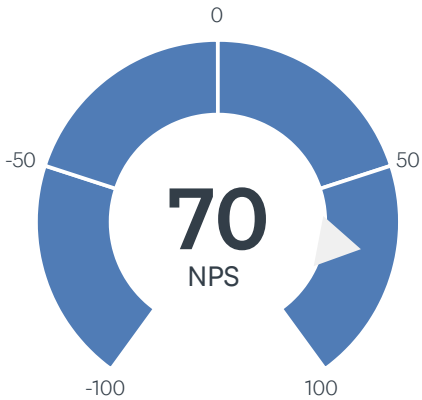


Q1 How likely is it that you would recommend Deca Energy to a friend or colleague?

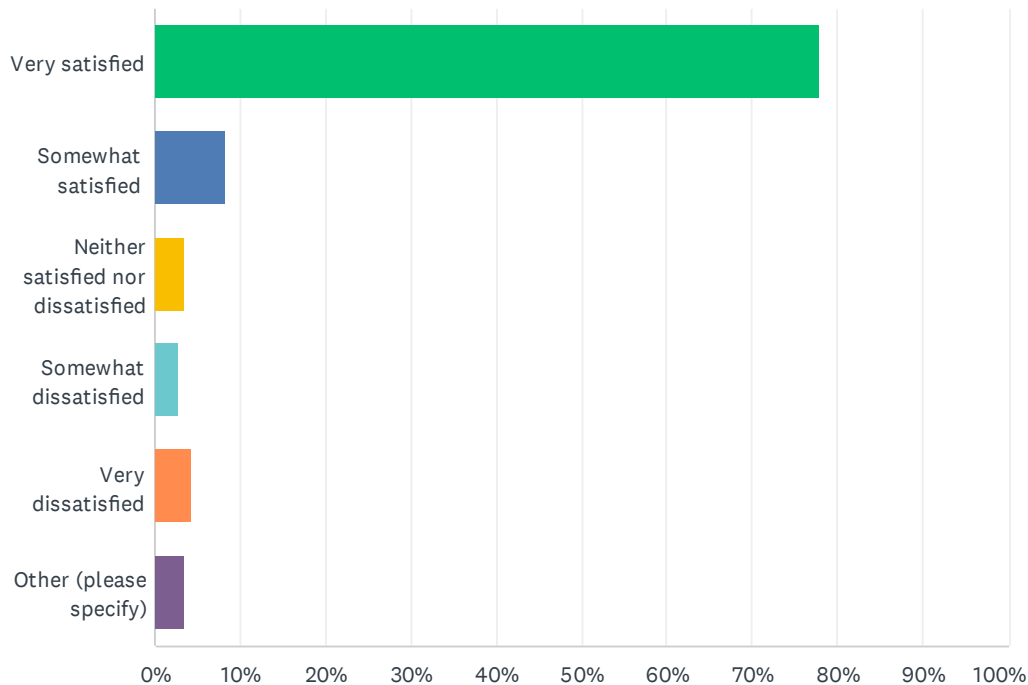
Answered: 150 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
8.67% 13	12.67% 19	78.67% 118	70

Q2 Overall, how satisfied are you with Deca Energy?

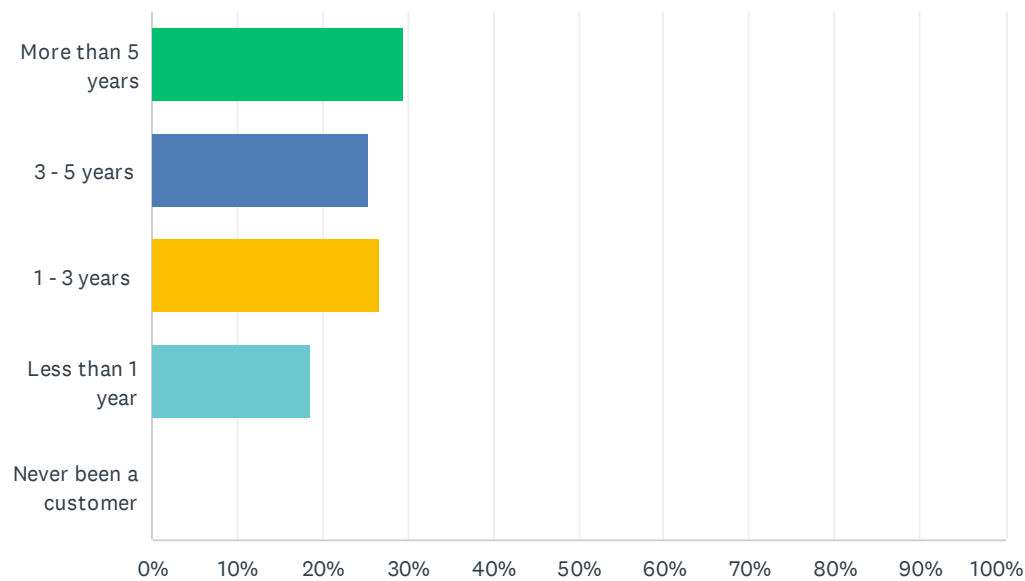
Answered: 144 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very satisfied	77.78%	112
Somewhat satisfied	8.33%	12
Neither satisfied nor dissatisfied	3.47%	5
Somewhat dissatisfied	2.78%	4
Very dissatisfied	4.17%	6
Other (please specify)	3.47%	5
TOTAL		144

