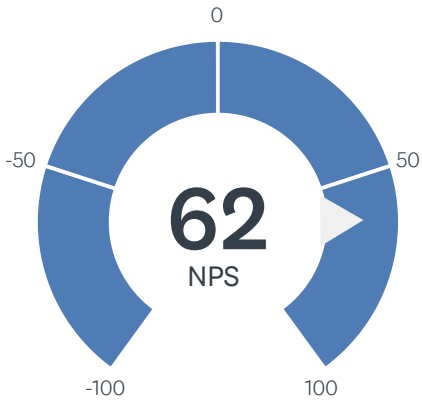


Q1 How likely is it that you would recommend Deca Energy to a friend or colleague?

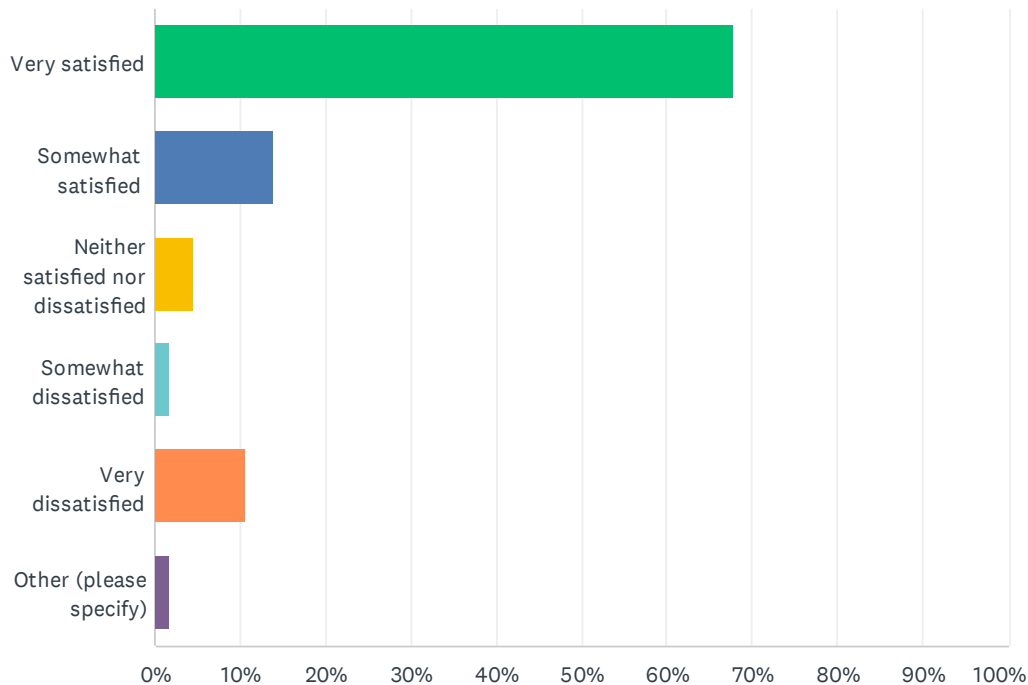
Answered: 183 Skipped: 0



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?

