

Green Mountain Power Commissions Summary Report

December 2017

Prepared By:



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1. Executive Summary

2017 Summary

The following summary contains results of a feedback program designed to measure satisfaction among Green Mountain Power customers who had a recent contact with the company. A description of the methodology and detailed findings follows this Executive Summary.

Overall Satisfaction – In 2017, 91% of respondents reported being satisfied¹ with the overall service they received from Green Mountain Power.

Providing Reliable Electric Service – An overwhelming majority (96%) of respondents noted their satisfaction with Green Mountain Power’s ability to provide reliable electric service.

Courteous Employees – Ninety-eight percent (98%) of respondents were satisfied with employee courtesy when they contacted Green Mountain Power. This percentage is significantly higher compared to 95% in 2014.

Knowledgeable Employees – Ninety-seven percent (97%) of respondents were satisfied that GMP has knowledgeable employees who are able to answer questions and solve problems. This percentage is significantly higher than 2014 (90%).

Restores Service Quickly after a Power Outage – When asked about their satisfaction with the amount of time it takes Green Mountain Power to restore service after an outage, 91% of respondents had a high level of satisfaction.

Reads Meters Accurately – Ninety-seven percent (97%) of participants rated Green Mountain Power’s meter reading accuracy as favorable. This percentage is significantly higher compared to 2014 (87%) and 2016 (92%).

Bills Accurately – In 2017, ninety-seven percent (97%) of respondents favorably rated Green Mountain Power’s billing accuracy. This percentage is significantly higher than all other years, which are in the mid-to-low 90%’s.

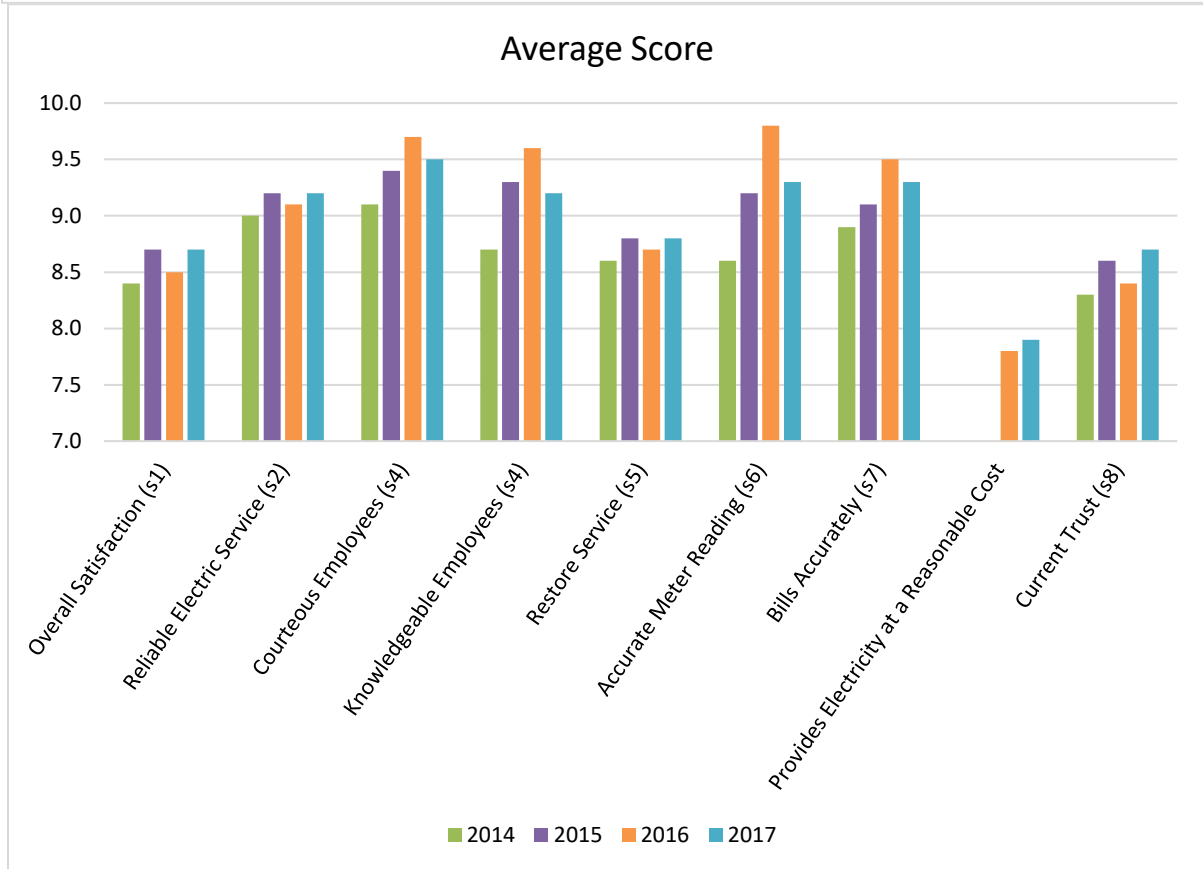
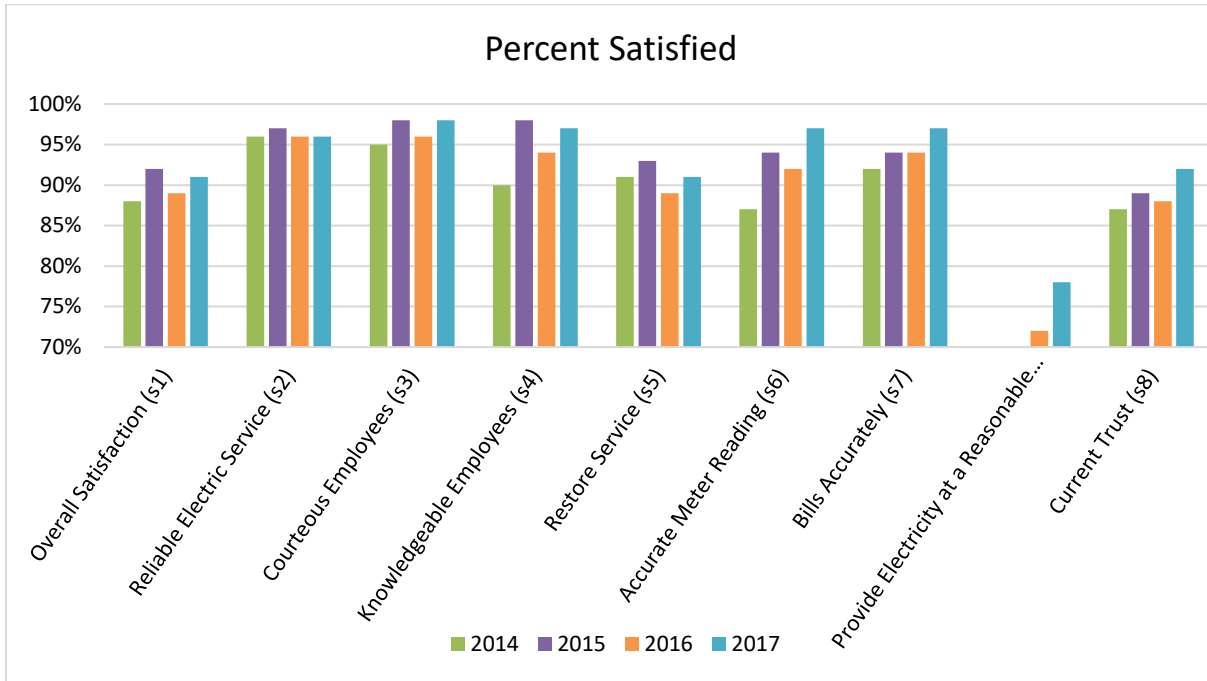
Provide Electricity at a Reasonable Cost – In 2017, 78% of respondents rated Green Mountain Power’s ability to provide electricity at a reasonable cost favorably.

Current Trust in Green Mountain Power – When asked about their current trust in Green Mountain Power, 92% of respondents rated Green Mountain Power highly. This percentage is higher than all other years, and significantly higher than 2014 (87%) and 2016 (88%).

Comparative Trust in Green Mountain Power – Compared to last year, 91% respondents have the same amount of trust in Green Mountain Power. The proportion of respondents saying they have *about the same amount of trust* is higher than all other years, and significantly higher than 2014 (86%) and 2016 (85%). The proportion of respondents indicating they have *less trust* is significantly lower (2%) than all other years.

¹ For the purposes of this study, satisfied is indicated by a score greater than or equal to 7 on a scale of 1 to 10.

Satisfaction Scores 2014 – 2017



2. Implementation Notes (Methodology)

To meet reporting requirements of the State of Vermont Public Service Department (PSD), Green Mountain Power (GMP) engaged Research America to conduct an annual study of customers who recently contact the Customer Service Department at GMP. Using a survey jointly designed by GMP and Research America with approval from PSD, 400 randomly selected GMP customers provided feedback on their experience with GMP Customer Service.

This report summarizes 400 telephone interviews (Survey found in Section 5) conducted with Green Mountain Power customers during November and December, 2017.

