



Press Release

J.D. Power and Associates Reports: Among Residential Customers of Natural Gas Utilities, Satisfaction with Billing and Payment and Customer Service Improve Notably from 2010

CenterPoint Energy—Midwest; Citizens Gas; CPS Energy; Intermountain Gas Company; Metropolitan Utilities District; New Jersey Natural Gas; NSTAR Gas; PSNC Energy; and Southern California Gas Company Each Rank Highest in Residential Natural Gas Utility Customer Satisfaction

WESTLAKE VILLAGE, Calif.: 21 September 2011 — Although a sizable proportion of residential natural gas customers say their financial situation has worsened from 2010, satisfaction with billing and payment and customer service from gas utilities has improved, according to the J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction StudySM released today.

The study, now in its 10th year, measures residential customer satisfaction with gas utility companies across six factors (listed in order of importance): billing and payment; price; corporate citizenship; communications; customer service; and field service. Overall satisfaction with natural gas utility companies remains stable, averaging 627 on a 1,000-point scale in 2011, compared with 629 in 2010.

Nearly two in five gas utility customers (37%) indicate they are financially worse off in 2011, compared with 2010. Despite this, satisfaction with billing and payment and customer service from gas utility companies improves notably. Satisfaction with billing and payment increases to 718 in 2011 from 706 in 2010. Similarly, satisfaction with customer service improves to 720 in 2011 from 708 in 2010.

Within the billing factor, satisfaction has increased most with the usefulness of information on bills and the amount of time customers are given to pay their bill.

Within the customer service factor, satisfaction has improved most notably with the ease of navigating customer service phone systems and the promptness in speaking to a person.

“Even during tough economic times, when many of their customers are facing financial hardships, there are concrete actions that gas utilities can take to mitigate losses in satisfaction,” said John Hazen, senior director of the energy practice at J.D. Power and Associates. “Providing customers with the billing information they want in a format they can understand is vital, as is ensuring that payment timeline flexibility is offered to customers facing financial challenges. In addition, ensuring that customer service systems are easy to navigate and that customer service representatives are courteous and helpful are critical in keeping customers satisfied.”

The study ranks large and midsize utility companies in four geographic regions: East, Midwest, South and West. Companies in the midsize utility segments serve between 165,000 and 399,999 residential customers, while companies in the large utility segment serve 400,000 or more residential customers.

East Region

Among large utilities in the East region, New Jersey Natural Gas ranks highest for a third consecutive year. Following in the segment rankings are UGI Utilities and National Fuel Gas, respectively.

In the East region midsize utility segment, NSTAR Gas ranks highest, followed by Columbia Gas of Pennsylvania

and Yankee Gas, respectively.

Midwest Region

CenterPoint Energy—Midwest ranks highest among large utilities in the Midwest region, followed by MidAmerican Energy and Atmos Energy—Midwest, respectively.

Among midsize utilities in this region, Metropolitan Utilities District and Citizens Gas each rank highest in a tie. Metropolitan Utilities District ranks highest in the segment for a second consecutive year. Following in the segment rankings is Louisville Gas & Electric.

South Region

PSNC Energy ranks highest among large gas utility providers in the South region, followed by Oklahoma Natural Gas and Texas Gas Service.

Among midsize providers in this region, CPS Energy ranks highest for a second consecutive year. Following in the segment rankings is TECO Peoples Gas, while South Carolina Electric & Gas and Virginia Natural Gas rank third in a tie.

West Region

Southern California Gas Company ranks highest among large utilities in the West region. Following in the segment rankings are NW Natural and Questar Gas, respectively.

Among midsize providers in this region, Intermountain Gas Company ranks highest, followed by Colorado Springs Utilities and Avista.

