

Los Alamos County Department of Public Utilities 2017 Customer Survey

Prepared For:

*Los Alamos County Department of
Public Utilities
1000 Central Avenue, Ste. 130
Los Alamos, NM 87544*

Prepared By:

*Southwest Planning & Marketing
P.O. Box 1506
Santa Fe, NM 87504*

August 2017



Contents

Executive Summary.....	2
Introduction/Background.....	11
Methodology	11
Findings – Residential Customers	14
Overall Performance - Residential	15
Evaluation of Electric Service	19
Evaluation of Gas Water & Sewer Services	33
Field Employee Evaluation	45
Customer Care Center Evaluation	58
Evaluation of the LADPU App.....	72
Utility Billing Ratings	75
Communications	81
Nuclear Power – Agreement with the Pursuit of Nuclear Power.....	83
Electric/Hybrid Vehicles – Ownership and Intent to Purchase.....	84
Characteristics of Residential Customers	86
Findings – Commercial Customers	88
Overall Performance - Commercial	89
Evaluation of Electrical Service	91
Evaluation of Gas Water & Sewer Services	101
Evaluation of Field Employees	108
Evaluation of the Los Alamos Customer Care Center	116
Evaluation of the LADPU App.....	123
Evaluation of Billing	126
Communications	130
Nuclear Power – Agreement with the Pursuit of Nuclear Power.....	132
Electric/Hybrid Vehicles – Ownership and Intent to Purchase.....	133
Commercial Characteristics	134
 Appendix A- Survey Instrument	 137

Executive Summary

BACKGROUND

The Department of Public Utilities (DPU) of Los Alamos County contracted Southwest Planning & Marketing to assess customer knowledge of and satisfaction with utility services in Los Alamos County (Los Alamos and White Rock). The survey objectives were:

- To measure changes over time regarding residential and commercial customer knowledge, perceptions, and satisfaction regarding utility services.
- To monitor and assess residential and commercial customers' current knowledge, perceptions, and satisfaction regarding utility services.
- To test the reception of possible future services and programs.

SWPM utilized phone surveys, text surveys, email surveys and in-person intercept surveys to garner adequate sample sizes that were representative of the population. Four hundred twenty-one (421) residential surveys were completed utilizing email, phone and text and seventy-eight (78) commercial surveys were completed utilizing phone, email and intercept surveys. SWPM reviewed Census data to assure that the residential responses were representative of the Los Alamos County population. SWPM was able to get a response that was representative of the population without having to weight the data. The margin of error at a 95% confidence interval is +/-4.65 percent.

MAIN TAKEAWAYS

The use of multiple gathering techniques (e-mail, phone, intercept, and fax) provided a well-balanced response from residents and should be considered in the future when communicating to residents. Younger respondents responded particularly well to email and text.

LADPU ratings in most areas were up for commercial customers and down slightly for residential customers. The data suggests that the LADPU has improved service to commercial customers over the last two years.

The Customer Care Center continues to be an area for improvement. While ratings are high, there appear to be some "Courtesy Issues" that can be resolved with training. Billing was the number one reason people called the Customer Care Center. This is an area in which the Customer Care team should be well-versed.

The LADPU App was used by about one-quarter of the residential respondents. One-third of those that used the App, felt that the App needed improvement.

LADPU has done an excellent job of improving Billing. Ratings are generally up and both Commercial and Residential customers rated this area highly.

The Communications area improved over 2015 and was rated highly. Using text and email to communicate with customers can still improve this area, particularly with younger demographics.

The majority of commercial and residential customers support the pursuit of Nuclear Power by the LADPU. This is a mandate to pursue this option.

Based on customers' responses, it appears that hybrid vehicles are not a major issue for residents.

CHARACTERISTICS OF RESIDENTIAL CUSTOMERS

Residential respondents were representative of “average” area residents. Through the utilization of multiple survey tools, 2017 had the best representation of residents (as compared to previous surveys).

Seventy-six percent (76%) of the respondents own their own home. Seventy percent (71%) of the respondents were Los Alamos residents. Forty-six percent (45.8%) of households did not have children in the household. Average household Size was 2.2 adults and 1.4 children.

CHARACTERISTICS OF COMMERCIAL CUSTOMERS

Forty percent (41%) of the respondents were business owners. One third (34%) were managers.

OVERALL PERFORMANCE - RESIDENTIAL

Overall, the Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Forty-three percent of the respondents (43%) rated the “Overall Performance” as “Excellent,” identical to 2015 (43%). Forty-one percent of the respondents (41%) rated the “Overall Performance” as “Good.” This is a small drop from 2015 (43%). The average rating was 3.3 out of 4. (3.3 in 2015). Average ratings were similar for White Rock and Los Alamos residents. Residents under the age of 45 provided the lowest average rating 3.2, while residents over the age of 64 gave the DPU the highest average rating of 3.5.

LIKELY TO RECOMMEND - RESIDENTIAL

Respondents exhibited a high level of satisfaction and loyalty when asked if they would recommend the DPU’s service to a friend or relative. The Net Promoter Score (NPS) was 11.2 (detractors (ratings of 1-6) subtracted from promoters (ratings of a 9-10)). the average score for most companies in most industries, falls between 5-10. The DPU NPS score is above average.

OVERALL PERFORMANCE - COMMERCIAL

The average rating was 3.4 out of 4 (3.4 in 2015). **Overall**, the Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Overall satisfaction has grown since 2005 for Commercial customers and leveled off in 2017.

LIKELY TO RECOMMEND - COMMERCIAL

DPU garnered a high Net Promoter Score. This exhibits an acceptable level of loyalty by DPU’s commercial customers and a significant increase from 2015. The Net Promoter Score jumped substantially from 2015, from 4.1 in 2015 to 34.7 in 2017.

EVALUATION OF ELECTRICAL SERVICE - RESIDENTIAL

Overall, all groups rated the quality of the electrical services high (although slightly lower than 2015).

The **Overall Reliability** of the electrical utility service has improved steadily since 2009. Nearly half of the respondents rated the reliability of the service as “Excellent” with an average rating of 3.4. Eighty-eight percent rated the Overall Reliability of the electrical service “Excellent” or “Good,” which is slightly higher than in 2015 (87%).

The average rating for **Overall Value Considering Cost and Quality of Service** was down from 3.0 slightly in 2015 to 2.9 in 2017. Residents with children in the household had the lowest average rating 2.7, while residents over the age of 64 gave the DPU the highest average rating of 3.0.

The average rating for providing information about **planned extended outages** was 3.0 (out of 4). This is similar to 2015 of 3.0. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Thirty-two percent (31.6%) of the respondents **experienced an unplanned power outage**. This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in restoring service, and were they reachable by telephone or social media?

The average rating for **Restoring Services** During an unplanned interruption was down from 3.2 in 2015 to 3.0 in 2017. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Half of the respondents (48%) did not have an opinion about the DPU's performance in **Being Reachable by Telephone or Social Media**. Respondents over the age of 55 rated this area the highest (3.0 out of 4).

EVALUATION OF ELECTRICAL SERVICE - COMMERCIAL

Fifty-eight percent (58%) rated the **Overall Quality** of the electrical service as "Excellent." This is up substantially from 43% in 2015. Ninety percent (90%) rated the Overall Quality of the electrical service "Excellent" or "Good." The Overall Quality of electrical services was rated highly by commercial customers, (3.6 out of 4). This is a big improvement over 2015 (3.3).

The **Overall Reliability** of the electrical service continues to improve from a low of 3.0 (average rating) in 2011 to a high of 3.6 in 2017.

The **Overall Value Considering Cost and Quality of Service** of the Electric service is high for Commercial customers. The rating for Overall Value has improved significantly since 2015. The average ratings were 3.2 (out of 4). This is a big improvement from 2.8 in 2015.

The average rating for providing information about **planned extended outages** was 3.1 (out of 4). **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Thirty-four percent (33.8%) of the respondents **experienced an unplanned power outage**. This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in restoring service, and were they reachable by telephone or social media?

Over one-fourth of the respondents (28%) rated the DPU's performance in **restoring services** when an unplanned interruption occurs of the electrical service as "Excellent." The average rating for **restoring services** was 3.0 (out of 4).

The average rating for **being reachable by telephone or social media** was 3.1 (out of 4).

EVALUATION OF GAS, WATER, & SEWER SERVICES - RESIDENTIAL

The Los Alamos Department of Public Utilities continues to have extremely high ratings (as in years past). Overall Satisfaction dropped slightly for residential customers.

Overall performance ratings for gas, water, and sewer services was high, with ninety percent (90%) of the respondents rating the gas service "Excellent" or "Good." The average ratings were 3.5 (out of 4). This is a slight decrease from 2015 (3.6).

Although respondents rated the quality of Water Services as high, the average rating dropped to 3.4 (from 3.6 in 2015).

Eighty-seven percent (87%) of the respondents rated the sewer service "Excellent" or "Good." The average ratings were 3.4 (out of 4). This is similar to 2015 (3.5).

With regard to **overall value** considering quality and cost of service, average ratings were 2.9 for water, 2.9 for sewer, and 3.0 for gas. There was little change from 2015.

Average ratings for providing information about **planned extended outages** was 3.1 (out of 4) for all three services. No change from 2015. Over half of respondents did not have an opinion regarding this performance area. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Only a small percentage of respondents experienced any type of **unplanned interruption of service** for either gas, water, or sewer (2.9%, 6.3%, and 4.6%, respectively). This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in service, were asked the following two questions: How did DPU do in **restoring service**, and were they **reachable by telephone or social media**? The sample size for these two questions was not large enough to draw any significant conclusions.

With regard to **overall reliability**, approximately 90% of respondents rated the overall reliability of water, sewer, and gas, respectively, as either "good" or "excellent." Average ratings were extremely high, with an average rating of 3.5 (out of 4) for all three services.

EVALUATION OF GAS, WATER, & SEWER SERVICES – COMMERCIAL

There was a significant increase in the **overall performance** for all three services and the highest ratings since residents have been surveyed in 2005.

Over half (54%) of the respondents rated the **gas service** as "Excellent." This is an increase from 2015 (47%). The average ratings were 3.6 (out of 4). This is an increase over 2015 (3.4).

Sixty-four percent (64%) of the respondents rated the **water service** as "Excellent." This is an increase from 2015 (53%).

Sixty-four percent (64%) of the respondents rated the **sewer service** as "Excellent." This is a significant increase over 2015 (53%). The average ratings were 3.6 (out of 4). This is the highest rating in this category since businesses have been surveyed (2005).

When considering **overall value**, commercial ratings for overall value of water, sewer and gas were high. Average ratings 3.2 for gas, 3.1 for water, and 3.2 for sewer. This is up from 2015.

Average ratings for providing information about **planned extended interruption in services** were consistent for gas, water and sewer. Commercial customers gave DPU a 3.3 (out of 4) for all three services. **Note: 2017 results for questions relating to interruption in services are not directly comparable. In previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Only a small percentage of respondents experienced any type of **unplanned interruption of service** for either gas, water, or sewer (1.4%, 5.4%, and 2.7% respectively). This was the first year that this question was included in the survey. Further, in 2017 only those survey participants who indicated that they experienced an interruption in services, were asked the following two questions: How did DPU do in **restoring service**, and were they **reachable by telephone or social media**? The sample size for these two questions was not large enough to draw any significant conclusions.

Commercial respondents rated the **overall reliability** of the water sewer, & gas extremely high with an overall average rating of 3.6. Service in this performance area for commercial customers is excellent and improved in 2017.

FIELD EMPLOYEE EVALUATION - RESIDENTIAL

Approximately one fourth (27.2%) of respondents had **contact with a field employee**. Of those that had contact with a field employee, **Gas** as a total percentage of service calls was the most likely customer contact (23.5%). **Electric** (15.7%) decreased slightly from 2015 (17.0%). Gas, Water and Sewer increased. Electric and Meter Reading decreased. **Sewer** increased from 2015 to 2017, from 9.1% to 14.7%.

Ratings were extremely high (3.5) for all groups with regard to **field employees' courtesy**. This was slightly lower than 2015 with an average mean of 3.6.

Respondents considered the field employees to be extremely **knowledgeable**, giving them an overall average rating of 3.5 (out of 4), a slight decrease from 3.6 in 2015.

Respondents generally felt like the DPU's field employees were able to **handle their requests effectively**. The average ratings for performance with regard to field employees' ability to handle requests dropped from 2015 to 2017, from an average of 3.5 in 2015 to an average of 3.3 in 2017.

Sixty-three percent (63%) of the respondents in 2017 rated **overall field employee performance** as "excellent." Average ratings were high, with a 3.4 (out of 4) in 2017 (down from 3.6 in 2015).

FIELD EMPLOYEE EVALUATION - COMMERCIAL

Approximately twenty percent (19.4%) of commercial customers had contact with a field employee. Of those contacts, the proportion that were related to gas and electric increased in 2017 (gas 23% in 2015 to 39% in 2017, and electric 12% in 2015 to 31% in 2017). The proportion of contacts regarding water, sewer and meter reading decreased in 2017 (water 23% in 2015 to 15% in 2017, and sewer 12% in 2015 to 0.0% in 2017, and meter reading 27% in 2015 to 8%).

Field employees' ratings with regard to **courtesy** were extremely high at 3.7.

Field employees' average rating with regard to **knowledge** was lower than in 2015 (3.4 in 2017 vs. 3.6 in 2015). However, there were no "poor" ratings in 2017 (4% in 2015).

There was a drop in the average rating commercial customers gave the field employees with regard to **ability handle request** (3.4 in 2017 to 3.6 in 2015). Seventy-seven percent (77%) of the commercial respondents rated the field employees as “excellent” or “good” with regard to their ability to handle request, identical to 2015. There were no “poor” ratings in 2017 by respondents.

CUSTOMER CARE CENTER EVALUATION - RESIDENTIAL

Over half (52.3%) of respondents had **contact with a customer care representative**.

Respondents who were in contact with the Customer Care Center, rated the representatives’ high (3.3) with regard to **courtesy**, although this is a drop from 2015 (3.5).

Residential customers in contact with the Customer Care Center rated the representatives’ **Knowledge** at 3.1. This was lower than 2015’s rating of 3.3. While respondents rated customer care representatives as being “good” (3.1), this performance area underperformed as compared to other, similar performance areas.

Of the respondents who had contact, seventy-three percent (73%) rated Customer Care Center representatives’ **ability to handle requests** as either “good” or “excellent” with an average rating of 3.0.

Seventy-nine (79%) of respondents who had contact with the Customer Care Center in 2017 rated **overall** Customer Care representatives as either “good” or “excellent.” This is lower than 85% in 2015. Overall ratings for the Customer Care representatives were high with a score of 3.2. However, there is likely still some room for improvement and should be monitored in future years.

Eighty-two percent (82.3%) of respondents who called into the Customer Care Center received the help they needed.

Nearly half of the respondents who called, reported a billing related issue.

CUSTOMER CARE CENTER EVALUATION - COMMERCIAL

Eighty-two percent (82.4%) of commercial customers have had contact with the Customer Care Center.

More than half (53%) of those commercial respondents rated the **courteousness** of the Customer Care representatives’ as “excellent.” This is a major drop from 2015 (74%). The average rating of 3.4 is the lowest rating received for courtesy since the question was first asked in 2009.

Ratings for the **knowledge** of the Customer Care representatives in 2017 were similar to 2015 (and 2013). The average rating for knowledge of the Customer Care representatives was 3.2 in all years. Three-fourths (74%) of the respondents who had contact with a Customer Care representative, rated the knowledge of the Customer Care representatives as either “excellent” or “good” (73% in 2015).

Nearly seventy percent (69%) of the commercial respondents who had contact with a Customer Care representative, rated the representatives’ **ability to handle requests** as “excellent” or “good.” The average rating was 3.1, identical to 2015.

The average rating was 3.4 for the **overall performance** of Customer Care representatives by commercial respondents (up from 3.3 in 2015).

Overall, customer care representatives were rated highly by commercial respondents, although there were reported some courtesy and knowledge issues.

Almost seventy percent (68.8%) of the respondents indicated that they **received the information they needed** when calling the Customer Care representative (similar to 2015).

Billing issues were the information **most requested by respondents** (37.5%)

EVALUATION OF THE LADPU APP- RESIDENTIAL

Nearly half (48.1%) of the respondents are **not aware of the LADPU App**. Over half of the residents that were aware of the App **use the App** (53.7%).

Sixty-five percent (65%) of the residents who use the App, rated the **“Ease of Use”** of the LADPU App as either “Excellent” or “Good.” One third (33%) rated the App as “Fair” or “Poor.” As exhibited in the open-ended comments and illustrated in the average rating (2.7), many residents felt a need for **improvement of the App**.

EVALUATION OF THE LADPU APP - COMMERCIAL

Nearly sixty percent (58.3%) of the commercial respondents were **not aware of the new LADPU App**. Of the forty percent of commercial customers who are aware of the App, 27.3% use the App, Awareness of the App by commercial customers is less critical than for residents, as most commercial customers would not use a Utility App for business.

Two-thirds (66%) of the commercial respondents who use the App, rated it either “Excellent” or “Good.” One-third (33%) rated it either “fair” or “poor.” Ratings were similar for residents and indicates some issues with the App.

UTILITY BILLING RATINGS - RESIDENTIAL

Respondents who rated **payment options** as either “good” or “excellent” increased from 71% in 2015 to 74% in 2017. The average rating was 3.1, identical to 2015. Ratings may be driven by problems with the website, a perception that there is an inability to set up automatic payment withdrawals or meeting the expectations of a younger demographic for easier automated payment methods as exhibited in the open-ended comments section.

Ease of understanding the bill was rated “good” at 3.2 (out of 4). This has not varied much since 2007.

Accuracy of Billing ratings were slightly lower in 2017 at 3.2.

Utility billing ratings are “good” in all areas and have remained steady for many years.

UTILITY BILLING RATINGS - COMMERCIAL

With regard to **payment options**, commercial respondents rated the available payment options at 3.5. This is up substantially from 2015 results (3.0) and the highest rating since DPU began surveying customers. Fifty-one percent (51%) of the commercial respondents rated the **variety of payment options** as “excellent.” This is up from a 25% excellent rating in 2015.

There was a significant increase in the rating of the variety of the DPU's payment options in 2017.

The average rating commercial customers gave **ease of understanding** was 3.4 in 2017, an increase from 2015 (3.2). Forty percent (40%) of the respondents rated **ease of understanding** as "excellent." This is up from 2015 (33%). There was a significant improvement in the rating of ease of understanding by commercial customers since 2015.

The average rating for **accuracy of billing** by commercial customers was 3.2 in 2017, identical to 2015 (3.2). There was little change in the rating for accuracy of billing by commercial respondents over previous years.

COMMUNICATIONS - RESIDENTIAL

Overall communications ratings increased slightly from 3.0 in 2015 to 3.1 in 2017. The highest average rating for how well the DPU communicates with customers was for the 65+ age group (3.3 out of 4), while the lowest rating was for respondents with children in the household (3.0). There was an increase (34% in 2017 versus 25% in 2015) of respondents that rated the DPU's performance in communicating with customers as excellent.

COMMUNICATIONS - COMMERCIAL

The average ratings with regard to how the DPU performs in communicating improved significantly in 2017 (3.3). Three-fourths (74%) of the respondents rated communication as "excellent" or "good." The average ratings were the highest since 2017.

AGREEMENT WITH THE PURSUIT OF NUCLEAR POWER - RESIDENTIAL

Approximately three-fourths (73%) of the residents "Strongly Agree" or "Agree" that LADPU should pursue nuclear power. Thirteen percent (13%) of the respondents did not have an opinion. Fifteen percent (15%) "Strongly Disagree" or "Disagree" with LADPU pursuing nuclear power. LADPU has extremely strong support in pursuing nuclear power by an overwhelming majority of LADPU residents.

AGREEMENT WITH THE PURSUIT OF NUCLEAR POWER - COMMERCIAL

Sixty-percent (60%) "Strongly Agree" or "Agree" with the pursuit of nuclear power. Nearly twenty percent (18%) had no opinion on the subject. Twenty-two percent (22%) "Disagreed" or "Strongly Disagreed" with the pursuit of nuclear power by LADPU. Commercial customers overwhelmingly support pursuing nuclear power, although support was greater by residents.

ELECTRIC OR HYBRID PLUG-IN VEHICLES - RESIDENTIAL

Seventy-five percent (75%) of residential customers do not own or plan on buying an electric/hybrid plug-in vehicle. Owning electric vehicles are not a critical issue for most Los Alamos Residents.

ELECTRIC OR HYBRID PLUG-IN VEHICLES - COMMERCIAL

Over four-fifths (83%) of the commercial customers have no intent on owning or purchasing an electric/hybrid plug-in vehicle. Electric vehicles will not impact the electricity usage in Los Alamos County in the next seven years.

Los Alamos County Department of Public Utilities 2017 Customer Survey

Introduction/Background

The Department of Public Utilities (DPU) of Los Alamos County contracted with Southwest Planning & Marketing to conduct and complete a survey to assess customer knowledge of and satisfaction with utility services in Los Alamos County (Los Alamos and White Rock). The 2017 survey is the seventh since 2005, the first year in which the survey was conducted. The residential survey was administered by telephone, an online email survey and text messages to residential customers. Commercial business surveys were administered by phone, email and in-person intercept surveys. The use of multiple survey contact methodologies yielded a representative response of the residents.

Survey Objectives

- To measure changes over time regarding residential and commercial customer knowledge, perceptions, and satisfaction regarding utility services.
- To monitor and assess residential and commercial customers' current knowledge, perceptions, and satisfaction regarding utility services.
- To test the reception of possible future services and programs.

Methodology

SURVEY DESIGN

Southwest Planning & Marketing (SWPM) worked with the DPU staff to prepare an updated survey instrument that utilized questions from the 2015 survey. Using questions from previous surveys allowed for the measurement of benchmark changes in resident and commercial customers' satisfaction, knowledge and perceptions regarding utility services. SWPM met with DPU officials to develop new questions relevant to current and proposed future initiatives.

METHODS AND INSTRUMENTS OF DATA GATHERING AND PROCEDURES

In 2017, SWPM utilized phone surveys, text surveys, email surveys and in-person intercept surveys in order to garner adequate sample size that was representative of the population.

April 24-25 – Complete survey programming

April 26 – Text surveys and email surveys sent out

April 29 – Phone surveying residential and commercial customers

May 2 – Assess completion and representativeness

May 2 – Text and email reminders sent out

May 8 – Complete residential fieldwork (phone, email and text)

May 19 – Complete commercial fieldwork (phone and in-person intercept)

May 20-May 31 – Statistical analysis/report writing

June 9 – Project completed

SURVEY COMPLETIONS

- Four hundred twenty-one (421) residential surveys were completed utilizing email, phone and text.
- Seventy-eight (78) commercial surveys were completed utilizing phone, email and intercept surveys.
- The margin of error at a 95% confidence interval is +/-4.65 percent.

STATISTICAL TREATMENT

Prior to running the statistics, SWPM (as is standard practice) reviewed and cleaned the data and looked for anomalous data and outliers. SWPM also reviewed Census data to assure that the residential responses were representative of the Los Alamos County population. SWPM noted that: phone surveys tended to garner older respondents, text surveys garnered younger respondents and email responses were relatively representative of the population in general. SWPM combined the surveys and determined the age breakdown per respondent. Through the use of multiple methodologies, SWPM was able to get a response that was representative of the population without having to weight the data.

Age Category	Un-weighted residential responses	Per Census and https://suburbanstats.org
18-30	11.3%	12.5%
31-44	32.7%	26.1%
45-54	20.1%	23.6%
55-65	22.7%	20.7%
66+	13.1%	17.1%

Residential and commercial customer data was analyzed separately. In addition to overall findings for residential customers and commercial customers, SWPM looked at sub-groups for each type of customer.

Residential customer data was grouped and reported by:

- Overall
- White Rock versus Los Alamos
- Age category
- Households with and without children

REPORT FORMAT (READING THIS REPORT)

The report is formatted to present findings for each topic area, followed by supporting graphs and charts. This allows the reader to interpret and analyze the findings.

Questions that had D/K as an option (don't know/no opinion) were presented with the D/K frequency included in each of the graphs. This allows the reader to see the percentage of people that did not or were not able to answer that question. The overall averages (means) on a scale from 1 to 4 with 1 being poor and 4 being excellent were calculated with D/K/no opinion excluded in order to be comparable to prior year reports and to get an accurate reading of the ratings in each area for people that responded to the question.

Percentages in graphs and charts may not equal 100 percent due to rounding.

Findings – Residential Customers

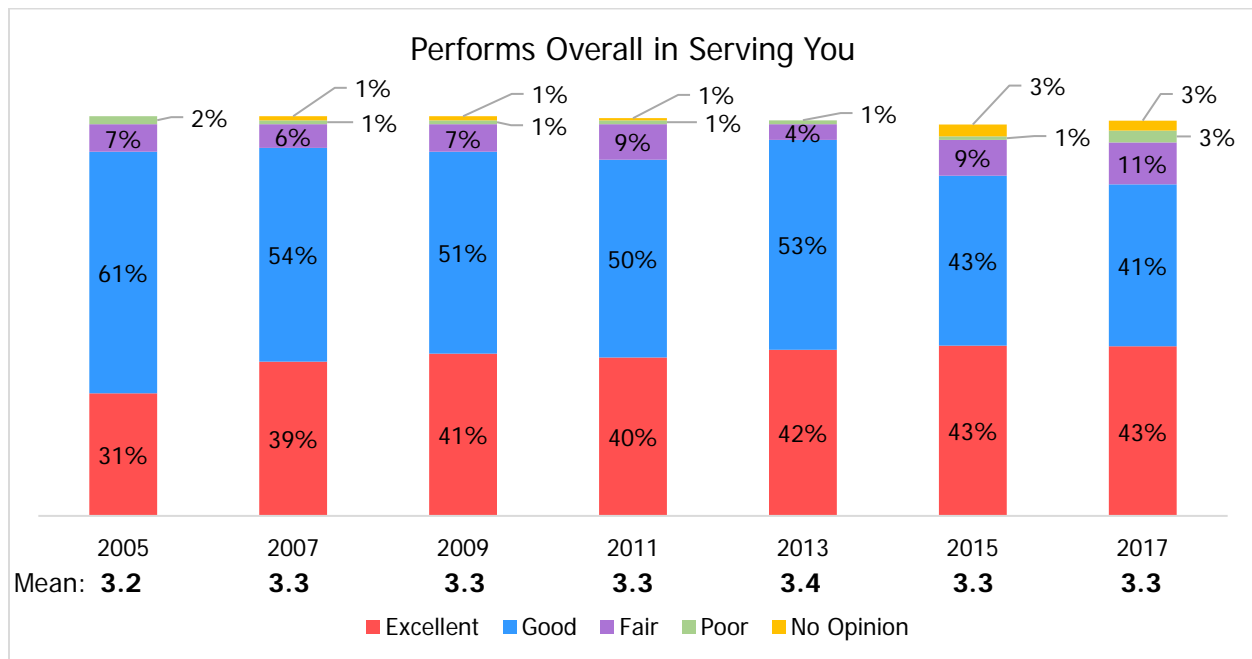
Overall Performance (performs overall in serving you)- Residential

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its "Overall Service" using a four-point scale (poor=1, fair=2, good=3 and excellent=4).

The Los Alamos Department of Public Utilities garnered high ratings (as in years past) from residents.

- Forty-three percent of the respondents (43%) rated the "Overall Performance" as "Excellent," identical to 2015 (43%).
- Forty-one percent of the respondents (41%) rated the "Overall Performance" as "Good." This is a small drop from 2015 (43%).
- The average rating was 3.3 out of 4. (3.3 in 2015).
- Average ratings were similar for White Rock and Los Alamos residents.
- Residents under the age of 45 provided the lowest average rating 3.2, while residents over the age of 64 gave the DPU the highest average rating of 3.5.

TAKEAWAYS: OVERALL, THE LOS ALAMOS DEPARTMENT OF PUBLIC UTILITIES CONTINUES TO HAVE EXTREMELY HIGH RATINGS (AS IN YEARS PAST). YOUNGER RESIDENTS AND RESIDENTS WITH CHILDREN IN THE HOUSEHOLD HAD LOWER RATINGS OF THE OVERALL PERFORMANCE OF THE DEPARTMENT OF PUBLIC UTILITIES. RATINGS HAVE REMAINED AT A HIGH LEVEL SINCE 2013.



Residential Customers									
Overall Rating in Serving You									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.3	3.3	3.3	3.4	3.2	3.3	3.4	3.5
2017	3.3	3.3	3.3	3.1	3.5	3.2	3.2	3.3	3.5

Likely to Recommend (Net Promoter Score)

Net Promoter Score - Net Promoter Score (NPS) is a management tool that serves as an alternative to traditional customer satisfaction questions. The Net Promoter Score (NPS) measures the loyalty that exists between a provider and a consumer and is considered to be an accurate gauge of customers' overall rating of a company or service. The NPS consists of asking respondents to answer the following question:

"How likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague on a scale from 1 to 10, with a 1 being "Not at all likely" and a 10 being "Extremely Likely?"

- The Net Promoter Score (NPS) was **11.2** (detractors (ratings of 1-6) subtracted from promoters (ratings of a 9-10)).

TAKEAWAYS: DPU GARNERED AN ACCEPTABLE NET PROMOTER SCORE OF 11.2 (DOWN SLIGHTLY FROM 2015).

TYPICALLY, EXPERTS CONSIDER A SCORE OF 50 OR HIGHER TO BE EXCEPTIONAL. ANYTHING OVER 30 IS USUALLY CONSIDERED GOOD, AND THE AVERAGE SCORE FOR MOST COMPANIES IN MOST INDUSTRIES, FALLS BETWEEN 5-10. THE DPU NPS SCORE IS ABOVE AVERAGE.

AS A UTILITY, SOME RESPONDENTS CONSIDERED THE QUESTION INAPPROPRIATE AS THEY DO NOT HAVE OTHER ALTERNATIVES FOR SERVICE. HOWEVER, THE NPS SERVES THE PURPOSE OF CREATING AN OVERALL BENCHMARK FOR FUTURE YEARS IN PROVIDING A MEASURE OF CUSTOMER LOYALTY.

	Not at all likely	2	3	4	5	6	7	8	9	Extremely Likely	NPS
2015											
	3.4%	1.7%	1.9%	2.4%	10.3%	5.9%	11.1%	20.4%	18.8%	24.0%	17.2
	Detractors (26.8%) Passives (31.6%) Promoters (42.3%)										
2017											
	3.3%	0.1%	2.2%	3.3%	15.4%	4.6%	12.2%	18.4%	21.7%	18.4%	11.2
	Detractors (28.8%) Passives (30.8%) Promoters (40.1%)										

Open ended responses were categorized based on the general content of the response so that they could be quantified. The table below is representative of the entire open-ended response sample for the question “likely to recommend...”¹

What Can The DPU Do to Improve the Likelihood of you Recommending It to a Friend or Colleague?	
Comment Type Summary	%
Question inappropriate as there is no other alternative to offer friends and relatives	17.5%
Don't Know	16.0%
Misc.	11.9%
Billing (online app-website-auto withdraw)	10.8%
Kudos	9.8%
Cost	7.7%
Improve Communication-311-customer service	7.2%
Fix App	5.7%
Renewable Energy	5.7%
Easier Website	3.1%
Infrastructure	3.1%
Payment Credit Card Fee	1.5%

¹ Verbatim open-ended responses were provided as a separate document.

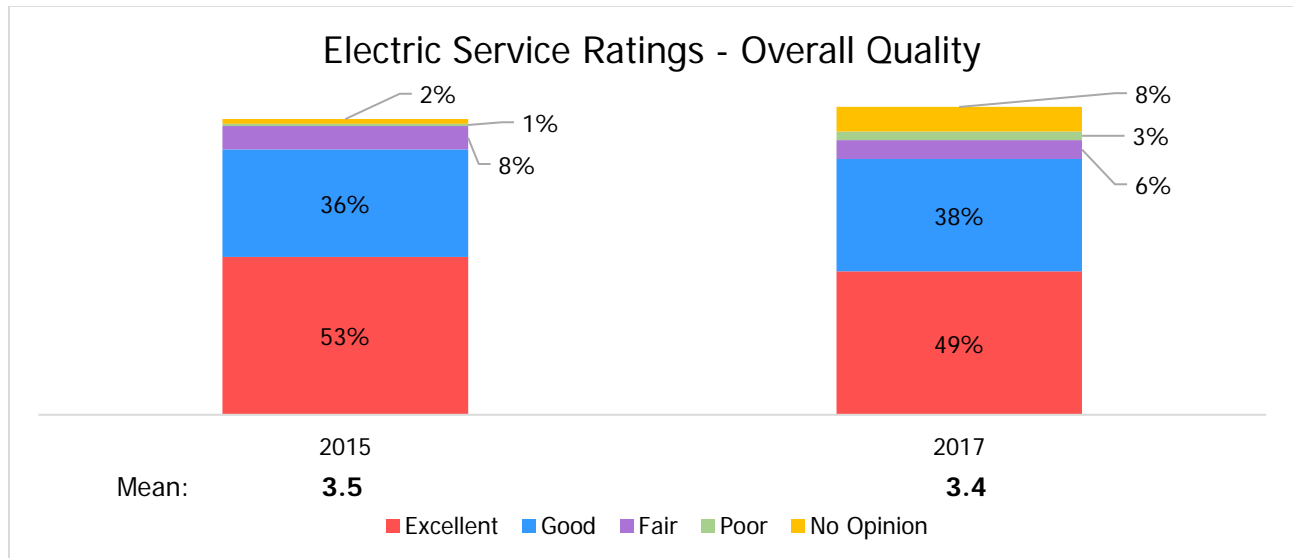
Evaluation of Electric Service

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Electric Service using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following areas six areas: Overall Quality, Overall Value, Restoring Services, Providing Information About Outages, Being Reachable by Telephone or Social Media, and Overall Reliability."

Electric Service - Overall Quality of Electric Service

- Half of the respondents (49%) rated the Overall Quality of the electrical service as "Excellent" (down slightly from 2015 – 53%).
- Almost ninety percent (87%) rated the **Overall Quality** of the electrical service "Excellent" or "Good."
- The average ratings were 3.4 (out of 4).
- Average ratings were similar for White Rock and Los Alamos residents as well as for residents with children in the household and all age groups.

TAKEAWAYS: ELECTRICAL RATINGS FOR "OVERALL QUALITY" WERE EXTREMELY HIGH IN 2017. OVERALL, ALL GROUPS RATED THE QUALITY OF THE ELECTRICAL SERVICES HIGH (ALTHOUGH SLIGHTLY LOWER THAN 2015).



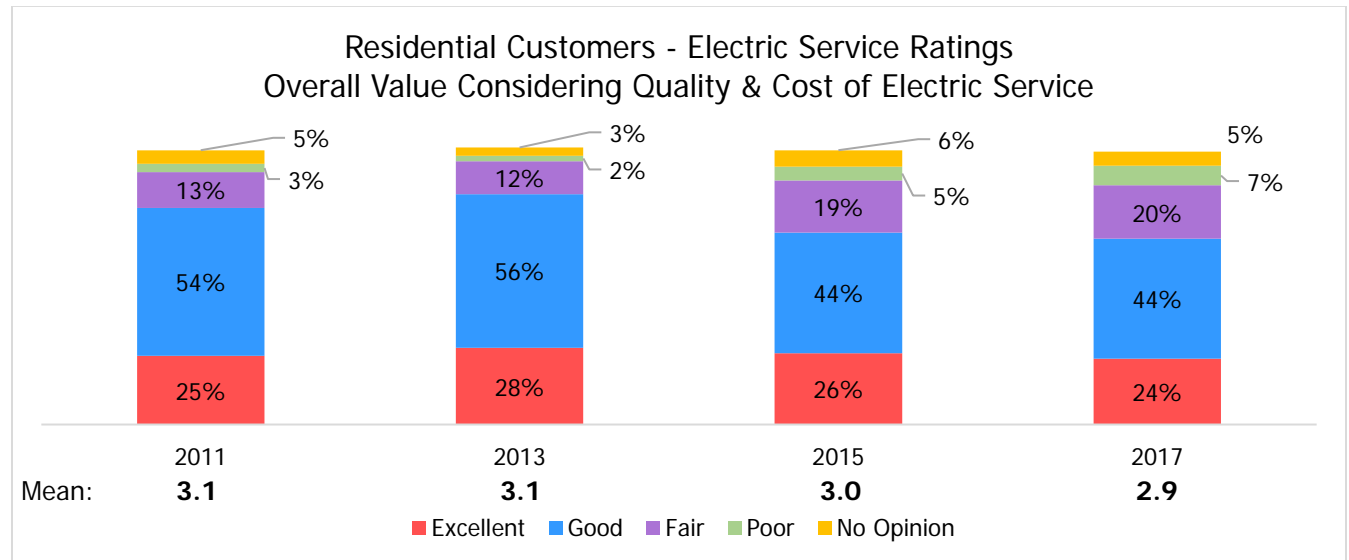
Residential Customers - Electric									
Overall Quality of Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.5	3.5	3.4	3.5	3.4	3.4	3.4	3.5
2017	3.4	3.4	3.4	3.4	3.5	3.4	3.4	3.5	3.4

On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the “Overall Quality” of the electric service

Electric Service - Overall Value considering Quality & Cost of Electric Service

- One-fourth of the respondents (24%) rated the **Value** of the electrical service as “Excellent” versus 26 percent in 2015.
- Nearly seventy percent (68%) rated the **Value** of the electrical service “Excellent” or “Good” versus 70 percent in 2015.
- The average rating was 2.9 (out of 4).
- Average ratings were similar for White Rock and Los Alamos residents.
- Residents with children in the household had the lowest average rating 2.7, while residents from households with no children gave the DPU the highest average rating of 3.1.

