6%	72.0%
TOTAL NON-RESPONSES	2	-	1	1
	8.0%		5.9%	4.0%
TOTAL ANSWERING	25	8	17	25
	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	8.88	8.94	8.92

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3 12.0%	1 33.3%	-	-	-	-	1 14.3%
7	1 4.0%	1 33.3%	-	-	-	-	1 14.3%
8	3 12.0%	-	-	-	-	-	-
9	6 24.0%	-	1 50.0%	-	1 100.0% G	-	2 28.6%
10 Excellent	12 48.0%	1 33.3%	1 50.0%	-	-	1 100.0% BG	3 42.9%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
9 and 10 (Top Box)	18 72.0%	1 33.3%	2 100.0% B	-	1 100.0% B	1 100.0% B	5 71.4%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	8.92	7.67	9.50	-	9.00	10.00	8.71

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3 12.0%	-	-	1 33.3%	1 14.3%
7	1 4.0%	-	-	-	-
8	3 12.0%	-	-	-	-
9	6 24.0%	-	-	2 66.7%	2 28.6%
10 Excellent	12 48.0%	-	4 100.0% E	-	4 57.1%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	-	4 100.0%	3 100.0%	7 100.0%
9 and 10 (Top Box)	18 72.0%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-
TOTAL ANSWERING	25 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	8.92	-	10.00	8.00	9.14

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3	-	2	1	3
	12.0%		33.3%	25.0%	12.5%
7	1	1	-	-	1
	4.0%	7.1%			4.2%
8	3	2	-	1	3
	12.0%	14.3%		25.0%	12.5%
9	6	3	1	2	6
	24.0%	21.4%	16.7%	50.0%	25.0%
10 Excellent	12	8	3	-	11
	48.0%	57.1%	50.0%		45.8%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	14	6	4	24
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	11	4	2	17
	72.0%	78.6%	66.7%	50.0%	70.8%
TOTAL NON-RESPONSES	2	-	-	2	2
	8.0%			50.0%	8.3%
TOTAL ANSWERING	25	14	6	4	24
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.29	8.50	8.00	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3	1	1	1	3
	12.0%	5.6%	20.0%	50.0%	12.0%
7	1	-	1	-	1
	4.0%		20.0%		4.0%
8	3	2	1	-	3
	12.0%	11.1%	20.0%		12.0%
9	6	4	1	1	6
	24.0%	22.2%	20.0%	50.0%	24.0%
10 Excellent	12	11	1	-	12
	48.0%	61.1%	20.0%		48.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	18	5	2	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	15	2	1	18
	72.0%	83.3%	40.0%	50.0%	72.0%
TOTAL NON-RESPONSES	2	1	1	-	2
	8.0%	5.6%	20.0%		8.0%
TOTAL ANSWERING	25	18	5	2	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.33	8.00	7.50	8.92
		CD			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3	1	-	2	3
	12.0%	11.1%		20.0%	12.5%
7	1	-	-	1	1
	4.0%			10.0%	4.2%
8	3	1	-	1	2
	12.0%	11.1%		10.0%	8.3%
9	6	2	2	2	6
	24.0%	22.2%	40.0%	20.0%	25.0%
10 Excellent	12	5	3	4	12
	48.0%	55.6%	60.0%	40.0%	50.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	9	5	10	24
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	7	5	6	18
	72.0%	77.8%	100.0%	60.0%	75.0%
			DE		
TOTAL NON-RESPONSES	2	-	-	2	2
	8.0%			20.0%	8.3%
TOTAL ANSWERING	25	9	5	10	24
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.11	9.60	8.50	8.96

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3	1	1	1	3
	12.0%	7.1%	12.5%	33.3%	12.0%
7	1	1	-	-	1
	4.0%	7.1%			4.0%
8	3	2	1	-	3
	12.0%	14.3%	12.5%		12.0%
9	6	2	3	1	6
	24.0%	14.3%	37.5%	33.3%	24.0%
10 Excellent	12	8	3	1	12
	48.0%	57.1%	37.5%	33.3%	48.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	14	8	3	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	10	6	2	18
	72.0%	71.4%	75.0%	66.7%	72.0%
TOTAL NON-RESPONSES	2	-	-	2	2
	8.0%			66.7%	8.0%
				E	
TOTAL ANSWERING	25	14	8	3	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.07	8.88	8.33	8.92

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	3 12.0%	2 11.8%	-	1 33.3%	3 12.0%
7	1 4.0%	1 5.9%	-	-	1 4.0%
8	3 12.0%	1 5.9%	1 20.0%	1 33.3%	3 12.0%
9	6 24.0%	2 11.8%	3 60.0%	1 33.3%	6 24.0%
10 Excellent	12 48.0%	11 64.7% C	B 1 20.0%	-	12 48.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25 100.0%	17 100.0%	5 100.0%	3 100.0%	25 100.0%
9 and 10 (Top Box)	18 72.0%	13 76.5%	4 80.0%	1 33.3%	18 72.0%
TOTAL NON-RESPONSES	2 8.0%	2 11.8%	-	-	2 8.0%
TOTAL ANSWERING	25 100.0%	17 100.0%	5 100.0%	3 100.0%	25 100.0%
MEAN	8.92	9.12	9.00	7.67	8.92

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	3	2	-	2
	12.0%	8.7%		8.3%
7	1	1	-	1
	4.0%	4.3%		4.2%
8	3	3	-	3
	12.0%	13.0%		12.5%
9	6	6	-	6
	24.0%	26.1%		25.0%
10 Excellent	12	11	1	12
	48.0%	47.8%	100.0%	50.0%
			BD	
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25	23	1	24
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	17	1	18
	72.0%	73.9%	100.0%	75.0%
			BD	
TOTAL NON-RESPONSES	2	2	-	2
	8.0%	8.7%		8.3%
TOTAL ANSWERING	25	23	1	24
	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.00	10.00	9.04

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	3	1	1	2
	12.0%	5.6%	20.0%	8.7%
7	1	1	-	1
	4.0%	5.6%		4.3%
8	3	1	2	3
	12.0%	5.6%	40.0%	13.0%
9	6	5	1	6
	24.0%	27.8%	20.0%	26.1%
10 Excellent	12	10	1	11
	48.0%	55.6%	20.0%	47.8%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25	18	5	23
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	15	2	17
	72.0%	83.3%	40.0%	73.9%
TOTAL NON-RESPONSES	2	1	1	2
	8.0%	5.6%	20.0%	8.7%
TOTAL ANSWERING	25	18	5	23
	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	9.22	8.20	9.00

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	3	1	1	-	-	2
	12.0%	7.1%	12.5%			8.7%
7	1	1	-	-	-	1
	4.0%	7.1%				4.3%
8	3	2	1	-	-	3
	12.0%	14.3%	12.5%			13.0%
9	6	1	4	-	-	5
	24.0%	7.1%	50.0%			21.7%
			B			
10 Excellent	12	9	2	1	-	12
	48.0%	64.3%	25.0%	100.0%		52.2%
		C		BCF		
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	25	14	8	1	-	23
	100.0%	100.0%	100.0%	100.0%		100.0%
9 and 10 (Top Box)	18	10	6	1	-	17
	72.0%	71.4%	75.0%	100.0%		73.9%
				BF		
TOTAL NON-RESPONSES	2	1	-	1	-	2
	8.0%	7.1%		100.0%		8.7%
				BF		
TOTAL ANSWERING	25	14	8	1	-	23
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	8.92	9.14	8.75	10.00	-	9.04

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (How would you rate the job that <utiln > does on...) Minimizing the number of power outages lasting MORE than one minute?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	3	-	-	-	1	1	2
	12.0%				12.5%	20.0%	8.7%
7	1	-	-	1	-	-	1
	4.0%			25.0%			4.3%
8	3	-	1	1	1	-	3
	12.0%		25.0%	25.0%	12.5%		13.0%
9	6	-	-	1	4	1	6
	24.0%			25.0%	50.0%	20.0%	26.1%
10 Excellent	12	2	3	1	2	3	11
	48.0%	100.0%	75.0%	25.0%	25.0%	60.0%	47.8%
		DEG					
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25	2	4	4	8	5	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	2	3	2	6	4	17
	72.0%	100.0%	75.0%	50.0%	75.0%	80.0%	73.9%
		DG					
TOTAL NON-RESPONSES	2	-	-	-	1	1	2
	8.0%				12.5%	20.0%	8.7%
TOTAL ANSWERING	25	2	4	4	8	5	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	10.00	9.50	8.50	8.75	9.00	9.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	3	2	1	3
	12.0%	25.0%	5.9%	12.0%
7	1	1	-	1
	4.0%	12.5%		4.0%
8	3	-	3	3
	12.0%		17.6%	12.0%
9	6	1	5	6
	24.0%	12.5%	29.4%	24.0%
10 Excellent	12	4	8	12
	48.0%	50.0%	47.1%	48.0%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25	8	17	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	18	5	13	18
	72.0%	62.5%	76.5%	72.0%
TOTAL NON-RESPONSES	2	-	2	2
	8.0%		11.8%	8.0%
TOTAL ANSWERING	25	8	17	25
	100.0%	100.0%	100.0%	100.0%
MEAN	8.92	8.50	9.12	8.92

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	10 58.8%	-	1 25.0%	-	-	-	11 47.8%
1 to 2 times	8 33.3%	5 29.4%	1 50.0%	2 50.0%	-	-	-	8 34.8%
3 to 5 times	4 16.7%	2 11.8%	1 50.0%	1 25.0%	-	-	-	4 17.4%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	1 50.0%	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	17 100.0%	2 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	12 100.0% H	-	-	-	-	-	12 50.0%
1 to 2 times	8 33.3%	-	8 100.0% H	-	-	-	-	8 33.3%
3 to 5 times	4 16.7%	-	-	4 100.0% H	-	-	-	4 16.7%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Zero times	12 50.0%	-	-	-	-	-	-	-
1 to 2 times	8 33.3%	-	2 100.0%	2 100.0%	-	1 50.0%	-	5 71.4%
3 to 5 times	4 16.7%	1 100.0% H	-	-	-	1 50.0%	-	2 28.6%
6 to 10 times	-	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	-	-	-	-	-	-
1 to 2 times	8 33.3%	6 75.0%	-	1 100.0% G	-	-	7 70.0%
3 to 5 times	4 16.7%	2 25.0%	1 100.0% BG	-	-	-	3 30.0%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	-	-	-	-	-	-
1 to 2 times	8 33.3%	1 33.3%	-	-	-	-	1 25.0%
3 to 5 times	4 16.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	-	-	-	-	-	-
1 to 2 times	8 33.3%	2 50.0%	-	-	-	-	2 40.0%
3 to 5 times	4 16.7%	2 50.0%	1 100.0% B	-	-	-	3 60.0%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	1	11	12
	50.0%	100.0%	47.8%	50.0%
		CD		
1 to 2 times	8	-	8	8
	33.3%		34.8%	33.3%
3 to 5 times	4	-	4	4
	16.7%		17.4%	16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	-	3	3
	12.5%		13.0%	12.5%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	1	23	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
1 to 2 times	8 33.3%	-	-	-	-	-	-
3 to 5 times	4 16.7%	-	-	-	-	-	-
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	4	8	12
	50.0%	50.0%	50.0%	50.0%
1 to 2 times	8	4	4	8
	33.3%	50.0%	25.0%	33.3%
3 to 5 times	4	-	4	4
	16.7%		25.0%	16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	-	2	2
	12.5%		12.5%	8.3%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	8	16	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	1 33.3%	1 50.0%	-	1 100.0% BG	-	3 42.9%
1 to 2 times	8 33.3%	2 66.7%	1 50.0%	-	-	1 100.0% G	4 57.1%
3 to 5 times	4 16.7%	-	-	-	-	-	-
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	-	1	2	3
	50.0%		25.0%	66.7%	42.9%
1 to 2 times	8	-	3	1	4
	33.3%		75.0%	33.3%	57.1%
3 to 5 times	4	-	-	-	-
	16.7%				
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	-	-	-	-
	12.5%				
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	-	4	3	7
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	8	1	3	12
	50.0%	57.1%	20.0%	75.0%	52.2%
1 to 2 times	8	4	2	1	7
	33.3%	28.6%	40.0%	25.0%	30.4%
3 to 5 times	4	2	2	-	4
	16.7%	14.3%	40.0%		17.4%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	-	1	2	3
	12.5%		20.0%	50.0%	13.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	14	5	4	23
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	9	2	1	12
	50.0%	50.0%	50.0%	50.0%	50.0%
1 to 2 times	8	5	2	1	8
	33.3%	27.8%	50.0%	50.0%	33.3%
3 to 5 times	4	4	-	-	4
	16.7%	22.2%			16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	1	2	-	3
	12.5%	5.6%	50.0%		12.5%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	18	4	2	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	4 44.4%	1 25.0%	7 70.0%	12 52.2%
1 to 2 times	8 33.3%	3 33.3%	3 75.0% D	2 20.0%	8 34.8%
3 to 5 times	4 16.7%	2 22.2%	-	1 10.0%	3 13.0%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	1 25.0%	2 20.0%	3 13.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	9 100.0%	4 100.0%	10 100.0%	23 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	5	5	2	12
	50.0%	35.7%	71.4%	66.7%	50.0%
1 to 2 times	8	5	2	1	8
	33.3%	35.7%	28.6%	33.3%	33.3%
3 to 5 times	4	4	-	-	4
	16.7%	28.6%			16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3	-	1	2	3
	12.5%		14.3%	66.7%	12.5%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24	14	7	3	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	7 41.2%	3 75.0%	2 66.7%	12 50.0%
1 to 2 times	8 33.3%	6 35.3%	1 25.0%	1 33.3%	8 33.3%
3 to 5 times	4 16.7%	4 23.5%	-	-	4 16.7%
6 to 10 times	-	-	-	-	-
11 to 20 times	-	-	-	-	-
21 or more times	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	2 11.8%	1 25.0%	-	3 12.5%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	17 100.0%	4 100.0%	3 100.0%	24 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	11	1	12
	50.0%	50.0%	100.0%	52.2%
			BD	
1 to 2 times	8	7	-	7
	33.3%	31.8%		30.4%
3 to 5 times	4	4	-	4
	16.7%	18.2%		17.4%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	3	-	3
	12.5%	13.6%		13.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	22	1	23
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12	8	3	11
	50.0%	47.1%	60.0%	50.0%
1 to 2 times	8	6	1	7
	33.3%	35.3%	20.0%	31.8%
3 to 5 times	4	3	1	4
	16.7%	17.6%	20.0%	18.2%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3	2	1	3
	12.5%	11.8%	20.0%	13.6%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24	17	5	22
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Zero times	12 50.0%	7 50.0%	3 42.9%	1 100.0% BCF	-	11 50.0%
1 to 2 times	8 33.3%	6 42.9%	1 14.3%	-	-	7 31.8%
3 to 5 times	4 16.7%	1 7.1%	3 42.9%	-	-	4 18.2%
6 to 10 times	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	1 7.1%	1 14.3%	1 100.0% BCF	-	3 13.6%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	14 100.0%	7 100.0%	1 100.0%	-	22 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Zero times	12	1	3	2	4	1	11
	50.0%	50.0%	75.0%	66.7%	50.0%	20.0%	50.0%
1 to 2 times	8	1	1	1	1	3	7
	33.3%	50.0%	25.0%	33.3%	12.5%	60.0%	31.8%
3 to 5 times	4	-	-	-	3	1	4
	16.7%				37.5%	20.0%	18.2%
6 to 10 times	-	-	-	-	-	-	-
11 to 20 times	-	-	-	-	-	-	-
21 or more times	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	3	-	-	1	1	1	3
	12.5%			33.3%	12.5%	20.0%	13.6%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	24	2	4	3	8	5	22
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 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	12 50.0%	2 25.0%	10 62.5%	12 50.0%
1 to 2 times	8 33.3%	5 62.5% C	3 18.8%	8 33.3%
3 to 5 times	4 16.7%	1 12.5%	3 18.8%	4 16.7%
6 to 10 times	-	-	-	-
11 to 20 times	-	-	-	-
21 or more times	-	-	-	-
TOTAL NON-RESPONSES	3 12.5%	-	3 18.8%	3 12.5%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	24 100.0%	8 100.0%	16 100.0%	24 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1 14.3%	-	1 50.0%	-	-	-	-	1 14.3%
3Q 2020	2 28.6%	1 25.0%	1 50.0%	-	-	-	-	2 28.6%
2Q 2020	2 28.6%	1 25.0%	-	1 100.0% BH	-	-	-	2 28.6%
1Q 2020	-	-	-	-	-	-	-	-
4Q 2019	2 28.6%	2 50.0%	-	-	-	-	-	2 28.6%
Prior to 4Q 2019	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	13 325.0% C	1 50.0%	3 300.0%	-	-	-	17 242.9% C
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	4 100.0%	2 100.0%	1 100.0%	-	-	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	-	-	1	-	-	-	1
	14.3%			50.0%				14.3%
3Q 2020	2	-	2	-	-	-	-	2
	28.6%		40.0%					28.6%
2Q 2020	2	-	2	-	-	-	-	2
	28.6%		40.0%					28.6%
1Q 2020	-	-	-	-	-	-	-	-
4Q 2019	2	-	1	1	-	-	-	2
	28.6%		20.0%	50.0%				28.6%
Prior to 4Q 2019	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20	12	3	2	-	-	-	17
	285.7%		60.0%	100.0%				242.9%
								CD
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7	-	5	2	-	-	-	7
	100.0%		100.0%	100.0%				100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
4Q 2020	1 14.3%	1 100.0% H	-	-	-	-	-	1 14.3%
3Q 2020	2 28.6%	-	2 100.0% H	-	-	-	-	2 28.6%
2Q 2020	2 28.6%	-	-	2 100.0% H	-	-	-	2 28.6%
1Q 2020	-	-	-	-	-	-	-	-
4Q 2019	2 28.6%	-	-	-	-	2 100.0% H	-	2 28.6%
Prior to 4Q 2019	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1 14.3%	-	-	-	-	-	-
3Q 2020	2 28.6%	2 50.0%	-	-	-	-	2 40.0%
2Q 2020	2 28.6%	1 25.0%	-	1 100.0% BG	-	-	2 40.0%
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2 28.6%	1 25.0%	-	-	-	-	1 20.0%
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	4 100.0%	1	-	-	-	5 100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	4 100.0%	-	1 100.0%	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	-	1	-	-	-	1
	14.3%		100.0%				50.0%
3Q 2020	2	1	-	-	-	-	1
	28.6%	100.0%					50.0%
2Q 2020	2	-	-	-	-	-	-
	28.6%						
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2	-	-	-	-	-	-
	28.6%						
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20	2	-	-	-	-	2
	285.7%	200.0%					100.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7	1	1	-	-	-	2
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	-	1	-	-	-	1
	14.3%		100.0%				33.3%
			G				
3Q 2020	2	1	-	-	-	-	1
	28.6%	50.0%					33.3%
2Q 2020	2	-	-	-	-	-	-
	28.6%						
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2	1	-	-	-	-	1
	28.6%	50.0%					33.3%
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20	2	-	-	-	-	2
	285.7%	100.0%					66.7%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7	2	1	-	-	-	3
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	-	1	1
	14.3%		14.3%	14.3%
3Q 2020	2	-	2	2
	28.6%		28.6%	28.6%
2Q 2020	2	-	2	2
	28.6%		28.6%	28.6%
1Q 2020	-	-	-	-
4Q 2019	2	-	2	2
	28.6%		28.6%	28.6%
Prior to 4Q 2019	-	-	-	-
TOTAL NON-RESPONSES	20	1	19	20
	285.7%		271.4%	285.7%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	7	-	7	7
	100.0%		100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1 14.3%	-	-	-	-	-	-
3Q 2020	2 28.6%	-	-	-	-	-	-
2Q 2020	2 28.6%	-	-	-	-	-	-
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2 28.6%	-	-	-	-	-	-
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	1	1	-	-	-	1
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	-	1	1
	14.3%		25.0%	14.3%
3Q 2020	2	1	1	2
	28.6%	33.3%	25.0%	28.6%
2Q 2020	2	2	-	2
	28.6%	66.7%		28.6%
1Q 2020	-	-	-	-
4Q 2019	2	-	2	2
	28.6%		50.0%	28.6%
Prior to 4Q 2019	-	-	-	-
TOTAL NON-RESPONSES	20	5	14	19
	285.7%	166.7%	350.0%	271.4%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	7	3	4	7
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1 14.3%	-	-	-	-	-	-
3Q 2020	2 28.6%	-	-	-	-	1 100.0% G	1 33.3%
2Q 2020	2 28.6%	2 100.0%	-	-	-	-	2 66.7%
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2 28.6%	-	-	-	-	-	-
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	1 50.0%	2	-	1	-	4 133.3% B
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	2 100.0%	-	-	-	1 100.0%	3 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Frequency	Q20. Call Completed using: Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
4Q 2020	1	-	-	-	-
	14.3%				
3Q 2020	2	-	1	-	1
	28.6%		50.0%		33.3%
2Q 2020	2	-	1	1	2
	28.6%		50.0%	100.0%	66.7%
1Q 2020	-	-	-	-	-
4Q 2019	2	-	-	-	-
	28.6%				
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20	-	2	2	4
	285.7%		100.0%	200.0%	133.3%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7	-	2	1	3
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	-	1
	14.3%	25.0%			16.7%
3Q 2020	2	1	1	-	2
	28.6%	25.0%	50.0%		33.3%
2Q 2020	2	-	1	-	1
	28.6%		50.0%		16.7%
1Q 2020	-	-	-	-	-
4Q 2019	2	2	-	-	2
	28.6%	50.0%			33.3%
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20	10	4	6	20
	285.7%	250.0%	200.0%		333.3%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7	4	2	-	6
	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	-	1
	14.3%	20.0%			14.3%
3Q 2020	2	1	1	-	2
	28.6%	20.0%	50.0%		28.6%
2Q 2020	2	1	1	-	2
	28.6%	20.0%	50.0%		28.6%
1Q 2020	-	-	-	-	-
4Q 2019	2	2	-	-	2
	28.6%	40.0%			28.6%
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20	14	4	2	20
	285.7%	280.0%	200.0%		285.7%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7	5	2	-	7
	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1 14.3%	-	-	-	-
3Q 2020	2 28.6%	1 50.0%	1 33.3%	-	2 33.3%
2Q 2020	2 28.6%	-	1 33.3%	1 100.0% CE	2 33.3%
1Q 2020	-	-	-	-	-
4Q 2019	2 28.6%	1 50.0%	1 33.3%	-	2 33.3%
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20 285.7%	7 350.0%	2 66.7%	11 1,100.0%	20 333.3% C
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	2 100.0%	3 100.0%	1 100.0%	6 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	-	1
	14.3%	20.0%			14.3%
3Q 2020	2	1	1	-	2
	28.6%	20.0%	50.0%		28.6%
2Q 2020	2	1	1	-	2
	28.6%	20.0%	50.0%		28.6%
1Q 2020	-	-	-	-	-
4Q 2019	2	2	-	-	2
	28.6%	40.0%			28.6%
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20	9	6	5	20
	285.7%	180.0%	300.0%		285.7%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7	5	2	-	7
	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	-	1
	14.3%	16.7%			14.3%
3Q 2020	2	1	1	-	2
	28.6%	16.7%	100.0%		28.6%
			BE		
2Q 2020	2	2	-	-	2
	28.6%	33.3%			28.6%
1Q 2020	-	-	-	-	-
4Q 2019	2	2	-	-	2
	28.6%	33.3%			28.6%
Prior to 4Q 2019	-	-	-	-	-
TOTAL NON-RESPONSES	20	13	4	3	20
	285.7%	216.7%	400.0%		285.7%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	7	6	1	-	7
	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	1
	14.3%	14.3%		14.3%
3Q 2020	2	2	-	2
	28.6%	28.6%		28.6%
2Q 2020	2	2	-	2
	28.6%	28.6%		28.6%
1Q 2020	-	-	-	-
4Q 2019	2	2	-	2
	28.6%	28.6%		28.6%
Prior to 4Q 2019	-	-	-	-
TOTAL NON-RESPONSES	20	18	1	19
	285.7%	257.1%		271.4%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	7	7	-	7
	100.0%	100.0%		100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2020	1	1	-	1
	14.3%	16.7%		14.3%
3Q 2020	2	1	1	2
	28.6%	16.7%	100.0%	28.6%
			BD	
2Q 2020	2	2	-	2
	28.6%	33.3%		28.6%
1Q 2020	-	-	-	-
4Q 2019	2	2	-	2
	28.6%	33.3%		28.6%
Prior to 4Q 2019	-	-	-	-
TOTAL NON-RESPONSES	20	13	5	18
	285.7%	216.7%	500.0%	257.1%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	7	6	1	7
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
4Q 2020	1	-	1	-	-	1
	14.3%		33.3%			14.3%
3Q 2020	2	1	1	-	-	2
	28.6%	25.0%	33.3%			28.6%
2Q 2020	2	2	-	-	-	2
	28.6%	50.0%				28.6%
1Q 2020	-	-	-	-	-	-
4Q 2019	2	1	1	-	-	2
	28.6%	25.0%	33.3%			28.6%
Prior to 4Q 2019	-	-	-	-	-	-
TOTAL NON-RESPONSES	20	11	5	2	-	18
	285.7%	275.0%	166.7%			257.1%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	7	4	3	-	-	7
	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
4Q 2020	1	-	-	-	1	-	1
	14.3%				50.0%		14.3%
3Q 2020	2	-	-	-	1	1	2
	28.6%				50.0%	25.0%	28.6%
2Q 2020	2	1	-	-	-	1	2
	28.6%	100.0%				25.0%	28.6%
		FG					
1Q 2020	-	-	-	-	-	-	-
4Q 2019	2	-	-	-	-	2	2
	28.6%					50.0%	28.6%
Prior to 4Q 2019	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	20	1	4	4	7	2	18
	285.7%	100.0%			350.0%	50.0%	257.1%
		F					BF
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	7	1	-	-	2	4	7
	100.0%	100.0%			100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
4Q 2020	1	-	1	1
	14.3%		20.0%	14.3%
3Q 2020	2	1	1	2
	28.6%	50.0%	20.0%	28.6%
2Q 2020	2	1	1	2
	28.6%	50.0%	20.0%	28.6%
1Q 2020	-	-	-	-
4Q 2019	2	-	2	2
	28.6%		40.0%	28.6%
Prior to 4Q 2019	-	-	-	-
TOTAL NON-RESPONSES	20	6	14	20
	285.7%	300.0%	280.0%	285.7%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	7	2	5	7
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage 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	8 80.0%	6 100.0% D	1 100.0% D	1 33.3%	-	-	-	8 80.0%
1 to 2 hours	1 10.0%	-	-	1 33.3%	-	-	-	1 10.0%
3 to 5 hours	1 10.0%	-	-	1 33.3%	-	-	-	1 10.0%
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	17	11	2	1	-	-	-	14
TOTAL ANSWERING	10 100.0%	6 100.0%	1 100.0%	3 100.0%	-	-	-	10 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	-	6 85.7%	2 66.7%	-	-	-	8 80.0%
1 to 2 hours	1 10.0%	-	-	1 33.3%	-	-	-	1 10.0%
3 to 5 hours	1 10.0%	-	1 14.3%	-	-	-	-	1 10.0%
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	17	12	1	1	-	-	-	14
TOTAL ANSWERING	10 100.0%	-	7 100.0%	3 100.0%	-	-	-	10 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
less than 1 hour	8 80.0%	-	2 100.0%	1 50.0%	-	1 100.0%	-	4 80.0%
1 to 2 hours	1 10.0%	-	-	-	-	-	-	-
3 to 5 hours	1 10.0%	-	-	1 50.0%	-	-	-	1 20.0%
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	17	1	-	-	-	1	-	2
TOTAL ANSWERING	10 100.0%	-	2 100.0%	2 100.0%	-	1 100.0%	-	5 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	8 100.0%	-	-	-	-	8 80.0%
1 to 2 hours	1 10.0%	-	1 100.0% G	-	-	-	1 10.0%
3 to 5 hours	1 10.0%	-	-	1 100.0% G	-	-	1 10.0%
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	-	-	-	-	-	-
TOTAL ANSWERING	10 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	2 66.7%	-	-	-	-	2 66.7%
1 to 2 hours	1 10.0%	1 33.3%	-	-	-	-	1 33.3%
3 to 5 hours	1 10.0%	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	-	1	-	-	-	1
TOTAL ANSWERING	10 100.0%	3 100.0%	-	-	-	-	3 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	4 100.0%	-	-	-	-	4 100.0%
1 to 2 hours	1 10.0%	-	-	-	-	-	-
3 to 5 hours	1 10.0%	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	-	1	-	-	-	1
TOTAL ANSWERING	10 100.0%	4 100.0%	-	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	-	8 80.0%	8 80.0%
1 to 2 hours	1 10.0%	-	1 10.0%	1 10.0%
3 to 5 hours	1 10.0%	-	1 10.0%	1 10.0%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	17	1	16	17
TOTAL ANSWERING	10 100.0%	-	10 100.0%	10 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8 80.0%	-	-	-	-	-	-
1 to 2 hours	1 10.0%	-	-	-	-	-	-
3 to 5 hours	1 10.0%	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	1	1	-	-	-	1
TOTAL ANSWERING	10 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	3	5	8
	80.0%	75.0%	83.3%	80.0%
1 to 2 hours	1	-	1	1
	10.0%		16.7%	10.0%
3 to 5 hours	1	1	-	1
	10.0%	25.0%		10.0%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	17	4	12	16
TOTAL ANSWERING	10	4	6	10
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	1	1	-	-	1	3
	80.0%	50.0%	100.0%			100.0%	75.0%
1 to 2 hours	1	-	-	-	-	-	-
	10.0%						
3 to 5 hours	1	1	-	-	-	-	1
	10.0%	50.0%					25.0%
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	1	1	-	1	-	3
TOTAL ANSWERING	10	2	1	-	-	1	4
	100.0%	100.0%	100.0%			100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage 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	8 80.0%	-	3 100.0%	-	3 75.0%
1 to 2 hours	1 10.0%	-	-	-	-
3 to 5 hours	1 10.0%	-	-	1 100.0% E	1 25.0%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	-	1	2	3
TOTAL ANSWERING	10 100.0%	-	3 100.0%	1 100.0%	4 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	4	2	1	7
	80.0%	100.0%	50.0%	100.0%	77.8%
		C		C	
1 to 2 hours	1	-	1	-	1
	10.0%		25.0%		11.1%
3 to 5 hours	1	-	1	-	1
	10.0%		25.0%		11.1%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	10	2	5	17
TOTAL ANSWERING	10	4	4	1	9
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	6	1	1	8
	80.0%	85.7%	50.0%	100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	10.0%	14.3%			10.0%
3 to 5 hours	1	-	1	-	1
	10.0%		50.0%		10.0%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	12	4	1	17
TOTAL ANSWERING	10	7	2	1	10
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	4	2	2	8
	80.0%	80.0%	100.0%	66.7%	80.0%
1 to 2 hours	1	1	-	-	1
	10.0%	20.0%			10.0%
3 to 5 hours	1	-	-	1	1
	10.0%			33.3%	10.0%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	4	3	9	16
TOTAL ANSWERING	10	5	2	3	10
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	6	1	1	8
	80.0%	85.7%	50.0%	100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	10.0%	14.3%			10.0%
3 to 5 hours	1	-	1	-	1
	10.0%		50.0%		10.0%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	7	6	4	17
TOTAL ANSWERING	10	7	2	1	10
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	6	1	1	8
	80.0%	75.0%	100.0%	100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	10.0%	12.5%			10.0%
3 to 5 hours	1	1	-	-	1
	10.0%	12.5%			10.0%
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	17	11	4	2	17
TOTAL ANSWERING	10	8	1	1	10
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	7	-	7
	80.0%	77.8%		77.8%
1 to 2 hours	1	1	-	1
	10.0%	11.1%		11.1%
3 to 5 hours	1	1	-	1
	10.0%	11.1%		11.1%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	17	16	1	17
TOTAL ANSWERING	10	9	-	9
	100.0%	100.0%		100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	8	6	1	7
	80.0%	85.7%	50.0%	77.8%
1 to 2 hours	1	-	1	1
	10.0%		50.0%	11.1%
3 to 5 hours	1	1	-	1
	10.0%	14.3%		11.1%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	17	12	4	16
TOTAL ANSWERING	10	7	2	9
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	8	5	2	-	-	7
	80.0%	83.3%	66.7%			77.8%
1 to 2 hours	1	-	1	-	-	1
	10.0%		33.3%			11.1%
3 to 5 hours	1	1	-	-	-	1
	10.0%	16.7%				11.1%
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
NO ANSWER	17	9	5	2	-	16
TOTAL ANSWERING	10	6	3	-	-	9
	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
less than 1 hour	8	1	1	1	2	2	7
	80.0%	100.0%	100.0%	100.0%	66.7%	66.7%	77.8%
1 to 2 hours	1	-	-	-	1	-	1
	10.0%				33.3%		11.1%
3 to 5 hours	1	-	-	-	-	1	1
	10.0%					33.3%	11.1%
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	17	1	3	3	6	3	16
TOTAL ANSWERING	10	1	1	1	3	3	9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
less than 1 hour	8	5	3	8
	80.0%	83.3%	75.0%	80.0%
1 to 2 hours	1	-	1	1
	10.0%		25.0%	10.0%
3 to 5 hours	1	1	-	1
	10.0%	16.7%		10.0%
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	17	2	15	17
TOTAL ANSWERING	10	6	4	10
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	2 100.0%	-	1 100.0%	-	-	-	3 75.0%
1 to 2 hours	1 25.0%	-	1 100.0% H	-	-	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	23	15	2	3	-	-	-	20
TOTAL ANSWERING	4 100.0%	2 100.0%	1 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	-	1 100.0%	2 66.7%	-	-	-	3 75.0%
1 to 2 hours	1 25.0%	-	-	1 33.3%	-	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	23	12	7	1	-	-	-	20
TOTAL ANSWERING	4 100.0%	-	1 100.0%	3 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
less than 1 hour	3	-	1	-	-	-	-	1
	75.0%		100.0%					50.0%
1 to 2 hours	1	1	-	-	-	-	-	1
	25.0%	100.0%						50.0%
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	23	-	1	2	-	2	-	5
TOTAL ANSWERING	4	1	1	-	-	-	-	2
	100.0%	100.0%	100.0%					100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%
1 to 2 hours	1 25.0%	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	6	-	1	-	-	7
TOTAL ANSWERING	4 100.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	3 100.0%	-	-	-	-	3 75.0%
1 to 2 hours	1 25.0%	-	1 100.0% G	-	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	-	-	-	-	-	-
TOTAL ANSWERING	4 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	2 100.0%	-	-	-	-	2 66.7%
1 to 2 hours	1 25.0%	-	1 100.0% G	-	-	-	1 33.3%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	2	-	-	-	-	2
TOTAL ANSWERING	4 100.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	-	3 75.0%	3 75.0%
1 to 2 hours	1 25.0%	-	1 25.0%	1 25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	23	1	22	23
TOTAL ANSWERING	4 100.0%	-	4 100.0%	4 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	-	-	-	-	-	-
1 to 2 hours	1 25.0%	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	1	1	-	-	-	1
TOTAL ANSWERING	4 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	2	3
	75.0%	100.0%	66.7%	75.0%
1 to 2 hours	1	-	1	1
	25.0%		33.3%	25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	23	7	15	22
TOTAL ANSWERING	4	1	3	4
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	-	-	-	-	1 100.0%	1 100.0%
1 to 2 hours	1 25.0%	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	3	2	-	1	-	6
TOTAL ANSWERING	4 100.0%	-	-	-	-	1 100.0%	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	-	1	-	1
	75.0%		100.0%		100.0%
1 to 2 hours	1	-	-	-	-
	25.0%				
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	-	3	3	6
TOTAL ANSWERING	4	-	1	-	1
	100.0%		100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	2	-	3
	75.0%	50.0%	100.0%		75.0%
1 to 2 hours	1	1	-	-	1
	25.0%	50.0%			25.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	12	4	6	22
TOTAL ANSWERING	4	2	2	-	4
	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	3 75.0%	-	-	3 75.0%
1 to 2 hours	1 25.0%	1 25.0%	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	15	6	2	23
TOTAL ANSWERING	4 100.0%	4 100.0%	-	-	4 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	-	1	3
	75.0%	100.0%		100.0%	100.0%
1 to 2 hours	1	-	-	-	-
	25.0%				
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	7	5	11	23
TOTAL ANSWERING	4	2	-	1	3
	100.0%	100.0%		100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	3	-	-	3
	75.0%	75.0%			75.0%
1 to 2 hours	1	1	-	-	1
	25.0%	25.0%			25.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	10	8	5	23
TOTAL ANSWERING	4	4	-	-	4
	100.0%	100.0%			100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3 75.0%	3 75.0%	-	-	3 75.0%
1 to 2 hours	1 25.0%	1 25.0%	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	23	15	5	3	23
TOTAL ANSWERING	4 100.0%	4 100.0%	-	-	4 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	3	-	3
	75.0%	75.0%		75.0%
1 to 2 hours	1	1	-	1
	25.0%	25.0%		25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	23	21	1	22
TOTAL ANSWERING	4	4	-	4
	100.0%	100.0%		100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	2	1	3
	75.0%	66.7%	100.0%	75.0%
1 to 2 hours	1	1	-	1
	25.0%	33.3%		25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	23	16	5	21
TOTAL ANSWERING	4	3	1	4
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	3 75.0%	2 100.0%	1 50.0%	-	-	3 75.0%
1 to 2 hours	1 25.0%	-	1 50.0%	-	-	1 25.0%
3 to 5 hours	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
NO ANSWER	23	13	6	2	-	21
TOTAL ANSWERING	4 100.0%	2 100.0%	2 100.0%	-	-	4 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
less than 1 hour	3	-	-	-	2	1	3
	75.0%				66.7%	100.0%	75.0%
1 to 2 hours	1	-	-	-	1	-	1
	25.0%				33.3%		25.0%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	23	2	4	4	6	5	21
TOTAL ANSWERING	4	-	-	-	3	1	4
	100.0%				100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	3	1	2	3
	75.0%	100.0%	66.7%	75.0%
1 to 2 hours	1	-	1	1
	25.0%		33.3%	25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	23	7	16	23
TOTAL ANSWERING	4	1	3	4
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	4 100.0%	-	-	-	-	-	4 80.0%
1 to 2 hours	1 20.0%	-	1 100.0% H	-	-	-	-	1 20.0%
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	22	13	2	4	-	-	-	19
TOTAL ANSWERING	5 100.0%	4 100.0%	1 100.0%	-	-	-	-	5 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	-	2 100.0%	2 66.7%	-	-	-	4 80.0%
1 to 2 hours	1 20.0%	-	-	1 33.3%	-	-	-	1 20.0%
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	22	12	6	1	-	-	-	19
TOTAL ANSWERING	5 100.0%	-	2 100.0%	3 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
less than 1 hour	4	-	1	-	-	1	-	2
	80.0%		100.0%			100.0%		66.7%
1 to 2 hours	1	1	-	-	-	-	-	1
	20.0%	100.0%						33.3%
		H						
3 to 5 hours	-	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-	-
NO ANSWER	22	-	1	2	-	1	-	4
TOTAL ANSWERING	5	1	1	-	-	1	-	3
	100.0%	100.0%	100.0%			100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	4 100.0%	-	-	-	-	4 100.0%
1 to 2 hours	1 20.0%	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	4	1	1	-	-	6
TOTAL ANSWERING	5 100.0%	4 100.0%	-	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	2 100.0%	-	-	-	-	2 66.7%
1 to 2 hours	1 20.0%	-	1 100.0% G	-	-	-	1 33.3%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	1	-	-	-	-	1
TOTAL ANSWERING	5 100.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	4 100.0%	-	-	-	-	4 80.0%
1 to 2 hours	1 20.0%	-	1 100.0% G	-	-	-	1 20.0%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	-	-	-	-	-	-
TOTAL ANSWERING	5 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	-	4 80.0%	4 80.0%
1 to 2 hours	1 20.0%	-	1 20.0%	1 20.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	22	1	21	22
TOTAL ANSWERING	5 100.0%	-	5 100.0%	5 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	-	-	-	-	-	-
1 to 2 hours	1 20.0%	-	-	-	-	-	-
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	1	1	-	-	-	1
TOTAL ANSWERING	5 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
less than 1 hour	4	1	3	4
	80.0%	100.0%	75.0%	80.0%
1 to 2 hours	1	-	1	1
	20.0%		25.0%	20.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	22	7	14	21
TOTAL ANSWERING	5	1	4	5
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	-	-	-	-	1	1
	80.0%					100.0%	100.0%
1 to 2 hours	1	-	-	-	-	-	-
	20.0%						
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	3	2	-	1	-	6
TOTAL ANSWERING	5	-	-	-	-	1	1
	100.0%					100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages 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	4	-	1	-	1
	80.0%		100.0%		100.0%
1 to 2 hours	1	-	-	-	-
	20.0%				
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	-	3	3	6
TOTAL ANSWERING	5	-	1	-	1
	100.0%		100.0%		100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	2	1	1	4
	80.0%	66.7%	100.0%	100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	20.0%	33.3%			20.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	11	5	5	21
TOTAL ANSWERING	5	3	1	1	5
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	3	-	1	4
	80.0%	75.0%		100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	20.0%	25.0%			20.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	15	6	1	22
TOTAL ANSWERING	5	4	-	1	5
	100.0%	100.0%		100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	2	-	2	4
	80.0%	100.0%		100.0%	100.0%
1 to 2 hours	1	-	-	-	-
	20.0%				
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	7	5	10	22
TOTAL ANSWERING	5	2	-	2	4
	100.0%	100.0%		100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	3	-	1	4
	80.0%	75.0%		100.0%	80.0%
1 to 2 hours	1	1	-	-	1
	20.0%	25.0%			20.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	10	8	4	22
TOTAL ANSWERING	5	4	-	1	5
	100.0%	100.0%		100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4 80.0%	3 75.0%	-	1 100.0%	4 80.0%
1 to 2 hours	1 20.0%	1 25.0%	-	-	1 20.0%
3 to 5 hours	-	-	-	-	-
6 to 12 hours	-	-	-	-	-
more than 12 hours	-	-	-	-	-
NO ANSWER	22	15	5	2	22
TOTAL ANSWERING	5 100.0%	4 100.0%	-	1 100.0%	5 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	3	-	3
	80.0%	75.0%		75.0%
1 to 2 hours	1	1	-	1
	20.0%	25.0%		25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	22	21	1	22
TOTAL ANSWERING	5	4	-	4
	100.0%	100.0%		100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	3	-	3
	80.0%	75.0%		75.0%
1 to 2 hours	1	1	-	1
	20.0%	25.0%		25.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	22	15	6	21
TOTAL ANSWERING	5	4	-	4
	100.0%	100.0%		100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
less than 1 hour	4	2	1	-	-	3
	80.0%	100.0%	50.0%			75.0%
1 to 2 hours	1	-	1	-	-	1
	20.0%		50.0%			25.0%
3 to 5 hours	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-
NO ANSWER	22	13	6	2	-	21
TOTAL ANSWERING	5	2	2	-	-	4
	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
less than 1 hour	4	-	-	-	1	2	3
	80.0%				50.0%	100.0%	75.0%
1 to 2 hours	1	-	-	-	1	-	1
	20.0%				50.0%		25.0%
3 to 5 hours	-	-	-	-	-	-	-
6 to 12 hours	-	-	-	-	-	-	-
more than 12 hours	-	-	-	-	-	-	-
NO ANSWER	22	2	4	4	7	4	21
TOTAL ANSWERING	5	-	-	-	2	2	4
	100.0%				100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	4	2	2	4
	80.0%	100.0%	66.7%	80.0%
1 to 2 hours	1	-	1	1
	20.0%		33.3%	20.0%
3 to 5 hours	-	-	-	-
6 to 12 hours	-	-	-	-
more than 12 hours	-	-	-	-
NO ANSWER	22	6	16	22
TOTAL ANSWERING	5	2	3	5
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 5.9%	-	-	-	-	-	1 4.2%
No	26 96.3%	16 94.1%	3 100.0%	4 100.0%	-	-	-	23 95.8%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 8.3%	-	-	-	-	-	1 4.2%
No	26 96.3%	11 91.7%	8 100.0%	4 100.0%	-	-	-	23 95.8%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	1 3.7%	-	-	-	-	-	-	-
No	26 96.3%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	-	-	-	-
No	26 96.3%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	-	-	-	-
No	26 96.3%	3 100.0%	1 100.0%	-	-	-	4 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	-	-	-	-
No	26 96.3%	4 100.0%	1 100.0%	-	-	-	5 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 100.0% D	-	1 3.7%
No	26 96.3%	-	26 100.0%	26 96.3%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 100.0%	1 100.0%	-	-	-	1 100.0%
No	26 96.3%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	1 5.6%	1 3.8%
No	26 96.3%	8 100.0%	17 94.4%	25 96.2%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	18 100.0%	26 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	-	-	-	-
No	26 96.3%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	-	-
No	26 96.3%	-	4 100.0%	3 100.0%	7 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 7.1%	-	-	1 3.8%
No	26 96.3%	13 92.9%	6 100.0%	6 100.0%	25 96.2%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1	1	-	-	1
	3.7%	5.3%			3.7%
No	26	18	6	2	26
	96.3%	94.7%	100.0%	100.0%	96.3%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	-	1 8.3%	1 3.8%
No	26 96.3%	9 100.0%	5 100.0%	11 91.7%	25 96.2%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1	-	-	1	1
	3.7%			20.0%	3.7%
No	26	14	8	4	26
	96.3%	100.0%	100.0%	80.0%	96.3%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 5.3%	-	-	1 3.7%
No	26 96.3%	18 94.7%	5 100.0%	3 100.0%	26 96.3%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 4.0%	-	1 3.8%
No	26 96.3%	24 96.0%	1 100.0%	25 96.2%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	25 100.0%	1 100.0%	26 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	1 5.3%	-	1 4.0%
No	26 96.3%	18 94.7%	6 100.0%	24 96.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	1 3.7%	-	1 12.5%	-	-	1 4.0%
No	26 96.3%	15 100.0%	7 87.5%	2 100.0%	-	24 96.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	1 3.7%	-	1 25.0%	-	-	-	1 4.0%
No	26 96.3%	2 100.0%	3 75.0%	4 100.0%	9 100.0%	6 100.0%	24 96.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 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)
Yes	1 3.7%	-	1 5.3%	1 3.7%
No	26 96.3%	8 100.0%	18 94.7%	26 96.3%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	19 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%
Interruption of business	-	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	26	16	3	4	-	-	-	23
TOTAL ANSWERING	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%
Interruption of business	-	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	26	11	8	4	-	-	-	23
TOTAL ANSWERING	1 100.0%	1 100.0%	-	-	-	-	-	1 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Loss of perishables (food, etc...)	1 100.0%	-	-	-	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	26	1	2	2	-	2	-	7
TOTAL ANSWERING	1 100.0%	-	-	-	-	-	-	-