The 2011 Gas Utility Residential Customer Satisfaction Study is based on more than 62,000 responses from residential customers of the 75 largest gas utilities across the continental United States. These utilities serve nearly 54 million households. The study was fielded between September 2010 and July 2011.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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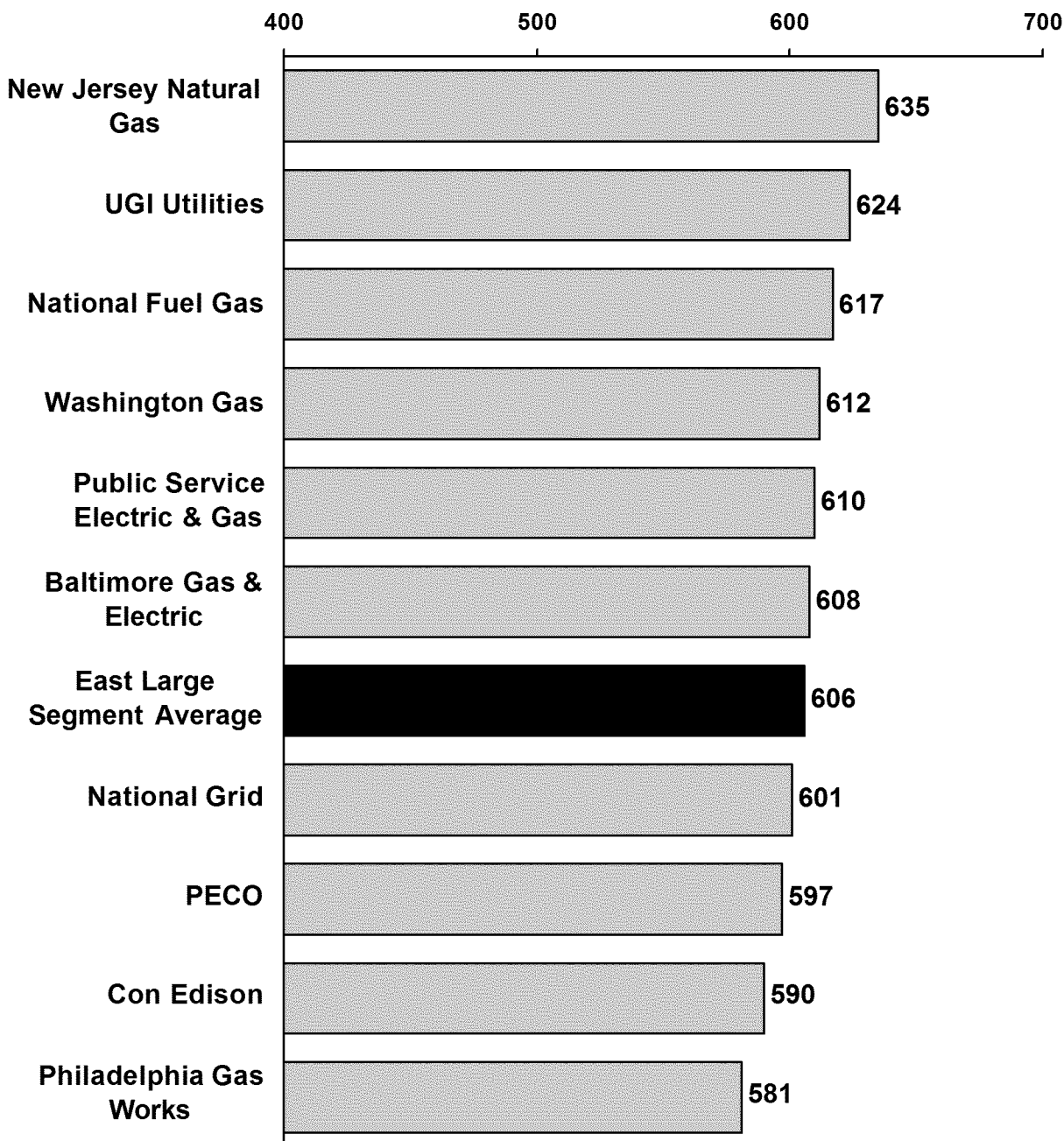
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NOTE: Eight charts follow.

J.D. Power and Associates SM 2011 Gas Utility Residential Customer Satisfaction Study

East Region: Large Segment (Based on a 1,000-point scale)

