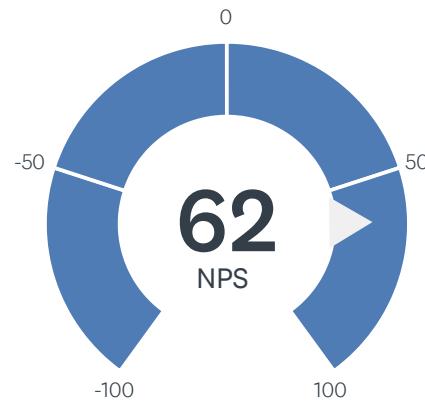


## Q1 How likely is it that you would recommend Deca Energy to a friend or colleague?

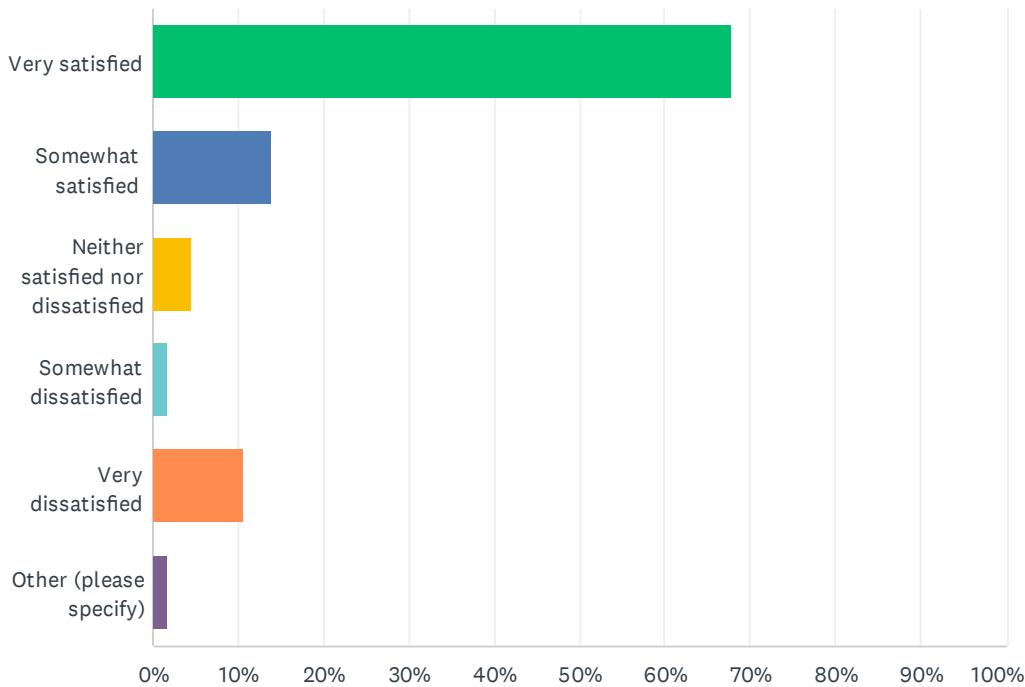
Answered: 183    Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
10.93% 20	15.85% 29	73.22% 134	62

## Q2 Overall, how satisfied are you with Deca Energy?

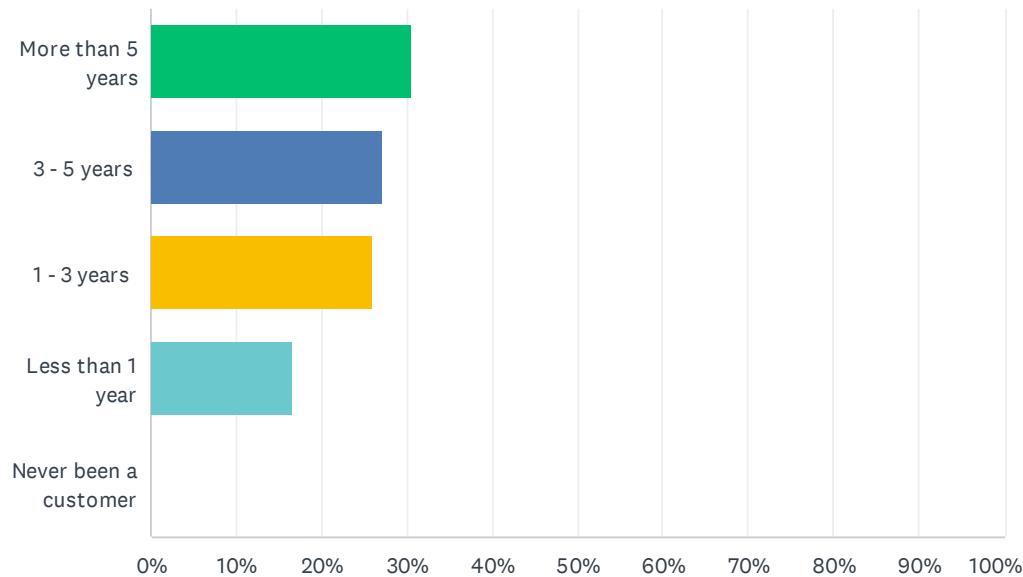
Answered: 180 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	67.78%	122
Somewhat satisfied	13.89%	25
Neither satisfied nor dissatisfied	4.44%	8
Somewhat dissatisfied	1.67%	3
Very dissatisfied	10.56%	19
Other (please specify)	1.67%	3
<b>TOTAL</b>		<b>180</b>