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	8	1	1	-	-	10
TOTAL ANSWERING	1 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	3	1	-	-	-	4
TOTAL ANSWERING	1 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	4	1	-	-	-	5
TOTAL ANSWERING	1 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	1 100.0%
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	26	-	26	26
TOTAL ANSWERING	1 100.0%	1 100.0%	-	1 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	-	-	-	-	-	-
TOTAL ANSWERING	1 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	1 100.0%	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	1 100.0%	1 100.0%
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	26	8	17	25
TOTAL ANSWERING	1 100.0%	-	1 100.0%	1 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-	-	-
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	3	2	-	1	1	7
TOTAL ANSWERING	1 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	-	-
Loss of electrical equipment or accessories	1 100.0%	-	-	-	-
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	-	4	3	7
TOTAL ANSWERING	1 100.0%	-	-	-	-

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	-	1 100.0%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	13	6	6	25
TOTAL ANSWERING	1 100.0%	1 100.0%	-	-	1 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	-	1 100.0%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	18	6	2	26
TOTAL ANSWERING	1 100.0%	1 100.0%	-	-	1 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	1 100.0%	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	-	1 100.0%	1 100.0%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	9	5	11	25
TOTAL ANSWERING	1 100.0%	-	-	1 100.0%	1 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	-	1 100.0%	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	-	1 100.0%	1 100.0%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	14	8	4	26
TOTAL ANSWERING	1 100.0%	-	-	1 100.0%	1 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	-	1 100.0%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	26	18	5	3	26
TOTAL ANSWERING	1 100.0%	1 100.0%	-	-	1 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	1 100.0%
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	26	24	1	25
TOTAL ANSWERING	1 100.0%	1 100.0%	-	1 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	1 100.0%	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	1 100.0%	-	1 100.0%
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	26	18	6	24
TOTAL ANSWERING	1 100.0%	1 100.0%	-	1 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Loss of perishables (food, etc...)	1 100.0%	-	1 100.0%	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	1 100.0%	-	-	1 100.0%
Interruption of business	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-
Other	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	26	15	7	2	-	24
TOTAL ANSWERING	1 100.0%	-	1 100.0%	-	-	1 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

		Q39.Years Conducting Business in Current Location					
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Loss of perishables (food, etc...)	1 100.0%	-	1 100.0%	-	-	-	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	1 100.0%	-	-	-	1 100.0%
Interruption of business	-	-	-	-	-	-	-
Injury to self or another person	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	26	2	3	4	9	6	24
TOTAL ANSWERING	1 100.0%	-	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 perishables (food, etc...)	1 100.0%	-	1 100.0%	1 100.0%
Loss of electrical equipment or accessories	1 100.0%	-	1 100.0%	1 100.0%
Interruption of business	-	-	-	-
Injury to self or another person	-	-	-	-
Other	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	26	8	18	26
TOTAL ANSWERING	1 100.0%	-	1 100.0%	1 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1	-	-	1	-	-	-	1
	3.8%			25.0%				4.2%
7	-	-	-	-	-	-	-	-
8	2	2	-	-	-	-	-	2
	7.7%	11.8%						8.3%
9	9	3	2	2	-	-	-	7
	34.6%	17.6%	66.7%	50.0%				29.2%
10 Excellent	14	12	1	1	-	-	-	14
	53.8%	70.6%	33.3%	25.0%				58.3%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	23	15	3	3	-	-	-	21
	88.5%	88.2%	100.0%	75.0%				87.5%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	3.8%							
TOTAL ANSWERING	26	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.35	9.59	9.33	8.50	-	-	-	9.38

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1	-	1	-	-	-	-	1
	3.8%		12.5%					4.2%
7	-	-	-	-	-	-	-	-
8	2	1	1	-	-	-	-	2
	7.7%	8.3%	12.5%					8.3%
9	9	4	1	2	-	-	-	7
	34.6%	33.3%	12.5%	50.0%				29.2%
10 Excellent	14	7	5	2	-	-	-	14
	53.8%	58.3%	62.5%	50.0%				58.3%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
9 and 10 (Top Box)	23	11	6	4	-	-	-	21
	88.5%	91.7%	75.0%	100.0%				87.5%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	3.8%							
TOTAL ANSWERING	26	12	8	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.35	9.50	9.12	9.50	-	-	-	9.38

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1 3.8%	-	-	1 50.0%	-	-	-	1 14.3%
7	-	-	-	-	-	-	-	-
8	2 7.7%	-	-	-	-	-	-	-
9	9 34.6%	1 100.0% H	-	-	-	1 50.0%	-	2 28.6%
10 Excellent	14 53.8%	-	2 100.0% H	1 50.0%	-	1 50.0%	-	4 57.1%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	23 88.5%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	9.35	9.00	10.00	8.00	-	9.50	-	9.14

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	1 100.0% G	-	-	1 10.0%
7	-	-	-	-	-	-	-
8	2 7.7%	1 12.5%	-	-	-	-	1 10.0%
9	9 34.6%	-	1 100.0% G	-	-	-	1 10.0%
10 Excellent	14 53.8%	7 87.5%	-	-	-	-	7 70.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
9 and 10 (Top Box)	23 88.5%	7 87.5%	1 100.0%	-	-	-	8 80.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	9.35	9.75 D	9.00	6.00	-	-	9.30 D

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	2 7.7%	-	-	-	-	-	-
9	9 34.6%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
10 Excellent	14 53.8%	2 66.7%	-	-	-	-	2 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	23 88.5%	3 100.0%	1 100.0%	-	-	-	4 100.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.35	9.67	9.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	2 7.7%	1 25.0%	-	-	-	-	1 20.0%
9	9 34.6%	-	1 100.0% G	-	-	-	1 20.0%
10 Excellent	14 53.8%	3 75.0%	-	-	-	-	3 60.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	23 88.5%	3 75.0%	1 100.0%	-	-	-	4 80.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	9.35	9.50	9.00	-	-	-	9.40

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 3.8%	- 	1 4.0%	1 3.8%
7	-	-	-	-
8	2 7.7%	- 	2 8.0%	2 7.7%
9	9 34.6%	- 	9 36.0%	9 34.6%
10 Excellent	14 53.8%	1 100.0% CD	13 52.0%	14 53.8%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	25 100.0%	26 100.0%
9 and 10 (Top Box)	23 88.5%	1 100.0%	22 88.0%	23 88.5%
TOTAL NON-RESPONSES	1 3.8%	- 	1 4.0%	1 3.8%
TOTAL ANSWERING	26 100.0%	1 100.0%	25 100.0%	26 100.0%
MEAN	9.35	10.00	9.32	9.35

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 3.8%	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	2 7.7%	-	-	-	-	-	-
9	9 34.6%	-	-	-	-	-	-
10 Excellent	14 53.8%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	23 88.5%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.35	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 3.8%	1 12.5%	-	1 3.8%
7	-	-	-	-
8	2 7.7%	-	2 11.1%	2 7.7%
9	9 34.6%	1 12.5%	8 44.4%	9 34.6%
10 Excellent	14 53.8%	6 75.0%	8 44.4%	14 53.8%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26 100.0%	8 100.0%	18 100.0%	26 100.0%
9 and 10 (Top Box)	23 88.5%	7 87.5%	16 88.9%	23 88.5%
TOTAL NON-RESPONSES	1 3.8%	-	-	-
TOTAL ANSWERING	26 100.0%	8 100.0%	18 100.0%	26 100.0%
MEAN	9.35	9.38	9.33	9.35

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1	1	-	-	-	-	1
	3.8%	33.3%					14.3%
7	-	-	-	-	-	-	-
8	2	-	-	-	-	-	-
	7.7%						
9	9	-	1	-	-	-	1
	34.6%		50.0%				14.3%
10 Excellent	14	2	1	-	1	1	5
	53.8%	66.7%	50.0%		100.0%	100.0%	71.4%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	2	2	-	1	1	6
	88.5%	66.7%	100.0%		100.0%	100.0%	85.7%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
TOTAL ANSWERING	26	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
MEAN	9.35	8.67	9.50	-	10.00	10.00	9.29

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 3.8%	-	-	1 33.3%	1 14.3%
7	-	-	-	-	-
8	2 7.7%	-	-	-	-
9	9 34.6%	-	-	1 33.3%	1 14.3%
10 Excellent	14 53.8%	-	4 100.0% D	1 33.3%	5 71.4%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	-	4 100.0%	3 100.0%	7 100.0%
9 and 10 (Top Box)	23 88.5%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-
TOTAL ANSWERING	26 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	9.35	-	10.00	8.33	9.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	1	-	1
	3.8%		16.7%		4.0%
7	-	-	-	-	-
8	2	-	-	2	2
	7.7%			40.0%	8.0%
9	9	4	2	3	9
	34.6%	28.6%	33.3%	60.0%	36.0%
10 Excellent	14	10	3	-	13
	53.8%	71.4%	50.0%		52.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	14	5	3	22
	88.5%	100.0%	83.3%	60.0%	88.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			20.0%	4.0%
TOTAL ANSWERING	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.71	9.00	8.60	9.32
		D			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	1	-	1
	3.8%		16.7%		3.8%
7	-	-	-	-	-
8	2	-	1	1	2
	7.7%		16.7%	50.0%	7.7%
9	9	6	2	1	9
	34.6%	33.3%	33.3%	50.0%	34.6%
10 Excellent	14	12	2	-	14
	53.8%	66.7%	33.3%		53.8%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	18	4	1	23
	88.5%	100.0%	66.7%	50.0%	88.5%
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
TOTAL ANSWERING	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.67	8.67	8.50	9.35
		CD			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	-	1	1
	3.8%			9.1%	4.0%
7	-	-	-	-	-
8	2	-	-	2	2
	7.7%			18.2%	8.0%
9	9	3	3	2	8
	34.6%	33.3%	60.0%	18.2%	32.0%
10 Excellent	14	6	2	6	14
	53.8%	66.7%	40.0%	54.5%	56.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	9	5	11	25
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	9	5	8	22
	88.5%	100.0%	100.0%	72.7%	88.0%
		D	D		
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			9.1%	4.0%
TOTAL ANSWERING	26	9	5	11	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.67	9.40	9.09	9.36

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	-	1	-	1
	3.8%		12.5%		3.8%
7	-	-	-	-	-
8	2	-	1	1	2
	7.7%		12.5%	25.0%	7.7%
9	9	5	2	2	9
	34.6%	35.7%	25.0%	50.0%	34.6%
10 Excellent	14	9	4	1	14
	53.8%	64.3%	50.0%	25.0%	53.8%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26	14	8	4	26
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	14	6	3	23
	88.5%	100.0%	75.0%	75.0%	88.5%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			25.0%	3.8%
TOTAL ANSWERING	26	14	8	4	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.64	9.00	9.00	9.35

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 3.8%	1 5.6%	-	-	1 3.8%
7	-	-	-	-	-
8	2 7.7%	-	-	2 66.7% E	2 7.7%
9	9 34.6%	5 27.8%	3 60.0%	1 33.3%	9 34.6%
10 Excellent	14 53.8%	12 66.7%	2 40.0%	-	14 53.8%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	26 100.0%	18 100.0%	5 100.0%	3 100.0%	26 100.0%
9 and 10 (Top Box)	23 88.5%	17 94.4% D	5 100.0% D	1 33.3%	23 88.5% D
TOTAL NON-RESPONSES	1 3.8%	1 5.6%	-	-	1 3.8%
TOTAL ANSWERING	26 100.0%	18 100.0%	5 100.0%	3 100.0%	26 100.0%
MEAN	9.35	9.50	9.40 D	8.33	9.35

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	4.2%		4.0%
7	-	-	-	-
8	2	1	-	1
	7.7%	4.2%		4.0%
9	9	9	-	9
	34.6%	37.5%		36.0%
10 Excellent	14	13	1	14
	53.8%	54.2%	100.0%	56.0%
			BD	
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	24	1	25
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	22	1	23
	88.5%	91.7%	100.0%	92.0%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.38	10.00	9.40