TAKEAWAYS: ELECTRICAL RATINGS FOR “VALUE” WERE DOWN FROM 3.0 SLIGHTLY IN 2015 TO 2.9 IN 2017. THE COST OF ELECTRICITY IMPACTS THE “VALUE” METRIC. THERE WERE SEVERAL OPEN-ENDED COMMENTS REGARDING ELECTRICITY RATES AS BEING TOO HIGH.



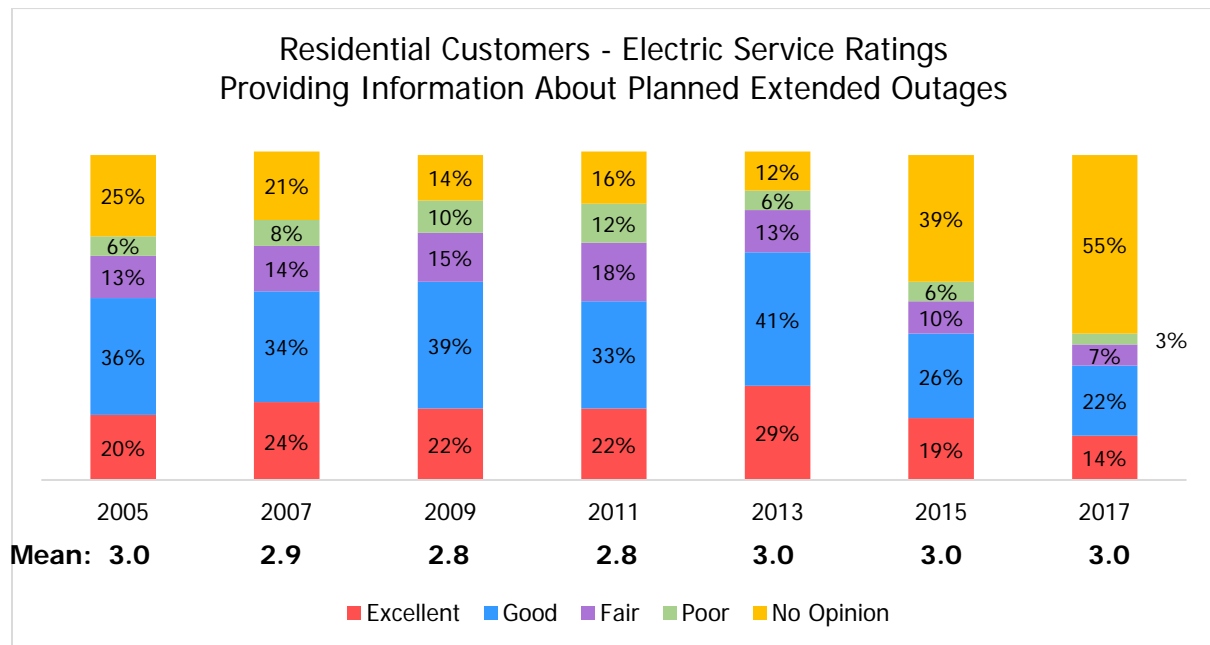
Residential Customers - Electric									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	3.0	3.0	2.8	3.1	2.9	2.9	3.0	3.1
2017	2.9	2.9	2.9	2.7	3.1	2.8	2.8	3.0	3.0

Electric Service - DPU's performance in providing information about planned extended outages

Over half of the respondents (55%) did not have an opinion on the DPU's performance in providing information about planned extended outages. This was largely because many respondents had not experienced a planned extended outage in their electrical service.

- The average rating for **providing information about planned extended outages** was 3.0 (out of 4). This is similar to 2015 of 3.0. **Note: this is not directly comparable because prior to 2017, the respondent was not asked to differentiate between planned and unplanned interruptions.**
- Average ratings were slightly higher for White Rock (3.1) versus Los Alamos residents 3.0.
- Residents between the ages of 18-44 had the lowest average rating of 2.9.

TAKEAWAYS: OVER HALF OF THE RESPONDENTS COULD NOT RATE THE DPU'S PERFORMANCE IN PROVIDING INFORMATION ABOUT OUTAGES. INTERESTINGLY, PEOPLE BETWEEN THE AGES OF 18-44 RATED THE PERFORMANCE A 2.9 OUT OF 4. THROUGH THE USE OF TEXTS, WE WERE ABLE TO GARNER BETTER INFORMATION FROM YOUNGER RESPONDENTS WHICH MAY HAVE IMPACTED THIS RATING AS COMPARED TO 2015.



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

Residential Customers - Electric									
Providing Information to Customers About Extended Outages									
By Community				Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	2.9	3.0	2.9	3.1	3.1	2.8	3.0	3.0
2017	3.0	3.1	3.0	3.0	3.1	2.9	3.0	3.2	3.2

Electric Service – Customers who Experienced an Unplanned Interruption of Service

- Thirty-two percent (31.6%) of the respondents experienced an unplanned power outage.

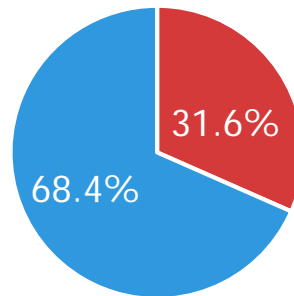
DPU's performance in restoring services when an unplanned interruption occurs

Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

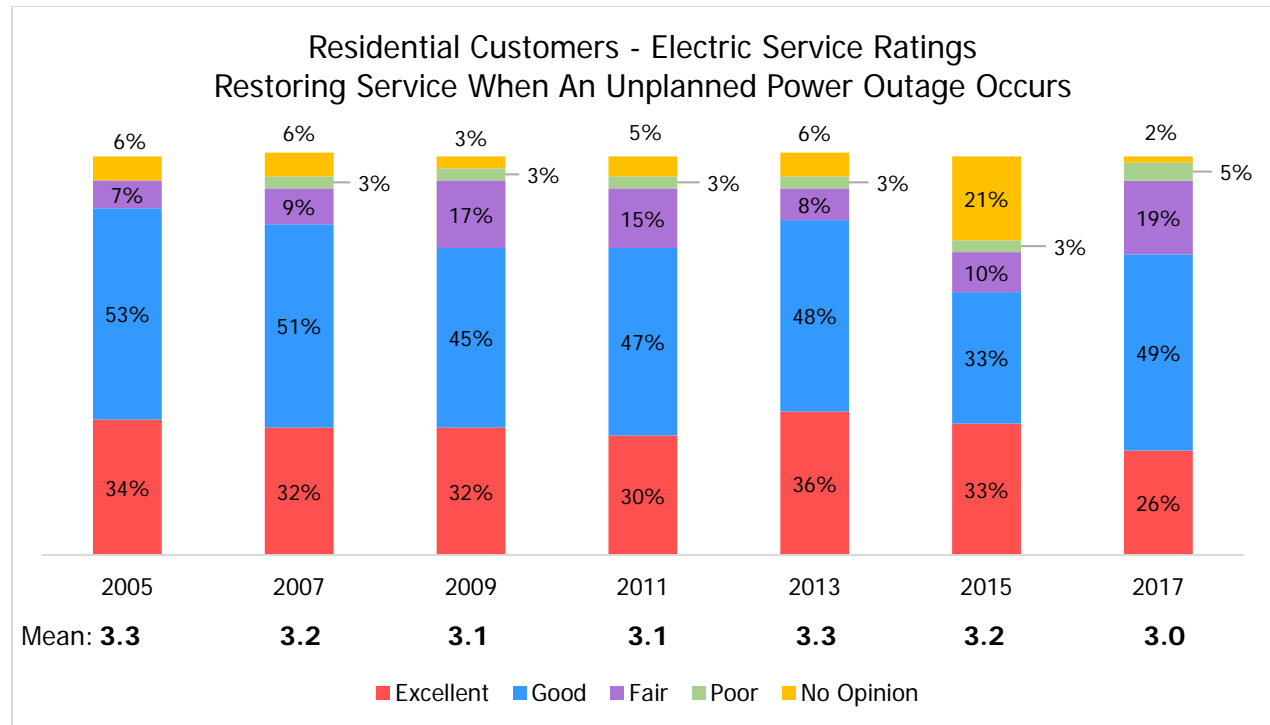
- One-fourth of the respondents (26%) rated the DPU's performance in **restoring services** when an unplanned interruption occurs of the electrical service as "Excellent" versus 33 percent in 2015.
- The average rating for **restoring services** was 3.0 (out of 4). This is lower than the average rating in 2015 of 3.2.
- Los Alamos residents rated DPU's performance in restoring services at 2.9, slightly lower than White Rock residents (3.0).
- Residents between the ages of 45-54 had the lowest average rating 2.8.
- **TAKEAWAYS: ELECTRICAL RATINGS FOR "RESTORING SERVICES WHEN AN UNPLANNED INTERRUPTION OCCURS" WERE DOWN FROM 3.2 IN 2015 TO 3.0 IN 2017. HOWEVER, IT IS IMPORTANT TO NOTE THAT THE FINDINGS ARE NOT DIRECTLY COMPARABLE. IN 2017, ONLY RESPONDENTS WHO EXPERIENCED AN UNPLANNED INTERRUPTION WERE ASKED TO RESPOND TO THIS QUESTION (UNLIKE PREVIOUS YEARS) AND RESPONDENTS WERE NOT ASKED TO DIFFERENTIATE BETWEEN PLANNED AND UNPLANNED INTERRUPTIONS.**

Residential Customers - Electric Service
Customers who Experienced an Unplanned Interruption of Service



■ Yes ■ No

Residential Customers – Electric Service Customers who Experienced an Unplanned Interruption of Service										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	Yes	31.6%	25.5%	34.9%	35.1%	32.7%	28.1%	41.0%	27.3%	41.2%
	No	68.4%	74.5%	65.1%	64.9%	67.3%	71.9%	59.0%	72.7%	58.8%



Note: In 2017, only respondents that experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

Residential Customers - Electric									
Restoring Service When an Unplanned Interruption Occurs									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.2	3.3	3.2	3.1	3.3	3.2	3.2	3.2	3.3
2017	3.0	3.0	2.9	3.0	3.0	3.0	2.8	3.0	3.1

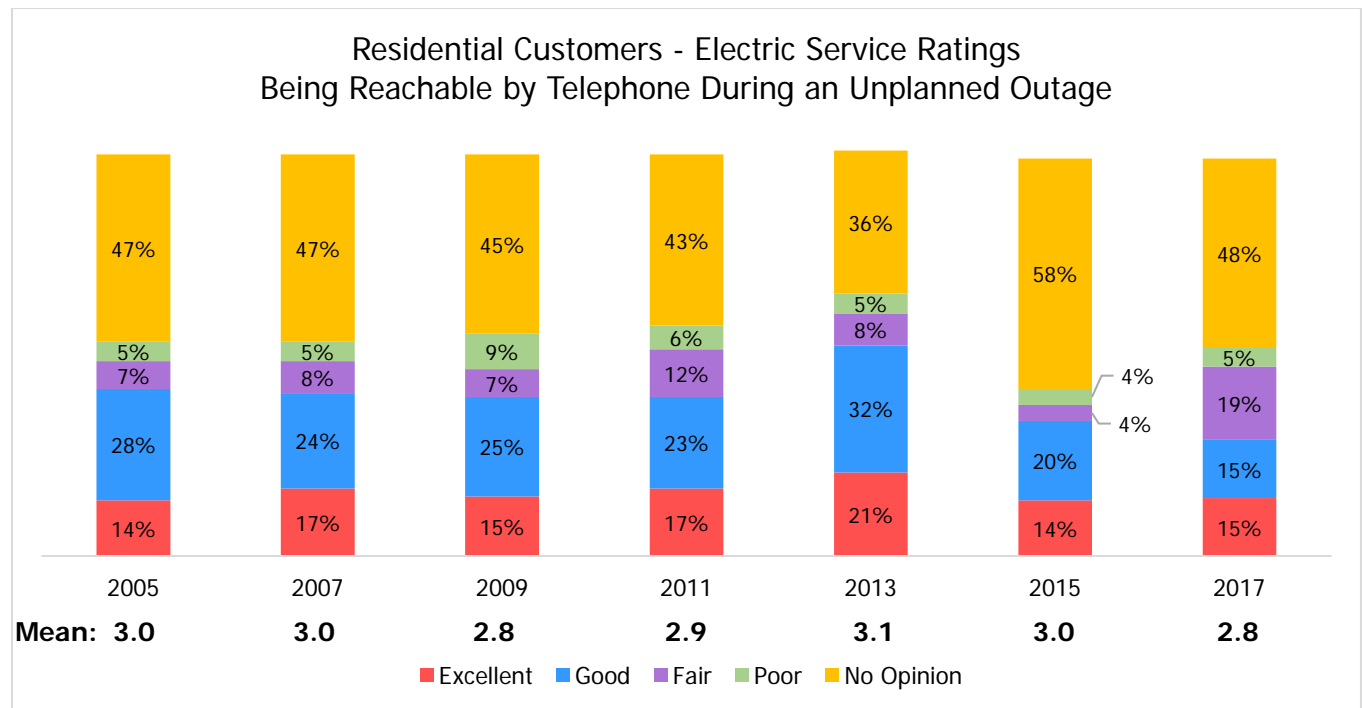
Electric Service - Being reachable by telephone or social media during an unplanned outage

Note: In 2017, only respondents who experienced an unplanned outage responded to this question. In previous years, all survey respondents responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

- Nearly half (48%) did not have an opinion on the DPU's performance when it came to **being reachable by telephone or social media** during unplanned extended outages.
- The average rating for being reachable by telephone or social media was 2.8 (out of 4).
- Residents over the age of 55 had the highest average rating of 3.0.

TAKEAWAYS: HALF OF THE RESPONDENTS (48%) DID NOT HAVE AN OPINION ABOUT THE DPU'S PERFORMANCE IN BEING REACHABLE BY TELEPHONE OR SOCIAL MEDIA DURING AN UNPLANNED OUTAGE. RESPONDENTS OVER THE AGE OF 45 RATED THIS AREA THE HIGHEST (3.0 OUT OF 4). OLDER RESIDENTS ARE MORE LIKELY TO HAVE HOME PHONES (LAND-LINES) VERSUS YOUNGER GROUPS THAT ARE MORE LIKELY TO HAVE CELL PHONES. THE RESPONSE TO TEXT SURVEYS WAS SUBSTANTIAL AND IS A METHOD THAT SHOULD BE USED TO REACH CUSTOMERS IN THE FUTURE TO IMPROVE THIS METRIC.



Note: In 2017, only respondents that experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

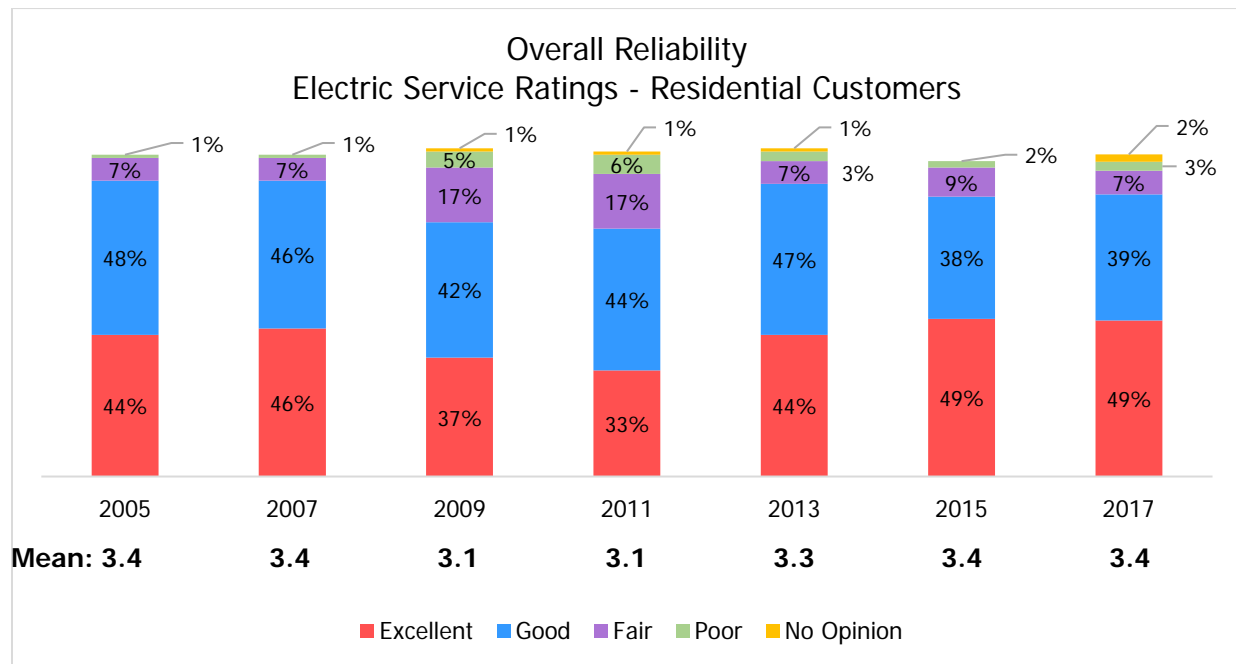
Residential Customers - Electric									
Being Reachable by Telephone/Social Media During an Outage									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	3.2
2017	2.8	2.7	2.8	2.6	2.9	2.6	2.6	3.0	3.0

Electrical Service - Overall Reliability

Overall reliability of the Electrical Utility Service

- Half of the respondents (49%) rated the **Overall Reliability** of the electrical service as “Excellent,” identical to 2015.
- Eighty-eight percent (88%) rated the **Overall Reliability** of the electrical service “Excellent” or “Good,” which is slightly higher than in 2015 (87%).
- The average rating for **Overall Reliability** was 3.4 (out of 4), identical to 2015.
- Los Alamos residents rated Overall Reliability at 3.3, slightly less than White Rock residents (3.4).
- Residents with children in the household and residents between the aged of 44-54, had the lowest average rating for reliability (3.3), while residents with no children in the household, gave the DPU the highest average rating for reliability of 3.5.

TAKEAWAYS: THE OVERALL RELIABILITY OF THE ELECTRICAL UTILITY SERVICE HAS BEEN TRENDING UPWARDS SINCE 2009. NEARLY HALF OF THE RESPONDENTS RATED THE RELIABILITY OF THE SERVICE AS “EXCELLENT.”

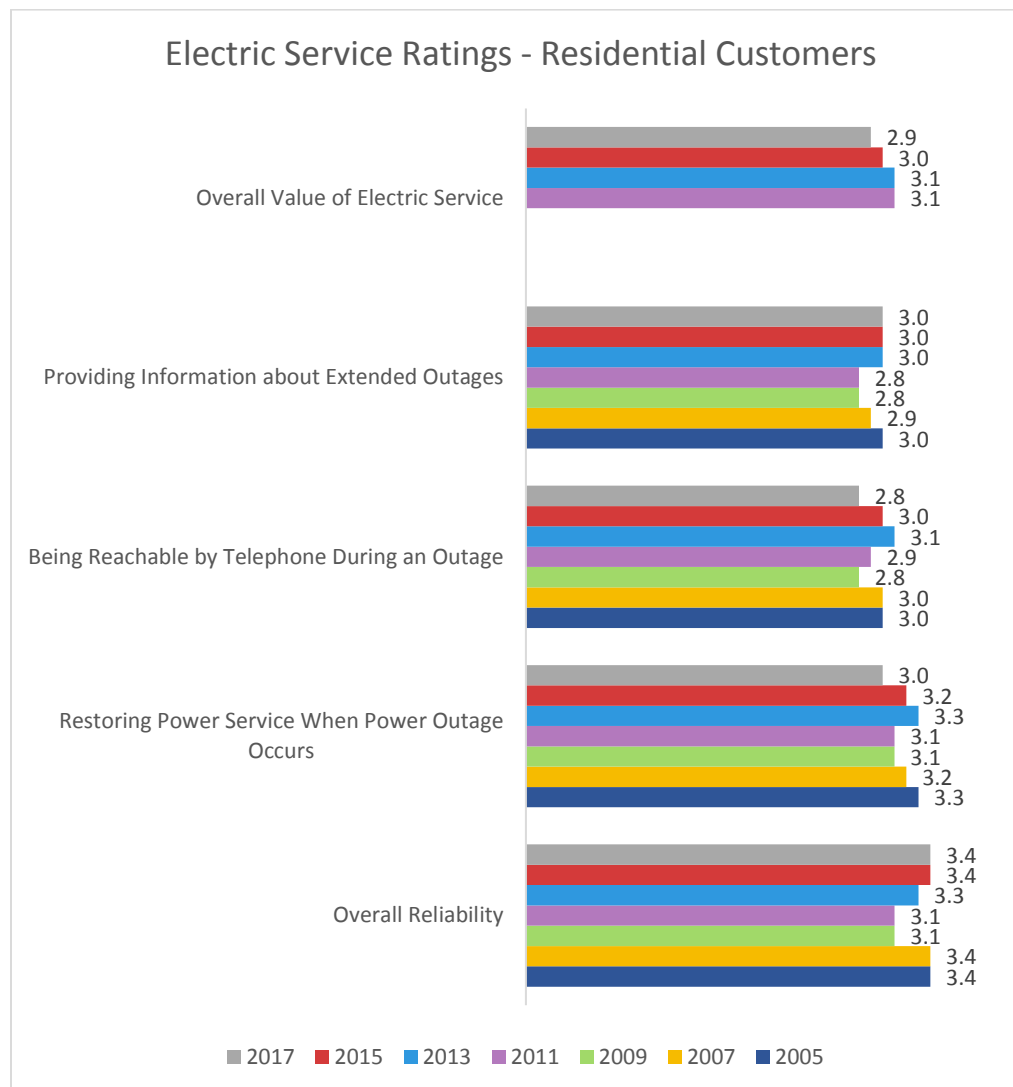


Residential Customers - Electric									
Overall Reliability of Utility Service									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.4	3.4	3.3	3.2	3.5	3.3	3.3	3.4	3.5
2017	3.4	3.4	3.3	3.3	3.5	3.4	3.3	3.4	3.4

Electric Service - Summary of Means

THE FOLLOWING CHART PROVIDES A RECAP OF THE MEANS FOR EACH OF THE PERFORMANCE RATINGS IN ELECTRICAL SERVICE.

Note: In 2017, only respondents who experienced an unplanned interruption of service responded to the following questions: "Being reachable by telephone during an outage," and "Restoring service when a power outage occurs." In previous years, all survey participants answered these questions. Further, 2017 results for questions relating to outages were not directly comparable. Previous years did not ask respondents to differentiate between planned and unplanned interruptions. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses. This will impact the averages for providing information and being reachable by telephone for unplanned outages.



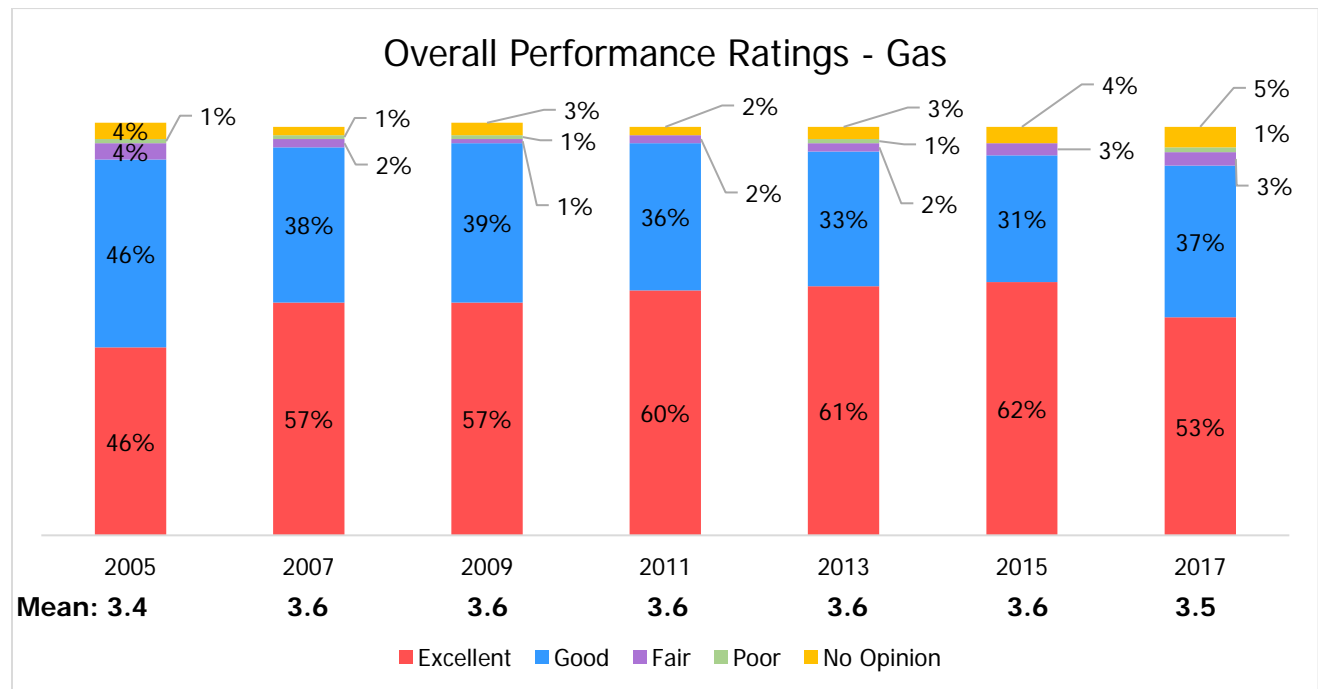
Evaluation of Gas, Water & Sewer Services

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Gas, Water and Sewer services using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following are six areas: 1 "Overall Performance," 2 "Overall Value," 3 "Restoring Services," 4 "Providing Information About Outages," 5 "Being Reachable by Telephone or Social Media," and 6 "Overall Reliability."

Overall Performance - Gas

- Over half (53%) of the respondents rated the gas service as "Excellent."
- Ninety percent (90%) of the respondents rated the gas service "Excellent" or "Good."
- The average ratings were 3.5 (out of 4). This is a slight decrease over 2015 (3.6).
- Average ratings were similar for White Rock (3.6) and Los Alamos (3.5) residents.

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF THE GAS SERVICES HIGH. THERE ARE FEW PROBLEMS WITH THIS UTILITY FOR RESIDENTIAL CUSTOMERS.

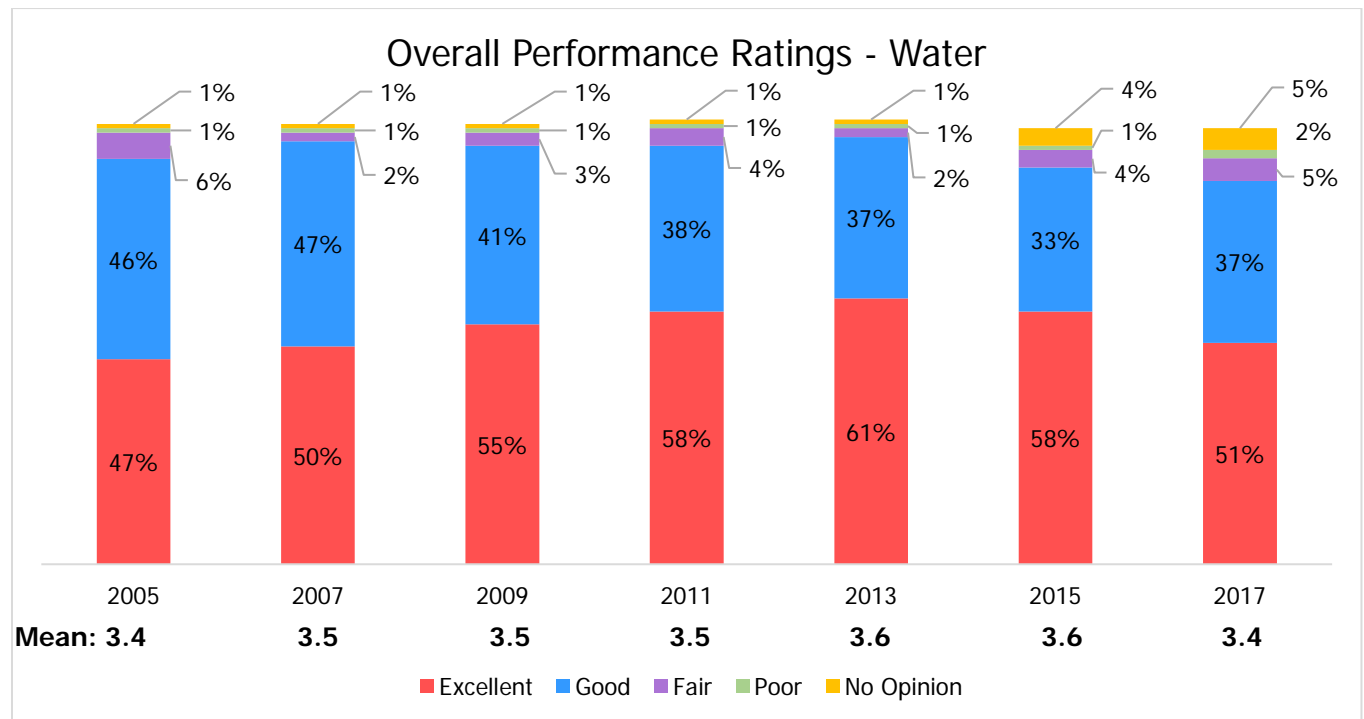


Residential Customers - Overall Performance Ratings - Gas									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.6	3.6	3.6	3.7	3.6	3.6	3.6	3.7
2017	3.5	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6

Overall Performance - Water

- Over half (51%) of the respondents rated the water service as “Excellent.”
- Eighty-eight percent of the respondents (88%) rated the water service “Excellent” or “Good.” This is down slightly over 2015 (91%).
- The average ratings were 3.4 (out of 4). Down over 2015 (3.6).
- Average ratings were similar for all demographic and geographic groups.

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF WATER SERVICES WERE HIGH. THE AVERAGE RATINGS DROPPED TO 3.4. THIS IS DOWN FROM 2015 (3.6).

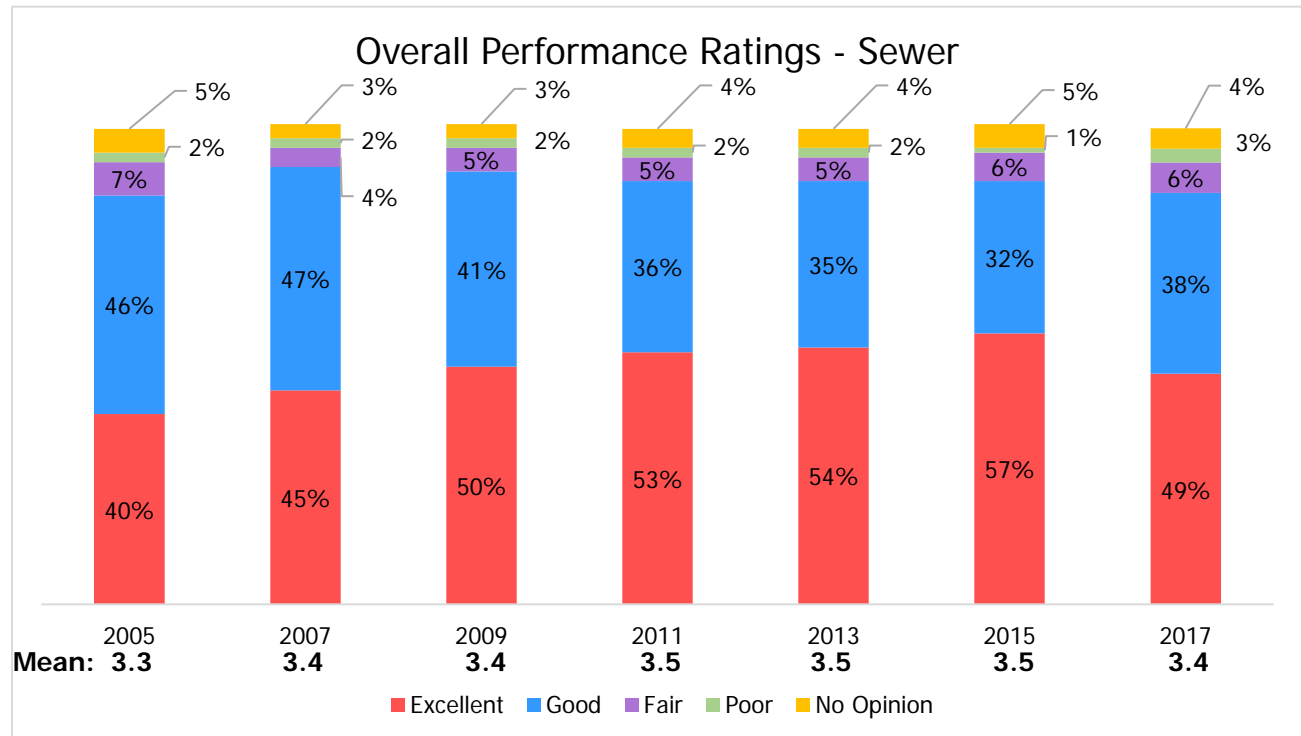


Residential Customers - Overall Performance Ratings - Water									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.5	3.6	3.5	3.7	3.5	3.5	3.6	3.6
2017	3.4	3.5	3.5	3.5	3.6	3.4	3.5	3.5	3.6

Overall Performance - Sewer

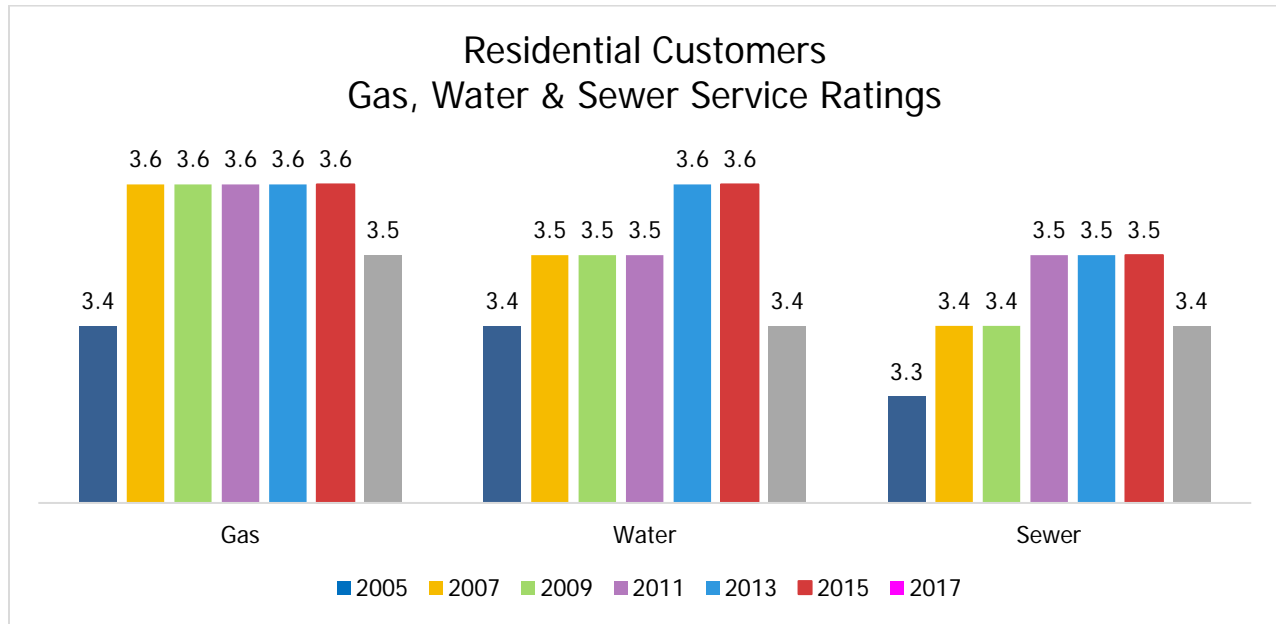
Almost half (49%) of the respondents rated the sewer service as “Excellent.”