The maximum margin of error for percentages provided in this report, at a 95% confidence level, are as follows:

Segment	Population	Sample	Margin of Error
One Year	>10,000	400/year	± 4.8 %

This report includes:

- Executive Summary
- Implementation Notes (Methodology)
- Explanation on how to interpret the detailed results
- Detailed results in survey question order with comparison to previous year's results.
 - Respondents replying "Don't know" or "Refused" are excluded from that question's base
- Open-ended responses are also included.
- Crosstabs focusing on
 - Overall Satisfaction
 - Top Priorities for Green Mountain Power
- The Survey Script

3. Detailed Results

S1 - Overall Satisfaction with Green Mountain Power

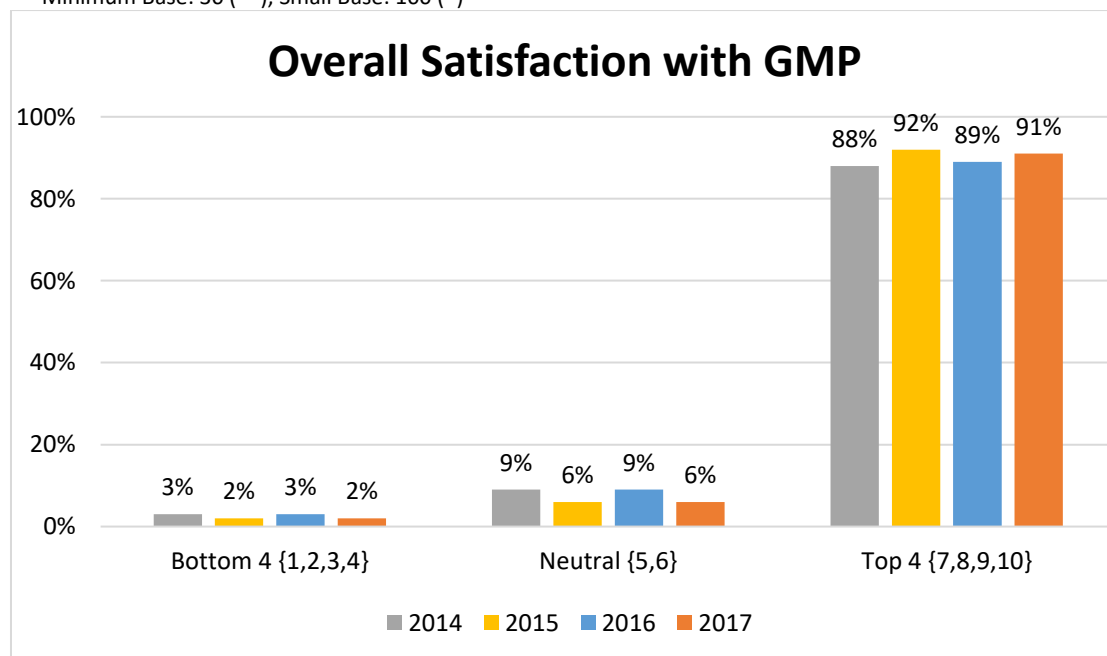
		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Overall satisfaction with Green Mountain Power	Base	1593 100%	399 100%	399 100%	396 100%	399 100%
	Bottom 4 {1,2,3,4}	41 3%	12 3%	9 2%	10 3%	10 3%
	Neutral {5,6}	117 7%	35 9%	23 6%	34 9%	25 6%
	Top 4 {7,8,9,10}	1435 90%	352 88%	367 92%	352 89%	364 91%

Cell Contents:

- Count
- Column Percentage
- Statistical Test Results

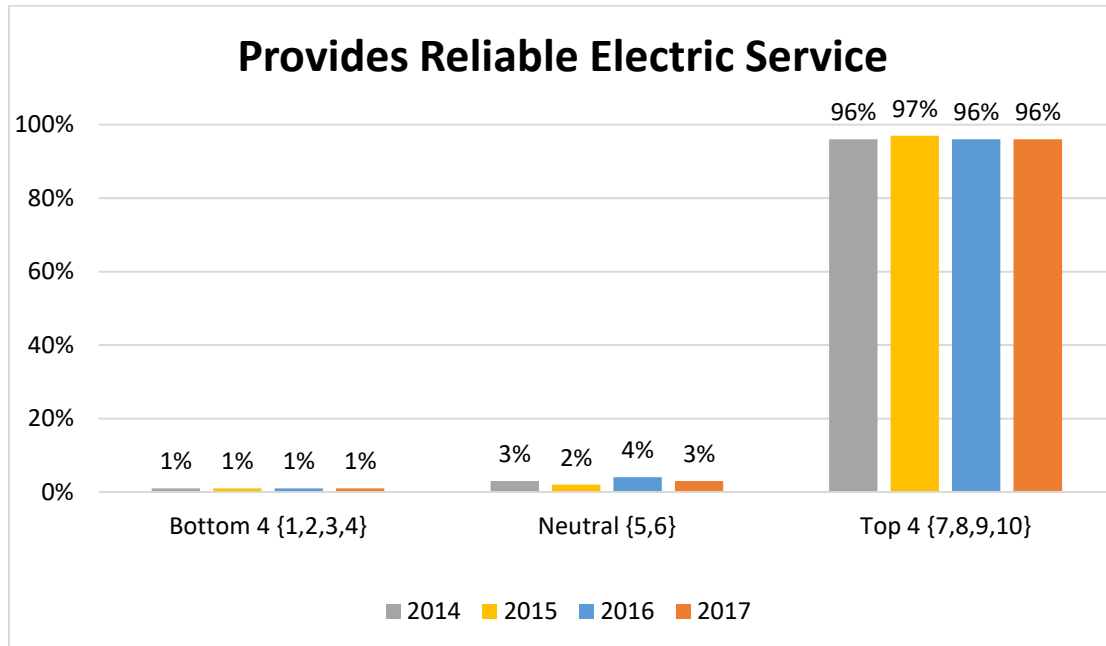
Statistics:

- Column Proportions:
Columns Tested (5%): A/B/C/D
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): A/B/C/D
Minimum Base: 30 (**), Small Base: 100 (*)



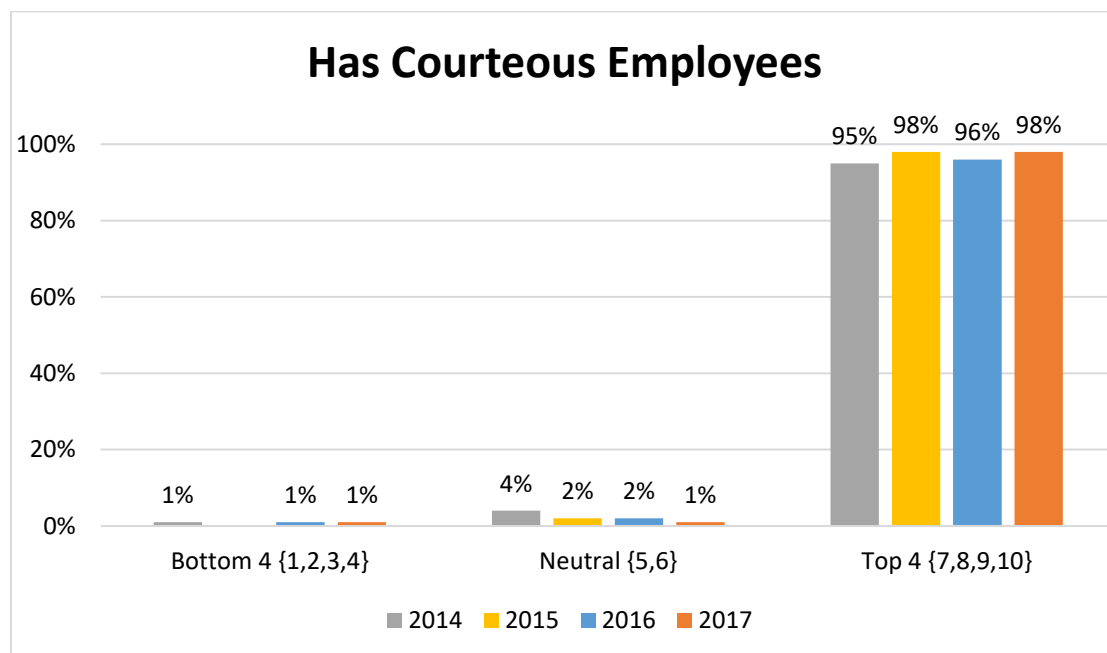
S2 - Provides Reliable Electric Service

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Provides reliable electric service	Base	1593 100%	399 100%	399 100%	400 100%	395 100%
	Bottom 4 {1,2,3,4}	17 1%	5 1%	5 1%	3 1%	4 1%
	Neutral {5,6}	45 3%	11 3%	7 2%	14 4%	13 3%
	Top 4 {7,8,9,10}	1531 96%	383 96%	387 97%	383 96%	378 96%



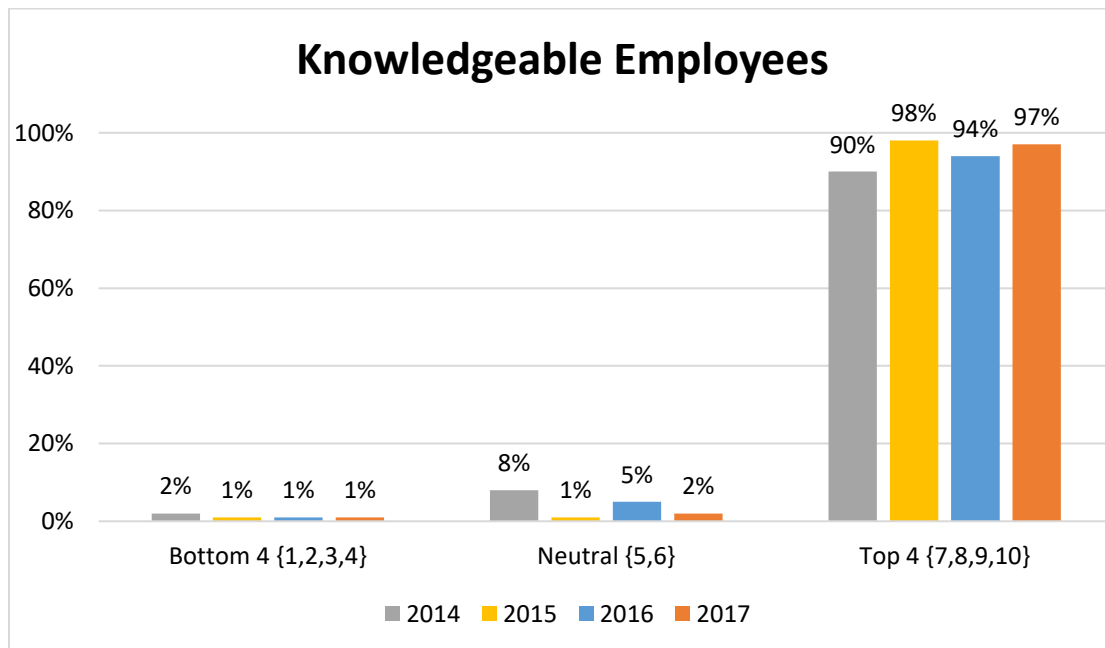
S3 - Has Courteous Employees

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Has courteous employees	Base	1323 100%	347 100%	334 100%	310 100%	332 100%
	Bottom 4 {1,2,3,4}	9 1%	3 1%	- -	4 1% B	2 *
	Neutral {5,6}	33 2%	15 4% D	8 2%	7 2%	3 1%
	Top 4 {7,8,9,10}	1281 97%	329 95%	326 98%	299 96%	327 98% A