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	5.6%		4.2%
7	-	-	-	-
8	2	-	1	1
	7.7%		16.7%	4.2%
9	9	5	4	9
	34.6%	27.8%	66.7%	37.5%
10 Excellent	14	12	1	13
	53.8%	66.7%	16.7%	54.2%
		C		C
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	18	6	24
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	17	5	22
	88.5%	94.4%	83.3%	91.7%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	5.6%		4.2%
TOTAL ANSWERING	26	18	6	24
	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.50	9.00	9.38

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	1	1	-	-	-	1
	3.8%	7.1%				4.2%
7	-	-	-	-	-	-
8	2	1	-	-	-	1
	7.7%	7.1%				4.2%
9	9	2	5	1	-	8
	34.6%	14.3%	62.5%	50.0%		33.3%
			B			
10 Excellent	14	10	3	1	-	14
	53.8%	71.4%	37.5%	50.0%		58.3%
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	26	14	8	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%
9 and 10 (Top Box)	23	12	8	2	-	22
	88.5%	85.7%	100.0%	100.0%		91.7%
TOTAL NON-RESPONSES	1	1	-	-	-	1
	3.8%	7.1%				4.2%
TOTAL ANSWERING	26	14	8	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	9.35	9.43	9.38	9.50	-	9.42

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q15. (How would you rate <utiln > at...) Restoring electric service at your residence when outages occur?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1	-	-	-	-	1	1
	3.8%					16.7%	4.2%
7	-	-	-	-	-	-	-
8	2	-	1	-	-	-	1
	7.7%		25.0%				4.2%
9	9	-	-	2	5	2	9
	34.6%			50.0%	62.5%	33.3%	37.5%
10 Excellent	14	2	3	2	3	3	13
	53.8%	100.0%	75.0%	50.0%	37.5%	50.0%	54.2%
		DEFG					
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	2	3	4	8	5	22
	88.5%	100.0%	75.0%	100.0%	100.0%	83.3%	91.7%
TOTAL NON-RESPONSES	1	-	-	-	1	-	1
	3.8%				12.5%		4.2%
TOTAL ANSWERING	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	10.00	9.50	9.50	9.38	9.00	9.38

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	1	-	1
	3.8%	12.5%		3.8%
7	-	-	-	-
8	2	1	1	2
	7.7%	12.5%	5.6%	7.7%
9	9	1	8	9
	34.6%	12.5%	44.4%	34.6%
10 Excellent	14	5	9	14
	53.8%	62.5%	50.0%	53.8%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	26	8	18	26
	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	23	6	17	23
	88.5%	75.0%	94.4%	88.5%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.6%	3.8%
TOTAL ANSWERING	26	8	18	26
	100.0%	100.0%	100.0%	100.0%
MEAN	9.35	9.12	9.44	9.35

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1	1	-	-	-	-	-	1
	4.0%	6.2%						4.3%
2	-	-	-	-	-	-	-	-
3	1	-	-	1	-	-	-	1
	4.0%			25.0%				4.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1	1	-	-	-	-	-	1
	4.0%	6.2%						4.3%
8	2	2	-	-	-	-	-	2
	8.0%	12.5%						8.7%
9	5	1	1	1	-	-	-	3
	20.0%	6.2%	33.3%	25.0%				13.0%
10 Excellent	15	11	2	2	-	-	-	15
	60.0%	68.8%	66.7%	50.0%				65.2%
0 to 4 (Negative)	2	1	-	1	-	-	-	2
	8.0%	6.2%		25.0%				8.7%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23	15	3	3	-	-	-	21
	92.0%	93.8%	100.0%	75.0%				91.3%
9 and 10 (Top Box)	20	12	3	3	-	-	-	18
	80.0%	75.0%	100.0%	75.0%				78.3%
			BH					
TOTAL NON-RESPONSES	2	1	-	-	-	-	-	1
	8.0%	6.2%						4.3%
TOTAL ANSWERING	25	16	3	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.88	8.94	9.67	8.00	-	-	-	8.87

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1	1	-	-	-	-	-	1
	4.0%	8.3%						4.3%
2	-	-	-	-	-	-	-	-
3	1	-	1	-	-	-	-	1
	4.0%		14.3%					4.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1	1	-	-	-	-	-	1
	4.0%	8.3%						4.3%
8	2	1	-	1	-	-	-	2
	8.0%	8.3%		25.0%				8.7%
9	5	2	-	2	-	-	-	4
	20.0%	16.7%		50.0%				17.4%
10 Excellent	15	7	6	1	-	-	-	14
	60.0%	58.3%	85.7%	25.0%				60.9%
			D					
0 to 4 (Negative)	2	1	1	-	-	-	-	2
	8.0%	8.3%	14.3%					8.7%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23	11	6	4	-	-	-	21
	92.0%	91.7%	85.7%	100.0%				91.3%
9 and 10 (Top Box)	20	9	6	3	-	-	-	18
	80.0%	75.0%	85.7%	75.0%				78.3%
TOTAL NON-RESPONSES	2	-	1	-	-	-	-	1
	8.0%		14.3%					4.3%
TOTAL ANSWERING	25	12	7	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.88	8.67	9.00	9.00	-	-	-	8.83

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	1 4.0%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	1 4.0%	-	-	1 100.0% H	-	-	-	1 16.7%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-	-
8	2 8.0%	-	-	-	-	-	-	-
9	5 20.0%	1 100.0% H	-	-	-	-	-	1 16.7%
10 Excellent	15 60.0%	-	2 100.0%	-	-	2 100.0%	-	4 66.7%
0 to 4 (Negative)	2 8.0%	-	-	1 100.0% H	-	-	-	1 16.7%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	1 100.0%	2 100.0%	-	-	2 100.0%	-	5 83.3%
9 and 10 (Top Box)	20 80.0%	1 100.0%	2 100.0%	-	-	2 100.0%	-	5 83.3%
TOTAL NON-RESPONSES	2 8.0%	-	-	1 100.0% H	-	-	-	1 16.7%
TOTAL ANSWERING	25 100.0%	1 100.0%	2 100.0%	1 100.0%	-	2 100.0%	-	6 100.0%
MEAN	8.88	9.00	10.00	3.00	-	10.00	-	8.67

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.0%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 4.0%	-	-	1 100.0% G	-	-	1 11.1%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	2 8.0%	1 14.3%	-	-	-	-	1 11.1%
9	5 20.0%	-	1 100.0% G	-	-	-	1 11.1%
10 Excellent	15 60.0%	6 85.7%	-	-	-	-	6 66.7%
0 to 4 (Negative)	2 8.0%	-	-	1 100.0% G	-	-	1 11.1%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	7 100.0%	1 100.0%	-	-	-	8 88.9%
9 and 10 (Top Box)	20 80.0%	6 85.7%	1 100.0%	-	-	-	7 77.8%
TOTAL NON-RESPONSES	2 8.0%	1 14.3%	-	-	-	-	1 11.1%
TOTAL ANSWERING	25 100.0%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
MEAN	8.88	9.71 D	9.00	3.00	-	-	8.89 D

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.0%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 4.0%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	2 8.0%	1 33.3%	-	-	-	-	1 25.0%
9	5 20.0%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
10 Excellent	15 60.0%	1 33.3%	-	-	-	-	1 25.0%
0 to 4 (Negative)	2 8.0%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	20 80.0%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.88	9.00	9.00	-	-	-	9.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.0%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 4.0%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	2 8.0%	1 25.0%	-	-	-	-	1 20.0%
9	5 20.0%	-	1 100.0% G	-	-	-	1 20.0%
10 Excellent	15 60.0%	3 75.0%	-	-	-	-	3 60.0%
0 to 4 (Negative)	2 8.0%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	20 80.0%	3 75.0%	1 100.0%	-	-	-	4 80.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	8.88	9.50	9.00	-	-	-	9.40

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 4.0%	-	1 4.2%	1 4.0%
2	-	-	-	-
3	1 4.0%	-	1 4.2%	1 4.0%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 4.0%	-	1 4.2%	1 4.0%
8	2 8.0%	-	2 8.3%	2 8.0%
9	5 20.0%	-	5 20.8%	5 20.0%
10 Excellent	15 60.0%	1 100.0% CD	14 58.3%	15 60.0%
0 to 4 (Negative)	2 8.0%	-	2 8.3%	2 8.0%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 92.0%	1 100.0%	22 91.7%	23 92.0%
9 and 10 (Top Box)	20 80.0%	1 100.0% CD	19 79.2%	20 80.0%
TOTAL NON-RESPONSES	2 8.0%	-	2 8.3%	2 8.0%
TOTAL ANSWERING	25 100.0%	1 100.0%	24 100.0%	25 100.0%
MEAN	8.88	10.00	8.83	8.88

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.0%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 4.0%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	2 8.0%	-	-	-	-	-	-
9	5 20.0%	-	-	-	-	-	-
10 Excellent	15 60.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	2 8.0%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	20 80.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	2 8.0%	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	8.88	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	1	-	1
	4.0%	14.3%		4.0%
2	-	-	-	-
3	1	1	-	1
	4.0%	14.3%		4.0%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1	-	1	1
	4.0%		5.6%	4.0%
8	2	1	1	2
	8.0%	14.3%	5.6%	8.0%
9	5	-	5	5
	20.0%		27.8%	20.0%
10 Excellent	15	4	11	15
	60.0%	57.1%	61.1%	60.0%
0 to 4 (Negative)	2	2	-	2
	8.0%	28.6%		8.0%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23	5	18	23
	92.0%	71.4%	100.0%	92.0%
9 and 10 (Top Box)	20	4	16	20
	80.0%	57.1%	88.9%	80.0%
TOTAL NON-RESPONSES	2	1	-	1
	8.0%	14.3%		4.0%
TOTAL ANSWERING	25	7	18	25
	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	7.43	9.44	8.88
			B	

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.0%	1 50.0%	-	-	-	-	1 16.7%
2	-	-	-	-	-	-	-
3	1 4.0%	1 50.0%	-	-	-	-	1 16.7%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.0%	-	-	-	-	-	-
8	2 8.0%	-	1 50.0%	-	-	-	1 16.7%
9	5 20.0%	-	-	-	-	-	-
10 Excellent	15 60.0%	-	1 50.0%	-	1 100.0% G	1 100.0% G	3 50.0%
0 to 4 (Negative)	2 8.0%	2 100.0% G	-	-	-	-	2 33.3%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	-	2 100.0%	-	1 100.0%	1 100.0%	4 66.7%
9 and 10 (Top Box)	20 80.0%	-	1 50.0%	-	1 100.0% G	1 100.0% G	3 50.0%
TOTAL NON-RESPONSES	2 8.0%	1 50.0%	-	-	-	-	1 16.7%
TOTAL ANSWERING	25 100.0%	2 100.0%	2 100.0%	-	1 100.0%	1 100.0%	6 100.0%
MEAN	8.88	2.00	9.00 B	-	10.00	10.00	7.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 4.0%	-	-	-	-
2	-	-	-	-	-
3	1 4.0%	-	-	1 33.3%	1 16.7%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1 4.0%	-	-	-	-
8	2 8.0%	-	-	1 33.3%	1 16.7%
9	5 20.0%	-	-	-	-
10 Excellent	15 60.0%	-	3 100.0% D	1 33.3%	4 66.7%
0 to 4 (Negative)	2 8.0%	-	-	1 33.3%	1 16.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	-	3 100.0%	2 66.7%	5 83.3%
9 and 10 (Top Box)	20 80.0%	-	3 100.0% D	1 33.3%	4 66.7%
TOTAL NON-RESPONSES	2 8.0%	-	1 33.3%	-	1 16.7%
TOTAL ANSWERING	25 100.0%	-	3 100.0%	3 100.0%	6 100.0%
MEAN	8.88	-	10.00	7.00	8.50

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.0%	7.1%			4.0%
2	-	-	-	-	-
3	1	-	1	-	1
	4.0%		16.7%		4.0%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	1	1
	4.0%			20.0%	4.0%
8	2	-	1	1	2
	8.0%		16.7%	20.0%	8.0%
9	5	2	1	2	5
	20.0%	14.3%	16.7%	40.0%	20.0%
10 Excellent	15	11	3	1	15
	60.0%	78.6%	50.0%	20.0%	60.0%
		D			D
0 to 4 (Negative)	2	1	1	-	2
	8.0%	7.1%	16.7%		8.0%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	13	5	5	23
	92.0%	92.9%	83.3%	100.0%	92.0%
9 and 10 (Top Box)	20	13	4	3	20
	80.0%	92.9%	66.7%	60.0%	80.0%
TOTAL NON-RESPONSES	2	-	-	1	1
	8.0%			20.0%	4.0%
TOTAL ANSWERING	25	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	9.21	8.33	8.60	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	-	1	-	1
	4.0%		16.7%		4.0%
2	-	-	-	-	-
3	1	-	1	-	1
	4.0%		16.7%		4.0%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
	4.0%		16.7%		4.0%
8	2	1	-	1	2
	8.0%	5.9%		50.0%	8.0%
9	5	4	1	-	5
	20.0%	23.5%	16.7%		20.0%
10 Excellent	15	12	2	1	15
	60.0%	70.6%	33.3%	50.0%	60.0%
0 to 4 (Negative)	2	-	2	-	2
	8.0%		33.3%		8.0%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	17	4	2	23
	92.0%	100.0%	66.7%	100.0%	92.0%
9 and 10 (Top Box)	20	16	3	1	20
	80.0%	94.1%	50.0%	50.0%	80.0%
		C			
TOTAL NON-RESPONSES	2	2	-	-	2
	8.0%	11.8%			8.0%
TOTAL ANSWERING	25	17	6	2	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	9.65	6.67	9.00	8.88
		C			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	-	-	1	1
	4.0%			9.1%	4.2%
2	-	-	-	-	-
3	1	-	-	1	1
	4.0%			9.1%	4.2%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	1	1
	4.0%			9.1%	4.2%
8	2	-	1	1	2
	8.0%		25.0%	9.1%	8.3%
9	5	2	-	2	4
	20.0%	22.2%		18.2%	16.7%
10 Excellent	15	7	3	5	15
	60.0%	77.8%	75.0%	45.5%	62.5%
0 to 4 (Negative)	2	-	-	2	2
	8.0%			18.2%	8.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	9	4	9	22
	92.0%	100.0%	100.0%	81.8%	91.7%
9 and 10 (Top Box)	20	9	3	7	19
	80.0%	100.0%	75.0%	63.6%	79.2%
		DE			
TOTAL NON-RESPONSES	2	-	1	1	2
	8.0%		25.0%	9.1%	8.3%
TOTAL ANSWERING	25	9	4	11	24
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	9.78	9.50	7.91	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.0%	7.7%			4.0%
2	-	-	-	-	-
3	1	-	1	-	1
	4.0%		12.5%		4.0%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
	4.0%		12.5%		4.0%
8	2	1	1	-	2
	8.0%	7.7%	12.5%		8.0%
9	5	3	-	2	5
	20.0%	23.1%		50.0%	20.0%
10 Excellent	15	8	5	2	15
	60.0%	61.5%	62.5%	50.0%	60.0%
0 to 4 (Negative)	2	1	1	-	2
	8.0%	7.7%	12.5%		8.0%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	12	7	4	23
	92.0%	92.3%	87.5%	100.0%	92.0%
9 and 10 (Top Box)	20	11	5	4	20
	80.0%	84.6%	62.5%	100.0%	80.0%
				CE	
TOTAL NON-RESPONSES	2	1	-	1	2
	8.0%	7.7%		25.0%	8.0%
TOTAL ANSWERING	25	13	8	4	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	8.92	8.50	9.50	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.0%	5.9%			4.0%
2	-	-	-	-	-
3	1	1	-	-	1
	4.0%	5.9%			4.0%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	1	1
	4.0%			33.3%	4.0%
8	2	1	1	-	2
	8.0%	5.9%	20.0%		8.0%
9	5	3	1	1	5
	20.0%	17.6%	20.0%	33.3%	20.0%
10 Excellent	15	11	3	1	15
	60.0%	64.7%	60.0%	33.3%	60.0%
0 to 4 (Negative)	2	2	-	-	2
	8.0%	11.8%			8.0%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	15	5	3	23
	92.0%	88.2%	100.0%	100.0%	92.0%
9 and 10 (Top Box)	20	14	4	2	20
	80.0%	82.4%	80.0%	66.7%	80.0%
TOTAL NON-RESPONSES	2	2	-	-	2
	8.0%	11.8%			8.0%
TOTAL ANSWERING	25	17	5	3	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	8.76	9.40	8.67	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	1	-	1
	4.0%	4.3%		4.2%
2	-	-	-	-
3	1	1	-	1
	4.0%	4.3%		4.2%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1	1	-	1
	4.0%	4.3%		4.2%
8	2	2	-	2
	8.0%	8.7%		8.3%
9	5	5	-	5
	20.0%	21.7%		20.8%
10 Excellent	15	13	1	14
	60.0%	56.5%	100.0%	58.3%
			BD	
0 to 4 (Negative)	2	2	-	2
	8.0%	8.7%		8.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23	21	1	22
	92.0%	91.3%	100.0%	91.7%
9 and 10 (Top Box)	20	18	1	19
	80.0%	78.3%	100.0%	79.2%
			BD	
TOTAL NON-RESPONSES	2	2	-	2
	8.0%	8.7%		8.3%
TOTAL ANSWERING	25	23	1	24
	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	8.78	10.00	8.83

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 4.0%	1 5.9%	-	1 4.3%
2	-	-	-	-
3	1 4.0%	1 5.9%	-	1 4.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 4.0%	-	1 16.7%	1 4.3%
8	2 8.0%	2 11.8%	-	2 8.7%
9	5 20.0%	1 5.9%	4 66.7%	5 21.7%
10 Excellent	15 60.0%	12 70.6% C	BD 1 16.7%	13 56.5% C
0 to 4 (Negative)	2 8.0%	2 11.8%	-	2 8.7%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 92.0%	15 88.2%	6 100.0%	21 91.3%
9 and 10 (Top Box)	20 80.0%	13 76.5%	5 83.3%	18 78.3%
TOTAL NON-RESPONSES	2 8.0%	2 11.8%	-	2 8.7%
TOTAL ANSWERING	25 100.0%	17 100.0%	6 100.0%	23 100.0%
MEAN	8.88	8.76	8.83	8.78

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	1 4.0%	1 7.7%	-	-	-	1 4.3%
2	-	-	-	-	-	-
3	1 4.0%	1 7.7%	-	-	-	1 4.3%
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1 4.0%	1 7.7%	-	-	-	1 4.3%
8	2 8.0%	1 7.7%	-	-	-	1 4.3%
9	5 20.0%	1 7.7%	3 37.5%	1 50.0%	-	5 21.7%
10 Excellent	15 60.0%	8 61.5%	5 62.5%	1 50.0%	-	14 60.9%
0 to 4 (Negative)	2 8.0%	2 15.4%	-	-	-	2 8.7%
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	23 92.0%	11 84.6%	8 100.0%	2 100.0%	-	21 91.3%
9 and 10 (Top Box)	20 80.0%	9 69.2%	8 100.0% BF	2 100.0% BF	-	19 82.6%
TOTAL NON-RESPONSES	2 8.0%	2 15.4%	-	-	-	2 8.7%
TOTAL ANSWERING	25 100.0%	13 100.0%	8 100.0%	2 100.0%	-	23 100.0%
MEAN	8.88	8.31	9.62	9.50	-	8.87

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utiln > at...) Providing information about extended outages?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	1	-	-	1	-	-	1
	4.0%			25.0%			4.3%
2	-	-	-	-	-	-	-
3	1	-	-	-	-	1	1
	4.0%					16.7%	4.3%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1	-	1	-	-	-	1
	4.0%		25.0%				4.3%
8	2	-	-	-	2	-	2
	8.0%				25.0%		8.7%
9	5	-	-	1	3	1	5
	20.0%			25.0%	37.5%	16.7%	21.7%
10 Excellent	15	1	3	2	3	4	13
	60.0%	100.0%	75.0%	50.0%	37.5%	66.7%	56.5%
		DEG					
0 to 4 (Negative)	2	-	-	1	-	1	2
	8.0%			25.0%		16.7%	8.7%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23	1	4	3	8	5	21
	92.0%	100.0%	100.0%	75.0%	100.0%	83.3%	91.3%
9 and 10 (Top Box)	20	1	3	3	6	5	18
	80.0%	100.0%	75.0%	75.0%	75.0%	83.3%	78.3%
		G					
TOTAL NON-RESPONSES	2	1	-	-	1	-	2
	8.0%	100.0%			12.5%		8.7%
		EG					
TOTAL ANSWERING	25	1	4	4	8	6	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.88	10.00	9.25	7.50	9.12	8.67	8.78

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 4.0%	1 12.5%	-	1 4.0%
2	-	-	-	-
3	1 4.0%	1 12.5%	-	1 4.0%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 4.0%	-	1 5.9%	1 4.0%
8	2 8.0%	2 25.0%	-	2 8.0%
9	5 20.0%	-	5 29.4%	5 20.0%
10 Excellent	15 60.0%	4 50.0%	11 64.7%	15 60.0%
0 to 4 (Negative)	2 8.0%	2 25.0%	-	2 8.0%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 92.0%	6 75.0%	17 100.0%	23 92.0%
9 and 10 (Top Box)	20 80.0%	4 50.0%	16 94.1% B	20 80.0%
TOTAL NON-RESPONSES	2 8.0%	-	2 11.8%	2 8.0%
TOTAL ANSWERING	25 100.0%	8 100.0%	17 100.0%	25 100.0%
MEAN	8.88	7.50	9.53 B	8.88

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1	1	-	-	-	-	-	1
	3.7%	5.9%						4.2%
2	-	-	-	-	-	-	-	-
3	1	-	-	1	-	-	-	1
	3.7%			25.0%				4.2%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2	2	-	-	-	-	-	2
	7.4%	11.8%						8.3%
8	-	-	-	-	-	-	-	-
9	8	4	1	2	-	-	-	7
	29.6%	23.5%	33.3%	50.0%				29.2%
10 Excellent	15	10	2	1	-	-	-	13
	55.6%	58.8%	66.7%	25.0%				54.2%
0 to 4 (Negative)	2	1	-	1	-	-	-	2
	7.4%	5.9%		25.0%				8.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25	16	3	3	-	-	-	22
	92.6%	94.1%	100.0%	75.0%				91.7%
9 and 10 (Top Box)	23	14	3	3	-	-	-	20
	85.2%	82.4%	100.0%	75.0%				83.3%
			H					
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.89	8.88	9.67	7.75	-	-	-	8.79

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1 3.7%	1 8.3%	-	-	-	-	-	1 4.2%
2	-	-	-	-	-	-	-	-
3	1 3.7%	-	1 12.5%	-	-	-	-	1 4.2%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2 7.4%	1 8.3%	1 12.5%	-	-	-	-	2 8.3%
8	-	-	-	-	-	-	-	-
9	8 29.6%	4 33.3%	1 12.5%	2 50.0%	-	-	-	7 29.2%
10 Excellent	15 55.6%	6 50.0%	5 62.5%	2 50.0%	-	-	-	13 54.2%
0 to 4 (Negative)	2 7.4%	1 8.3%	1 12.5%	-	-	-	-	2 8.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	11 91.7%	7 87.5%	4 100.0%	-	-	-	22 91.7%
9 and 10 (Top Box)	23 85.2%	10 83.3%	6 75.0%	4 100.0% H	-	-	-	20 83.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%
MEAN	8.89	8.67	8.62	9.50	-	-	-	8.79

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	1 3.7%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	1 3.7%	-	-	1 50.0%	-	-	-	1 14.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-
9	8 29.6%	1 100.0% H	-	-	-	1 50.0%	-	2 28.6%
10 Excellent	15 55.6%	-	2 100.0% H	1 50.0%	-	1 50.0%	-	4 57.1%
0 to 4 (Negative)	2 7.4%	-	-	1 50.0%	-	-	-	1 14.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
9 and 10 (Top Box)	23 85.2%	1 100.0%	2 100.0%	1 50.0%	-	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	8.89	9.00	10.00	6.50	-	9.50	-	8.71

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 3.7%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 3.7%	-	-	1 100.0% G	-	-	1 10.0%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	1 12.5%	-	-	-	-	1 10.0%
8	-	-	-	-	-	-	-
9	8 29.6%	-	1 100.0% G	-	-	-	1 10.0%
10 Excellent	15 55.6%	7 87.5%	-	-	-	-	7 70.0%
0 to 4 (Negative)	2 7.4%	-	-	1 100.0% G	-	-	1 10.0%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	8 100.0%	1 100.0%	-	-	-	9 90.0%
9 and 10 (Top Box)	23 85.2%	7 87.5%	1 100.0%	-	-	-	8 80.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	1 100.0%	1 100.0%	-	-	10 100.0%
MEAN	8.89	9.62 D	9.00	3.00	-	-	8.90 D

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 3.7%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 3.7%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	8 29.6%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
10 Excellent	15 55.6%	2 66.7%	-	-	-	-	2 50.0%
0 to 4 (Negative)	2 7.4%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	23 85.2%	3 100.0%	1 100.0%	-	-	-	4 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.89	9.67	9.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 3.7%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 3.7%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	1 25.0%	-	-	-	-	1 20.0%
8	-	-	-	-	-	-	-
9	8 29.6%	-	1 100.0% G	-	-	-	1 20.0%
10 Excellent	15 55.6%	3 75.0%	-	-	-	-	3 60.0%
0 to 4 (Negative)	2 7.4%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	4 100.0%	1 100.0%	-	-	-	5 100.0%
9 and 10 (Top Box)	23 85.2%	3 75.0%	1 100.0%	-	-	-	4 80.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%
MEAN	8.89	9.25	9.00	-	-	-	9.20

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 3.7%	-	1 3.8%	1 3.7%
2	-	-	-	-
3	1 3.7%	-	1 3.8%	1 3.7%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2 7.4%	-	2 7.7%	2 7.4%
8	-	-	-	-
9	8 29.6%	-	8 30.8%	8 29.6%
10 Excellent	15 55.6%	1 100.0% CD	14 53.8%	15 55.6%
0 to 4 (Negative)	2 7.4%	-	2 7.7%	2 7.4%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25 92.6%	1 100.0%	24 92.3%	25 92.6%
9 and 10 (Top Box)	23 85.2%	1 100.0% CD	22 84.6%	23 85.2%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%
MEAN	8.89	10.00	8.85	8.89

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 3.7%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 3.7%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	8 29.6%	-	-	-	-	-	-
10 Excellent	15 55.6%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	2 7.4%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	23 85.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	8.89	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	1	-	1
	3.7%	12.5%		3.8%
2	-	-	-	-
3	1	1	-	1
	3.7%	12.5%		3.8%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2	-	2	2
	7.4%		11.1%	7.7%
8	-	-	-	-
9	8	2	6	8
	29.6%	25.0%	33.3%	30.8%
10 Excellent	15	4	10	14
	55.6%	50.0%	55.6%	53.8%
0 to 4 (Negative)	2	2	-	2
	7.4%	25.0%		7.7%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25	6	18	24
	92.6%	75.0%	100.0%	92.3%
9 and 10 (Top Box)	23	6	16	22
	85.2%	75.0%	88.9%	84.6%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%
MEAN	8.89	7.75	9.33	8.85

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 3.7%	1 33.3%	-	-	-	-	1 14.3%
2	-	-	-	-	-	-	-
3	1 3.7%	1 33.3%	-	-	-	-	1 14.3%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	8 29.6%	-	1 50.0%	-	1 100.0% G	-	2 28.6%
10 Excellent	15 55.6%	1 33.3%	1 50.0%	-	-	1 100.0% BG	3 42.9%
0 to 4 (Negative)	2 7.4%	2 66.7%	-	-	-	-	2 28.6%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	1 33.3%	2 100.0% B	-	1 100.0% B	1 100.0% B	5 71.4%
9 and 10 (Top Box)	23 85.2%	1 33.3%	2 100.0% B	-	1 100.0% B	1 100.0% B	5 71.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	8.89	4.67	9.50	-	9.00	10.00	7.43

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 3.7%	-	-	-	-
2	-	-	-	-	-
3	1 3.7%	-	-	1 33.3%	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	-	-	-
8	-	-	-	-	-
9	8 29.6%	-	-	2 66.7%	2 28.6%
10 Excellent	15 55.6%	-	4 100.0% E	-	4 57.1%
0 to 4 (Negative)	2 7.4%	-	-	1 33.3%	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	-	4 100.0%	2 66.7%	6 85.7%
9 and 10 (Top Box)	23 85.2%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	8.89	-	10.00	7.00	8.71

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	3.7%	7.1%			3.8%
2	-	-	-	-	-
3	1	-	1	-	1
	3.7%		16.7%		3.8%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	-	2	2
	7.4%			33.3%	7.7%
8	-	-	-	-	-
9	8	4	1	3	8
	29.6%	28.6%	16.7%	50.0%	30.8%
10 Excellent	15	9	4	1	14
	55.6%	64.3%	66.7%	16.7%	53.8%
		D	D		D
0 to 4 (Negative)	2	1	1	-	2
	7.4%	7.1%	16.7%		7.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	13	5	6	24
	92.6%	92.9%	83.3%	100.0%	92.3%
9 and 10 (Top Box)	23	13	5	4	22
	85.2%	92.9%	83.3%	66.7%	84.6%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	14	6	6	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.89	9.07	8.67	8.50	8.85

