

ENERGY CONSUMER SENTIMENT SURVEY

National trends, Business
June 2020

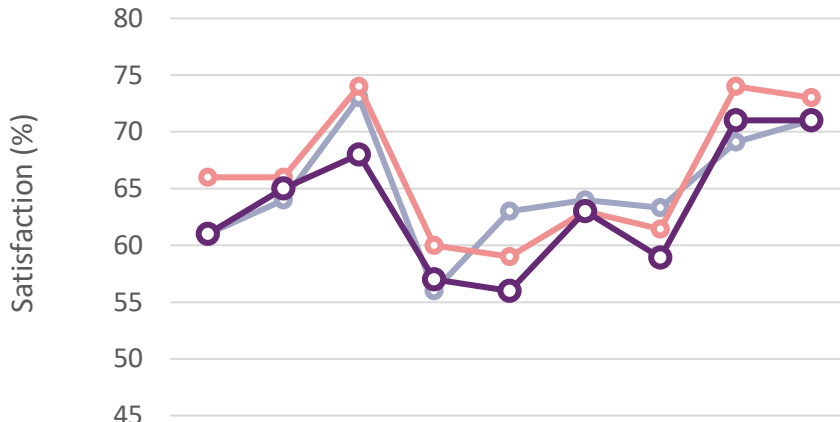


Satisfaction



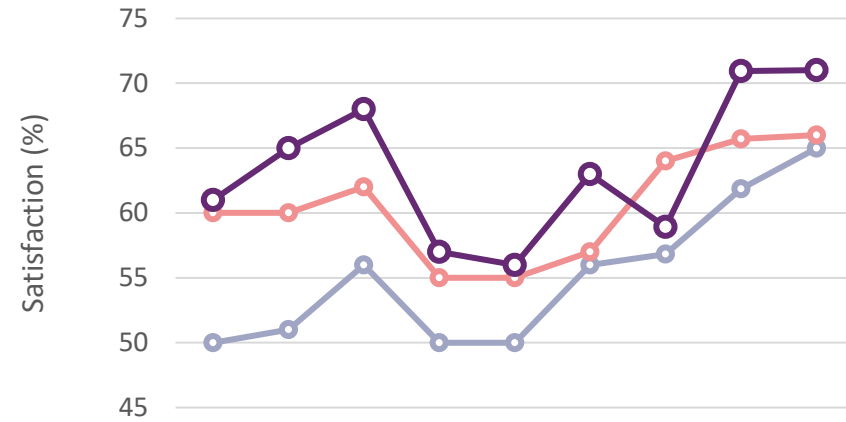
Business satisfaction with retailer measures

Business Satisfaction - Gas



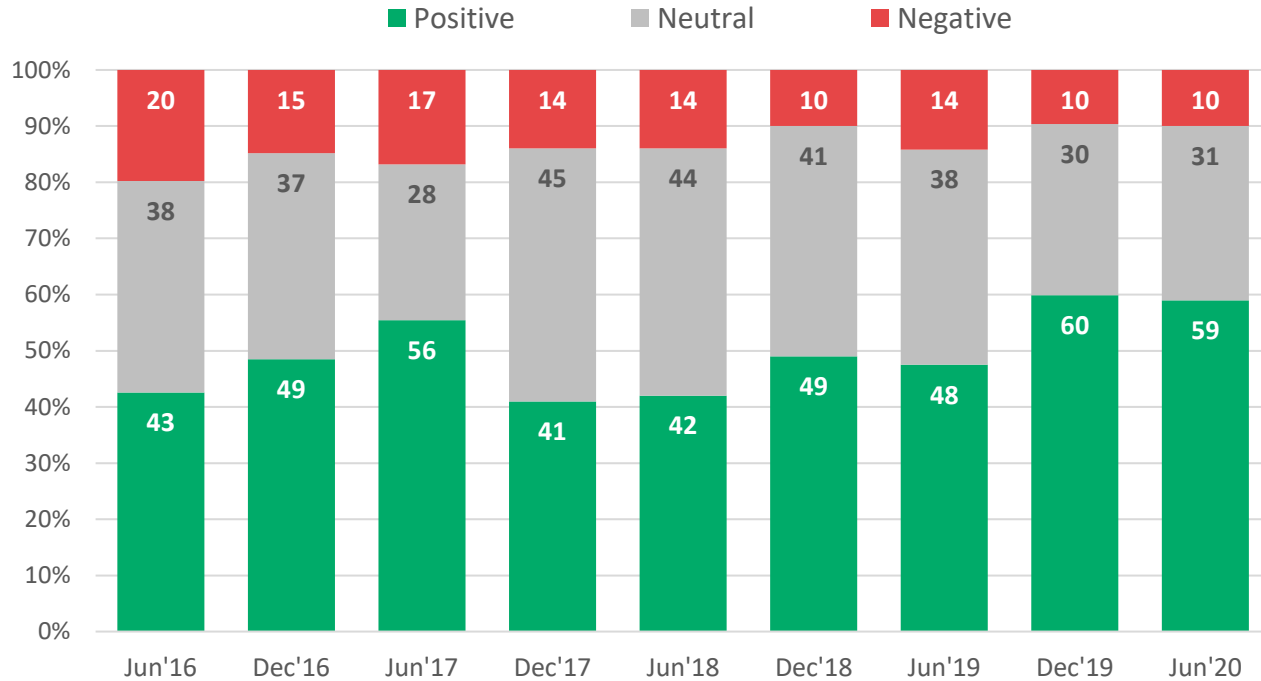
	Jun'16	Dec'16	Jun'17	Dec'17	Jun'18	Dec'18	Jun'19	Dec'19	Jun'20
Customer Service	61	64	73	56	63	64	63	69	71
Billing	66	66	74	60	59	63	61	74	73
Overall Satisfaction	61	65	68	57	56	63	59	71	71

