



# 2015

## CUSTOMER SATISFACTION SURVEY REPORT



Prepared by



## TABLE OF CONTENTS

	<u>PAGE</u>
Overview	4
Highlights and Conclusions	6
Top Line Results	8
Word Cloud	##
 <b>QUESTION-BY-QUESTION</b>	 13
<b>VERSION 1 – (Mailed and online)</b>	
Q1. I think customer service is better since JPUD took over two and a half years ago.	##
Q2. I think that the previous provider was more responsive to customer problems than JPUD is today.	##
Q3. Overall, I think electric service is better since JPUD took over two and a half years ago.	##
Q4. Service reliability is less important than the lowest possible rates.	##
Q5. JPUD needs to have more community involvement to show that it cares about its customers.	##
Q6. JPUD does a good job communicating with its customers.	##
Q7. In general, JPUD management (JPUD Commissioners and management) is not doing a very good job.	##
Q8. JPUD should increase assistance to low-income customers.	##
Q9. JPUD should invest now in new technologies such as broadband, community solar power, and electric vehicle chargers.	##
 <b>VERSION 2 – (Mailed)</b>	
Q1. I think customer service was better before JPUD took over two and a half years ago.	##
Q2. I think that JPUD is more responsive to customer problems than the previous provider.	##
Q3. Overall, I think electric service is worse since JPUD took over two and a half years ago.	##
Q4. Service reliability is more important than the lowest possible rates.	##
Q5. JPUD has shown it cares about its customers by community involvement.	##
Q6. JPUD needs to do a better job communicating with its customers.	##
Q7. In general, JPUD management (JPUD Commissioners and management) is doing a very good job.	##
Q8. JPUD should increase assistance to low-income customers.	##
Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers.	##
 <b>APPENDIX A (Verbatim Responses)</b>	 52
<b>APPENDIX B (Questionnaire)</b>	72

## OVERVIEW

Jefferson County PUD contracted with SDS Research to conduct an annual survey of customers to rate the overall service provided by JPUD, as well as additional electric service and community issues. This report summarizes these findings. This survey is the first conducted by SDS Research for Jefferson County PUD.

SDS developed the questionnaire based on consultation with DTC management. To meet the research objectives, SDS invited customers from a database of about 18,000 provided by JPUD to take the survey via post mail. In the letter provided with a copy of the survey, customers were also invited to use a link to an online version of the survey. SDS received a total of 3,448 responses; 3,309 by post mail and 139 via online:

<b>Total Completed Surveys 2015</b>	
<b>BY MAIL</b>	<b>3,309</b>
<b>ONLINE</b>	<b>139</b>
<b>TOTAL</b>	<b>3,448</b>

		<b>Frequency</b>	<b>Percent</b>
<b>Version</b>	<b>1</b>	1742	50.5
	<b>2</b>	1706	49.5
	<b>Total</b>	3448	100.0

The confidence level for this survey is 95%, with a margin of error of  $\pm 1.5\%$  for the combined data. The results presented here from the sample of 3,448 can be applied to the entire group from which the names were selected with confidence that the results would be within 1.5% if all of those in the group had answered the survey questions.

Following this **Overview** are **Top-line Results** including **Highlights and Conclusions**. Next is a **Question-by-question Analysis** of the survey results, including a bar chart and cross-tabulation table; verbatim analysis follows the question-by-question. Following the verbatim analysis are the **Appendices**, which contain all verbatim comments and the questionnaire used in conducting this survey.

## **Net Positive Index (NPI)**

The NPI is the difference between combined *top box* and combined *bottom box* responses plus 100. This index gives an indication of the most satisfied versus the least satisfied customers.

In SDS' experience, customers who select a 5 response (*Top Box*) for general satisfaction questions have had some experience or interaction that has motivated a more defined, positive perception. These customers are much more likely to demonstrate short and long-term loyalty to their service provider, due to the level of their satisfaction. Respondents who select the 4 response may not be dissatisfied, but neither are they likely to demonstrate loyalty, while respondents who select a response of 1-3 (*Bottom Box*) frequently have had some event or experience that has driven their perception to a lower level.

In short, an NPI above 100 means that more respondents selected a Top Box response than selected a Bottom Box response, while an NPI below 100 means the opposite – there were more Bottom Box responses than Top Box responses.

By focusing on the net difference between the most satisfied and least satisfied customers, the NPI shows in one number the entire range of responses to each question.

\*Adding 100 eliminates negative NPI's and facilitates comparisons where scales may differ.

For a 5-point scale, the equation is  $[5 - (3:1)] + 100 = NPI$ .

## ***Highlights and Conclusions***

The following are survey highlights and general conclusions developed by SDS Research for the 2015 JPUD Survey. These highlights and conclusions are subjective. They are intended to provide analysis and interpretation of the survey results, including trends as well as areas that appear to be respondent “hot buttons.” JPUD will no doubt find additional insight and priorities in reviewing the results of the survey.

