

Green Mountain Power Commissions Survey 2017 Results

Hello. My name is [NAME] and I'm calling, on behalf of Green Mountain Power. We are calling a few customers to get their thoughts and opinions regarding Green Mountain Power. Would you have time to participate in a brief survey?

Before we begin, please be aware this conversation may be recorded for quality purposes.

Using a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please rate your

Overall satisfaction with Green Mountain Power

Top 4 box	91%
Neutral	6%
Bottom 4 box	3%

I'm going to read a list of services and qualities that may relate to your electric utility. Using the same 1 to 10 scale, please rate your satisfaction with Green Mountain Power Company's service in that area.

Provides reliable electric service

Top 4 box	96%
Neutral	3%
Bottom 4 box	1%

Has courteous employees

Top 4 box	98%
Neutral	1%
Bottom 4 box	1%

Has knowledgeable employees who are able to help answer questions and solve problems

Top 4 box	97%
Neutral	2%
Bottom 4 box	1%

Restores service quickly after a power outage

Top 4 box	91%
Neutral	6%
Bottom 4 box	3%

Reads meters accurately

Top 4 box	97%
Neutral	3%
Bottom 4 box	0%

Bills accurately

Top 4 box	97%
Neutral	2%
Bottom 4 box	1%

Thinking about the amount of trust you have in Green Mountain Power, if 1 means no trust and 10 means a great deal of trust, **how much trust do you have in them at the present time?**

Top 4 box	92%
Neutral	6%
Bottom 4 box	2%