Business Satisfaction - Electricity



	Jun'16	Dec'16	Jun'17	Dec'17	Jun'18	Dec'18	Jun'19	Dec'19	Jun'20
Customer Service	50	51	56	50	50	56	57	62	65
Billing	60	60	62	55	55	57	64	66	66
Overall Satisfaction	61	65	68	57	56	63	59	71	71

Satisfaction with level of competition (Business)

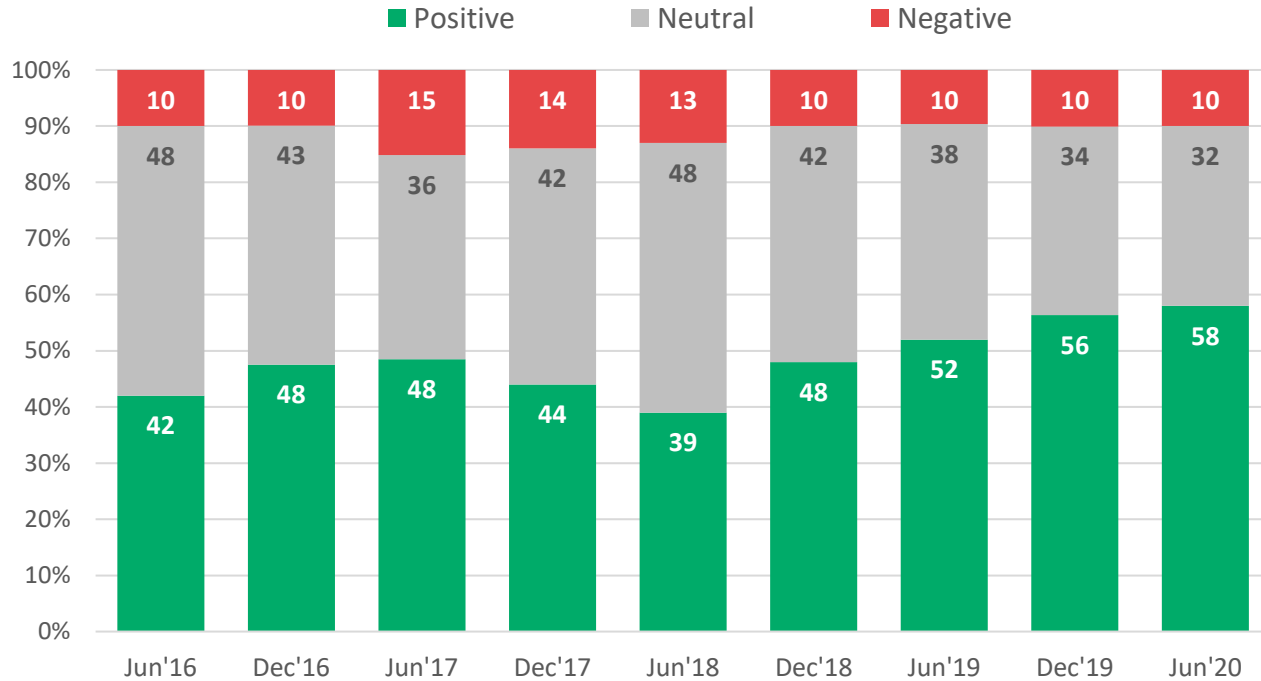


Value for money & Outages

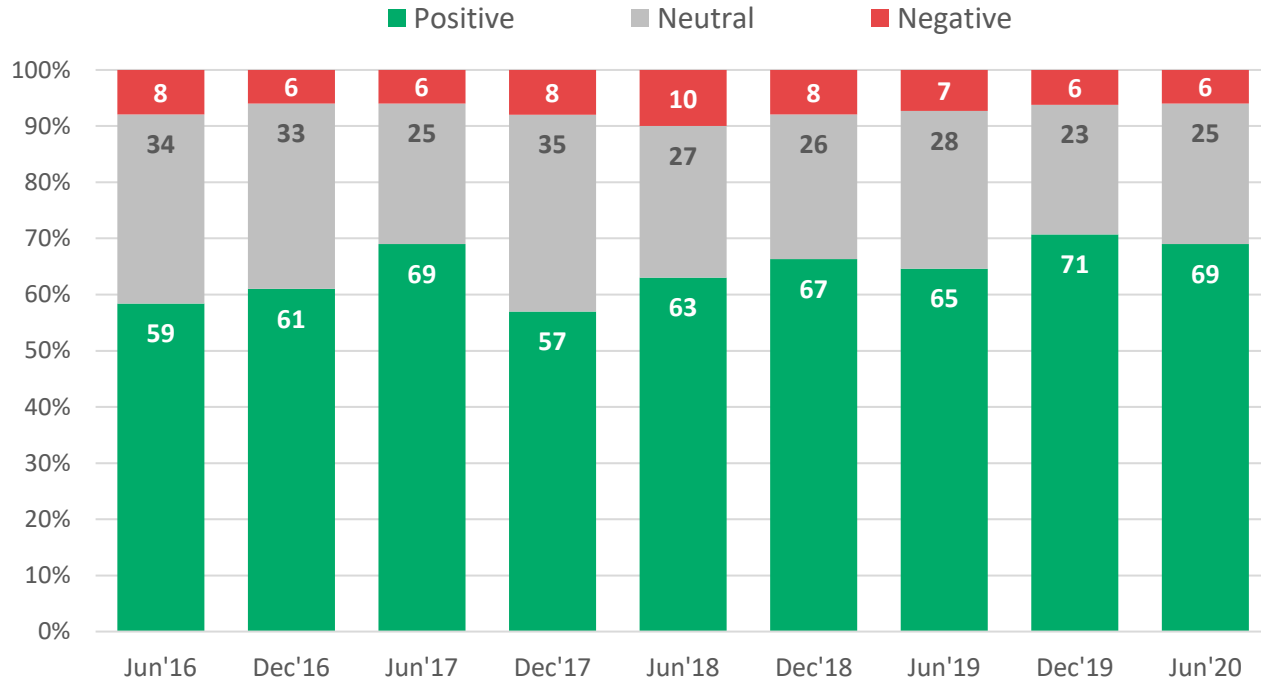
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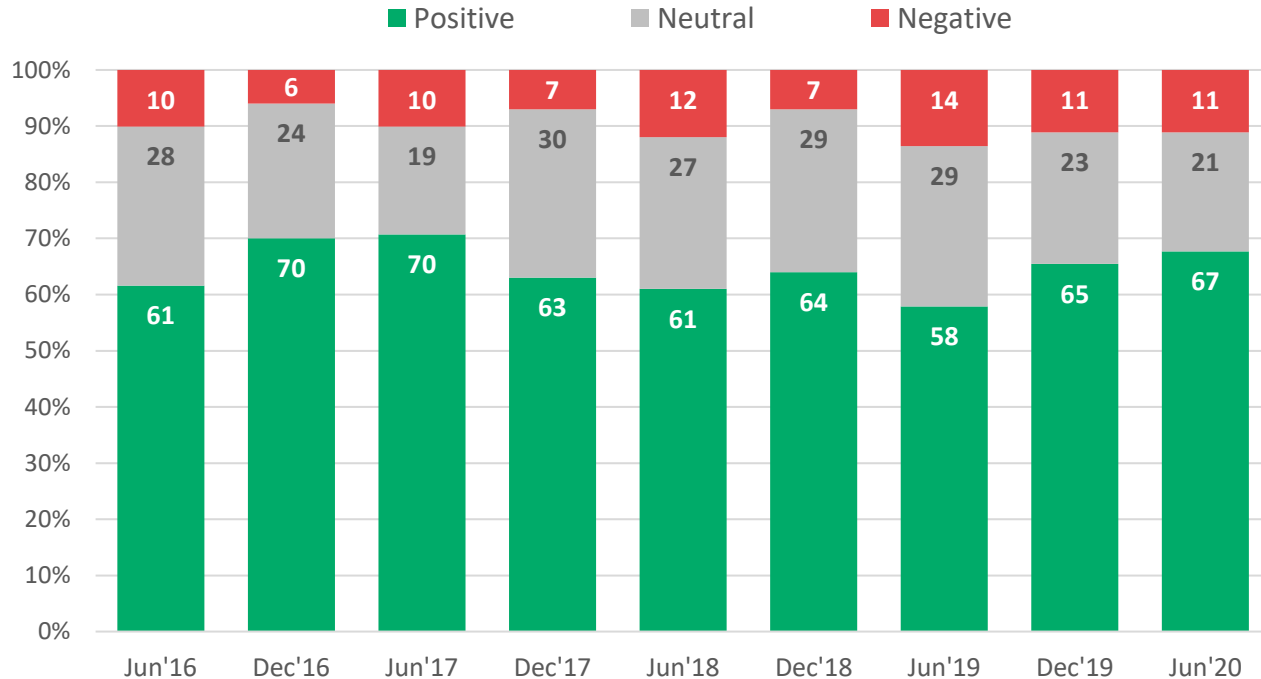
Value for money of electricity services (Business)