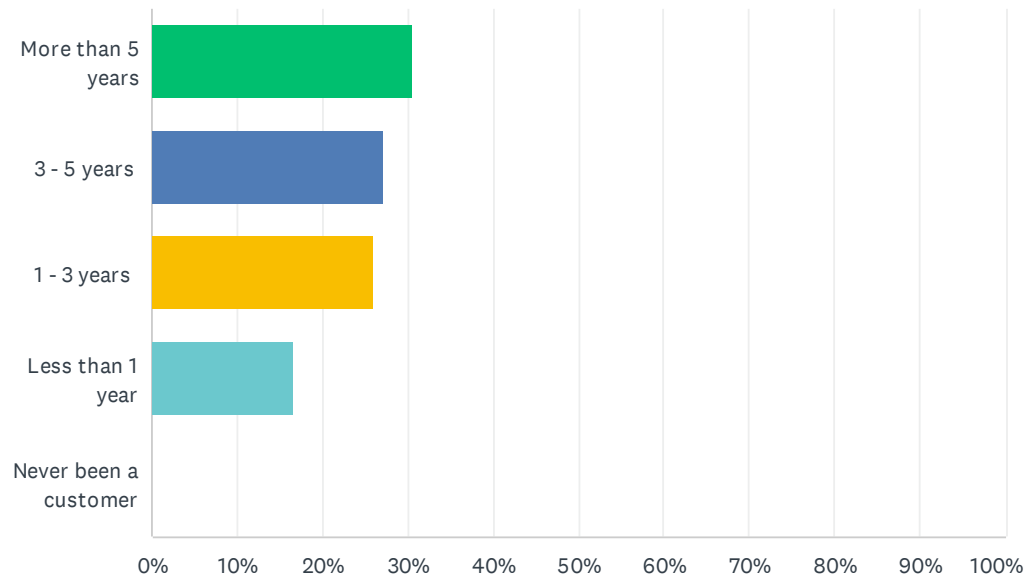
Answered: 180 Skipped: 3



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
TOTAL		180

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

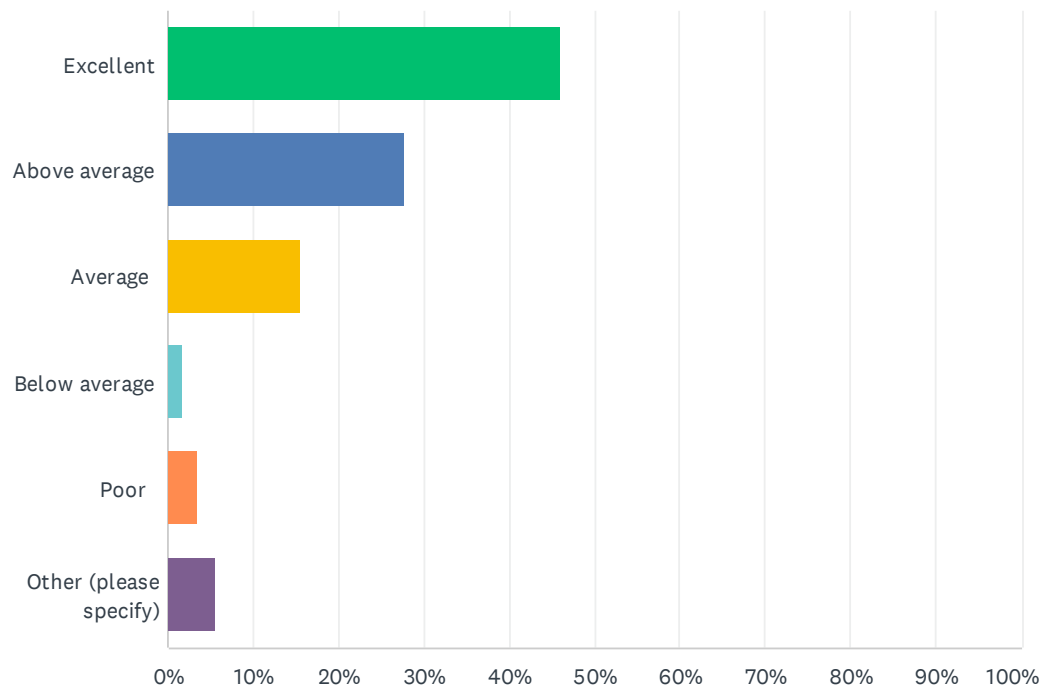
Answered: 181 Skipped: 2



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
TOTAL		181

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

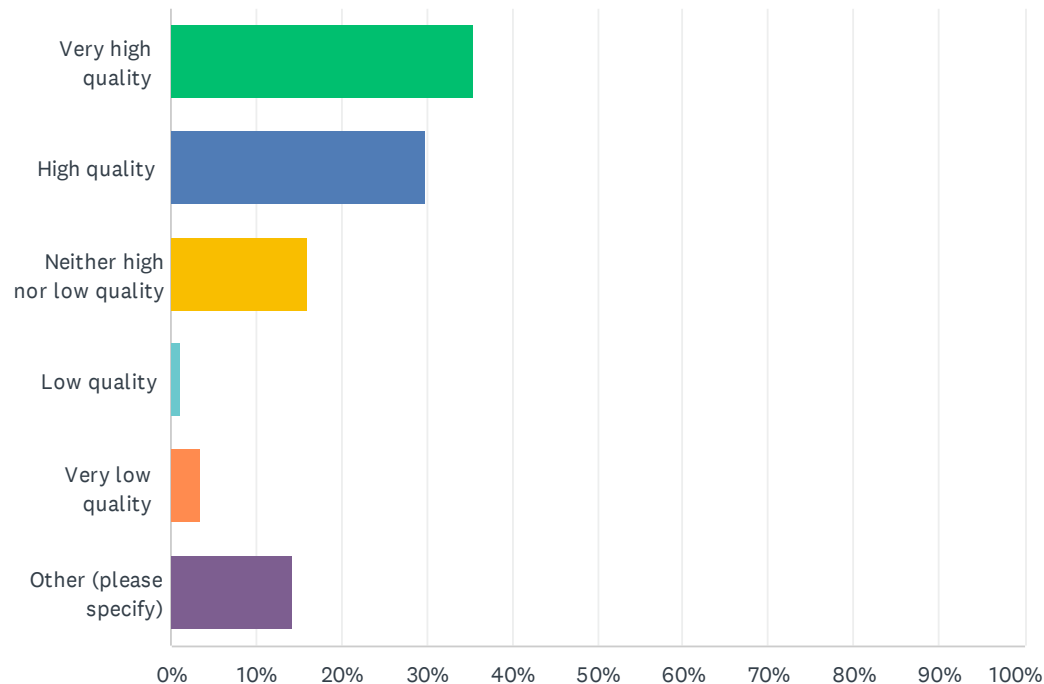
Answered: 180 Skipped: 3



