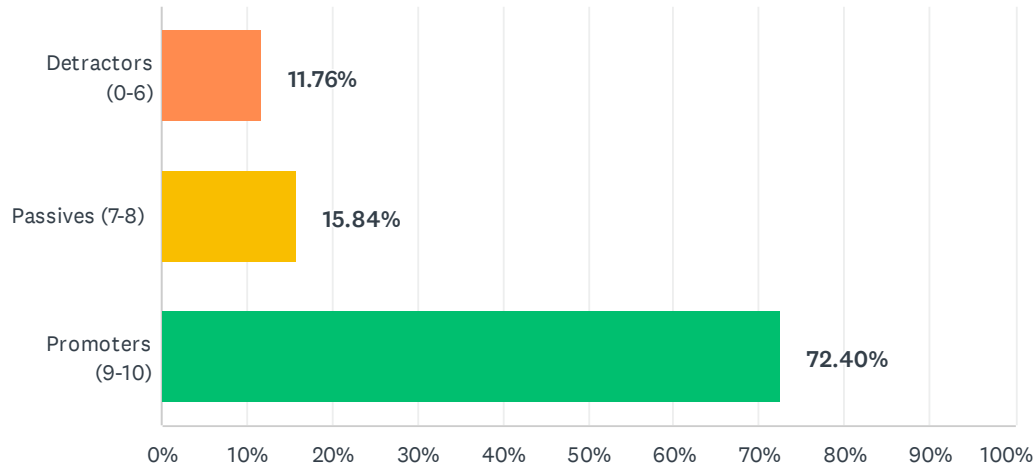


Q1 How likely is it that you would recommend Deca Energy to a friend or colleague?

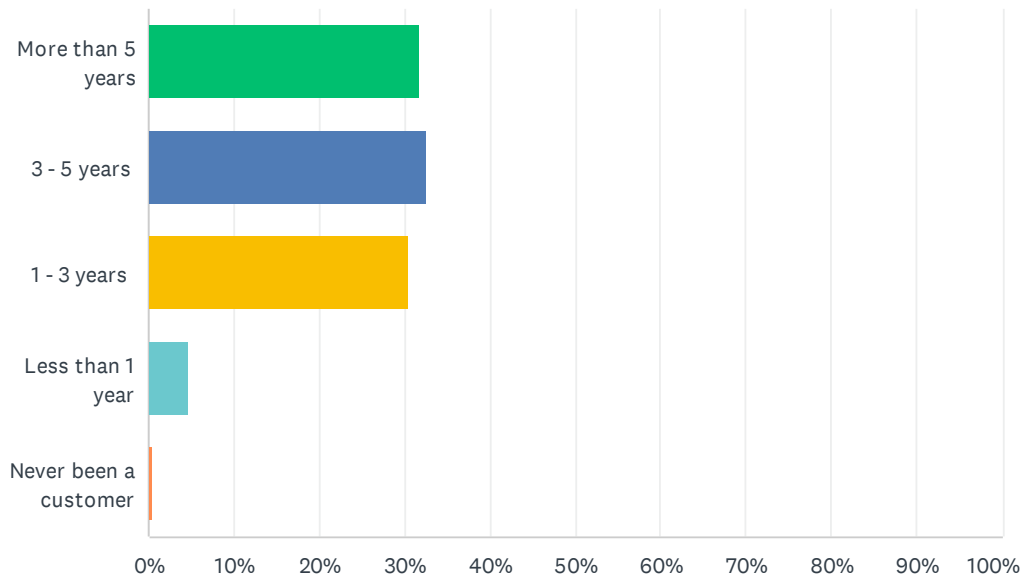
Answered: 221 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
11.76%	15.84%	72.40%	61
26	35	160	

Q2 How long have you been a customer of Deca Energy?