1. The most often given response (modal score) for both versions of the survey is 3. All questions in both versions share this dynamic except for question 4 and question 9. There are a large number of comments relating to the difficulty of comparing rates and service (Q4), most explaining that both are necessary and important. Many respondents believe that the new technology investment question (Q9) should have been divided by topic to record differing opinions of the choices.
2. SDS has never done a survey where the distribution of responses is so heavily focused on middle ratings. The number of strongly agree and strongly disagree responses are very limited for all questions, meaning that respondents were either confused or had no defined opinion of the issue. The NPI scores, therefore, are all below 100 for every question. This is the only survey in our history without a single NPI above 100.
3. We view the verbatim comments (qualitative input) as more valuable than the quantitative data for this survey. There are more than 100 pages of comments found in Appendix A of this report. We have analyzed these comments by content and tone. The classification by tone is found immediately following the tables in the Top-line Results section of this report. The content analysis is found by questionnaire version in the Question-by-Question section.
4. The issue most often referenced in the comments is rates and billing, with the preponderance of responses dealing with perceived higher rates since the takeover and billing glitches that are being corrected.
5. Another heavily commented area involves the level of satisfaction with JPUD, including improving operations and appreciation for what is being done.
6. The number of outages, including response time and communication, is an area of respondent concern.
7. Customer service is viewed by many to have improved since the takeover, while others have a somewhat more negative view of customer service and employee interactions.

### ***Highlights and Conclusions (Continued)***

8. The survey is questioned by many respondents. Wording of questions, the way the survey was done, and the cost are all issues addressed.
9. Tree trimming is regularly addressed, with most respondents feeling that better trimming of trees will help reduce the number of outages.
10. The management of the PUD is also listed as one of the concerns of many respondents, as well as the phone system and outage reporting.
11. While there are a huge number of verbatim comments to evaluate, SDS Research recommends a careful review of our analysis as well as the individual comments in Appendix A. JPUD will gain great understanding of what is important to customers by focusing on this input.
12. SDS Research is available to help with the implementation of any of the above recommendations.

## Top-line Results

Listed from highest to lowest NPI:

Ratings – Version 1				
	5	4	3+2+1	NPI 2015
Q9. JPUD should invest now in new technologies such as broadband, community solar power, and electric vehicle chargers.	22	26	52	<b>71</b>
Q8. JPUD should increase assistance to low-income customers.	16	22	62	<b>54</b>
Q6. JPUD does a good job communicating with its customers.	9	27	54	<b>45</b>
Q5. JPUD needs to have more community involvement to show that it cares about its customers.	11	22	68	<b>43</b>
Q2. I think that the previous provider was more responsive to customer problems than JPUD is today.	12	14	74	<b>39</b>
Q1. I think customer service is better since JPUD took over two and a half years ago.	11	16	73	<b>38</b>
Q3. Overall, I think electric service is better since JPUD took over two and a half years ago.	9	17	74	<b>35</b>
Q7. In general, JPUD management (JPUD Commissioners and management) is not doing a very good job.	8	14	78	<b>30</b>
Q4. Service reliability is less important than the lowest possible rates.	7	15	78	<b>29</b>
<b>Average</b>	<b>12</b>	<b>19</b>	<b>68</b>	<b>43</b>

All numbers in tables are percentages rounded to the nearest whole number.

**Top-Line Results (Continued)**

Listed from highest to lowest NPI:

<b>Ratings – Version 2</b>				
	<b>5</b>	<b>4</b>	<b>3+2+1</b>	<b>NPI 2015</b>
<b>Q8. JPUD should increase assistance to low-income customers.</b>	19	30	51	<b>68</b>
<b>Q4. Service reliability is more important than the lowest possible rates.</b>	15	38	47	<b>67</b>
<b>Q6. JPUD needs to do a better job communicating with its customers.</b>	19	23	58	<b>61</b>
<b>Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers.</b>	16	12	72	<b>44</b>
<b>Q1. I think customer service was better before JPUD took over two and a half years ago.</b>	15	13	72	<b>43</b>
<b>Q7. In general, JPUD management (JPUD Commissioners and management) is doing a very good job.</b>	6	29	64	<b>42</b>
<b>Q5. JPUD has shown it cares about its customers by community involvement.</b>	7	22	71	<b>35</b>
<b>Q3. Overall, I think electric service is worse since JPUD took over two and a half years ago.</b>	12	10	78	<b>34</b>
<b>Q2. I think that JPUD is more responsive to customer problems than the previous provider.</b>	7	17	77	<b>30</b>
<b>Average</b>	<b>13</b>	<b>22</b>	<b>66</b>	<b>47</b>

All numbers in tables are percentages rounded to the nearest whole number.

## VERBATIM COMMENTS - CLASSIFICATION BY TONE

Comments have been analyzed based on content as well as tone. This analysis considers whether the comment was Positive, Negative, or Neutral in nature. Some comments include characteristics of both positive and negative. If there is not a preponderance of one or the other, the comment is categorized as neutral. Neutral also includes suggestions that respondents have made as well as no opinion expressed due to length of service time.