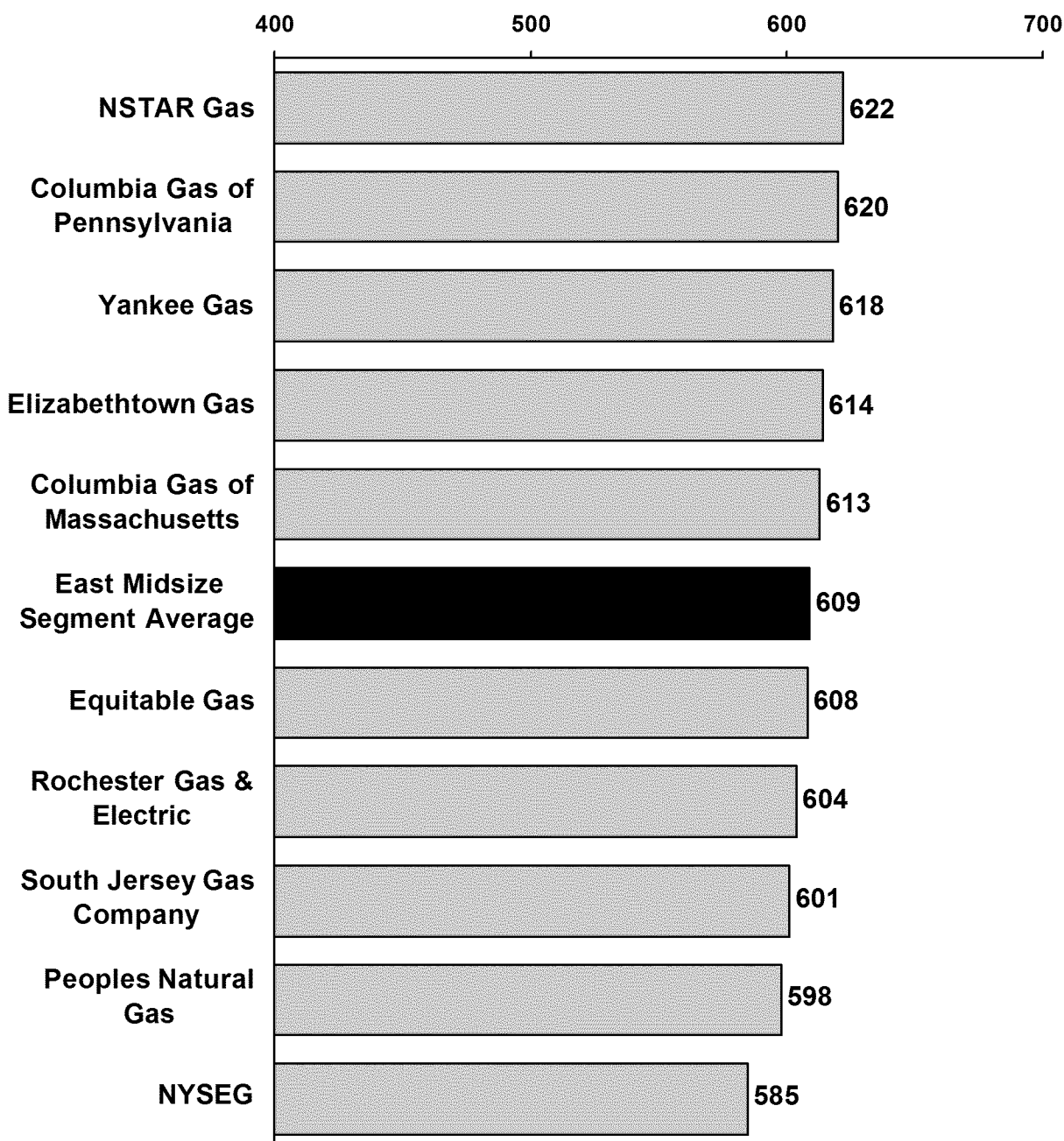


Source: J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction StudySM

Charts and graphs extracted from this press release must be accompanied by a statement identifying J.D. Power and Associates as the publisher and the J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction StudySM as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power and Associates survey results without the express prior written consent of J.D. Power and Associates.

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East Region: Midsize Segment (Based on a 1,000-point scale)