- Eighty-seven percent of the respondents (87%) rated the sewer service “Excellent” or “Good.” This is similar to 2015 (89%).
- The average ratings were 3.4 (out of 4). This is similar to 2015 (3.5).

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF SEWER SERVICES HIGH.

Residential Customers - Overall Performance Ratings - Sewer									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.5	3.5	3.4	3.6	3.4	3.5	3.5	3.7
2017	3.4	3.5	3.5	3.5	3.5	3.4	3.5	3.5	3.5

TAKEAWAYS: AVERAGE RATINGS FOR SEWER, WATER AND GAS SERVICES HAS STEADILY INCREASED SINCE 2005, WITH A SLIGHT DROP IN 2017.



Residential Customers - Overall Performance Ratings									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.5	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6
Water	3.4	3.5	3.5	3.5	3.6	3.4	3.5	3.5	3.6
Sewer	3.4	3.5	3.5	3.5	3.5	3.4	3.5	3.5	3.5

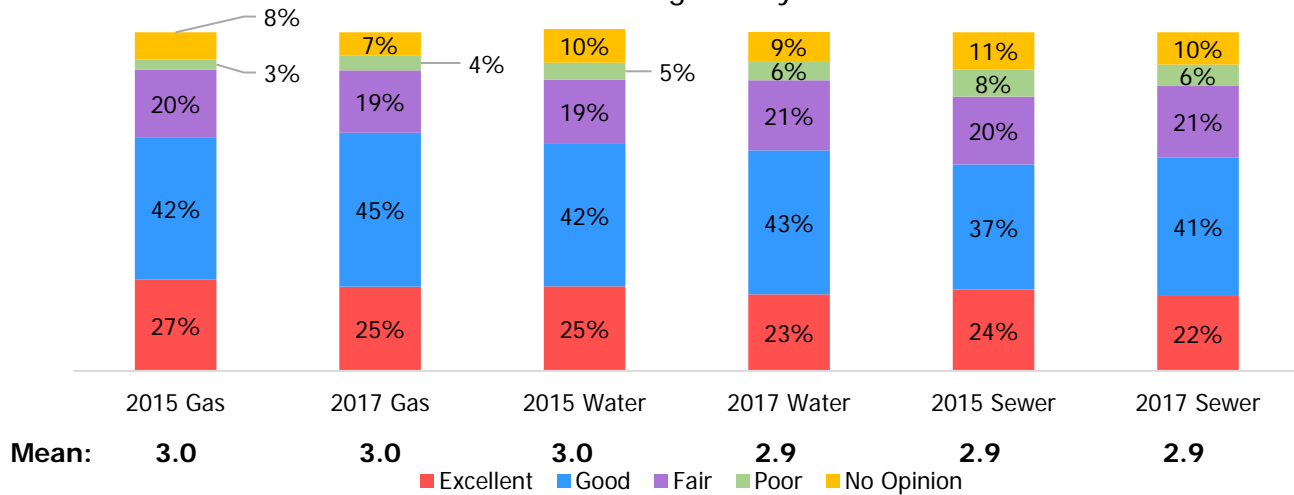
On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the following areas.

Gas, Water, & Sewer – Overall value considering cost and performance of service

- With regard to overall value considering quality and cost of service, average ratings were 2.9 for water, 2.9 for sewer, and 3.0 for gas. There was little change from 2015.
- Opinion of overall value was mixed. Approximately one fourth of the respondents rated the three services as excellent, and another one fourth rated the three categories as either fair or poor.
- Approximately 10% of respondents had no opinion in each category.
- Respondents over the age of 55 tended to view value more favorably than respondents under the age of 55.
- Households with children rated value lower than households without children.

TAKEAWAYS: THE DIFFERENCE IN FAVORABILITY REGARDING VALUE WAS DRIVEN BY THE FACT THAT HOUSEHOLDS WITH CHILDREN RATED OVERALL VALUE LOWER THAN HOUSEHOLDS WITHOUT CHILDREN. THESE HOUSEHOLDS ARE, ON AVERAGE, YOUNGER IN AGE THAN HOUSEHOLDS WITHOUT CHILDREN.

Residential Customers - Gas, Water, & Sewer
Overall Value Considering Quality & Cost of Service



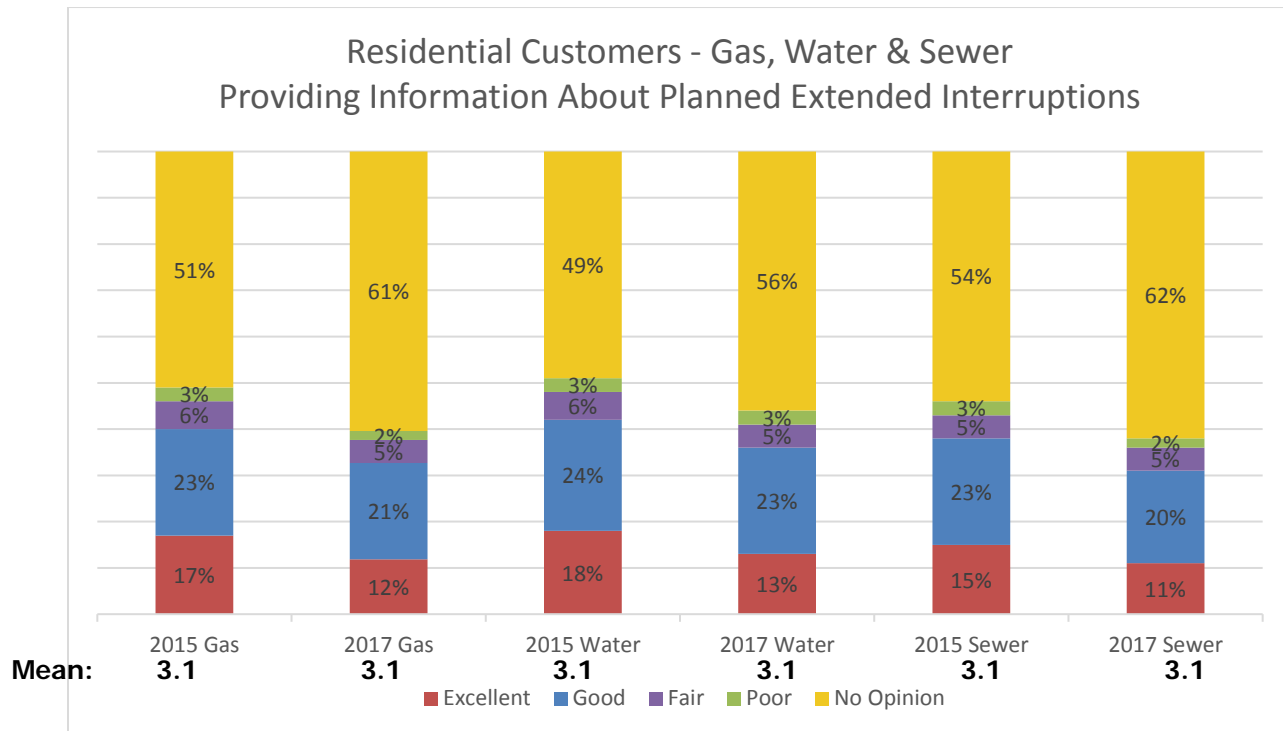
Residential Customers									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.0	3.0	3.0	2.8	3.2	2.9	2.9	3.1	3.1
Water	2.9	3.0	2.9	2.8	3.1	2.9	2.8	3.0	2.9
Sewer	2.9	2.9	2.9	2.8	3.0	2.8	2.8	2.9	3.0

Gas, Water, & Sewer – Providing information about planned extended outages.

- Over half of respondents did not have an opinion regarding this performance area.
- Average rating for this performance area were consistent at 3.1 (out of 4) for all three categories.

Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

TAKEAWAYS: THE LACK OF OPINION REGARDING INFORMATION DPU PROVIDED DURING A PLANNED EXTENDED OUTAGE IS LIKELY REPRESENTATIVE OF A RESPONDENT'S LACK OF EXPERIENCE WITH PLANNED OUTAGES.



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

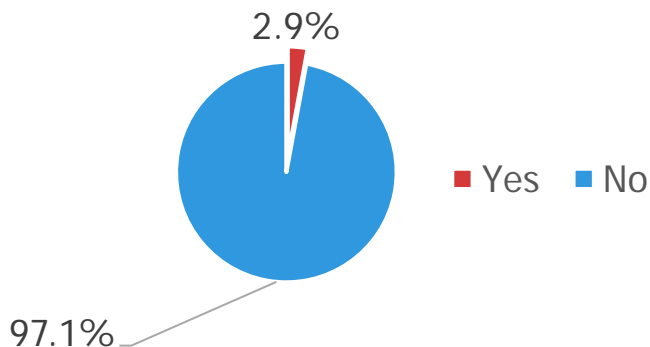
Residential Customers									
Overall Value Considering Cost & Quality of Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.1	3.2	3.1	3	3.3	3	3	2.3	3.2
Water	3.1	3.2	3.1	3.1	3.2	3	3	3.2	3.2
Sewer	3.1	3.1	3	3	3.3	3	2.9	3.2	3.3

Gas, Water, & Sewer – Customers who Experienced an Unplanned Interruption of Service

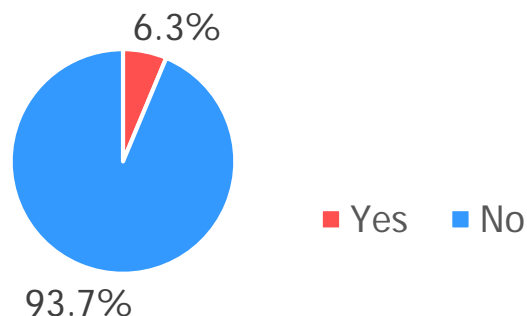
- Only a small percentage of respondents experienced any type of unplanned interruption of service for either gas, water, or sewer (2.9%, 6.3%, and 4.6%, respectively).

TAKEAWAYS: UNPLANNED INTERRUPTIONS FOR CUSTOMER’S GAS, WATER, AND SEWER SERVICES ARE EXTREMELY RARE.

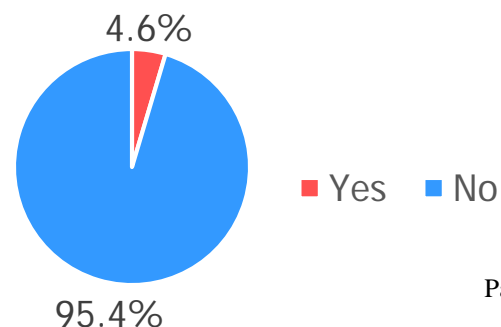
Residential Customers Who Experienced an Unplanned Interruption of Gas



Residential Customers Who Experienced an Unplanned Interruption of Water



Residential Customers Who Experienced an Unplanned Interruption of Sewer



Gas, Water, & Sewer – Restoring services when an unplanned interruption occurs

Gas, Water, & Sewer – Being reachable by telephone/social media during an unplanned interruption of service

Note: In 2017, only respondents that experienced unplanned interruption in services responded to these two questions. In previous years, all survey participants responded to these two questions.

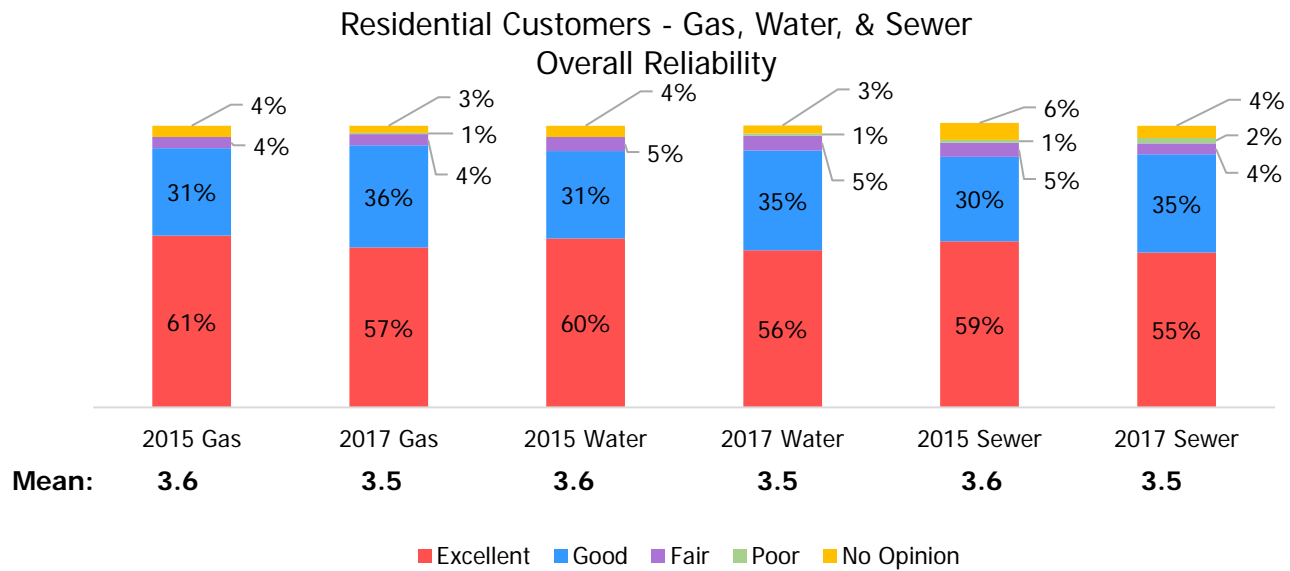
Because there was only a small percentage of customers who responded to these two questions (2.9% for gas, 6.3% for water, and 4.6% for sewer) the sample size was not large enough to draw any significant conclusions.

Takeaways: The sample size (due to respondents not experiencing an outage and non-response) affected the ratings. Only respondents that noted an unplanned interruption in services, replied to these questions. The sample was not large enough to draw any significant conclusions.

Gas, Water, & Sewer – Overall reliability

- With regard to overall reliability, approximately 90% of respondents rated the overall reliability of water, sewer, and gas, respectively, as either “Good” or “Excellent.”
- Average ratings were extremely high, with an average rating of 3.5 (out of 4) for all three services. This is down slightly from 2015 (3.6).
- Respondents over the age of 65 rated this category higher than their younger counterparts (3.6 out of 4) in each area.
- Respondents with children in the household and younger respondents tended to rate this category lower (3.5) than their older counterparts.

TAKEAWAYS: RELIABILITY IN ALL THREE AREAS IS EXTREMELY HIGH. THIS IS NOT ONLY SUPPORTED BY RESPONDENT RATINGS OF RELIABILITY, BUT ALSO BY THE LOW NUMBER OF “NO OPINION” RESPONSES.



Residential Customers									
Overall Reliability of Utility Service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Gas	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6
Water	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6
Sewer	3.5	3.6	3.5	3.5	3.6	3.5	3.5	3.5	3.6

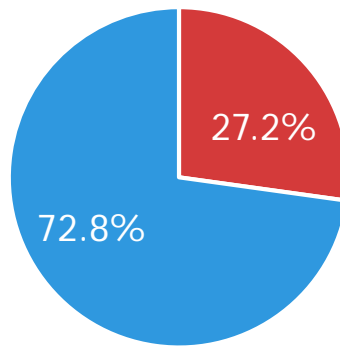
Field Employee Evaluation

Customer Contacts with Field Employees – Contacted

Note: Only respondents that contact with a Field Employee responded to this question. This will affect the margin of error for survey responses.

- Over one fourth (27.2%) of respondents had contact with a field employee.
- Approximately one third (32.0%) of respondents between the ages of 45-54 had contact with a field employee, the highest of any of the categories.
- Households with children were least likely to have had contact with a field employee, with only 23.9% having had contact with an employee in the past 12 months.
- Customer between 18 - 44 were least likely to have had contact with an employee (20.5%).

Residential Customers
Contact With a Field Employee for Assistance/Information

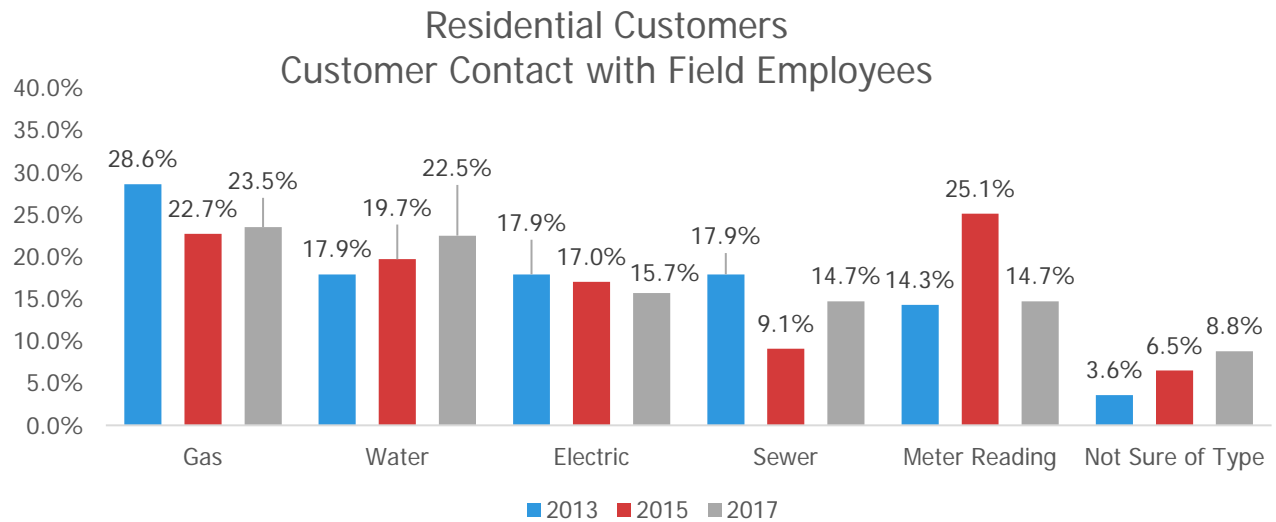


■ Yes ■ No

Residential Customers - Percentage that had Contact With a Field Employee for Assistance/Information										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	Yes	25.8%	22.0%	26.9%	23.0%	25.9%	21.5%	26.5%	31.0%	26.2%
	No	74.2%	78.0%	73.1%	77.0%	74.1%	78.5%	73.5%	69.0%	73.8%
2017	Yes	27.2%	29.1%	24.7%	23.9%	26.8%	20.5%	32.1%	31.8%	23.5%
	No	72.8%	70.9%	75.3%	76.1%	73.2%	79.5%	67.9%	68.2%	76.5%

Customer Contacts with Field Employees – Type of service contact was made for

- "Gas" as a total percentage of service calls was the most likely customer contact (23.5%). This was an increase from 2015 (22.7%)
- "Electric" and "Meter Reading" both decreased from 2015 to 2017. "Electric" dropped from 17.0% to 15.7% and "Meter Reading" dropped from 25.1% to 14.7%.
- "Water" and "Sewer" both increased from 2015 to 2017. "Water" went from 19.7% up to 22.5% and "Sewer" went from 9.1% up to 14.7%.



Percentage of Residential Customers Contact with a Field Employee for Assistance/Information by types of service									
		By Community		Children in HH		Age			
	Overall 2017	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Meter Reading	14.7%	21.9%	11.8%	17.8%	7.3%	25.7%	8.0%	7.1%	16.7%
Electric	15.7%	15.6%	16.2%	15.6%	17.1%	14.3%	24.0%	17.9%	0.0%
Gas	23.5%	12.5%	27.9%	24.4%	22.0%	25.7%	12.0%	28.6%	25.0%
Water	22.5%	31.3%	19.1%	24.4%	29.3%	22.9%	20.0%	17.9%	41.7%
Sewer	14.7%	9.4%	16.2%	11.1%	12.2%	5.7%	24.0%	17.9%	8.3%
No Opinion	8.8%	9.4%	8.8%	6.7%	12.2%	5.7%	12.0%	10.7%	8.3%

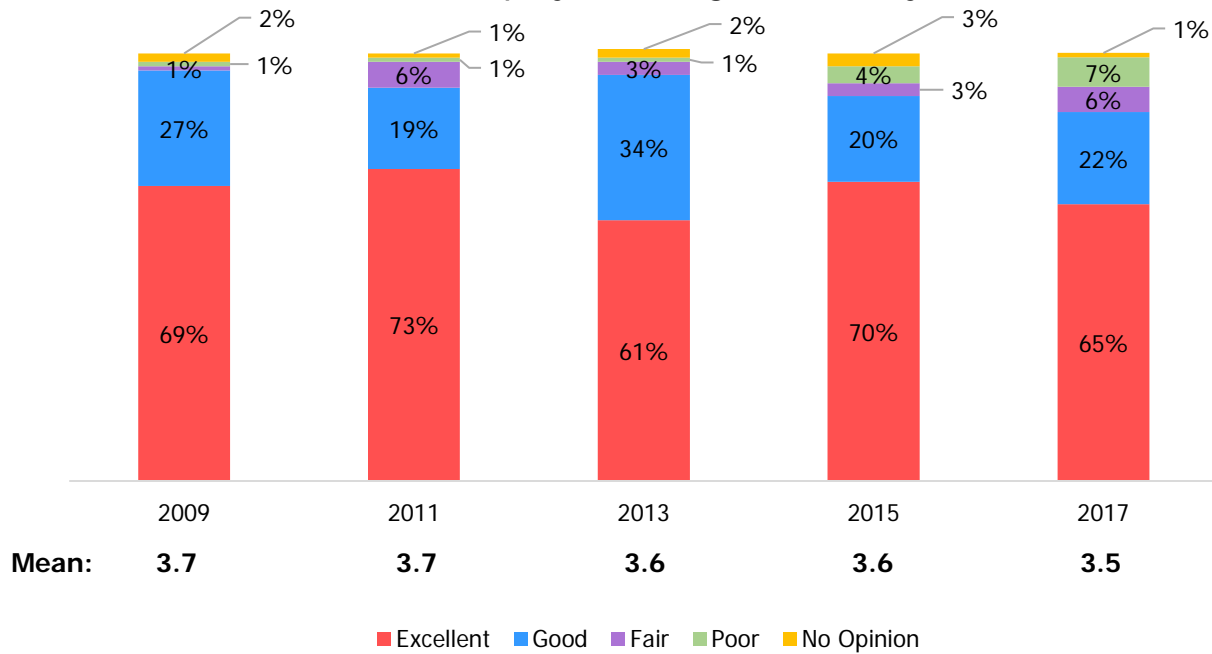
Customer Contacts with Field Employees – Field Employee Ratings

Courtesy

- Respondents rated field employees high (3.5) with regard to courtesy. This was slightly lower than 2015 with an average mean of 3.6.
- Respondents between the age of 45-54 rated this performance area the lowest of the categories, with an average rating of 3.2.
- Respondents over the age of 65 were approaching excellent rated this performance area the highest (3.8). Respondents between the ages of 45-54 rated this area the lowest (3.2).

TAKEAWAYS: RATINGS WERE EXTREMELY HIGH FOR ALL GROUPS WITH REGARD TO FIELD EMPLOYEE'S COURTESY.

Residential Customers Field Employee Ratings - Courtesy



Residential Customers									
Field Employee Ratings - Courtesy									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.8	3.5	3.4	3.6	3.4	3.6	3.8	3.7
2017	3.5	3.5	3.4	3.4	3.6	3.3	3.2	3.7	3.8

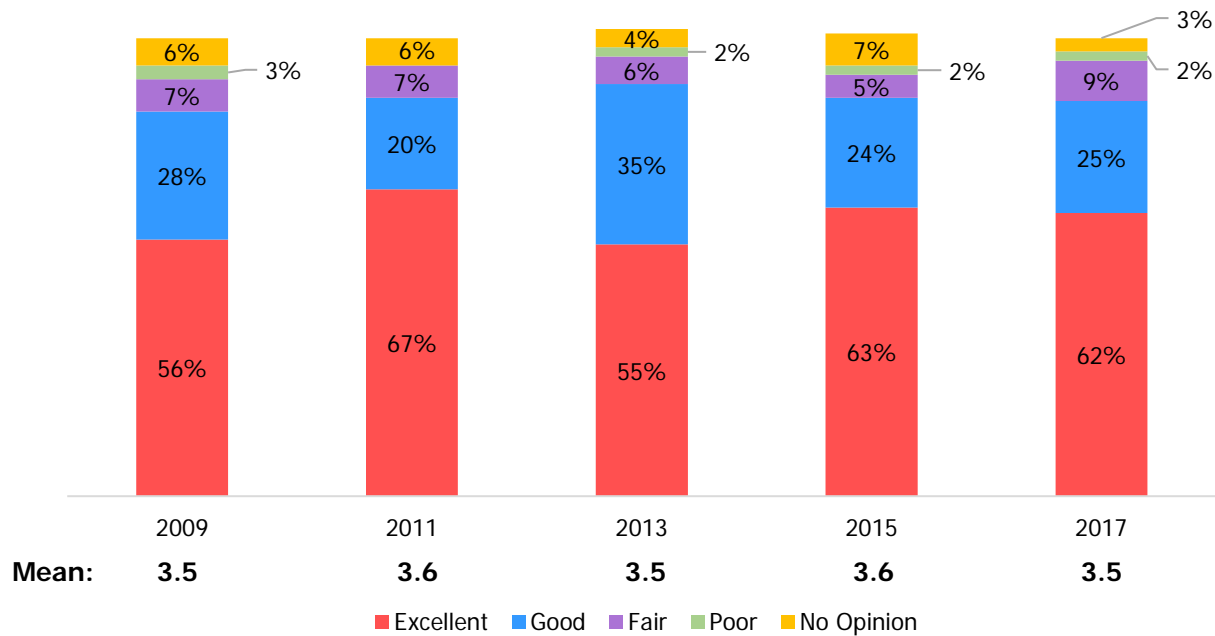
Customer Contacts with Field Employees – Field Employee Ratings

Knowledge

- Respondents considered the field employees to be extremely knowledgeable, giving them an overall average rating of 3.5 (out of 4), a slight decrease from 3.6 in 2015.
- Eighty-seven percent (87%) of the respondents rated this performance area as either “excellent” or “good.”
- Residents over the age of 65, rated field employees’ knowledge at an average of 3.8 (out of 4), while residents between the ages of 18 and 44 rated the field employees at 3.3.

TAKEAWAYS: RESPONDENTS CONSIDERED FIELD EMPLOYEES TO BE VERY KNOWLEDGEABLE IN ALL CATEGORIES.

Residential Customers Field Employee Ratings - Knowledge



Residential Customers									
Field Employee Ratings - Knowledge									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.8	3.5	3.4	3.6	3.4	3.6	3.7	3.6
2017	3.5	3.4	3.5	3.4	3.6	3.3	3.5	3.6	3.8

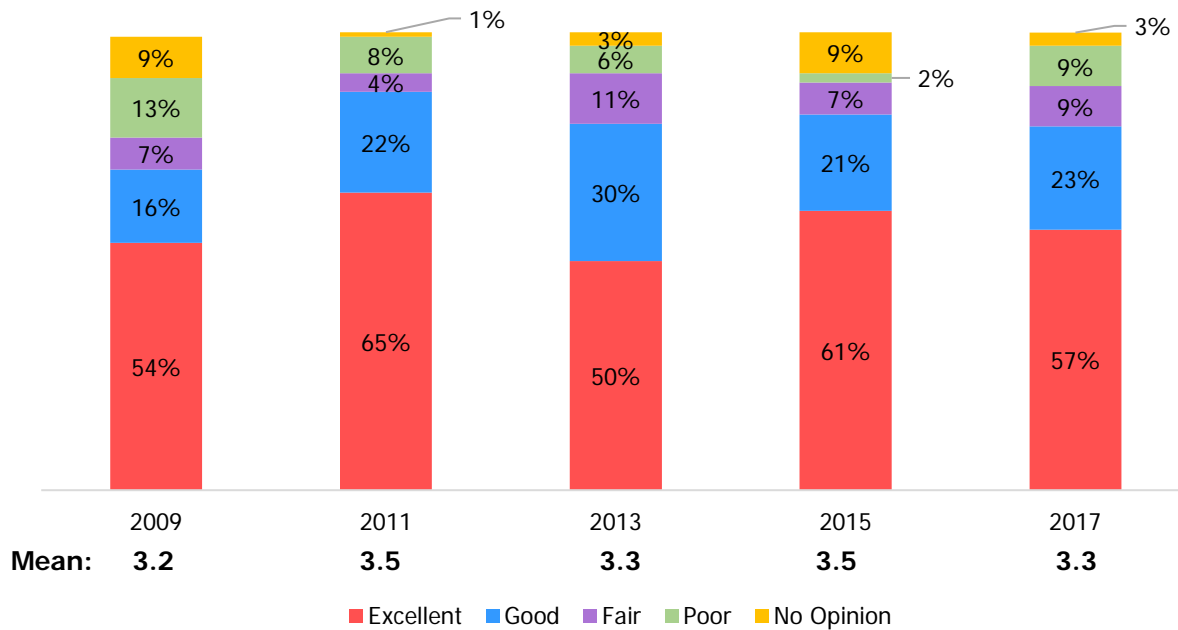
Customer Contacts with Field Employees – Field Employee Ratings

Ability to handle request

- The average ratings for performance with regard to field employees' ability to handle requests dropped from 2015 to 2017, from an average of 3.5 in 2015 to an average of 3.3 in 2017.
- Respondents under the age of 55 rated this performance area an average of 3.2, the lowest of the categories.

TAKEAWAYS: RESPONDENTS GENERALLY FELT LIKE THE DPU'S FIELD EMPLOYEES WERE ABLE TO HANDLE THEIR REQUESTS EFFECTIVELY.

Residential Customers Field Employee Ratings - Ability to Handle Request



Residential Customers									
Field Employee Ratings - Ability to Handle Request									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.8	3.5	3.3	3.6	3.5	3.4	3.6	3.6
2017	3.3	3.2	3.3	3.3	3.4	3.2	3.2	3.4	3.5

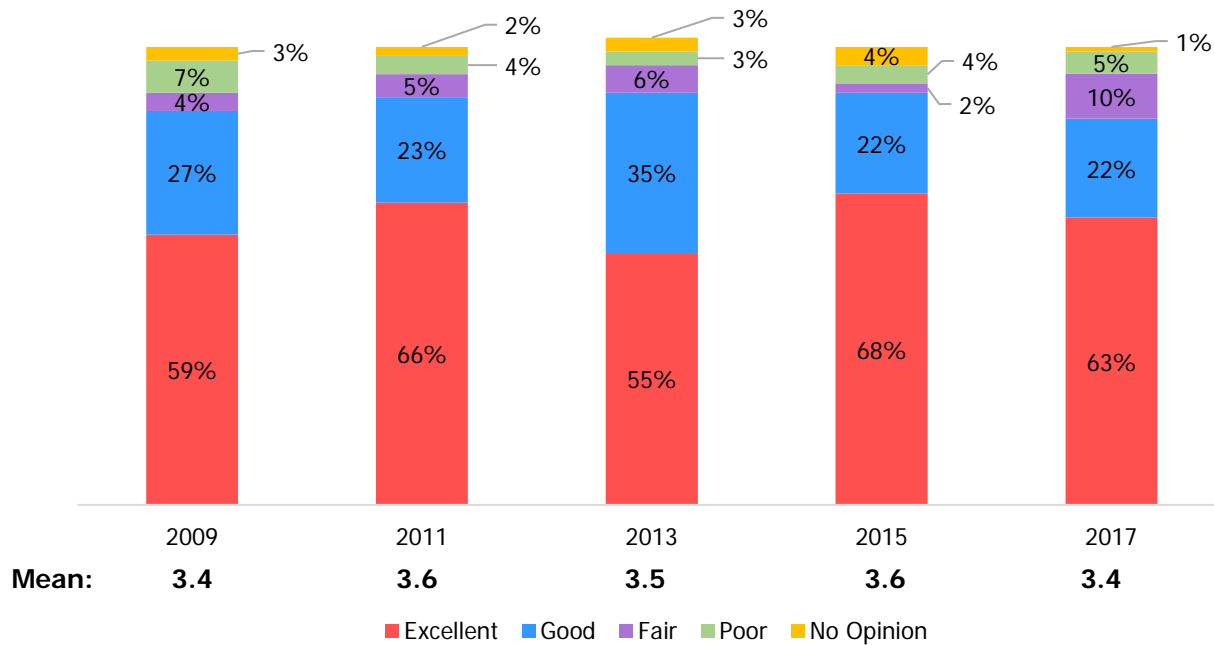
Customer Contacts with Field Employees – Field Employee Ratings

Overall

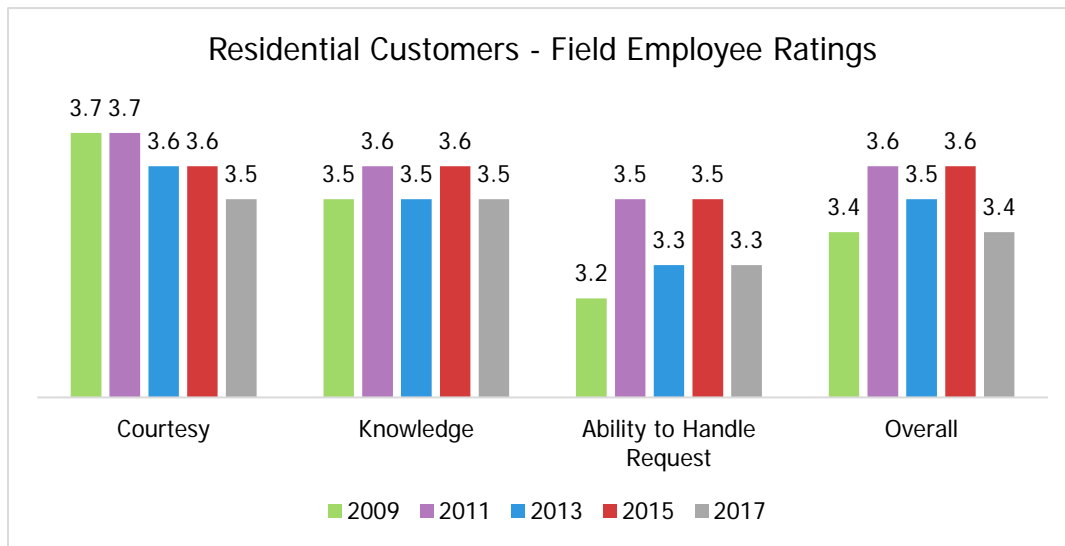
- Sixty-three percent (63%) of the respondents in 2017 rated overall field employee performance as “excellent.”
- Average ratings were high, with a 3.4 (out of 4) in 2017.
- Older respondents tended to rate field employees higher than their younger counterparts (3.7 for residents over 65 versus a low of 3.3 for residents under 55).

TAKEAWAYS: OVERALL RATINGS FOR FIELD EMPLOYEES WERE EXTREMELY HIGH FOR ALL DEMOGRAPHIC GROUPS.