### **VERSION 1**

There are 807 comments for Version 1. The following chart shows the number and percentage of each classification:

<b>Classification Analysis (Version 1)</b>				
CLASSIFICATION	POSITIVE	NEGATIVE	NEUTRAL	TOTAL
NUMBER OF RESPONSES	175	327	305	807
PERCENT OF TOTAL	21.7%	40.5%	37.8%	100%

Representative comments for each classification are listed below to help the reader feel the overall tone of the comments received.

#### POSITIVE

- JeffCo PUD staff have been very courteous and helpful when I have called.
- My electric service has been reliable; customer service has always been helpful and friendly.
- Many thanks to the linemen who are out there daily, and in the aftermath of the windstorms they do their job admirably.
- Good job! Glad company is owned locally!!
- Overall the service is much better now, than in the beginning. We seem to have fewer power outages. Customer service has gotten much friendlier and efficient.
- Happy to have a community-centered, community-driven utility!
- Customer service has improved since the takeover. We have had fewer power outages and repair time is much quicker.
- I believe JPUD is better now than a year ago. Customer service is 100% better. The emergency response teams did great during our last storm. I followed crews on Twitter which was a great way to stay informed during power outage.
- There have been no serious challenges so far. Service has been good – rates are pretty good, and I like the fact they're local and billing procedures have improved. Overall very good.
- Service reliability is very important – good job on restoring service after 29 Aug windstorm. Keep up the good work.

## NEGATIVE

- There is no economy in poor service or unreliability. The system must be kept in top shape. I have no confidence this is the case.
- During power outages, the customer service staff is indifferent, unhelpful and callous to customers. They have no valid or helpful information about the outage.
- Communication is one area that I strongly feel needs improvement. I'm still waiting for a callback re: a rebate question.
- Please improve your after-hours voicemail – when I have called to get status on a power outage, the response is “this mailbox is full”. No way to communicate – this is very frustrating.
- This survey is worded strangely with the double negatives – it is misleading.
- Been here 25 years and since PUD took over there have been way more outages and it has taken much longer to restore power, not too happy with the length of outages.
- Service is not better, in fact it's worse since we became a PUD and my bills (not my usage) have increased dramatically. Why so much more costly?
- The bland could care less tone of voice on the phone is unnecessary! One calling in says good morning. Silence, then says why calling and gets minimal response with unfriendly attitude.
- We have had more power outages since JPUD took over and the response and communication about the outages is much worse.
- I voted against the takeover. Since then, I'm aware of how much the rates have increased without significant improvement in service, reliability or customer service.

## NEUTRAL

- I moved to the area in 2015 so don't have any basis for the comparison questions.
- Billing cycle should be standardized to one calendar month.
- When there is an outage, I wish we could speak to an actual person to get details.
- It would be nice if they would provide light bulb recycle bins around town.
- Our experience has been entirely positive. However, the degree of dissatisfaction in the community indicates some failure to communicate.
- The rotating billing needs to go to one set time a month for everyone. Not change around!
- There has been no significant change in service since JPUD took over from PSE – no extended power outages.
- Service has been better than expected (I had very low expectations). Still waiting for billing system that has any information for people on the budget plan.

NEUTRAL (continued)

- Clearly, I have no informed opinion about much of this. My use is not great. I can afford my bill. I've not experienced any trouble. Some power outages in the winter, but they are brief.
- I am not in favor of increasing low-income assistance; they need to prove to me they require it. If they are wasting electricity because they get a break on their bill we are not encouraging a smart use of our resource.

**VERSION 2**

There are 855 comments for Version 2. The following chart shows the number and percentage of each classification:

Classification Analysis (Version 2)				
CLASSIFICATION	POSITIVE	NEGATIVE	NEUTRAL	TOTAL
NUMBER OF RESPONSES	176	322	357	855
PERCENT OF TOTAL	20.6%	37.7%	41.7%	100%

Representative comments for each classification are listed below to help the reader feel the overall tone of the comments received.

POSITIVE

- My experience has been wonderful with PUD. They have been out in the middle of the night, in the rain, fixing our power. And they've improved service by adding a new line. Only good things to say about their customer service.
- They have been very helpful and efficient with my numerous power outages due to old buried cable which has been partially replaced.
- I've been satisfied from the beginning of the take over and feel confident the PUD is doing a good job. Storm response has been very good.
- I've had several experiences with PUD and their response and service has been nothing short of fantastic. I couldn't have asked for anything better!!
- I appreciate the lightbulb give-a-ways. The people in the office are always courteous and efficient.
- Good response to power outages in rural areas. My rates are actually lower than with PSE. Would like to see info on overall financial picture.
- I am very happy with my service. I realize investing in new technologies is an expensive undertaking – but it's the right thing to do and is the future! Thank you.
- Excellent customer service when I've called with billing inquiries and once with storm outage. Hang in there!
- Very good caring people! Common sense not corporate script readers.
- I am in favor of a community-owned utility and am pleased by the changes and look forward to more locally generated power.