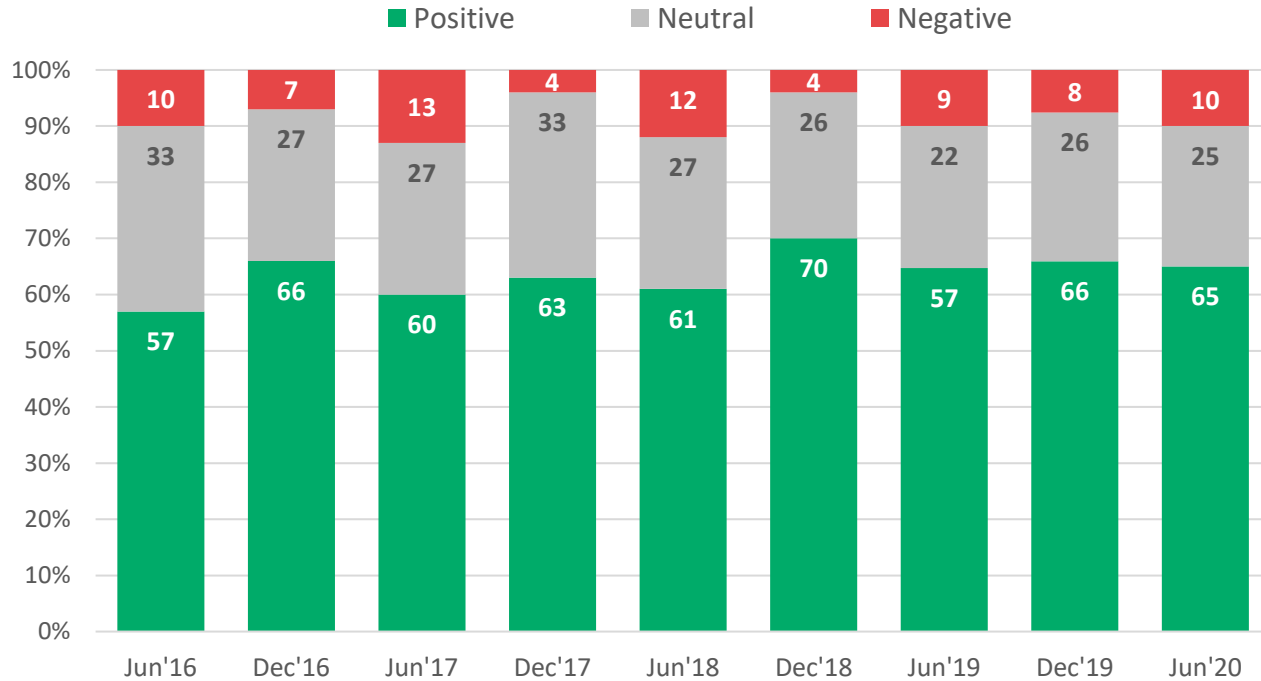
Value for money of gas services (Business)