## Q3 How long have you been a customer of Deca Energy?

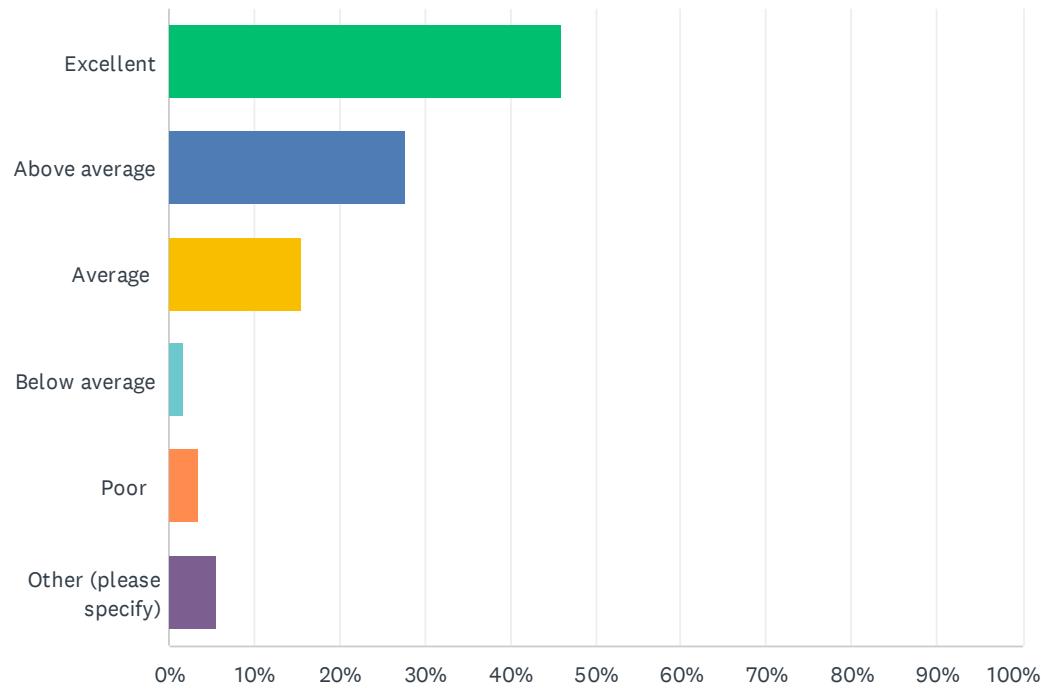
Answered: 181 Skipped: 2



ANSWER CHOICES	RESPONSES
More than 5 years	30.39% 55
3 - 5 years	27.07% 49
1 - 3 years	25.97% 47
Less than 1 year	16.57% 30
Never been a customer	0.00% 0
<b>TOTAL</b>	<b>181</b>

