

**SAMPLE OF THE CUSTOMIZED REPORT THAT YOU WILL RECEIVE AS A SUBSCRIBER  
WHO PARTICIPATES IN THE PUBLIC POWER CUSTOMER SATISFACTION AWARDS**

**Comparison to 2024 Public Power Data Source Data**

<b>Characteristic</b>	<b>Your Utility</b>	<b>Michigan PPDS</b>	<b>Midwest PPDS</b>	<b>National PPDS</b>
Providing consistent and reliable electric service to customers	98.3%	73.1%	76.0%	75.5%
Restoring power after an outage in a reasonable amount of time	98.8%	67.8%	71.4%	71.9%
Providing good service and value for the cost of electricity	94.8%	61.4%	65.6%	65.4%
Communicating with customers	95.3%	59.8%	65.5%	66.6%
Offering innovative programs and services	91.9%	61.1%	58.2%	59.7%
Overall satisfaction with local electric utility	97.7%	69.5%	71.2%	72.0%
Satisfaction with customer service	100.0%	76.2%	79.2%	80.4%
Satisfaction with field service	100.0%	80.0%	86.7%	86.6%
<b>Average</b>	<b>97.1%</b>	<b>68.6%</b>	<b>71.7%</b>	<b>72.3%</b>

**Your Utility Data – Demographic Insights**

<b>Characteristic</b>	<b>Your Utility</b>	<b>Under 45</b>	<b>45+</b>	<b>Renters</b>	<b>Owners</b>
Providing consistent and reliable electric service to customers	98.3%	94.9%	100.0%	100.0%	97.8%
Restoring power after an outage in a reasonable amount of time	98.8%	96.4%	100.0%	100.0%	98.5%
Providing good service and value for the cost of electricity	94.8%	89.9%	97.3%	97.1%	94.0%
Communicating with customers	95.3%	88.1% (-)	99.1% (+)	97.0%	94.8%
Offering innovative programs and services	91.9%	82.5% (-)	97.1% (+)	96.9%	90.6%
Overall satisfaction with local electric utility	97.7%	95.0%	99.1%	97.1%	97.8%
Satisfaction with customer service	100.0%	100.0%	100.0%	100.0%	100.0%
Satisfaction with field service	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Average</b>	<b>97.1%</b>	<b>93.4%</b>	<b>99.1%</b>	<b>98.5%</b>	<b>96.7%</b>