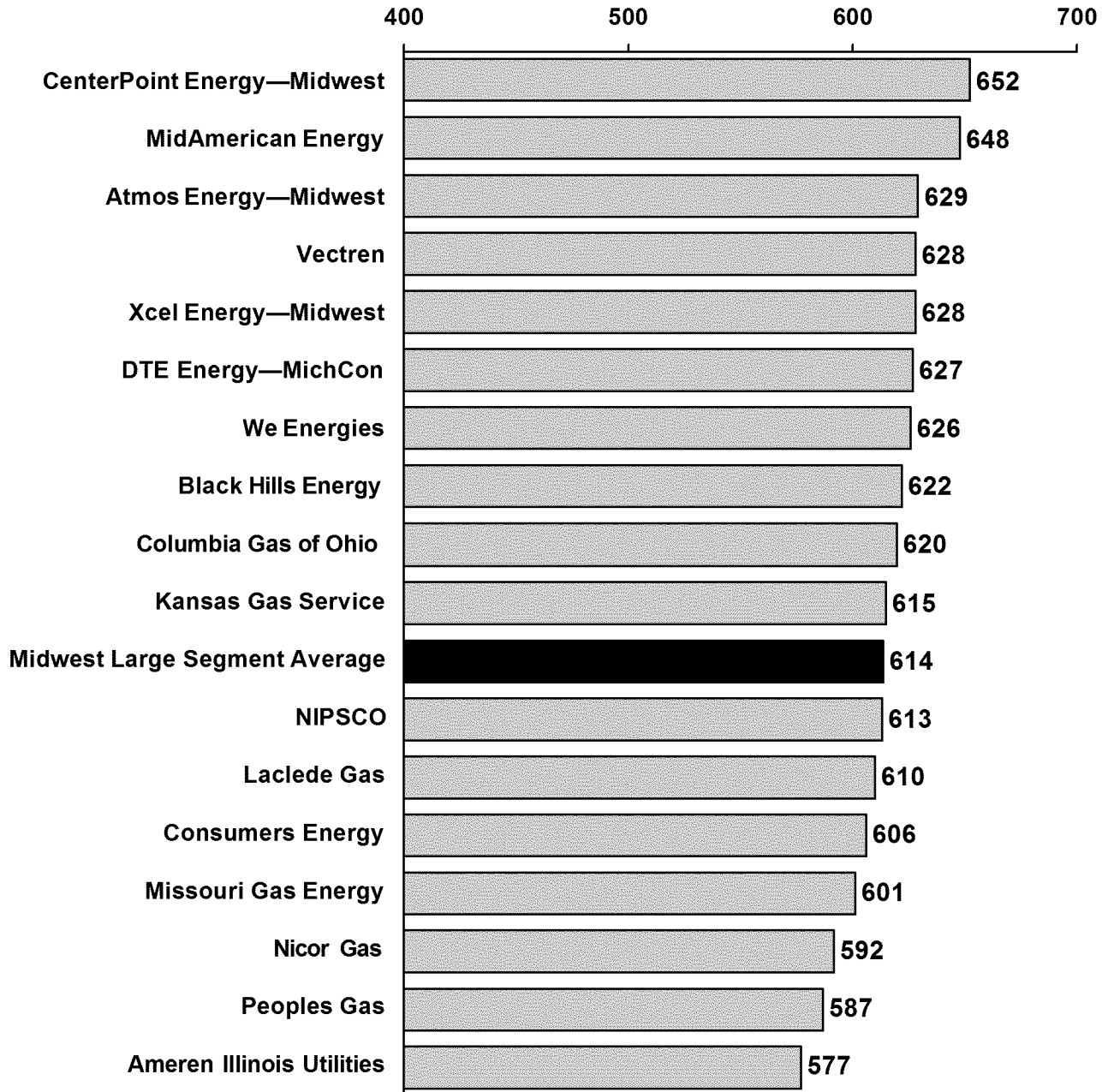
Source: J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction StudySM

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2011 Gas Utility Residential Customer Satisfaction Study

Midwest Region: Large Segment (Based on a 1,000-point scale)