## NEGATIVE

- Response time for outages is abysmal. Have had far more outages in two and a half years than ten previous years. JPUD ignores tree trimming requests in rural areas, endangering properties and lives due to trees in high power lines.
- My major complaint is that individual employees are not good about returning phone calls when I've left messages.
- Paying for enough so called "low income" families that are a drain on the community resources and only lead to more "touchy feel good" projects that lead to more costs.
- Our rates are still too high. JPUD is breaking its promise of lower cost that lured us away from PSE.
- The billing system change was a confusing nightmare. Help to figure it out was awful. And threats to cut off service when we were trying to get the payments to work was not appreciated.
- Phrasing of some of the above questions could be better – they are leading questions – not neutral. Very poor questionnaire design if you want good/real data.
- The PUD really shot itself in the foot when it aggressively went after folks who didn't or couldn't pay on time. Also, the assertion it could not set aside funds to assist low-income customers did not jibe with caring about the community.
- The PUD's billing system regarding residential solar production is absolutely terrible. It is not possible to examine my bill and easily understand what was used, what was fed back into the grid, and what is the balance of credits in my solar generated bank.
- Power outage frequency is unacceptable and communication during outages is very poor!
- I am on the autopay budget plan but I cannot tell by my bill where I stand. I don't know whether I am ahead, behind or whether I owe or have a positive balance.

## NEUTRAL

- Need to be able to have automatic monthly payments from credit card or bank account.
- We need access to broadband in rural areas, and investment in new technologies will benefit us all in the long term – both economically and environmentally.
- I think staff effort to improve service is beginning to show consistency – if was not my choice to change from PSE to PUD.
- Actually I can't tell the difference – the juice keeps flowing.
- It's too early to make a judgement. My location has been being upgraded since the takeover; this is good and looking forward to better reliability.

NEUTRAL (continued)

- I did not vote for the PUD service because I was perfectly happy with PSE. I like having a local server actually and see no difference so that's why I put neutral on most statements. Really, no complaints.
- Initially, I experienced very poor customer service and additionally had billing problems. I have at this point had no recent problems with either. Keep improving, it is appreciated!
- I chose neutral on most items because I have very little concrete knowledge of how the PUD is functioning.
- I haven't had any issues since JPUD took over which is how a utility company should be – silent and reliable.
- Some of the personnel have been very nice; some others have been very rude. How about some Monday morning meetings to learn about phone manners and customer relations?

VERBATIM COMMENTS – CLASSIFICATION BY CONTENT

Analysis of verbatim comments by content is found in the Question-by-question section for each version.