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	-	1	-	1
	3.7%		16.7%		3.7%
2	-	-	-	-	-
3	1	-	1	-	1
	3.7%		16.7%		3.7%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	1	1	2
	7.4%		16.7%	50.0%	7.4%
8	-	-	-	-	-
9	8	6	1	1	8
	29.6%	31.6%	16.7%	50.0%	29.6%
10 Excellent	15	13	2	-	15
	55.6%	68.4%	33.3%		55.6%
0 to 4 (Negative)	2	-	2	-	2
	7.4%		33.3%		7.4%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	19	4	2	25
	92.6%	100.0%	66.7%	100.0%	92.6%
9 and 10 (Top Box)	23	19	3	1	23
	85.2%	100.0%	50.0%	50.0%	85.2%
		CE			
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.89	9.68	6.67	8.00	8.89
		CD			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	-	-	1	1
	3.7%			8.3%	3.8%
2	-	-	-	-	-
3	1	-	-	1	1
	3.7%			8.3%	3.8%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2	-	-	2	2
	7.4%			16.7%	7.7%
8	-	-	-	-	-
9	8	2	2	3	7
	29.6%	22.2%	40.0%	25.0%	26.9%
10 Excellent	15	7	3	5	15
	55.6%	77.8%	60.0%	41.7%	57.7%
0 to 4 (Negative)	2	-	-	2	2
	7.4%			16.7%	7.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25	9	5	10	24
	92.6%	100.0%	100.0%	83.3%	92.3%
9 and 10 (Top Box)	23	9	5	8	22
	85.2%	100.0%	100.0%	66.7%	84.6%
		DE	DE		
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27	9	5	12	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.89	9.78	9.60	7.92	8.88

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 3.7%	1 7.1%	-	-	1 3.7%
2	-	-	-	-	-
3	1 3.7%	-	1 12.5%	-	1 3.7%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	1 12.5%	1 20.0%	2 7.4%
8	-	-	-	-	-
9	8 29.6%	4 28.6%	2 25.0%	2 40.0%	8 29.6%
10 Excellent	15 55.6%	9 64.3%	4 50.0%	2 40.0%	15 55.6%
0 to 4 (Negative)	2 7.4%	1 7.1%	1 12.5%	-	2 7.4%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	13 92.9%	7 87.5%	5 100.0%	25 92.6%
9 and 10 (Top Box)	23 85.2%	13 92.9%	6 75.0%	4 80.0%	23 85.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	8 100.0%	5 100.0%	27 100.0%
MEAN	8.89	9.07	8.50	9.00	8.89

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 3.7%	1 5.3%	-	-	1 3.7%
2	-	-	-	-	-
3	1 3.7%	1 5.3%	-	-	1 3.7%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	2 7.4%	-	-	2 66.7% E	2 7.4%
8	-	-	-	-	-
9	8 29.6%	5 26.3%	2 40.0%	1 33.3%	8 29.6%
10 Excellent	15 55.6%	12 63.2%	3 60.0%	-	15 55.6%
0 to 4 (Negative)	2 7.4%	2 10.5%	-	-	2 7.4%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	17 89.5%	5 100.0%	3 100.0%	25 92.6%
9 and 10 (Top Box)	23 85.2%	17 89.5% D	5 100.0% DE	1 33.3%	23 85.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%
MEAN	8.89	8.89	9.60 D	7.67	8.89

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 3.7%	1 4.0%	-	1 3.8%
2	-	-	-	-
3	1 3.7%	1 4.0%	-	1 3.8%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2 7.4%	1 4.0%	-	1 3.8%
8	-	-	-	-
9	8 29.6%	8 32.0%	-	8 30.8%
10 Excellent	15 55.6%	14 56.0%	1 100.0% BD	15 57.7%
0 to 4 (Negative)	2 7.4%	2 8.0%	-	2 7.7%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25 92.6%	23 92.0%	1 100.0%	24 92.3%
9 and 10 (Top Box)	23 85.2%	22 88.0%	1 100.0%	23 88.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27 100.0%	25 100.0%	1 100.0%	26 100.0%
MEAN	8.89	8.92	10.00	8.96

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 3.7%	1 5.3%	-	1 4.0%
2	-	-	-	-
3	1 3.7%	1 5.3%	-	1 4.0%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2 7.4%	-	1 16.7%	1 4.0%
8	-	-	-	-
9	8 29.6%	5 26.3%	3 50.0%	8 32.0%
10 Excellent	15 55.6%	12 63.2%	2 33.3%	14 56.0%
0 to 4 (Negative)	2 7.4%	2 10.5%	-	2 8.0%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25 92.6%	17 89.5%	6 100.0%	23 92.0%
9 and 10 (Top Box)	23 85.2%	17 89.5%	5 83.3%	22 88.0%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%
MEAN	8.89	8.89	9.00	8.92

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	1 3.7%	1 6.7%	-	-	-	1 4.0%
2	-	-	-	-	-	-
3	1 3.7%	1 6.7%	-	-	-	1 4.0%
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	2 7.4%	1 6.7%	-	-	-	1 4.0%
8	-	-	-	-	-	-
9	8 29.6%	2 13.3%	4 50.0%	1 50.0%	-	7 28.0%
10 Excellent	15 55.6%	10 66.7%	4 50.0%	1 50.0%	-	15 60.0%
0 to 4 (Negative)	2 7.4%	2 13.3%	-	-	-	2 8.0%
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	13 86.7%	8 100.0%	2 100.0%	-	23 92.0%
9 and 10 (Top Box)	23 85.2%	12 80.0%	8 100.0%	2 100.0%	-	22 88.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%
MEAN	8.89	8.60	9.50	9.50	-	8.96

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utiln > at...) Being accessible during an outage?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	1 3.7%	-	-	1 25.0%	-	-	1 4.0%
2	-	-	-	-	-	-	-
3	1 3.7%	-	-	-	-	1 16.7%	1 4.0%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	2 7.4%	-	1 25.0%	-	-	-	1 4.0%
8	-	-	-	-	-	-	-
9	8 29.6%	-	-	-	6 66.7%	2 33.3%	8 32.0%
10 Excellent	15 55.6%	2 100.0% EFG	3 75.0%	3 75.0%	3 33.3%	3 50.0%	14 56.0%
0 to 4 (Negative)	2 7.4%	-	-	1 25.0%	-	1 16.7%	2 8.0%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	25 92.6%	2 100.0%	4 100.0%	3 75.0%	9 100.0%	5 83.3%	23 92.0%
9 and 10 (Top Box)	23 85.2%	2 100.0%	3 75.0%	3 75.0%	9 100.0%	5 83.3%	22 88.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%
MEAN	8.89	10.00	9.25	7.75	9.33	8.50	8.92

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 3.7%	1 12.5%	-	1 3.7%
2	-	-	-	-
3	1 3.7%	1 12.5%	-	1 3.7%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	2 7.4%	1 12.5%	1 5.3%	2 7.4%
8	-	-	-	-
9	8 29.6%	1 12.5%	7 36.8%	8 29.6%
10 Excellent	15 55.6%	4 50.0%	11 57.9%	15 55.6%
0 to 4 (Negative)	2 7.4%	2 25.0%	-	2 7.4%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	25 92.6%	6 75.0%	19 100.0%	25 92.6%
9 and 10 (Top Box)	23 85.2%	5 62.5%	18 94.7%	23 85.2%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	19 100.0%	27 100.0%
MEAN	8.89	7.50	9.47 B	8.89

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	6	-	2	-	-	-	8
	30.8%	35.3%		50.0%				33.3%
No	18	11	3	2	-	-	-	16
	69.2%	64.7%	100.0%	50.0%				66.7%
			BDH					
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	3.8%							
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26	17	3	4	-	-	-	24
	100.0%	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8 30.8%	4 33.3%	4 50.0%	-	-	-	-	8 33.3%
No	18 69.2%	8 66.7%	4 50.0%	4 100.0% BCH	-	-	-	16 66.7%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	8	-	1	2	-	-	-	3
	30.8%		50.0%	100.0% H				42.9%
No	18	1	1	-	-	2	-	4
	69.2%	100.0% H	50.0%			100.0% H		57.1%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-	-
	3.8%							
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	3	-	1	-	-	4
	30.8%	37.5%		100.0% BG			40.0%
No	18	5	1	-	-	-	6
	69.2%	62.5%	100.0% BG				60.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	1	-	-	-	-	1
	30.8%	33.3%					25.0%
No	18	2	1	-	-	-	3
	69.2%	66.7%	100.0%				75.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	1	-	-	-	4
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	1	-	-	-	-	1
	30.8%	25.0%					20.0%
No	18	3	1	-	-	-	4
	69.2%	75.0%	100.0%				80.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	4	1	-	-	-	5
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	-	8	8
	30.8%		32.0%	30.8%
No	18	1	17	18
	69.2%	100.0%	68.0%	69.2%
		CD		
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		4.0%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	1	25	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8 30.8%	-	-	-	-	-	-
No	18 69.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	8 30.8%	8 100.0% D	-	8 30.8%
No	18 69.2%	-	18 100.0% D	18 69.2%
TOTAL NON-RESPONSES	1 3.8%	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26 100.0%	8 100.0%	18 100.0%	26 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	3	2	-	1	1	7
	30.8%	100.0%	100.0%		100.0%	100.0%	100.0%
No	18	-	-	-	-	-	-
	69.2%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	-	4	3	7
	30.8%		100.0%	100.0%	100.0%
No	18	-	-	-	-
	69.2%				
TOTAL NON-RESPONSES	1	-	-	-	-
	3.8%				
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	-	4	3	7
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	5	1	1	7
	30.8%	35.7%	16.7%	20.0%	28.0%
No	18	9	5	4	18
	69.2%	64.3%	83.3%	80.0%	72.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			20.0%	4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	5	2	1	8
	30.8%	27.8%	33.3%	50.0%	30.8%
No	18	13	4	1	18
	69.2%	72.2%	66.7%	50.0%	69.2%
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	3	2	3	8
	30.8%	33.3%	40.0%	27.3%	32.0%
No	18	6	3	8	17
	69.2%	66.7%	60.0%	72.7%	68.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			9.1%	4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	9	5	11	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	5	3	-	8
	30.8%	35.7%	37.5%		30.8%
No	18	9	5	4	18
	69.2%	64.3%	62.5%	100.0%	69.2%
				BCE	
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			25.0%	3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	14	8	4	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	6	2	-	8
	30.8%	33.3%	40.0%		30.8%
No	18	12	3	3	18
	69.2%	66.7%	60.0%	100.0%	69.2%
				BE	
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	18	5	3	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	8	-	8
	30.8%	33.3%		32.0%
No	18	16	1	17
	69.2%	66.7%	100.0%	68.0%
			BD	
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	8	-	8
	30.8%	44.4%		33.3%
No	18	10	6	16
	69.2%	55.6%	100.0%	66.7%
			BD	
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	5.6%		4.2%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	18	6	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	8	7	-	-	-	7
	30.8%	50.0%				29.2%
No	18	7	8	2	-	17
	69.2%	50.0%	100.0%	100.0%		70.8%
			BF	BF		
TOTAL NON-RESPONSES	1	1	-	-	-	1
	3.8%	7.1%				4.2%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	26	14	8	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utiln > by phone?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	8	2	-	2	2	2	8
	30.8%	100.0% DEFG		50.0%	25.0%	33.3%	33.3%
No	18	-	4	2	6	4	16
	69.2%		100.0% DG	50.0%	75.0%	66.7%	66.7%
TOTAL NON-RESPONSES	1	-	-	-	1	-	1
	3.8%				12.5%		4.2%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q18. 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)
Yes	8	4	4	8
	30.8%	50.0%	22.2%	30.8%
No	18	4	14	18
	69.2%	50.0%	77.8%	69.2%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.6%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	2 40.0%	-	1 50.0%	-	-	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 20.0%	-	1 50.0%	-	-	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 20.0%	-	-	-	-	-	1 14.3%
(Other)	1 14.3%	1 20.0%	-	-	-	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 20.0%	-	-	-	-	-	1 14.3%
NO ANSWER	19	11	3	2	-	-	-	16
TOTAL ANSWERING	7 100.0%	5 100.0%	-	2 100.0%	-	-	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	1 33.3%	2 50.0%	-	-	-	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 33.3%	1 25.0%	-	-	-	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 33.3%	-	-	-	-	-	1 14.3%
(Other)	1 14.3%	-	1 25.0%	-	-	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 33.3%	-	-	-	-	-	1 14.3%
NO ANSWER	19	8	4	4	-	-	-	16
TOTAL ANSWERING	7 100.0%	3 100.0%	4 100.0%	-	-	-	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
(To report a power problem, outage, or downed wire)	3 42.9%	-	-	2 100.0%	-	-	-	2 66.7%
(To stop, start or transfer service)	2 28.6%	-	-	-	-	-	-	-
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	-	-	-	-
(Other)	1 14.3%	-	1 100.0% H	-	-	-	-	1 33.3%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-	-
NO ANSWER	19	1	1	-	-	2	-	4
TOTAL ANSWERING	7 100.0%	-	1 100.0%	2 100.0%	-	-	-	3 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	1 33.3%	-	1 100.0% BG	-	-	2 50.0%
(To stop, start or transfer service)	2 28.6%	1 33.3%	-	-	-	-	1 25.0%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	-	-	-
(Other)	1 14.3%	1 33.3%	-	-	-	-	1 25.0%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	5	1	-	-	-	6
TOTAL ANSWERING	7 100.0%	3 100.0%	-	1 100.0%	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	-	-	-	-	-
(To stop, start or transfer service)	2 28.6%	-	-	-	-	-	-
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	-	-	-
(Other)	1 14.3%	1 100.0%	-	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	2	1	-	-	-	3
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	-	-	-	-	-
(To stop, start or transfer service)	2 28.6%	-	-	-	-	-	-
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	-	-	-
(Other)	1 14.3%	1 100.0%	-	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	3	1	-	-	-	4
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	3 42.9%	3 42.9%
(To stop, start or transfer service)	2 28.6%	-	2 28.6%	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	1 14.3%	1 14.3%
(Other)	1 14.3%	-	1 14.3%	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	-	1 14.3%	1 14.3%
NO ANSWER	19	1	18	19
TOTAL ANSWERING	7 100.0%	-	7 100.0%	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	-	-	-	-	-
(To stop, start or transfer service)	2 28.6%	-	-	-	-	-	-
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	-	-	-
(Other)	1 14.3%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	1	1	-	-	-	1
TOTAL ANSWERING	7 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
(To report a power problem, outage, or downed wire)	3 42.9%	3 42.9%	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	2 28.6%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 14.3%	-	1 14.3%
(Other)	1 14.3%	1 14.3%	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	-	18	18
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	3 100.0% G	-	-	-	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	-	2 100.0% G	-	-	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	1 100.0% G	-	1 14.3%
(Other)	1 14.3%	-	-	-	-	1 100.0% G	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	1 33.3%	1 33.3%	2 33.3%
(To stop, start or transfer service)	2 28.6%	-	1 33.3%	1 33.3%	2 33.3%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	1 33.3%	1 16.7%
(Other)	1 14.3%	-	1 33.3%	-	1 16.7%
TOTAL NON-RESPONSES	1 14.3%	-	1 33.3%	-	1 16.7%
NO ANSWER	19	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	3 100.0%	3 100.0%	6 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	1 25.0%	1 100.0% BE	-	2 33.3%
(To stop, start or transfer service)	2 28.6%	1 25.0%	-	1 100.0% BE	2 33.3%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 25.0%	-	-	1 16.7%
(Other)	1 14.3%	1 25.0%	-	-	1 16.7%
TOTAL NON-RESPONSES	1 14.3%	1 25.0%	-	-	1 16.7%
NO ANSWER	19	9	5	5	19
TOTAL ANSWERING	7 100.0%	4 100.0%	1 100.0%	1 100.0%	6 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	1 25.0%	2 100.0% BE	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 25.0%	-	1 100.0% BE	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 25.0%	-	-	1 14.3%
(Other)	1 14.3%	1 25.0%	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 25.0%	-	-	1 14.3%
NO ANSWER	19	14	4	1	19
TOTAL ANSWERING	7 100.0%	4 100.0%	2 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	-	1 50.0%	2 66.7%	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 50.0%	1 50.0%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	1 33.3%	1 14.3%
(Other)	1 14.3%	1 50.0%	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 50.0%	-	-	1 14.3%
NO ANSWER	19	6	3	9	18
TOTAL ANSWERING	7 100.0%	2 100.0%	2 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	2 50.0%	1 33.3%	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 25.0%	1 33.3%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	1 33.3%	-	1 14.3%
(Other)	1 14.3%	1 25.0%	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 25.0%	-	-	1 14.3%
NO ANSWER	19	9	5	5	19
TOTAL ANSWERING	7 100.0%	4 100.0%	3 100.0%	-	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	3 60.0%	-	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	1 20.0%	1 50.0%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	1 50.0%	-	1 14.3%
(Other)	1 14.3%	1 20.0%	-	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 20.0%	-	-	1 14.3%
NO ANSWER	19	13	3	3	19
TOTAL ANSWERING	7 100.0%	5 100.0%	2 100.0%	-	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	3 42.9%	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	2 28.6%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 14.3%	-	1 14.3%
(Other)	1 14.3%	1 14.3%	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	17	1	18
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	3 42.9%	-	3 42.9%
(To stop, start or transfer service)	2 28.6%	2 28.6%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 14.3%	-	1 14.3%
(Other)	1 14.3%	1 14.3%	-	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	11	6	17
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
(To report a power problem, outage, or downed wire)	3 42.9%	3 50.0%	-	-	-	3 50.0%
(To stop, start or transfer service)	2 28.6%	1 16.7%	-	-	-	1 16.7%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	1 16.7%	-	-	-	1 16.7%
(Other)	1 14.3%	1 16.7%	-	-	-	1 16.7%
TOTAL NON-RESPONSES	1 14.3%	1 16.7%	-	-	-	1 16.7%
NO ANSWER	19	8	8	2	-	18
TOTAL ANSWERING	7 100.0%	6 100.0%	-	-	-	6 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
(To report a power problem, outage, or downed wire)	3 42.9%	1 100.0% G	-	1 50.0%	-	1 50.0%	3 42.9%
(To stop, start or transfer service)	2 28.6%	-	-	1 50.0%	1 50.0%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	-	-	1 50.0%	-	1 14.3%
(Other)	1 14.3%	-	-	-	-	1 50.0%	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	1 100.0% G	-	-	-	-	1 14.3%
NO ANSWER	19	-	4	2	7	4	17
TOTAL ANSWERING	7 100.0%	1 100.0%	-	2 100.0%	2 100.0%	2 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)	3 42.9%	2 50.0%	1 33.3%	3 42.9%
(To stop, start or transfer service)	2 28.6%	2 50.0%	-	2 28.6%
(To make a payment arrangement or other billing question)	-	-	-	-
(To get information about locations, programs or services)	1 14.3%	-	1 33.3%	1 14.3%
(Other)	1 14.3%	-	1 33.3%	1 14.3%
TOTAL NON-RESPONSES	1 14.3%	-	1 33.3%	1 14.3%
NO ANSWER	19	4	15	19
TOTAL ANSWERING	7 100.0%	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	3 60.0%	-	1 50.0%	-	-	-	4 57.1%
Both	3 42.9%	2 40.0%	-	1 50.0%	-	-	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 20.0%	-	-	-	-	-	1 14.3%
NO ANSWER	19	11	3	2	-	-	-	16
TOTAL ANSWERING	7 100.0%	5 100.0%	-	2 100.0%	-	-	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	1 33.3%	3 75.0%	-	-	-	-	4 57.1%
Both	3 42.9%	2 66.7%	1 25.0%	-	-	-	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 33.3%	-	-	-	-	-	1 14.3%
NO ANSWER	19	8	4	4	-	-	-	16
TOTAL ANSWERING	7 100.0%	3 100.0%	4 100.0%	-	-	-	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Automatic Telephone Response System only	-	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	-	1 100.0%	1 50.0%	-	-	-	2 66.7%
Both	3 42.9%	-	-	1 50.0%	-	-	-	1 33.3%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-	-
NO ANSWER	19	1	1	-	-	2	-	4
TOTAL ANSWERING	7 100.0%	-	1 100.0%	2 100.0%	-	-	-	3 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	3 100.0%	-	-	-	-	3 75.0%
Both	3 42.9%	-	-	1 100.0% G	-	-	1 25.0%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	5	1	-	-	-	6
TOTAL ANSWERING	7 100.0%	3 100.0%	-	1 100.0%	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	1 100.0%	-	-	-	-	1 100.0%
Both	3 42.9%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	2	1	-	-	-	3
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	1 100.0%	-	-	-	-	1 100.0%
Both	3 42.9%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	3	1	-	-	-	4
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-
Customer Service Rep only	4 57.1%	-	4 57.1%	4 57.1%
Both	3 42.9%	-	3 42.9%	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	-	1 14.3%	1 14.3%
NO ANSWER	19	1	18	19
TOTAL ANSWERING	7 100.0%	-	7 100.0%	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	-	-	-	-	-	-
Both	3 42.9%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-	-	-
NO ANSWER	19	1	1	-	-	-	1
TOTAL ANSWERING	7 100.0%	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-
Customer Service Rep only	4 57.1%	4 57.1%	-	4 57.1%
Both	3 42.9%	3 42.9%	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	-	18	18
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	1 50.0%	1 50.0%	-	-	1 100.0% G	3 50.0%
Both	3 42.9%	1 50.0%	1 50.0%	-	1 100.0% G	-	3 50.0%
TOTAL NON-RESPONSES	1 14.3%	1 50.0%	-	-	-	-	1 16.7%
NO ANSWER	19	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	2 100.0%	2 100.0%	-	1 100.0%	1 100.0%	6 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	-	4 100.0% E	-	4 57.1%
Both	3 42.9%	-	-	3 100.0% E	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	-	-	-	-
NO ANSWER	19	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	3 75.0%	-	-	3 50.0%
Both	3 42.9%	1 25.0%	1 100.0% BE	1 100.0% BE	3 50.0%
TOTAL NON-RESPONSES	1 14.3%	1 25.0%	-	-	1 16.7%
NO ANSWER	19	9	5	5	19
TOTAL ANSWERING	7 100.0%	4 100.0%	1 100.0%	1 100.0%	6 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	4 80.0%	-	-	4 57.1%
Both	3 42.9%	1 20.0%	1 100.0% BE	1 100.0% BE	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	-	1 100.0% E	-	1 14.3%
NO ANSWER	19	14	4	1	19
TOTAL ANSWERING	7 100.0%	5 100.0%	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	3 100.0% E	1 50.0%	-	4 57.1%
Both	3 42.9%	-	1 50.0%	2 100.0% E	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	-	-	1 50.0%	1 14.3%
NO ANSWER	19	6	3	9	18
TOTAL ANSWERING	7 100.0%	3 100.0%	2 100.0%	2 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	4 100.0% E	-	-	4 57.1%
Both	3 42.9%	-	3 100.0% E	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 25.0%	-	-	1 14.3%
NO ANSWER	19	9	5	5	19
TOTAL ANSWERING	7 100.0%	4 100.0%	3 100.0%	-	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-	-
Customer Service Rep only	4 57.1%	4 80.0%	-	-	4 57.1%
Both	3 42.9%	1 20.0%	2 100.0% BE	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 20.0%	-	-	1 14.3%
NO ANSWER	19	13	3	3	19
TOTAL ANSWERING	7 100.0%	5 100.0%	2 100.0%	-	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-
Customer Service Rep only	4 57.1%	4 57.1%	-	4 57.1%
Both	3 42.9%	3 42.9%	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	17	1	18
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-
Customer Service Rep only	4 57.1%	4 57.1%	-	4 57.1%
Both	3 42.9%	3 42.9%	-	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 14.3%	-	1 14.3%
NO ANSWER	19	11	6	17
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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.)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Automatic Telephone Response System only	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	4 66.7%	-	-	-	4 66.7%
Both	3 42.9%	2 33.3%	-	-	-	2 33.3%
TOTAL NON-RESPONSES	1 14.3%	1 16.7%	-	-	-	1 16.7%
NO ANSWER	19	8	8	2	-	18
TOTAL ANSWERING	7 100.0%	6 100.0%	-	-	-	6 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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.)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Automatic Telephone Response System only	-	-	-	-	-	-	-
Customer Service Rep only	4 57.1%	2 100.0% G	-	1 100.0% G	-	1 50.0%	4 57.1%
Both	3 42.9%	-	-	-	2 100.0% G	1 50.0%	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	-	-	1 100.0% G	-	-	1 14.3%
NO ANSWER	19	-	4	2	7	4	17
TOTAL ANSWERING	7 100.0%	2 100.0%	-	1 100.0%	2 100.0%	2 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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)
Automatic Telephone Response System only	-	-	-	-
Customer Service Rep only	4 57.1%	1 33.3%	3 75.0%	4 57.1%
Both	3 42.9%	2 66.7%	1 25.0%	3 42.9%
TOTAL NON-RESPONSES	1 14.3%	1 33.3%	-	1 14.3%
NO ANSWER	19	4	15	19
TOTAL ANSWERING	7 100.0%	3 100.0%	4 100.0%	7 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
3	1 14.3%	-	-	1 50.0%	-	-	-	1 14.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-
9	1 14.3%	1 20.0%	-	-	-	-	-	1 14.3%
10 Excellent	5 71.4%	4 80.0%	-	1 50.0%	-	-	-	5 71.4%
0 to 4 (Negative)	1 14.3%	-	-	1 50.0%	-	-	-	1 14.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	5 100.0%	-	1 50.0%	-	-	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	5 100.0%	-	1 50.0%	-	-	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	5 100.0%	-	2 100.0%	-	-	-	7 100.0%
MEAN	8.86	9.80	-	6.50	-	-	-	8.86

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
3	1 14.3%	-	1 25.0%	-	-	-	-	1 14.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-
9	1 14.3%	1 33.3%	-	-	-	-	-	1 14.3%
10 Excellent	5 71.4%	2 66.7%	3 75.0%	-	-	-	-	5 71.4%
0 to 4 (Negative)	1 14.3%	-	1 25.0%	-	-	-	-	1 14.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	3 100.0%	3 75.0%	-	-	-	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	3 100.0%	3 75.0%	-	-	-	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	3 100.0%	4 100.0%	-	-	-	-	7 100.0%
MEAN	8.86	9.67	8.25	-	-	-	-	8.86

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utiln > meet your needs during this phone call?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	1 14.3%	-	-	1 50.0%	-	-	-	1 33.3%
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-	-	-
10 Excellent	5 71.4%	-	1 100.0%	1 50.0%	-	-	-	2 66.7%
0 to 4 (Negative)	1 14.3%	-	-	1 50.0%	-	-	-	1 33.3%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	-	1 100.0%	1 50.0%	-	-	-	2 66.7%
9 and 10 (Top Box)	6 85.7%	-	1 100.0%	1 50.0%	-	-	-	2 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	1 100.0%	2 100.0%	-	-	-	3 100.0%
MEAN	8.86	-	10.00	6.50	-	-	-	7.67

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 14.3%	-	-	1 100.0% G	-	-	1 25.0%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-	-
10 Excellent	5 71.4%	3 100.0%	-	-	-	-	3 75.0%
0 to 4 (Negative)	1 14.3%	-	-	1 100.0% G	-	-	1 25.0%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	3 100.0%	-	-	-	-	3 75.0%
9 and 10 (Top Box)	6 85.7%	3 100.0%	-	-	-	-	3 75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	3 100.0%	-	1 100.0%	-	-	4 100.0%
MEAN	8.86	10.00	-	3.00	-	-	8.25

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 14.3%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-	-
10 Excellent	5 71.4%	1 100.0%	-	-	-	-	1 100.0%
0 to 4 (Negative)	1 14.3%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	1 100.0%	-	-	-	-	1 100.0%
9 and 10 (Top Box)	6 85.7%	1 100.0%	-	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%
MEAN	8.86	10.00	-	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
3	1 14.3%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-	-
10 Excellent	5 71.4%	1 100.0%	-	-	-	-	1 100.0%
0 to 4 (Negative)	1 14.3%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	1 100.0%	-	-	-	-	1 100.0%
9 and 10 (Top Box)	6 85.7%	1 100.0%	-	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	1 100.0%	-	-	-	-	1 100.0%
MEAN	8.86	10.00	-	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	1 14.3%	-	1 14.3%	1 14.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	1 14.3%	-	1 14.3%	1 14.3%
10 Excellent	5 71.4%	-	5 71.4%	5 71.4%
0 to 4 (Negative)	1 14.3%	-	1 14.3%	1 14.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	6 85.7%	-	6 85.7%	6 85.7%
9 and 10 (Top Box)	6 85.7%	-	6 85.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	7 100.0%	7 100.0%
MEAN	8.86	-	8.86	8.86

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 14.3%	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-	-
10 Excellent	5 71.4%	-	-	-	-	-	-
0 to 4 (Negative)	1 14.3%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	-	-	-	-	-	-
9 and 10 (Top Box)	6 85.7%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	-	-	-	-	-
MEAN	8.86	-	-	-	-	-	-

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	1 14.3%	1 14.3%	-	1 14.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	1 14.3%	1 14.3%	-	1 14.3%
10 Excellent	5 71.4%	5 71.4%	-	5 71.4%
0 to 4 (Negative)	1 14.3%	1 14.3%	-	1 14.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	6 85.7%	6 85.7%	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	6 85.7%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%
MEAN	8.86	8.86	-	8.86