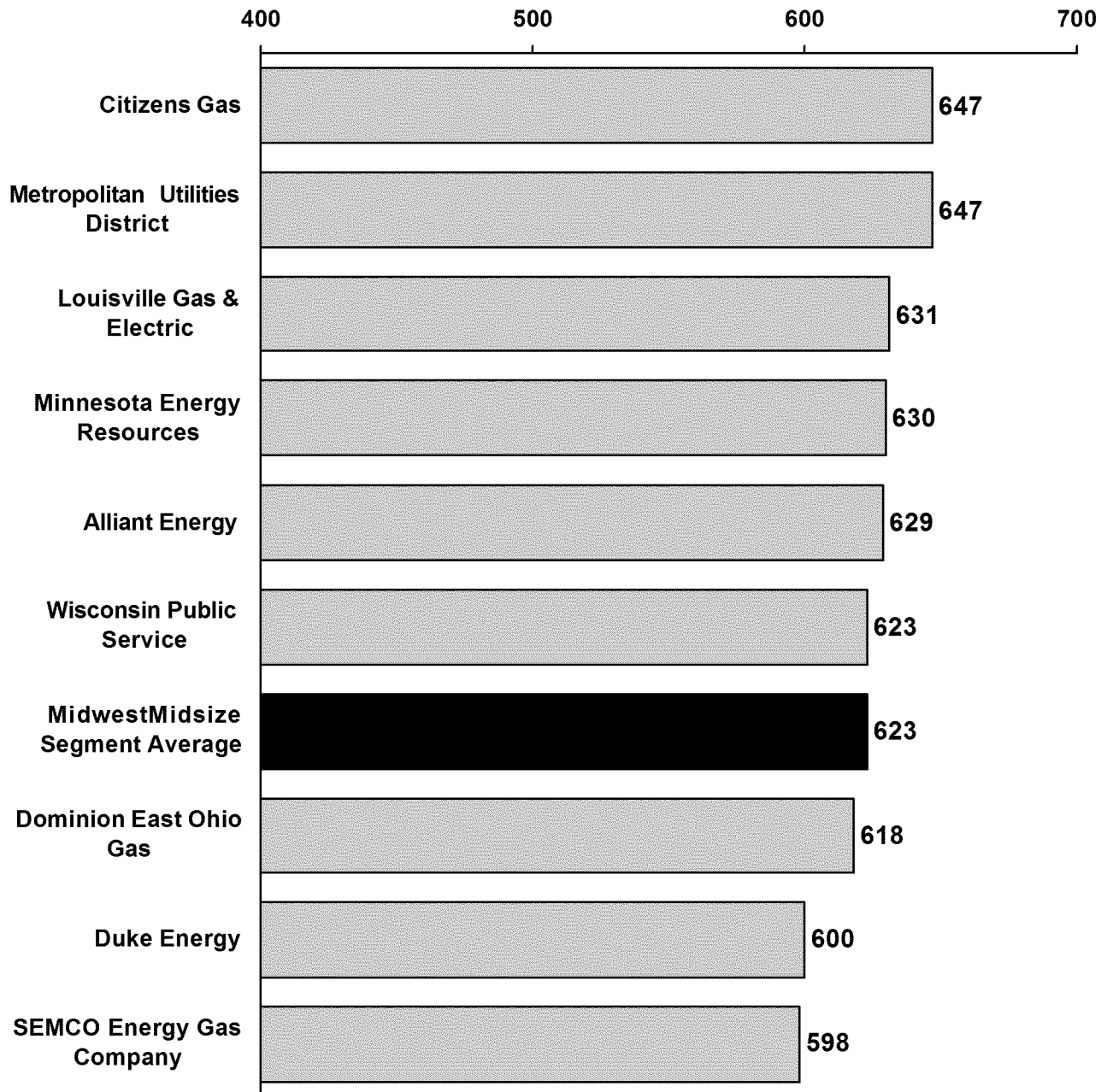
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Midwest Region: Midsize Segment

(Based on a 1,000-point scale)



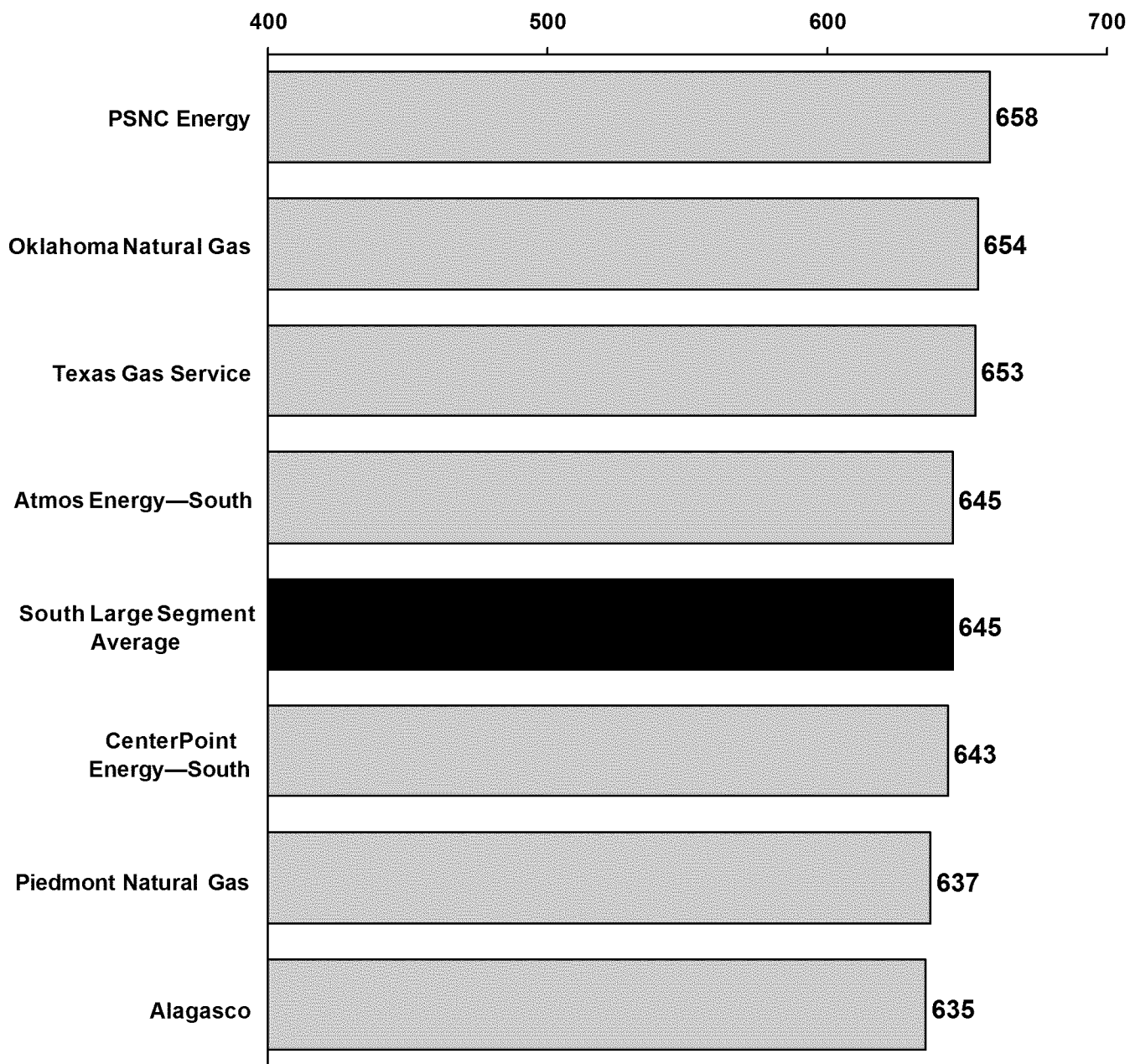
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South Region: Large Segment