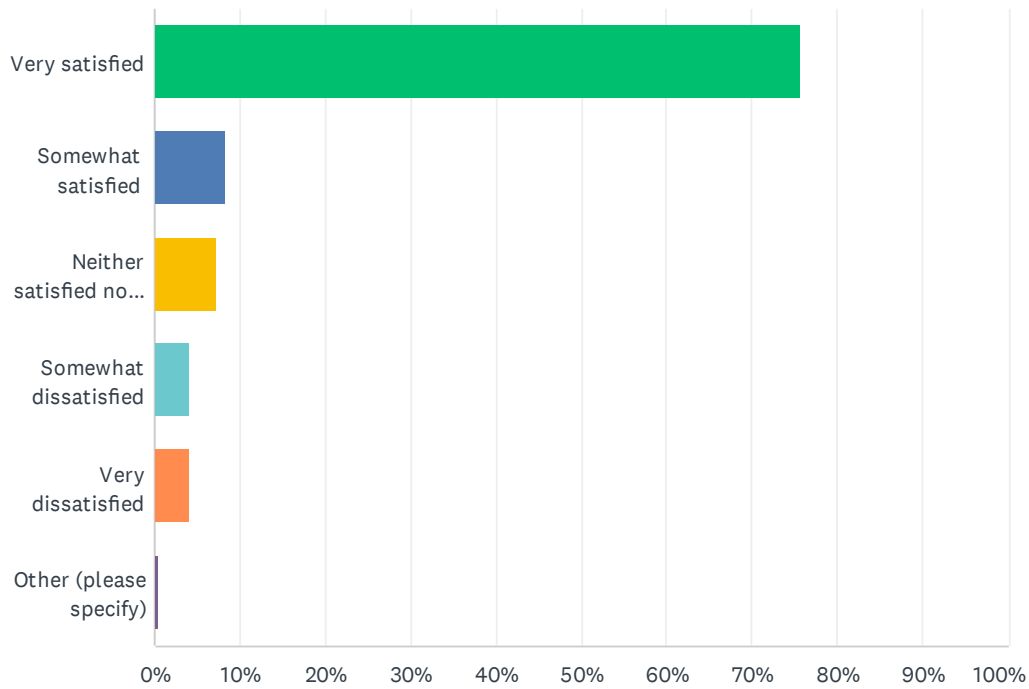
Answered: 217 Skipped: 4



ANSWER CHOICES	RESPONSES	
More than 5 years	31.80%	69
3 - 5 years	32.72%	71
1 - 3 years	30.41%	66
Less than 1 year	4.61%	10
Never been a customer	0.46%	1
TOTAL		217

Q3 Overall, how satisfied are you with Deca Energy?

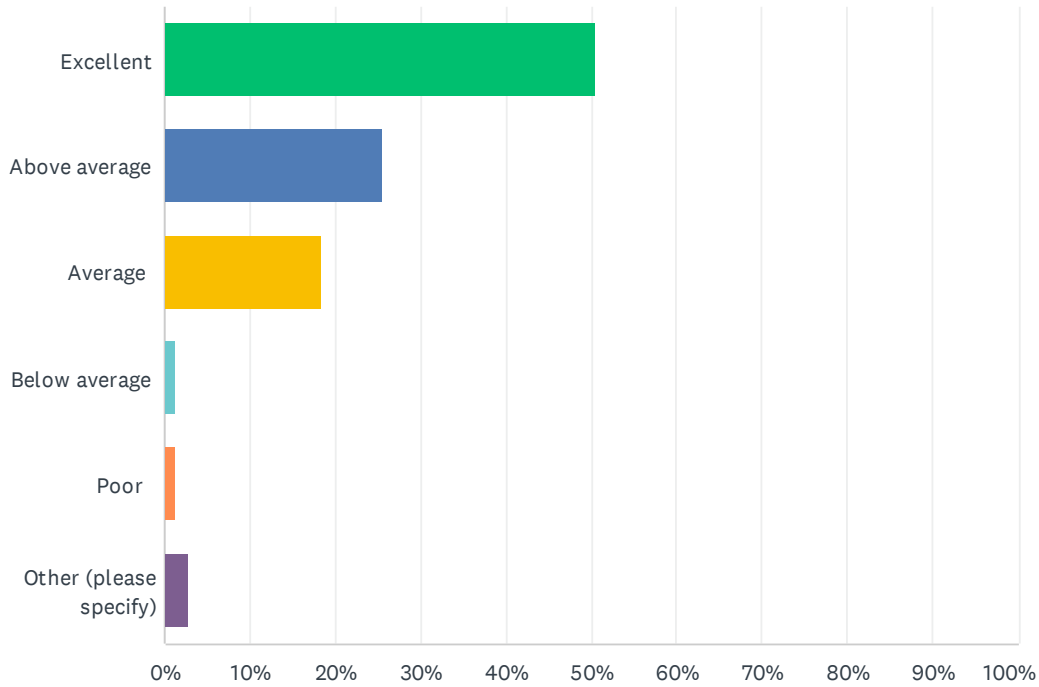
Answered: 219 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	75.80%	166
Somewhat satisfied	8.22%	18
Neither satisfied nor dissatisfied	7.31%	16
Somewhat dissatisfied	4.11%	9
Very dissatisfied	4.11%	9
Other (please specify)	0.46%	1
TOTAL		219