## Q4 How would you rate the value for money of your personalized Comfort Zone service plan?

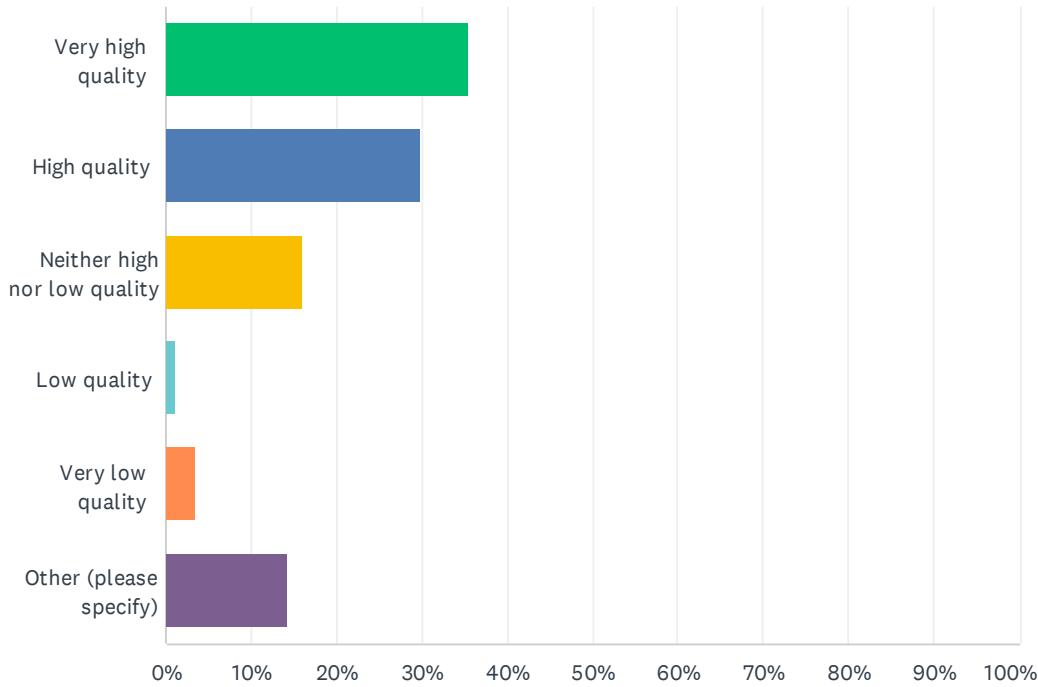
Answered: 180    Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	46.11%	83
Above average	27.78%	50
Average	15.56%	28
Below average	1.67%	3
Poor	3.33%	6
Other (please specify)	5.56%	10
<b>TOTAL</b>		<b>180</b>

## Q5 How would you rate the quality of customer service provided by Deca Energy?

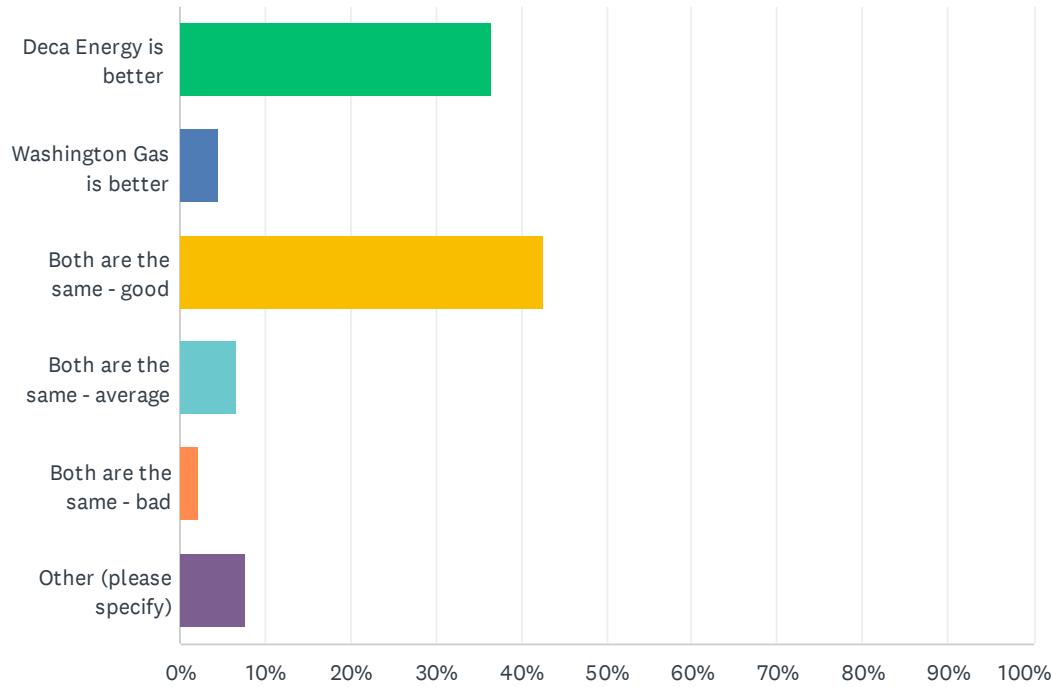
Answered: 181    Skipped: 2



ANSWER CHOICES	RESPONSES
Very high quality	35.36%
High quality	29.83%
Neither high nor low quality	16.02%
Low quality	1.10%
Very low quality	3.31%
Other (please specify)	14.36%
<b>TOTAL</b>	<b>181</b>

## Q6 If you were to compare your interactions with Deca Energy and Washington Gas, would you say that

Answered: 181    Skipped: 2



ANSWER CHOICES	RESPONSES
Deca Energy is better	36.46% 66
Washington Gas is better	4.42% 8
Both are the same - good	42.54% 77
Both are the same - average	6.63% 12
Both are the same - bad	2.21% 4
Other (please specify)	7.73% 14
<b>TOTAL</b>	<b>181</b>