Residential Customers Field Employee Ratings - Overall



Residential Customers									
Field Employee Ratings - Overall Rating									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.6	3.9	3.5	3.4	3.7	3.4	3.5	3.7	3.7
2017	3.4	3.4	3.5	3.4	3.6	3.3	3.3	3.5	3.7



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

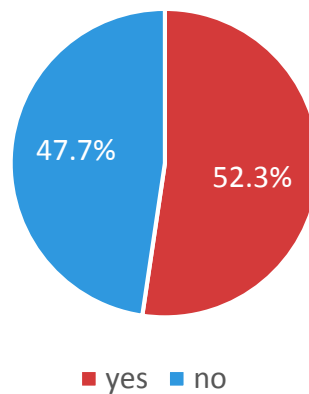
Customer Care Center Evaluation

Note: Only respondents that had contact with a Customer Care Employee responded to this question. This will affect the margin of error for survey responses.

Customer Care Center - Contacted

- Over half (52.3%) of respondents had contact with a customer care representative.
- Fifty-nine percent (59.0%) of respondents between the ages of 45-54 had contact with a customer care center employee, the highest of any of the categories.
- White Rock residents were the most likely respondent to have contact with the Customer Care Center (59.1%).

Residential Customers
Contact with Customer Care Center



Percentage of Residential Customers that had Contact with Customer Care Center										
			By Community		Children in HH		Age			
Year		Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	Yes	46.3%	42.4%	47.4%	43.3%	51.7%	42.4%	43.9%	53.3%	48.4%
	No	53.7%	57.6%	52.6%	56.7%	48.3%	57.6%	56.1%	46.7%	51.6%
2017	Yes	52.3%	59.1%	48.0%	57.4%	40.5%	48.0%	59.0%	48.9%	52.9%
	No	47.7%	40.9%	52.0%	42.6%	59.5%	52.0%	41.0%	51.1%	47.1%

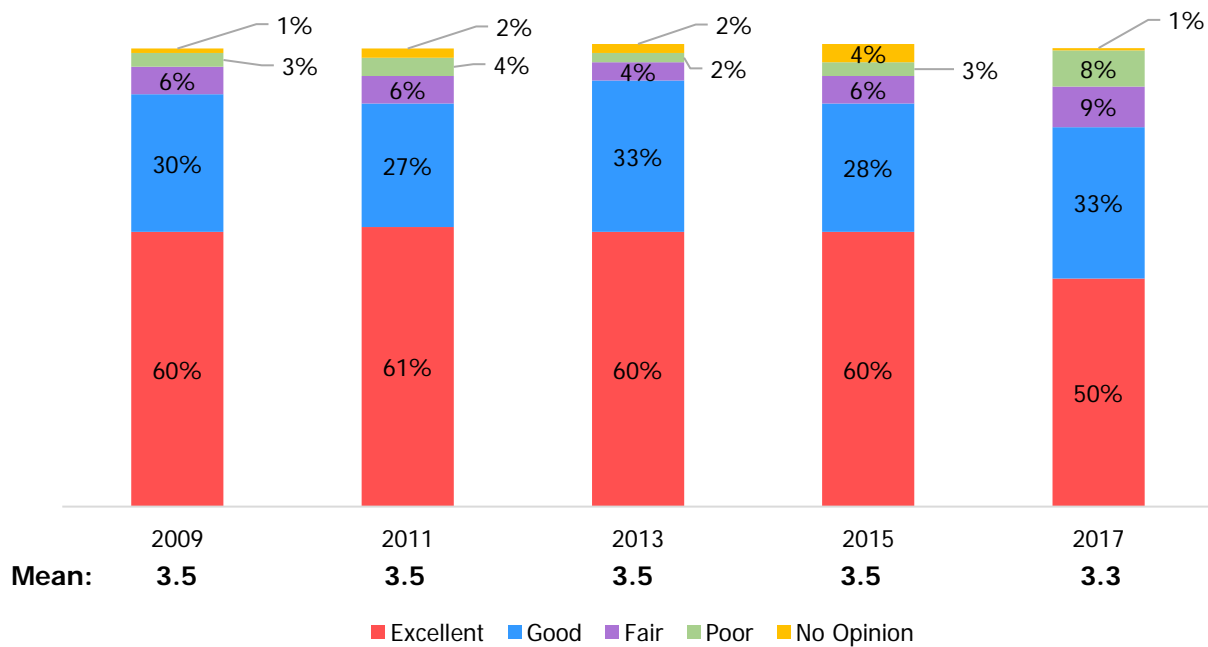
Customer Care Center – Customer Care Center Representative Ratings

Courtesy

- Respondents rated customer care representatives high with regard to courtesy. This was a drop from 2015 (3.5) with an average mean of 3.3 in 2017.
- Respondents aged 65 and older rated this performance area higher than their younger counterparts (3.7 out of 4).
- Respondents with children rated this performance area the lowest of the categories, with an average rating of 3.1.

TAKEAWAYS: RATINGS WERE HIGHER AMONG OLDER DEMOGRAPHIC GROUPS. YOUNGER DEMOGRAPHICS AND RESIDENTS WITH CHILDREN IN THE HOUSEHOLD RATED CUSTOMER CARE REPRESENTATIVES LOWER WITH REGARD TO COURTESY.

Residential Customers Customer Care Representative Ratings - Courtesy



Residential Customers									
Customer Care Representative Ratings - Courtesy									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.5	3.6	3.5	3.4	3.6	3.4	3.4	3.6	3.7
2017	3.3	3.3	3.3	3.1	3.5	3.2	3.2	3.3	3.7

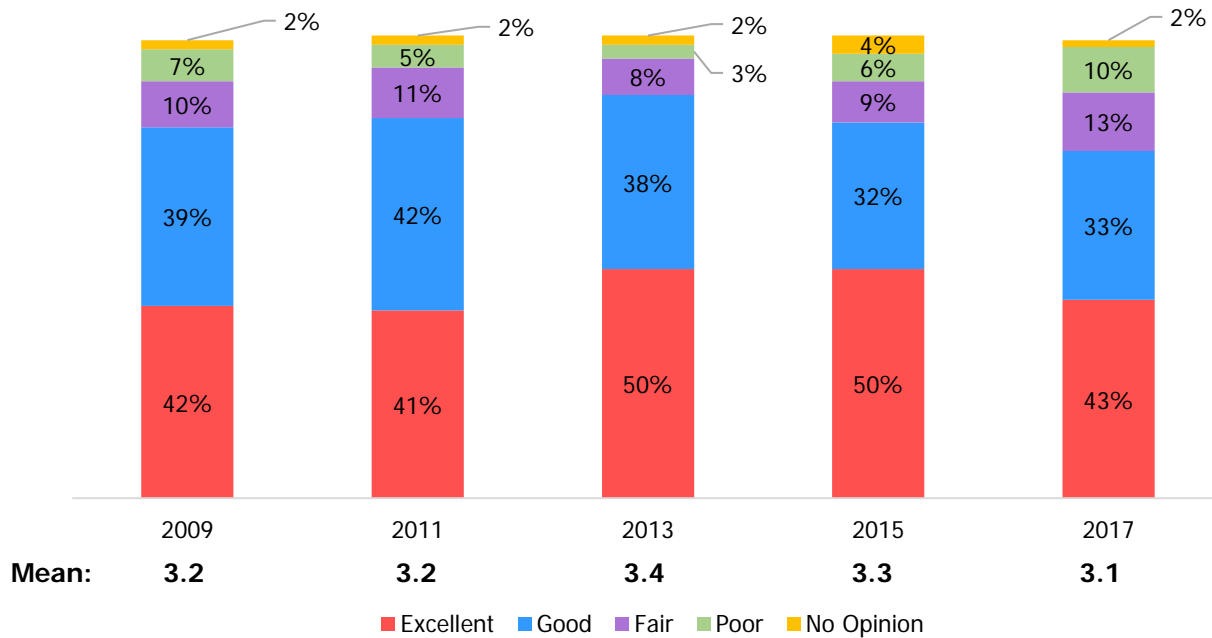
Customer Care Center – Customer Care Center Representative Ratings

Knowledge

- Customer care representatives rated “good” with regard to knowledge, with an average of 3.1. This was lower than 2015’s average rating of 3.3.
- Seventy-six percent (76%) of the respondents rated this performance area as either “excellent” or “good.”
- Residents with children in the household and residents between the ages of 45 and 65 rated the knowledge of customer care representatives the lowest at 3.0.

TAKEAWAYS: WHILE RESPONDENTS RATED CUSTOMER CARE REPRESENTATIVES AS BEING ABOVE AVERAGE GENERALLY, THIS PERFORMANCE AREA UNDERPERFORMED AS COMPARED TO OTHER, SIMILAR PERFORMANCE AREAS. THERE WERE ALSO SEVERAL NEGATIVE ANECDOTAL COMMENTS IN THE OPEN-ENDED SECTION OF THE REPORT. THIS INDICATES THAT THERE IS POTENTIAL FOR IMPROVEMENT.

Residential Customers Customer Care Representative Ratings - Knowledge



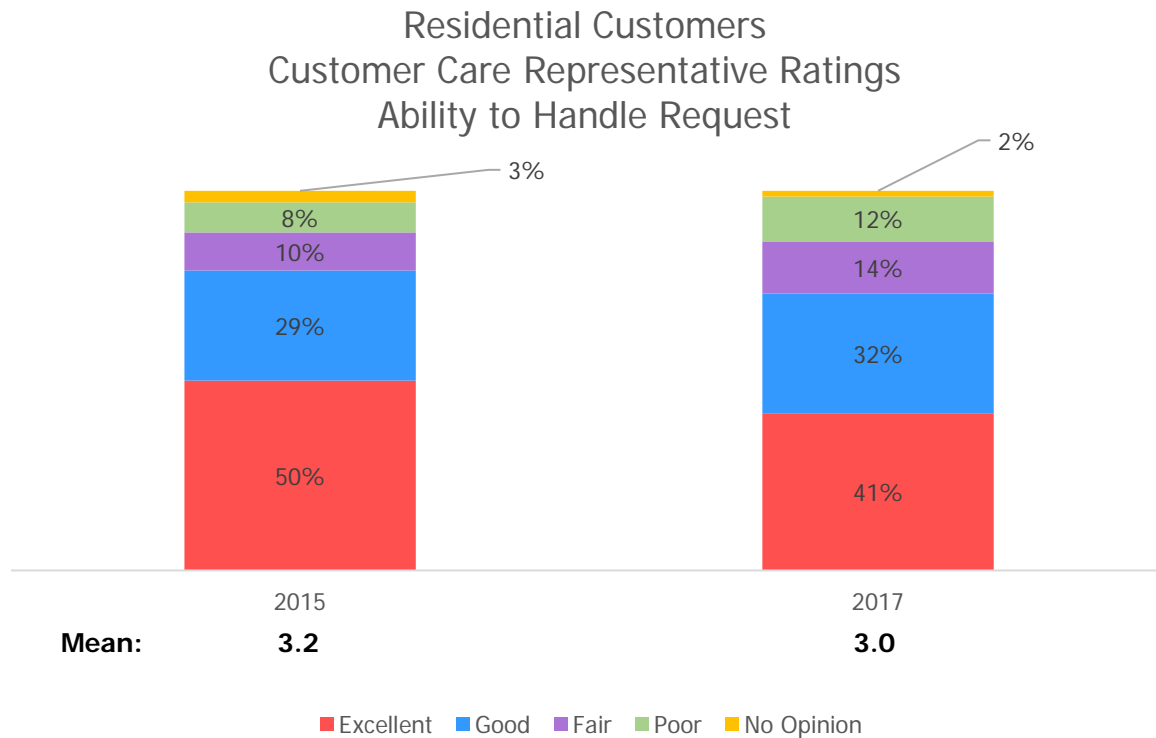
Residential Customers									
Customer Care Representative Ratings - Knowledge									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.4	3.3	3.2	3.3	3.2	3.2	3.4	3.4
2017	3.1	3.2	3.1	3	3.4	3.1	3	3	3.6

Customer Care Center – Customer Care Center Representative Ratings

Ability to Handle Request

- Seventy-three (73%) of respondents rated customer care center representatives' "ability to handle request" as either "good" or "excellent" "excellent" with a mean score of 3.0.
- 26% of respondents rated this performance area as either "fair" or "poor," up from 2015 (18%).
- Respondents with children in the household rated this performance area the lowest at 2.9 (out of 4), while respondents 65 or older rated it the highest at 3.5

TAKEAWAYS: AS WITH THE CUSTOMER CARE REPRESENTATIVES' KNOWLEDGE, THEIR ABILITY TO HANDLE REQUESTS WAS ABOVE-AVERAGE, BUT LOW AS COMPARED TO COURTESY AND KNOWLEDGE, OTHER EMPLOYEE PERFORMANCE RATINGS. THERE IS LIKELY ROOM FOR IMPROVEMENT IN THIS PERFORMANCE AREA.



Residential Customers									
Customer Care Representative Ratings - Ability to Handle the Request									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.2	3.2	3.2	3.2	3.2	3.1	3.1	3.3	3.4
2017	3.0	3.1	3.1	2.9	3.4	3.0	3.0	3.0	3.5

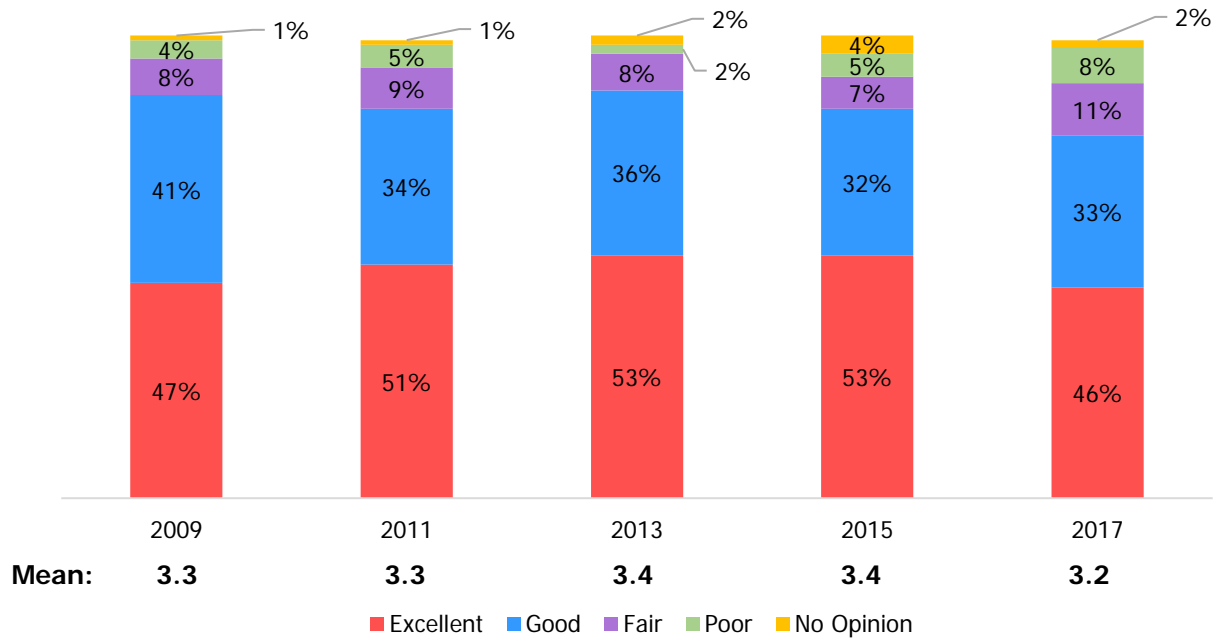
Customer Care Center – Customer Care Center Representative Ratings

Overall

- Seventy-nine (79%) of respondents in 2017 rated overall customer care representatives as either “good” or “excellent.” This is lower than 85% in 2015.
- While ratings in this performance area were high (3.2), there is likely still some room for improvement in the customer care center.
- The highest ratings came from respondents aged 65 or older 3.7.
- The lowest ratings were from respondents with children in the household at 3.1 and residents between the ages of 45-54 (3.0).

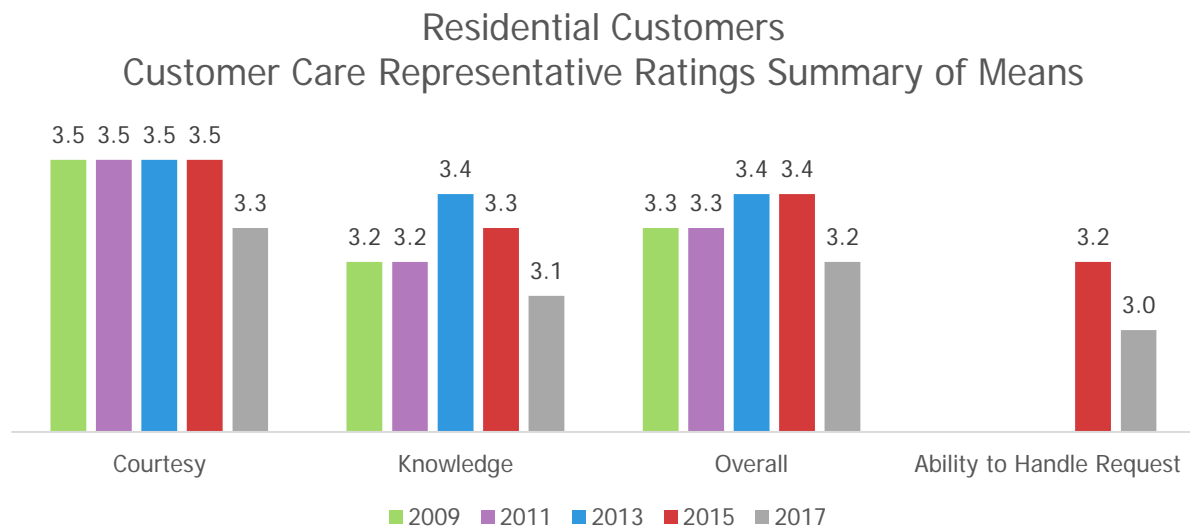
TAKEAWAYS: OVERALL RATINGS FOR THE CUSTOMER CARE REPRESENTATIVES WERE HIGH. HOWEVER, THERE IS LIKELY STILL SOME ROOM FOR IMPROVEMENT AND SHOULD BE MONITORED IN FUTURE YEARS.

Residential Customers Customer Care Representative Ratings - Overall



Residential Customers									
Customer Care Representative Ratings - Overall Rating of the Employee									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.4	3.5	3.4	3.3	3.4	3.3	3.2	3.5	3.5
2017	3.2	3.2	3.2	3.1	3.5	3.2	3	3.2	3.7

TAKEAWAYS: ABILITY TO HANDLE REQUEST WAS THE LOWEST OF ALL THE EMPLOYEE PERFORMANCE RATINGS IN 2017 FOR BOTH FIELD EMPLOYEES AND CUSTOMER CARE REPRESENTATIVES.



Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

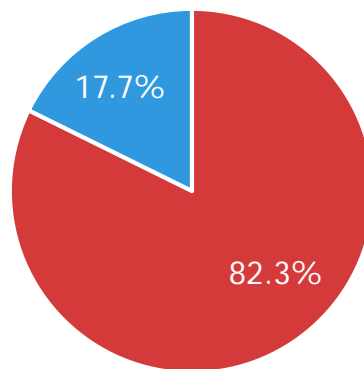
Customer Care Center – Helped by customer care center

- Eighty-two percent (82.3%) of respondents who called into the customer care center received the help they needed.
- The highest ratings were 82.6% for respondents aged 65 or older.
- Approximately 20% (20.9%) of respondents age 55-65 said they were not helped by the customer care representatives.

TAKEAWAYS: MOST (82%) RESPONDENTS WHO CONTACTED THE CUSTOMER CARE CENTER, WERE HELPED BY THE CUSTOMER CARE CENTER.

RATINGS INDICATE THAT THERE IS ROOM FOR IMPROVEMENT IN THIS CATEGORY. BECAUSE OF THE BROAD NATURE OF CUSTOMER CARE REQUESTS, THERE WILL ALWAYS BE SOME PERCENTAGE OF PEOPLE WHO DO NOT HAVE THEIR REQUEST FULFILLED.

Residential Customers
Helped by Customer Care Center

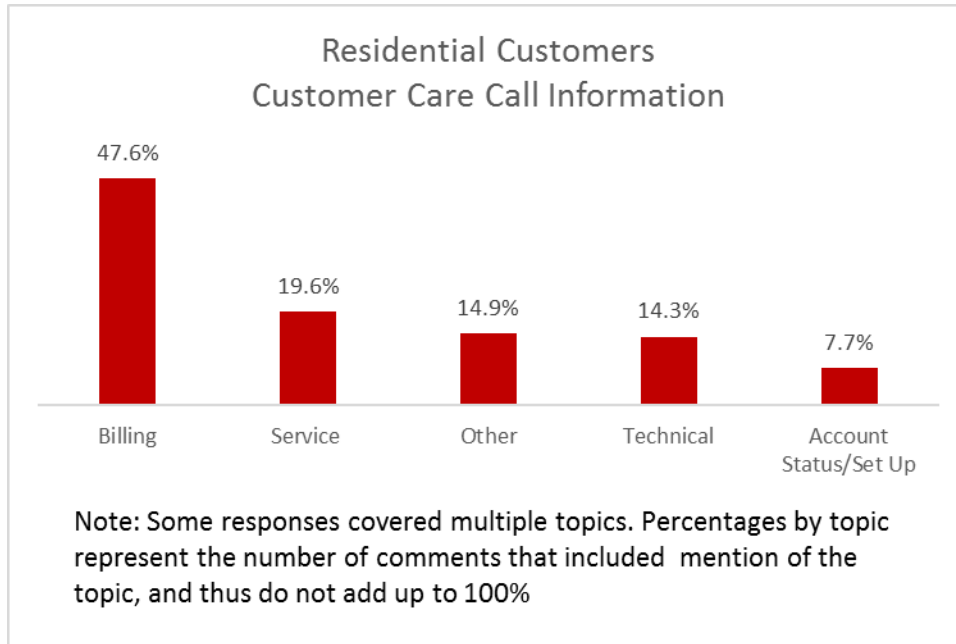


■ yes ■ no

Residential Customers									
Customer Care Representative Ratings - % Who Received the Help They Needed									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Yes	82.3%	80.0%	84.1%	81.5%	91.9%	84.1%	78.3%	79.1%	92.6%
No	17.7%	20.0%	15.9%	18.5%	8.1%	15.9%	21.7%	20.9%	7.4%

Did the Customer Care Representative provide you with the information you needed?

Open ended responses were categorized based on the general content of the response so that they could be quantified. The table below is representative of the entire open-ended response sample for the question.²



TAKEAWAYS: NEARLY HALF OF THE RESPONDENTS WHO HAD CONTACT WITH THE CUSTOMER CARE CENTER, REPORTED A BILLING RELATED ISSUE.

Did the Customer Care Representative provide you with the information you needed (open-ended)?

² Verbatim open-ended responses were provided as a separate document.

Evaluation of LADPU App

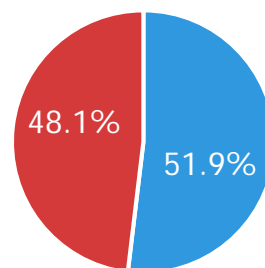
LADPU App – Awareness of LADPU App

- Nearly half (48.1%) of the respondents are not aware of the LADPU App.
- Respondents over the age of 65 were least likely to be aware of the new LADPU App.

TAKEAWAYS: THE LADPU CAN WORK TO IMPROVE AWARENESS OF THE NEW APP.

Residential Customers									
Awareness of LADPU App									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Aware	52%	61%	50%	56%	46%	55%	53%	55%	41%
Not aware	48%	39%	50%	44%	54%	45%	47%	45%	59%

Residential Customers
Awareness of LADPU App



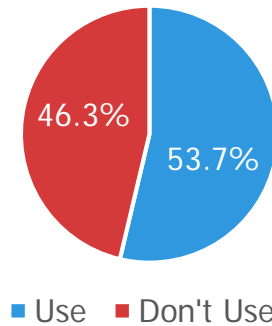
■ Aware ■ Not Aware

Are you aware of the new Los Alamos DPU App?

LADPU App – Use of LADPU App

- Over half of the residents that were aware of the App **use the App** (53.7%).
- Usage was similar for all demographics.

Residential Customers
Use of LADPU App



Residential Customers									
Use of LADPU App Among Those Who Were Aware of It									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
Use	54%	55%	53%	52%	50%	54%	51%	56%	52%
Don't Use	46%	45%	47%	48%	50%	46%	49%	44%	48%

Do you use the new Los Alamos DPU App? (Note: only respondents who were aware of the app were asked this question.)

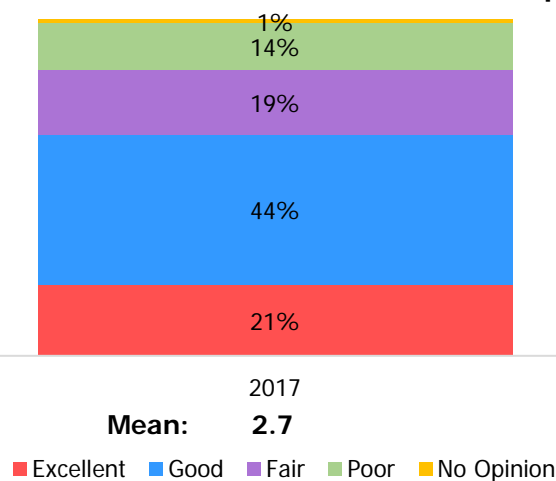
LADPU App – Ease of Use of the LADPU App

- The average rating (on a scale from 1-4) was 2.7.
- Sixty-five percent (65%) of the residents who are aware of the App and use the App, rated the "Ease of Use" of the LADPU App as either "Excellent" or "Good."
- One third (33%), who are aware of the App and use the App, rated the App as "Fair" or "Poor."

Residential Customers									
Ease of Use of the LADPU App									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	2.7	2.9	2.7	2.8	2.7	2.6	2.9	2.9	3.1

TAKEAWAYS: AS EXHIBITED IN THE OPEN-ENDED COMMENTS AND ILLUSTRATED IN THE AVERAGE RATING (2.7), THOSE WHO RATED THE APP 'FAIR' OR 'POOR' INDICATED THAT THE BILLING AND PAYMENT FEATURES OF THE APP COULD BE IMPROVED.

Residential Customers Ease of Use of the LADPU App



Please rate the "ease of use" for the Los Alamos DPU App:

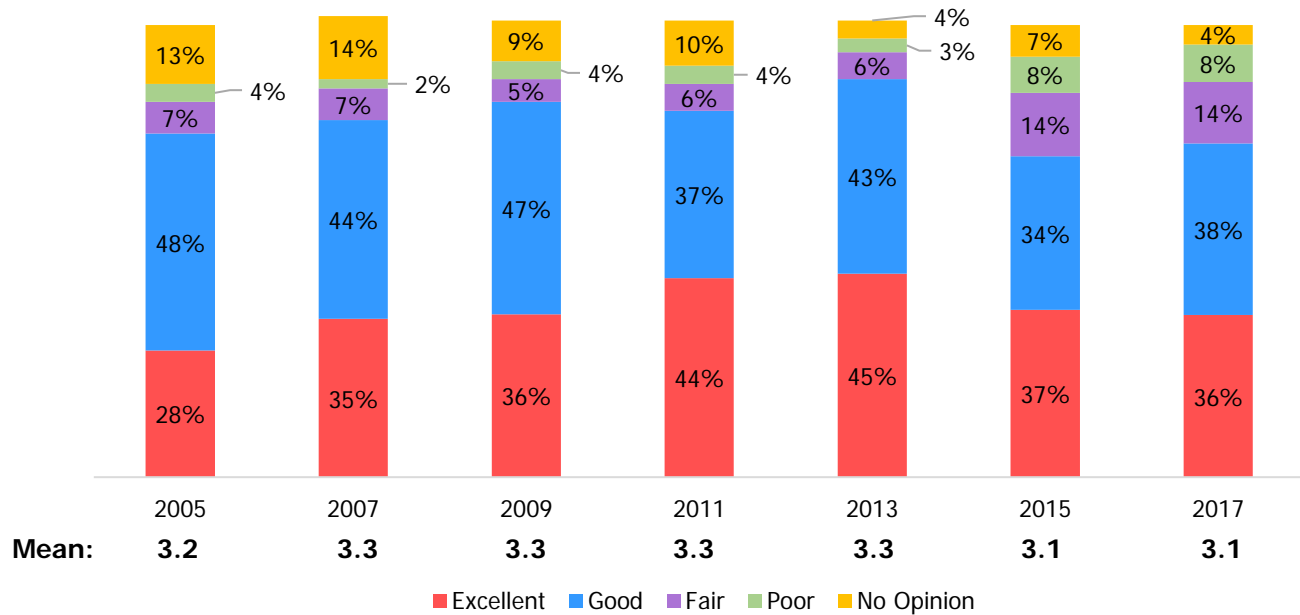
Utility Billing Ratings

Utility Billing Ratings – Payment Options

- Respondents who rated payment options as either “good” or “excellent” increased from 71% in 2015 to 74% in 2017. This is an improvement over 2015.
- The average rating was 3.1, identical to 2015.
- There was marked improvement in the age group 18-44, going from 2.7 in 2015 to 3.0 in 2017.

TAKEAWAYS: RATINGS MAY BE DRIVEN BY PROBLEMS WITH THE WEBSITE, A PERCEPTION THAT THERE IS AN INABILITY TO SET UP AUTOMATIC PAYMENT WITHDRAWALS OR MEETING THE EXPECTATIONS OF A YOUNGER DEMOGRAPHIC FOR EASIER AUTOMATED PAYMENT METHODS AS EXHIBITED IN THE OPEN-ENDED COMMENTS SECTION.

Utility Billing Ratings Residential Customers - Payment Options

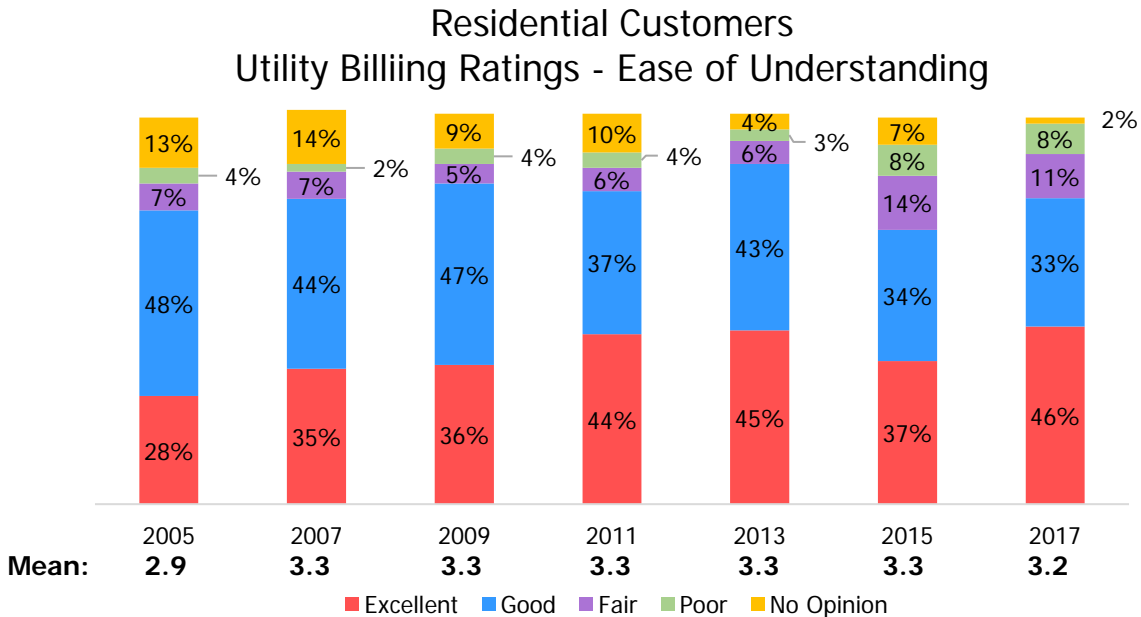


Residential Customers									
Payment Options Rating									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.1	3.2	3.0	2.9	3.1	2.7	2.9	3.3	3.5
2017	3.1	3.0	3.1	3.0	3.2	3.0	3.0	3.2	3.2

Utility Billing Ratings – Ease of Understanding

- Ease of understanding was rated above average at 3.2 (out of 4). This has not varied much since 2007.

TAKEAWAYS: THE EASE OF UNDERSTANDING RATING FOR RESIDENTIAL CUSTOMERS HAS HELD STEADY SINCE 2007.



Residential Customers									
Ease of Understanding Bill									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.2	3.4	3.2	3.4	3.3	3.2	3.3	3.4
2017	3.2	3.2	3.2	3.2	3.3	3.3	3.1	3.2	3.2

Please rate the quality of the following billing areas.

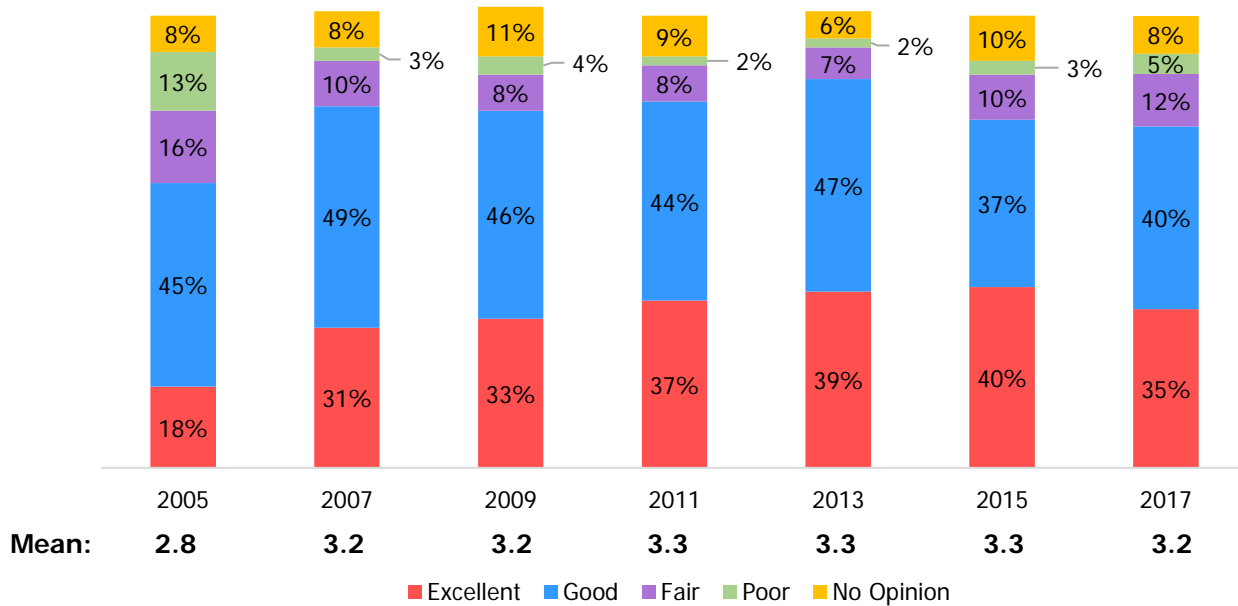
Ease of Understanding

Utility Billing Ratings – Accuracy of Billing

- Five percent (5%) of the residents rated this area as poor up from 3% in 2015.
- Average ratings were slightly lower at 3.2.
- Respondents between the ages of 18 and 54 had the lowest overall average ratings at 3.1, while respondents over the age of 55 had the highest overall ratings at 3.3.