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 14.3%	1 50.0%	-	-	-	-	1 16.7%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	1 50.0%	-	-	-	1 16.7%
10 Excellent	5 71.4%	1 50.0%	1 50.0%	-	1 100.0%	1 100.0%	4 66.7%
0 to 4 (Negative)	1 14.3%	1 50.0%	-	-	-	-	1 16.7%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	1 50.0%	2 100.0%	-	1 100.0%	1 100.0%	5 83.3%
9 and 10 (Top Box)	6 85.7%	1 50.0%	2 100.0%	-	1 100.0%	1 100.0%	5 83.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	2 100.0%	2 100.0%	-	1 100.0%	1 100.0%	6 100.0%
MEAN	8.86	6.50	9.50	-	10.00	10.00	8.67

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	-	-	1 33.3%	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	-	1 33.3%	1 14.3%
10 Excellent	5 71.4%	-	4 100.0% D	1 33.3%	5 71.4%
0 to 4 (Negative)	1 14.3%	-	-	1 33.3%	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	-	4 100.0%	2 66.7%	6 85.7%
9 and 10 (Top Box)	6 85.7%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	8.86	-	10.00	7.33	8.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	-	1 100.0% E	-	1 16.7%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	-	1 100.0% E	1 16.7%
10 Excellent	5 71.4%	4 100.0%	-	-	4 66.7%
0 to 4 (Negative)	1 14.3%	-	1 100.0% E	-	1 16.7%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	4 100.0%	-	1 100.0%	5 83.3%
9 and 10 (Top Box)	6 85.7%	4 100.0%	-	1 100.0%	5 83.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	4 100.0%	1 100.0%	1 100.0%	6 100.0%
MEAN	8.86	10.00	3.00	9.00	8.67

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	-	1 100.0% E	-	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	-	1 100.0% E	1 14.3%
10 Excellent	5 71.4%	5 100.0%	-	-	5 71.4%
0 to 4 (Negative)	1 14.3%	-	1 100.0% E	-	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	5 100.0%	-	1 100.0%	6 85.7%
9 and 10 (Top Box)	6 85.7%	5 100.0%	-	1 100.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	5 100.0%	1 100.0%	1 100.0%	7 100.0%
MEAN	8.86	10.00	3.00	9.00	8.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	-	-	1 50.0%	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	1 50.0%	-	1 14.3%
10 Excellent	5 71.4%	3 100.0%	1 50.0%	1 50.0%	5 71.4%
0 to 4 (Negative)	1 14.3%	-	-	1 50.0%	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	3 100.0%	2 100.0%	1 50.0%	6 85.7%
9 and 10 (Top Box)	6 85.7%	3 100.0%	2 100.0%	1 50.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	3 100.0%	2 100.0%	2 100.0%	7 100.0%
MEAN	8.86	10.00	9.50	6.50	8.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	-	1 33.3%	-	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	1 33.3%	-	1 14.3%
10 Excellent	5 71.4%	4 100.0% C	1 33.3%	-	5 71.4%
0 to 4 (Negative)	1 14.3%	-	1 33.3%	-	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	4 100.0%	2 66.7%	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	4 100.0%	2 66.7%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	4 100.0%	3 100.0%	-	7 100.0%
MEAN	8.86	10.00	7.33	-	8.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
2	-	-	-	-	-
3	1 14.3%	1 20.0%	-	-	1 14.3%
4	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	-	-	-	-	-
8	-	-	-	-	-
9	1 14.3%	-	1 50.0%	-	1 14.3%
10 Excellent	5 71.4%	4 80.0%	1 50.0%	-	5 71.4%
0 to 4 (Negative)	1 14.3%	1 20.0%	-	-	1 14.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	4 80.0%	2 100.0%	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	4 80.0%	2 100.0%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	5 100.0%	2 100.0%	-	7 100.0%
MEAN	8.86	8.60	9.50	-	8.86

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	1 14.3%	1 14.3%	-	1 14.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	1 14.3%	1 14.3%	-	1 14.3%
10 Excellent	5 71.4%	5 71.4%	-	5 71.4%
0 to 4 (Negative)	1 14.3%	1 14.3%	-	1 14.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	6 85.7%	6 85.7%	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	6 85.7%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%
MEAN	8.86	8.86	-	8.86

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	1 14.3%	1 14.3%	-	1 14.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	1 14.3%	1 14.3%	-	1 14.3%
10 Excellent	5 71.4%	5 71.4%	-	5 71.4%
0 to 4 (Negative)	1 14.3%	1 14.3%	-	1 14.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	6 85.7%	6 85.7%	-	6 85.7%
9 and 10 (Top Box)	6 85.7%	6 85.7%	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	7 100.0%	7 100.0%	-	7 100.0%
MEAN	8.86	8.86	-	8.86

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utiln > meet your needs during this phone call?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	1 14.3%	1 16.7%	-	-	-	1 16.7%
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	-	-	-	-	-	-
8	-	-	-	-	-	-
9	1 14.3%	-	-	-	-	-
10 Excellent	5 71.4%	5 83.3%	-	-	-	5 83.3%
0 to 4 (Negative)	1 14.3%	1 16.7%	-	-	-	1 16.7%
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	5 83.3%	-	-	-	5 83.3%
9 and 10 (Top Box)	6 85.7%	5 83.3%	-	-	-	5 83.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	6 100.0%	-	-	-	6 100.0%
MEAN	8.86	8.83	-	-	-	8.83

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utiln > meet your needs during this phone call?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	1 14.3%	-	-	-	-	1 50.0%	1 14.3%
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	1 14.3%	-	-	-	1 50.0%	-	1 14.3%
10 Excellent	5 71.4%	2 100.0%	-	1 100.0%	1 50.0%	1 50.0%	5 71.4%
0 to 4 (Negative)	1 14.3%	-	-	-	-	1 50.0%	1 14.3%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	6 85.7%	2 100.0%	-	1 100.0%	2 100.0%	1 50.0%	6 85.7%
9 and 10 (Top Box)	6 85.7%	2 100.0%	-	1 100.0%	2 100.0%	1 50.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	7 100.0%	2 100.0%	-	1 100.0%	2 100.0%	2 100.0%	7 100.0%
MEAN	8.86	10.00	-	10.00	9.50	6.50	8.86

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
2	-	-	-	-
3	1 14.3%	1 33.3%	-	1 14.3%
4	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	-	-	-	-
8	-	-	-	-
9	1 14.3%	1 33.3%	-	1 14.3%
10 Excellent	5 71.4%	1 33.3%	4 100.0% B	5 71.4%
0 to 4 (Negative)	1 14.3%	1 33.3%	-	1 14.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	6 85.7%	2 66.7%	4 100.0%	6 85.7%
9 and 10 (Top Box)	6 85.7%	2 66.7%	4 100.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	7 100.0%	3 100.0%	4 100.0%	7 100.0%
MEAN	8.86	7.33	10.00	8.86

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	10 62.5%	1 33.3%	2 50.0%	-	-	-	13 56.5%
Somewhat familiar	6 23.1%	2 12.5%	2 66.7%	2 50.0%	-	-	-	6 26.1%
Not at all familiar	6 23.1%	4 25.0%	-	-	-	-	-	4 17.4%
TOTAL NON-RESPONSES	1 3.8%	1 6.2%	-	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	16 100.0%	3 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	8 66.7%	4 57.1%	2 50.0%	-	-	-	14 60.9%
Somewhat familiar	6 23.1%	1 8.3%	2 28.6%	2 50.0%	-	-	-	5 21.7%
Not at all familiar	6 23.1%	3 25.0%	1 14.3%	-	-	-	-	4 17.4%
TOTAL NON-RESPONSES	1 3.8%	-	1 14.3%	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	12 100.0%	7 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	14	1	1	-	-	2	-	4
	53.8%	100.0%	50.0%			100.0%		66.7%
Somewhat familiar	6	-	1	1	-	-	-	2
	23.1%		50.0%	100.0%				33.3%
				H				
Not at all familiar	6	-	-	-	-	-	-	-
	23.1%							
TOTAL NON-RESPONSES	1	-	-	1	-	-	-	1
	3.8%			100.0%				16.7%
				H				
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26	1	2	1	-	2	-	6
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	4	-	-	-	-	4
	53.8%	57.1%					44.4%
Somewhat familiar	6	2	1	1	-	-	4
	23.1%	28.6%	100.0%	100.0%			44.4%
			BG	BG			
Not at all familiar	6	1	-	-	-	-	1
	23.1%	14.3%					11.1%
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	3.8%	14.3%					11.1%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	7	1	1	-	-	9
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
Somewhat familiar	6 23.1%	2 66.7%	-	-	-	-	2 50.0%
Not at all familiar	6 23.1%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	2	1	-	-	-	3
	53.8%	50.0%	100.0% B				60.0%
Somewhat familiar	6	1	-	-	-	-	1
	23.1%	25.0%					20.0%
Not at all familiar	6	1	-	-	-	-	1
	23.1%	25.0%					20.0%
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	4	1	-	-	-	5
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	1	13	14
	53.8%	100.0%	52.0%	53.8%
		CD		
Somewhat familiar	6	-	6	6
	23.1%		24.0%	23.1%
Not at all familiar	6	-	6	6
	23.1%		24.0%	23.1%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		4.0%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	1	25	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	1 100.0%	1 100.0%	-	-	-	1 100.0%
Somewhat familiar	6 23.1%	-	-	-	-	-	-
Not at all familiar	6 23.1%	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	5	9	14
	53.8%	71.4%	50.0%	56.0%
Somewhat familiar	6	1	5	6
	23.1%	14.3%	27.8%	24.0%
Not at all familiar	6	1	4	5
	23.1%	14.3%	22.2%	20.0%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	14.3%		4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	7	18	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	1	1	-	1	1	4
	53.8%	50.0%	50.0%		100.0%	100.0%	66.7%
Somewhat familiar	6	1	-	-	-	-	1
	23.1%	50.0%					16.7%
Not at all familiar	6	-	1	-	-	-	1
	23.1%		50.0%				16.7%
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	3.8%	50.0%					16.7%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	2	2	-	1	1	6
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	-	3	1	4
	53.8%		100.0%	33.3%	66.7%
			D		
Somewhat familiar	6	-	-	1	1
	23.1%			33.3%	16.7%
Not at all familiar	6	-	-	1	1
	23.1%			33.3%	16.7%
TOTAL NON-RESPONSES	1	-	1	-	1
	3.8%		33.3%		16.7%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	-	3	3	6
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	14 100.0% E	-	-	14 53.8%
Somewhat familiar	6 23.1%	-	6 100.0% E	-	6 23.1%
Not at all familiar	6 23.1%	-	-	6 100.0% E	6 23.1%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	13	1	-	14
	53.8%	72.2%	16.7%		53.8%
		C			C
Somewhat familiar	6	3	3	-	6
	23.1%	16.7%	50.0%		23.1%
Not at all familiar	6	2	2	2	6
	23.1%	11.1%	33.3%	100.0%	23.1%
				BCE	
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	8	1	4	13
	53.8%	88.9%	25.0%	33.3%	52.0%
		CDE			
Somewhat familiar	6	1	2	3	6
	23.1%	11.1%	50.0%	25.0%	24.0%
Not at all familiar	6	-	1	5	6
	23.1%		25.0%	41.7%	24.0%
TOTAL NON-RESPONSES	1	-	1	-	1
	3.8%		25.0%		4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	9	4	12	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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				
14	10	3	1	14
53.8%	76.9%	37.5%	20.0%	53.8%
	D			
Somewhat familiar				
6	3	3	-	6
23.1%	23.1%	37.5%		23.1%
Not at all familiar				
6	-	2	4	6
23.1%		25.0%	80.0%	23.1%
			CE	
TOTAL NON-RESPONSES				
1	1	-	-	1
3.8%	7.7%			3.8%
NO ANSWER				
-	-	-	-	-
TOTAL ANSWERING				
26	13	8	5	26
100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 53.8%	12 66.7%	2 40.0%	-	14 53.8%
Somewhat familiar	6 23.1%	4 22.2%	2 40.0%	-	6 23.1%
Not at all familiar	6 23.1%	2 11.1%	1 20.0%	3 100.0% BCE	6 23.1%
TOTAL NON-RESPONSES	1 3.8%	1 5.6%	-	-	1 3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	18 100.0%	5 100.0%	3 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	13	1	14
	53.8%	54.2%	100.0% BD	56.0%
Somewhat familiar	6	6	-	6
	23.1%	25.0%		24.0%
Not at all familiar	6	5	-	5
	23.1%	20.8%		20.0%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	12	1	13
	53.8%	66.7%	16.7%	54.2%
		C		C
Somewhat familiar	6	4	2	6
	23.1%	22.2%	33.3%	25.0%
Not at all familiar	6	2	3	5
	23.1%	11.1%	50.0%	20.8%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	5.6%		4.2%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	18	6	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	14	10	4	-	-	14
	53.8%	71.4%	50.0%			58.3%
Somewhat familiar	6	2	3	1	-	6
	23.1%	14.3%	37.5%	50.0%		25.0%
Not at all familiar	6	2	1	1	-	4
	23.1%	14.3%	12.5%	50.0%		16.7%
TOTAL NON-RESPONSES	1	1	-	-	-	1
	3.8%	7.1%				4.2%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	26	14	8	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q22. (<utiln >...) Has a toll-free number to report power outages. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	14	1	3	3	3	3	13
	53.8%	100.0%	75.0%	75.0%	33.3%	50.0%	54.2%
		EFG					
Somewhat familiar	6	-	-	1	3	2	6
	23.1%			25.0%	33.3%	33.3%	25.0%
Not at all familiar	6	-	1	-	3	1	5
	23.1%		25.0%		33.3%	16.7%	20.8%
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	3.8%	100.0%					4.2%
		G					
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	1	4	4	9	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	3	11	14
	53.8%	37.5%	61.1%	53.8%
Somewhat familiar	6	3	3	6
	23.1%	37.5%	16.7%	23.1%
Not at all familiar	6	2	4	6
	23.1%	25.0%	22.2%	23.1%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.6%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	13 76.5%	1 33.3%	3 75.0%	-	-	-	17 70.8%
Somewhat familiar	6 22.2%	2 11.8%	2 66.7%	1 25.0%	-	-	-	5 20.8%
Not at all familiar	2 7.4%	2 11.8%	-	-	-	-	-	2 8.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	9 75.0%	5 62.5%	4 100.0% BCH	-	-	-	18 75.0%
Somewhat familiar	6 22.2%	2 16.7%	2 25.0%	-	-	-	-	4 16.7%
Not at all familiar	2 7.4%	1 8.3%	1 12.5%	-	-	-	-	2 8.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	19 70.4%	1 100.0%	1 50.0%	1 50.0%	-	2 100.0%	-	5 71.4%
Somewhat familiar	6 22.2%	-	1 50.0%	1 50.0%	-	-	-	2 28.6%
Not at all familiar	2 7.4%	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	6	1	-	-	-	7
	70.4%	75.0%	100.0%				70.0%
			G				
Somewhat familiar	6	1	-	1	-	-	2
	22.2%	12.5%		100.0%			20.0%
				BG			
Not at all familiar	2	1	-	-	-	-	1
	7.4%	12.5%					10.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	3 100.0%	1 100.0%	-	-	-	4 100.0%
Somewhat familiar	6 22.2%	-	-	-	-	-	-
Not at all familiar	2 7.4%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	3 75.0%	1 100.0%	-	-	-	4 80.0%
Somewhat familiar	6 22.2%	-	-	-	-	-	-
Not at all familiar	2 7.4%	1 25.0%	-	-	-	-	1 20.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	1 100.0% CD	18 69.2%	19 70.4%
Somewhat familiar	6 22.2%	-	6 23.1%	6 22.2%
Not at all familiar	2 7.4%	-	2 7.7%	2 7.4%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	1 100.0%	1 100.0%	-	-	-	1 100.0%
Somewhat familiar	6 22.2%	-	-	-	-	-	-
Not at all familiar	2 7.4%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	5	13	18
	70.4%	62.5%	72.2%	69.2%
Somewhat familiar	6	2	4	6
	22.2%	25.0%	22.2%	23.1%
Not at all familiar	2	1	1	2
	7.4%	12.5%	5.6%	7.7%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	1 33.3%	1 50.0%	-	1 100.0% BG	1 100.0% BG	4 57.1%
Somewhat familiar	6 22.2%	2 66.7%	-	-	-	-	2 28.6%
Not at all familiar	2 7.4%	-	1 50.0%	-	-	-	1 14.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	-	4 100.0% D	1 33.3%	5 71.4%
Somewhat familiar	6 22.2%	-	-	1 33.3%	1 14.3%
Not at all familiar	2 7.4%	-	-	1 33.3%	1 14.3%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	13 92.9% CDE	3 50.0%	2 33.3%	18 69.2%
Somewhat familiar	6 22.2%	1 7.1%	3 50.0% B	2 33.3%	6 23.1%
Not at all familiar	2 7.4%	-	-	2 33.3%	2 7.7%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	19 100.0% E	-	-	19 70.4%
Somewhat familiar	6 22.2%	-	6 100.0% E	-	6 22.2%
Not at all familiar	2 7.4%	-	-	2 100.0% E	2 7.4%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	9	2	7	18
	70.4%	100.0% CDE	40.0%	58.3%	69.2%
Somewhat familiar	6	-	2	4	6
	22.2%		40.0%	33.3%	23.1%
Not at all familiar	2	-	1	1	2
	7.4%		20.0%	8.3%	7.7%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	9	5	12	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	13	3	3	19
	70.4%	92.9%	37.5%	60.0%	70.4%
		CE			
Somewhat familiar	6	1	4	1	6
	22.2%	7.1%	50.0%	20.0%	22.2%
			B		
Not at all familiar	2	-	1	1	2
	7.4%		12.5%	20.0%	7.4%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19 70.4%	16 84.2%	2 40.0%	1 33.3%	19 70.4%
Somewhat familiar	6 22.2%	3 15.8%	2 40.0%	1 33.3%	6 22.2%
Not at all familiar	2 7.4%	-	1 20.0%	1 33.3%	2 7.4%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	18	1	19
	70.4%	72.0%	100.0% BD	73.1%
Somewhat familiar	6	6	-	6
	22.2%	24.0%		23.1%
Not at all familiar	2	1	-	1
	7.4%	4.0%		3.8%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	25	1	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	15	3	18
	70.4%	78.9%	50.0%	72.0%
Somewhat familiar	6	3	3	6
	22.2%	15.8%	50.0%	24.0%
Not at all familiar	2	1	-	1
	7.4%	5.3%		4.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	19	6	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	19 70.4%	12 80.0%	6 75.0%	1 50.0%	-	19 76.0%
Somewhat familiar	6 22.2%	3 20.0%	2 25.0%	1 50.0%	-	6 24.0%
Not at all familiar	2 7.4%	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven days a week by phone in the event of a power outage. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	19	2	3	2	7	4	18
	70.4%	100.0% DG	75.0%	50.0%	77.8%	66.7%	72.0%
Somewhat familiar	6	-	1	2	1	2	6
	22.2%		25.0%	50.0%	11.1%	33.3%	24.0%
Not at all familiar	2	-	-	-	1	-	1
	7.4%				11.1%		4.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. (<utiln >...) Is available 24 hours a day, seven 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	19	3	16	19
	70.4%	37.5%	84.2% B	70.4%
Somewhat familiar	6	3	3	6
	22.2%	37.5%	15.8%	22.2%
Not at all familiar	2	2	-	2
	7.4%	25.0%		7.4%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	8	19	27
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	5	-	3	-	-	-	8
	34.6%	29.4%		75.0%				34.8%
Somewhat familiar	5	3	2	-	-	-	-	5
	19.2%	17.6%	100.0% BH					21.7%
Not at all familiar	12	9	-	1	-	-	-	10
	46.2%	52.9%		25.0%				43.5%
TOTAL NON-RESPONSES	1	-	1	-	-	-	-	1
	3.8%		50.0%					4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26	17	2	4	-	-	-	23
	100.0%	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9 34.6%	4 33.3%	3 37.5%	2 66.7%	-	-	-	9 39.1%
Somewhat familiar	5 19.2%	1 8.3%	3 37.5%	-	-	-	-	4 17.4%
Not at all familiar	12 46.2%	7 58.3%	2 25.0%	1 33.3%	-	-	-	10 43.5%
TOTAL NON-RESPONSES	1 3.8%	-	-	1 33.3%	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	12 100.0%	8 100.0%	3 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	9	-	1	-	-	1	-	2
	34.6%		50.0%			50.0%		33.3%
Somewhat familiar	5	-	1	1	-	1	-	3
	19.2%		50.0%	50.0%		50.0%		50.0%
Not at all familiar	12	-	-	1	-	-	-	1
	46.2%			50.0%				16.7%
TOTAL NON-RESPONSES	1	1	-	-	-	-	-	1
	3.8%							16.7%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26	-	2	2	-	2	-	6
	100.0%		100.0%	100.0%		100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	4	1	-	-	-	5
	34.6%	50.0%	100.0%				50.0%
			BG				
Somewhat familiar	5	2	-	-	-	-	2
	19.2%	25.0%					20.0%
Not at all familiar	12	2	-	1	-	-	3
	46.2%	25.0%		100.0%			30.0%
				BG			
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	2	-	-	-	-	2
	34.6%	66.7%					66.7%
Somewhat familiar	5	-	-	-	-	-	-
	19.2%						
Not at all familiar	12	1	-	-	-	-	1
	46.2%	33.3%					33.3%
TOTAL NON-RESPONSES	1	-	1	-	-	-	1
	3.8%						33.3%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	-	-	-	-	3
	100.0%	100.0%					100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	2	-	-	-	-	2
	34.6%	50.0%					50.0%
Somewhat familiar	5	-	-	-	-	-	-
	19.2%						
Not at all familiar	12	2	-	-	-	-	2
	46.2%	50.0%					50.0%
TOTAL NON-RESPONSES	1	-	1	-	-	-	1
	3.8%						25.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	4	-	-	-	-	4
	100.0%	100.0%					100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	-	9	9
	34.6%		36.0%	34.6%
Somewhat familiar	5	-	5	5
	19.2%		20.0%	19.2%
Not at all familiar	12	1	11	12
	46.2%	100.0%	44.0%	46.2%
		CD		
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		4.0%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	1	25	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9 34.6%	-	-	-	-	-	-
Somewhat familiar	5 19.2%	-	-	-	-	-	-
Not at all familiar	12 46.2%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	3	6	9
	34.6%	37.5%	35.3%	36.0%
Somewhat familiar	5	2	3	5
	19.2%	25.0%	17.6%	20.0%
Not at all familiar	12	3	8	11
	46.2%	37.5%	47.1%	44.0%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.9%	4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	8	17	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9 34.6%	-	1 50.0%	-	-	1 100.0% G	2 28.6%
Somewhat familiar	5 19.2%	1 33.3%	1 50.0%	-	-	-	2 28.6%
Not at all familiar	12 46.2%	2 66.7%	-	-	1 100.0% G	-	3 42.9%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	-	3	-	3
	34.6%		75.0%		42.9%
Somewhat familiar	5	-	1	1	2
	19.2%		25.0%	33.3%	28.6%
Not at all familiar	12	-	-	2	2
	46.2%			66.7%	28.6%
TOTAL NON-RESPONSES	1	-	-	-	-
	3.8%				
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	-	4	3	7
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	8	1	-	9
	34.6%	61.5%	16.7%		36.0%
		C			
Somewhat familiar	5	1	2	1	4
	19.2%	7.7%	33.3%	16.7%	16.0%
Not at all familiar	12	4	3	5	12
	46.2%	30.8%	50.0%	83.3%	48.0%
				B	
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	7.7%			4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	13	6	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	9	-	-	9
	34.6%	50.0%			34.6%
Somewhat familiar	5	2	2	1	5
	19.2%	11.1%	33.3%	50.0%	19.2%
Not at all familiar	12	7	4	1	12
	46.2%	38.9%	66.7%	50.0%	46.2%
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	5.6%			3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	18	6	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9 34.6%	9 100.0% E	-	-	9 34.6%
Somewhat familiar	5 19.2%	-	5 100.0% E	-	5 19.2%
Not at all familiar	12 46.2%	-	-	12 100.0% E	12 46.2%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	8	1	-	9
	34.6%	61.5%	12.5%		34.6%
		C			
Somewhat familiar	5	2	3	-	5
	19.2%	15.4%	37.5%		19.2%
Not at all familiar	12	3	4	5	12
	46.2%	23.1%	50.0%	100.0%	46.2%
				BCE	
TOTAL NON-RESPONSES	1	1	-	-	1
	3.8%	7.7%			3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	13	8	5	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9 34.6%	8 44.4%	1 20.0%	-	9 34.6%
Somewhat familiar	5 19.2%	2 11.1%	3 60.0% B	-	5 19.2%
Not at all familiar	12 46.2%	8 44.4%	1 20.0%	3 100.0% BCE	12 46.2%
TOTAL NON-RESPONSES	1 3.8%	1 5.6%	-	-	1 3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	18 100.0%	5 100.0%	3 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	8	1	9
	34.6%	33.3%	100.0%	36.0%
			BD	
Somewhat familiar	5	5	-	5
	19.2%	20.8%		20.0%
Not at all familiar	12	11	-	11
	46.2%	45.8%		44.0%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	4.2%		4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	24	1	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	6	2	8
	34.6%	33.3%	33.3%	33.3%
Somewhat familiar	5	4	1	5
	19.2%	22.2%	16.7%	20.8%
Not at all familiar	12	8	3	11
	46.2%	44.4%	50.0%	45.8%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	5.6%		4.2%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	18	6	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	9 34.6%	6 40.0%	3 42.9%	-	-	9 37.5%
Somewhat familiar	5 19.2%	2 13.3%	2 28.6%	-	-	4 16.7%
Not at all familiar	12 46.2%	7 46.7%	2 28.6%	2 100.0% BCF	-	11 45.8%
TOTAL NON-RESPONSES	1 3.8%	-	1 14.3%	-	-	1 4.2%
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	15 100.0%	7 100.0%	2 100.0%	-	24 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q24. (<utiln >...) Reports information about extended power outages to the news media to keep customers informed. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	9	1	1	2	2	2	8
	34.6%	50.0%	25.0%	50.0%	25.0%	33.3%	33.3%
Somewhat familiar	5	1	-	1	2	1	5
	19.2%	50.0%		25.0%	25.0%	16.7%	20.8%
Not at all familiar	12	-	3	1	4	3	11
	46.2%		75.0%	25.0%	50.0%	50.0%	45.8%
TOTAL NON-RESPONSES	1	-	-	-	1	-	1
	3.8%				12.5%		4.2%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	2	4	4	8	6	24
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	9	2	7	9
	34.6%	25.0%	38.9%	34.6%
Somewhat familiar	5	2	3	5
	19.2%	25.0%	16.7%	19.2%
Not at all familiar	12	4	8	12
	46.2%	50.0%	44.4%	46.2%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.6%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	9 52.9%	1 33.3%	3 75.0%	-	-	-	13 54.2%
Somewhat familiar	8 29.6%	5 29.4%	2 66.7%	1 25.0%	-	-	-	8 33.3%
Not at all familiar	5 18.5%	3 17.6%	-	-	-	-	-	3 12.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	5 41.7%	5 62.5%	4 100.0% BCH	-	-	-	14 58.3%
Somewhat familiar	8 29.6%	5 41.7%	2 25.0%	-	-	-	-	7 29.2%
Not at all familiar	5 18.5%	2 16.7%	1 12.5%	-	-	-	-	3 12.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	14 51.9%	1 100.0%	1 50.0%	1 50.0%	-	2 100.0%	-	5 71.4%
Somewhat familiar	8 29.6%	-	1 50.0%	1 50.0%	-	-	-	2 28.6%
Not at all familiar	5 18.5%	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	6	1	-	-	-	7
	51.9%	75.0%	100.0%				70.0%
			G				
Somewhat familiar	8	1	-	1	-	-	2
	29.6%	12.5%		100.0%			20.0%
				BG			
Not at all familiar	5	1	-	-	-	-	1
	18.5%	12.5%					10.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	3 100.0%	1 100.0%	-	-	-	4 100.0%
Somewhat familiar	8 29.6%	-	-	-	-	-	-
Not at all familiar	5 18.5%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	3 75.0%	1 100.0%	-	-	-	4 80.0%
Somewhat familiar	8 29.6%	-	-	-	-	-	-
Not at all familiar	5 18.5%	1 25.0%	-	-	-	-	1 20.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	-	14 53.8%	14 51.9%
Somewhat familiar	8 29.6%	-	8 30.8%	8 29.6%
Not at all familiar	5 18.5%	1 100.0% CD	4 15.4%	5 18.5%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	-	-	-	-	-	-
Somewhat familiar	8 29.6%	-	-	-	-	-	-
Not at all familiar	5 18.5%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	5	9	14
	51.9%	62.5%	50.0%	53.8%
Somewhat familiar	8	3	5	8
	29.6%	37.5%	27.8%	30.8%
Not at all familiar	5	-	4	4
	18.5%		22.2%	15.4%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	2 66.7%	1 50.0%	-	-	1 100.0% G	4 57.1%
Somewhat familiar	8 29.6%	1 33.3%	1 50.0%	-	1 100.0% BG	-	3 42.9%
Not at all familiar	5 18.5%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	-	4 100.0% E	-	4 57.1%
Somewhat familiar	8 29.6%	-	-	3 100.0% E	3 42.9%
Not at all familiar	5 18.5%	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	10 71.4%	3 50.0%	-	13 50.0%
Somewhat familiar	8 29.6%	3 21.4%	3 50.0%	2 33.3%	8 30.8%
Not at all familiar	5 18.5%	1 7.1%	-	4 66.7% BE	5 19.2%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	13 68.4% C	1 16.7%	-	14 51.9%
Somewhat familiar	8 29.6%	3 15.8%	4 66.7% B	1 50.0%	8 29.6%
Not at all familiar	5 18.5%	3 15.8%	1 16.7%	1 50.0%	5 18.5%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	2 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	8 88.9% CDE	2 40.0%	3 25.0%	13 50.0%
Somewhat familiar	8 29.6%	1 11.1%	3 60.0% B	4 33.3%	8 30.8%
Not at all familiar	5 18.5%	-	-	5 41.7%	5 19.2%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	14	-	-	14
	51.9%	100.0%			51.9%
		E			
Somewhat familiar	8	-	8	-	8
	29.6%		100.0%		29.6%
			E		
Not at all familiar	5	-	-	5	5
	18.5%			100.0%	18.5%
				E	
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14 51.9%	13 68.4% C	1 20.0%	-	14 51.9%
Somewhat familiar	8 29.6%	3 15.8%	4 80.0% BE	1 33.3%	8 29.6%
Not at all familiar	5 18.5%	3 15.8%	-	2 66.7%	5 18.5%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	14	-	14
	51.9%	56.0%		53.8%
Somewhat familiar	8	7	1	8
	29.6%	28.0%	100.0%	30.8%
			BD	
Not at all familiar	5	4	-	4
	18.5%	16.0%		15.4%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	25	1	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	12	2	14
	51.9%	63.2%	33.3%	56.0%
Somewhat familiar	8	5	2	7
	29.6%	26.3%	33.3%	28.0%
Not at all familiar	5	2	2	4
	18.5%	10.5%	33.3%	16.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	19	6	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	14	9	4	1	-	14
	51.9%	60.0%	50.0%	50.0%		56.0%
Somewhat familiar	8	5	2	-	-	7
	29.6%	33.3%	25.0%			28.0%
Not at all familiar	5	1	2	1	-	4
	18.5%	6.7%	25.0%	50.0%		16.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27	15	8	2	-	25
	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q25. (<utiln >...) Offers different bill payment options to qualified customers, such as paying a fixed monthly amount. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	14	2	1	3	4	4	14
	51.9%	100.0%	25.0%	75.0%	44.4%	66.7%	56.0%
		CEG					
Somewhat familiar	8	-	2	1	3	1	7
	29.6%		50.0%	25.0%	33.3%	16.7%	28.0%
Not at all familiar	5	-	1	-	2	1	4
	18.5%		25.0%		22.2%	16.7%	16.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	14	4	10	14
	51.9%	50.0%	52.6%	51.9%
Somewhat familiar	8	3	5	8
	29.6%	37.5%	26.3%	29.6%
Not at all familiar	5	1	4	5
	18.5%	12.5%	21.1%	18.5%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	8	19	27
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	12 70.6%	1 33.3%	4 100.0% BCH	-	-	-	17 70.8%
Somewhat familiar	5 18.5%	2 11.8%	2 66.7%	-	-	-	-	4 16.7%
Not at all familiar	3 11.1%	3 17.6%	-	-	-	-	-	3 12.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	17 100.0%	3 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	7 58.3%	6 75.0%	4 100.0% BH	-	-	-	17 70.8%
Somewhat familiar	5 18.5%	3 25.0%	1 12.5%	-	-	-	-	4 16.7%
Not at all familiar	3 11.1%	2 16.7%	1 12.5%	-	-	-	-	3 12.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	12 100.0%	8 100.0%	4 100.0%	-	-	-	24 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Very familiar	19	1	1	2	-	2	-	6
	70.4%	100.0%	50.0%	100.0%		100.0%		85.7%
Somewhat familiar	5	-	1	-	-	-	-	1
	18.5%		50.0%					14.3%
Not at all familiar	3	-	-	-	-	-	-	-
	11.1%							
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	27	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	6	1	1	-	-	8
	70.4%	75.0%	100.0%	100.0%			80.0%
Somewhat familiar	5	1	-	-	-	-	1
	18.5%	12.5%					10.0%
Not at all familiar	3	1	-	-	-	-	1
	11.1%	12.5%					10.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	8	1	1	-	-	10
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	3 100.0%	1 100.0%	-	-	-	4 100.0%
Somewhat familiar	5 18.5%	-	-	-	-	-	-
Not at all familiar	3 11.1%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	3 75.0%	1 100.0%	-	-	-	4 80.0%
Somewhat familiar	5 18.5%	-	-	-	-	-	-
Not at all familiar	3 11.1%	1 25.0%	-	-	-	-	1 20.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	4 100.0%	1 100.0%	-	-	-	5 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	1 100.0% CD	18 69.2%	19 70.4%
Somewhat familiar	5 18.5%	-	5 19.2%	5 18.5%
Not at all familiar	3 11.1%	-	3 11.5%	3 11.1%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	26 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	1 100.0%	1 100.0%	-	-	-	1 100.0%
Somewhat familiar	5 18.5%	-	-	-	-	-	-
Not at all familiar	3 11.1%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	6	12	18
	70.4%	75.0%	66.7%	69.2%
Somewhat familiar	5	2	3	5
	18.5%	25.0%	16.7%	19.2%
Not at all familiar	3	-	3	3
	11.1%		16.7%	11.5%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	8	18	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	3 100.0%	1 50.0%	-	-	1 100.0%	5 71.4%
Somewhat familiar	5 18.5%	-	1 50.0%	-	1 100.0% G	-	2 28.6%
Not at all familiar	3 11.1%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	-	4 100.0% D	1 33.3%	5 71.4%
Somewhat familiar	5 18.5%	-	-	2 66.7%	2 28.6%
Not at all familiar	3 11.1%	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	12 85.7% D	4 66.7%	2 33.3%	18 69.2%
Somewhat familiar	5 18.5%	2 14.3%	2 33.3%	1 16.7%	5 19.2%
Not at all familiar	3 11.1%	-	-	3 50.0%	3 11.5%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	14 100.0%	6 100.0%	6 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	16	3	-	19
	70.4%	84.2%	50.0%		70.4%
Somewhat familiar	5	2	2	1	5
	18.5%	10.5%	33.3%	50.0%	18.5%
Not at all familiar	3	1	1	1	3
	11.1%	5.3%	16.7%	50.0%	11.1%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	19	6	2	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	8 88.9% C	2 40.0%	8 66.7%	18 69.2%
Somewhat familiar	5 18.5%	1 11.1%	3 60.0% BD	1 8.3%	5 19.2%
Not at all familiar	3 11.1%	-	-	3 25.0%	3 11.5%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	9 100.0%	5 100.0%	12 100.0%	26 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	13	3	3	19
	70.4%	92.9%	37.5%	60.0%	70.4%
		CE			
Somewhat familiar	5	1	4	-	5
	18.5%	7.1%	50.0%		18.5%
			B		
Not at all familiar	3	-	1	2	3
	11.1%		12.5%	40.0%	11.1%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27	14	8	5	27
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	19 100.0% E	-	-	19 70.4%
Somewhat familiar	5 18.5%	-	5 100.0% E	-	5 18.5%
Not at all familiar	3 11.1%	-	-	3 100.0% E	3 11.1%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	5 100.0%	3 100.0%	27 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	18	1	19
	70.4%	72.0%	100.0% BD	73.1%
Somewhat familiar	5	5	-	5
	18.5%	20.0%		19.2%
Not at all familiar	3	2	-	2
	11.1%	8.0%		7.7%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27	25	1	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	16 84.2% C	2 33.3%	18 72.0%
Somewhat familiar	5 18.5%	3 15.8%	2 33.3%	5 20.0%
Not at all familiar	3 11.1%	-	2 33.3%	2 8.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	19 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Very familiar	19 70.4%	12 80.0%	5 62.5%	2 100.0% CF	-	19 76.0%
Somewhat familiar	5 18.5%	2 13.3%	2 25.0%	-	-	4 16.0%
Not at all familiar	3 11.1%	1 6.7%	1 12.5%	-	-	2 8.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	27 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q26. (<utiln >...) Trims trees to reduce the occurrence of power outages. (PROBE: Are you aware they provide this?)