Satisfaction with number of electricity outages (Business)



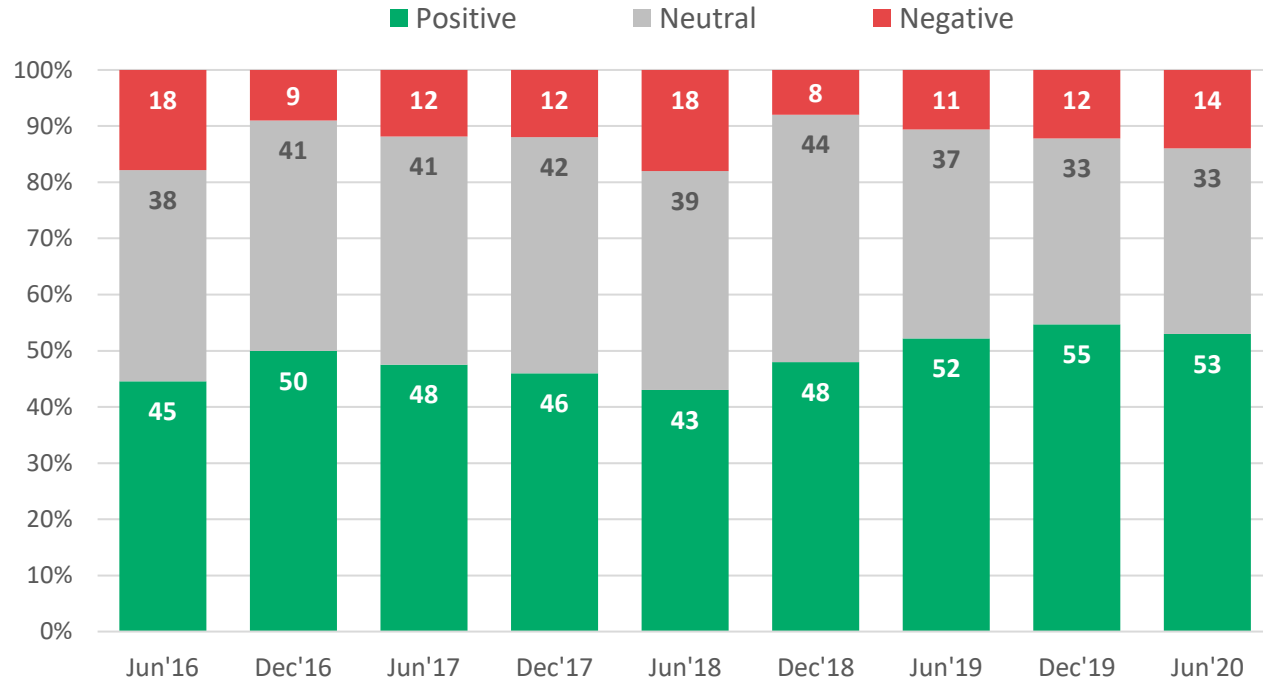
Satisfaction with duration of electricity outages (Business)