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

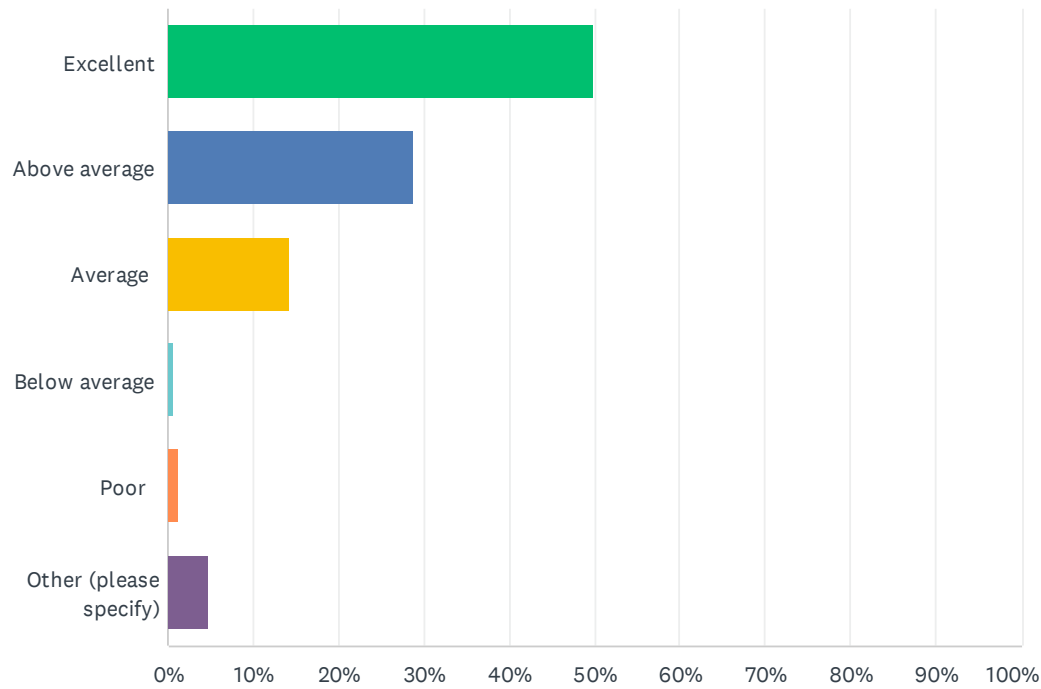
Answered: 146 Skipped: 4



ANSWER CHOICES	RESPONSES	
More than 5 years	29.45%	43
3 - 5 years	25.34%	37
1 - 3 years	26.71%	39
Less than 1 year	18.49%	27
Never been a customer	0.00%	0
TOTAL		146