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Very familiar	19	2	3	2	5	6	18
	70.4%	100.0%	75.0%	50.0%	55.6%	100.0%	72.0%
		DEG				DEG	
Somewhat familiar	5	-	-	2	3	-	5
	18.5%			50.0%	33.3%		20.0%
Not at all familiar	3	-	1	-	1	-	2
	11.1%		25.0%		11.1%		8.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	27	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 70.4%	5 62.5%	14 73.7%	19 70.4%
Somewhat familiar	5 18.5%	2 25.0%	3 15.8%	5 18.5%
Not at all familiar	3 11.1%	1 12.5%	2 10.5%	3 11.1%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	27 100.0%	8 100.0%	19 100.0%	27 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1 4.5%	1 8.3%	-	-	-	-	-	1 5.3%
6	-	-	-	-	-	-	-	-
7	1 4.5%	1 8.3%	-	-	-	-	-	1 5.3%
8	3 13.6%	1 8.3%	-	1 25.0%	-	-	-	2 10.5%
9	1 4.5%	-	-	1 25.0%	-	-	-	1 5.3%
10 Excellent	16 72.7%	9 75.0%	3 100.0% BDH	2 50.0%	-	-	-	14 73.7%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	1 8.3%	-	-	-	-	-	1 5.3%
6 to 10 (Positive)	21 95.5%	11 91.7%	3 100.0%	4 100.0%	-	-	-	18 94.7%
9 and 10 (Top Box)	17 77.3%	9 75.0%	3 100.0% BH	3 75.0%	-	-	-	15 78.9%
TOTAL NON-RESPONSES	2 9.1%	2 16.7%	-	-	-	-	-	2 10.5%
TOTAL ANSWERING	22 100.0%	12 100.0%	3 100.0%	4 100.0%	-	-	-	19 100.0%
MEAN	9.32	9.17	10.00	9.25	-	-	-	9.32

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1	-	1	-	-	-	-	1
	4.5%		14.3%					5.3%
6	-	-	-	-	-	-	-	-
7	1	1	-	-	-	-	-	1
	4.5%	12.5%						5.3%
8	3	1	1	1	-	-	-	3
	13.6%	12.5%	14.3%	25.0%				15.8%
9	1	-	-	1	-	-	-	1
	4.5%			25.0%				5.3%
10 Excellent	16	6	5	2	-	-	-	13
	72.7%	75.0%	71.4%	50.0%				68.4%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	1	-	1	-	-	-	-	1
	4.5%		14.3%					5.3%
6 to 10 (Positive)	21	8	6	4	-	-	-	18
	95.5%	100.0%	85.7%	100.0%				94.7%
9 and 10 (Top Box)	17	6	5	3	-	-	-	14
	77.3%	75.0%	71.4%	75.0%				73.7%
TOTAL NON-RESPONSES	2	2	-	-	-	-	-	2
	9.1%	25.0%						10.5%
TOTAL ANSWERING	22	8	7	4	-	-	-	19
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	9.32	9.38	9.00	9.25	-	-	-	9.21

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	1	-	-	-	-	1	-	1
	4.5%					50.0%		14.3%
6	-	-	-	-	-	-	-	-
7	1	-	-	-	-	-	-	-
	4.5%							
8	3	-	-	1	-	-	-	1
	13.6%			50.0%				14.3%
9	1	-	-	-	-	-	-	-
	4.5%							
10 Excellent	16	1	2	1	-	1	-	5
	72.7%	100.0%	100.0%	50.0%		50.0%		71.4%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	1	-	-	-	-	1	-	1
	4.5%					50.0%		14.3%
6 to 10 (Positive)	21	1	2	2	-	1	-	6
	95.5%	100.0%	100.0%	100.0%		50.0%		85.7%
9 and 10 (Top Box)	17	1	2	1	-	1	-	5
	77.3%	100.0%	100.0%	50.0%		50.0%		71.4%
TOTAL NON-RESPONSES	2	-	-	-	-	-	-	-
	9.1%							
TOTAL ANSWERING	22	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
MEAN	9.32	10.00	10.00	9.00	-	7.50	-	9.00

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 4.5%	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.5%	-	-	-	-	-	-
8	3 13.6%	1 14.3%	-	1 100.0%	-	-	2 22.2%
9	1 4.5%	-	1 100.0%	BG -	-	-	1 11.1%
10 Excellent	16 72.7%	6 85.7%	G -	-	-	-	6 66.7%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-	-	-
6 to 10 (Positive)	21 95.5%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
9 and 10 (Top Box)	17 77.3%	6 85.7%	1 100.0%	-	-	-	7 77.8%
TOTAL NON-RESPONSES	2 9.1%	-	-	-	-	-	-
TOTAL ANSWERING	22 100.0%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
MEAN	9.32	9.71	9.00	8.00	-	-	9.44

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 4.5%	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.5%	-	-	-	-	-	-
8	3 13.6%	1 33.3%	-	-	-	-	1 25.0%
9	1 4.5%	1 33.3%	-	-	-	-	1 25.0%
10 Excellent	16 72.7%	1 33.3%	1 100.0% BG	-	-	-	2 50.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-	-	-
6 to 10 (Positive)	21 95.5%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	17 77.3%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	2 9.1%	-	-	-	-	-	-
TOTAL ANSWERING	22 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.32	9.00	10.00	-	-	-	9.25

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 4.5%	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.5%	-	-	-	-	-	-
8	3 13.6%	1 33.3%	-	-	-	-	1 25.0%
9	1 4.5%	-	-	-	-	-	-
10 Excellent	16 72.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-	-	-
6 to 10 (Positive)	21 95.5%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	17 77.3%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	2 9.1%	-	-	-	-	-	-
TOTAL ANSWERING	22 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.32	9.33	10.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
	4.5%		4.8%	4.5%
6	-	-	-	-
7	1	-	1	1
	4.5%		4.8%	4.5%
8	3	-	3	3
	13.6%		14.3%	13.6%
9	1	-	1	1
	4.5%		4.8%	4.5%
10 Excellent	16	1	15	16
	72.7%	100.0%	71.4%	72.7%
		CD		
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	1	-	1	1
	4.5%		4.8%	4.5%
6 to 10 (Positive)	21	1	20	21
	95.5%	100.0%	95.2%	95.5%
9 and 10 (Top Box)	17	1	16	17
	77.3%	100.0%	76.2%	77.3%
		CD		
TOTAL NON-RESPONSES	2	-	2	2
	9.1%		9.5%	9.1%
TOTAL ANSWERING	22	1	21	22
	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	10.00	9.29	9.32

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 4.5%	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.5%	-	-	-	-	-	-
8	3 13.6%	-	-	-	-	-	-
9	1 4.5%	-	-	-	-	-	-
10 Excellent	16 72.7%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-	-	-
6 to 10 (Positive)	21 95.5%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	17 77.3%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	2 9.1%	-	-	-	-	-	-
TOTAL ANSWERING	22 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.32	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
	4.5%		6.7%	4.8%
6	-	-	-	-
7	1	-	1	1
	4.5%		6.7%	4.8%
8	3	1	2	3
	13.6%	16.7%	13.3%	14.3%
9	1	-	1	1
	4.5%		6.7%	4.8%
10 Excellent	16	5	10	15
	72.7%	83.3%	66.7%	71.4%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	1	-	1	1
	4.5%		6.7%	4.8%
6 to 10 (Positive)	21	6	14	20
	95.5%	100.0%	93.3%	95.2%
9 and 10 (Top Box)	17	5	11	16
	77.3%	83.3%	73.3%	76.2%
TOTAL NON-RESPONSES	2	2	-	2
	9.1%	33.3%		9.5%
TOTAL ANSWERING	22	6	15	21
	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.67	9.13	9.29

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1 4.5%	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 4.5%	-	-	-	-	-	-
8	3 13.6%	1 33.3%	-	-	-	-	1 16.7%
9	1 4.5%	-	-	-	-	-	-
10 Excellent	16 72.7%	2 66.7%	1 100.0%	-	1 100.0%	1 100.0%	5 83.3%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-	-	-
6 to 10 (Positive)	21 95.5%	3 100.0%	1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
9 and 10 (Top Box)	17 77.3%	2 66.7%	1 100.0%	-	1 100.0%	1 100.0%	5 83.3%
TOTAL NON-RESPONSES	2 9.1%	-	1 100.0%	-	-	-	1 16.7%
TOTAL ANSWERING	22 100.0%	3 100.0%	G 1 100.0%	-	1 100.0%	1 100.0%	6 100.0%
MEAN	9.32	9.33	10.00	-	10.00	10.00	9.67

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1 4.5%	-	-	-	-
6	-	-	-	-	-
7	1 4.5%	-	-	-	-
8	3 13.6%	-	-	1 50.0%	1 20.0%
9	1 4.5%	-	-	-	-
10 Excellent	16 72.7%	-	3 100.0%	1 50.0%	4 80.0%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1 4.5%	-	-	-	-
6 to 10 (Positive)	21 95.5%	-	3 100.0%	2 100.0%	5 100.0%
9 and 10 (Top Box)	17 77.3%	-	3 100.0%	1 50.0%	4 80.0%
TOTAL NON-RESPONSES	2 9.1%	-	1 33.3%	1 50.0%	2 40.0%
TOTAL ANSWERING	22 100.0%	-	3 100.0%	2 100.0%	5 100.0%
MEAN	9.32	-	10.00	9.00	9.60

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
	4.5%	7.7%			4.8%
6	-	-	-	-	-
7	1	1	-	-	1
	4.5%	7.7%			4.8%
8	3	1	2	-	3
	13.6%	7.7%	33.3%		14.3%
9	1	-	1	-	1
	4.5%		16.7%		4.8%
10 Excellent	16	10	3	2	15
	72.7%	76.9%	50.0%	100.0%	71.4%
				BCE	
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1	1	-	-	1
	4.5%	7.7%			4.8%
6 to 10 (Positive)	21	12	6	2	20
	95.5%	92.3%	100.0%	100.0%	95.2%
9 and 10 (Top Box)	17	10	4	2	16
	77.3%	76.9%	66.7%	100.0%	76.2%
				BE	
TOTAL NON-RESPONSES	2	1	-	1	2
	9.1%	7.7%		50.0%	9.5%
TOTAL ANSWERING	22	13	6	2	21
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.23	9.17	10.00	9.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
	4.5%	5.9%			4.5%
6	-	-	-	-	-
7	1	1	-	-	1
	4.5%	5.9%			4.5%
8	3	2	1	-	3
	13.6%	11.8%	20.0%		13.6%
9	1	1	-	-	1
	4.5%	5.9%			4.5%
10 Excellent	16	12	4	-	16
	72.7%	70.6%	80.0%		72.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1	1	-	-	1
	4.5%	5.9%			4.5%
6 to 10 (Positive)	21	16	5	-	21
	95.5%	94.1%	100.0%		95.5%
9 and 10 (Top Box)	17	13	4	-	17
	77.3%	76.5%	80.0%		77.3%
TOTAL NON-RESPONSES	2	1	-	1	2
	9.1%	5.9%			9.1%
TOTAL ANSWERING	22	17	5	-	22
	100.0%	100.0%	100.0%		100.0%
MEAN	9.32	9.24	9.60	-	9.32

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	-	1	-	1
	4.5%		25.0%		4.8%
6	-	-	-	-	-
7	1	1	-	-	1
	4.5%	12.5%			4.8%
8	3	1	-	2	3
	13.6%	12.5%		22.2%	14.3%
9	1	1	-	-	1
	4.5%	12.5%			4.8%
10 Excellent	16	5	3	7	15
	72.7%	62.5%	75.0%	77.8%	71.4%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1	-	1	-	1
	4.5%		25.0%		4.8%
6 to 10 (Positive)	21	8	3	9	20
	95.5%	100.0%	75.0%	100.0%	95.2%
9 and 10 (Top Box)	17	6	3	7	16
	77.3%	75.0%	75.0%	77.8%	76.2%
TOTAL NON-RESPONSES	2	1	1	-	2
	9.1%	12.5%	25.0%		9.5%
TOTAL ANSWERING	22	8	4	9	21
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.25	8.75	9.56	9.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
	4.5%	7.7%			4.5%
6	-	-	-	-	-
7	1	-	1	-	1
	4.5%		16.7%		4.5%
8	3	2	1	-	3
	13.6%	15.4%	16.7%		13.6%
9	1	1	-	-	1
	4.5%	7.7%			4.5%
10 Excellent	16	9	4	3	16
	72.7%	69.2%	66.7%	100.0%	72.7%
				BE	
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1	1	-	-	1
	4.5%	7.7%			4.5%
6 to 10 (Positive)	21	12	6	3	21
	95.5%	92.3%	100.0%	100.0%	95.5%
9 and 10 (Top Box)	17	10	4	3	17
	77.3%	76.9%	66.7%	100.0%	77.3%
				BE	
TOTAL NON-RESPONSES	2	1	1	-	2
	9.1%	7.7%	16.7%		9.1%
TOTAL ANSWERING	22	13	6	3	22
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.23	9.17	10.00	9.32

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	1	1	-	-	1
	4.5%	5.6%			4.5%
6	-	-	-	-	-
7	1	1	-	-	1
	4.5%	5.6%			4.5%
8	3	2	1	-	3
	13.6%	11.1%	25.0%		13.6%
9	1	1	-	-	1
	4.5%	5.6%			4.5%
10 Excellent	16	13	3	-	16
	72.7%	72.2%	75.0%		72.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	1	1	-	-	1
	4.5%	5.6%			4.5%
6 to 10 (Positive)	21	17	4	-	21
	95.5%	94.4%	100.0%		95.5%
9 and 10 (Top Box)	17	14	3	-	17
	77.3%	77.8%	75.0%		77.3%
TOTAL NON-RESPONSES	2	1	1	-	2
	9.1%	5.6%	25.0%		9.1%
TOTAL ANSWERING	22	18	4	-	22
	100.0%	100.0%	100.0%		100.0%
MEAN	9.32	9.28	9.50	-	9.32

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1 4.5%	1 4.8%	-	1 4.5%
6	-	-	-	-
7	1 4.5%	-	1 100.0% D	1 4.5%
8	3 13.6%	3 14.3%	-	3 13.6%
9	1 4.5%	1 4.8%	-	1 4.5%
10 Excellent	16 72.7%	16 76.2%	-	16 72.7%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	1 4.5%	1 4.8%	-	1 4.5%
6 to 10 (Positive)	21 95.5%	20 95.2%	1 100.0%	21 95.5%
9 and 10 (Top Box)	17 77.3%	17 81.0%	-	17 77.3%
TOTAL NON-RESPONSES	2 9.1%	2 9.5%	-	2 9.1%
TOTAL ANSWERING	22 100.0%	21 100.0%	1 100.0%	22 100.0%
MEAN	9.32	9.43	7.00	9.32

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	1	-	1
	4.5%	5.9%		4.8%
6	-	-	-	-
7	1	-	-	-
	4.5%			
8	3	2	1	3
	13.6%	11.8%	25.0%	14.3%
9	1	-	1	1
	4.5%		25.0%	4.8%
10 Excellent	16	14	2	16
	72.7%	82.4%	50.0%	76.2%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	1	1	-	1
	4.5%	5.9%		4.8%
6 to 10 (Positive)	21	16	4	20
	95.5%	94.1%	100.0%	95.2%
9 and 10 (Top Box)	17	14	3	17
	77.3%	82.4%	75.0%	81.0%
TOTAL NON-RESPONSES	2	2	-	2
	9.1%	11.8%		9.5%
TOTAL ANSWERING	22	17	4	21
	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.47	9.25	9.43

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	1 4.5%	1 7.7%	-	-	-	1 4.5%
6	-	-	-	-	-	-
7	1 4.5%	1 7.7%	-	-	-	1 4.5%
8	3 13.6%	3 23.1%	-	-	-	3 13.6%
9	1 4.5%	-	1 14.3%	-	-	1 4.5%
10 Excellent	16 72.7%	8 61.5%	6 85.7%	2 100.0% BF	-	16 72.7%
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	1 4.5%	1 7.7%	-	-	-	1 4.5%
6 to 10 (Positive)	21 95.5%	12 92.3%	7 100.0%	2 100.0%	-	21 95.5%
9 and 10 (Top Box)	17 77.3%	8 61.5%	7 100.0% BF	2 100.0% BF	-	17 77.3%
TOTAL NON-RESPONSES	2 9.1%	1 7.7%	-	-	-	1 4.5%
TOTAL ANSWERING	22 100.0%	13 100.0%	7 100.0%	2 100.0%	-	22 100.0%
MEAN	9.32	8.92	9.86	10.00	-	9.32

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q27. How would you rate the job that <utiln > does on trimming trees to reduce the occurrence of power outages?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	1	-	-	-	-	1	1
	4.5%					16.7%	4.8%
6	-	-	-	-	-	-	-
7	1	-	-	-	-	-	-
	4.5%						
8	3	-	-	1	1	1	3
	13.6%			25.0%	14.3%	16.7%	14.3%
9	1	-	-	-	1	-	1
	4.5%				14.3%		4.8%
10 Excellent	16	1	3	3	5	4	16
	72.7%	100.0%	100.0%	75.0%	71.4%	66.7%	76.2%
		G	G				
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	1	-	-	-	-	1	1
	4.5%					16.7%	4.8%
6 to 10 (Positive)	21	1	3	4	7	5	20
	95.5%	100.0%	100.0%	100.0%	100.0%	83.3%	95.2%
9 and 10 (Top Box)	17	1	3	3	6	4	17
	77.3%	100.0%	100.0%	75.0%	85.7%	66.7%	81.0%
		G	G				
TOTAL NON-RESPONSES	2	1	-	-	1	-	2
	9.1%	100.0%			14.3%		9.5%
		EG					
TOTAL ANSWERING	22	1	3	4	7	6	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	10.00	10.00	9.50	9.57	8.83	9.43

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	-	-	-	-
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	1	-	1	1
	4.5%		6.2%	4.5%
6	-	-	-	-
7	1	-	1	1
	4.5%		6.2%	4.5%
8	3	2	1	3
	13.6%	33.3%	6.2%	13.6%
9	1	-	1	1
	4.5%		6.2%	4.5%
10 Excellent	16	4	12	16
	72.7%	66.7%	75.0%	72.7%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	1	-	1	1
	4.5%		6.2%	4.5%
6 to 10 (Positive)	21	6	15	21
	95.5%	100.0%	93.8%	95.5%
9 and 10 (Top Box)	17	4	13	17
	77.3%	66.7%	81.2%	77.3%
TOTAL NON-RESPONSES	2	1	1	2
	9.1%	16.7%	6.2%	9.1%
TOTAL ANSWERING	22	6	16	22
	100.0%	100.0%	100.0%	100.0%
MEAN	9.32	9.33	9.31	9.32

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 7.1%	-	-	-	-	-	1 4.8%
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1 4.2%	1 7.1%	-	-	-	-	-	1 4.8%
7	2 8.3%	-	-	-	-	-	-	-
8	4 16.7%	2 14.3%	1 33.3%	1 25.0%	-	-	-	4 19.0%
9	2 8.3%	2 14.3%	-	-	-	-	-	2 9.5%
10 Excellent	14 58.3%	8 57.1%	2 66.7%	3 75.0%	-	-	-	13 61.9%
0 to 4 (Negative)	1 4.2%	1 7.1%	-	-	-	-	-	1 4.8%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	13 92.9%	3 100.0%	4 100.0%	-	-	-	20 95.2%
9 and 10 (Top Box)	16 66.7%	10 71.4%	2 66.7%	3 75.0%	-	-	-	15 71.4%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	14 100.0%	3 100.0%	4 100.0%	-	-	-	21 100.0%
MEAN	8.79	8.64	9.33	9.50	-	-	-	8.90

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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
	4.2%	10.0%						4.8%
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1	1	-	-	-	-	-	1
	4.2%	10.0%						4.8%
7	2	1	-	-	-	-	-	1
	8.3%	10.0%						4.8%
8	4	-	3	1	-	-	-	4
	16.7%		42.9%	25.0%				19.0%
9	2	2	-	-	-	-	-	2
	8.3%	20.0%						9.5%
10 Excellent	14	5	4	3	-	-	-	12
	58.3%	50.0%	57.1%	75.0%				57.1%
0 to 4 (Negative)	1	1	-	-	-	-	-	1
	4.2%	10.0%						4.8%
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23	9	7	4	-	-	-	20
	95.8%	90.0%	100.0%	100.0%				95.2%
9 and 10 (Top Box)	16	7	4	3	-	-	-	14
	66.7%	70.0%	57.1%	75.0%				66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24	10	7	4	-	-	-	21
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.79	8.20	9.14	9.50	-	-	-	8.76

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	1 4.2%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-	-
8	4 16.7%	-	1 50.0%	1 50.0%	-	1 50.0%	-	3 42.9%
9	2 8.3%	-	-	-	-	-	-	-
10 Excellent	14 58.3%	1 100.0% H	1 50.0%	1 50.0%	-	1 50.0%	-	4 57.1%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
9 and 10 (Top Box)	16 66.7%	1 100.0% H	1 50.0%	1 50.0%	-	1 50.0%	-	4 57.1%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	8.79	10.00	9.00	9.00	-	9.00	-	9.14

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-
8	4 16.7%	2 28.6%	-	1 100.0% BG	-	-	3 33.3%
9	2 8.3%	-	-	-	-	-	-
10 Excellent	14 58.3%	5 71.4%	1 100.0% G	-	-	-	6 66.7%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
9 and 10 (Top Box)	16 66.7%	5 71.4%	1 100.0% G	-	-	-	6 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
MEAN	8.79	9.43	10.00	8.00	-	-	9.33