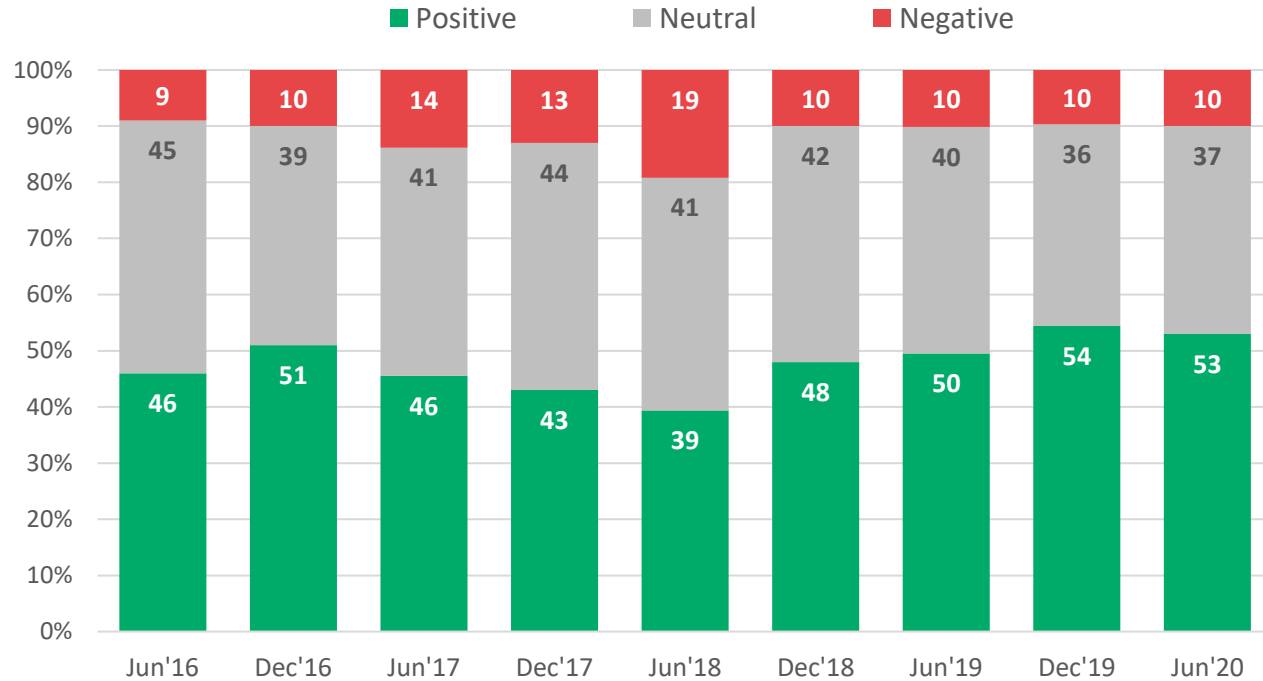
Business Confidence



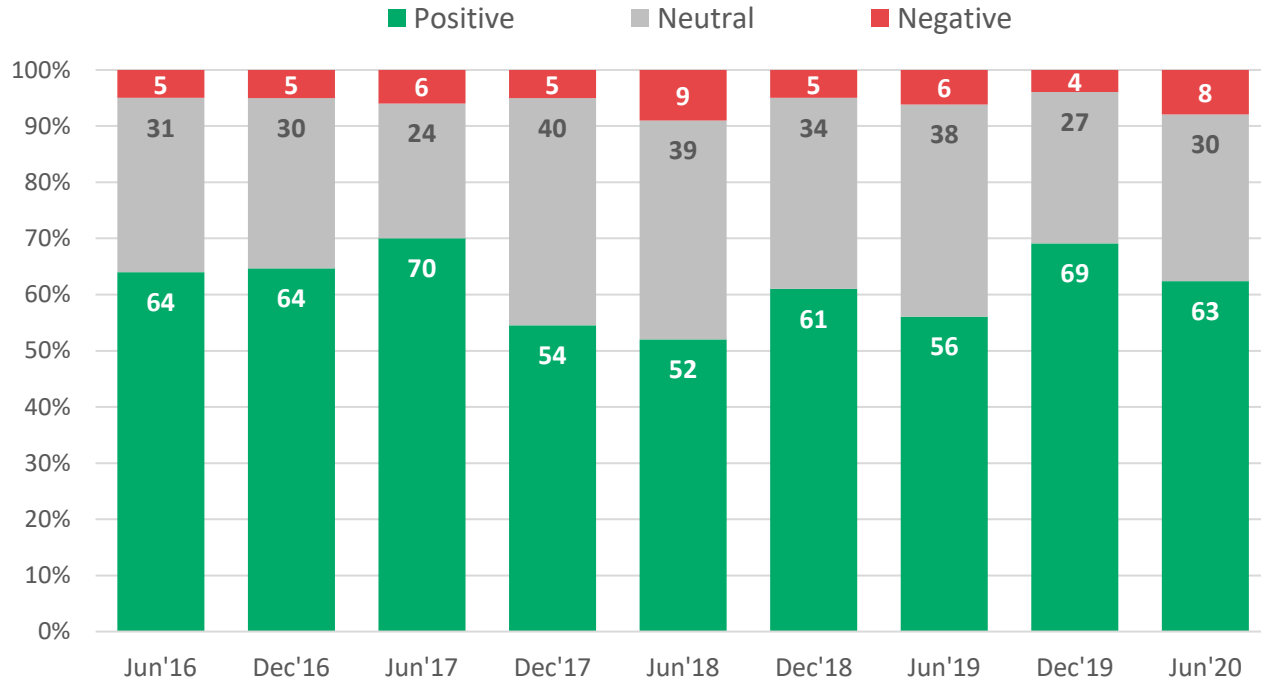
Confidence in future reliability (Business)