(Based on a 1,000-point scale)



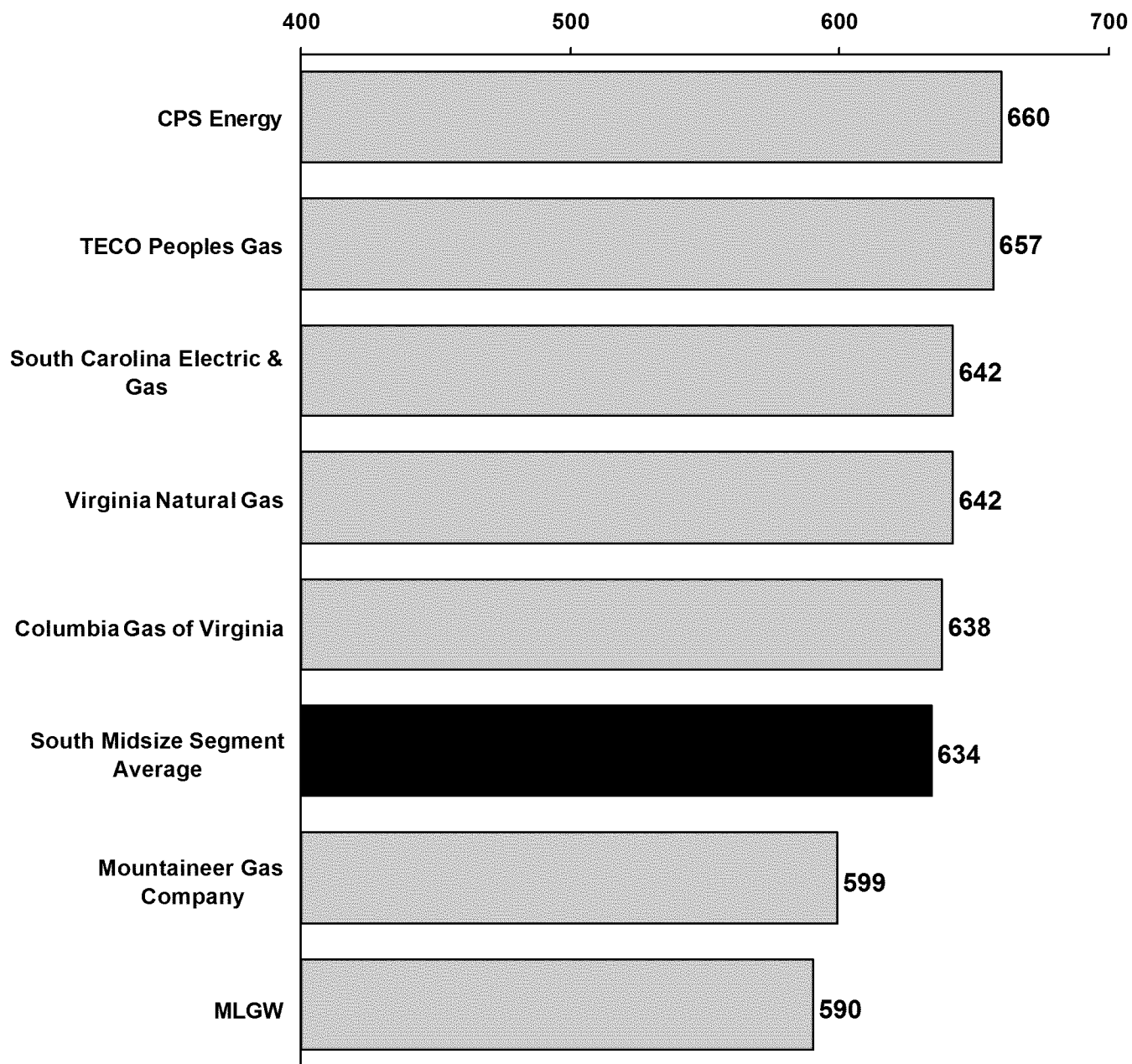
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South Region: Midsize Segment