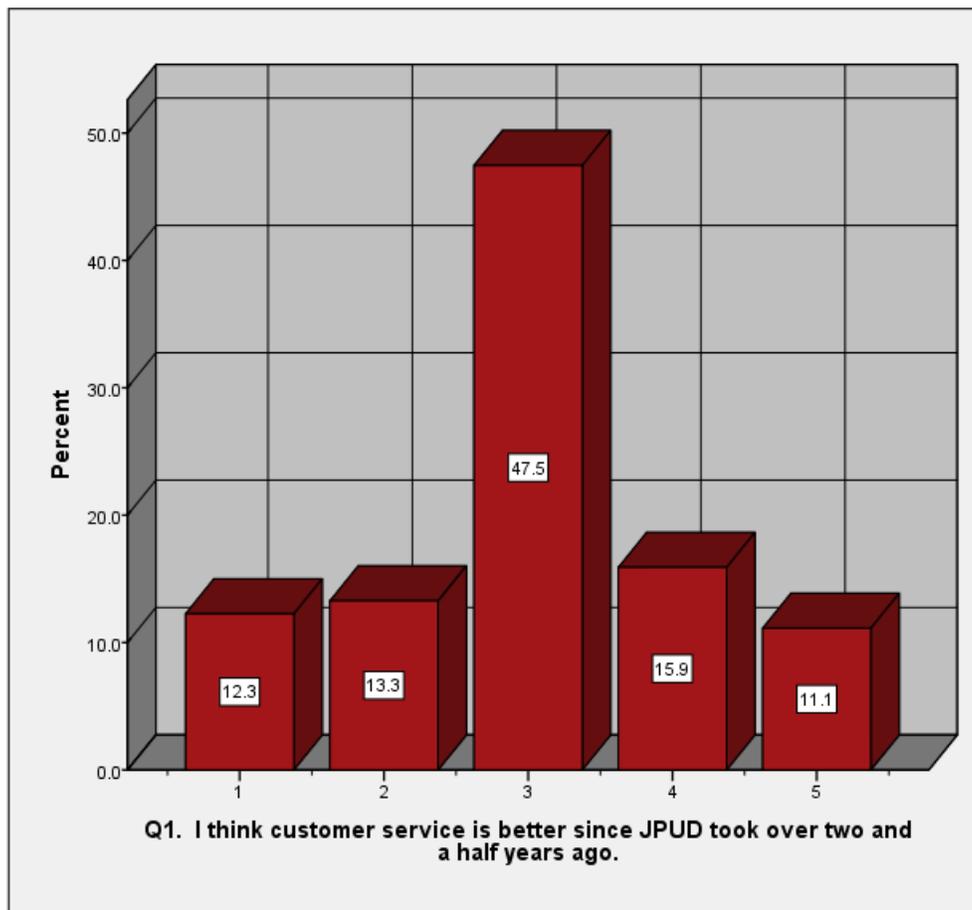


# QUESTION-BY-QUESTION

**VERSION 1**

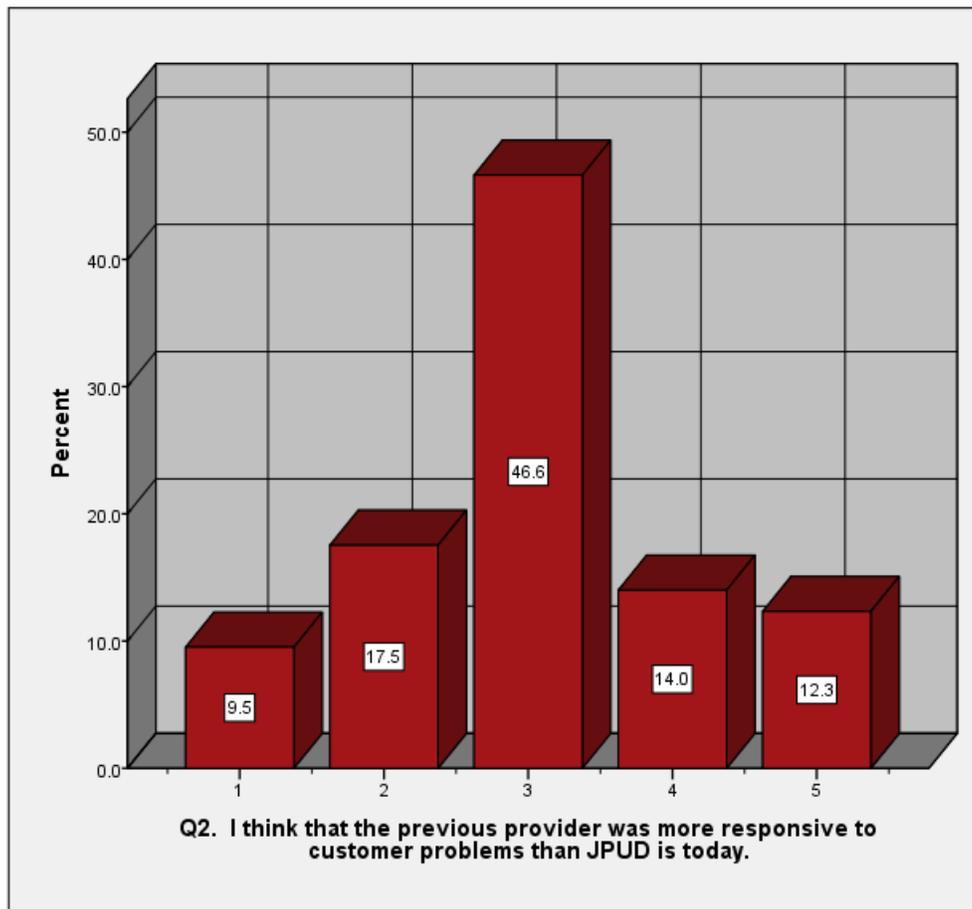
**Q1. I think customer service is better since JPUD took over two and a half years ago.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	205	5.9	12.3	12.3
	2	222	6.4	13.3	25.5
	3	794	23.0	47.5	73.0
	4	266	7.7	15.9	88.9
	5	186	5.4	11.1	100.0
	<b>Total</b>	1673	48.5	100.0	
Missing	System	1775	51.5		
	<b>Total</b>	3448	100.0		



