



Press Release

J.D. Power and Associates Reports: Customer Awareness of Gas Utility Corporate Citizenship Activities Strongly Impacts Overall Satisfaction

CPS Energy, Metropolitan Utilities District of Omaha, New Jersey Natural Gas, and Southern California Gas Company Rank Highest in Residential Natural Gas Utility Customer Satisfaction

WESTLAKE VILLAGE, Calif.: 23 September 2009 — Residential gas utility customers who indicate that they are aware of their utility’s corporate citizenship efforts are considerably more satisfied overall than customers who indicate no awareness, according to the J.D. Power and Associates 2009 Gas Utility Residential Customer Satisfaction StudySM released today.

The study finds that customer awareness of gas utility corporate citizenship initiatives that demonstrate environmental stewardship, energy usage reduction and local community support can elevate overall satisfaction by 90 index points or more on a 1,000 point scale.

Overall Satisfaction Index Scores According to Customer Awareness (based on a 1,000-point scale)

Corporate citizenship efforts undertaken by residential gas utility companies	Customer is not aware of utility’s activities in this area	Customer is aware of utility’s activities in this area	Difference
Local donations or sponsorships	605	707	+102
Efforts to improve impact on environment	594	710	+116
Energy education or rebate programs	597	687	+90

Fewer than one in five customers indicate any awareness of their gas utility’s corporate citizenship initiatives.

“Gas utility customers want to be made aware of the corporate citizenship activities of their gas provider,” said Alan Destribats, vice president of the energy practice at J.D. Power and Associates. “Not only are customers more satisfied when they have an understanding of how their utility is giving back to the community, but also, customers with favorable impressions of how their utility manages business costs and treats its employees have notably higher levels of satisfaction. It is particularly critical for gas utilities to improve customer awareness regarding these efforts.”

The study also finds that customers are notably more satisfied when they indicate their utility company has provided education on the benefits of natural gas as a cost-effective and environmentally friendly source of energy. Overall satisfaction increases to 687—71 points above the industry average—when customers recall receiving a message from their utility company about gas being an environmentally friendly fuel. This figure increases to an average of 690 when customers recall hearing a message from their utility regarding the cost benefits of using natural gas.

The study, now in its eighth year, measures residential customer satisfaction with gas utility companies across six factors (listed in order of importance): billing and payment; price; corporate citizenship; communications; customer service; and field service. Utilities are ranked in four geographical regions.

East Region

New Jersey Natural Gas ranks highest in the East Region, followed by Rochester Gas & Electric; UGI Utilities; Washington Gas; and South Jersey Gas Company, respectively.

Midwest Region

Metropolitan Utilities District of Omaha ranks highest in the Midwest Region. Following in the regional rankings are MidAmerican Energy; Alliant Energy; Louisville Gas & Electric; and Citizens Gas, respectively.

South Region

CPS Energy ranks highest in overall customer satisfaction in the South Region. Following in the regional rankings are PSNC Energy; South Carolina Electric & Gas; Texas Gas Service; and Alagasco, respectively.

West Region

Southern California Gas Company ranks highest in the West Region. Following in the regional rankings are Northwest Natural; Colorado Springs Utilities; and Pacific Gas and Electric, respectively.

The 2009 Gas Utility Residential Customer Satisfaction Study is based on more than 54,000 responses from residential customers of the 75 largest gas utilities across the continental United States. These utilities serve more than 53 million households. The study was fielded between September 2008 and July 2009.

