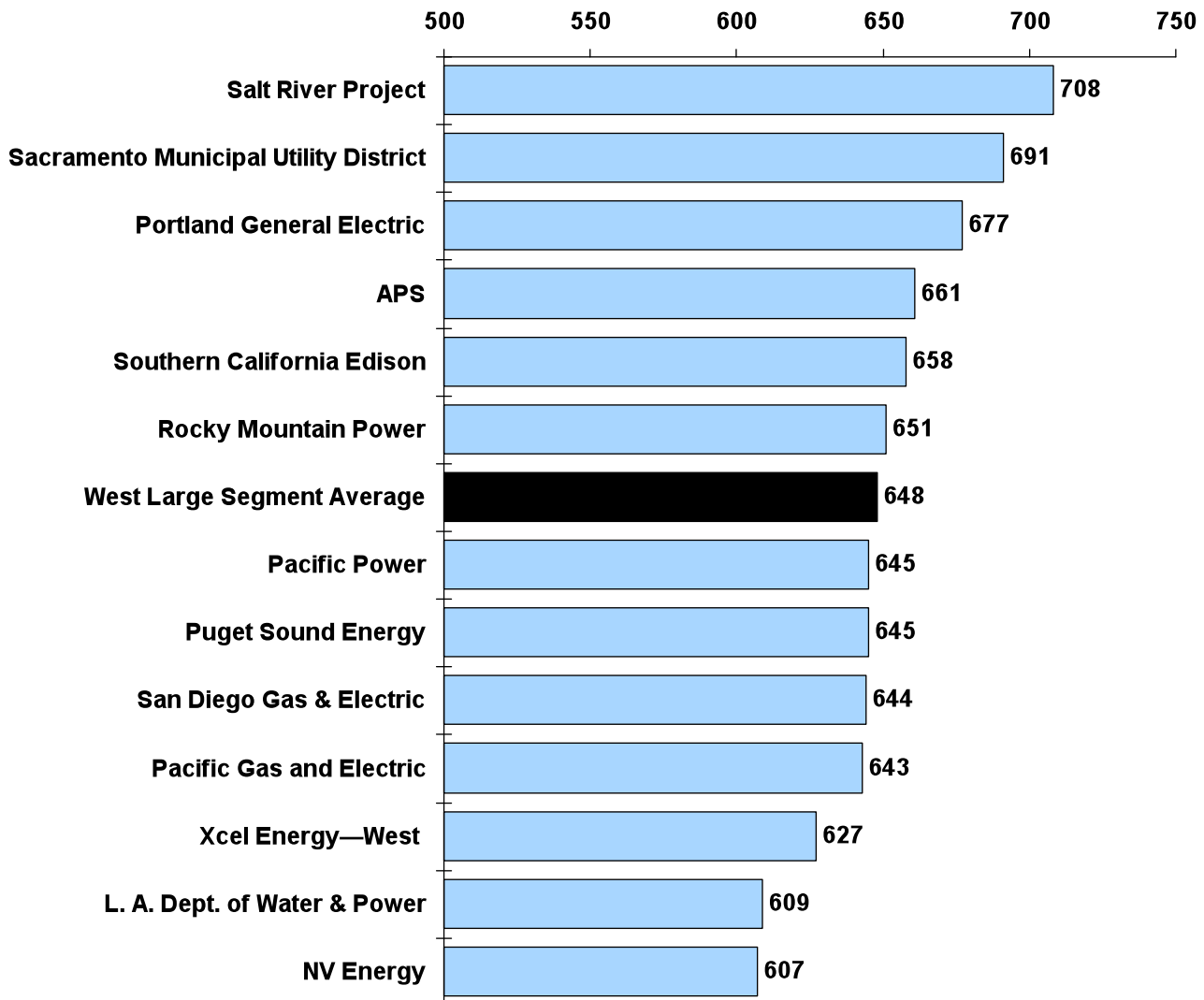


J.D. Power and Associates 2010 Electric Utility Residential Customer Satisfaction StudySM

Customer Satisfaction Index Ranking

West Region: Large Segment

(Based on a 1,000-point scale)



Source: J.D. Power and Associates 2010 Electric Utility Residential Customer Satisfaction StudySM

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