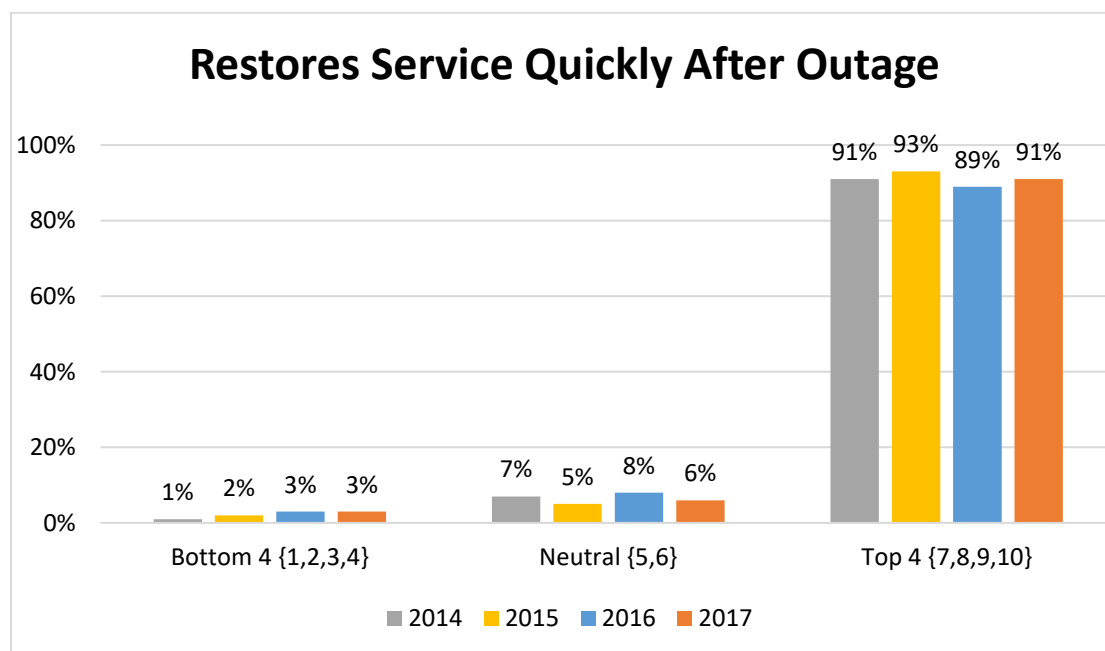
S4 - Has knowledgeable employees who are able to help answer questions and solve problems

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Has knowledgeable employees who are able to help answer questions and solve problems	Base	1256 100%	333 100%	315 100%	295 100%	313 100%
	Bottom 4 {1,2,3,4}	16 1%	7 2%	2 1%	3 1%	4 1%
	Neutral {5,6}	51 4%	25 8% BD	4 1%	16 5% BD	6 2%
	Top 4 {7,8,9,10}	1189 95%	301 90%	309 98% AC	276 94%	303 97% A



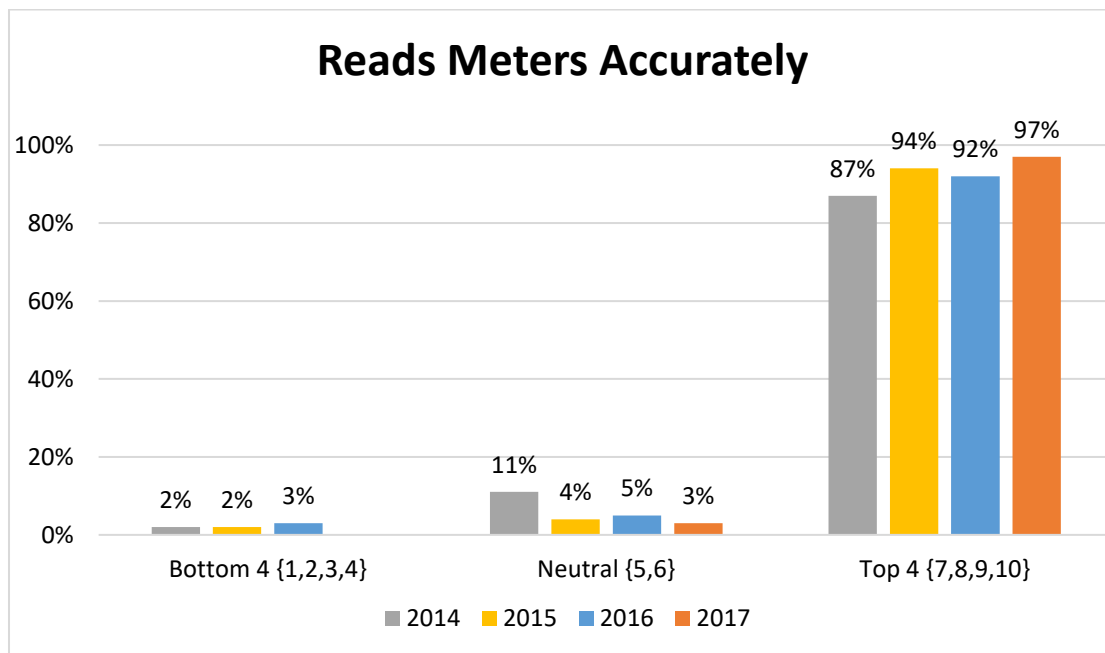
S5 - Restores Service Quickly After a power Outage

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Restores service quickly after a power outage	Base	1491 100%	379 100%	369 100%	374 100%	369 100%
	Bottom 4 {1,2,3,4}	34 2%	5 1%	8 2%	10 3%	11 3%
	Neutral {5,6}	99 7%	28 7%	18 5%	30 8%	23 6%
	Top 4 {7,8,9,10}	1358 91%	346 91%	343 93%	334 89%	335 91%



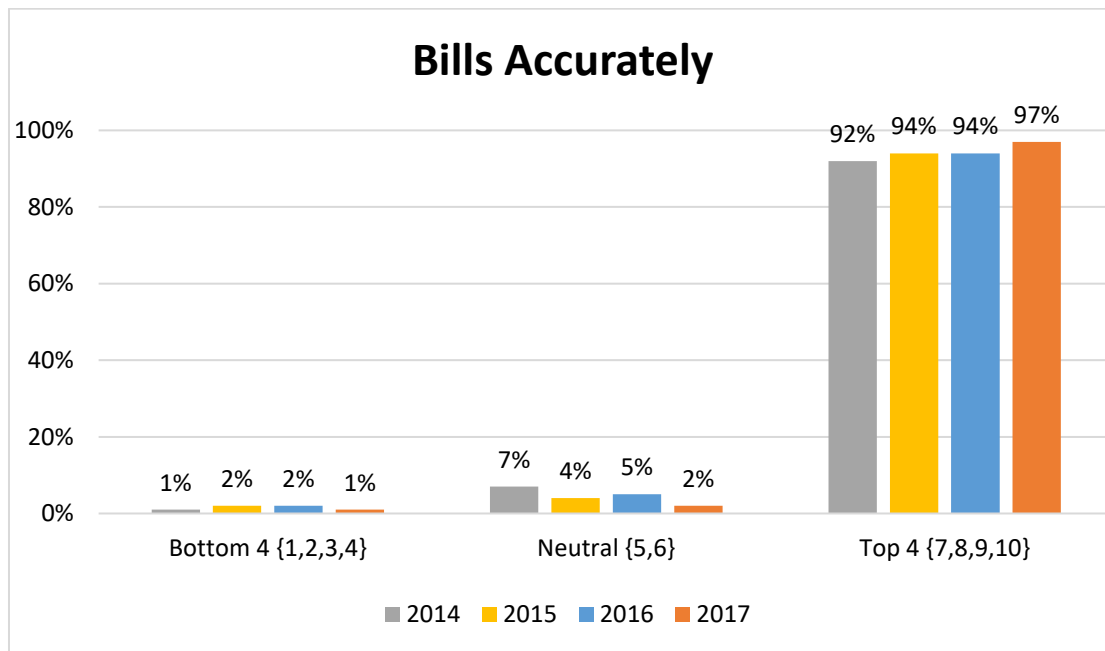
S6 - Reads Meters Accurately

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Reads meters accurately	Base	1102 100%	315 100%	266 100%	254 100%	267 100%
	Bottom 4 {1,2,3,4}	19 2%	6 2% D	5 2% D	7 3% D	1 * D
	Neutral {5,6}	68 6%	36 11% BCD	11 4% D	13 5% D	8 3% D
	Top 4 {7,8,9,10}	1015 92%	273 87%	250 94%	234 92%	258 97%
			A	A	A	AC



