

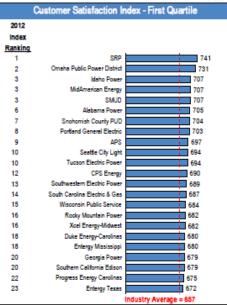
Methodology

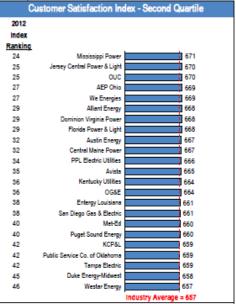
- The 2012 Business Customer Satisfaction Study targeted 95 large and midsize electric utilities in the United States.
- Customers must have average monthly electric bill of \$250 or higher.
- The Satisfaction Index is determined by six factors:
 - Power Quality & Reliability
 - Billing & Payment
 - Corporate Citizenship
 - Price
 - Communication
 - Customer Service
- A total of 24,385 online interviews with electric utility business customers were conducted in two fielding periods from April 11, 2011 through December 23, 2011.



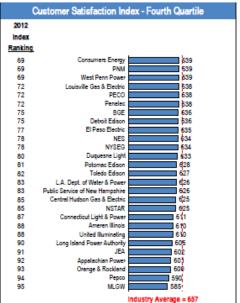


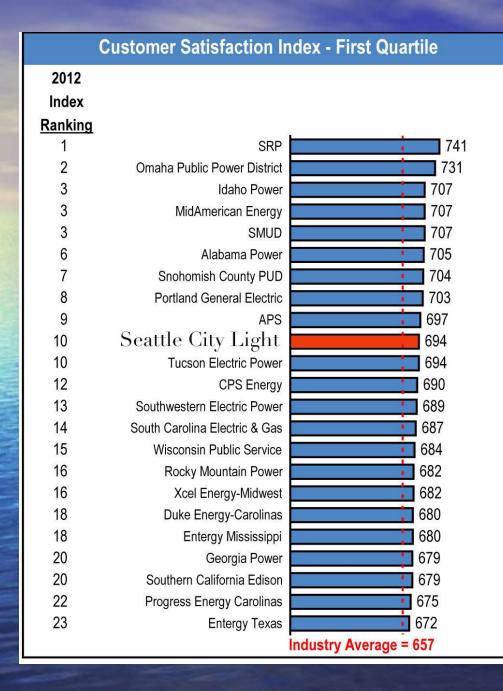
Total Industry





	Industry Average = 657	
Customer Satisfaction Index - Third Quartile		
2012		
Index		
Ranking		
47	Ameren Missouri	655
47	Indianapolis Power & Light	655
49	Atlantic City Electric	654
49	Con Edison	654
49	Enlergy Arkansas	654
49	Pacific Power	654
49	Rochester Gas & Electric	654
54	Delmarva Power	652
55	Xcel Energy-West	651
56	NorthWestern Energy	649
56	NV Energy	649
58	Pacific Gas and Electric	648
59	Dayton Power & Light	646
59	Gulf Power	,646
59	Indiana Michigan Power	646
59	Ohio Edison	646
59	PSE&G	646
64	NIPSCO	645
65	ComEd	542
66	National Grid	641
66	Progress Energy Florida	641
66	The Illuminating Company	641
Industry Average = 657		





Total Industry Ranking

Ranked #10 out of 95

Score of 694, Industry Average 557

City Light Score History



Factor Scoring

- Power Quality & Reliability (25%)
 - Ranked 5 of 95 (First Quartile)
 - Score 751 (Average 695)
- Billing & Payment (19%)
 - Ranked 22 of 95 (First Quartile)
 - Score 736 (Average 721)
- Corporate Citizenship (17%)
 - Ranked 13 of 95 (First Quartile)
 - Score 649 (Average 615)
- Price (15%)
 - Ranked 4 of 95 (First Quartile)
 - Score 658 (Average 587)
- Communication (14%)
 - Ranked 14 of 95 (First Quartile)
 - Score 614 (Average 585)
- Customer Service (10%)
 - Ranked 37 of 95 (Second Quartile)
 - Score 723 (Average 714)

Key Initiatives Linked to Score Improvement

- Vegetation Management
 - Four-year trimming cycle established, resulting in significantly less tree-related outages and faster recovery
- Pole Replacement
 - 3,596 "bad order" poles replaced in 2010-2011
- Electronic Billing
 - Online and phone based applications
 - Paperless Billing
- Outage Management
 - Shortened diagnostic and recovery time
 - Outage Map on City Light website and phone app

Future Initiatives

- New, More Flexible Billing Options
- Re-designed Web Presence
- Integrated Marketing Calendar
- Proactive Outage Calling
- Improved Customer Relations Management
- Community Outreach