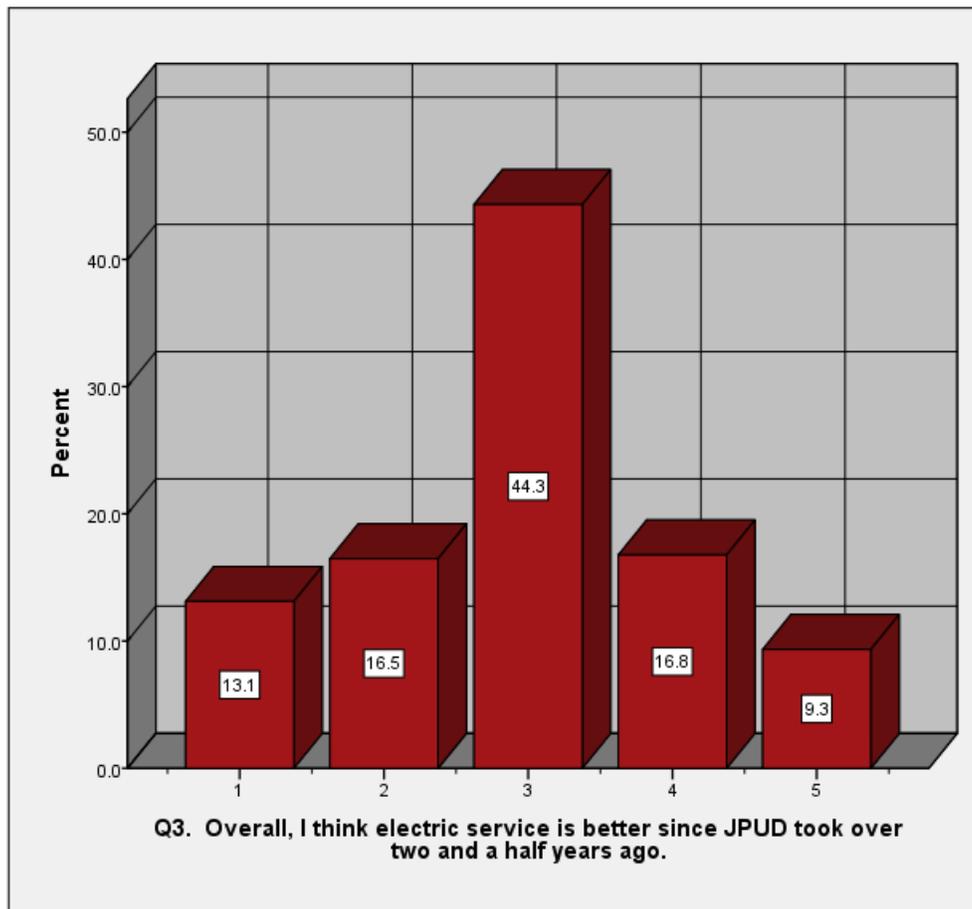
**Q2. I think that the previous provider was more responsive to customer problems than JPUD is today.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	159	4.6	9.5	9.5
	<b>2</b>	293	8.5	17.5	27.0
	<b>3</b>	779	22.6	46.6	73.7
	<b>4</b>	234	6.8	14.0	87.7
	<b>5</b>	206	6.0	12.3	100.0
	<b>Total</b>		1671	48.5	100.0
<b>Missing</b>	<b>System</b>	1777	51.5		
<b>Total</b>		3448	100.0		



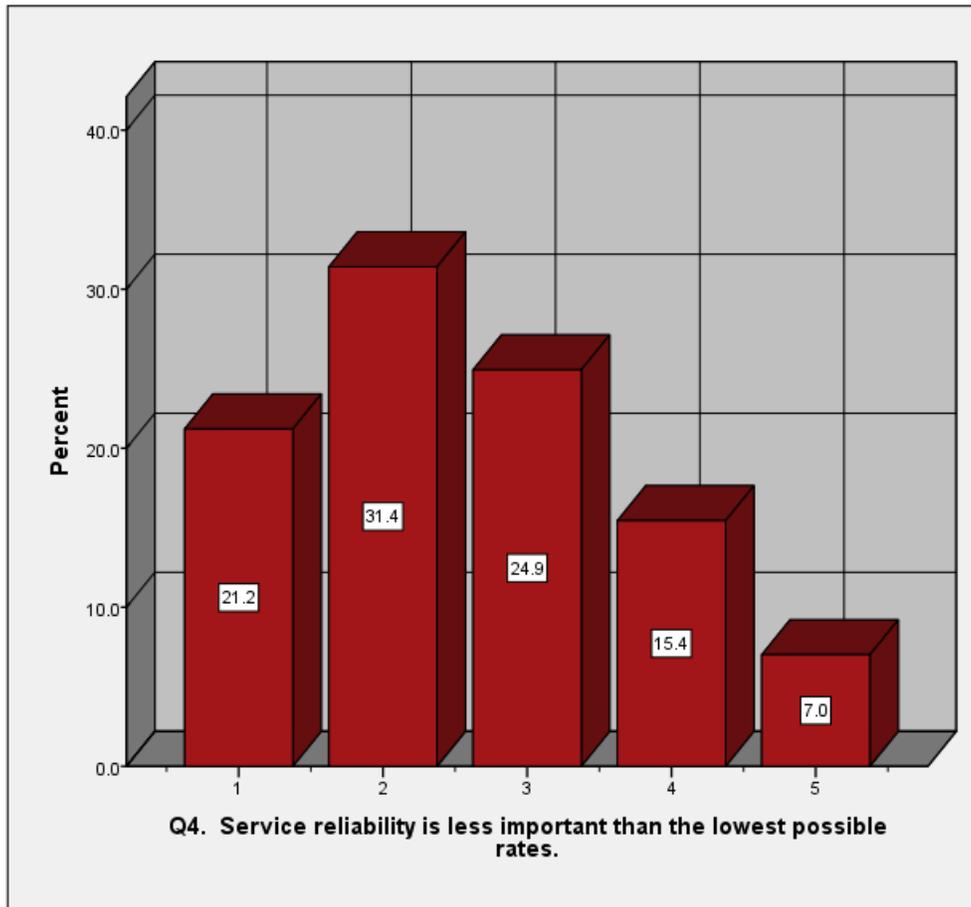
**Q3. Overall, I think electric service is better since JPUD took over two and a half years ago.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	219	6.4	13.1	13.1
	<b>2</b>	275	8.0	16.5	29.6
	<b>3</b>	740	21.5	44.3	73.9
	<b>4</b>	280	8.1	16.8	90.7
	<b>5</b>	156	4.5	9.3	100.0
	<b>Total</b>		1670	48.4	100.0
<b>Missing</b>	<b>System</b>	1778	51.6		
<b>Total</b>		3448	100.0		