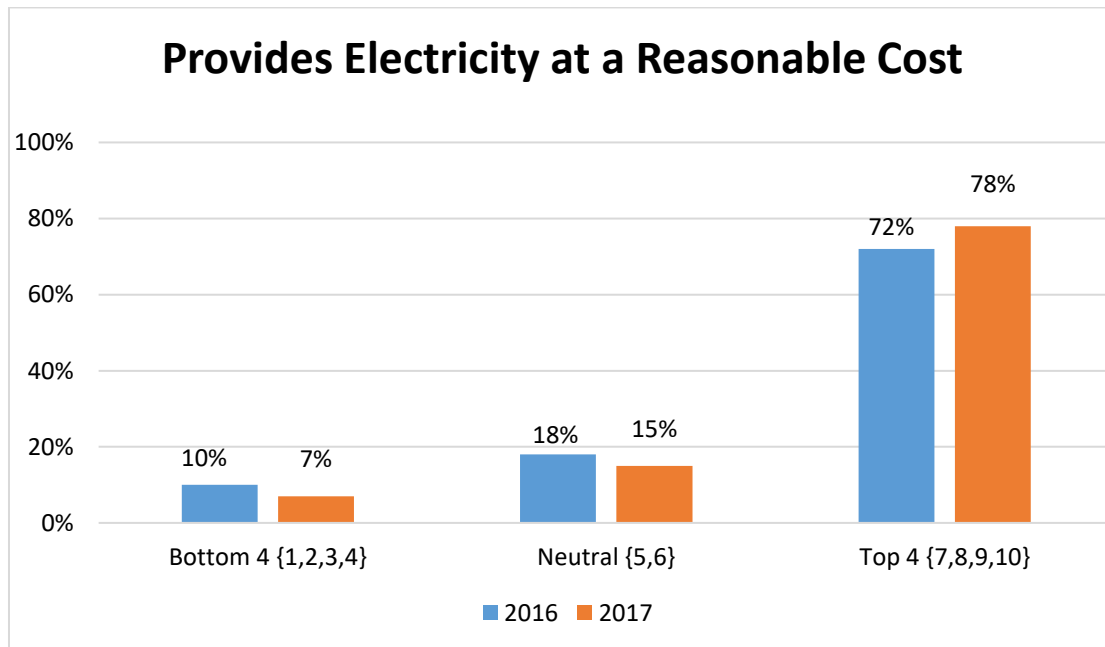
S7 - Bills Accurately

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Bills accurately	Base	1399 100%	369 100%	355 100%	326 100%	349 100%
	Bottom 4 {1,2,3,4}	18 1%	4 1%	7 2%	5 2%	2 1%
	Neutral {5,6}	63 5%	27 7% BD	13 4%	16 5% D	7 2%
	Top 4 {7,8,9,10}	1318 94%	338 92%	335 94%	305 94%	340 97% ABC



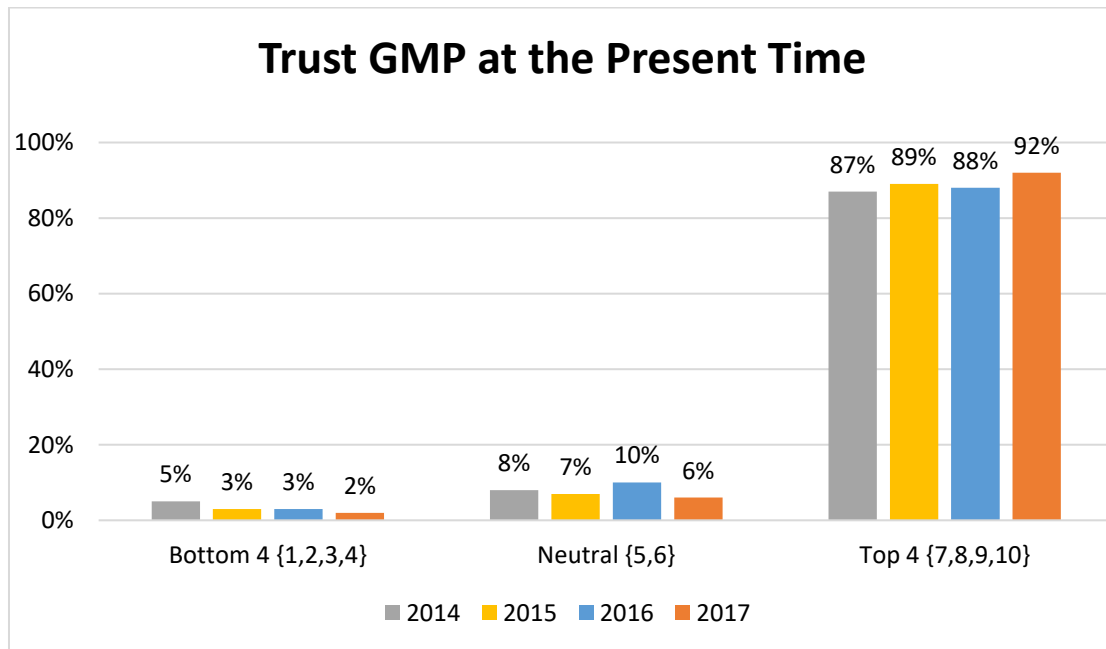
Provides Electricity at a Reasonable Cost

		Year		
		Base	2016	2017
			C	D
Provides electricity at a reasonable cost	Base	744 100%	370 100%	374 100%
	Bottom 4 {1,2,3,4}	62 8%	37 10%	25 7%
	Neutral {5,6}	122 16%	65 18%	57 15%
	Top 4 {7,8,9,10}	560 75%	268 72%	292 78%



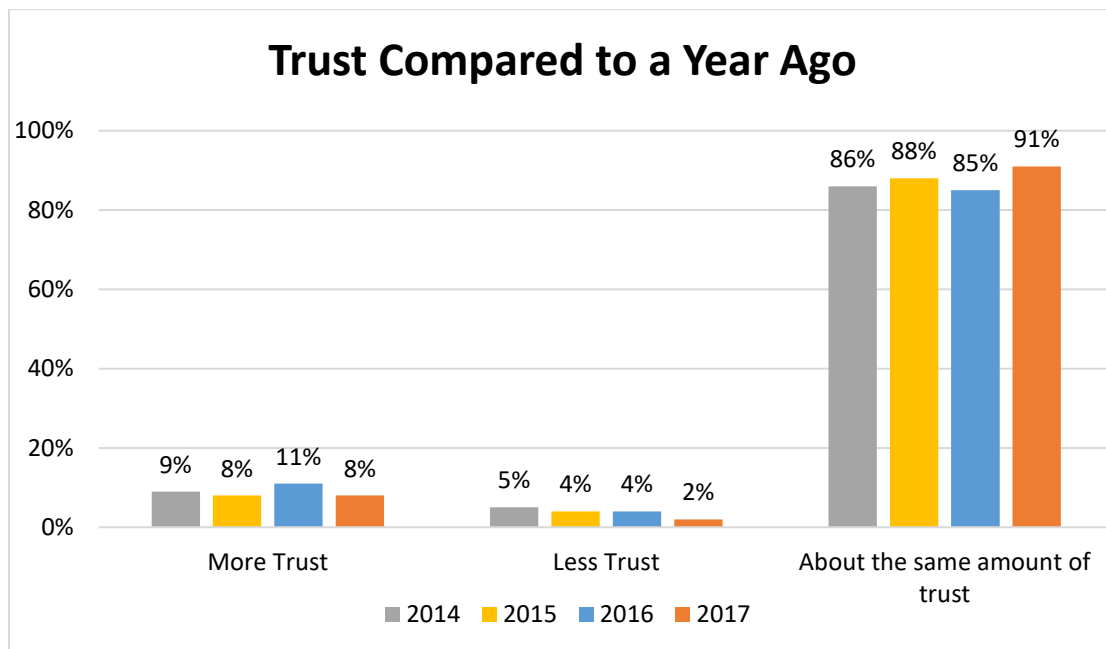
S8 - Trust GMP at the Present Time

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Trust GMP at the Present Time	Base	1590 100%	399 100%	398 100%	396 100%	397 100%
	Bottom 4 {1,2,3,4}	52 3%	21 5% D	13 3%	11 3%	7 2%
	Neutral {5,6}	124 8%	32 8%	29 7%	38 10%	25 6%
	Top 4 {7,8,9,10}	1414 89%	346 87%	356 89%	347 88%	365 92% AC



M1 - Compared to a year ago, do you have more trust in Green Mountain Power, less trust, or about the same amount of trust?

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Trust Compared to a Year Ago	Base	1556 100%	390 100%	391 100%	384 100%	391 100%
	More Trust	139 9%	36 9%	32 8%	41 11%	30 8%
	Less Trust	58 4%	20 5%	16 4%	16 4%	6 2%
	About the same amount of trust	1359 87%	334 86%	343 88%	327 85%	355 91%