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

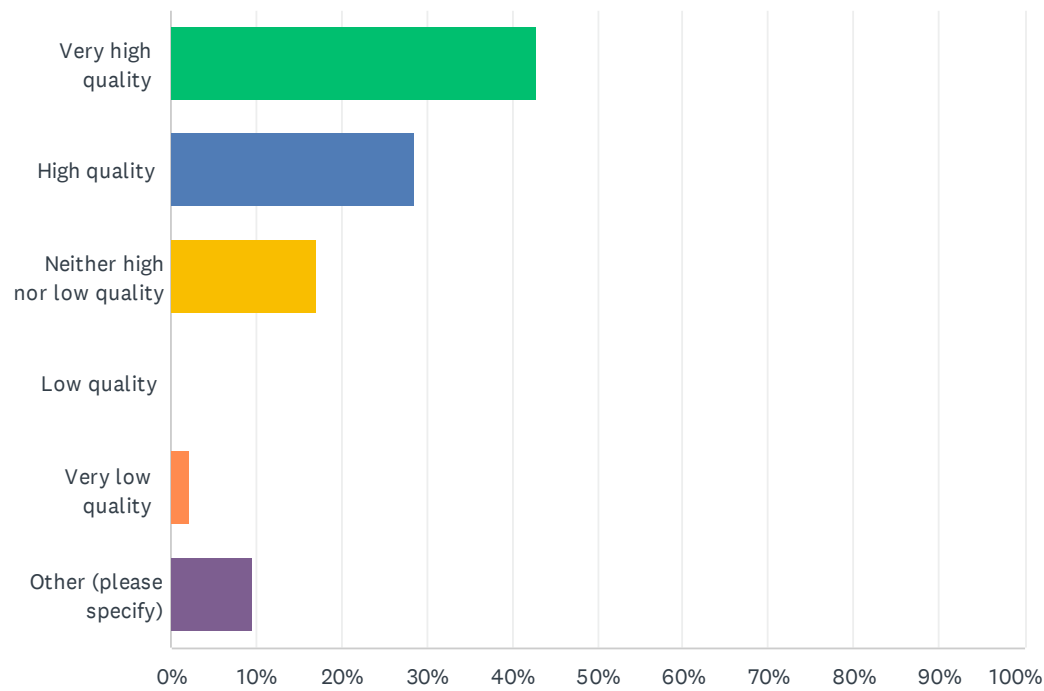
Answered: 146 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	73
Above average	28.77%	42
Average	14.38%	21
Below average	0.68%	1
Poor	1.37%	2
Other (please specify)	4.79%	7
TOTAL		146

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

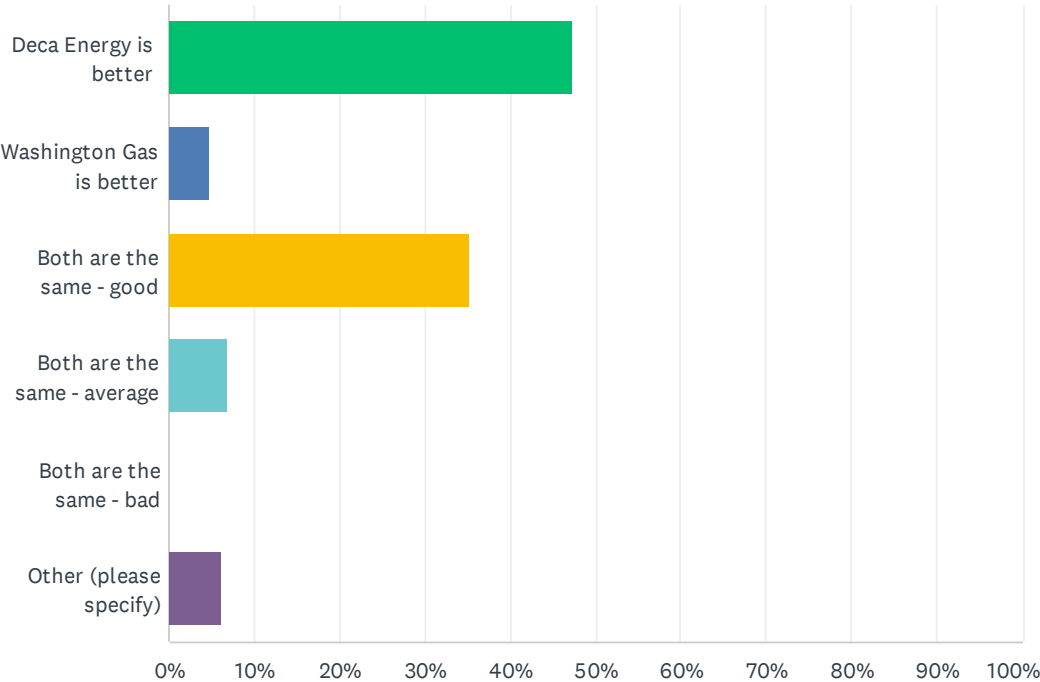
Answered: 147 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very high quality	42.86%	63
High quality	28.57%	42
Neither high nor low quality	17.01%	25
Low quality	0.00%	0
Very low quality	2.04%	3
Other (please specify)	9.52%	14
TOTAL		147

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

Answered: 148 Skipped: 2



ANSWER CHOICES	RESPONSES	
Deca Energy is better	47.30%	70
Washington Gas is better	4.73%	7
Both are the same - good	35.14%	52
Both are the same - average	6.76%	10
Both are the same - bad	0.00%	0
Other (please specify)	6.08%	9
TOTAL		148