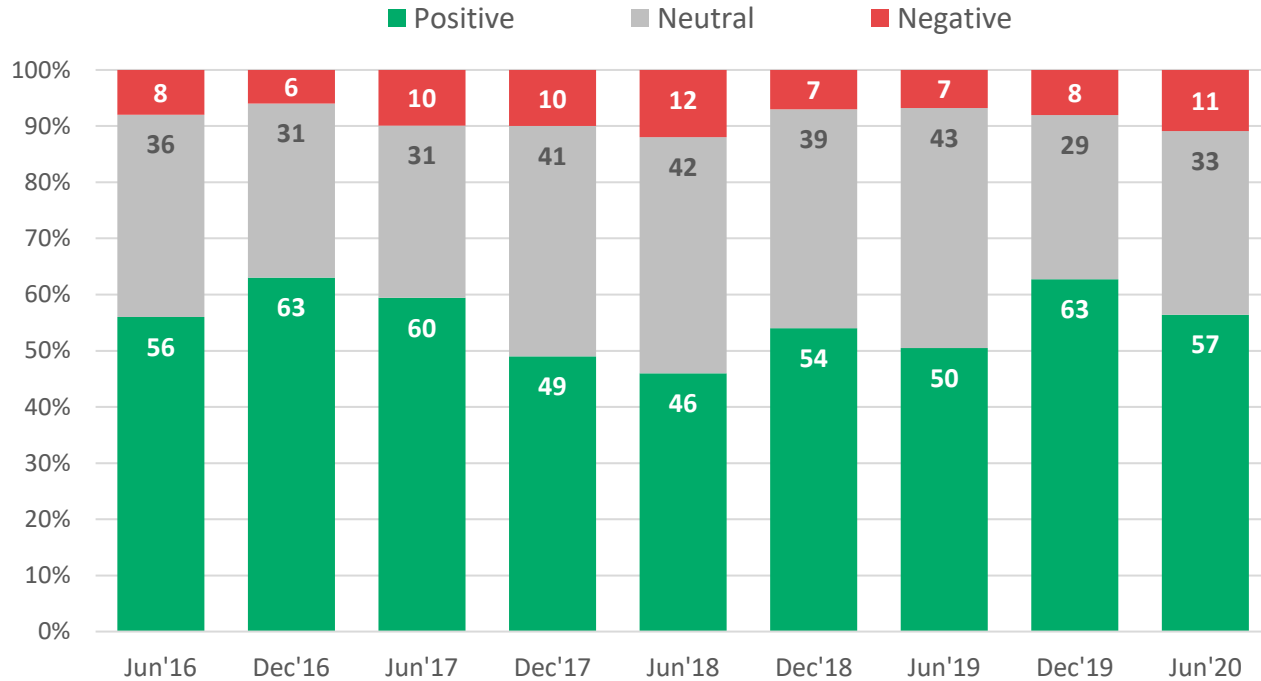
Confidence in advances in technology (Business)



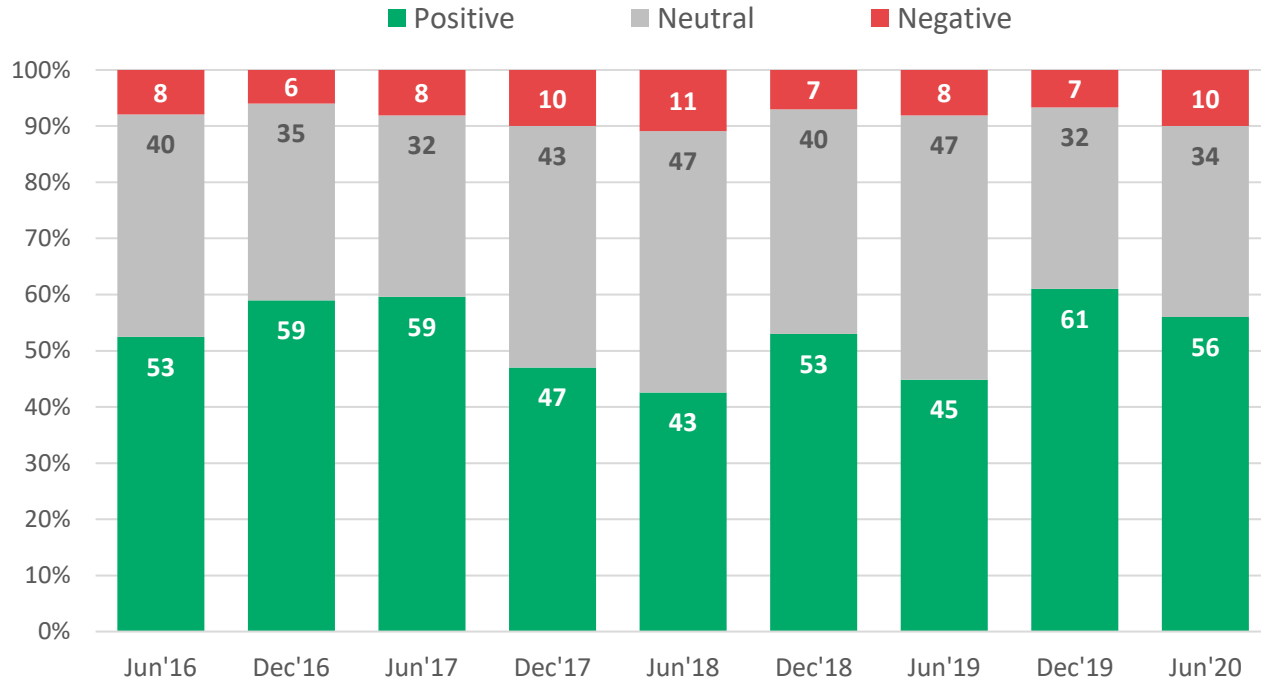
Confidence in ability to make choices (Business)