(Based on a 1,000-point scale)



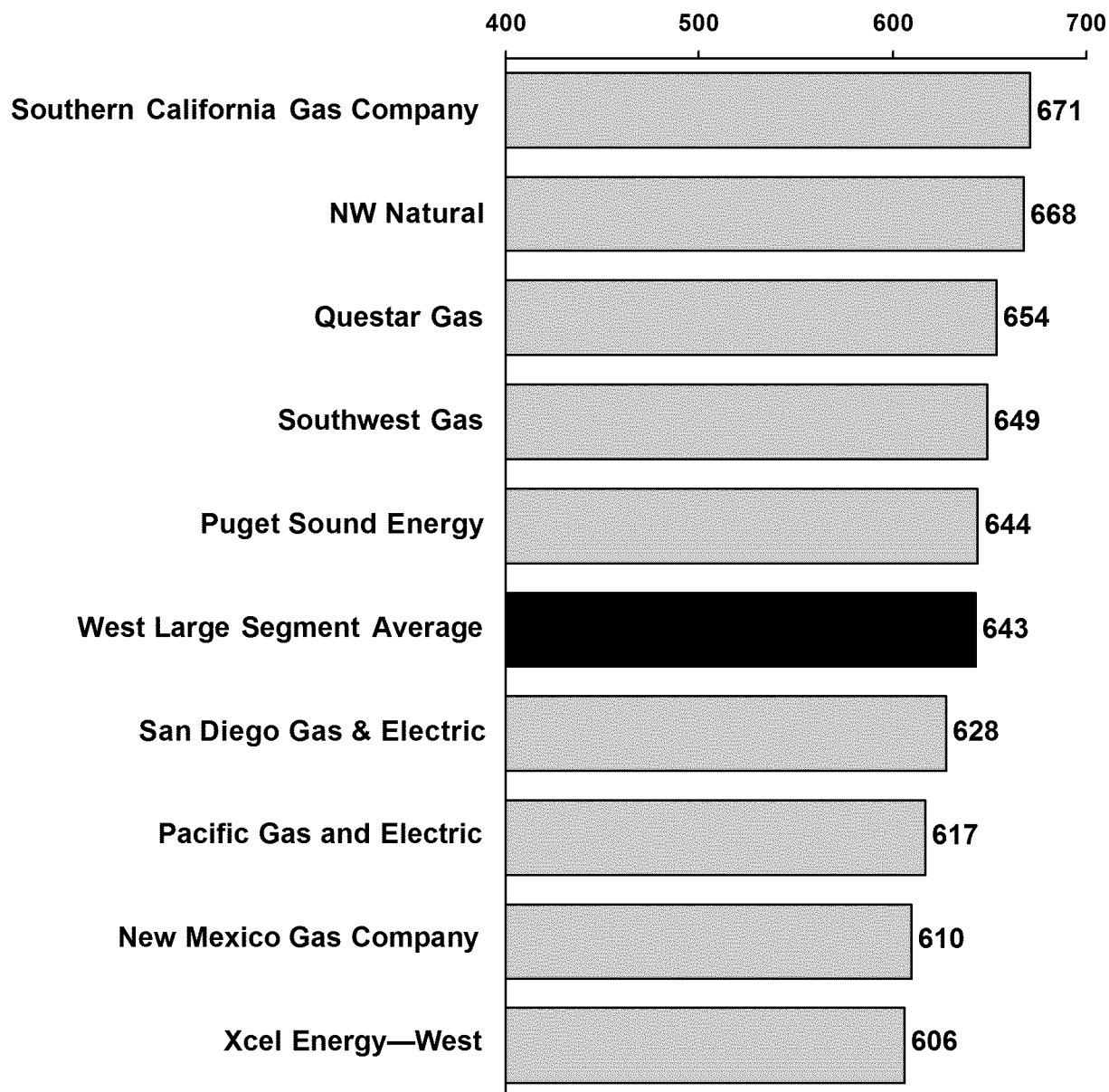
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West Region: Large Segment

