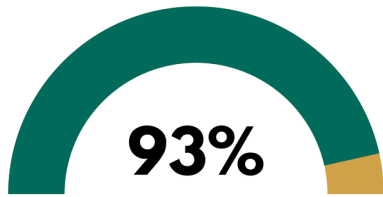




# 2023 SURVEY

## CUSTOMER SATISFACTION & OPINION



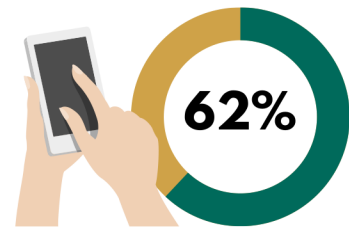
### NET-POSITIVE SCORE

92.7% of survey respondents (12.3% Advocate + 29.2% Loyal + 51.2% Satisfied) had a net-positive rating for Stowe Electric compared with the national average of 80.2% for public power utilities.



### SUPPORT PUBLIC POWER

79.4% said community ownership of the utility is important. SED is responsive to customer concerns (58.2%), makes the best decisions for the community (54.4%), and provides reliable service (51.2%)



### PREFER TEXTING

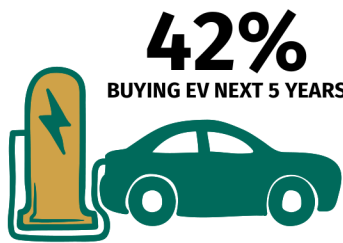
61.7% of customers indicated they would prefer to receive emergency communications via text. Stowe Electric is launching a new billing and outage management system in Oct. 2023 that will offer texting.



### OUTAGE RESTORATION

95.1%\* of customers who reported experiencing a power outage in the past year said the amount of time to restore power was acceptable. 58.5% found SED's outage communication acceptable.

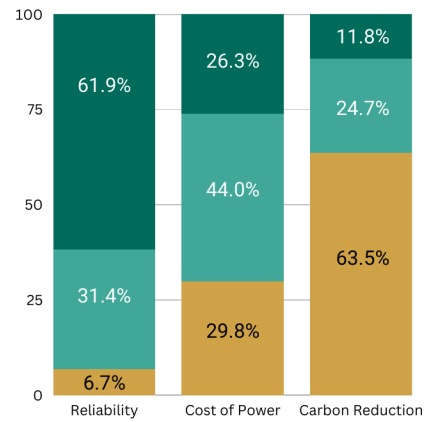
\*Excludes "Don't Know" responses



### BUYING EV NEXT 5 YEARS

### ELECTRIC VEHICLE ADOPTION

41.6% say they plan to purchase an electric vehicle in the next 5 years (5.9% in the next year + 35.7% in 2-5 years). An additional 27.6% anticipated purchasing an EV more than five years from now.



### CUSTOMER PRIORITY RANKING

■ 1st ■ 2nd ■ 3rd