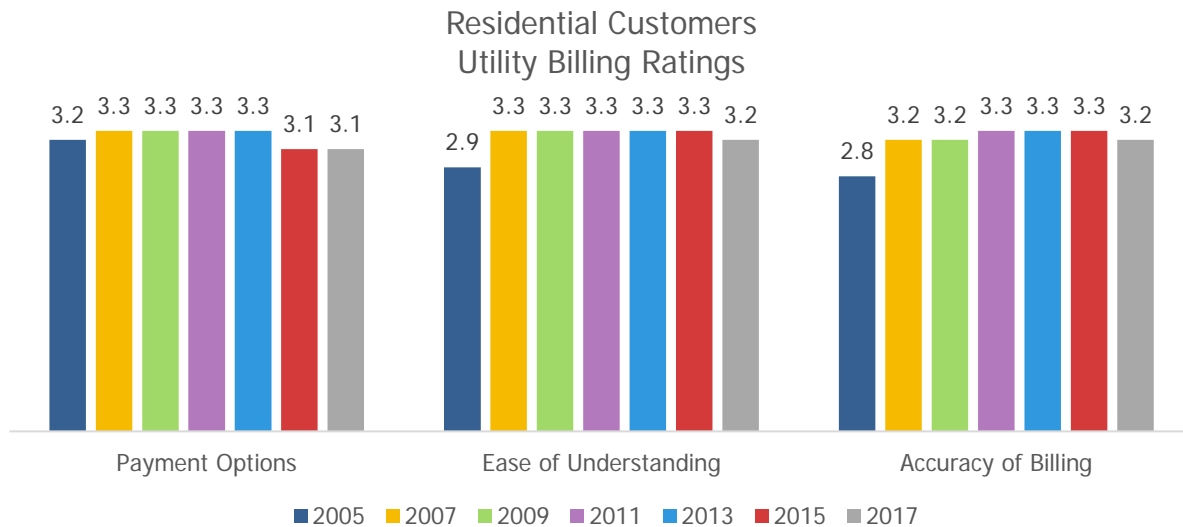
TAKEAWAYS: WITH REGARD TO ACCURACY OF BILLING, AVERAGE RATINGS HAVE DECREASED SLIGHTLY.

Residential Customers Utility Billing Ratings - Accuracy of Billing



Residential Customers									
Accuracy of Your Bill									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3.3	3.2	3.3	3.1	3.4	3.2	3	3.4	3.5
2017	3.2	3.1	3.2	3.1	3.2	3.1	3.1	3.3	3.3

TAKEAWAYS: UTILITY BILLING RATINGS ARE ABOVE AVERAGE IN ALL AREAS AND HAVE REMAINED STEADY FOR MANY YEARS. THE ONE AREA FOR CONSIDERATION IS TO REVIEW PAYMENT OPTIONS, WHICH DROPPED FROM AN AVERAGE RATING OF 3.3 TO 3.1.



Please rate the quality of the following billing areas.

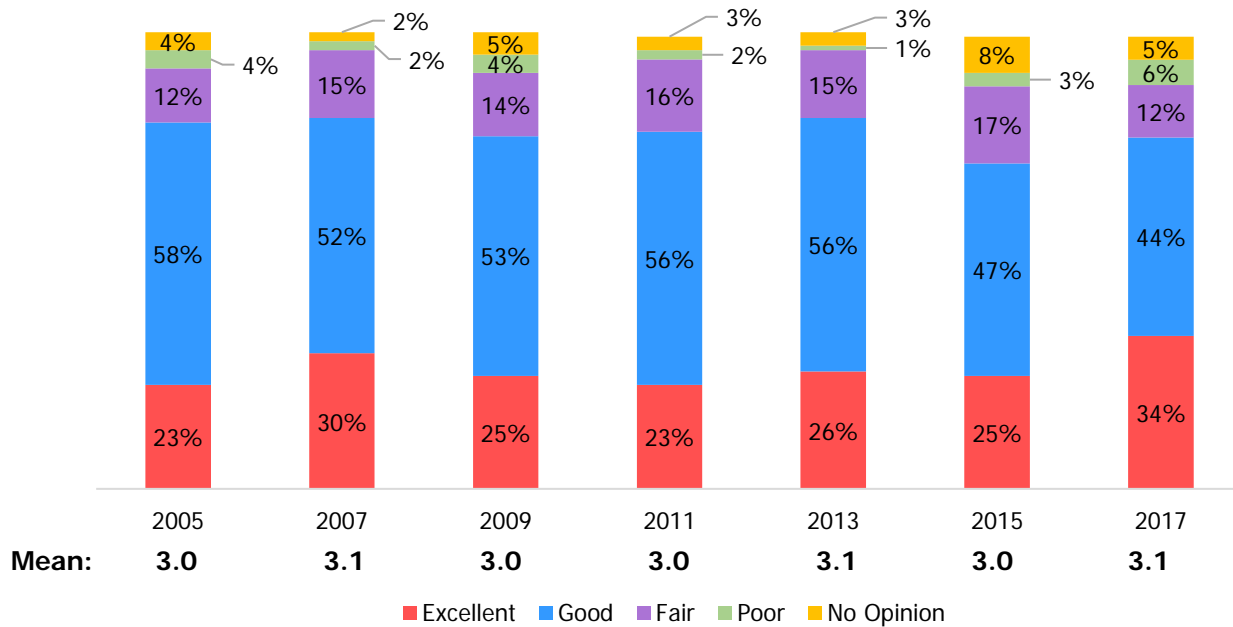
Communications

Overall Communications Ratings

- Overall communications ratings increased slightly from 3.0 in 2015 to 3.1 in 2017.
- The highest average rating for how well the DPU communicates with customers was for the 65+ age group (3.3 out of 4), while the lowest rating was for respondents with children in the household (3.0).
- There was an increase (34% in 2017 versus 25% in 2015) of respondents that rated the DPU's performance in communicating with customers as excellent.

TAKEAWAYS: THE YOUNGER A RESPONDENT IS, THE MORE LIKELY THEY ARE, ON AVERAGE, TO GIVE A LOWER RATING FOR OVERALL COMMUNICATION. RESIDENTS WITH CHILDREN IN THE HOUSEHOLD ALSO TEND TO RATE THIS AREA LOWER (3.0). THE RESPONSE TO TEXT MESSAGING IN COMPLETING SURVEYS MAY BE THE KEY TO INCREASING THIS METRIC.

Residential Customers Overall Communications Ratings



Residential Customers									
How Well The DPU Performed in Communicating With You									
		By Community		Children in HH		Age			
	Overall 2015	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2015	3	3	3	3	3.1	2.9	3	3.1	3.2
2017	3.1	3.1	3.2	3	3.3	3.1	3.1	3.1	3.3

How well does the DPU perform in communicating with you?

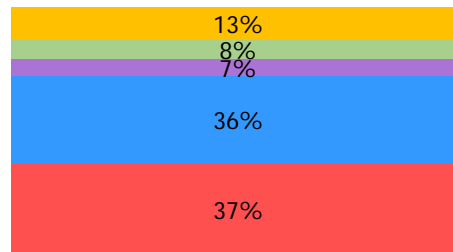
Nuclear Power

Nuclear Power – Agreement with the Pursuit of Nuclear Power

- Approximately three-fourths (73%) of the residents “Strongly Agree” or “Agree” that LADPU should pursue nuclear power.
- Although, extremely high support in all age categories, residents between the ages of 45 and 54 and then those over the age of 65 (69%) were the least likely to “Strongly Agree” or “Agree” that LADPU should pursue nuclear power.
- Thirteen percent of the respondents did not have an opinion.
- Fifteen percent “Strongly Disagree” or “Disagree” with LADPU pursuing nuclear power

TAKEAWAYS: LADPU HAS EXTREMELY STRONG SUPPORT IN PURSUING NUCLEAR POWER BY AN OVERWHELMING MAJORITY OF LADPU RESIDENTS.

Residential Customers
Agreement with the Pursuit of Nuclear Power



2017

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ No Opinion

Residential Customers									
% Who Either Agree or Strongly Agree with the Pursuit of Nuclear Power									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	73%	76%	71%	69%	77%	75%	69%	72%	69%

Do you disagree or agree with Los Alamos County pursuing nuclear power?

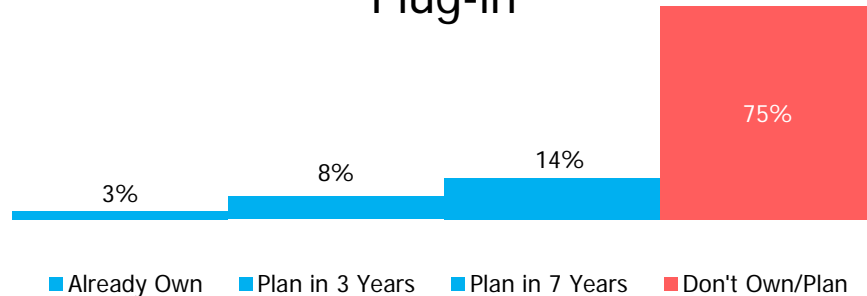
Electric or Hybrid Plug-In Vehicles

Electric/Hybrid Vehicles – Ownership and Intent to Purchase Electric or Plug-In Hybrid

- Seventy-five percent (75%) of residential customers do not own or plan on buying an electric/hybrid plug-in vehicle.
- Ratings were similar for all age categories.

TAKEAWAYS: OWNING ELECTRIC VEHICLES ARE NOT A CRITICAL ISSUE FOR MOST LOS ALAMOS RESIDENTS.

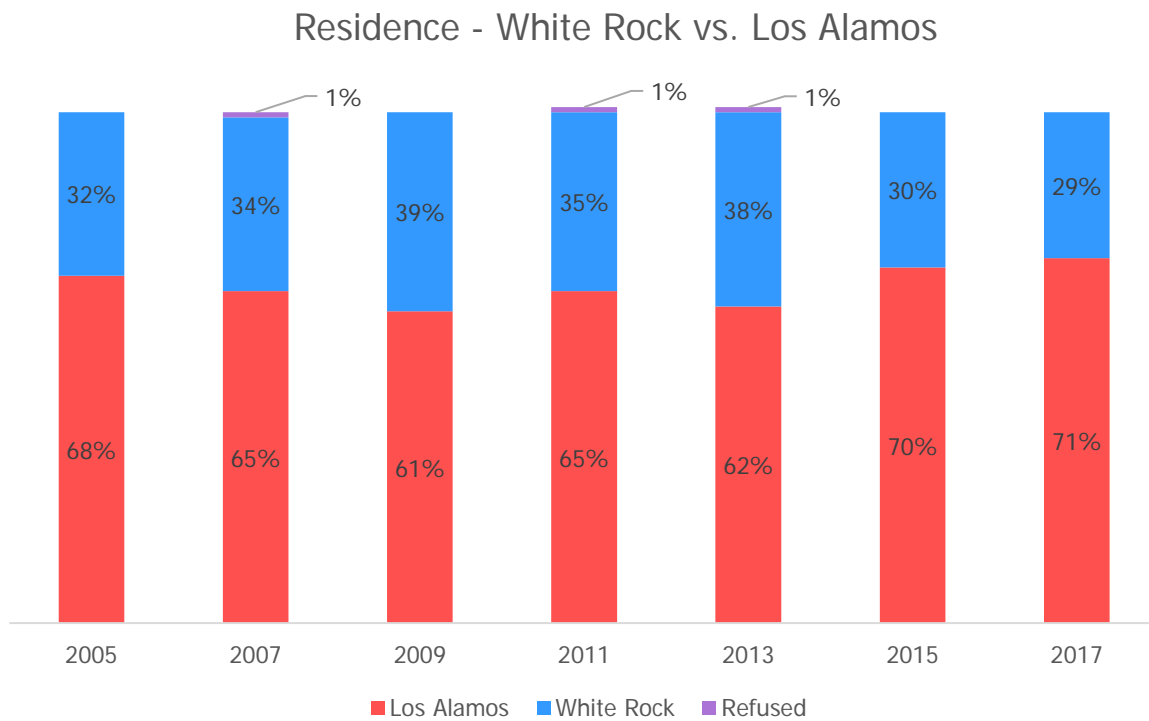
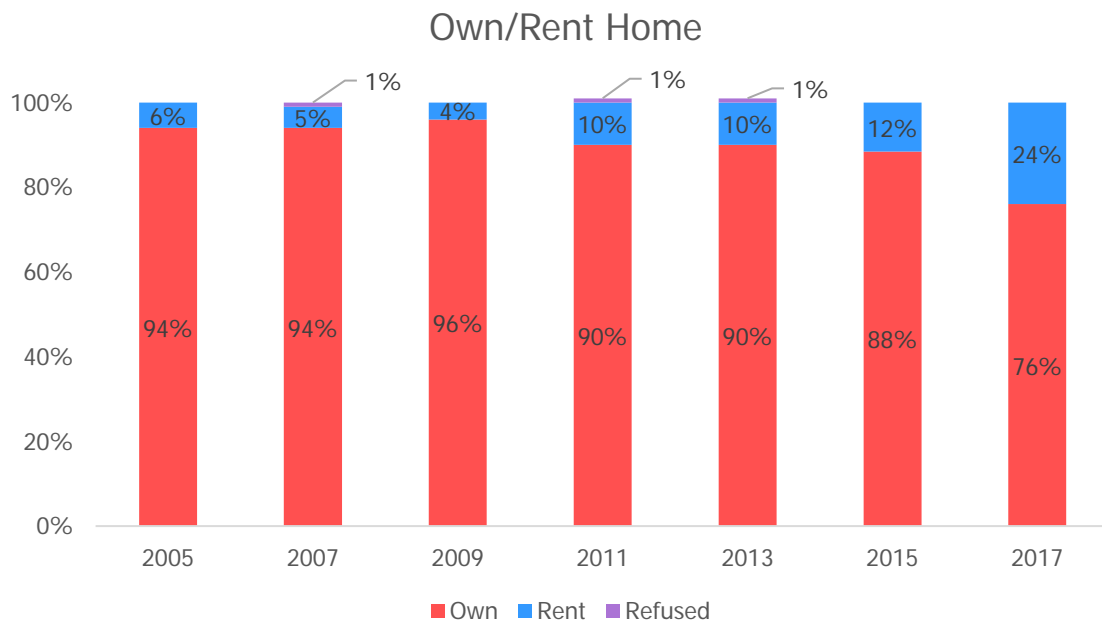
Residential Customers Ownership/Intent to Purchase Electric/Hybrid Plug-in

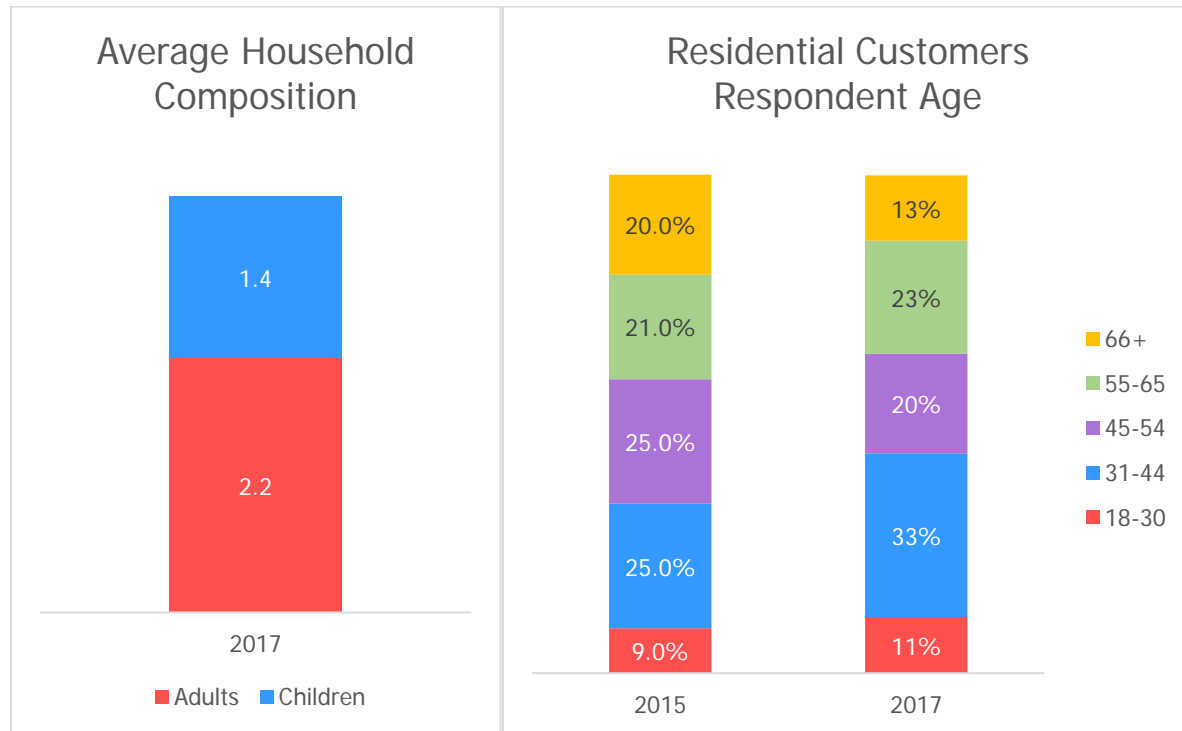


Residential Customers - Electric									
% Who Don't Own or Plan to Purchase an Electric/Plug-In Hybrid									
		By Community		Children in HH		Age			
	Overall	White Rock	Los Alamos	Children in HH	No Children in HH	18-44	45-54	55-65	65+
2017	75%	79%	72%	77%	74%	73%	73%	75%	80%

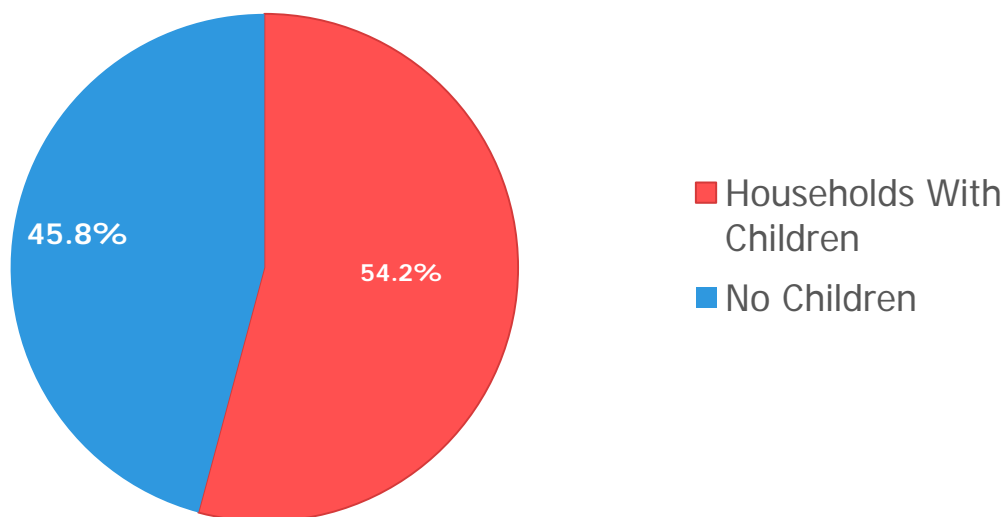
To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

Characteristics of Residential Customers





Households With Children vs. Without Children



Findings – Commercial Customer

Overall Performance (Performs overall in serving you) - Commercial

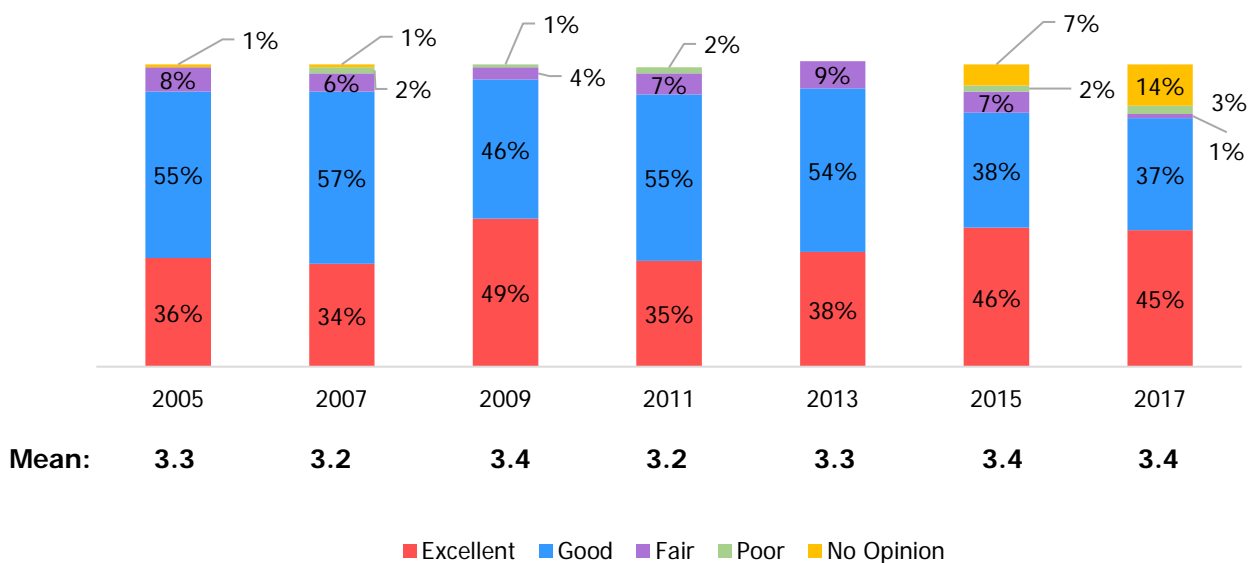
Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its "Overall Service" using a four-point scale (poor=1, fair=2, good=3 and excellent=4).

The Los Alamos Department of Public Utilities commercial customers rated the DPU higher (as in years past) as compared to residents.

- Forty-five percent of the respondents (45%) rated the "Overall Performance" as "Excellent". This is similar to 2015 (46%).
- The average rating was 3.4 out of 4. (3.4 in 2015).

TAKEAWAYS: OVERALL, THE LOS ALAMOS DEPARTMENT OF PUBLIC UTILITIES CONTINUES TO HAVE EXTREMELY HIGH RATINGS (AS IN YEARS PAST). OVERALL SATISFACTION HAS GROWN SINCE 2005 FOR COMMERCIAL CUSTOMERS AND LEVELED OFF IN 2017.

Performs Overall in Serving you



How well does the DPU perform overall in serving you?

Likely to Recommend (Net Promoter Score)

Net Promoter Score -Net promoter or Net Promoter Score (NPS) is a management tool that serves as an alternative to traditional customer satisfaction questions. The Net Promoter Score (NPS) measures the loyalty that exists between a provider and a consumer and is considered to be an accurate gauge of customers overall rating of a company or service. The NPS consists of asking respondents to answer the following question:

“How likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague on a scale from 1 to 10, with a 1 being “Not at all likely” and a 10 being “Extremely Likely?”

- The Net Promoter Score jumped substantially from 2015, from 4.1 in 2015 to 34.7 in 2017. 4.1 Detractors (ratings of 1-6) subtracted from (Promoters (ratings of a 9-10). A NPS should always be greater than 0.

TAKEAWAYS: DPU GARNERED A HIGH NET PROMOTER SCORE. THIS EXHIBITS A HIGH LEVEL OF LOYALTY BY DPU’S COMMERCIAL CUSTOMERS AND A SIGNIFICANT CHANGE FROM 2015.

TAKEAWAYS: DPU GARNERED A NET PROMOTER SCORE OF 34.7. TYPICALLY, EXPERTS CONSIDER A SCORE OF 50% OR HIGHER TO BE EXCEPTIONAL. ANYTHING OVER 30 IS USUALLY CONSIDERED GOOD, AND THE AVERAGE SCORE FOR MOST COMPANIES IN MOST INDUSTRIES, FALLS BETWEEN 5-10. THE DPU NPS SCORE WAS EXTREMELY HIGH.

AS A UTILITY, SOME RESPONDENTS CONSIDERED THE QUESTION INAPPROPRIATE AS THEY DIDN’T HAVE OTHER ALTERNATIVES FOR SERVICE. HOWEVER, THE NPS SERVES THE PURPOSE OF CREATING AN OVERALL BENCHMARK FOR FUTURE YEARS IN PROVIDING A MEASURE OF CUSTOMER LOYALTY.

	Not at all likely	2	3	4	6	8	7	8	8 Extremely Likely	NPS
2015	Detractors (43.1%) Passives (9.8%) Promoters (47.2%)									4.1
	6.8%	8.8%	2.3%	9.7%	12.6%	6.8%	4.2%	6.8%	9.7%	
	Net Promoter Score (Promoters minus Detractors)									
2017	Detractors (18.0%) Passives (33.3%) Promoters (50.7%)									34.7
	1.8%	3.2%	1.8%	4.8%	3.2%	1.8%	8.6%	23.8%	18.0%	
	Net Promoter Score (Promoters minus Detractors)									

What Can The DPU Do to Improve the Likelihood of you Recommending It to a Friend or Colleague?	
Comment Type Summary	%
There isn't an option, if I don't like it what am I going to do.	35.4%
Great Service/Satisfied/nothing	27.1%
Misc.	14.6%
311-Customer Service-communication	10.4%
Fix the call service (311) so someone answers when called.-Friendlier Staff-better customer service	8.3%
Fix your web app so that it shows payments received. Website not user friendly	4.2%

Evaluation of Electrical Service

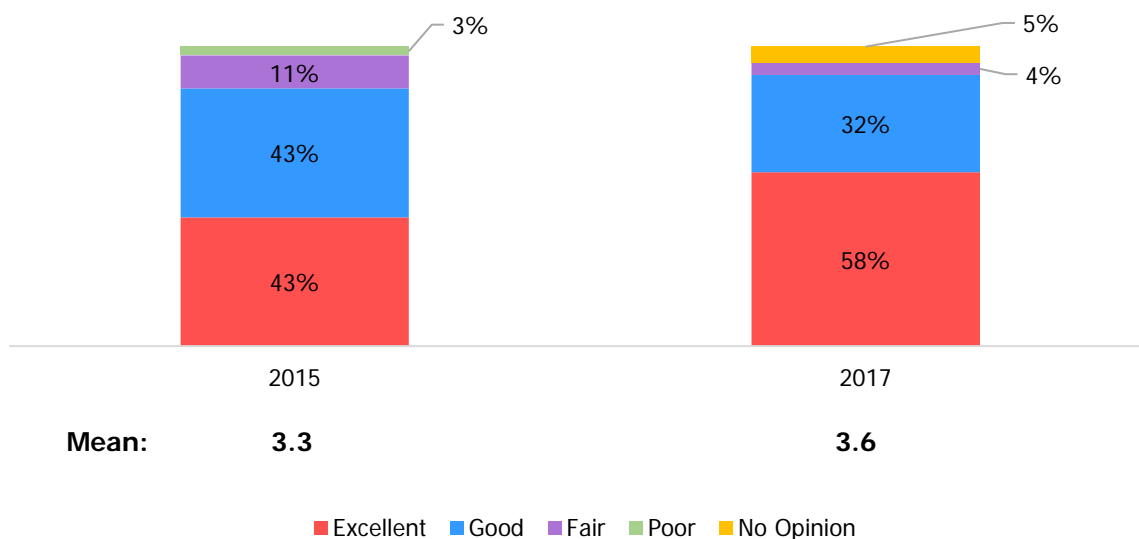
Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Electric Service using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following areas six areas: Overall Quality, Overall Value, Restoring Services, Providing Information About Outages, Being Reachable by Telephone or Social Media, and Overall Reliability."

Overall Quality of Electric Service

- Fifty-eight percent (58%) rated the **Overall Quality** of the electrical service as "Excellent." This is up substantially from 43% in 2015.
- Ninety percent (90%) rated the **Overall Quality** of the electrical service "Excellent" or "Good."
- The average ratings were 3.6 (out of 4).

TAKEAWAYS: THE OVERALL QUALITY OF ELECTRICAL SERVICES WAS RATED HIGHLY BY COMMERCIAL CUSTOMERS, (3.6 OUT OF 4). THIS IS A BIG IMPROVEMENT OVER 2015 (3.3)

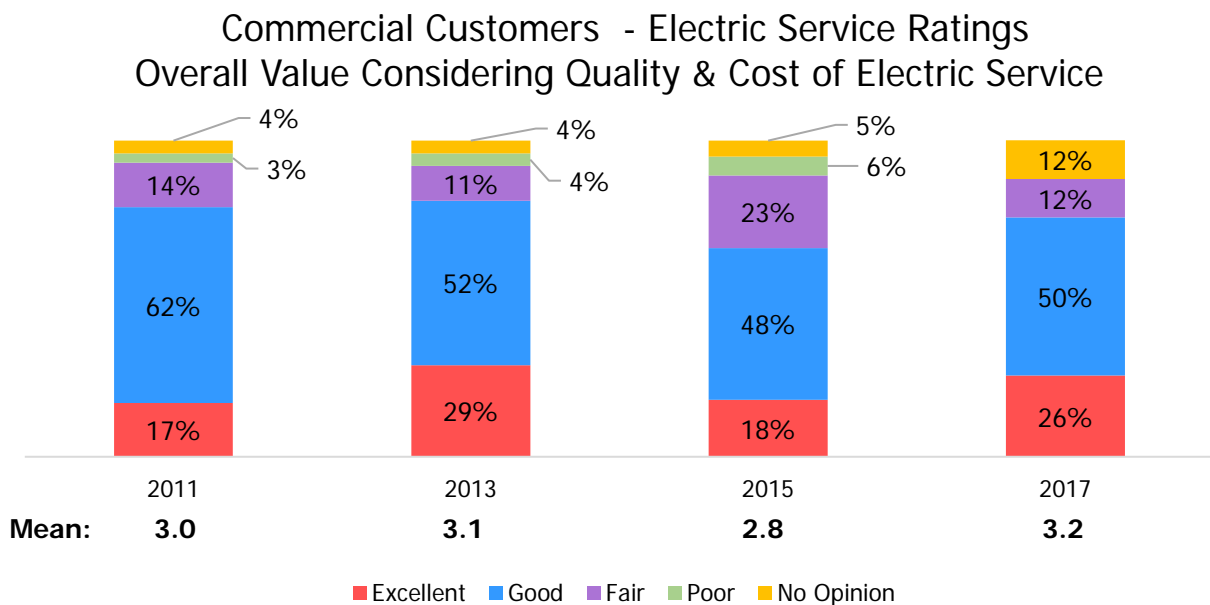
Electric Service Ratings - Overall Quality



Value Considering Quality & Cost of Electric Service

- Twenty-six percent (26%) rated the **Value** of the electrical service as “Excellent” versus 18% in 2015.
- Seventy-six percent (76%) rated the **Value** of the electrical service “Excellent” or “Good” versus 66% in 2015.
- The average ratings were 3.2 (out of 4). This is a big improvement from 2.8 in 2015.

TAKEAWAYS: THE OVERALL VALUE OF THE ELECTRIC SERVICE IS HIGH FOR COMMERCIAL CUSTOMERS. THE RATING FOR OVERALL VALUE HAS IMPROVED SIGNIFICANTLY SINCE 2015.



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the overall quality of the Quality and Cost of Electric Service.

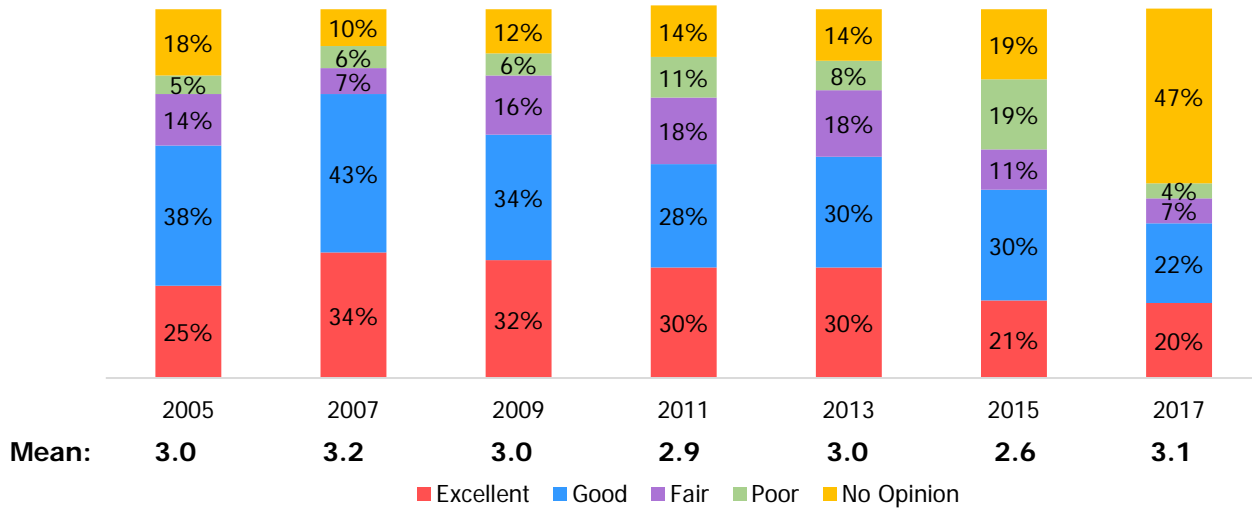
DPU's performance in providing information about planned extended outages

Over half of the commercial respondents (51% -sample size 36) did not have an opinion on the DPU's performance in providing information about planned extended outages. This was largely because many respondents had not experienced a planned extended outage in their electrical service.

- The average rating for providing information about extended outages was 3.1 (out of 4). This is an improvement over 2017 (2.6). **Note: this is not directly comparable because prior to 2017, the respondent was not asked to differentiate between planned and unplanned interruptions.**
- Only four percent (4%) of the respondents rated providing information about extended outages "poor". This is a significant improvement over 2015 (19%).

TAKEAWAYS: A SUBSTANTIAL PROPORTION OF THE CUSTOMERS (49%) DID NOT HAVE AN OPINION. THE DPU HAS IMPROVED PROVIDING INFORMATION ABOUT PLANNED EXTENDED OUTAGES SINCE 2015.

Commercial Customers - Electric Service Ratings Providing Information about Planned Extended Outages



Note: 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

On a scale from "Poor" to "Excellent" and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in restoring power service when an outage occurs / providing information about planned extended outages.

Electric Service – Customers who Experienced an Unplanned Interruption of Service

- Thirty-four percent (33.8%) of the respondents experienced an unplanned power outage.

Electric Service - Restoring Services When an Unplanned Outage Occurs

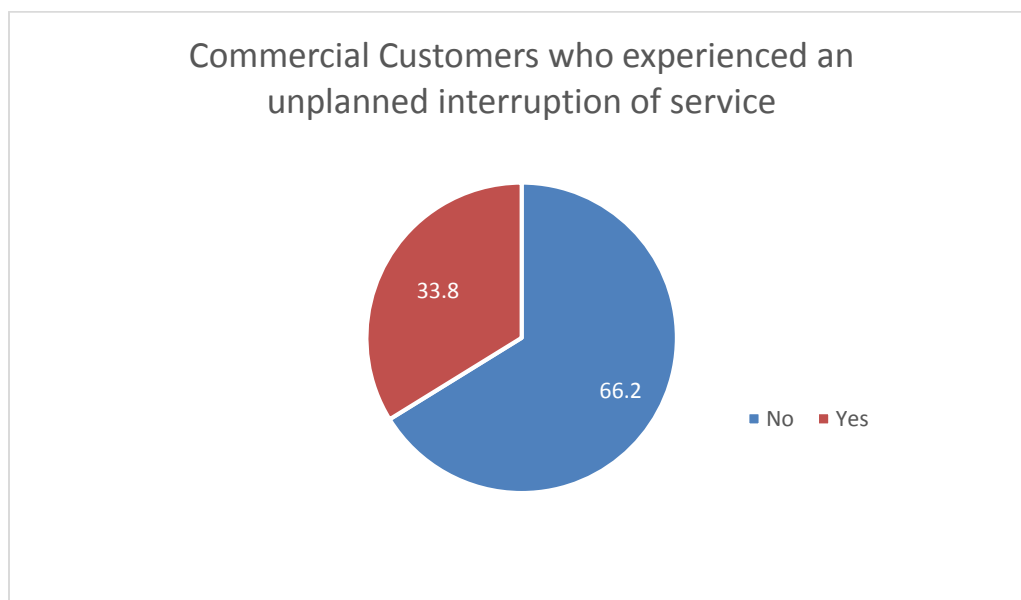
DPU's performance in restoring services when an unplanned outage occurs

Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

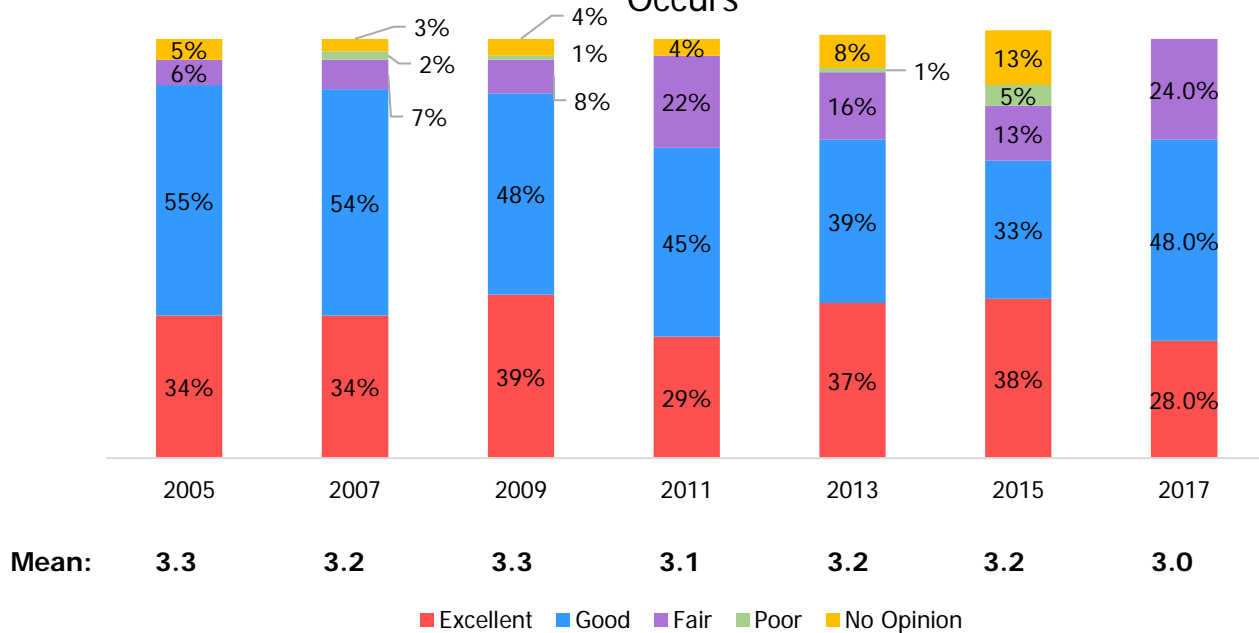
Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

- Over one-fourth of the respondents (28%) rated the DPU's performance in restoring services when an interruption occurs of the electrical service as "Excellent" down from thirty-eight percent (38%) in 2015.
- The average rating for restoring services was 3.0 (out of 4). This is down from 3.2 in 2015.