Primary Reason for Level of Trust Compared with Year Ago 2017 Only

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
1	10	Always had good service did not have to call much.
2	10	As I said the bill went up a little bit but it was just a few dollars.
3	10	Because I don't really have any complaints against them.
4	10	Because I have no reason to think differently. They have been very consistent. I haven't had any problems.
5	10	Because I haven't lived at that address in 3 years. I live in NJ now. I never had any problems. My parents had to go with co-op and they are not as reliable service.
6	10	Because I never had a problem with them.
7	10	Because I never had a problem.
8	10	Because I've always had a high level of trust. So, I continue to have a high a high level of trust.
9	10	Because nothing has changed it's the same.
10	10	Because nothing has changed with billing.
11	10	Because that's the way it's been for me in years.
12	10	Because they have got their show together.
13	10	Can't get any better than them.
14	10	Customer did not use GMP a year ago.
15	10	Customer expressed very reliable service.
16	10	Everything has been fine, no issues.
17	10	Everything is going - no problem.
18	10	Everything is good for me. I haven't experienced any serious problems. I'm very satisfied with the service.
19	10	Everything is the same as it was a year ago, so my trust level is also the same.
20	10	Everything remains the same. The service is good.
21	10	First time I've had the service.
22	10	GMP has been the same. The bills and the power are the same as they were.
23	10	Green Mountain Power has been consistent in every area of service. It would be great if the cost was a little bit cheaper. I understand the prices are high because of where I live.
24	10	Green Mountain Power has given me no reason not to trust them.
25	10	Green Mountain Power's service has been pretty consistent, so my level of trust in them will stay consistent also.
26	10	Have only been a customer for a year.
27	10	Haven't had any experiences to have any less trust with them.
28	10	Haven't had any real issues, except when the tree fell. They came out and fixed the problem at four o'clock in the morning.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
29	10	I am very happy with them. They have done preventative work to take away the trees that were going to fall down and cause an outage.
30	10	I am very satisfied. I have had this service 17 years with no problems.
31	10	I can't see anything any different aside from bills going up a little bit.
32	10	I did not have GMP last year.
33	10	I didn't have any problems last year either.
34	10	I didn't have GMP last year, so I can't say.
35	10	I don't have any issues with GMP.
36	10	I don't really have an answer.
37	10	I feel as if am getting the same amount of service from last year to this year.
38	10	I feel that nothing has changed about the service I receive.
39	10	I guess because I've always had good service and it continues.
40	10	I guess historically I have a distrust with big power companies, But I liked that they offered a Tesla battery. I was impressed.
41	10	I had moved, and everything was taken care of perfectly, including auto pay which is the most fantastic thing ever.
42	10	I had no issues with them this year or last year.
43	10	I have always had a good opinion of GMP.
44	10	I have always used GMP and I am very happy with them.
45	10	I have been a loyal customer for years and have had no problems with the company to date.
46	10	I have been very satisfied it's been very seldom without power.
47	10	I have had no problem.
48	10	I have had no problems with my service so my good opinion of GMP has not changed.
49	10	I have had no problems with them at all.
50	10	I have had no problems.
51	10	I have had no problems.
52	10	I have had them since 1986 and have had no grief.
53	10	I have lived here many years with no problems.
54	10	I have never had a problem with them.
55	10	I have never had a problem with them.
56	10	I have never had a problem with them.
57	10	I have never had an issue with my power.
58	10	I have never had any power outages, no problems.
59	10	I have never had any problems with them. Any small problems have been taken care of promptly.
60	10	I have no cause to go any other way.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
61	10	I have no idea what trust is – if the switch is turned on the light goes on.
62	10	I have no negative comments; nothing has changed.
63	10	I have no problems and don't expect any.
64	10	I have no problems with GMP.
65	10	I have no problems with GMP.
66	10	I have no problems, they are very responsive with outages. They get here faster than I expect.
67	10	I have no reason to have any more or less trust in them at this point.
68	10	I have no reasons not to trust them.
69	10	I have not had any issues since setting up service. The service has been pretty good.
70	10	I have only been here six months.
71	10	I have same amount of trust because service is consistent.
72	10	I have the same amount of trust because there has never been an issue.
73	10	I have the same amount of trust in them nothing has changed.
74	10	I have two brother-in laws that work there so because of that, I feel that I have to say that I have more trust in GMP.
75	10	I haven't had any problems, whenever I call them for an outage they won't respond but will handle the problem.
76	10	I haven't had any experiences to change my level of trust.
77	10	I haven't had any issues at all.
78	10	I haven't had any issues one way or another.
79	10	I haven't had any problem with them.
80	10	I haven't had any problems or any reason to think any less of Green Mountain Power.
81	10	I haven't had any problems or concerns; they are the same throughout the year. No reason to be dissatisfied.
82	10	I haven't had any problems since I been here which has been a short while.
83	10	I haven't had any problems with GMP.
84	10	I haven't had any problems. Also, I haven't seen any upgraded technology.
85	10	I haven't had any problems. Whenever I have called everyone has been very courteous and helpful.
86	10	I haven't had many things happen over the years to change my opinion.
87	10	I know majority of the employees, and they do a hard-working job and try to do the best they can do. The southern Vermont team is awesome. They are very good at what they do.
88	10	I know they'll be there when I need them.
89	10	I like that they are an independent company. I like them very much and I'm pleased with their service.
90	10	I live on street with a substation hardly without power, so I'm never without power, and if so, it's back on quickly.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
91	10	I never had a problem with them.
92	10	I never had any issues with them. They always take care of everything.
93	10	I never had any problems.
94	10	I never have any issues with Green Mountain Power. I like them. I can't think of anything they can improve on at the moment.
95	10	I never really thought about it before. I have not had anything that made me less or more satisfied. Nothing has really changed.
96	10	I only had one outage, and they got right too it. I appreciated the phone and email notifications warning us when there was about to be a power outage in the area.
97	10	I really appreciate all the hard work they do to restore power after a disaster.
98	10	I really haven't had any problems with them.
99	10	I say it's great. I have had electricity all this time.
100	10	I think they are pretty good with service. I don't have anything bad to say.
101	10	I think they have done a lot more on informing the customer regarding their service.
102	10	I trust them. They do what they have to do. They are knowledgeable to do what needs to be done.
103	10	I would say it has been consistent. I know what to expect each month. The price is always consistent. When there is an outage, they are always prompt as they can be, they always text me to let me know; they are informative.
104	10	I would say that it is just keeps getting better every year. My husband and I love knowing that we are doing our part to help our planet.
105	10	I would say that the service has stayed the same over the last year, so my trust in the service hasn't changed.
106	10	I wouldn't have less trust since things have been fine all the same.
107	10	I'm a new customer.
108	10	I'm only concerned about the new meter that was put up. I was told it was radioactive. I would also love free electricity.
109	10	I'm satisfied, and they do a great job. Nothing has really changed the service.
110	10	It hasn't changed, we have had good experiences with those guys.
111	10	It's just how I feel.
112	10	It's remained the same.
113	10	I've had no issues with them.
114	10	I've just been blessed our electricity hasn't been off and our bills might've been lower, and so I have the same amount of trust with GMP.
115	10	I've only been with GMP for six months, so I can't comment on a trust level with them a year ago.
116	10	Last year a tree fell down and it took 23 hours to fix it. Service is the same from last year.
117	10	My bills are about the same every year, and I am happy with it.
118	10	My bills are lower since they put in new meters, because they're more accurate now.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
119	10	Never had any trouble.
120	10	No change in service and daily records of service.
121	10	No comment.
122	10	No issues with them.
123	10	No response.
124	10	Nothing changed – no problems with the service.
125	10	Nothing changed service has been great.
126	10	Nothing happened in the past year or two to need any services. Nothing changed, all is good.
127	10	Nothing has changed as far as I know.
128	10	Nothing has changed in the last year, so I would same the trust is the same.
129	10	Nothing has changed the billing is the same, the overall service is the same.
130	10	Nothing has changed to change my trust level.
131	10	Nothing has changed with my service or billing or anything else, so my trust level hasn't changed either.
132	10	Nothing has changed, so all is good.
133	10	Nothing has changed, we have power outages, but they turn it on as soon as possible.
134	10	Nothing has changed.
135	10	Nothing has changed.
136	10	Nothing has changed. It's steady.
137	10	Nothing has really changed when we had outages they have taken care of them pretty quickly. Have had service for about a year now and have had no problems.
138	10	Nothing is changed. They are reliable.
139	10	Our power outage was out for over a week and we had get a backup generator. So that's why I rated them a 5 on the question about restoring power outage.
140	10	Service consistent as always.
141	10	Service hasn't changed.
142	10	Service is good. The employees are always nice. I don't know about the accuracy of the meter readings because we just get the bill and pay it but, the rates seem to be on point.
143	10	So far, the billing statements have been very accurate. I periodically read over my billing statements and they have been consistent.
144	10	The property is a second home. I had done work on the property by GMP employees who did a great job and provided me with good information.
145	10	The service has not changed.
146	10	The service is about the same and power is restored quickly when it goes out. I don't see any difference between this year and last year.
147	10	There are no events to make me have more or less trust.
148	10	There has been no change in service.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
149	10	There has been no change in the services.
150	10	There have been no changes in the last year that would have changed my trust in any way.
151	10	There have been no changes on their end in the last year to change my trust in them for the good or bad.
152	10	There have been no changes; nothing to raise or lower my trust in GMP.
153	10	There have been no power outages.
154	10	There is no reason not to trust them. I have been pleased with the service.
155	10	There's been no change in matters that would change trust.
156	10	They always get the power back up fast. The workers are very reliable.
157	10	They always keep the lights on.
158	10	They always keep the power on. And they always do what they say.
159	10	They are always reliable whenever I call them with a problem.
160	10	They are always there when needed.
161	10	They are good and reliable.
162	10	They are pretty consistent and always around when I call them, and need them to be.
163	10	They are very reliable.
164	10	They fulfil my electric needs. When the power goes out, it comes back on quickly.
165	10	They have a long record of competency and care.
166	10	They have always been good, so I do have the trust in them.
167	10	They have always been trustworthy, and they continue to be.
168	10	They have always been trustworthy to me.
169	10	They have always been wonderful.
170	10	They have cleared out around the lines better.
171	10	They haven't given me any reason to not trust them.
172	10	They seem to be consistently good.
173	10	They were great last year and they are great this year.
174	10	Very pleased since I have been a customer.
175	10	We fully trusted them last year and the same true this year.
176	10	We had a problem and they took care of it right away.
177	10	We have never have had any problems with them. They come out when you need them. They recently came out when we had a bad storm.
178	10	We have not had any issues with our service and all the customer service reps have been very helpful.
179	10	We never had any problems with our electricity.
180	10	Well, I have requested that the guards on the "Power Wires\Boxes" be removed several times and it still hasn't happened.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
181	10	Were we live light bill runs real close. The programs help us.
182	10	When I lived in the country and there was a problem when we called GMP they would be there to fix the problem within an hour.
183	10	Whenever I do have an issue they always fix the issue.
184	9	A year ago, was trustful and still feel the same today.
185	9	Because I have no reason not to trust them.
186	9	Everything has continued on the same level.
187	9	GMP did a wonderful job on the most recent power outage.
188	9	Has never changed.
189	9	Have not had any problems.
190	9	I don't have any reason not to trust GMP.
191	9	I don't have many issues, and the people at GMP are good.
192	9	I don't know nothing has changed.
193	9	I don't know.
194	9	I don't think anything has changed radically in terms of anything I heard on their business practices or anything we have dealt with.
195	9	I get the bill and I pay it if I have any problems you solve them.
196	9	I had GMP for a long time. They have always had good service, got power returned quickly, and the bills were always clear.
197	9	I have been with them a long time and have no problems.
198	9	I have had no issues.
199	9	I have had zero issues with GMP in the past year.
200	9	I have no reason not to have trust in them.
201	9	I have no reason to fail them or glorify them.
202	9	I have no reason to go one way or the other.
203	9	I have not had any reason to deal with them in a positive or negative way. Their service is the same, it has not changed.
204	9	I have the same amount of trust because I have no new problems.
205	9	I haven't had any trouble, nothing has changed.
206	9	I haven't had any issues with the service. The service is the same.
207	9	I haven't seen any changes.
208	9	I live in an area with not much trouble. They do eventually come to help if you do have troubles. I see them out there on the road, and they are doing really good work.
209	9	I never had a problem in 10 years.
210	9	I think the service is consistent.
211	9	I trust them the way I always trusted them.
212	9	I wasn't affected by the last storm at all. I would have to say I have a little more trust in them because of that.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
213	9	I would say my trust was the same if not a little bit more now since last storm. Plus, they are really reasonable.
214	9	I'm very happy with service.
215	9	It is the wrong time of year to know.
216	9	Just reliability and communication.
217	9	My bills stay the same. No problems with power outages.
218	9	Never had any issues.
219	9	Not much has changed.
220	9	Nothing has changed in my service.
221	9	Nothing has changed to raise or lower my trust level within the past year. The texting from GMP has been going on longer than a year, but that would be the only thing I can think of within the past few years that would have raised my trust in GMP.
222	9	Nothing has changed with our service.
223	9	Nothing has changed.
224	9	Nothing has changed.
225	9	Nothing has changed. I have no problems. They have been very good. I haven't had to call except one time when the power was out, and they were already aware. It was promptly fixed.
226	9	Nothing has really changed.
227	9	Nothing has really changed. The other day we had a storm and the lights went out around 7:30 am. I called GMP to ask when they would be coming back on and they said they would be back on by 12:15 pm and they were on by 12:25 pm.
228	9	Nothing really changed.
229	9	Nothing would have changed.
230	9	Our service hasn't changed.
231	9	Same number of outages. Big storms did not affect customers.
232	9	The service is about the same.
233	9	The service is good to me. I only have one issue. Bushes were cut down but nobody cleaned up the mess.
234	9	The service is very consistent, I don't have any issues but if I do have any issues they handle it really quickly.
235	9	There has been nothing to change my trust level.
236	9	There have been no problems.
237	9	There is no difference.
238	9	There is not much difference.
239	9	They always restore power very quickly once it's out.
240	9	They are a new company and I want a little more time to gauge how they are. The service has been very fair.
241	9	They are a well-run company.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
242	9	They been very good, reliable and it's been that way since I purchased electricity from them.
243	9	They came to help me get the trees off of my wires.
244	9	They have been consistent. But I don't follow the kilowatts on the meter. I just pay the bill when I get it.
245	9	They have never let me down.
246	9	They haven't changed that much.
247	9	Very reliable and service is the same.
248	9	Way more trust now.
249	9	We haven't had any issues with the company or outages. I did try to set up automatic withdrawal and did not succeed.
250	9	We rarely lose power everything seems to be consistent.
251	9	Whenever I need assistance, GMP has always solved my problems.
252	8	About 2 years ago I had a billing a problem.
253	8	Because I haven't had any experience that would change my opinion.
254	8	Because I've had a fair amount of interaction this spring. They cut a whole lot of trees down and they made sure I knew where they were cutting and why they were cutting.
255	8	Because this is a new purchase.
256	8	Been strong consistent over the year.
257	8	Been with them less than a year and they are great.
258	8	Better because I get weekly updates.
259	8	Cause nothing has changed.
260	8	Consistency has been good.
261	8	Everything is the same.
262	8	Has no noticeable improvements.
263	8	I am having some work done in my home. The work was done by GMP and they did a great job.
264	8	I don't have much contact with anybody at the company.
265	8	I don't know, I just do.
266	8	I don't think anything has changed in my opinion.
267	8	I don't think anything has changed.
268	8	I don't think that my service has changed so my trust is still the same.
269	8	I don't understand the question.
270	8	I have more trust now than last year. Last year it took days for GMP to restore the power. If it was not for the snow banks, all my meats would have spoiled.
271	8	I have no reason to change my opinion.
272	8	I have no reason to have more or less trust.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
273	8	I have no reason to not have trust. I don't believe in giving out perfect 10's. Lesser bill payment would be great, any kind of savings that's best for the customer.
274	8	I have not seen anything different.
275	8	I have the same amount of trust because nothing has changed. I don't like when the company sends a disconnect notice when your bill is 1 day late.
276	8	I haven't changed my thoughts.
277	8	I haven't had any issues with them to change my trust level at all.
278	8	I haven't had any issues worth leaving since last year.
279	8	I haven't had any major changes.
280	8	I haven't had any problems, no complaints.
281	8	I lived in Florida a year ago. I had no idea what Green Mountain Power was back then.
282	8	I never had any issues with their service.
283	8	I never have a problem.
284	8	I own a condo. The water heater is rented from Green Mountain Power. It broke down and took four phone calls (over a month) to try to get it fixed. No one came to service the unit after I made the calls. On the fourth call, I asked for a manager.
285	8	I think the service that I have is consistently good, I have not seen much of a change either way.
286	8	I thought they were doing a good job last year, and I think the same thing this year.
287	8	I would say the same. Service is good, and the workers are reliable.
288	8	It all goes back to what was said and what came out on the bills, when you say one thing and don't go through with it my trust level changes.
289	8	I've had no problems with them at all.
290	8	I've had no problems.
291	8	I've had no problems.
292	8	I've only been in this area and used GMP for a year and half, but I haven't had any problems with them at all.
293	8	My experience about a year ago is the same as right now.
294	8	My service and my rates have stayed the same over the last year. I hope they stay the same.
295	8	No problem.
296	8	No significant changes.
297	8	Nothing catastrophic has happened. GMP is one of the top rated power companies.
298	8	Nothing has changed in the past year to make me feel one way or the other.
299	8	Nothing has changed so my trust is the same.
300	8	Nothing has changed that I know of.
301	8	Nothing has changed to change my trust level with GMP.
302	8	Nothing has changed to change my trust level with GMP.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
303	8	Nothing has changed to make my trust level change.
304	8	Nothing has changed to upset me; they have done nothing to impress me in any way.
305	8	Nothing has changed with us or them.
306	8	Nothing has changed within in a year. The service is good and reliable. I have no complaints. The wife did the call, because the husband wasn't interested.
307	8	Nothing has changed, I have the same amount of trust.
308	8	Nothing has changed.
309	8	Nothing has changed.
310	8	Nothing has changed. I have no problems with the trust of them.
311	8	Nothing has happened in the past year.
312	8	Nothing has happened to make me trust them more or less.
313	8	Nothing has particularly changed my mind.
314	8	Nothing has really changed.
315	8	Overall satisfied.
316	8	The company has been consisted and everything has remained the same. They need to do a better job with the power lines because we have so many power outages.
317	8	The recent storm cut off the power for a little while and it was back on they been consistent.
318	8	The service has been consistently good. I would like to see cheaper prices for service. It would be nice to see rewards for long term customers.
319	8	The service is the same. Nothing has really changed, but that's a good thing. I wished they had a program for low income people.
320	8	There haven't been any issues regarding them being more or less trustworthy.
321	8	There hasn't been nothing bad or good to change our opinion.
322	8	They did massive tree trimming around the wires in our area.
323	8	They handle the trimming of the trees and it's been great since then. Also, it would be helpful to have a closer contact that will notify the customers of power outages in the area such as trees on fire.
324	8	They have done a great job.
325	8	They have done a lot of work so now we will not lose service as much as we used to because now we are on a better line. We are no longer connected to a substation. It's much better service now.
326	8	They haven't done anything to cause distrust that I know of.
327	8	Things are the same as before.
328	8	Things have been consistent.
329	8	Things have been smooth, and nothing has been disruptive.
330	8	Things have not changed since I had them.
331	8	We had a water heater put in which improved reliability and cost.