(Based on a 1,000-point scale)



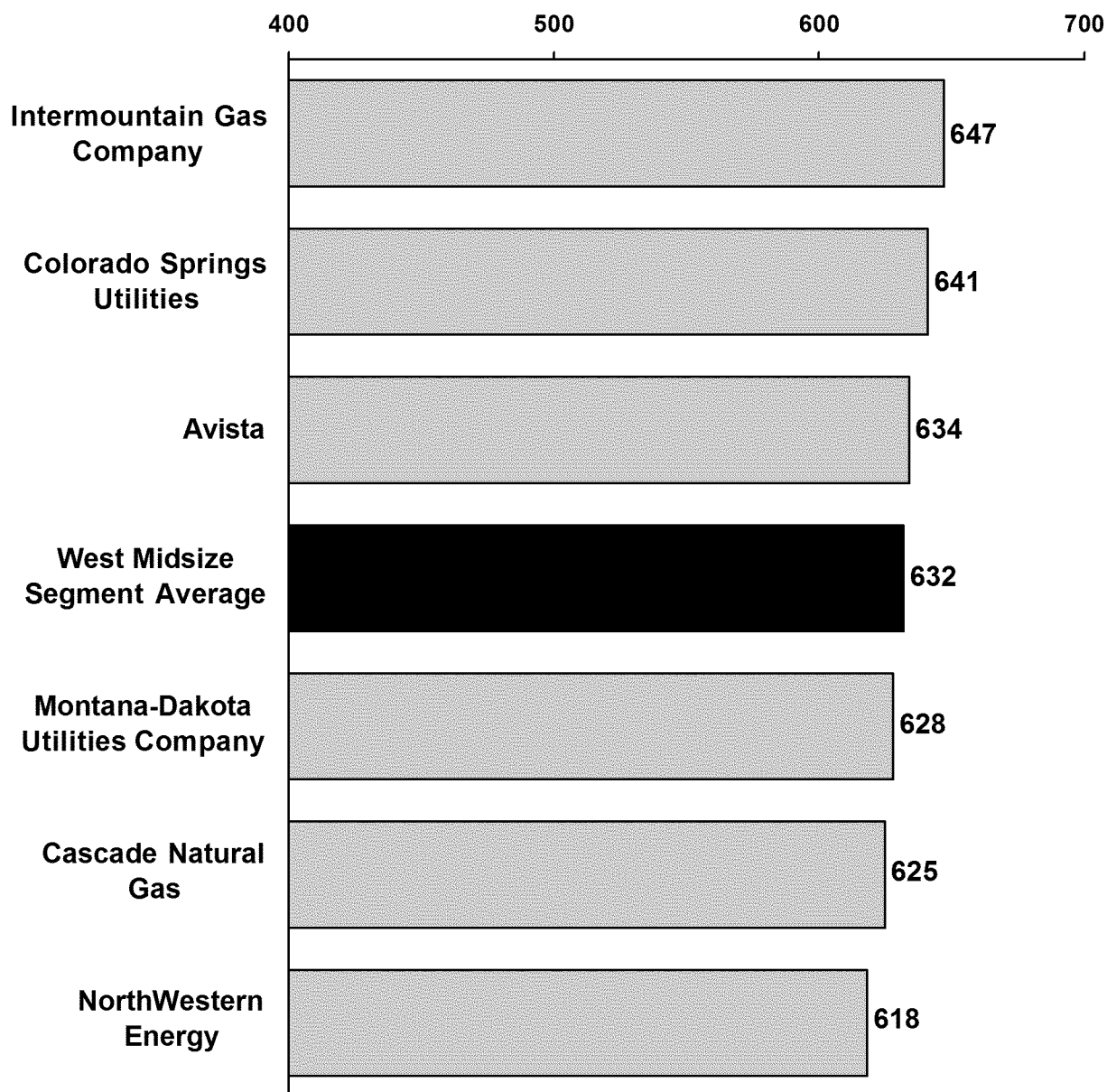
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West Region: Midsize Segment

(Based on a 1,000-point scale)



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