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-
8	4 16.7%	1 33.3%	-	-	-	-	1 25.0%
9	2 8.3%	-	-	-	-	-	-
10 Excellent	14 58.3%	2 66.7%	1 100.0%	-	-	-	3 75.0%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	16 66.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.79	9.33	10.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-
8	4 16.7%	1 33.3%	-	-	-	-	1 25.0%
9	2 8.3%	-	-	-	-	-	-
10 Excellent	14 58.3%	2 66.7%	1 100.0%	-	-	-	3 75.0%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	16 66.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.79	9.33	10.00	-	-	-	9.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	1 4.3%	1 4.2%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 4.2%	-	1 4.3%	1 4.2%
7	2 8.3%	-	2 8.7%	2 8.3%
8	4 16.7%	-	4 17.4%	4 16.7%
9	2 8.3%	-	2 8.7%	2 8.3%
10 Excellent	14 58.3%	1 100.0% CD	13 56.5%	14 58.3%
0 to 4 (Negative)	1 4.2%	-	1 4.3%	1 4.2%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 95.8%	1 100.0%	22 95.7%	23 95.8%
9 and 10 (Top Box)	16 66.7%	1 100.0% CD	15 65.2%	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	23 100.0%	24 100.0%
MEAN	8.79	10.00	8.74	8.79

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	1 4.2%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-
8	4 16.7%	-	-	-	-	-	-
9	2 8.3%	-	-	-	-	-	-
10 Excellent	14 58.3%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	16 66.7%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	8.79	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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
	4.2%		6.7%	4.3%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1	-	1	1
	4.2%		6.7%	4.3%
7	2	-	1	1
	8.3%		6.7%	4.3%
8	4	1	3	4
	16.7%	12.5%	20.0%	17.4%
9	2	2	-	2
	8.3%	25.0%		8.7%
10 Excellent	14	5	9	14
	58.3%	62.5%	60.0%	60.9%
0 to 4 (Negative)	1	-	1	1
	4.2%		6.7%	4.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23	8	14	22
	95.8%	100.0%	93.3%	95.7%
9 and 10 (Top Box)	16	7	9	16
	66.7%	87.5%	60.0%	69.6%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24	8	15	23
	100.0%	100.0%	100.0%	100.0%
MEAN	8.79	9.50	8.53	8.87

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	-	-	-	-
8	4 16.7%	1 33.3%	-	-	-	-	1 14.3%
9	2 8.3%	-	1 50.0%	-	1 100.0% G	-	2 28.6%
10 Excellent	14 58.3%	2 66.7%	1 50.0%	-	-	1 100.0% G	4 57.1%
0 to 4 (Negative)	1 4.2%	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
9 and 10 (Top Box)	16 66.7%	2 66.7%	2 100.0%	-	1 100.0%	1 100.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	8.79	9.33	9.50	-	9.00	10.00	9.43

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 4.2%	-	-	-	-
7	2 8.3%	-	-	-	-
8	4 16.7%	-	-	1 33.3%	1 14.3%
9	2 8.3%	-	-	2 66.7%	2 28.6%
10 Excellent	14 58.3%	-	4 100.0% E	-	4 57.1%
0 to 4 (Negative)	1 4.2%	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	-	4 100.0%	3 100.0%	7 100.0%
9 and 10 (Top Box)	16 66.7%	-	4 100.0%	2 66.7%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	-	4 100.0%	3 100.0%	7 100.0%
MEAN	8.79	-	10.00 D	8.67	9.43

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	1 16.7%	-	1 4.3%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 4.2%	1 7.1%	-	-	1 4.3%
7	2 8.3%	1 7.1%	-	1 33.3%	2 8.7%
8	4 16.7%	1 7.1%	3 50.0% B	-	4 17.4%
9	2 8.3%	1 7.1%	-	1 33.3%	2 8.7%
10 Excellent	14 58.3%	10 71.4%	2 33.3%	1 33.3%	13 56.5%
0 to 4 (Negative)	1 4.2%	-	1 16.7%	-	1 4.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	14 100.0%	5 83.3%	3 100.0%	22 95.7%
9 and 10 (Top Box)	16 66.7%	11 78.6% C	2 33.3%	2 66.7%	15 65.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	14 100.0%	6 100.0%	3 100.0%	23 100.0%
MEAN	8.79	9.29	7.50	8.67	8.74

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 5.6%	-	-	1 4.2%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 4.2%	1 5.6%	-	-	1 4.2%
7	2 8.3%	2 11.1%	-	-	2 8.3%
8	4 16.7%	2 11.1%	2 40.0%	-	4 16.7%
9	2 8.3%	1 5.6%	-	1 100.0% BE	2 8.3%
10 Excellent	14 58.3%	11 61.1%	3 60.0%	-	14 58.3%
0 to 4 (Negative)	1 4.2%	1 5.6%	-	-	1 4.2%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	17 94.4%	5 100.0%	1 100.0%	23 95.8%
9 and 10 (Top Box)	16 66.7%	12 66.7%	3 60.0%	1 100.0% BE	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	18 100.0%	5 100.0%	1 100.0%	24 100.0%
MEAN	8.79	8.67	9.20	9.00	8.79

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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
	4.2%			11.1%	4.3%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1	1	-	-	1
	4.2%	11.1%			4.3%
7	2	1	-	1	2
	8.3%	11.1%		11.1%	8.7%
8	4	-	2	2	4
	16.7%		40.0%	22.2%	17.4%
9	2	-	1	1	2
	8.3%		20.0%	11.1%	8.7%
10 Excellent	14	7	2	4	13
	58.3%	77.8%	40.0%	44.4%	56.5%
0 to 4 (Negative)	1	-	-	1	1
	4.2%			11.1%	4.3%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23	9	5	8	22
	95.8%	100.0%	100.0%	88.9%	95.7%
9 and 10 (Top Box)	16	7	3	5	15
	66.7%	77.8%	60.0%	55.6%	65.2%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24	9	5	9	23
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.79	9.22	9.00	8.11	8.74

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 7.1%	-	-	1 4.2%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 4.2%	-	1 14.3%	-	1 4.2%
7	2 8.3%	1 7.1%	-	1 33.3%	2 8.3%
8	4 16.7%	2 14.3%	2 28.6%	-	4 16.7%
9	2 8.3%	-	2 28.6%	-	2 8.3%
10 Excellent	14 58.3%	10 71.4% C	2 28.6%	2 66.7%	14 58.3%
0 to 4 (Negative)	1 4.2%	1 7.1%	-	-	1 4.2%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	13 92.9%	7 100.0%	3 100.0%	23 95.8%
9 and 10 (Top Box)	16 66.7%	10 71.4%	4 57.1%	2 66.7%	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	14 100.0%	7 100.0%	3 100.0%	24 100.0%
MEAN	8.79	8.86	8.57	9.00	8.79

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 5.3%	-	-	1 4.2%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	-	-	-	-	-
6	1 4.2%	1 5.3%	-	-	1 4.2%
7	2 8.3%	1 5.3%	1 20.0%	-	2 8.3%
8	4 16.7%	3 15.8%	1 20.0%	-	4 16.7%
9	2 8.3%	-	2 40.0%	-	2 8.3%
10 Excellent	14 58.3%	13 68.4% C	1 20.0%	-	14 58.3%
0 to 4 (Negative)	1 4.2%	1 5.3%	-	-	1 4.2%
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	18 94.7%	5 100.0%	-	23 95.8%
9 and 10 (Top Box)	16 66.7%	13 68.4%	3 60.0%	-	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	19 100.0%	5 100.0%	-	24 100.0%
MEAN	8.79	8.84	8.60	-	8.79

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 4.3%	-	1 4.2%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 4.2%	-	1 100.0% D	1 4.2%
7	2 8.3%	2 8.7%	-	2 8.3%
8	4 16.7%	4 17.4%	-	4 16.7%
9	2 8.3%	2 8.7%	-	2 8.3%
10 Excellent	14 58.3%	14 60.9%	-	14 58.3%
0 to 4 (Negative)	1 4.2%	1 4.3%	-	1 4.2%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 95.8%	22 95.7%	1 100.0%	23 95.8%
9 and 10 (Top Box)	16 66.7%	16 69.6%	-	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24 100.0%	23 100.0%	1 100.0%	24 100.0%
MEAN	8.79	8.91	6.00	8.79

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	1 5.3%	-	1 4.3%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 4.2%	-	-	-
7	2 8.3%	1 5.3%	1 25.0%	2 8.7%
8	4 16.7%	3 15.8%	1 25.0%	4 17.4%
9	2 8.3%	2 10.5%	-	2 8.7%
10 Excellent	14 58.3%	12 63.2%	2 50.0%	14 60.9%
0 to 4 (Negative)	1 4.2%	1 5.3%	-	1 4.3%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 95.8%	18 94.7%	4 100.0%	22 95.7%
9 and 10 (Top Box)	16 66.7%	14 73.7%	2 50.0%	16 69.6%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24 100.0%	19 100.0%	4 100.0%	23 100.0%
MEAN	8.79	8.95	8.75	8.91

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	1	-	-	1	-	1
	4.2%			50.0%		4.3%
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	1	1	-	-	-	1
	4.2%	7.1%				4.3%
7	2	2	-	-	-	2
	8.3%	14.3%				8.7%
8	4	3	1	-	-	4
	16.7%	21.4%	14.3%			17.4%
9	2	1	-	-	-	1
	8.3%	7.1%				4.3%
10 Excellent	14	7	6	1	-	14
	58.3%	50.0%	85.7%	50.0%		60.9%
0 to 4 (Negative)	1	-	-	1	-	1
	4.2%			50.0%		4.3%
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	23	14	7	1	-	22
	95.8%	100.0%	100.0%	50.0%		95.7%
9 and 10 (Top Box)	16	8	6	1	-	15
	66.7%	57.1%	85.7%	50.0%		65.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	24	14	7	2	-	23
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	8.79	8.79	9.71	5.50	-	8.78

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q28. How would you rate the job that <utiln > does on communicating the need for trimming trees?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	1 4.2%	-	-	-	-	1 16.7%	1 4.3%
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	1 4.2%	-	-	-	-	-	-
7	2 8.3%	-	-	1 25.0%	1 12.5%	-	2 8.7%
8	4 16.7%	-	-	-	2 25.0%	2 33.3%	4 17.4%
9	2 8.3%	-	-	-	2 25.0%	-	2 8.7%
10 Excellent	14 58.3%	2 100.0% EFG	3 100.0% EFG	3 75.0%	3 37.5%	3 50.0%	14 60.9%
0 to 4 (Negative)	1 4.2%	-	-	-	-	1 16.7%	1 4.3%
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	23 95.8%	2 100.0%	3 100.0%	4 100.0%	8 100.0%	5 83.3%	22 95.7%
9 and 10 (Top Box)	16 66.7%	2 100.0% EFG	3 100.0% EFG	3 75.0%	5 62.5%	3 50.0%	16 69.6%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	24 100.0%	2 100.0%	3 100.0%	4 100.0%	8 100.0%	6 100.0%	23 100.0%
MEAN	8.79	10.00	10.00	9.25	8.88	7.83	8.91

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 4.2%	-	1 5.9%	1 4.2%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	-	-	-	-
6	1 4.2%	-	1 5.9%	1 4.2%
7	2 8.3%	-	2 11.8%	2 8.3%
8	4 16.7%	3 42.9%	1 5.9%	4 16.7%
9	2 8.3%	1 14.3%	1 5.9%	2 8.3%
10 Excellent	14 58.3%	3 42.9%	11 64.7%	14 58.3%
0 to 4 (Negative)	1 4.2%	-	1 5.9%	1 4.2%
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	23 95.8%	7 100.0%	16 94.1%	23 95.8%
9 and 10 (Top Box)	16 66.7%	4 57.1%	12 70.6%	16 66.7%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	24 100.0%	7 100.0%	17 100.0%	24 100.0%
MEAN	8.79	9.00	8.71	8.79

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1	1	-	-	-	-	-	1
	4.8%	9.1%						5.6%
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	2	-	-	-	-	-	2
	9.5%	18.2%						11.1%
6	1	-	1	-	-	-	-	1
	4.8%		33.3%					5.6%
7	2	-	-	1	-	-	-	1
	9.5%			25.0%				5.6%
8	3	1	-	1	-	-	-	2
	14.3%	9.1%		25.0%				11.1%
9	1	-	1	-	-	-	-	1
	4.8%		33.3%					5.6%
10 Excellent	11	7	1	2	-	-	-	10
	52.4%	63.6%	33.3%	50.0%				55.6%
0 to 4 (Negative)	1	1	-	-	-	-	-	1
	4.8%	9.1%						5.6%
5 (Neutral)	2	2	-	-	-	-	-	2
	9.5%	18.2%						11.1%
6 to 10 (Positive)	18	8	3	4	-	-	-	15
	85.7%	72.7%	100.0%	100.0%				83.3%
			B	B				
9 and 10 (Top Box)	12	7	2	2	-	-	-	11
	57.1%	63.6%	66.7%	50.0%				61.1%
TOTAL NON-RESPONSES	3	3	-	-	-	-	-	3
	14.3%	27.3%						16.7%
TOTAL ANSWERING	21	11	3	4	-	-	-	18
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.29	8.09	8.33	8.75	-	-	-	8.28

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
1	1	-	-	1	-	-	-	1
	4.8%			25.0%				5.6%
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2	1	1	-	-	-	-	2
	9.5%	14.3%	14.3%					11.1%
6	1	-	1	-	-	-	-	1
	4.8%		14.3%					5.6%
7	2	-	1	-	-	-	-	1
	9.5%		14.3%					5.6%
8	3	1	2	-	-	-	-	3
	14.3%	14.3%	28.6%					16.7%
9	1	-	-	1	-	-	-	1
	4.8%			25.0%				5.6%
10 Excellent	11	5	2	2	-	-	-	9
	52.4%	71.4%	28.6%	50.0%				50.0%
0 to 4 (Negative)	1	-	-	1	-	-	-	1
	4.8%			25.0%				5.6%
5 (Neutral)	2	1	1	-	-	-	-	2
	9.5%	14.3%	14.3%					11.1%
6 to 10 (Positive)	18	6	6	3	-	-	-	15
	85.7%	85.7%	85.7%	75.0%				83.3%
9 and 10 (Top Box)	12	5	2	3	-	-	-	10
	57.1%	71.4%	28.6%	75.0%				55.6%
TOTAL NON-RESPONSES	3	3	-	-	-	-	-	3
	14.3%	42.9%						16.7%
TOTAL ANSWERING	21	7	7	4	-	-	-	18
	100.0%	100.0%	100.0%	100.0%				100.0%
MEAN	8.29	9.00	7.71	7.50	-	-	-	8.17

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	1 4.8%	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	2 9.5%	-	-	-	-	1 50.0%	-	1 14.3%
6	1 4.8%	-	1 50.0%	-	-	-	-	1 14.3%
7	2 9.5%	-	-	1 50.0%	-	-	-	1 14.3%
8	3 14.3%	-	-	1 50.0%	-	-	-	1 14.3%
9	1 4.8%	1 100.0% H	-	-	-	-	-	1 14.3%
10 Excellent	11 52.4%	-	1 50.0%	-	-	1 50.0%	-	2 28.6%
0 to 4 (Negative)	1 4.8%	-	-	-	-	-	-	-
5 (Neutral)	2 9.5%	-	-	-	-	1 50.0%	-	1 14.3%
6 to 10 (Positive)	18 85.7%	1 100.0%	2 100.0%	2 100.0%	-	1 50.0%	-	6 85.7%
9 and 10 (Top Box)	12 57.1%	1 100.0% H	1 50.0%	-	-	1 50.0%	-	3 42.9%
TOTAL NON-RESPONSES	3 14.3%	-	-	-	-	-	-	-
TOTAL ANSWERING	21 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
MEAN	8.29	9.00	8.00	7.50	-	7.50	-	7.86

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.8%	1 14.3%	-	-	-	-	1 11.1%
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 9.5%	-	-	-	-	-	-
6	1 4.8%	1 14.3%	-	-	-	-	1 11.1%
7	2 9.5%	-	-	1 100.0% G	-	-	1 11.1%
8	3 14.3%	2 28.6%	-	-	-	-	2 22.2%
9	1 4.8%	-	-	-	-	-	-
10 Excellent	11 52.4%	3 42.9%	1 100.0% BG	-	-	-	4 44.4%
0 to 4 (Negative)	1 4.8%	1 14.3%	-	-	-	-	1 11.1%
5 (Neutral)	2 9.5%	-	-	-	-	-	-
6 to 10 (Positive)	18 85.7%	6 85.7%	1 100.0%	1 100.0%	-	-	8 88.9%
9 and 10 (Top Box)	12 57.1%	3 42.9%	1 100.0% BG	-	-	-	4 44.4%
TOTAL NON-RESPONSES	3 14.3%	-	-	-	-	-	-
TOTAL ANSWERING	21 100.0%	7 100.0%	1 100.0%	1 100.0%	-	-	9 100.0%
MEAN	8.29	7.57	10.00	7.00	-	-	7.78

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.8%	1 33.3%	-	-	-	-	1 25.0%
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 9.5%	-	-	-	-	-	-
6	1 4.8%	-	-	-	-	-	-
7	2 9.5%	-	-	-	-	-	-
8	3 14.3%	-	-	-	-	-	-
9	1 4.8%	-	1 100.0% G	-	-	-	1 25.0%
10 Excellent	11 52.4%	2 66.7%	-	-	-	-	2 50.0%
0 to 4 (Negative)	1 4.8%	1 33.3%	-	-	-	-	1 25.0%
5 (Neutral)	2 9.5%	-	-	-	-	-	-
6 to 10 (Positive)	18 85.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
9 and 10 (Top Box)	12 57.1%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	3 14.3%	-	-	-	-	-	-
TOTAL ANSWERING	21 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.29	7.00	9.00	-	-	-	7.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.8%	1 33.3%	-	-	-	-	1 25.0%
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 9.5%	-	-	-	-	-	-
6	1 4.8%	-	-	-	-	-	-
7	2 9.5%	-	-	-	-	-	-
8	3 14.3%	-	-	-	-	-	-
9	1 4.8%	-	1 100.0% G	-	-	-	1 25.0%
10 Excellent	11 52.4%	2 66.7%	-	-	-	-	2 50.0%
0 to 4 (Negative)	1 4.8%	1 33.3%	-	-	-	-	1 25.0%
5 (Neutral)	2 9.5%	-	-	-	-	-	-
6 to 10 (Positive)	18 85.7%	2 66.7%	1 100.0%	-	-	-	3 75.0%
9 and 10 (Top Box)	12 57.1%	2 66.7%	1 100.0%	-	-	-	3 75.0%
TOTAL NON-RESPONSES	3 14.3%	-	-	-	-	-	-
TOTAL ANSWERING	21 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	8.29	7.00	9.00	-	-	-	7.50

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	-	1	1
	4.8%		5.0%	4.8%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	-	2	2
	9.5%		10.0%	9.5%
6	1	-	1	1
	4.8%		5.0%	4.8%
7	2	-	2	2
	9.5%		10.0%	9.5%
8	3	-	3	3
	14.3%		15.0%	14.3%
9	1	-	1	1
	4.8%		5.0%	4.8%
10 Excellent	11	1	10	11
	52.4%	100.0%	50.0%	52.4%
		CD		
0 to 4 (Negative)	1	-	1	1
	4.8%		5.0%	4.8%
5 (Neutral)	2	-	2	2
	9.5%		10.0%	9.5%
6 to 10 (Positive)	18	1	17	18
	85.7%	100.0%	85.0%	85.7%
9 and 10 (Top Box)	12	1	11	12
	57.1%	100.0%	55.0%	57.1%
		CD		
TOTAL NON-RESPONSES	3	-	3	3
	14.3%		15.0%	14.3%
TOTAL ANSWERING	21	1	20	21
	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	10.00	8.20	8.29

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.8%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 9.5%	-	-	-	-	-	-
6	1 4.8%	-	-	-	-	-	-
7	2 9.5%	-	-	-	-	-	-
8	3 14.3%	-	-	-	-	-	-
9	1 4.8%	-	-	-	-	-	-
10 Excellent	11 52.4%	1 100.0%	1 100.0%	-	-	-	1 100.0%
0 to 4 (Negative)	1 4.8%	-	-	-	-	-	-
5 (Neutral)	2 9.5%	-	-	-	-	-	-
6 to 10 (Positive)	18 85.7%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	12 57.1%	1 100.0%	1 100.0%	-	-	-	1 100.0%
TOTAL NON-RESPONSES	3 14.3%	-	-	-	-	-	-
TOTAL ANSWERING	21 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	8.29	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	-	1	1
	4.8%		7.1%	5.0%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	1	1	2
	9.5%	16.7%	7.1%	10.0%
6	1	-	1	1
	4.8%		7.1%	5.0%
7	2	1	-	1
	9.5%	16.7%		5.0%
8	3	2	1	3
	14.3%	33.3%	7.1%	15.0%
9	1	-	1	1
	4.8%		7.1%	5.0%
10 Excellent	11	2	9	11
	52.4%	33.3%	64.3%	55.0%
0 to 4 (Negative)	1	-	1	1
	4.8%		7.1%	5.0%
5 (Neutral)	2	1	1	2
	9.5%	16.7%	7.1%	10.0%
6 to 10 (Positive)	18	5	12	17
	85.7%	83.3%	85.7%	85.0%
9 and 10 (Top Box)	12	2	10	12
	57.1%	33.3%	71.4%	60.0%
TOTAL NON-RESPONSES	3	2	1	3
	14.3%	33.3%	7.1%	15.0%
TOTAL ANSWERING	21	6	14	20
	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	8.00	8.50	8.35

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
1	1 4.8%	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2 9.5%	1 33.3%	-	-	-	-	1 20.0%
6	1 4.8%	-	-	-	-	-	-
7	2 9.5%	1 33.3%	-	-	-	-	1 20.0%
8	3 14.3%	1 33.3%	1 100.0% BG	-	-	-	2 40.0%
9	1 4.8%	-	-	-	-	-	-
10 Excellent	11 52.4%	-	-	-	-	1 100.0% G	1 20.0%
0 to 4 (Negative)	1 4.8%	-	-	-	-	-	-
5 (Neutral)	2 9.5%	1 33.3%	-	-	-	-	1 20.0%
6 to 10 (Positive)	18 85.7%	2 66.7%	1 100.0%	-	-	1 100.0%	4 80.0%
9 and 10 (Top Box)	12 57.1%	-	-	-	-	1 100.0% G	1 20.0%
TOTAL NON-RESPONSES	3 14.3%	-	1 100.0% G	-	1	-	2 40.0%
TOTAL ANSWERING	21 100.0%	3 100.0%	1 100.0%	-	-	1 100.0%	5 100.0%
MEAN	8.29	6.67	8.00	-	-	10.00	7.60

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 4.8%	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2 9.5%	-	-	-	-
6	1 4.8%	-	-	-	-
7	2 9.5%	-	-	1 100.0% E	1 20.0%
8	3 14.3%	-	2 50.0%	-	2 40.0%
9	1 4.8%	-	-	-	-
10 Excellent	11 52.4%	-	2 50.0%	-	2 40.0%
0 to 4 (Negative)	1 4.8%	-	-	-	-
5 (Neutral)	2 9.5%	-	-	-	-
6 to 10 (Positive)	18 85.7%	-	4 100.0%	1 100.0%	5 100.0%
9 and 10 (Top Box)	12 57.1%	-	2 50.0%	-	2 40.0%
TOTAL NON-RESPONSES	3 14.3%	-	-	2 200.0%	2 40.0%
TOTAL ANSWERING	21 100.0%	-	4 100.0%	1 100.0%	5 100.0%
MEAN	8.29	-	9.00	7.00	8.60

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	-	1	-	1
	4.8%		16.7%		5.0%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	2	-	-	2
	9.5%	16.7%			10.0%
6	1	-	1	-	1
	4.8%		16.7%		5.0%
7	2	-	1	1	2
	9.5%		16.7%	50.0%	10.0%
8	3	2	-	-	2
	14.3%	16.7%			10.0%
9	1	1	-	-	1
	4.8%	8.3%			5.0%
10 Excellent	11	7	3	1	11
	52.4%	58.3%	50.0%	50.0%	55.0%
0 to 4 (Negative)	1	-	1	-	1
	4.8%		16.7%		5.0%
5 (Neutral)	2	2	-	-	2
	9.5%	16.7%			10.0%
6 to 10 (Positive)	18	10	5	2	17
	85.7%	83.3%	83.3%	100.0%	85.0%
9 and 10 (Top Box)	12	8	3	1	12
	57.1%	66.7%	50.0%	50.0%	60.0%
TOTAL NON-RESPONSES	3	2	-	1	3
	14.3%	16.7%		50.0%	15.0%
TOTAL ANSWERING	21	12	6	2	20
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	8.75	7.33	8.50	8.30

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.8%	6.2%			4.8%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	1	1	-	2
	9.5%	6.2%	20.0%		9.5%
6	1	-	1	-	1
	4.8%		20.0%		4.8%
7	2	1	1	-	2
	9.5%	6.2%	20.0%		9.5%
8	3	3	-	-	3
	14.3%	18.8%			14.3%
9	1	1	-	-	1
	4.8%	6.2%			4.8%
10 Excellent	11	9	2	-	11
	52.4%	56.2%	40.0%		52.4%
0 to 4 (Negative)	1	1	-	-	1
	4.8%	6.2%			4.8%
5 (Neutral)	2	1	1	-	2
	9.5%	6.2%	20.0%		9.5%
6 to 10 (Positive)	18	14	4	-	18
	85.7%	87.5%	80.0%		85.7%
9 and 10 (Top Box)	12	10	2	-	12
	57.1%	62.5%	40.0%		57.1%
TOTAL NON-RESPONSES	3	2	-	1	3
	14.3%	12.5%			14.3%
TOTAL ANSWERING	21	16	5	-	21
	100.0%	100.0%	100.0%		100.0%
MEAN	8.29	8.50	7.60	-	8.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1 4.8%	-	-	1 14.3%	1 5.0%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2 9.5%	-	1 25.0%	1 14.3%	2 10.0%
6	1 4.8%	-	1 25.0%	-	1 5.0%
7	2 9.5%	-	-	2 28.6%	2 10.0%
8	3 14.3%	2 22.2%	1 25.0%	-	3 15.0%
9	1 4.8%	-	-	-	-
10 Excellent	11 52.4%	7 77.8% C	1 25.0%	3 42.9%	11 55.0%
0 to 4 (Negative)	1 4.8%	-	-	1 14.3%	1 5.0%
5 (Neutral)	2 9.5%	-	1 25.0%	1 14.3%	2 10.0%
6 to 10 (Positive)	18 85.7%	9 100.0%	3 75.0%	5 71.4%	17 85.0%
9 and 10 (Top Box)	12 57.1%	7 77.8% C	1 25.0%	3 42.9%	11 55.0%
TOTAL NON-RESPONSES	3 14.3%	-	1 25.0%	2 28.6%	3 15.0%
TOTAL ANSWERING	21 100.0%	9 100.0%	4 100.0%	7 100.0%	20 100.0%
MEAN	8.29	9.56 C	7.25	7.14	8.25

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.8%	7.1%			4.8%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	2	-	-	2
	9.5%	14.3%			9.5%
6	1	-	1	-	1
	4.8%		25.0%		4.8%
7	2	-	1	1	2
	9.5%		25.0%	33.3%	9.5%
8	3	3	-	-	3
	14.3%	21.4%			14.3%
9	1	1	-	-	1
	4.8%	7.1%			4.8%
10 Excellent	11	7	2	2	11
	52.4%	50.0%	50.0%	66.7%	52.4%
0 to 4 (Negative)	1	1	-	-	1
	4.8%	7.1%			4.8%
5 (Neutral)	2	2	-	-	2
	9.5%	14.3%			9.5%
6 to 10 (Positive)	18	11	4	3	18
	85.7%	78.6%	100.0%	100.0%	85.7%
9 and 10 (Top Box)	12	8	2	2	12
	57.1%	57.1%	50.0%	66.7%	57.1%
TOTAL NON-RESPONSES	3	-	3	-	3
	14.3%		75.0%		14.3%
			E		
TOTAL ANSWERING	21	14	4	3	21
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	8.14	8.25	9.00	8.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
1	1	1	-	-	1
	4.8%	5.6%			4.8%
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	-	-	-
5	2	2	-	-	2
	9.5%	11.1%			9.5%
6	1	-	1	-	1
	4.8%		33.3%		4.8%
7	2	2	-	-	2
	9.5%	11.1%			9.5%
8	3	2	1	-	3
	14.3%	11.1%	33.3%		14.3%
9	1	1	-	-	1
	4.8%	5.6%			4.8%
10 Excellent	11	10	1	-	11
	52.4%	55.6%	33.3%		52.4%
0 to 4 (Negative)	1	1	-	-	1
	4.8%	5.6%			4.8%
5 (Neutral)	2	2	-	-	2
	9.5%	11.1%			9.5%
6 to 10 (Positive)	18	15	3	-	18
	85.7%	83.3%	100.0%		85.7%
9 and 10 (Top Box)	12	11	1	-	12
	57.1%	61.1%	33.3%		57.1%
TOTAL NON-RESPONSES	3	1	2	-	3
	14.3%	5.6%	66.7%		14.3%
			B		
TOTAL ANSWERING	21	18	3	-	21
	100.0%	100.0%	100.0%		100.0%
MEAN	8.29	8.33	8.00	-	8.29