TAKEAWAYS: ALTHOUGH RATINGS ARE DOWN, SAMPLE SIZE MAKES COMPARISONS DIFFICULT.



Commercial Customers - Electric Service Ratings Restoring Service When an Unplanned Power Outage Occurs



Note: In 2017, only respondents who experienced an unplanned interruption responded to this question. In previous years, all survey participants responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

Further, 2017 results are not directly comparable because in previous years, the respondent was not asked to differentiate between planned and unplanned interruptions.

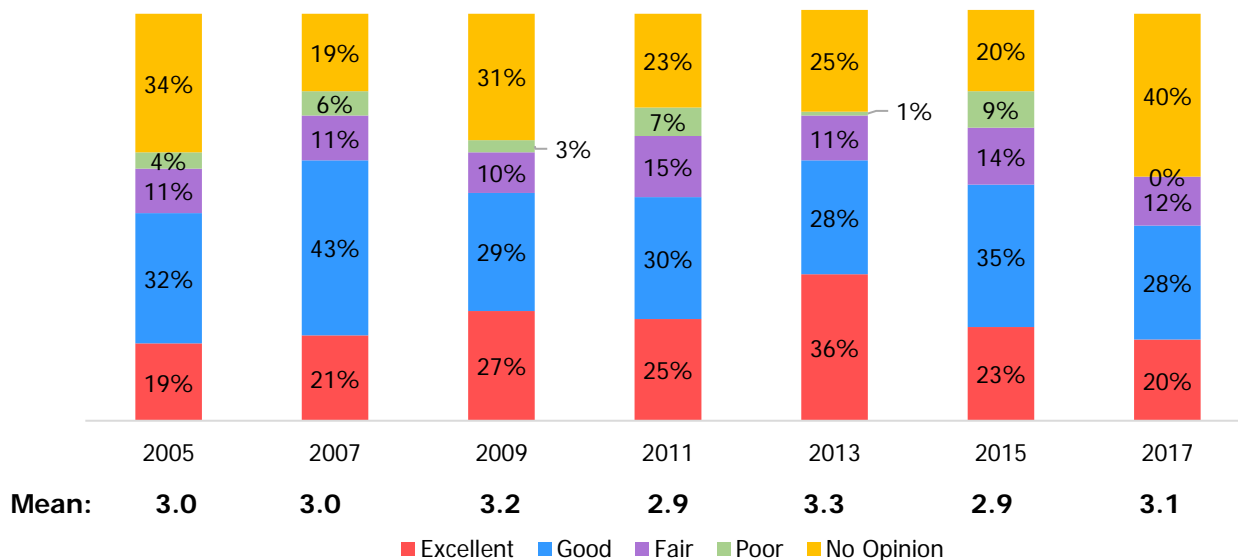
Electric Service - Being reachable by telephone or social media during an unplanned outage

DPU's performance in being reachable by telephone during an unplanned outage

Note: In 2017, only respondents who experienced an unplanned outage responded to this question. As the number of unplanned outages decreases, the number of survey respondents who experience an unplanned interruption of service, will drop. This will affect the average and margin of error for survey responses.

- One-fifth (20%) of the respondents rated the DPU's performance in being reachable by telephone or social media. During an unplanned outage "Excellent". In 2015, the "Excellent" rating was 23 percent. This is a small decrease and identifies an area and identifies an area for review.
- The average rating for providing information about unplanned outages was 3.1 (out of 4). This is an improvement over 2015 (2.9). **Note: 2017 results are not directly comparable because in prior years, the respondent was not asked to differentiate between planned and unplanned interruptions.**

Commercial Customers - Electric Service Ratings Being Reachable by Telephone During an Outage



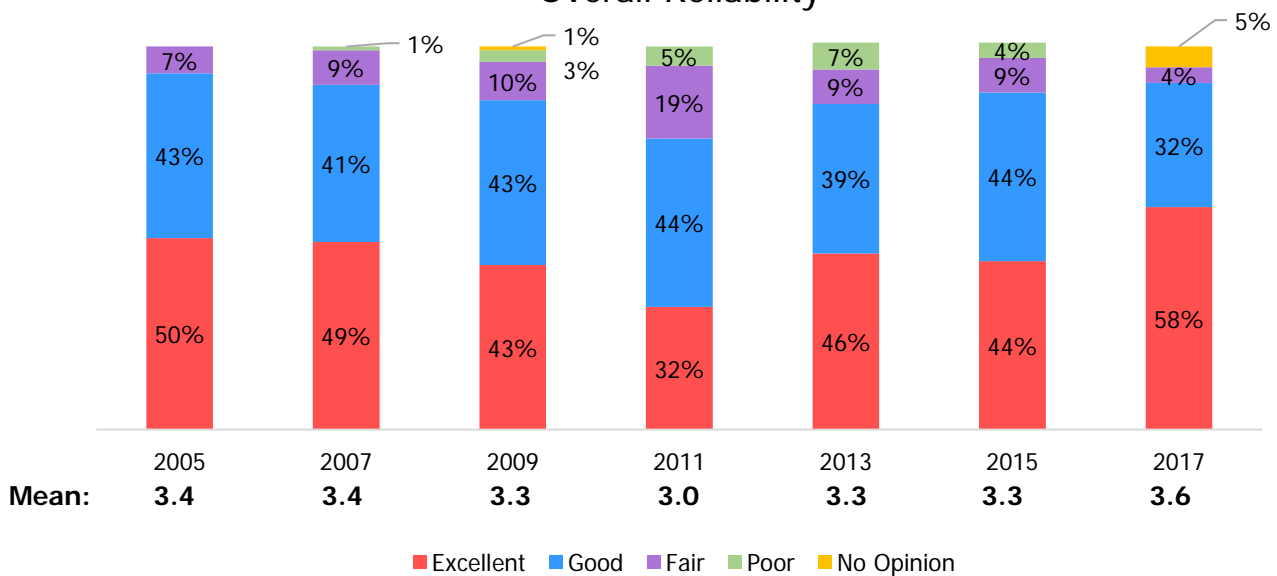
Overall Reliability of the Electrical Utility Service

- Fifty-eight percent (58%) rated the Overall Reliability of the electrical “Excellent.” Ninety percent (90%) of the respondents rated the Overall Reliability of the electrical service “Excellent” or “Good” an increase from 2015 (88%).
- The average rating for Overall Reliability was 3.6 (out of 4), an improvement over 2015 (3.3).

TAKEAWAYS: DPU HAS DONE A GOOD JOB OF IMPROVING THIS METRIC OVER 2015.

THE OVERALL RELIABILITY OF THE ELECTRICAL SERVICE CONTINUES TO IMPROVE OVER A LOW OF 3.0 (AVERAGE RATING) IN 2011 TO A HIGH OF 3.6 IN 2017.

Commercial Customers - Electric Service Ratings
Overall Reliability



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in Overall Reliability.

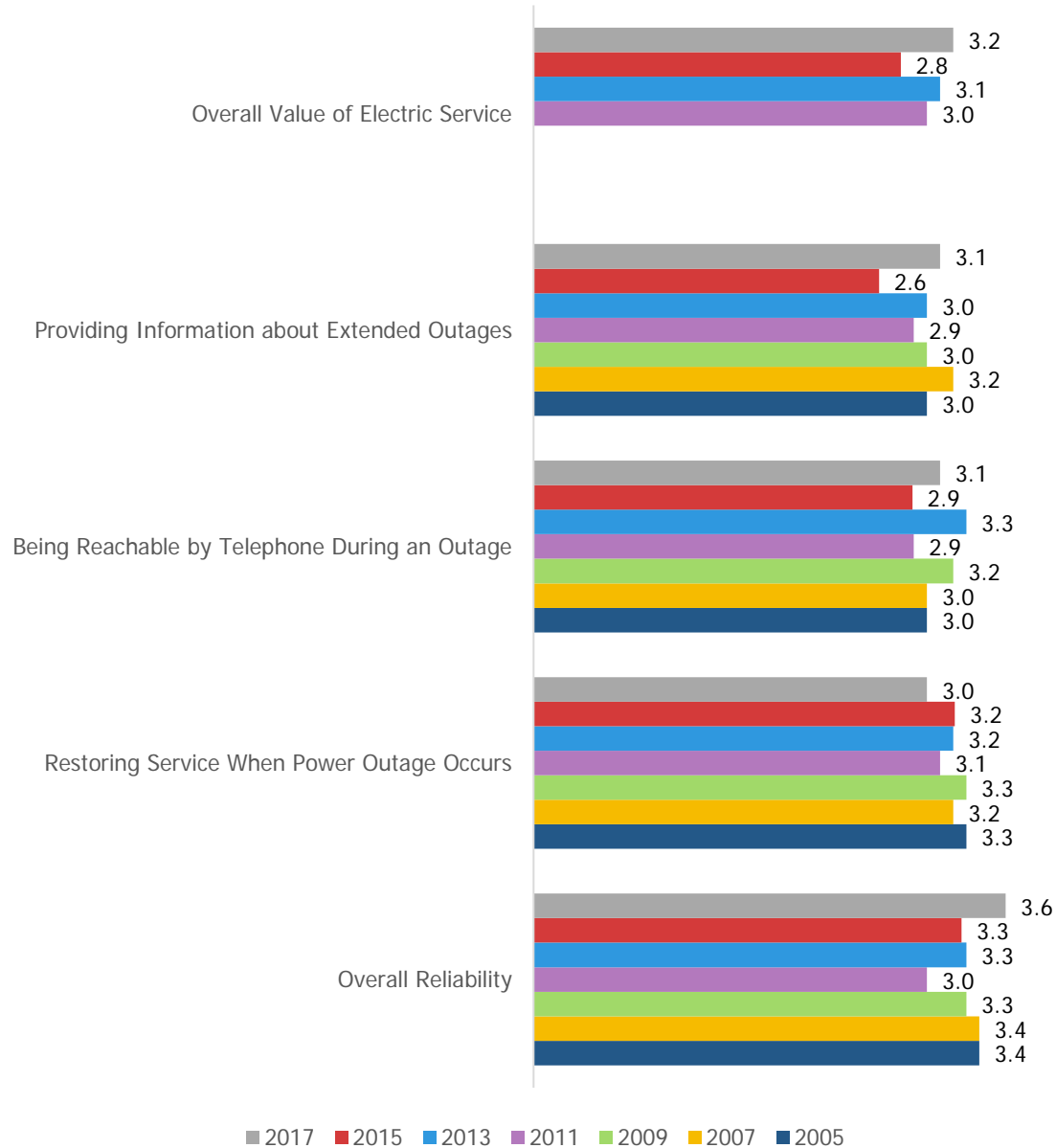
Electrical Service - Summary of Means

THE FOLLOWING CHART PROVIDES A RECAP OF THE MEANS FOR EACH OF THE PERFORMANCE RATINGS IN ELECTRICAL SERVICE.

NOTE: IN 2017, ONLY RESPONDENTS THAT EXPERIENCED AN UNPLANNED OUTAGE RESPONDED TO THE FOLLOWING QUESTIONS: "BEING REACHABLE BY TELEPHONE DURING AN OUTAGE," AND "RESTORING SERVICE WHEN A POWER OUTAGE OCCURS." IN PREVIOUS YEARS, ALL SURVEY PARTICIPANTS ANSWERED THESE QUESTIONS. FURTHER, 2017 RESULTS FOR QUESTIONS RELATED TO OUTAGES ARE NOT DIRECTLY COMPARABLE. PREVIOUS YEARS DID NOT ASK RESPONDENTS TO DIFFERENTIATE BETWEEN PLANNED AND UNPLANNED INTERRUPTIONS.

AS THE NUMBER OF UNPLANNED OUTAGES DECREASES, THE NUMBER OF SURVEY RESPONDENTS WHO EXPERIENCE AN UNPLANNED INTERRUPTION OF SERVICE, WILL DROP. THIS WILL AFFECT THE AVERAGE AND MARGIN OF ERROR FOR SURVEY RESPONSES. THIS WILL IMPACT THE AVERAGES FOR PROVIDING INFORMATION AND BEING REACHABLE BY TELEPHONE FOR UNPLANNED OUTAGES.

Commercial Customers Electric Service Ratings



Evaluation of Gas, Water & Sewer Services

Residential and commercial customers were asked to rate the Los Alamos County Department of Public Utilities on its Gas, Water and Sewer services using a four-point scale (poor=1, fair=2, good=3 and excellent=4) in the following are six areas: 1 "Overall Performance", 2 "Overall Value", 3. Restoring Services, 4 "Providing information about outages", 5 "Being reachable by telephone or social media" and 6 "Overall Reliability".

Overall Performance - Gas

- Over half (54%) of the respondents rated the gas service as "Excellent." This is an increase from 2015 (47%).
- The average ratings were 3.6 (out of 4). This is an increase over 2015 (3.4).

Overall Performance - Water

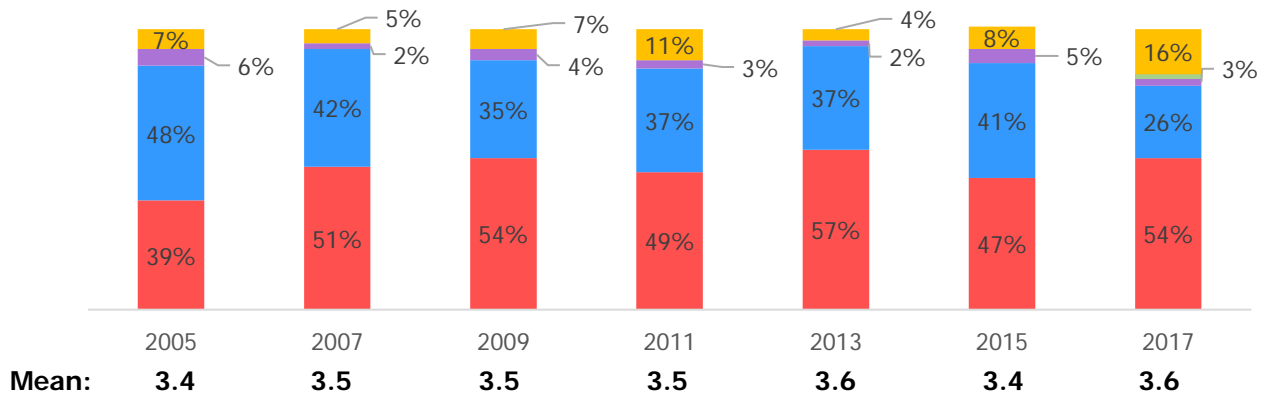
- Nearly two-thirds (64%) of the respondents rated the water service as "Excellent." This is an increase from 2015 (53%). There was only one percent (1%) poor ratings by respondents.
- The average ratings were 3.6 (out of 4). This is an increase from 2015 (3.4).

Overall Performance - Sewer

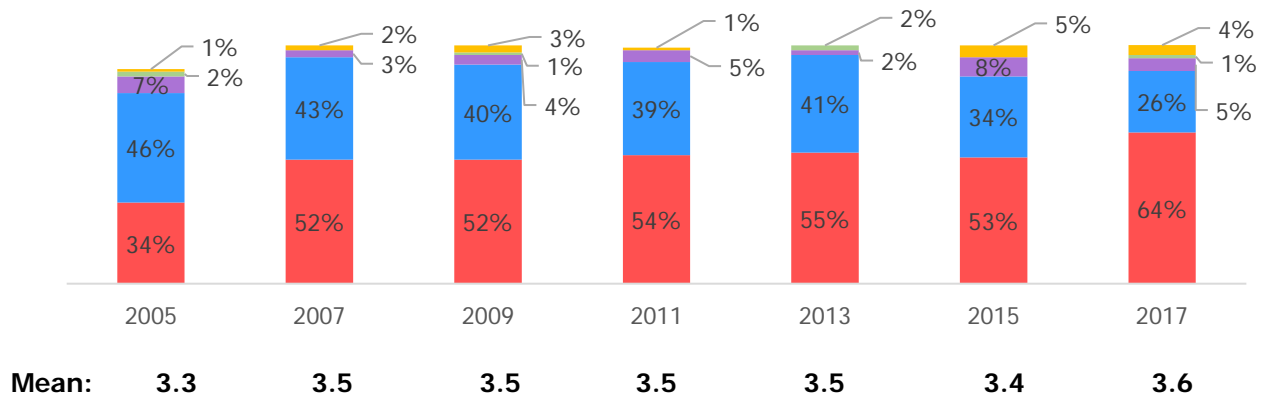
- Sixty-four percent (64%) of the respondents rated the sewer service as "Excellent." This is a significant increase over 2015 (53%).
- The average ratings were 3.6 (out of 4). It was 3.3 in 2015. This is the highest rating in this category since commercial customers have been surveyed (2005).

TAKEAWAYS: RESPONDENTS RATED THE QUALITY OF THE GAS, WATER AND SEWER SERVICES HIGH. THERE WAS A SIGNIFICANT INCREASE IN THE "OVERALL PERFORMANCE" FOR ALL THREE SERVICES AND THE HIGHEST RATINGS SINCE COMMERCIAL CUSTOMERS HAVE BEEN SURVEYED IN 2005.

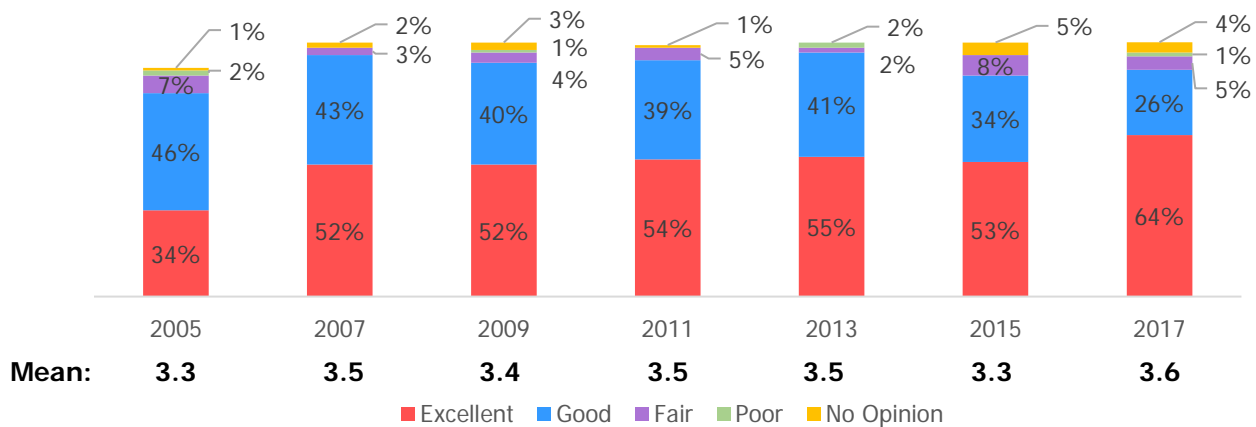
Commercial Customers - Gas, Water & Sewer Overall Performance - Gas



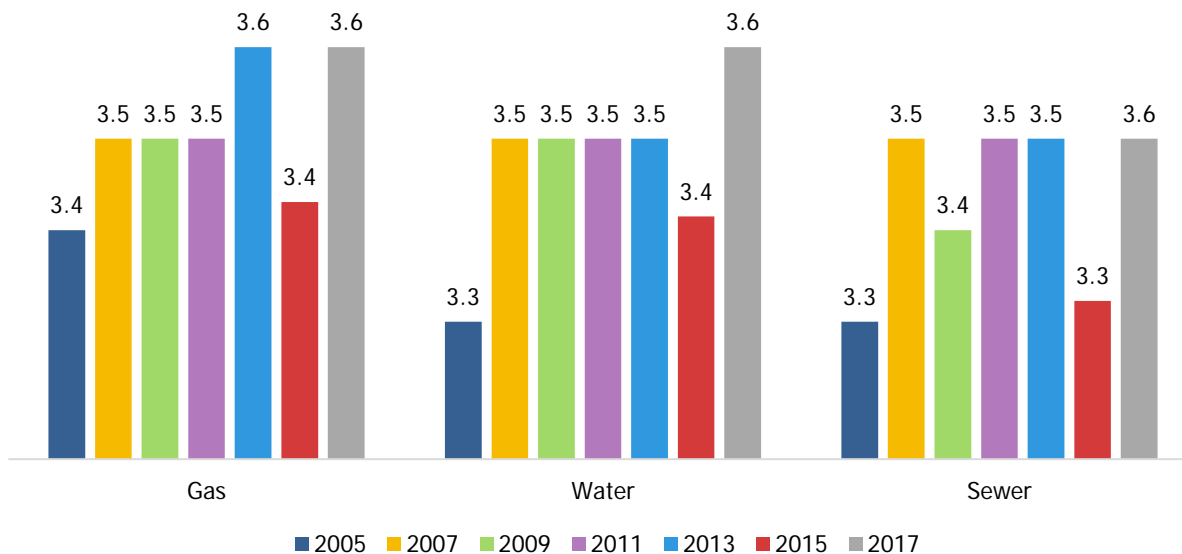
Overall Performance - Water



Overall Performance - Sewer



Commercial Customers - Gas, Water & Sewer
Summary of Means - Overall Performance



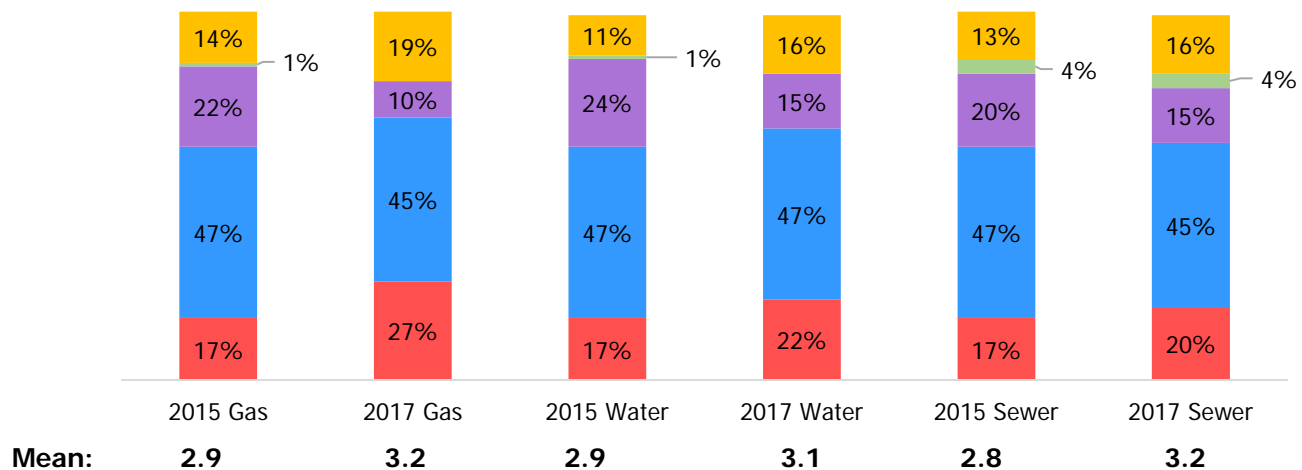
On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the overall performance of the Gas, Water, and Sewer Service.

Overall value considering cost and performance of service

- Approximately two-thirds of respondents rated water, sewer and gas “excellent” or “good” with regard to overall value considering quality and cost.
- Average ratings were 3.2 for gas, 3.1 for water, and 3.2 for sewer. This is up from 2015.

TAKEAWAYS: WHEN CONSIDERING OVERALL VALUE, COMMERCIAL RATINGS FOR OVERALL VALUE OF WATER, SEWER AND GAS WERE HIGHER THAN 2015 RESULTS AND HIGHER THAN RESIDENTIAL RESULTS.

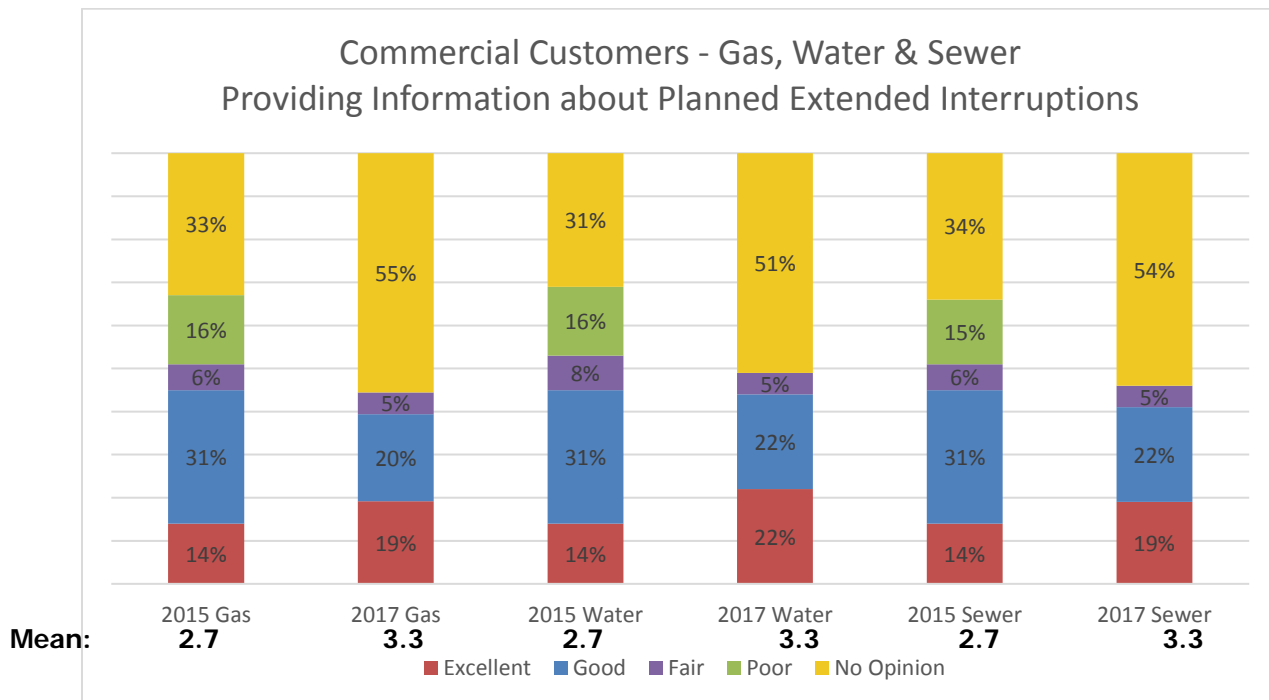
Commercial Customers - Gas, Water, & Sewer
Overall Value Considering Quality & Cost of Service



Providing information about Planned Extended Interruption in Services

- More than half of the commercial respondents did not have an opinion about DPU's performance to provide information about planned extended outages.
- There were no "Poor" ratings in 2017. This was a substantial improvement over 2015.
- Overall average ratings of the DPU in this category were 3.3 in each of the service areas. This is a substantial improvement over 2015. **Note: 2017 results are not directly comparable because in previous years the respondent was not asked to differentiate between planned and unplanned interruptions.**

TAKEAWAYS: WHILE THE 2017 RESULTS ARE NOT DIRECTLY COMPARABLE TO PREVIOUS YEARS, IT IS NOTABLE THAT IN 2017 COMMERCIAL CUSTOMERS FELT THAT DPU DOES A GOOD JOB (3.3 OUT OF 4) PROVIDING INFORMATION ON PLANNED EXTENDED OUTAGES FOR GAS, WATER AND SEWER.



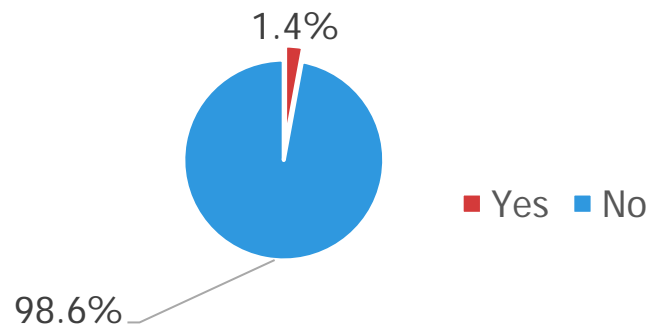
Note: 2017 results are not directly comparable because in previous years the respondent was not asked to differentiate between planned and unplanned interruptions.

Gas, Water, & Sewer – Customers who Experienced an Unplanned Interruption of service

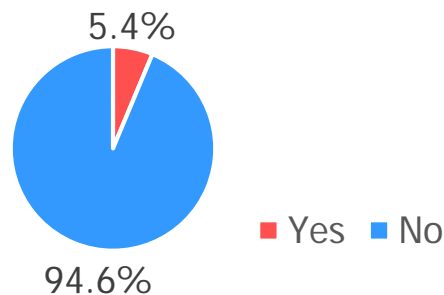
- Only a small percentage of respondents experienced any type of unplanned interruption of service for either gas, water, or sewer (1.4%, 5.4%, and 2.7%, respectively)

TAKEAWAYS: UNPLANNED GAS, WATER AND SEWER INTERRUPTIONS ARE EXTREMELY RARE.

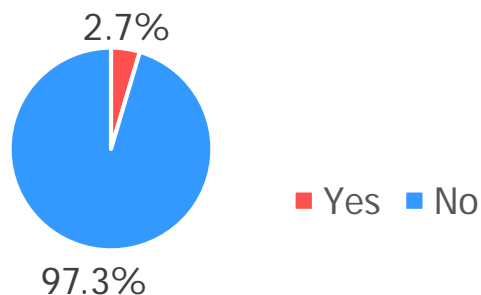
Commercial Customers - Unplanned Interruption of Gas



Commercial Customers - Unplanned Interruption of Water



Commercial Customers - Unplanned Interruption of Sewer Services



Restoring services when an Unplanned Interruption occurs

Being Reachable by Telephone/Social Media during an Unplanned Interruption occurs

Note: In 2017, only respondents that experienced unplanned interruption in services responded to these two questions. In previous years, all survey participants responded to these two questions.

Because there was only a small percentage of customers who responded to these two questions (1.4% for gas, 5.4% for water, and 2.7% for sewer) the sample size for these two questions was not large enough to draw any significant conclusions.

Takeaways: The sample size (due to respondents not experiencing an outage and non-response) affected the ratings. Only respondents that noted an unplanned interruption in services, replied to these Questions. The sample was not large enough to draw any significant conclusions.

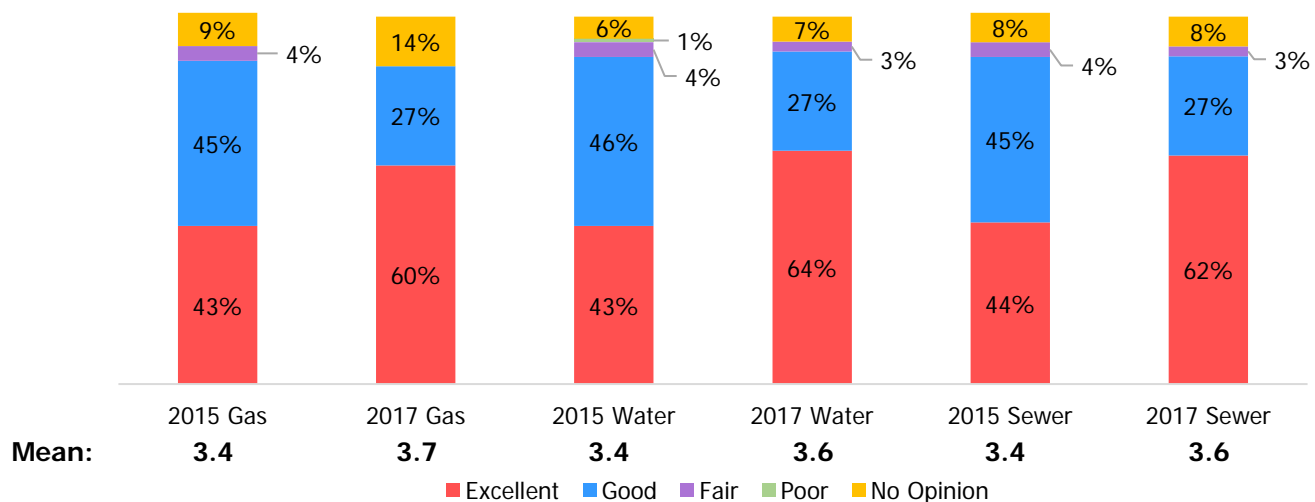
Gas, Water, & Sewer

Overall Reliability

- Approximately 90% of the commercial respondents rate the overall reliability of water, sewer, & gas as either “excellent” or “good.” Overall average ratings were 3.7 for gas and 3.6 for water and sewer.
- No commercial customers rated the overall reliability of water, gas, and sewer service as “poor.”

TAKEAWAYS: COMMERCIAL RESPONDENTS RATED THE OVERALL RELIABILITY OF THE WATER SEWER, & GAS EXTREMELY HIGH WITH AN OVERALL AVERAGE RATING OF 3.6. SERVICE IN THIS PERFORMANCE AREA FOR COMMERCIAL CUSTOMERS IS EXCELLENT AND IMPROVED IN 2017. COMMERCIAL RESPONDENTS FEEL THAT THE SERVICE THE DPU IS RECEIVING IS EXTREMELY RELIABLE.

Commercial Customers - Water, Sewer, & Gas Ratings
Overall Reliability



On a scale from “Poor” to “Excellent” and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the following areas.

DPU’s performance in the overall reliability of utility service.

Evaluation of Field Employees

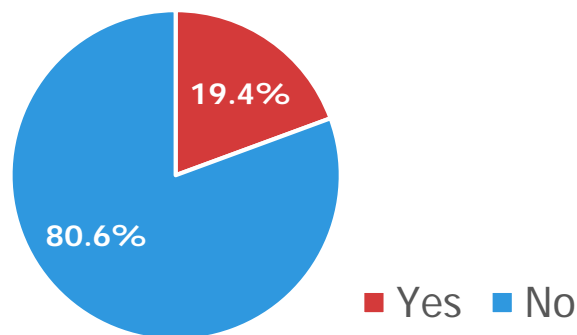
Note: Only respondents that had contact with a Field Employee responded to this question. This will affect the margin of error for survey responses.