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

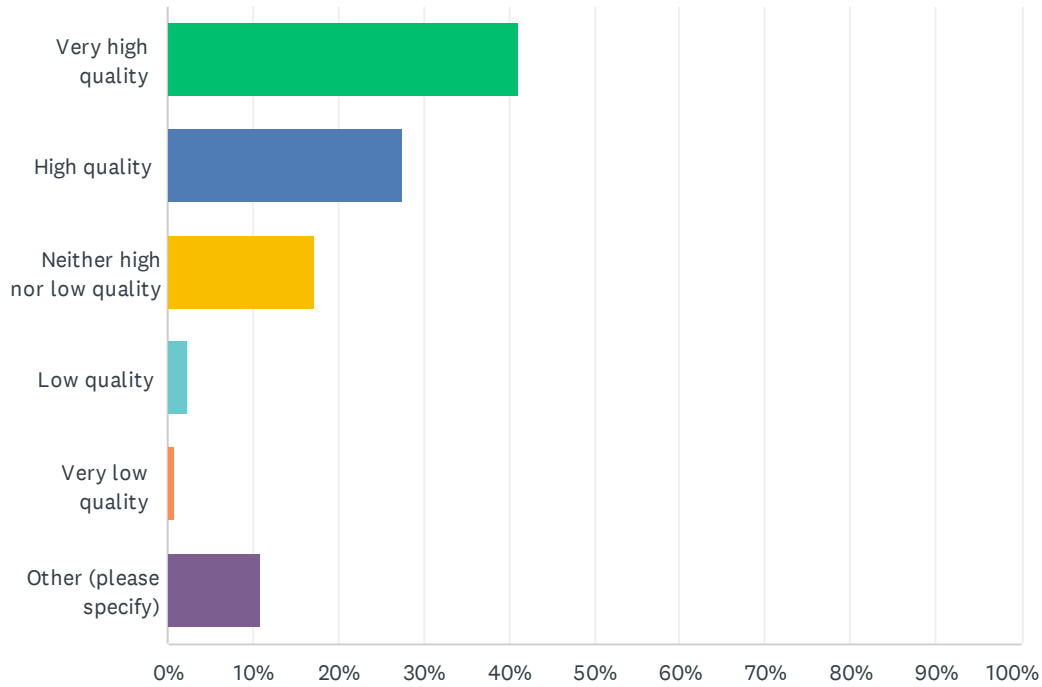
Answered: 218 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	50.46%	110
Above average	25.69%	56
Average	18.35%	40
Below average	1.38%	3
Poor	1.38%	3
Other (please specify)	2.75%	6
TOTAL		218

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

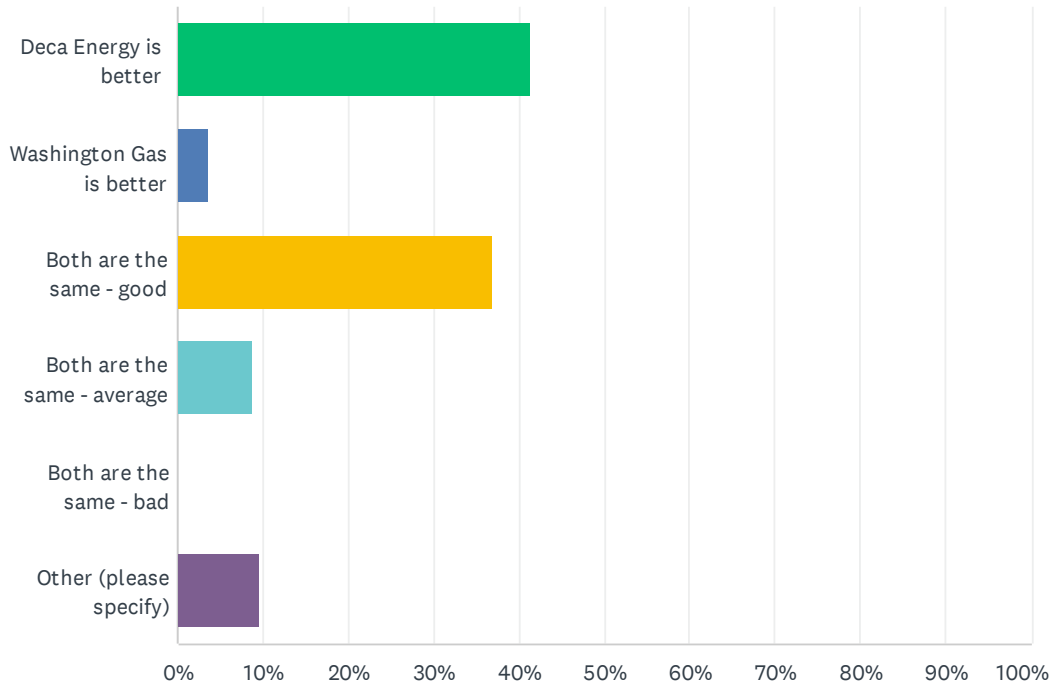
Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	41.18%	91
High quality	27.60%	61
Neither high nor low quality	17.19%	38
Low quality	2.26%	5
Very low quality	0.90%	2
Other (please specify)	10.86%	24
TOTAL		221

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

Answered: 220 Skipped: 1



ANSWER CHOICES	RESPONSES	
Deca Energy is better	41.36%	91
Washington Gas is better	3.64%	8
Both are the same - good	36.82%	81
Both are the same - average	8.64%	19
Both are the same - bad	0.00%	0
Other (please specify)	9.55%	21
TOTAL		220