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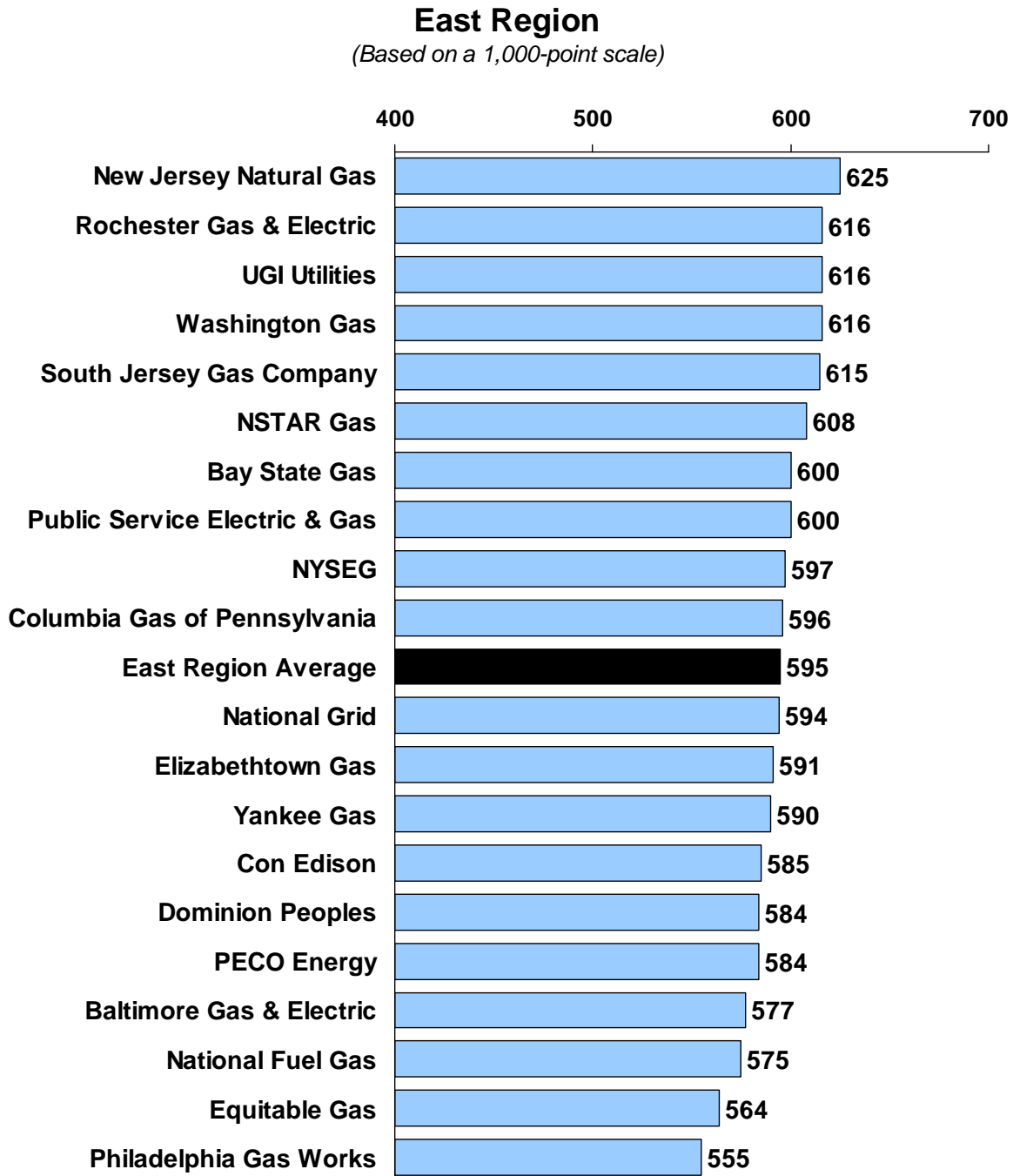
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NOTE: Four charts follow.