Customer Contacts with Field Employees - Contacted

- Approximately twenty percent (19.4%) of respondents had contact with a field employee (down from 2015-36%).
- Seventy-five percent of the respondents were from companies with less than 25 employees and forty-three percent (43.1%) were owners.
- None of the commercial respondents had a contact with a field-employee in White Rock

TAKEAWAYS: IT IS LIKELY THAT COMMERCIAL RESPONDENTS WOULD NOT BE THE STAFF THAT WOULD HAVE CONTACT WITH A FIELD EMPLOYEE AS COMMERCIAL RESPONDENTS WERE MORE LIKELY TO BE FROM THE ACCOUNTING OFFICE OR OWNERS OF BUSINESSES AND NOT FACILITY MANAGERS. THE SMALL PERCENTAGE OF RESPONDENTS THAT HAD CONTACT WITH A FIELD EMPLOYEE WILL IMPACT THE STATISTICAL VALIDITY OF THE RESPONSES.

Commercial Customers - Contact With a Field Employee for Assistance/Information



Contact with a Field Employee		
	2017	2015
Yes	19.4%	36%
No	80.6%	64%

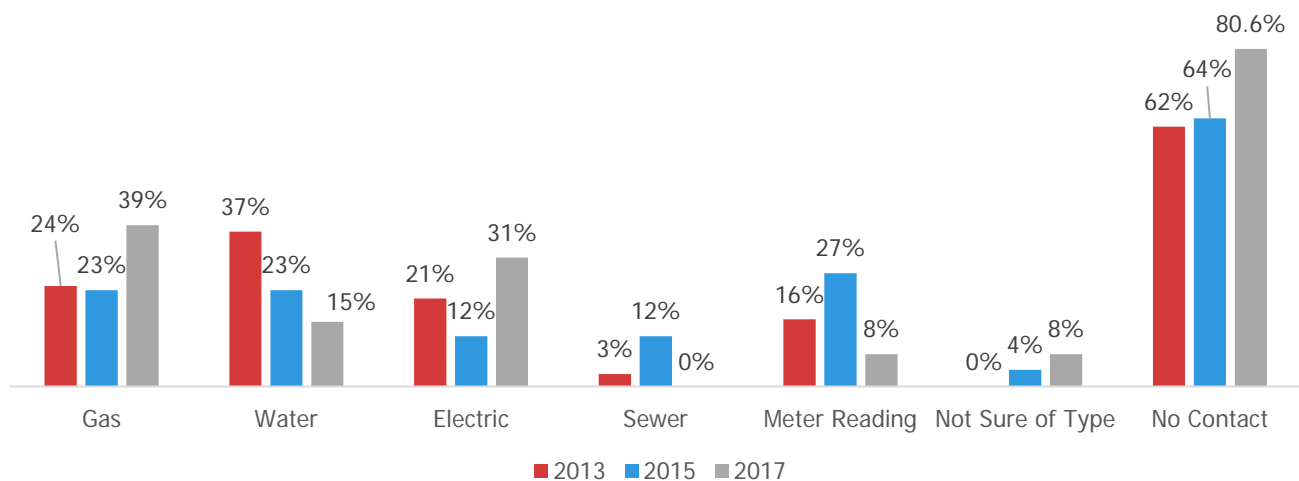
During the past 12 months, have you had any contact with a field employee from whom you requested assistance or asked for information

Customer Contacts with Field Employees – Type of service contact was made for³

- The proportion of total contact with field employees that were related to gas and electric increased in 2017 (gas 23% to 39% and electric 12% to 31%).
- The proportion of contacts regarding water, sewer and meter reading decreased in 2017 (water 23% to 15% and sewer 12% to 0.0% and meter reading 27% to 8%).

TAKEAWAYS: CONTACT WITH FIELD EMPLOYEES IS LIKELY DRIVEN BY ISSUES WITHIN EACH OF THE SERVICE AREAS. NOTE: SAMPLE SIZES ARE EXTREMELY LOW.

Commercial Customers - Contacts with Field Employees



Thinking about your most recent contact with a field employee, what type of service was this related to?

³ While “no contact” was included in the following graph for the purposes of comparison, the percentage for the rest of the categories excluding “no contact” equals 100%.

Customer Contacts with Field Employees – Field Employee Ratings

Courtesy

- Field employees' ratings with regard to courtesy were extremely high at 3.7, up from 2015 (3.6).
- There were no commercial respondents that rated courtesy as poor.

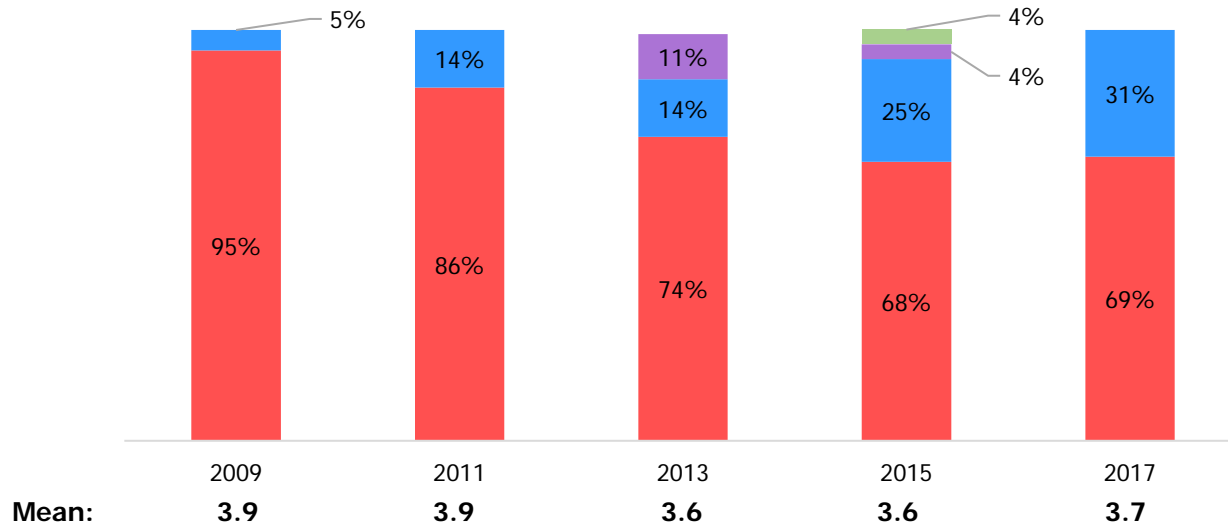
TAKEAWAYS: THIS RATING IS EXTREMELY HIGH,

Knowledge

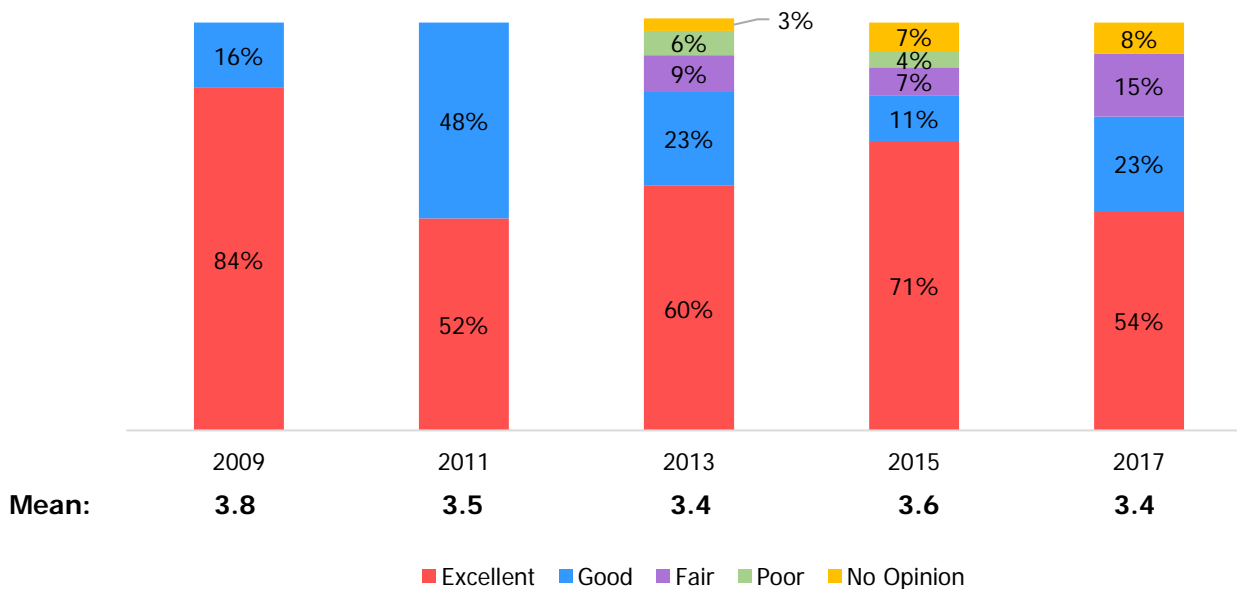
- Field employees' average rating with regard to knowledge was lower than in 2015 (3.4 in 2017 vs. 3.6 in 2015). However, there were no "poor" ratings in 2017 (4% in 2015).
- Seventy-seven percent (77%) of the respondents rated the knowledge of field employees as "excellent" or "good." This is a slight drop from 2015 (82%).

TAKEAWAYS: FIELD EMPLOYEES WERE RATED EXTREMELY HIGH WITH REGARD TO THEIR KNOWLEDGE.

Commercial Customers Field Employee Ratings - Courtesy



Commercial Customers Field Employee Ratings - Knowledge



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

Customer Contacts with Field Employees – Field Employee Ratings

Ability to Handle Request

- There was a drop in the average rating commercial customers gave the field employees with regard to ability handle request (3.4 2017 to 3.6 2015).
- Seventy-seven percent (77%) of the commercial respondents rated the field employees as “excellent” or “good” with regard to their ability to handle request, identical to 2015.
- There were no “poor” ratings in 2017 by respondents.

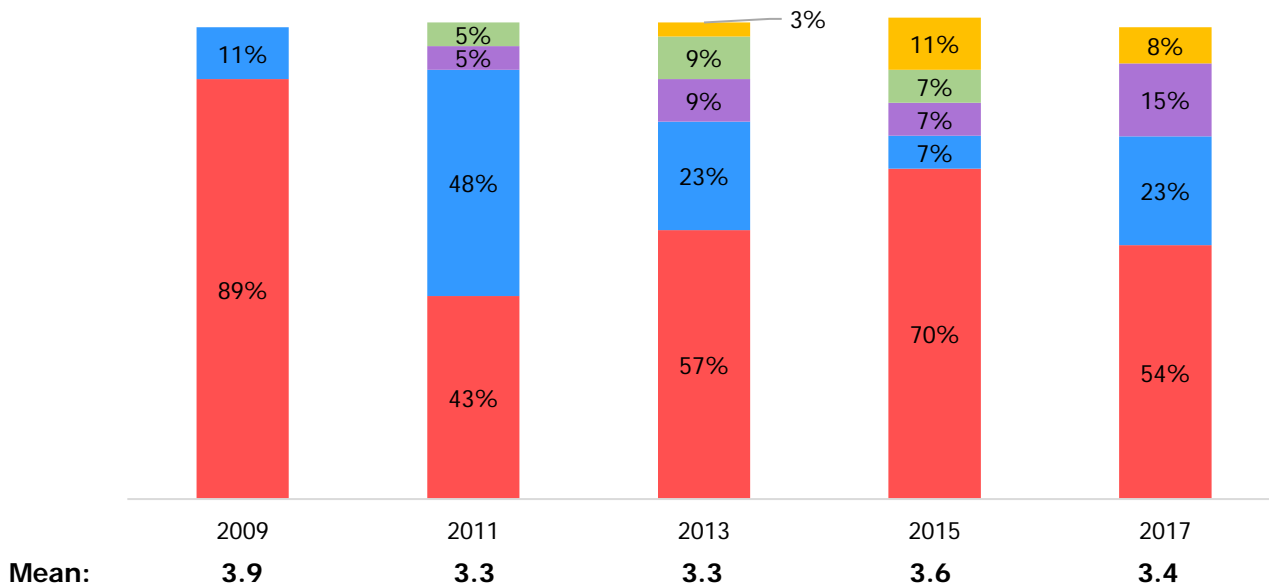
TAKEAWAYS: WHILE THE AVERAGE RATING IN HANDLING REQUESTS DROPPED, THERE WERE NO POOR RATINGS AND GOOD RATINGS INCREASED. THIS EQUATES TO A GOOD RATING IN FIELD EMPLOYEES ABILITY TO HANDLE REQUESTS.

Overall

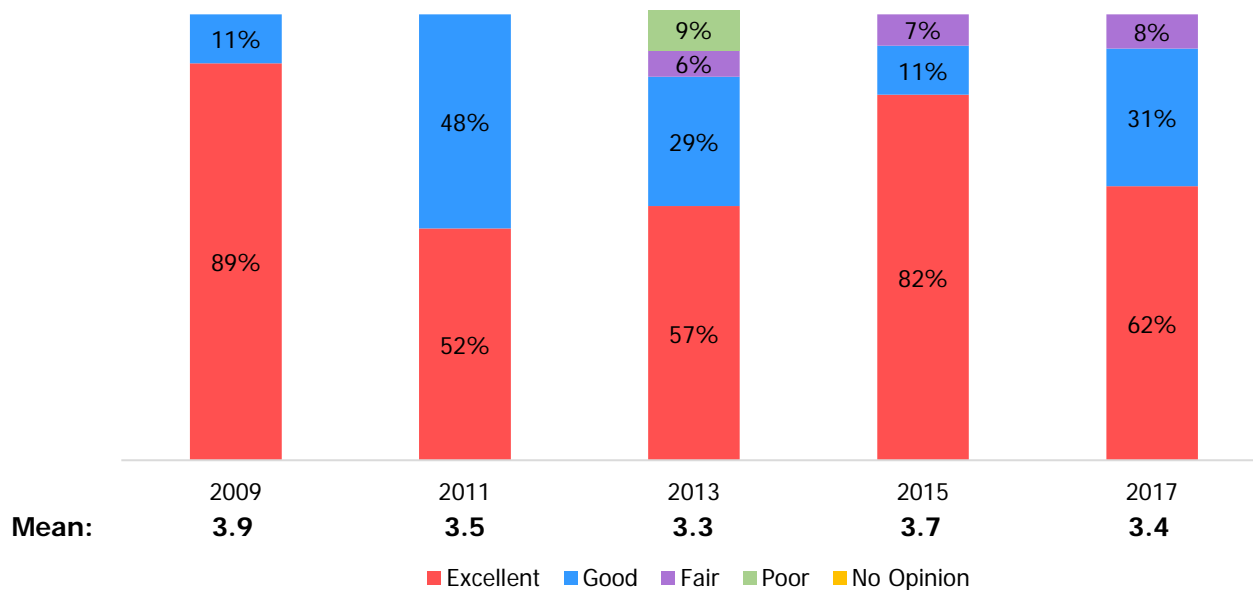
- Nine (9) out of 10 respondents (93%) rated the overall performance of field employees as “excellent” or “good”, identical to 2015.
- Average ratings decreased from 3.7 in 2015 to 3.4 in 2017.
- There were no poor ratings with regard to the overall performance of field employees in 2017.

TAKEAWAYS: OVERALL, FIELD EMPLOYEES ARE DOING A GOOD JOB. ALTHOUGH OVERALL AVERAGE RATINGS DROPPED, THERE WERE NO POOR RATINGS AND THERE WAS A DROP FROM EXCELLENT TO GOOD THAT IMPACTED AVERAGE RATINGS.

Commercial Customers Field Employee Ratings - Ability to Handle Request

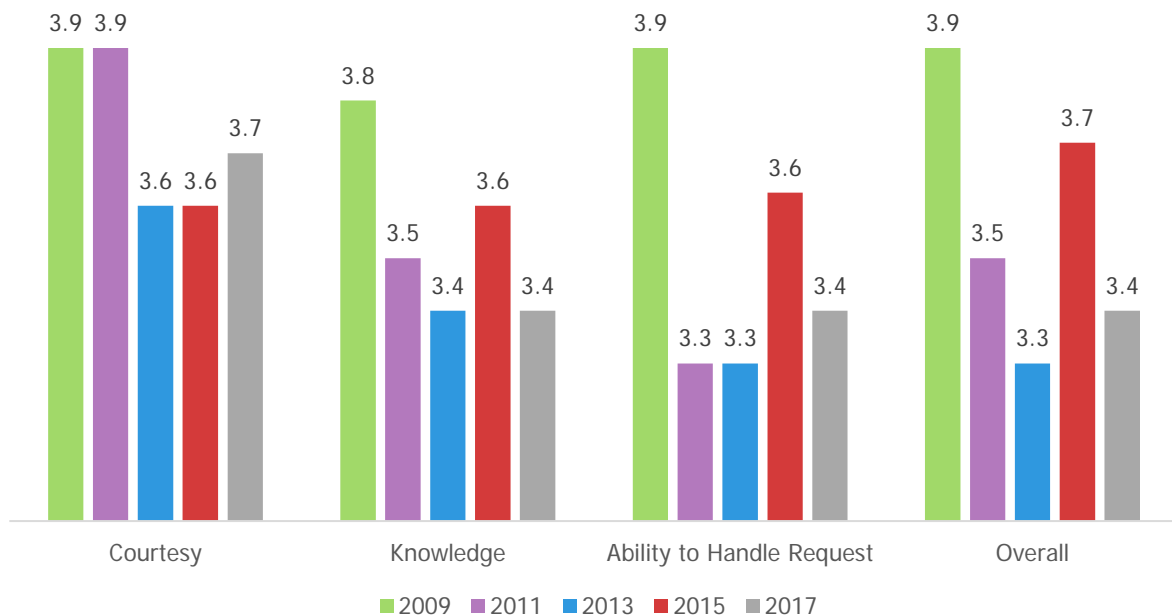


Commercial Customers Field Employee Ratings - Overall



Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

Commercial Customers Field Employee Ratings - Summary of Means



TAKEAWAYS: AVERAGE PERFORMANCE RATINGS DECREASED AS COMPARED TO 2015 IN MOST AREAS. HOWEVER, A DEEPER LOOK AT THE RATINGS INDICATES THAT THERE WERE NO POOR RATINGS AND WHILE THERE WAS A MOVE FROM EXCELLENT TO GOOD, THIS DROPS THE OVERALL AVERAGE BUT DOES PROVIDE THE FULL PICTURE. THE FIELD EMPLOYEES ARE DOING A FINE JOB.

Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

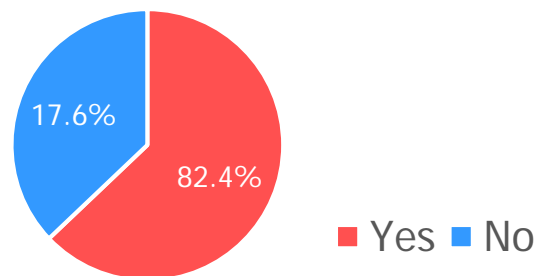
Evaluation of the Los Alamos Customer Care Center

Note: Only respondents that had contact with a Customer Care Center Employee responded to this question. This will affect the margin of error for survey responses.

Customer Care Center – Contacted

- Eighty-two percent (82.4%) of the commercial respondents had contact with the customer care center in 2017 (up from 49% in 2015).
- Half (50%) were business managers (versus owners or other employees). Sixty-four percent (64.3%) were from companies with less than twenty-five employees and the majority (92.9%) came from Los Alamos.

Commercial Customers Contact With Customer Care Center



Contact with a Field Employee		
	2017	2015
Yes	82.4%	49%
No	17.6%	51%

During the past 12 months, have you contacted the Los Alamos Customer Care Center for any county information assistance?

Customer Care Center – Customer Care Center Representative Ratings

Courtesy

- More than half (53%) of the commercial respondents rated the courtesy of the customer care representatives as “excellent.” This is a major drop from 2015 (74%).
- The average rating of 3.4 is the lowest ratings received for courtesy since the question was first asked in 2009.

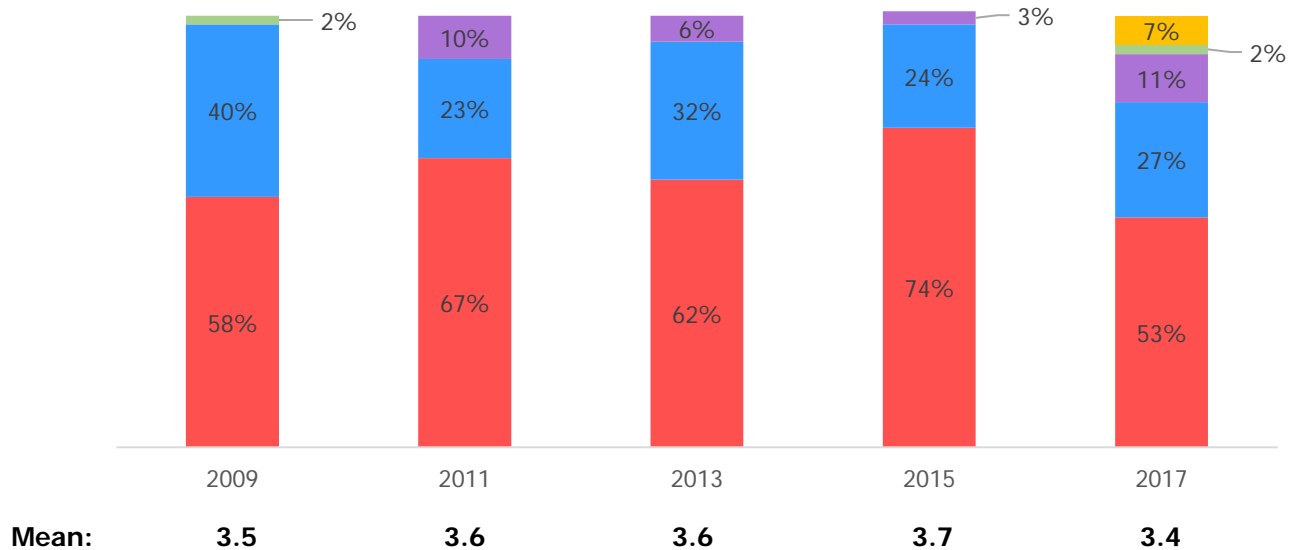
TAKEAWAYS: COMMERCIAL RESPONDENTS RATINGS DROPPED CONSIDERABLY SINCE 2015. THIS WAS ALSO NOTED IN SOME OPEN-ENDED COMMENTS.

Knowledge

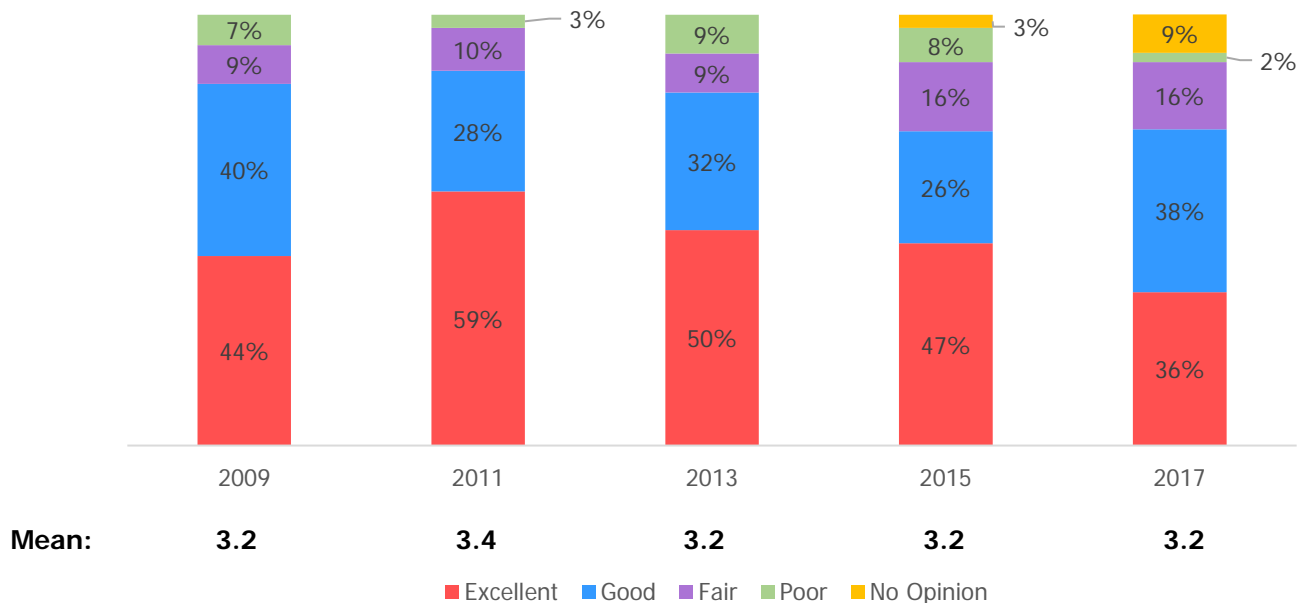
- Ratings for the knowledge of the customer care representatives in 2017 were similar to 2015 (and 2013). The average rating for knowledge of customer care representatives was a 3.2 in all years.
- Three-fourths (74%) of the respondents rated the knowledge of the customer care representatives as either “excellent” or “good” (73% in 2015).

TAKEAWAYS: WHILE RATINGS FOR THE KNOWLEDGE OF CUSTOMER CARE REPRESENTATIVE WAS ACCEPTABLE, IT MAY BE AN AREA THAT COULD BE CONSIDERED FOR REVIEW.

Commercial Customers Customer Care Representative Ratings - Courtesy



Commercial Customers Customer Care Representative Ratings - Knowledge



Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

Customer Care Center – Customer Care Center Representative Ratings

Ability to Handle Request

- Nearly seventy percent (69%) of the commercial respondents rated customer care representatives' ability to handle requests as "excellent" or "good."
- The average rating was 3.1 identical to 2015.

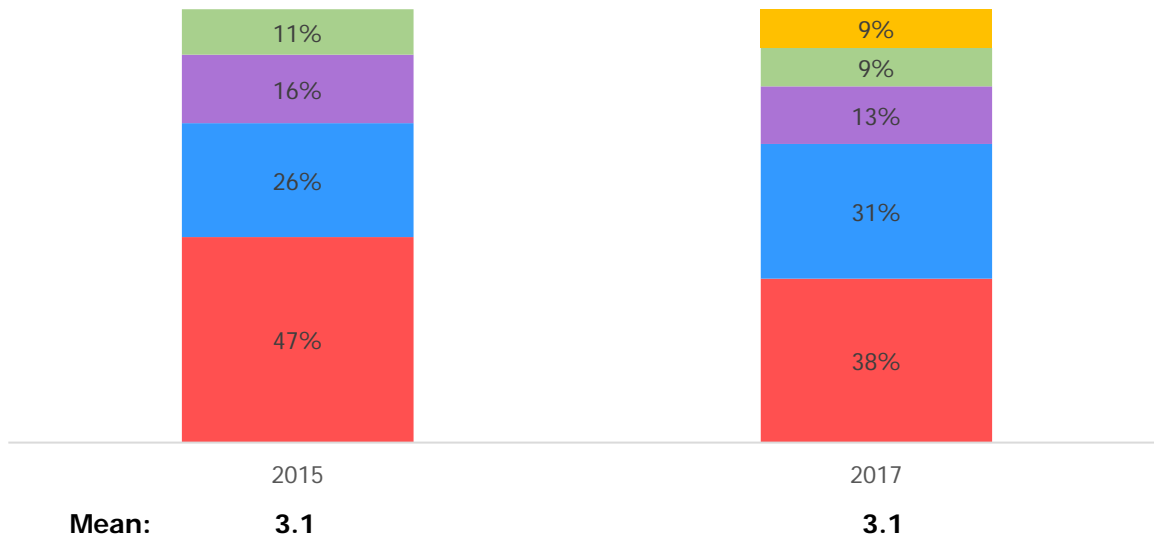
TAKEAWAYS: CUSTOMER CARE REPRESENTATIVE'S ABILITY TO HANDLE REQUESTS HAD AN ACCEPTABLE RATING (3.1), ALTHOUGH THIS IS AREA TO BE CONSIDERED FOR REVIEW.

Overall Rating

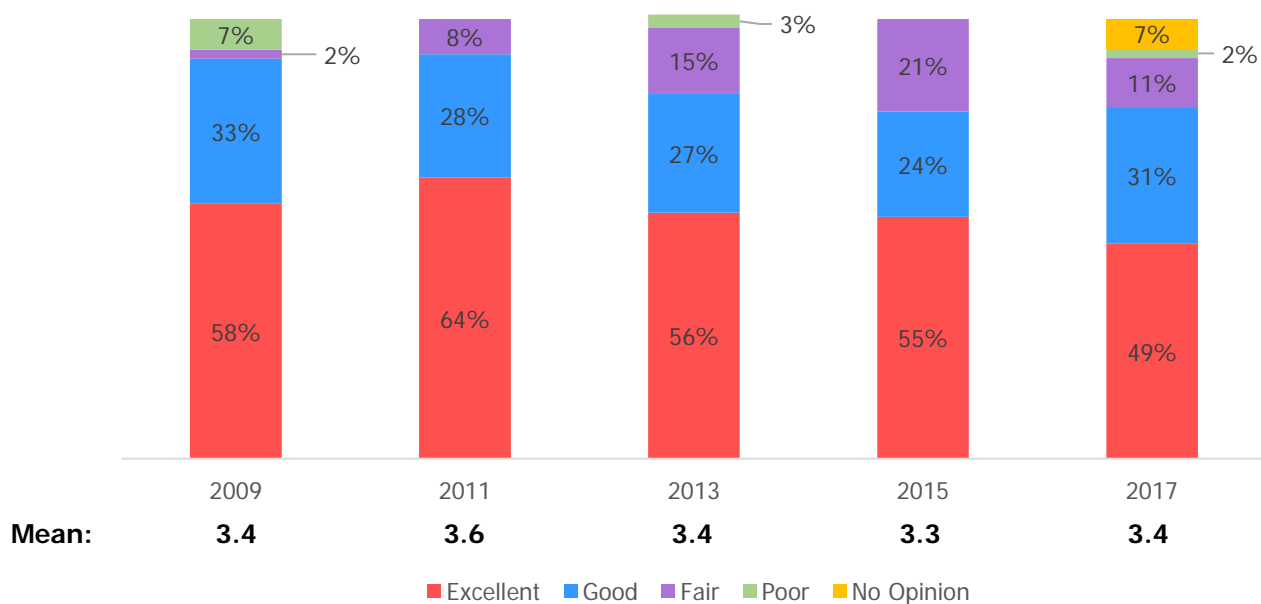
- Almost half (49.0%) rated the overall performance of the customer care representatives as "excellent."
- The average rating was 3.4 for overall performance of customer care representatives by commercial respondents (up from 3.3 in 2015).

TAKEAWAYS: OVERALL, CUSTOMER CARE REPRESENTATIVES WERE RATED HIGHLY BY COMMERCIAL RESPONDENTS, ALTHOUGH THERE WERE SOME COURTESY AND KNOWLEDGE ISSUES.

Commercial Customers - Customer Care Representative Ratings -Ability to Handle Request

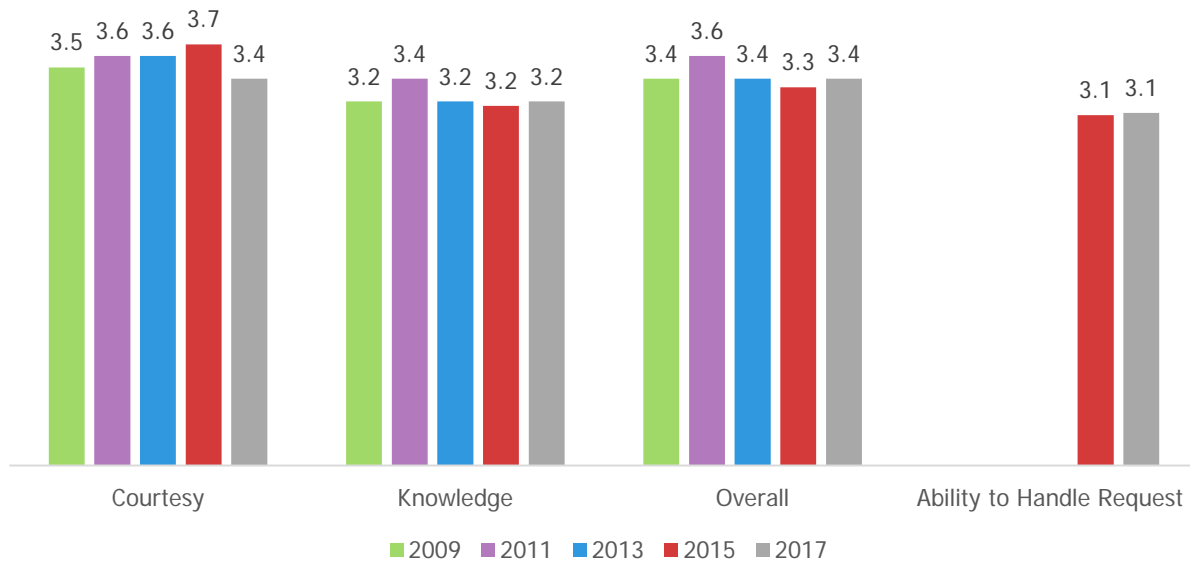


Commercial Customers Customer Care Representative Ratings - Overall



Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

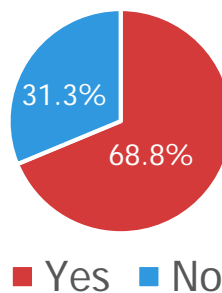
Commercial Customers
Customer Care Representative-Ratings Summary of Means



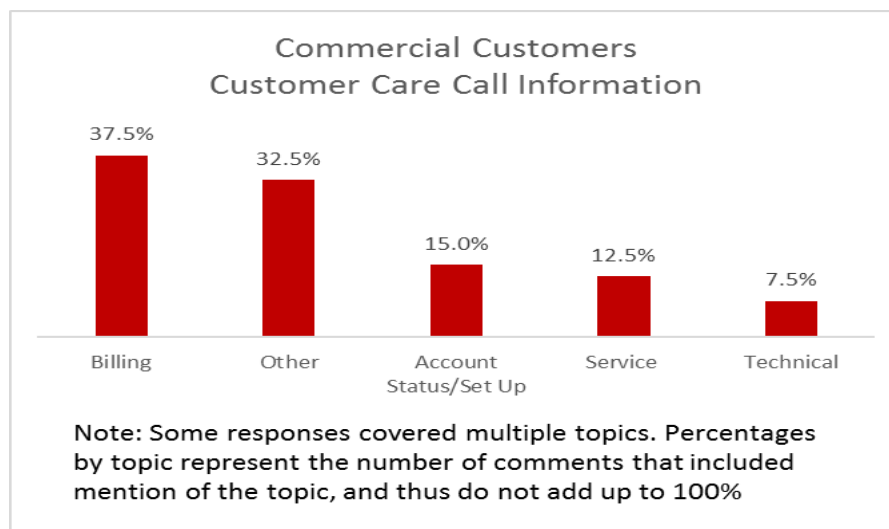
Customer Care Center – Helped by Customer Care Center

- Almost seventy percent (68.8%) of the respondents indicated that they received the information they needed when calling the customer care representative (similar to 2015).

Commercial Customers Helped by Customer Care Center



TAKEAWAYS: BILLING ISSUES WAS THE INFORMATION MOST REQUESTED BY RESPONDENTS (37.5%)



Did the Customer Care Representative provide you with the information you needed? What information did you need?