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
TOTAL		180

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

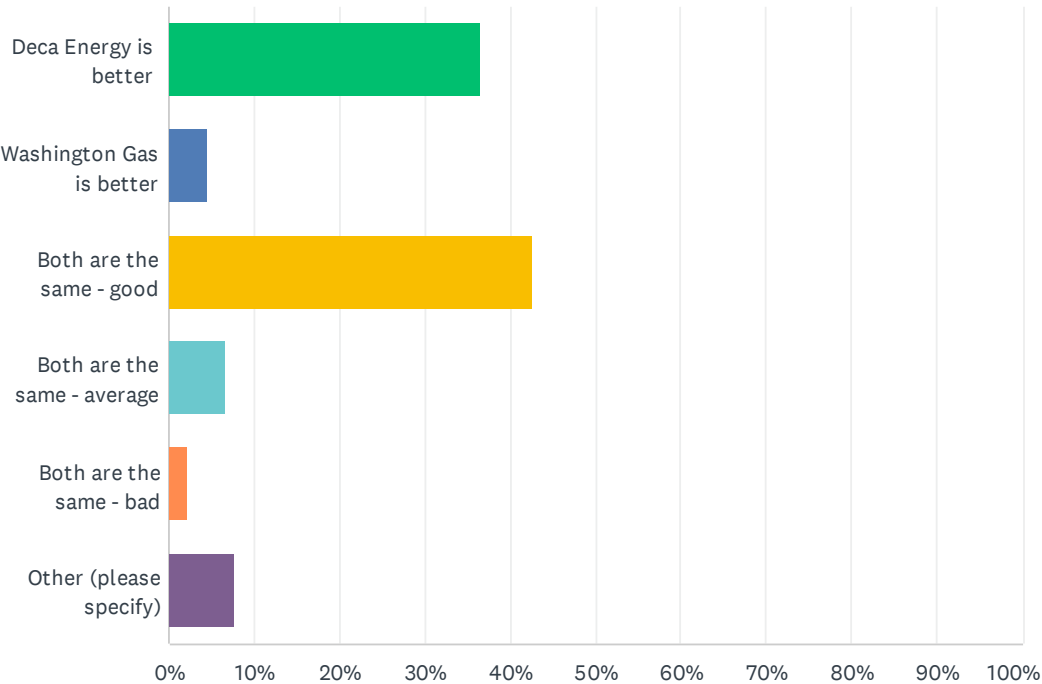
Answered: 181 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very high quality	35.36%	64
High quality	29.83%	54
Neither high nor low quality	16.02%	29
Low quality	1.10%	2
Very low quality	3.31%	6
Other (please specify)	14.36%	26
TOTAL		181

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
TOTAL		181