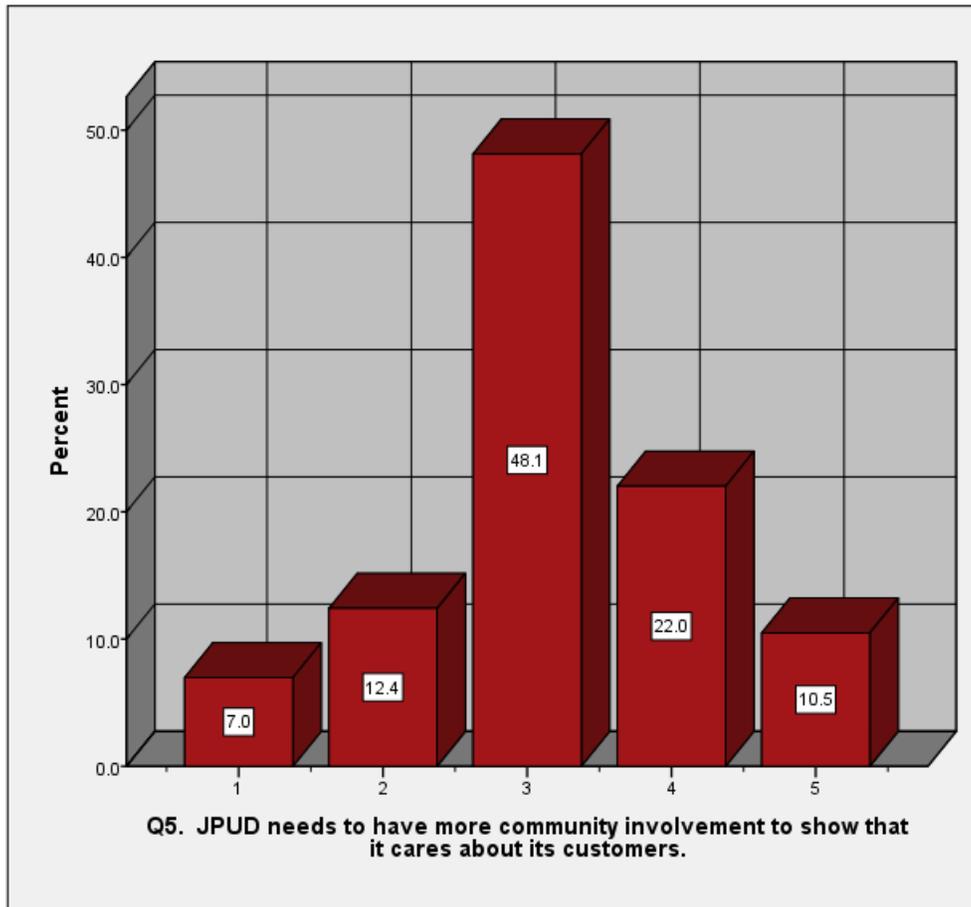
**Q4. Service reliability is less important than the lowest possible rates.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	360	10.4	21.2	21.2
	<b>2</b>	533	15.5	31.4	52.6
	<b>3</b>	423	12.3	24.9	77.5
	<b>4</b>	262	7.6	15.4	93.0
	<b>5</b>	119	3.5	7.0	100.0
	<b>Total</b>		1697	49.2	100.0
<b>Missing</b>	<b>System</b>	1751	50.8		
<b>Total</b>		3448	100.0		