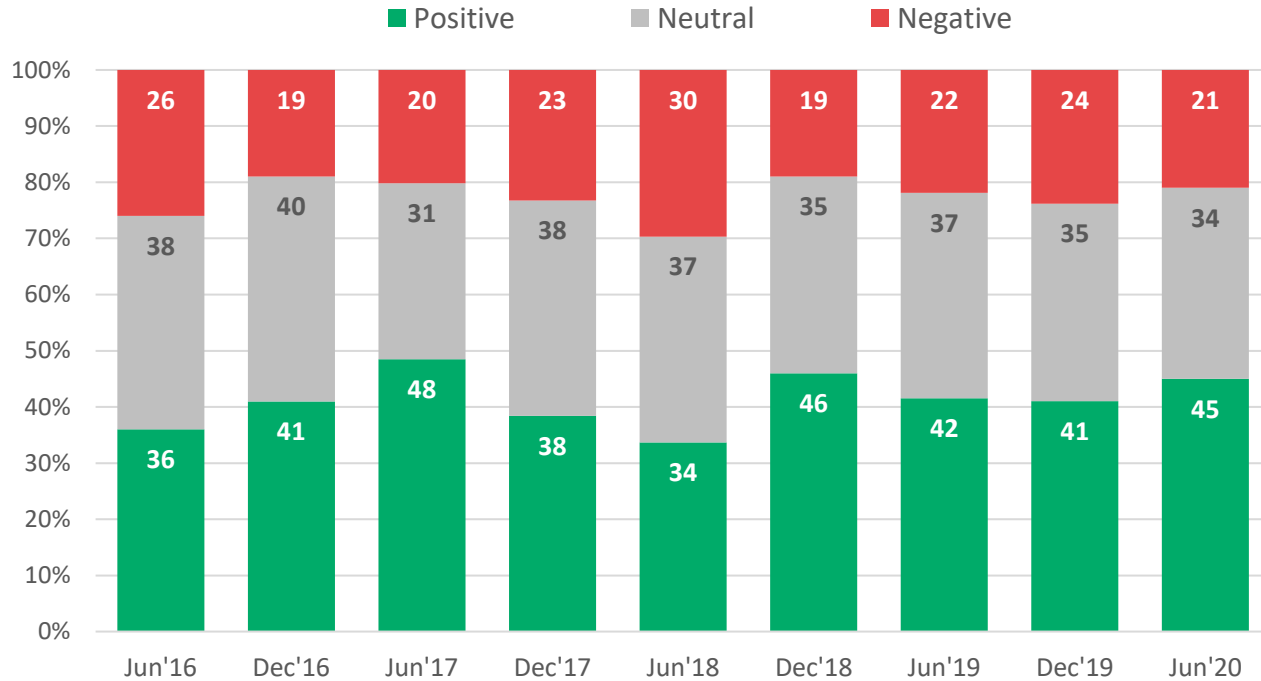
Confidence in availability of enough easily understood information (Business)

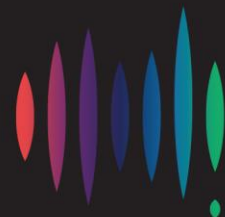


Confidence in availability of tools (Business)



Confidence in the market (Business)





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