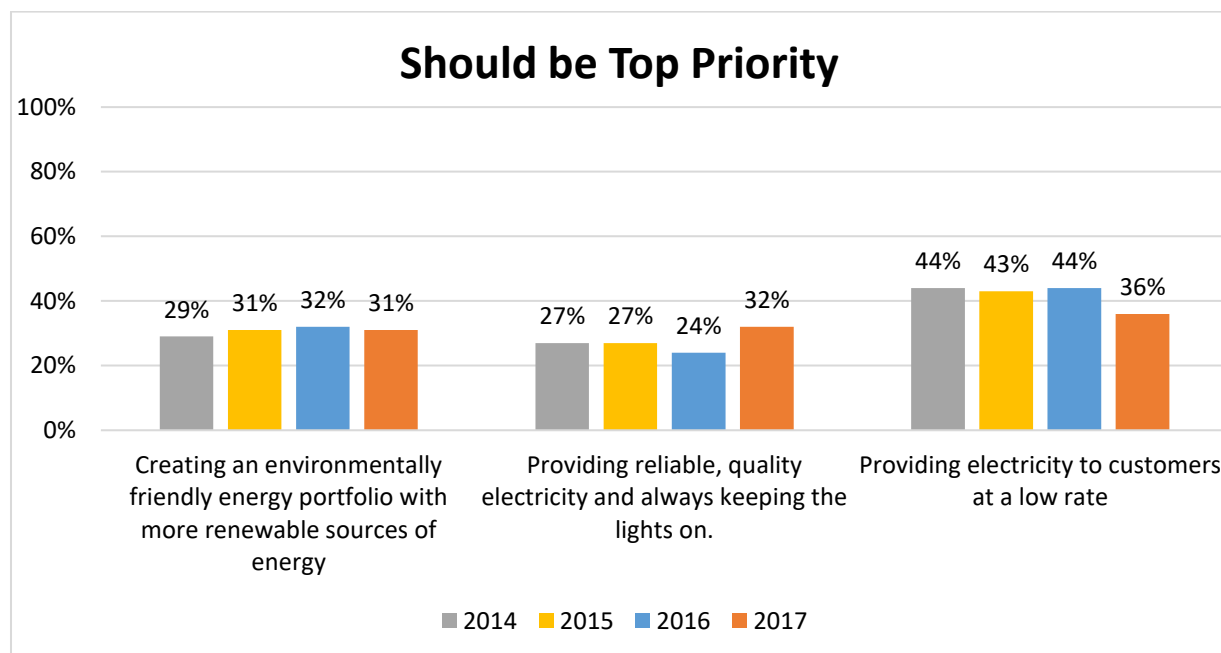
	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
332	8	We have a very good relationship; my bill is accurate. They seem to work quickly to restore power. They provided an update on Facebook. Accurate updates on power outages.
333	8	Well they need to work more on clearing the trees because it affects our electricity. That's why I said everything is still the same because I feel that they need to take care of this problem.
334	8	When I lose power, it is restored quickly. The reps are very courteous, and I am very satisfied with GMP.
335	7	Cutting back of line maintenance due to trees.
336	7	Good.
337	7	I am just upper management. There are so many houses here where we are at and they just don't care.
338	7	I do not have any other option.
339	7	I don't see any noticeable change in the last year.
340	7	I don't think much has changed.
341	7	I feel that service is the same; no problems.
342	7	I have no reason not to say the same.
343	7	I have nothing to change that opinion. They do their best to restore with outages. I own a restaurant, and we feed the power company people every time they are out there, and they are working hard to fix any outages.
344	7	I haven't had any issues to call about, so I haven't had an opportunity to have more or less trust.
345	7	I haven't had any other thing to base it on.
346	7	It is the same, because nothing has changed. I would like my bill to be cheaper.
347	7	It seems like it takes more time for the power to get back up but I believe it's because more people are with GMP.
348	7	I've haven't had any outages, and no problems.
349	7	My trust is about the same. If not less, I get a lot of I don't know from people on the phone when I call.
350	7	No change has been brought to my attention to change my opinion.
351	7	No change in service.
352	7	No problems with the service and employees are great.
353	7	No response.
354	7	Not a lot of interactions.
355	7	Nothing has changed.
356	7	Nothing has really changed. They did work for me, but nothing that was actually needed to be done. Why is it that so many solar panels are being put up by GMP, but my electric bill isn't going down any. What is going on with that?
357	7	Recent wind storm power was out for 3 1/2 days. Had service for the past 16 years no real problems company has done a good job. The last 18 to 24 months has not been as solid of service.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
358	7	Service has been pretty steady, so I really don't have much to say on it. I get the bill and pay it. I don't pay attention to the meter, so I assume it's right.
359	7	The GMP hasn't really done anything to keep our many power outages from existing.
360	7	The service seems to be about the same. I would like to see less outages.
361	7	They didn't get the trees removed, they had to call other companies.
362	7	They have done nothing to sway me either way.
363	7	They provide a service and most of us are glad it's there.
364	7	We were not with Green Mountain Power a year ago.
365	6	Because I have a good relationship with a very nice representative who works with me. She straightened out our account so we don't get shut off.
366	6	Because it has not changed. There is a significant difference in service when we switched to GMP. During the storm last week, there was no truck in the area, no service. They got too big and service is not as good.
367	6	I don't like the way they bought CV they didn't pay back the loan that was paid by the customers. They broke a promise to the customers so I disagree with that. If they did that then how do I know they won't do it again? So it makes for me it hard to trust.
368	6	I pay the bill. I can't pass judgement on somebody I know nothing about.
369	6	It hasn't changed.
370	6	More experience with them in the past year causes me to say this. I'm not satisfied with them, but have no other choice.
371	6	No response.
372	6	Nothing has changed to make my trust level change.
373	6	Nothing has changed, everything is the same.
374	6	Nothing has changed.
375	6	Nothing has changed. Everything has been the same. I used to like central Vermont but it was bought out.
376	6	Our trust has not changed over the last year. We have not been left without power during outages, which is great because we own a dairy farm.
377	6	Things haven't gotten any better.
378	5	Because they are constantly calling me when my bill is a little late.
379	5	Bills haven't changed since last year so no change in trust.
380	5	GMP is not as responsive to my issues as I would like.
381	5	I have no reason to trust or not to trust Green Mountain Power.
382	5	I have not had any problems with my service.
383	5	I have only had the service for five months.
384	5	I'm basing it on other years.

