

Questions on a scale of 1-5, 1 being poor or not likely, 5 being excellent or very likely

| | 1 | 2 | 3 | 4 | 5 | Total |
|--|-----|----|-----|-----|-----|-------|
| 2.) Please rate your overall satisfaction with the service you receive from DCEC. | 3 | 3 | 21 | 120 | 281 | 428 |
| 3.) DCEC is responsive to members' needs/concerns and conducts itself in a professional matter. | 4 | 6 | 29 | 119 | 268 | 426 |
| 4.) DCEC provides a good value to the co-op members. | 5 | 6 | 63 | 107 | 246 | 427 |
| 5.) DCEC is a good steward of the environment. | 4 | 7 | 69 | 133 | 213 | 426 |
| 6.) DCEC provides reliable electric service. | 3 | 4 | 35 | 133 | 251 | 426 |
| 9.) Lengthy DCEC power outages (more than 5 minutes) are infrequent. | 12 | 19 | 85 | 124 | 184 | 424 |
| 11.) How well do you think DCEC compares with the ideal utility company? | 4 | 10 | 73 | 176 | 161 | 424 |
| 12.) If you could choose from more than one electric company or organization how likely is it that it would be DCEC? | 7 | 7 | 48 | 99 | 264 | 425 |
| 13.) If you have had contact with DCEC's office personnel in the past 3 months, how would you rate your experience? | 3 | 4 | 75 | 83 | 243 | 408 |
| 15.) If you have had contact with DCEC's field personnel in the past 3 months, how would you rate your experience, using a scale of 1 to 5, 1 is poor and 5 is excellent? | 7 | 1 | 106 | 79 | 179 | 372 |
| 17.) How confident are you that DCEC's Board is well prepared to address future utility challenges? | 4 | 11 | 87 | 174 | 149 | 425 |
| 21.) How do you rate DCEC on informing and communicating with you as a member? | 5 | 7 | 66 | 170 | 178 | 426 |
| 22.) Being a member of a co-op that is owned by its members is important to me. | 6 | 4 | 55 | 94 | 267 | 426 |
| 23.) DCEC takes an active role in the community. | 4 | 4 | 82 | 153 | 172 | 415 |
| 24.) If DCEC offered on-bill financing with low interest rates how likely would you be to take advantage of on-bill financing to purchase energy efficient appliances such as hot water heaters, solar electric energy panels, geothermal heating/cooling, or energy efficiency improvements to your home? | 98 | 32 | 93 | 93 | 104 | 420 |
| 25.) If DCEC offered 20% reduced rates during off-peak hours, 10:00 p.m. – 6:00 a.m., as an incentive to lower your on peak energy usage, how likely are you to participate in a program by shifting energy usage to be during the off-peak hours? Please note that the program will require a higher daytime energy rate. | 133 | 44 | 80 | 60 | 105 | 422 |
| 26.) If DCEC's current sources of electricity are 90% renewable, how important is it to you for DCEC to increase its renewable energy purchases from 90% of the total closer to 100% of the total? | 42 | 19 | 109 | 120 | 126 | 416 |

| | | |
|---|------------------|--------------|
| 1.) Which of the following categories includes your age? | Responses | Total |
| Under 30 | 5 | |
| 31 - 45 | 53 | |
| 46 - 65 | 227 | |
| Over 65 | 144 | 429 |
| 7.) Which of the following is your preferred method of payment? | Responses | |
| Mail | 125 | |
| Online | 160 | |
| Automated Bank Draft (EFT) | 88 | |
| Credit/Debit Card/Check by Phone | 51 | 424 |
| 8.) Your experience with SmartHub online application to access information about your account including payments and usage has been | Responses | |
| A Poor Experience | 6 | |
| A Fair Experience | 33 | |
| A Good Experience | 141 | |
| An Excellent Experience | 66 | |
| I Have Not Used It | 175 | 421 |
| 10.) Compared to neighboring utilities, would you say your electric rates are higher, about the same or lower than other utilities? | Responses | |
| Higher | 37 | |
| About the Same | 165 | |
| Lower than Other Utilities | 222 | 424 |
| 18.) If you read the Catskill Hi-Line, DCEC's newsletter, what is your opinion of it? | Responses | |
| Don't Read It | 0 | |
| No Opinion | 54 | |
| Needs Improvement | 0 | |
| Somewhat Like It | 118 | |
| I Like It | 189 | 361 |
| 19.) If you do not read DCEC's newsletter please give a reason why. | Responses | |
| No Interest | 14 | |
| No Opinion | 1 | |
| No Time | 32 | |
| Other | 34 | 81 |
| 20.) Which of the following is your preferred method for DCEC to communicate important co-op business to you? | Responses | |
| Newsletter | 126 | |
| Bill Inserts | 60 | |
| Email | 212 | |
| Newspaper | 3 | |
| DCEC Website | 19 | |
| Social Media (i.e. facebook, twitter, etc.) | 5 | 425 |
| 27.) If DCEC had the opportunity to buy local renewable energy (i.e. solar, wind), how much more would you be willing to pay for that energy compared to what DCEC normally pays in the wholesale energy market? | Responses | |
| None | 208 | |
| Up to 5% More | 91 | |

| | | |
|--|------------------|------------|
| 10% More | 75 | |
| 20% More | 21 | |
| 30% More | 15 | 410 |
| 28.) Your most preferred way of reducing DCECs impact on our natural environment? | Responses | |
| Increase efficiency of energy use within my own service location | 60 | |
| Renewable energy production (i.e. solar, wind) at my own service location | 86 | |
| Renewable energy production (i.e. solar, wind) operated by DCEC not at my service location | 54 | |
| I don't have a preferred method | 216 | 416 |