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2009 Gas Utility Residential Customer Satisfaction Study



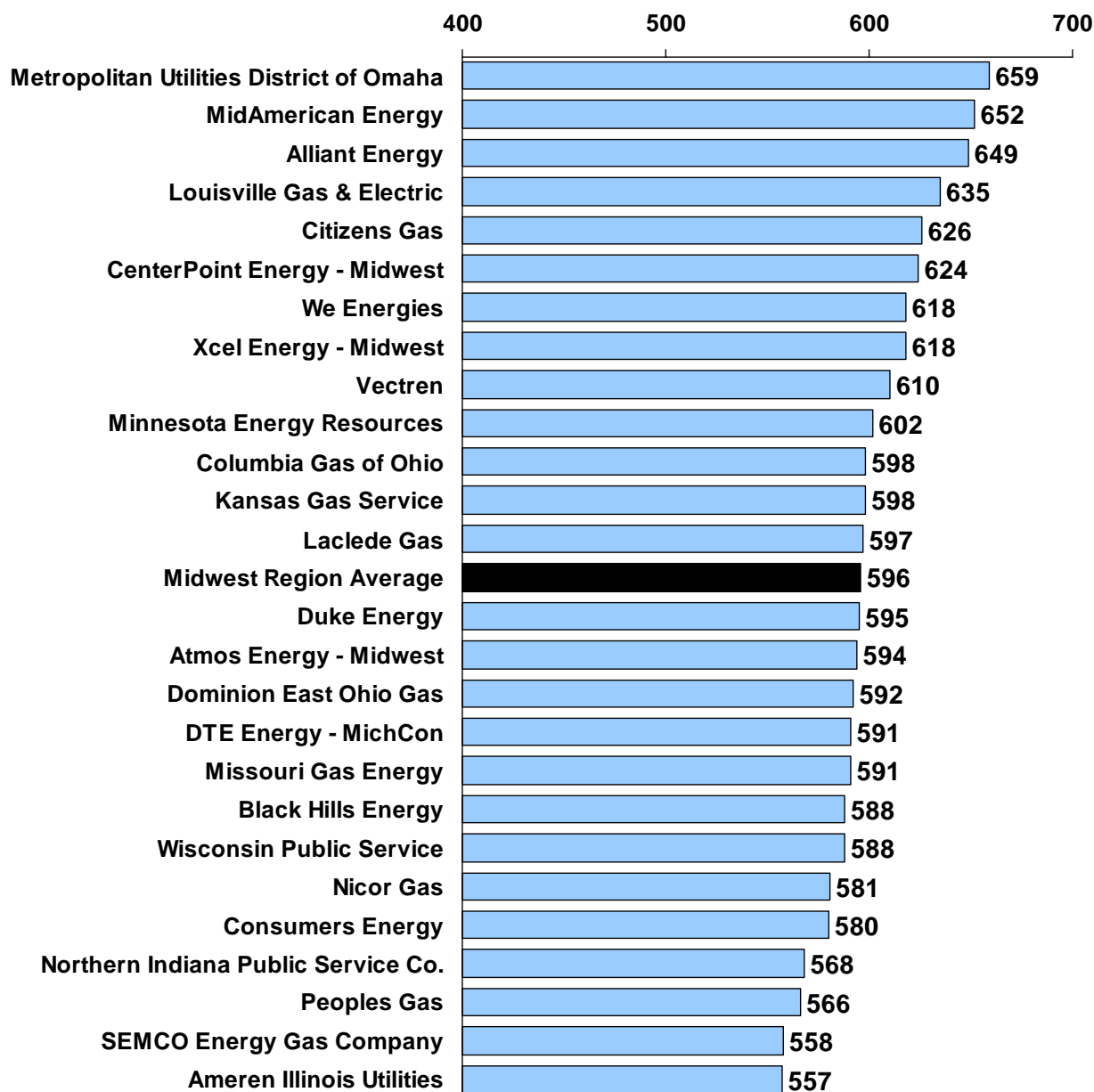
Source: J.D. Power and Associates 2009 Gas Utility Residential Customer Satisfaction StudySM

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2009 Gas Utility Residential Customer Satisfaction Study

Midwest Region (Based on a 1,000-point scale)