	Overall Satisfaction	Primary Reason for Level of Trust Compared with Year Ago
385	5	I'm very concerned. We have all these solar panels going up in Vermont and yet the electric hasn't changed at all. I live on a farm where the electric is needed to pump water, so that I can feed my animals and take care of crops.
386	5	No real answer.
387	5	Nothing has changed as far as my service.
388	5	They seem to be doing about the same as they were last year.
389	5	Trust is the same at this time. I just want the trees taken care of.
390	4	I haven't changed from last year to this year.
391	4	They provided reasonable service in the last year. I feel that they should lower the prices.
392	3	I just had them for years and it has been very consistent.
393	2	Because I have good service I have the same amount of trust.
394	2	I don't use a lot of power here, so I don't know how to answer that.
395	2	We haven't had too many problems with them, except for the outages and cost, but that seems to be just normal I guess.
396	2	We lose lights often and it is very discouraging. This area is highly populated with trees that often fall down which causes a problem with the wires.
397	1	Because I have no problems with them.
398	1	My bill keeps going up.
399	1	They are getting progressively worse. Two days ago, we had another power outage.
400	Don't Know	I've only been with GMP for not even a full month, so I don't feel that I can answer this one yet.

M2 - Finally, which of the following do you feel should be the TOP priority for GMP?

		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	1468 100%	311 100%	387 100%	391 100%	379 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	454 30%	91 29%	119 31%	125 32%	119 31%
	Providing reliable, quality electricity and always keeping the lights on.	404 26%	83 27%	103 27%	95 24%	123 32%
	Providing electricity to customers at a low rate	610 40%	137 44%	165 43%	171 44%	137 36%

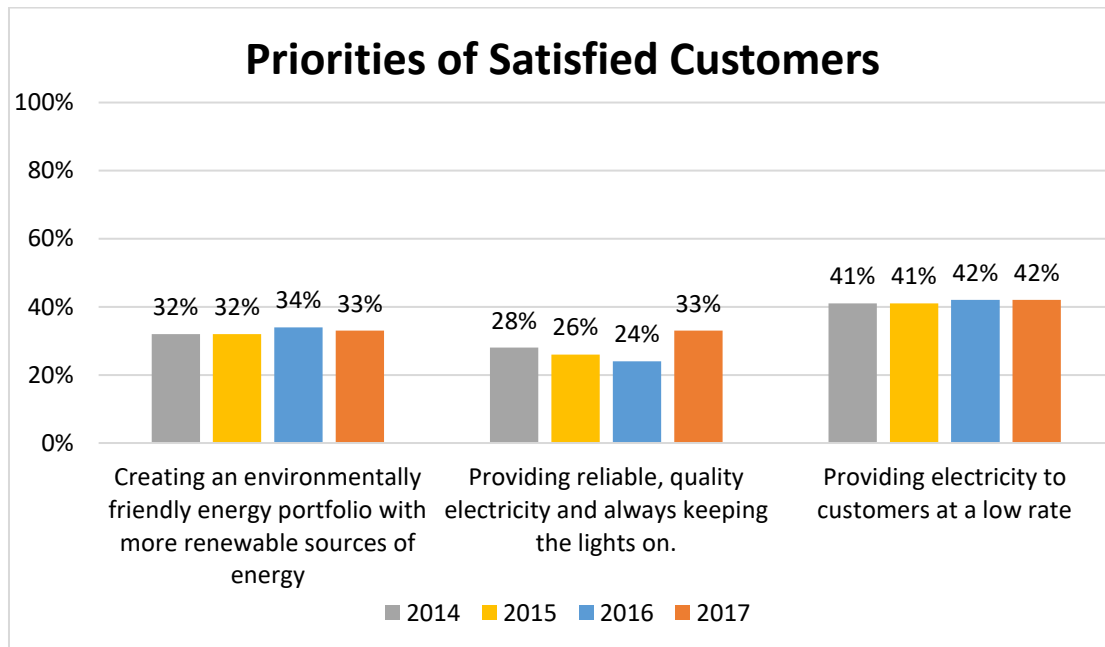


4. Cross Tabs

S1, M2 - Priorities of Satisfied Customers

Respondents who gave a rating of 7-10 at S1

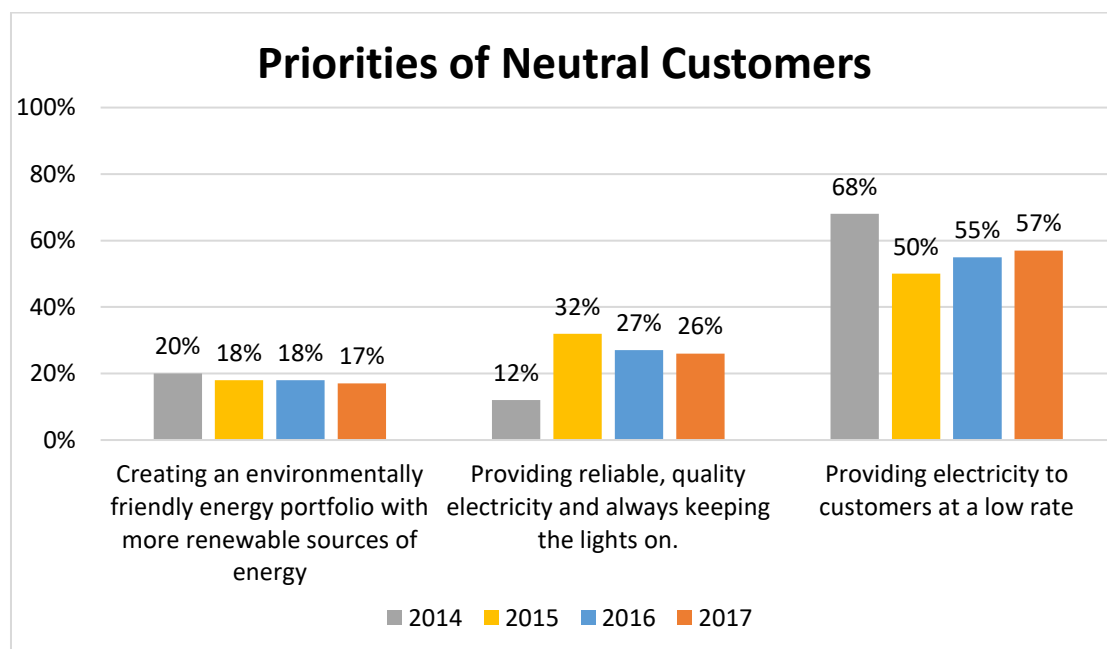
		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	1323 100%	276 100%	355 100%	345 100%	347 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	431 33%	86 32%	114 32%	117 34%	114 33%
	Providing reliable, quality electricity and always keeping the lights on.	371 28%	77 28%	94 26%	84 24%	116 33% BC
	Providing electricity to customers at a low rate	521 39%	113 41%	147 41%	144 42%	117 42% D