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	1	-	1
	4.8%	5.0%		4.8%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
	9.5%	10.0%		9.5%
6	1	1	-	1
	4.8%	5.0%		4.8%
7	2	2	-	2
	9.5%	10.0%		9.5%
8	3	3	-	3
	14.3%	15.0%		14.3%
9	1	1	-	1
	4.8%	5.0%		4.8%
10 Excellent	11	10	1	11
	52.4%	50.0%	100.0%	52.4%
			BD	
0 to 4 (Negative)	1	1	-	1
	4.8%	5.0%		4.8%
5 (Neutral)	2	2	-	2
	9.5%	10.0%		9.5%
6 to 10 (Positive)	18	17	1	18
	85.7%	85.0%	100.0%	85.7%
9 and 10 (Top Box)	12	11	1	12
	57.1%	55.0%	100.0%	57.1%
			BD	
TOTAL NON-RESPONSES	3	3	-	3
	14.3%	15.0%		14.3%
TOTAL ANSWERING	21	20	1	21
	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	8.20	10.00	8.29

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1	1	-	1
	4.8%	6.2%		5.0%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2	2	-	2
	9.5%	12.5%		10.0%
6	1	-	1	1
	4.8%		25.0%	5.0%
7	2	2	-	2
	9.5%	12.5%		10.0%
8	3	2	1	3
	14.3%	12.5%	25.0%	15.0%
9	1	1	-	1
	4.8%	6.2%		5.0%
10 Excellent	11	8	2	10
	52.4%	50.0%	50.0%	50.0%
0 to 4 (Negative)	1	1	-	1
	4.8%	6.2%		5.0%
5 (Neutral)	2	2	-	2
	9.5%	12.5%		10.0%
6 to 10 (Positive)	18	13	4	17
	85.7%	81.2%	100.0%	85.0%
9 and 10 (Top Box)	12	9	2	11
	57.1%	56.2%	50.0%	55.0%
TOTAL NON-RESPONSES	3	3	-	3
	14.3%	18.8%		15.0%
TOTAL ANSWERING	21	16	4	20
	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	8.12	8.50	8.20

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	1	1	-	-	-	1
	4.8%	8.3%				4.8%
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	2	2	-	-	-	2
	9.5%	16.7%				9.5%
6	1	-	1	-	-	1
	4.8%		14.3%			4.8%
7	2	2	-	-	-	2
	9.5%	16.7%				9.5%
8	3	3	-	-	-	3
	14.3%	25.0%				14.3%
9	1	-	1	-	-	1
	4.8%		14.3%			4.8%
10 Excellent	11	4	5	2	-	11
	52.4%	33.3%	71.4%	100.0%		52.4%
				BF		
0 to 4 (Negative)	1	1	-	-	-	1
	4.8%	8.3%				4.8%
5 (Neutral)	2	2	-	-	-	2
	9.5%	16.7%				9.5%
6 to 10 (Positive)	18	9	7	2	-	18
	85.7%	75.0%	100.0%	100.0%		85.7%
			B	B		
9 and 10 (Top Box)	12	4	6	2	-	12
	57.1%	33.3%	85.7%	100.0%		57.1%
			B	BF		
TOTAL NON-RESPONSES	3	2	-	-	-	2
	14.3%	16.7%				9.5%
TOTAL ANSWERING	21	12	7	2	-	21
	100.0%	100.0%	100.0%	100.0%		100.0%
MEAN	8.29	7.42	9.29	10.00	-	8.29

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q29. How would you rate the job that <utiln > does on preserving the appearance of the trees they trim?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	1	-	-	-	1	-	1
	4.8%				16.7%		5.0%
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	2	-	-	1	-	1	2
	9.5%			25.0%		16.7%	10.0%
6	1	-	-	-	1	-	1
	4.8%				16.7%		5.0%
7	2	-	-	-	1	1	2
	9.5%				16.7%	16.7%	10.0%
8	3	1	-	2	-	-	3
	14.3%	50.0%		50.0%			15.0%
9	1	-	-	-	1	-	1
	4.8%				16.7%		5.0%
10 Excellent	11	1	2	1	2	4	10
	52.4%	50.0%	100.0%	25.0%	33.3%	66.7%	50.0%
			DEG				
0 to 4 (Negative)	1	-	-	-	1	-	1
	4.8%				16.7%		5.0%
5 (Neutral)	2	-	-	1	-	1	2
	9.5%			25.0%		16.7%	10.0%
6 to 10 (Positive)	18	2	2	3	5	5	17
	85.7%	100.0%	100.0%	75.0%	83.3%	83.3%	85.0%
9 and 10 (Top Box)	12	1	2	1	3	4	11
	57.1%	50.0%	100.0%	25.0%	50.0%	66.7%	55.0%
			DEG				
TOTAL NON-RESPONSES	3	-	1	-	2	-	3
	14.3%		50.0%		33.3%		15.0%
TOTAL ANSWERING	21	2	2	4	6	6	20
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.29	9.00	10.00	7.75	7.17	8.67	8.20

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
1	1 4.8%	1 16.7%	-	1 4.8%
2	-	-	-	-
3	-	-	-	-
4	-	-	-	-
5	2 9.5%	1 16.7%	1 6.7%	2 9.5%
6	1 4.8%	1 16.7%	-	1 4.8%
7	2 9.5%	1 16.7%	1 6.7%	2 9.5%
8	3 14.3%	1 16.7%	2 13.3%	3 14.3%
9	1 4.8%	-	1 6.7%	1 4.8%
10 Excellent	11 52.4%	1 16.7%	10 66.7% B	11 52.4%
0 to 4 (Negative)	1 4.8%	1 16.7%	-	1 4.8%
5 (Neutral)	2 9.5%	1 16.7%	1 6.7%	2 9.5%
6 to 10 (Positive)	18 85.7%	4 66.7%	14 93.3%	18 85.7%
9 and 10 (Top Box)	12 57.1%	1 16.7%	11 73.3% B	12 57.1% B
TOTAL NON-RESPONSES	3 14.3%	1 16.7%	2 13.3%	3 14.3%
TOTAL ANSWERING	21 100.0%	6 100.0%	15 100.0%	21 100.0%
MEAN	8.29	6.17	9.13 B	8.29

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25 96.2%	15 93.8%	3 100.0%	4 100.0%	-	-	-	22 95.7%
No	1 3.8%	1 6.2%	-	-	-	-	-	1 4.3%
TOTAL NON-RESPONSES	1 3.8%	1 6.2%	-	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	16 100.0%	3 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25 96.2%	11 91.7%	7 100.0%	4 100.0%	-	-	-	22 95.7%
No	1 3.8%	1 8.3%	-	-	-	-	-	1 4.3%
TOTAL NON-RESPONSES	1 3.8%	-	1 14.3%	-	-	-	-	1 4.3%
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	12 100.0%	7 100.0%	4 100.0%	-	-	-	23 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utiln > at this location?

	Q9. Last Time an Outage Lasted More than One Minute							
	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	25 96.2%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%
No	1 3.8%	-	-	-	-	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	1 100.0%	2 100.0%	2 100.0%	-	2 100.0%	-	7 100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	7	1	1	-	-	9
	96.2%	100.0%	100.0%	100.0%			100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	3.8%	14.3%					11.1%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	7	1	1	-	-	9
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	3	1	-	-	-	4
	96.2%	100.0%	100.0%				100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	1	-	-	-	4
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	3	1	-	-	-	4
	96.2%	100.0%	100.0%				100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	1	-	-	-	-	1
	3.8%	33.3%					25.0%
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	1	-	-	-	4
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	1	24	25
	96.2%	100.0%	96.0%	96.2%
No	1	-	1	1
	3.8%		4.0%	3.8%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		4.0%	3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	1	25	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	1	1	-	-	-	1
	96.2%	100.0%	100.0%				100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	1	1	-	-	-	1
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	8	16	24
	96.2%	100.0%	94.1%	96.0%
No	1	-	1	1
	3.8%		5.9%	4.0%
TOTAL NON-RESPONSES	1	-	1	1
	3.8%		5.9%	4.0%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	8	17	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	3	2	-	1	1	7
	96.2%	100.0%	100.0%		100.0%	100.0%	100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	-	4	3	7
	96.2%		100.0%	100.0%	100.0%
No	1	-	-	-	-
	3.8%				
TOTAL NON-RESPONSES	1	-	-	-	-
	3.8%				
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	-	4	3	7
	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	13	6	5	24
	96.2%	92.9%	100.0%	100.0%	96.0%
No	1	1	-	-	1
	3.8%	7.1%			4.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			20.0%	4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	14	6	5	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	18	6	1	25
	96.2%	94.7%	100.0%	100.0%	96.2%
No	1	1	-	-	1
	3.8%	5.3%			3.8%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			100.0%	3.8%
NO ANSWER	-	-	-	E -	-
TOTAL ANSWERING	26	19	6	1	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	8	5	11	24
	96.2%	88.9%	100.0%	100.0%	96.0%
No	1	1	-	-	1
	3.8%	11.1%			4.0%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			9.1%	4.0%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	9	5	11	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	14	7	4	25
	96.2%	100.0%	87.5%	100.0%	96.2%
No	1	-	1	-	1
	3.8%		12.5%		3.8%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			25.0%	3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	14	8	4	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25	18	5	2	25
	96.2%	94.7%	100.0%	100.0%	96.2%
No	1	1	-	-	1
	3.8%	5.3%			3.8%
TOTAL NON-RESPONSES	1	-	-	1	1
	3.8%			50.0%	3.8%
NO ANSWER	-	-	-	-	-
TOTAL ANSWERING	26	19	5	2	26
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25 96.2%	25 100.0%	-	25 96.2%
No	1 3.8%	-	1 100.0% D	1 3.8%
TOTAL NON-RESPONSES	1 3.8%	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26 100.0%	25 100.0%	1 100.0%	26 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. 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	25 96.2%	19 100.0%	6 100.0%	25 100.0%
No	1 3.8%	-	-	-
TOTAL NON-RESPONSES	1 3.8%	-	-	-
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26 100.0%	19 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utiln > at this location?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	25 96.2%	14 93.3%	8 100.0%	2 100.0%	-	24 96.0%
No	1 3.8%	1 6.7%	-	-	-	1 4.0%
TOTAL NON-RESPONSES	1 3.8%	-	-	-	-	-
NO ANSWER	-	-	-	-	-	-
TOTAL ANSWERING	26 100.0%	15 100.0%	8 100.0%	2 100.0%	-	25 100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utiln > at this location?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	25	2	4	4	9	6	25
	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	1	-	-	-	-	-	-
	3.8%						
TOTAL NON-RESPONSES	1	-	-	-	-	-	-
	3.8%						
NO ANSWER	-	-	-	-	-	-	-
TOTAL ANSWERING	26	2	4	4	9	6	25
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utiln > at this location?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	25	7	18	25
	96.2%	100.0%	94.7%	96.2%
No	1	-	1	1
	3.8%		5.3%	3.8%
TOTAL NON-RESPONSES	1	1	-	1
	3.8%	14.3%		3.8%
NO ANSWER	-	-	-	-
TOTAL ANSWERING	26	7	19	26
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	13	2	3	-	-	-	18
	76.0%	86.7%	66.7%	75.0%				81.8%
No	6	2	1	1	-	-	-	4
	24.0%	13.3%	33.3%	25.0%				18.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	2	2	-	-	-	-	-	2
TOTAL ANSWERING	25	15	3	4	-	-	-	22
	100.0%	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	8	6	3	-	-	-	17
	76.0%	72.7%	85.7%	75.0%				77.3%
No	6	3	1	1	-	-	-	5
	24.0%	27.3%	14.3%	25.0%				22.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	2	1	1	-	-	-	-	2
TOTAL ANSWERING	25	11	7	4	-	-	-	22
	100.0%	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

Q9. Last Time an Outage Lasted More than One Minute

	Frequency	4Q 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Yes	19	1	1	2	-	2	-	6
	76.0%	100.0%	50.0%	100.0%		100.0%		85.7%
No	6	-	1	-	-	-	-	1
	24.0%		50.0%					14.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
NO ANSWER	2	-	-	-	-	-	-	-
TOTAL ANSWERING	25	1	2	2	-	2	-	7
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%

Comparison Groups: BCDEFGH
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	6	-	1	-	-	7
	76.0%	85.7%		100.0%			77.8%
No	6	1	1	-	-	-	2
	24.0%	14.3%	100.0% BG				22.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	1	-	-	-	-	1
TOTAL ANSWERING	25	7	1	1	-	-	9
	100.0%	100.0%	100.0%	100.0%			100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	2	1	-	-	-	3
	76.0%	66.7%	100.0%				75.0%
No	6	1	-	-	-	-	1
	24.0%	33.3%					25.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	-	-	-	-	-	-
TOTAL ANSWERING	25	3	1	-	-	-	4
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	3	1	-	-	-	4
	76.0%	100.0%	100.0%				100.0%
No	6	-	-	-	-	-	-
	24.0%						
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	1	-	-	-	-	1
TOTAL ANSWERING	25	3	1	-	-	-	4
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 76.0%	1 100.0% CD	18 75.0%	19 76.0%
No	6 24.0%	-	6 25.0%	6 24.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	2	-	2	2
TOTAL ANSWERING	25 100.0%	1 100.0%	24 100.0%	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	1	1	-	-	-	1
	76.0%	100.0%	100.0%				100.0%
No	6	-	-	-	-	-	-
	24.0%						
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	-	-	-	-	-	-
TOTAL ANSWERING	25	1	1	-	-	-	1
	100.0%	100.0%	100.0%				100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	Q18. Have Tried to Reach by Phone			
	Frequency	Yes	No	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	19	8	10	18
	76.0%	100.0%	62.5%	75.0%
		CD		
No	6	-	6	6
	24.0%		37.5%	25.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	2	-	2	2
TOTAL ANSWERING	25	8	16	24
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	3	2	-	1	1	7
	76.0%	100.0%	100.0%		100.0%	100.0%	100.0%
No	6	-	-	-	-	-	-
	24.0%						
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	-	-	-	-	-	-
TOTAL ANSWERING	25	3	2	-	1	1	7
	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	Frequency	Q20. Call Completed using Automatic Telephone Response System only	Customer Service Rep only	Both	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)
Yes	19 76.0%	-	4 100.0%	3 100.0%	7 100.0%
No	6 24.0%	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	-	-	-	-
TOTAL ANSWERING	25 100.0%	-	4 100.0%	3 100.0%	7 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	12	4	2	18
	76.0%	92.3% D	66.7%	40.0%	75.0%
No	6	1	2	3	6
	24.0%	7.7%	33.3%	60.0% B	25.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	1	-	1	2
TOTAL ANSWERING	25	13	6	5	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 76.0%	15 83.3%	3 50.0%	1 100.0% CE	19 76.0%
No	6 24.0%	3 16.7%	3 50.0%	-	6 24.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	1	-	1	2
TOTAL ANSWERING	25 100.0%	18 100.0%	6 100.0%	1 100.0%	25 100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	6	4	8	18
	76.0%	75.0%	80.0%	72.7%	75.0%
No	6	2	1	3	6
	24.0%	25.0%	20.0%	27.3%	25.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	1	-	1	2
TOTAL ANSWERING	25	8	5	11	24
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	12	5	2	19
	76.0%	85.7%	71.4%	50.0%	76.0%
No	6	2	2	2	6
	24.0%	14.3%	28.6%	50.0%	24.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	-	1	1	2
TOTAL ANSWERING	25	14	7	4	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19	16	3	-	19
	76.0%	88.9%	60.0%		76.0%
No	6	2	2	2	6
	24.0%	11.1%	40.0%	100.0% BCE	24.0%
TOTAL NON-RESPONSES	-	-	-	-	-
NO ANSWER	2	1	-	1	2
TOTAL ANSWERING	25	18	5	2	25
	100.0%	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 76.0%	19 76.0%	-	19 76.0%
No	6 24.0%	6 24.0%	-	6 24.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	2	-	1	1
TOTAL ANSWERING	25 100.0%	25 100.0%	-	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	19 76.0%	19 100.0% D	-	19 76.0%
No	6 24.0%	-	6 100.0% D	6 24.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	2	-	-	-
TOTAL ANSWERING	25 100.0%	19 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	19	12	5	1	-	18
	76.0%	85.7%	62.5%	50.0%		75.0%
No	6	2	3	1	-	6
	24.0%	14.3%	37.5%	50.0%		25.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-
NO ANSWER	2	1	-	-	-	1
TOTAL ANSWERING	25	14	8	2	-	24
	100.0%	100.0%	100.0%	100.0%		100.0%

Comparison Groups: BCDEF
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	19 76.0%	2 100.0% EG	3 75.0%	3 75.0%	6 66.7%	5 83.3%	19 76.0%
No	6 24.0%	-	1 25.0%	1 25.0%	3 33.3%	1 16.7%	6 24.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
NO ANSWER	2	-	-	-	-	-	-
TOTAL ANSWERING	25 100.0%	2 100.0%	4 100.0%	4 100.0%	9 100.0%	6 100.0%	25 100.0%

Comparison Groups: BCDEFG
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	Q40. Gender			
	Frequency	(Male)	(Female)	Cross Tab Total
	(A)	(B)	(C)	(D)
Yes	19	6	13	19
	76.0%	85.7%	72.2%	76.0%
No	6	1	5	6
	24.0%	14.3%	27.8%	24.0%
TOTAL NON-RESPONSES	-	-	-	-
NO ANSWER	2	1	1	2
TOTAL ANSWERING	25	7	18	25
	100.0%	100.0%	100.0%	100.0%

Comparison Groups: BCD
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1 5.3%	-	-	1 33.3%	-	-	-	1 5.6%
8	1 5.3%	1 7.7%	-	-	-	-	-	1 5.6%
9	-	-	-	-	-	-	-	-
10 Excellent	17 89.5%	12 92.3%	2 100.0%	2 66.7%	-	-	-	16 88.9%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	13 100.0%	2 100.0%	3 100.0%	-	-	-	18 100.0%
9 and 10 (Top Box)	17 89.5%	12 92.3%	2 100.0%	2 66.7%	-	-	-	16 88.9%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	13 100.0%	2 100.0%	3 100.0%	-	-	-	18 100.0%
MEAN	9.74	9.85	10.00	9.00	-	-	-	9.72

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1 5.3%	-	1 16.7%	-	-	-	-	1 5.9%
8	1 5.3%	1 12.5%	-	-	-	-	-	1 5.9%
9	-	-	-	-	-	-	-	-
10 Excellent	17 89.5%	7 87.5%	5 83.3%	3 100.0%	-	-	-	15 88.2%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	8 100.0%	6 100.0%	3 100.0%	-	-	-	17 100.0%
9 and 10 (Top Box)	17 89.5%	7 87.5%	5 83.3%	3 100.0%	-	-	-	15 88.2%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	8 100.0%	6 100.0%	3 100.0%	-	-	-	17 100.0%
MEAN	9.74	9.75	9.50	10.00	-	-	-	9.71

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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 2021	3Q 2021	2Q 2021	1Q 2021	4Q 2020	Prior to 4Q 2020	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
0 Poor	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-
7	1	-	-	1	-	-	-	1
	5.3%			50.0%				16.7%
8	1	-	-	-	-	-	-	-
	5.3%							
9	-	-	-	-	-	-	-	-
10 Excellent	17	1	1	1	-	2	-	5
	89.5%	100.0%	100.0%	50.0%		100.0%		83.3%
0 to 4 (Negative)	-	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-	-
6 to 10 (Positive)	19	1	1	2	-	2	-	6
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
9 and 10 (Top Box)	17	1	1	1	-	2	-	5
	89.5%	100.0%	100.0%	50.0%		100.0%		83.3%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-	-
TOTAL ANSWERING	19	1	1	2	-	2	-	6
	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%
MEAN	9.74	10.00	10.00	8.50	-	10.00	-	9.50

Comparison Groups: BCDEFGH
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	-	-	1 100.0% G	-	-	1 14.3%
8	1 5.3%	-	-	-	-	-	-
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	6 100.0%	-	-	-	-	6 85.7%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	6 100.0%	-	1 100.0%	-	-	7 100.0%
9 and 10 (Top Box)	17 89.5%	6 100.0%	-	-	-	-	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	6 100.0%	-	1 100.0%	-	-	7 100.0%
MEAN	9.74	10.00	-	7.00	-	-	9.57

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	-	-	-	-	-	-
8	1 5.3%	-	-	-	-	-	-
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	2 100.0%	1 100.0%	-	-	-	3 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%
9 and 10 (Top Box)	17 89.5%	2 100.0%	1 100.0%	-	-	-	3 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	2 100.0%	1 100.0%	-	-	-	3 100.0%
MEAN	9.74	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	-	-	-	-	-	-
8	1 5.3%	-	-	-	-	-	-
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	3 100.0%	1 100.0%	-	-	-	4 100.0%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
9 and 10 (Top Box)	17 89.5%	3 100.0%	1 100.0%	-	-	-	4 100.0%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	3 100.0%	1 100.0%	-	-	-	4 100.0%
MEAN	9.74	10.00	10.00	-	-	-	10.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 5.3%	- 	1 5.6%	1 5.3%
8	1 5.3%	1 100.0% D	- 	1 5.3%
9	-	-	-	-
10 Excellent	17 89.5%	-	17 94.4%	17 89.5%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	19 100.0%	1 100.0%	18 100.0%	19 100.0%
9 and 10 (Top Box)	17 89.5%	-	17 94.4%	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	19 100.0%	1 100.0%	18 100.0%	19 100.0%
MEAN	9.74	8.00	9.83 B	9.74 B

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	-	-	-	-	-	-
8	1 5.3%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	-	-	-	-	-	-
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
9 and 10 (Top Box)	17 89.5%	-	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	1 100.0%	1 100.0%	-	-	-	1 100.0%
MEAN	9.74	8.00	8.00	-	-	-	8.00

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 5.3%	1 12.5%	-	1 5.6%
8	1 5.3%	-	1 10.0%	1 5.6%
9	-	-	-	-
10 Excellent	17 89.5%	7 87.5%	9 90.0%	16 88.9%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	19 100.0%	8 100.0%	10 100.0%	18 100.0%
9 and 10 (Top Box)	17 89.5%	7 87.5%	9 90.0%	16 88.9%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	19 100.0%	8 100.0%	10 100.0%	18 100.0%
MEAN	9.74	9.62	9.80	9.72

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	1 33.3%	-	-	-	-	1 14.3%
8	1 5.3%	-	-	-	-	-	-
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	2 66.7%	2 100.0%	-	1 100.0%	1 100.0%	6 85.7%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
9 and 10 (Top Box)	17 89.5%	2 66.7%	2 100.0%	-	1 100.0%	1 100.0%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	3 100.0%	2 100.0%	-	1 100.0%	1 100.0%	7 100.0%
MEAN	9.74	9.00	10.00	-	10.00	10.00	9.57

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	-	1	1
	5.3%			33.3%	14.3%
8	1	-	-	-	-
	5.3%				
9	-	-	-	-	-
10 Excellent	17	-	4	2	6
	89.5%		100.0%	66.7%	85.7%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19	-	4	3	7
	100.0%		100.0%	100.0%	100.0%
9 and 10 (Top Box)	17	-	4	2	6
	89.5%		100.0%	66.7%	85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19	-	4	3	7
	100.0%		100.0%	100.0%	100.0%
MEAN	9.74	-	10.00	9.00	9.57

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
	5.3%		25.0%		5.6%
8	1	1	-	-	1
	5.3%	8.3%			5.6%
9	-	-	-	-	-
10 Excellent	17	11	3	2	16
	89.5%	91.7%	75.0%	100.0%	88.9%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19	12	4	2	18
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	17	11	3	2	16
	89.5%	91.7%	75.0%	100.0%	88.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19	12	4	2	18
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.74	9.83	9.25	10.00	9.72

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
	5.3%		33.3%		5.3%
8	1	1	-	-	1
	5.3%	6.7%			5.3%
9	-	-	-	-	-
10 Excellent	17	14	2	1	17
	89.5%	93.3%	66.7%	100.0%	89.5%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19	15	3	1	19
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	17	14	2	1	17
	89.5%	93.3%	66.7%	100.0%	89.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19	15	3	1	19
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.74	9.87	9.00	10.00	9.74

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1 5.3%	-	-	1 12.5%	1 5.6%
8	1 5.3%	-	-	1 12.5%	1 5.6%
9	-	-	-	-	-
10 Excellent	17 89.5%	6 100.0%	4 100.0%	6 75.0%	16 88.9%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	6 100.0%	4 100.0%	8 100.0%	18 100.0%
9 and 10 (Top Box)	17 89.5%	6 100.0%	4 100.0%	6 75.0%	16 88.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	6 100.0%	4 100.0%	8 100.0%	18 100.0%
MEAN	9.74	10.00	10.00	9.38	9.72

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1	-	1	-	1
	5.3%		20.0%		5.3%
8	1	-	-	1	1
	5.3%			50.0%	5.3%
9	-	-	-	-	-
10 Excellent	17	12	4	1	17
	89.5%	100.0%	80.0%	50.0%	89.5%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19	12	5	2	19
	100.0%	100.0%	100.0%	100.0%	100.0%
9 and 10 (Top Box)	17	12	4	1	17
	89.5%	100.0%	80.0%	50.0%	89.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19	12	5	2	19
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.74	10.00	9.40	9.00	9.74
		D			

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-	-
5	-	-	-	-	-
6	-	-	-	-	-
7	1 5.3%	1 6.2%	-	-	1 5.3%
8	1 5.3%	1 6.2%	-	-	1 5.3%
9	-	-	-	-	-
10 Excellent	17 89.5%	14 87.5%	3 100.0%	-	17 89.5%
0 to 4 (Negative)	-	-	-	-	-
5 (Neutral)	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	16 100.0%	3 100.0%	-	19 100.0%
9 and 10 (Top Box)	17 89.5%	14 87.5%	3 100.0%	-	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	16 100.0%	3 100.0%	-	19 100.0%
MEAN	9.74	9.69	10.00	-	9.74

Comparison Groups: BCDE
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 5.3%	1 5.3%	-	1 5.3%
8	1 5.3%	1 5.3%	-	1 5.3%
9	-	-	-	-
10 Excellent	17 89.5%	17 89.5%	-	17 89.5%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	19 100.0%	19 100.0%	-	19 100.0%
9 and 10 (Top Box)	17 89.5%	17 89.5%	-	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	19 100.0%	19 100.0%	-	19 100.0%
MEAN	9.74	9.74	-	9.74

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 5.3%	1 5.3%	-	1 5.3%
8	1 5.3%	1 5.3%	-	1 5.3%
9	-	-	-	-
10 Excellent	17 89.5%	17 89.5%	-	17 89.5%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	19 100.0%	19 100.0%	-	19 100.0%
9 and 10 (Top Box)	17 89.5%	17 89.5%	-	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	19 100.0%	19 100.0%	-	19 100.0%
MEAN	9.74	9.74	-	9.74

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

	Q38. Number of Employees					
	Frequency	1 to 4	5 to 25	26 to 100	Over 100	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)
0 Poor	-	-	-	-	-	-
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	1 5.3%	1 8.3%	-	-	-	1 5.6%
8	1 5.3%	-	1 20.0%	-	-	1 5.6%
9	-	-	-	-	-	-
10 Excellent	17 89.5%	11 91.7%	4 80.0%	1 100.0%	-	16 88.9%
0 to 4 (Negative)	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	12 100.0%	5 100.0%	1 100.0%	-	18 100.0%
9 and 10 (Top Box)	17 89.5%	11 91.7%	4 80.0%	1 100.0%	-	16 88.9%
TOTAL NON-RESPONSES	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	12 100.0%	5 100.0%	1 100.0%	-	18 100.0%
MEAN	9.74	9.75	9.60	10.00	-	9.72

Comparison Groups: BCDEF
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q32. How would you rate <utiln > on providing a bill that makes it easy to tell how much the current month's charges are?

	Q39.Years Conducting Business in Current Location						
	Frequency	Up to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	Cross Tab Total
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
0 Poor	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	1 5.3%	-	-	-	-	1 20.0%	1 5.3%
8	1 5.3%	-	1 33.3%	-	-	-	1 5.3%
9	-	-	-	-	-	-	-
10 Excellent	17 89.5%	2 100.0%	2 66.7%	3 100.0%	6 100.0%	4 80.0%	17 89.5%
0 to 4 (Negative)	-	-	-	-	-	-	-
5 (Neutral)	-	-	-	-	-	-	-
6 to 10 (Positive)	19 100.0%	2 100.0%	3 100.0%	3 100.0%	6 100.0%	5 100.0%	19 100.0%
9 and 10 (Top Box)	17 89.5%	2 100.0%	2 66.7%	3 100.0%	6 100.0%	4 80.0%	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-	-	-	-
TOTAL ANSWERING	19 100.0%	2 100.0%	3 100.0%	3 100.0%	6 100.0%	5 100.0%	19 100.0%
MEAN	9.74	10.00	9.33	10.00	10.00	9.40	9.74

Comparison Groups: BCDEFG
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

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	-	-	-	-
5	-	-	-	-
6	-	-	-	-
7	1 5.3%	1 16.7%	-	1 5.3%
8	1 5.3%	-	1 7.7%	1 5.3%
9	-	-	-	-
10 Excellent	17 89.5%	5 83.3%	12 92.3%	17 89.5%
0 to 4 (Negative)	-	-	-	-
5 (Neutral)	-	-	-	-
6 to 10 (Positive)	19 100.0%	6 100.0%	13 100.0%	19 100.0%
9 and 10 (Top Box)	17 89.5%	5 83.3%	12 92.3%	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-
TOTAL ANSWERING	19 100.0%	6 100.0%	13 100.0%	19 100.0%
MEAN	9.74	9.50	9.85	9.74

Comparison Groups: BCD
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.