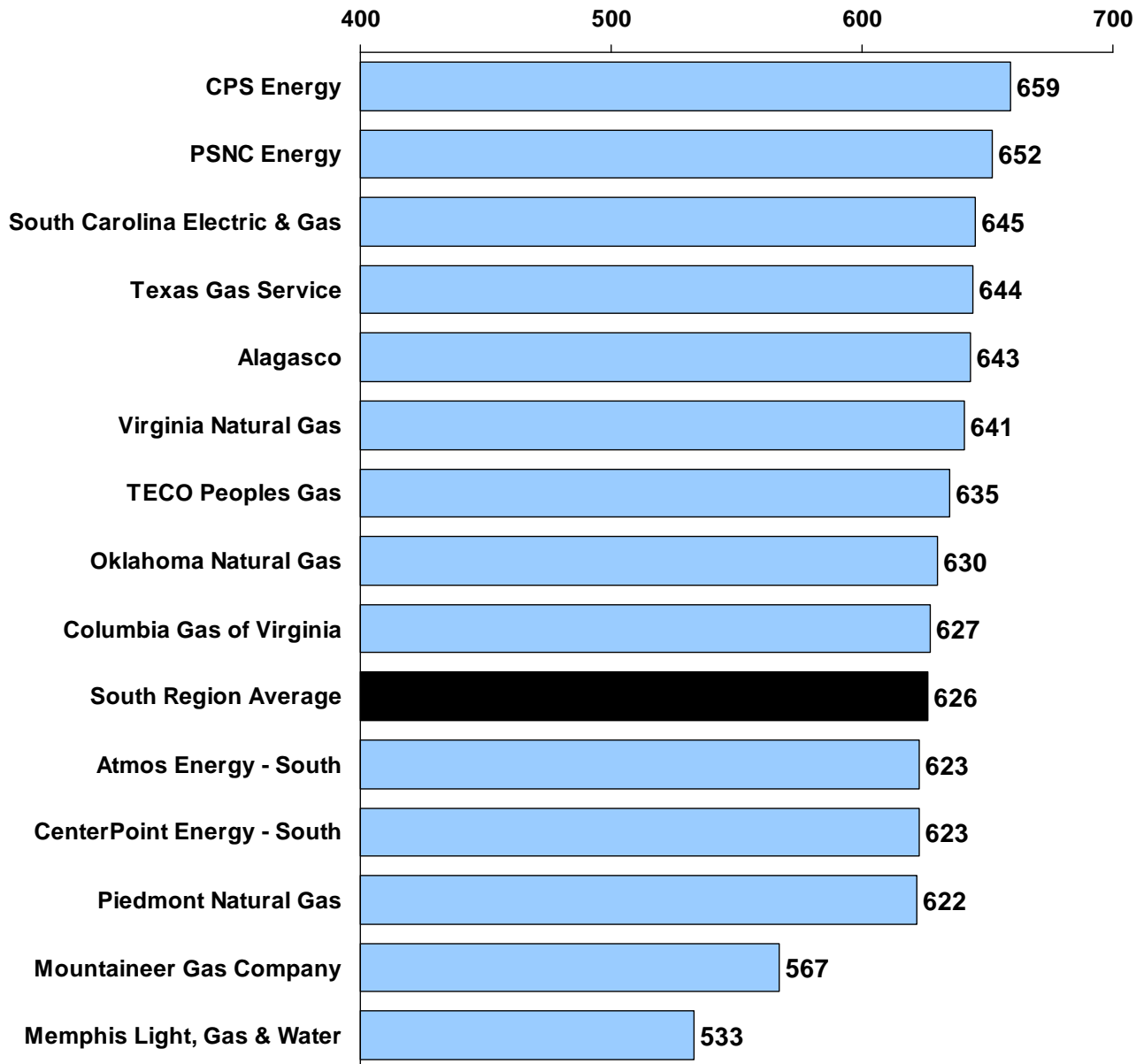


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J.D. Power and Associates SM 2009 Gas Utility Residential Customer Satisfaction Study

South Region (Based on a 1,000-point scale)