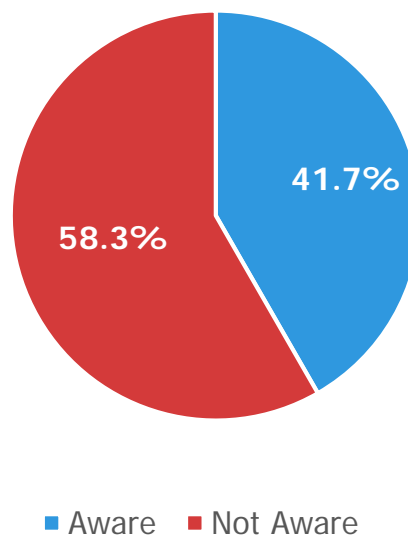
Evaluation of LADPU App

LADPU App – Awareness of LADPU App

- Nearly sixty percent (58.3%) of the commercial respondents were not aware of the new LADPU App

TAKEAWAYS: AWARENESS OF THE APP BY COMMERCIAL CUSTOMERS IS LESS CRITICAL THAN FOR RESIDENTS AS MOST COMMERCIAL CUSTOMERS WOULD NOT USE A UTILITY APP FOR BUSINESS

Commercial Customers
Awareness of LADPU App



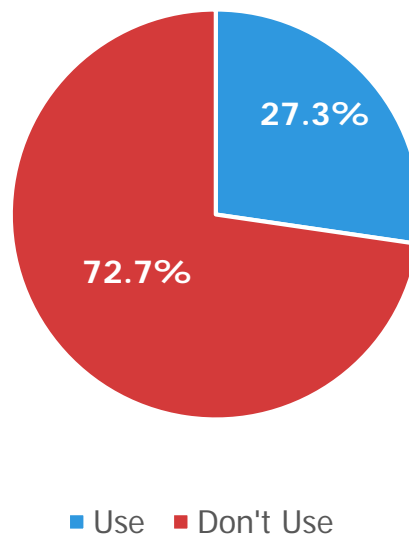
Are you aware of the new Los Alamos DPU App?

LADPU App – Use of LADPU App

- Twenty-seven percent (27.3%) of commercial customers who were aware of the App use it.

TAKEAWAYS: NOT SURPRISINGLY, THE USE OF THE APP BY COMMERCIAL CUSTOMERS IS LOW.

Commercial Customers
Use of LADPU App



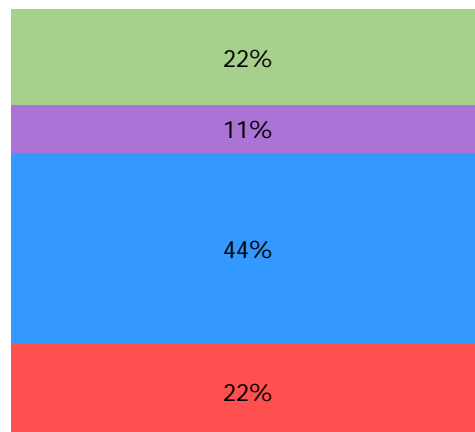
Do you use the new Los Alamos DPU App? (Note: only respondents who were aware of the app were asked this question. The percentage of the total population who were aware of the app was 26%.)

LADPU App – Ease of Use of the LADPU App

- Two-thirds (66%) of the commercial respondents who use the App. Rated it either "Excellent" or "Good."
- One-third (33%) rated it either "Fair" or "Poor."

TAKEAWAYS: SAMPLE SIZE WAS LOW FOR COMMERCIAL CUSTOMERS THAT USE THE APP. HOWEVER, RATINGS WERE SIMILAR FOR RESIDENTS AND INDICATES SOME ISSUES WITH THE APP.

Commercial Customers Ease of Use of the LADPU App



2017

Mean: 2.7

■ Excellent ■ Good ■ Fair ■ Poor ■ No Opinion

Please rate the "ease of use" for the Los Alamos DPU App.

Evaluation of Billing

Utility Billing Ratings

Payment Options

- With regard to payment options, commercial respondents rated the available payment options as a 3.5. This is up substantially from 2015 (3.0) and the highest rating since customers were surveyed (2007).
- Fifty-one percent (51.%) of the commercial respondents rated the variety of payment options as “excellent”. This is up from a 25% excellent rating in 2015.

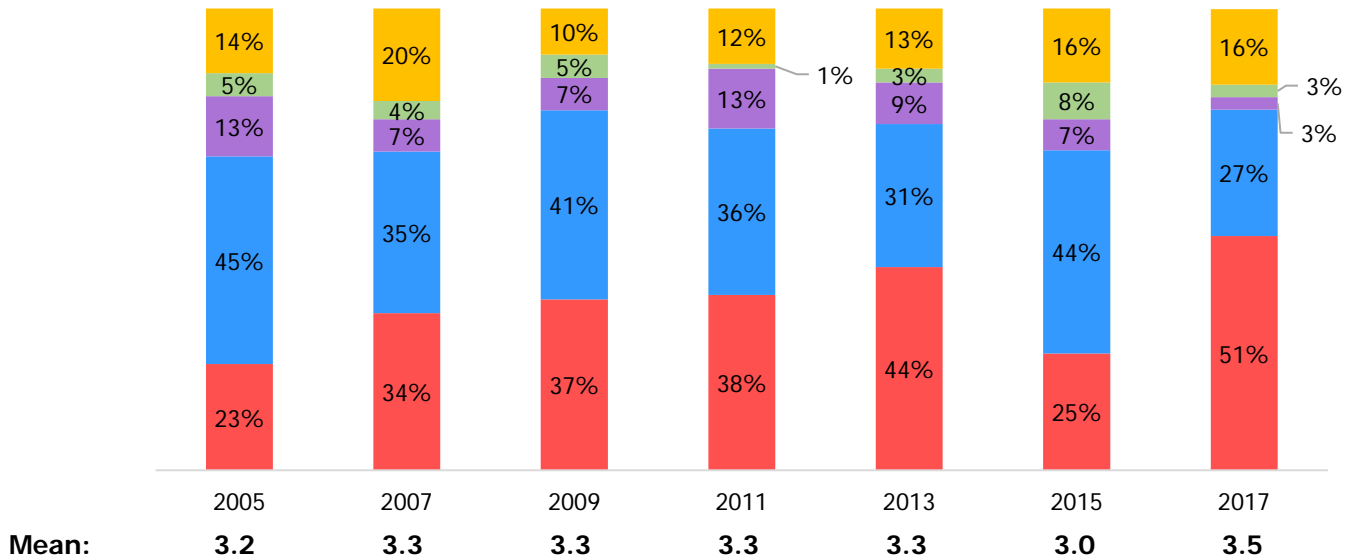
TAKEAWAYS: THERE WAS A SIGNIFICANT INCREASE IN THE RATING OF THE VARIETY OF THE DPU’S PAYMENT OPTIONS IN 2017.

Ease of Understanding

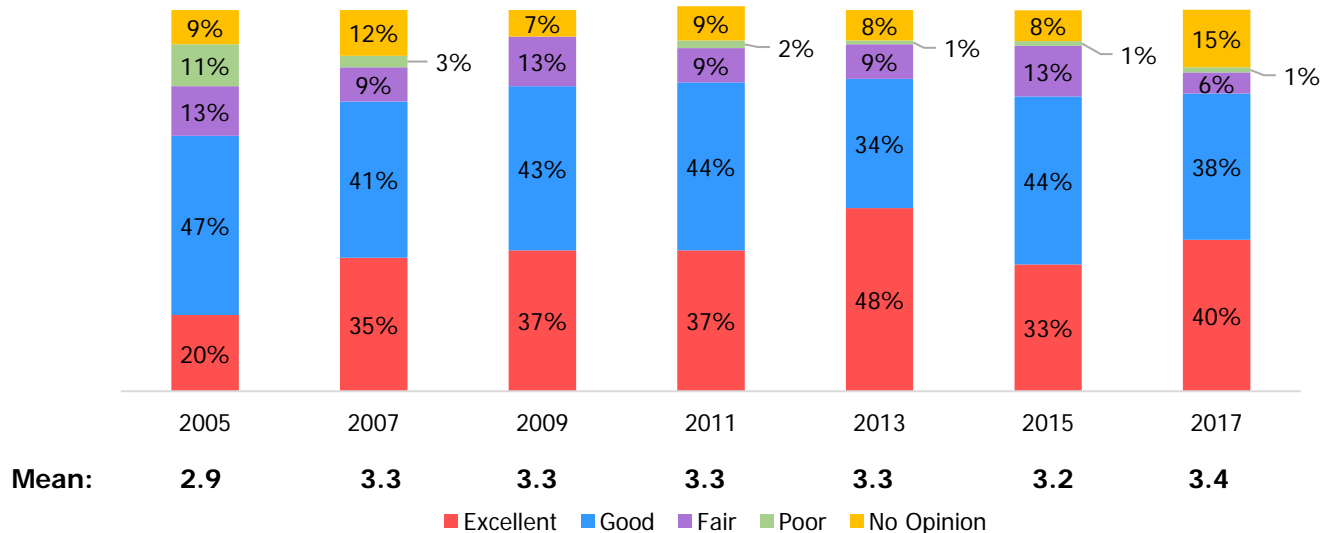
- The average rating commercial customers gave ease of understanding was 3.4 in 2017, an increase from 2015 (3.2).
- Forty percent (40%) of the respondents rated ease of understanding as “excellent”. This is up from 2015 (33%).

TAKEAWAYS: THERE WAS A SIGNIFICANT IMPROVEMENT IN THE RATING OF EASE OF UNDERSTANDING BY COMMERCIAL CUSTOMERS SINCE 2015.

Commercial Customers Utility Billing Ratings - Payment Options



Commercial Customers Utility Billing Ratings - Ease of Understanding



Please rate the quality of the following billing areas.

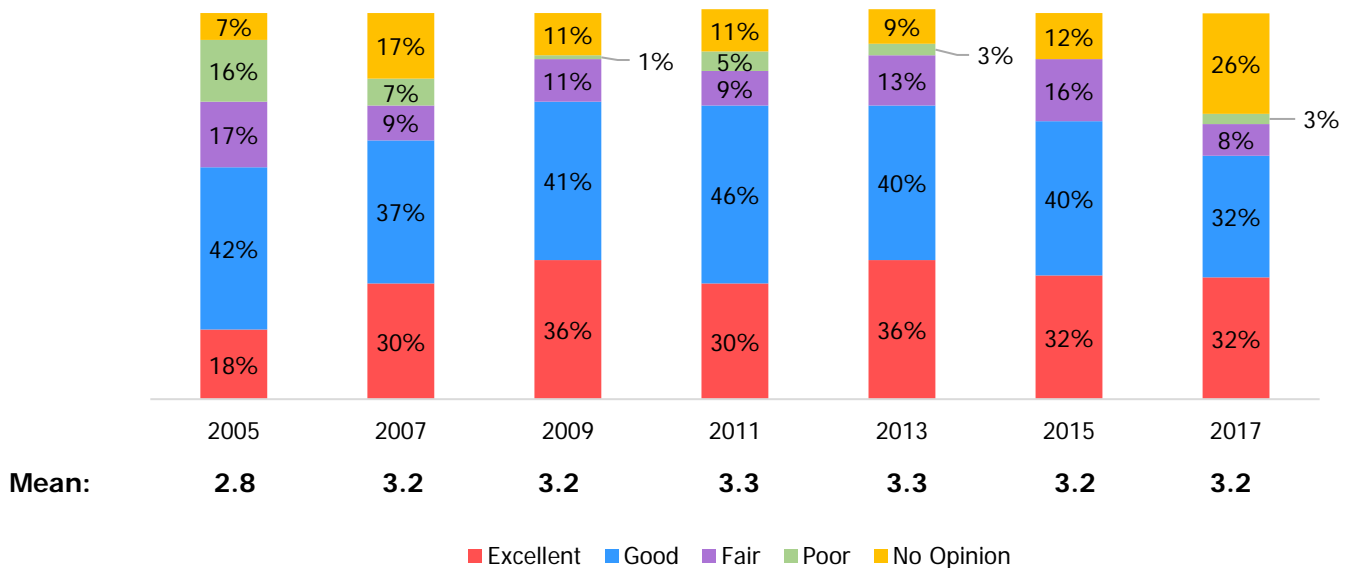
Utility Billing Ratings

Accuracy of Billing

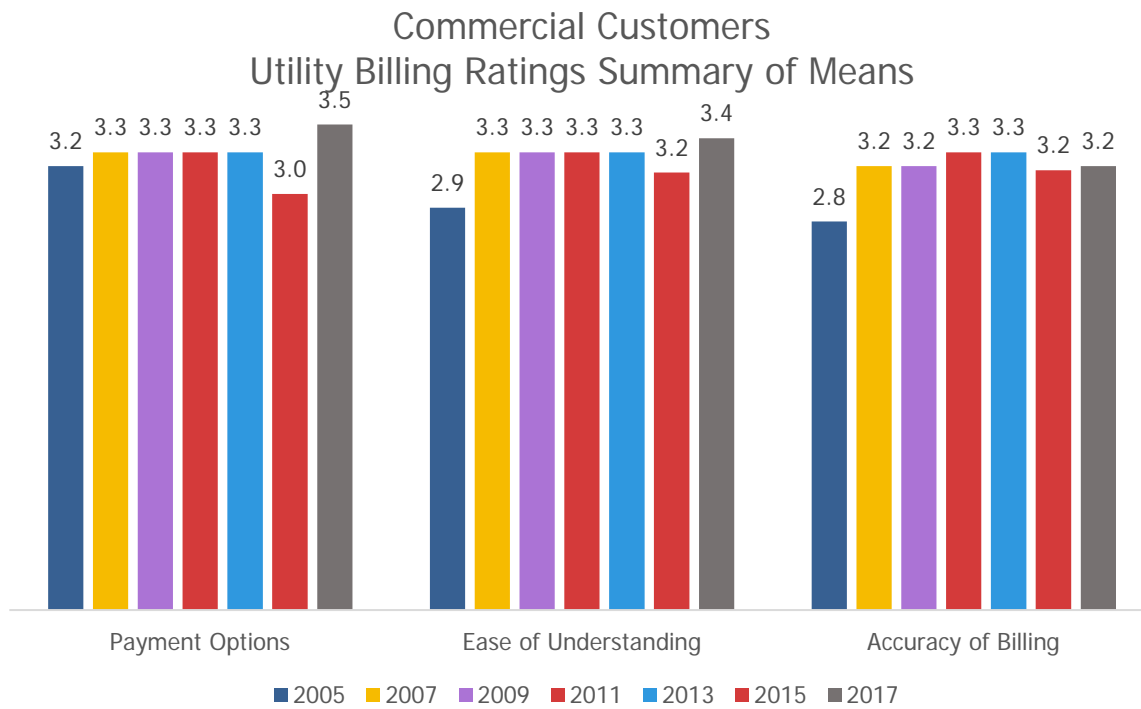
- The average rating for accuracy of billing by commercial customers was 3.2 in 2017, identical to 2015 (3.2).

TAKEAWAYS: THERE WAS LITTLE CHANGE IN THE RATING FOR ACCURACY OF BILLING BY COMMERCIAL RESPONDENTS OVER PREVIOUS YEARS.

Commercial Customers Utility Billing Ratings - Accuracy of Billing



Please rate the quality of the following billing areas.



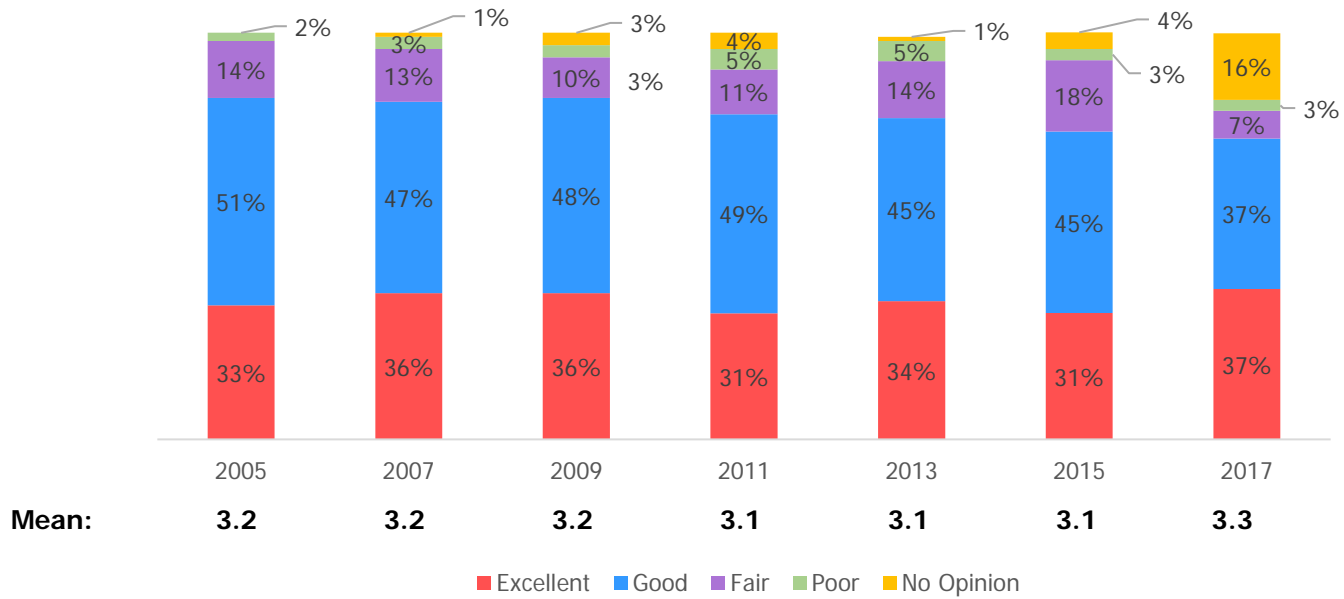
Please rate the quality of the following billing areas.

Communications

- The average ratings with regard to how the DPU performs in communicating improved significantly in 2017 (3.3)
- Approximately three-fourths (74%) of the respondents rated communication as “excellent” or “good”.

TAKEAWAYS: THE RATINGS FOR COMMUNICATIONS IMPROVED IN 2017 OVER 2015 AND AVERAGE RATINGS WERE THE HIGHEST SINCE 2017.

Commercial Overall Communications Ratings



Nuclear Power

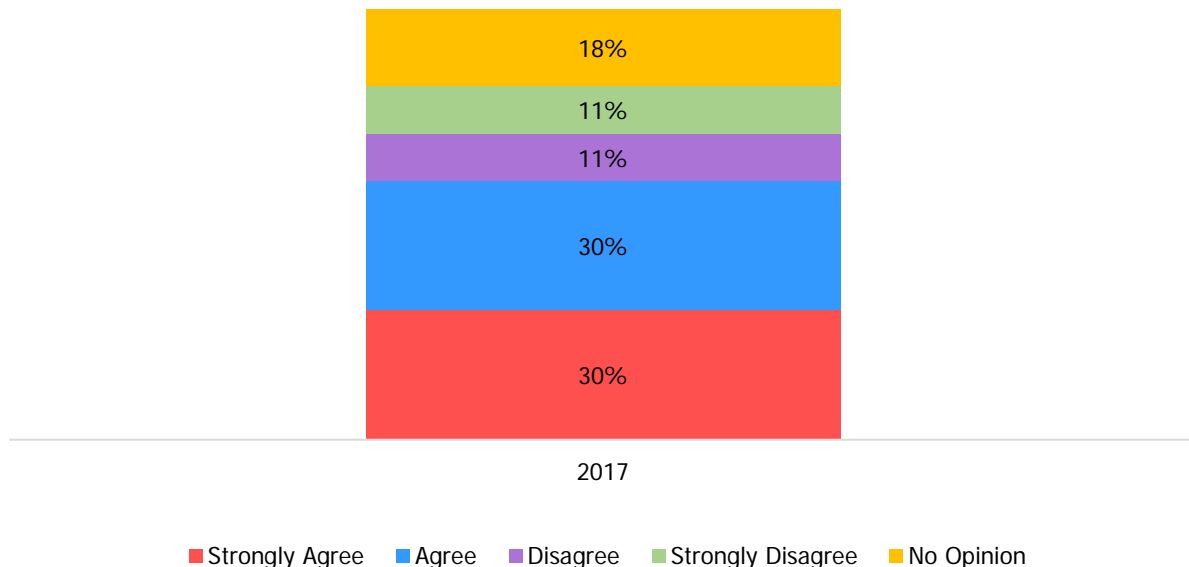
How well does the DPU perform in.

Nuclear Power – Agreement with the Pursuit of Nuclear Power

- Sixty-percent (60%) “Strongly Agree” or “Agree” with the pursuit of nuclear power.
- Nearly twenty percent (18%) had no opinion on the subject.
- Twenty-two percent (22%) “Disagreed” or “Strongly Disagreed” with the pursuit of nuclear power by LADPU.

TAKEAWAYS: COMMERCIAL CUSTOMERS OVERWHELMINGLY SUPPORT PURSUING NUCLEAR POWER, ALTHOUGH SUPPORT WAS GREATER BY RESIDENTS.

Commercial Customers Agreement with the Pursuit of Nuclear Power



Do you disagree or agree with Los Alamos County pursuing nuclear power?

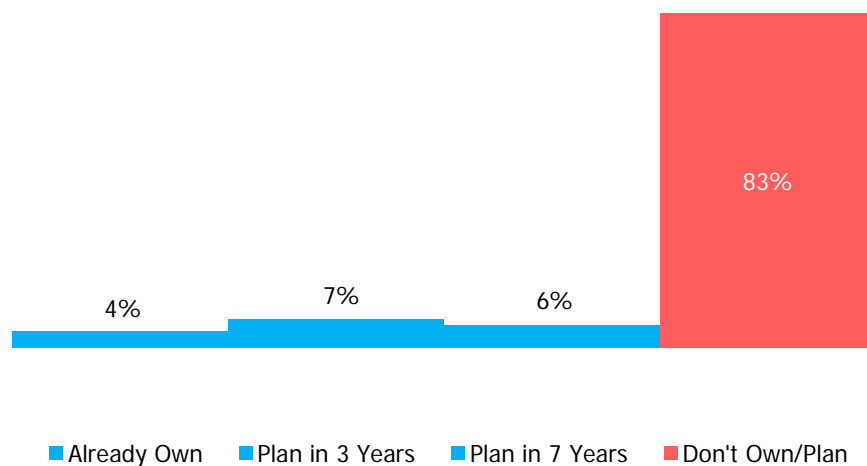
Electric or Hybrid Plug-In Vehicles

Electric/Hybrid Vehicles – Ownership and Intent to Purchase Electric or Plug-In Hybrid

- Over four-fifths (83%) of the commercial customers have no intent on owning or purchasing an electric/hybrid plug-in vehicle.

TAKEAWAYS: BASED ON THE RESPONSES, IT APPEARS THAT ELECTRIC VEHICLES WILL NOT IMPACT THE ELECTRICITY USAGE IN LOS ALAMOS COUNTY IN THE NEXT SEVEN YEARS.

Commercial Customers Ownership/Intent to Purchase Electric/Hybrid Plug-in



To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

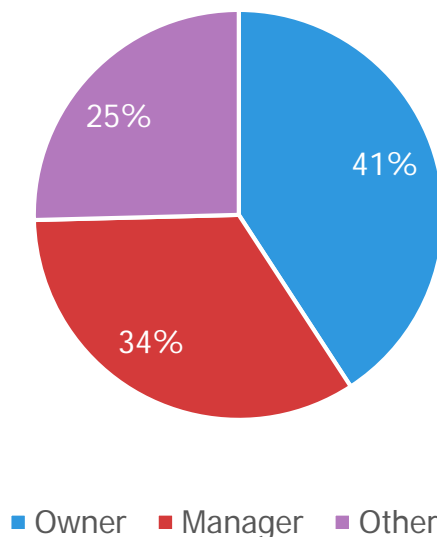
Commercial Characteristics - Role in the Business

Respondent's Role in their Business

- Forty percent (41%) of the respondents were business owners.
- One third (34%) were managers.

TAKEAWAYS: GETTING AN ACCURATE ASSESSMENT OF LADPU BY COMMERCIAL CUSTOMERS REQUIRES IDENTIFYING AND SURVEYING DIFFERENT PEOPLE'S ROLE IN EACH BUSINESS. IT IS LIKELY THAT IN MANY CASES THE PERSON THAT TAKES CARE OF BILLING WOULD NOT BE THE PERSON TO REPORT AN OUTAGE OR BE AWARE OF THE QUALITY OF THE SERVICE.

Commercial Customers
Role in the Business

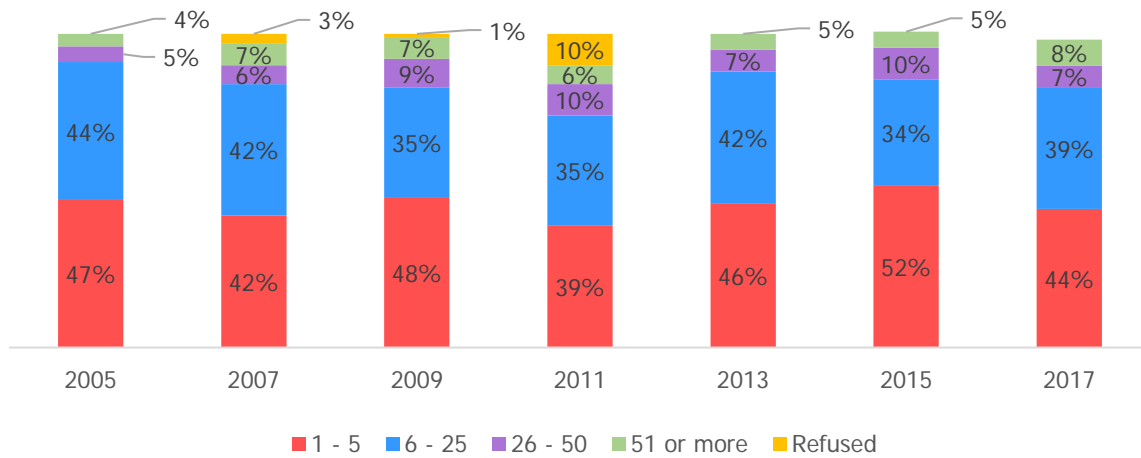


What is your role in the business?

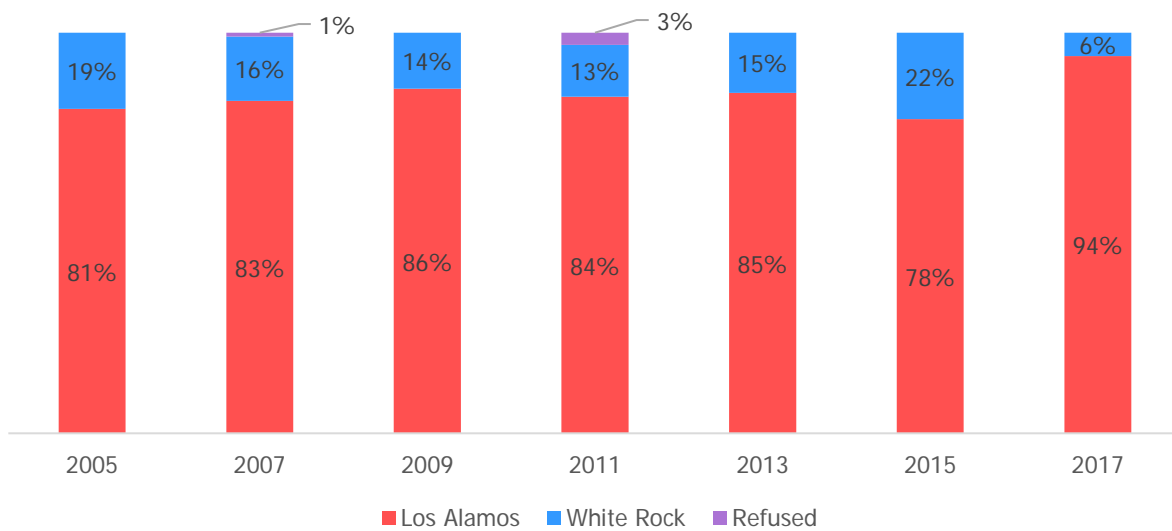
Commercial Customers - Characteristics

- Eighty-three percent (83%) of the respondents in 2017 came from employees with less than 26 employees.
- Eight percent (8%) of the respondents came from companies with 51 or more employees in 2017.
- Response from White Rock respondents was low (6%).

Characteristics of Commercial Customers
Number of Employees



Characteristics of Commercial Customers
Area



Appendix A- Survey Instrument

Los Alamos DPU Customer Satisfaction Survey (Residential)



Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

Q1. On a scale from "Poor" to "Excellent"; and D/K being "Don't know/No opinion" please rate the DPU's PERFORMANCE in the following areas.

A. Overall quality of the:

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. The DPU's OVERALL VALUE for the RATES YOU PAY for the following services (the cost versus the quality).

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. Within the past 12 months, have you experienced an unplanned interruption of services for the following (check all that apply)?:

☐ Water ☐ Gas ☐ Sewer ☐ Electric

D. Please rate DPU's performance in restoring services when the interruption occurred.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. Please rate DPU's performance in being reachable by telephone or social media, during the unplanned interruption of utility services.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. Please rate DPU's performance in providing information to customers about planned extended outages.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. Please rate DPU's performance in the overall reliability of utility service.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Department of Public Utilities' field employees typically perform tasks such as maintaining and repairing utility services, reading meters, and inspecting for gas leaks.

Q2. During the past 12 months, have you had any contact with a field employee from whom you requested assistance or asked for information?

☐ Yes ☐ No ☐ Don't Know

Q2A. Thinking about your most recent contact with a field employee, what type of service was this related to?

☐ Meter Reading ☐ Electric ☐ Gas ☐ Water ☐ Sewer ☐ Don't Know

Q3. Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Please rate the quality of the following billing areas.

	Poor	Fair	Good	Excellent	D/K
Ease of Understanding your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In response to the 2015 Customer Satisfaction Survey, DPU launched the Los Alamos DPU App designed to allow customers to manage their accounts from their computers or mobile devices (view consumption history, past bills and pay online with a credit card or e-check).

Q5. Are you aware of/do you use the new Los Alamos DPU App?

Los Alamos DPU App ☐ Aware ☐ Use

Q5a. Please rate the "ease of use" for the Los Alamos DPU App:

	Poor	Fair	Good	Excellent	D/K
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. During the past 12 months, have you contacted the Los Alamos Customer Care Center for any county information or assistance?

☐ Yes ☐ No ☐ Don't Know

APPENDIX A – SURVEY INSTRUMENT

Q7. Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Did the Customer Care Representative provide you with the information you needed?

☐ Yes ☐ No

Q8a. What information did you need? _____

Q9. Overall, how well does the DPU perform in:

	Poor	Fair	Good	Excellent	D/K
Communicating with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall in serving you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The DPU contract with the coal-fired San Juan Generating Station, which provides 40% of Los Alamos' electricity, expires in 2022. To meet the County's power demands, DPU is considering several options to replace this power, one of which is carbon-free nuclear energy in combination with other renewable resources. In this scenario, DPU would invest in an ownership share in a small nuclear facility built and operated in Idaho.

Q10. Do you agree or disagree with Los Alamos County pursuing nuclear power?

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ D/K

Q11. To help DPU calculate future electric demand, please tell us if you own or are considering purchasing an electric or plug-in hybrid vehicle?

- ☐ I already own one
- ☐ I am considering purchasing one within 3 years
- ☐ I am considering purchasing one within 7 years
- ☐ I don't plan to purchase one

The next question – the net promoter question – is used by thousands of companies, including utility companies, to gauge customer engagement. DPU will use the results to compare itself to other utility organizations nationally.

Q12. On a scale from 1 to 10, with a 1 being “Not at all likely” and a 10 being “Extremely Likely,” how likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague?

Not at all likely 2 3 4 5 6 7 8 9 Extremely Likely

Likelihood to Recommend Los Alamos ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Q12a. What are some things DPU can do to improve the likelihood of you recommending its service to a friend or colleague? _____

These last few questions are only for statistical purposes only.

Q12. What Age Category are you:

- ☐ 18-30
- ☐ 31-44
- ☐ 45-54
- ☐ 55-65
- ☐ 66+

Q13. How many adults (including yourself) and children (under 18) live in your home?

Adults _____

Children _____

Q13. Do you currently own or rent your home?

- ☐ Own
- ☐ Rent

Q14. Do you live in Los Alamos or White Rock?

- ☐ Los Alamos (townsite)
- ☐ White Rock

Thank you for your time. The DPU will use this information to improve your utility services!

LOS ALAMOS

Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

Los Alamos DPU Customer Satisfaction Survey (Business)



Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

What is the name of your business? _____

Q1. On a scale from “Poor” to “Excellent”; and D/K being “Don’t know/No opinion” please rate the DPU’s PERFORMANCE in the following areas.

A. Overall quality of the:

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. The DPU's OVERALL VALUE for the RATES YOU PAY for the following services (the cost versus the quality).

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. Within the past 12 months, have you experienced an unplanned interruption of services for the following (check all that apply)?:

☐ Water ☐ Gas ☐ Sewer ☐ Electric

D. Please rate DPU's performance in restoring services when the interruption occurred.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. Please rate DPU's performance in being reachable by telephone or social media, during the unplanned interruption of utility services.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F. Please rate DPU's performance in providing information to customers about planned extended outages.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX A – SURVEY INSTRUMENT

Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G. Please rate DPU's performance in the overall reliability of utility service.

	Poor	Fair	Good	Excellent	D/K
Water Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Department of Public Utilities' field employees typically perform tasks such as maintaining and repairing utility services, reading meters, and inspecting for gas leaks.

Q2. During the past 12 months, have you had any contact with a field employee from whom you requested assistance or asked for information?

☐ Yes ☐ No ☐ Don't Know

Q2A. Thinking about your most recent contact with a field employee, what type of service was this related to?

☐ Meter Reading ☐ Electric ☐ Gas ☐ Water ☐ Sewer ☐ Don't Know

Q3. Thinking about your most recent contact with a field employee, how would you rate that employee in the following areas?

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Please rate the quality of the following billing areas.

	Poor	Fair	Good	Excellent	D/K
Ease of Understanding your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of your Bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In response to the 2015 Customer Satisfaction Survey, DPU launched the Los Alamos DPU App designed to allow customers to manage their accounts from their computers or mobile devices (view consumption history, past bills and pay online with a credit card or e-check).

Q5. Are you aware of/do you use the new Los Alamos DPU App?

Los Alamos DPU App ☐ Aware ☐ Use

Q5a. Please rate the "ease of use" for the Los Alamos DPU App:

	Poor	Fair	Good	Excellent	D/K
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. During the past 12 months, have you contacted the Los Alamos Customer Care Center for any county information or assistance?

APPENDIX A – SURVEY INSTRUMENT

☐ Yes ☐ No ☐ Don't Know

Q7. Thinking about your most recent contact with the Customer Care Center, please rate the Customer Care Center representative.

	Poor	Fair	Good	Excellent	D/K
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Handle the Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Rating of the Employee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Did the Customer Care Representative provide you with the information you needed?

☐ Yes ☐ No

Q8a. What information did you need? _____

Q9. Overall, how well does the DPU perform in:

	Poor	Fair	Good	Excellent	D/K
Communicating with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall in serving you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The DPU contract with the coal-fired San Juan Generating Station, which provides 40% of Los Alamos' electricity, expires in 2022. To meet the County's power demands, DPU is considering several options to replace this power, one of which is carbon-free nuclear energy in combination with other renewable resources. In this scenario, DPU would invest in an ownership share in a small nuclear facility built and operated in Idaho.

Q10. Do you agree or disagree with Los Alamos County pursuing nuclear power?

☐ Strongly Disagree ☐ Disagree ☐ Agree ☐ Strongly agree ☐ D/K

Q11. To help DPU calculate future electric demand, please tell us if your business owns or is considering purchasing an electric or plug-in hybrid vehicle?

- ☐ We already own one
- ☐ We are considering purchasing one within 3 years
- ☐ We are considering purchasing one within 7 years
- ☐ We don't plan to purchase one

The next question – the net promoter question – is used by thousands of companies, including utility companies, to gauge customer engagement. DPU will use the results to compare itself to other utility organizations nationally.

Q12. On a scale from 1 to 10, with a 1 being “Not at all likely” and a 10 being “Extremely Likely,” how likely is it that you would recommend the Los Alamos Department of Public Utilities to a friend or colleague?

	Not at all likely	2	3	4	5	6	7	8	9	Extremely Likely
Likelihood to Recommend Los Alamos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12a. What are some things DPU can do to improve the likelihood of you recommending its service to a friend or colleague? _____

These last few questions are only for statistical purposes only.

Q13. How many employees are there in your business?

Number of Employees _____

Q14. What is your role in the business?

- ☐ Owner
- ☐ Manager
- ☐ Other: Please Specify _____

Q15. Is the business located in:

- ☐ Los Alamos
- ☐ White Rock
- ☐ Other: Please Specify _____

Thank you for your time. The DPU will use this information to improve your utility services!