S1, M2 - Priorities of Neutral Customers

Respondents who gave a rating of 5-6 at S1

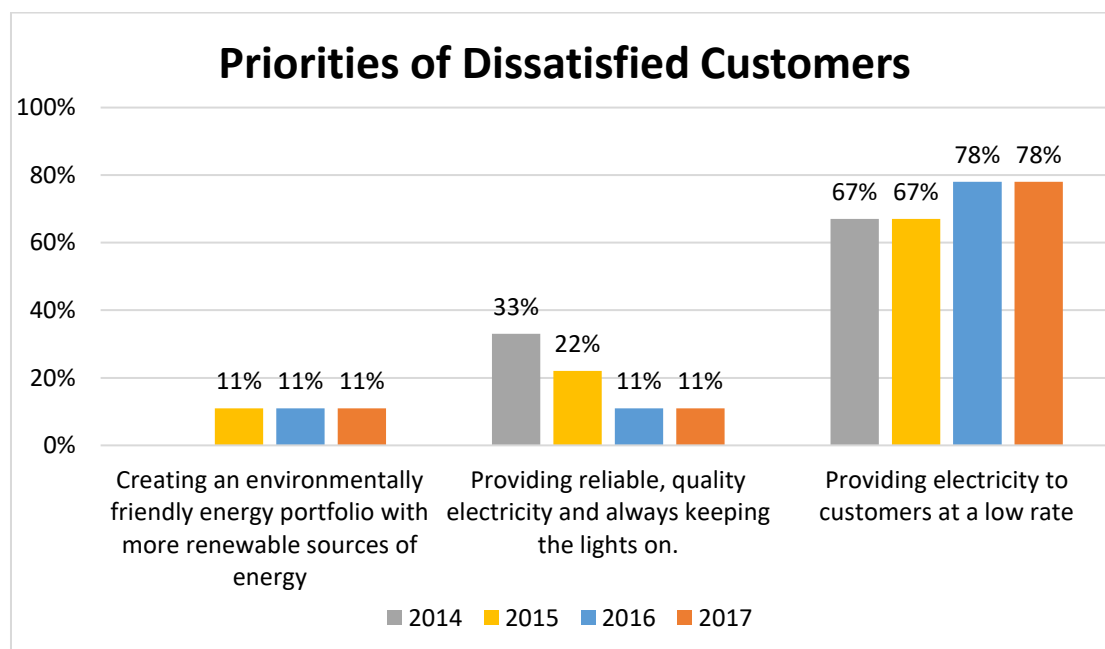
		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Finally, which of the following priority for GMP?	Base	103 100%	25 100%	22 100%	33 100%	23 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	19 18%	5 20% **	4 18% **	6 18% *	4 17% **
	Providing reliable, quality electricity and always keeping the lights on.	25 24%	3 12% **	7 32% **	9 27% *	6 26% **
	Providing electricity to customers at a low rate	59 57%	17 68% **	11 50% **	18 55% *	13 57% **



S1, M2 - Priorities of Dissatisfied Customers

Respondents who gave a rating of 1-4 at S1

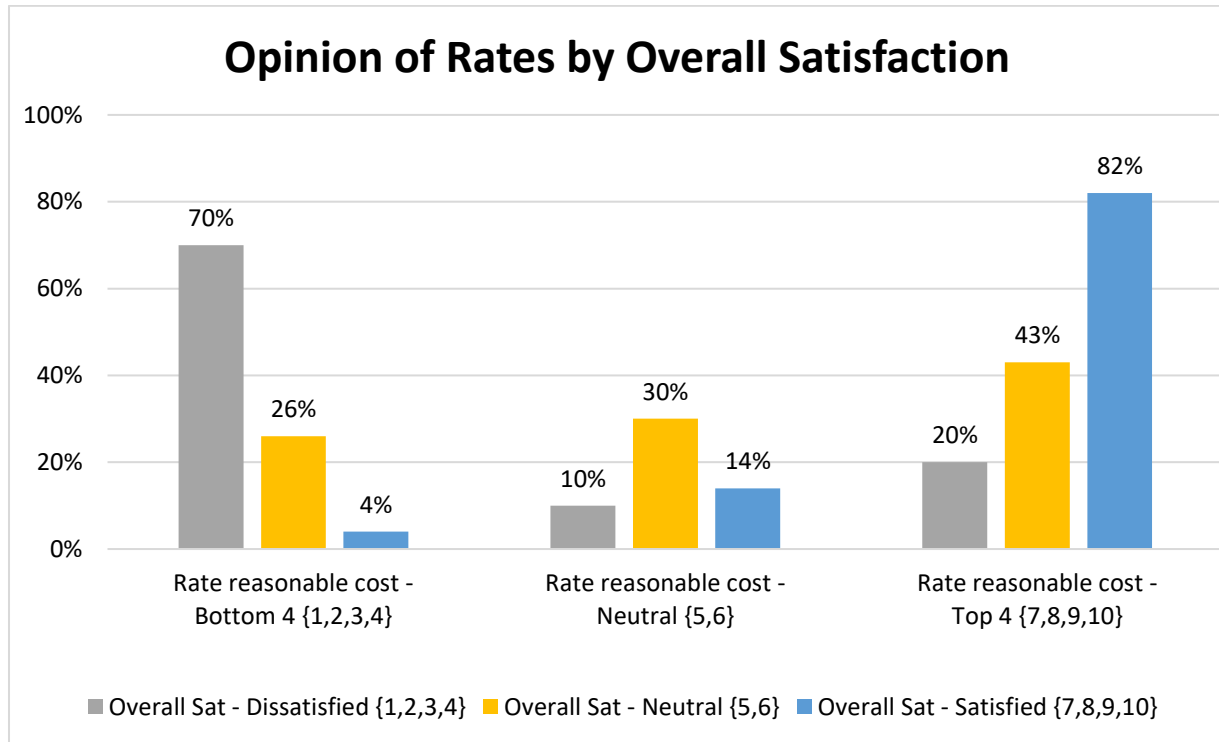
		Year				
		Base	2014	2015	2016	2017
			A	B	C	D
Finally, which of the following priority for GMP?	Base	36 100%	9 100%	9 100%	9 100%	9 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	3 8%	- **	1 11% **	1 11% **	1 11% **
	Providing reliable, quality electricity and always keeping the lights on.	7 19%	3 33% **	2 22% **	1 11% **	1 11% **
	Providing electricity to customers at a low rate	26 72%	6 67% **	6 67% **	7 78% **	7 78% **



Opinion of Rates by Overall Satisfaction

2017 only, results nearly identical year over year

		Overall satisfaction with Green Mountain Power		
		Dissatisfied {1,2,3,4}	Neutral {5,6}	Satisfied {7,8,9,10}
Provides electricity at a reasonable cost	Base	10 100%	23 100%	341 100%
	Bottom 4 {1,2,3,4}	7 70%	6 26%	12 4%
	Neutral {5,6}	1 10%	7 30%	49 14%
	Top 4 {7,8,9,10}	2 20%	10 43%	280 82%



5. The Survey

Green Mountain Power Commissions Survey

- (C1)** Hello. My name is [NAME] and I'm calling on behalf of Green Mountain Power. We are calling a few customers to get their thoughts and opinions regarding Green Mountain Power. Would you have time to participate in a brief survey?
- (C2)** Before we begin, please be aware this conversation may be recorded for quality purposes.
- (S1)** Using a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please rate your overall satisfaction with Green Mountain Power.
- (C3)** I'm going to read a list of services and qualities that may relate to your electric utility. Using the same 1 to 10 scale, please rate your satisfaction with Green Mountain Power Company's service in that area.
- (S2)** Provides reliable electric service
- (S3)** Has courteous employees
- (S4)** Has knowledgeable employees who are able to help answer questions and solve problems
- (S5)** Restores service quickly after a power outage
- (S6)** Reads meters accurately
- (S7)** Bills accurately
- Provides Electricity at a Reasonable Cost
- (S8)** Thinking about the amount of trust you have in Green Mountain Power, if 1 means no trust and 10 means a great deal of trust, how much trust do you have in them at the present time?
- (M1)** Compared to a year ago, do you have more trust in Green Mountain Power, less trust, or about the same amount of trust?
- 1 - More Trust
 - 2 - Less Trust
 - 3 - About the same amount of trust
 - 4 - Don't Know [DO NOT READ]
 - 5 - Refused [DO NOT READ]
- (Q1)** Why do you say that? [PROBE AND CLARIFY]
- (M2)** Finally, which of the following do you feel should be the TOP priority for GMP? [READ LIST]
- 1 - Creating an environmentally friendly energy portfolio with more renewable sources of energy
 - 2 - Providing reliable, quality electricity and always keeping the lights on.
 - 3 - Providing electricity to customers at a low rate
 - 4 - Don't Know [DO NOT READ]
 - 5 - Refused [DO NOT READ]
- (C4)** That is all the questions I have today. Thank you for your time. Your feedback is very valuable to Green Mountain Power.

Green Mountain Power Commissions Survey 2017 Results

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

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

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

Overall satisfaction with Green Mountain Power

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

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

Provides reliable electric service

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

Has courteous employees

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

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

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

Restores service quickly after a power outage

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

Reads meters accurately

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

Bills accurately

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

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

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