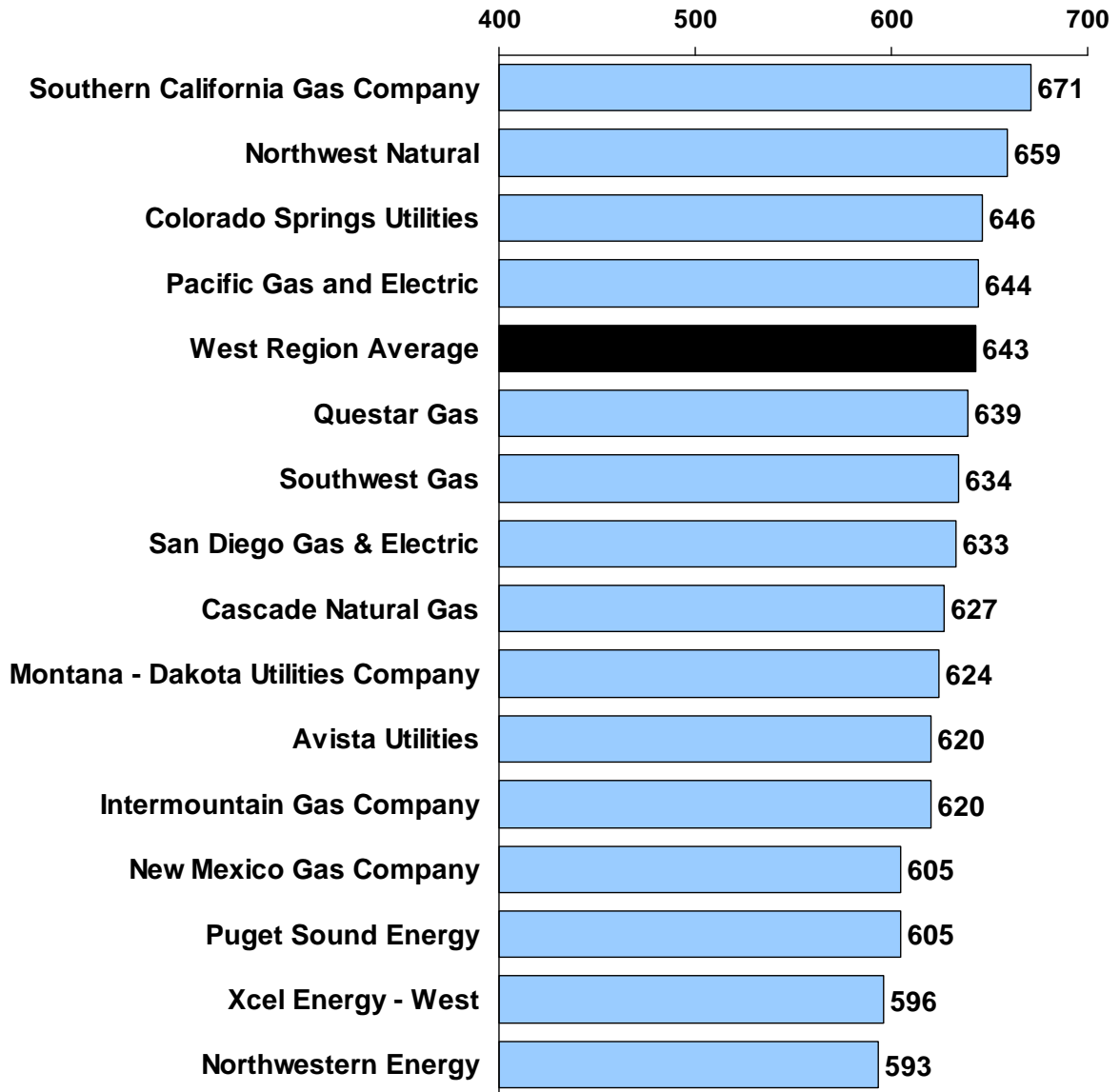


Source: J.D. Power and Associates 2009 Gas Utility Residential Customer Satisfaction StudySM

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J.D. Power and Associates SM 2009 Gas Utility Residential Customer Satisfaction Study

West Region (Based on a 1,000-point scale)



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