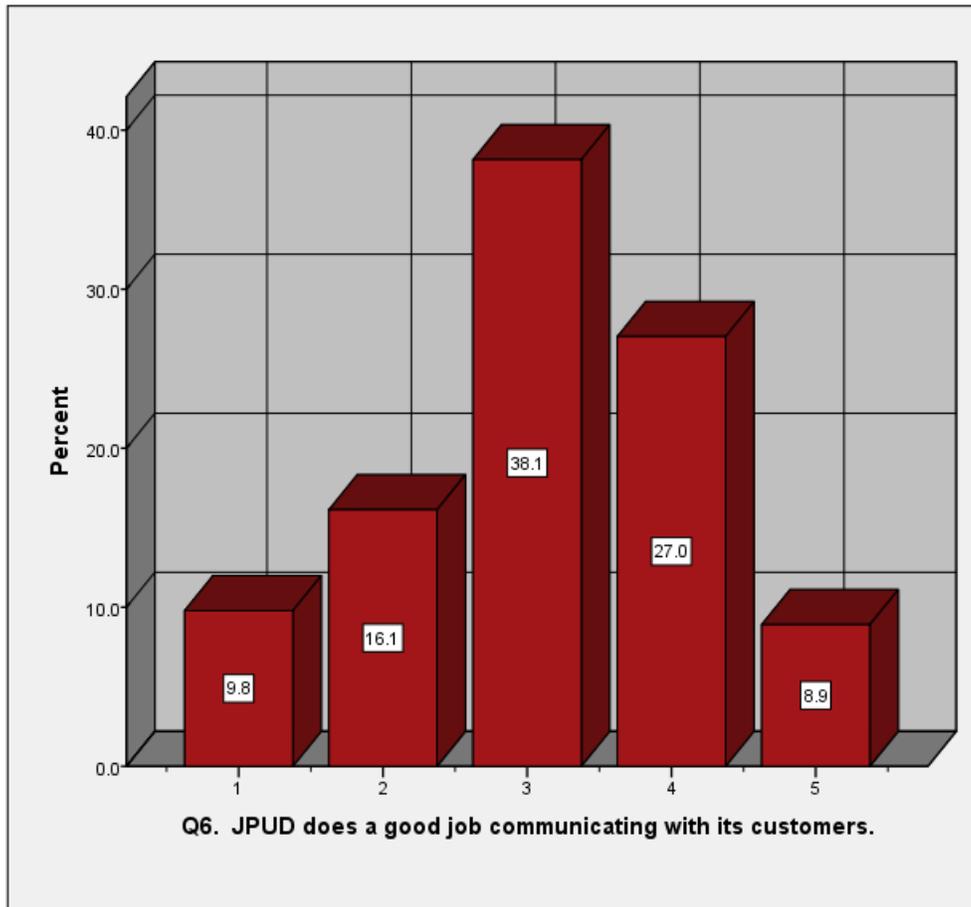
**Q5. JPUD needs to have more community involvement to show that it cares about its customers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	119	3.5	7.0	7.0
	<b>2</b>	212	6.1	12.4	19.4
	<b>3</b>	822	23.8	48.1	67.5
	<b>4</b>	376	10.9	22.0	89.5
	<b>5</b>	179	5.2	10.5	100.0
	<b>Total</b>		1708	49.5	100.0
<b>Missing</b>	<b>System</b>	1740	50.5		
<b>Total</b>		3448	100.0		



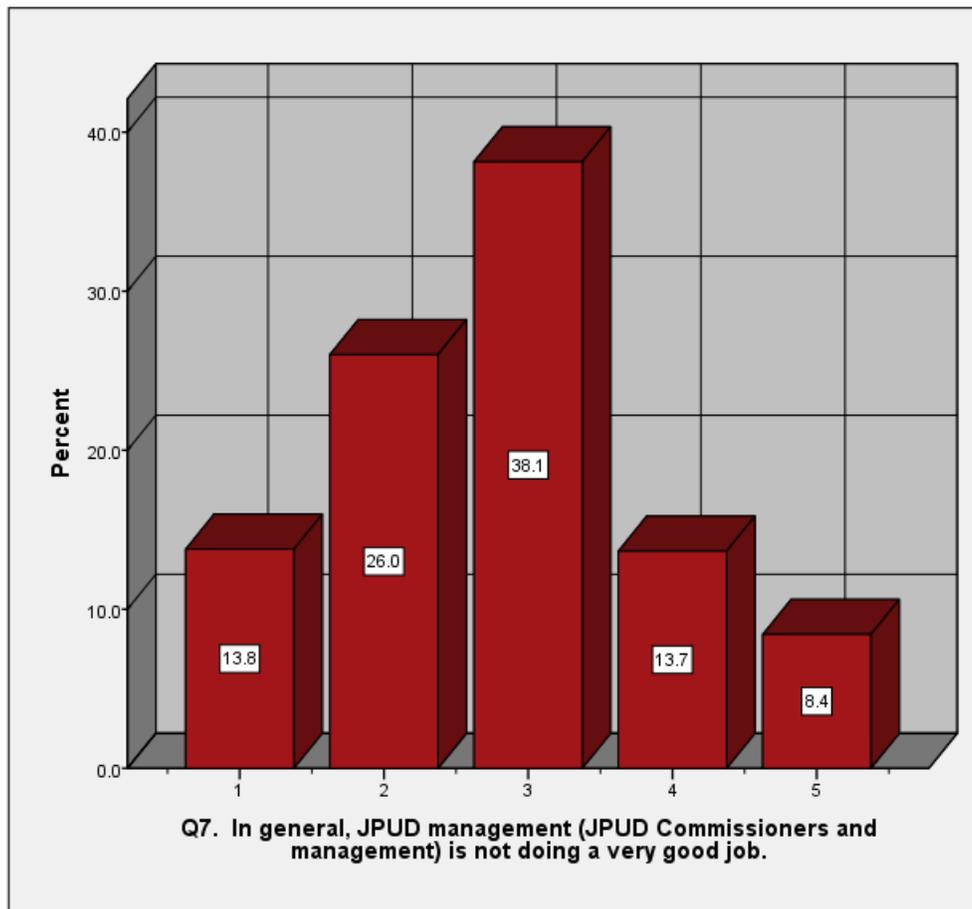
**Q6. JPUD does a good job communicating with its customers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	168	4.9	9.8	9.8
	<b>2</b>	277	8.0	16.1	25.9
	<b>3</b>	655	19.0	38.1	64.1
	<b>4</b>	464	13.5	27.0	91.1
	<b>5</b>	153	4.4	8.9	100.0
	<b>Total</b>		1717	49.8	100.0
<b>Missing</b>	<b>System</b>	1731	50.2		
<b>Total</b>		3448	100.0		



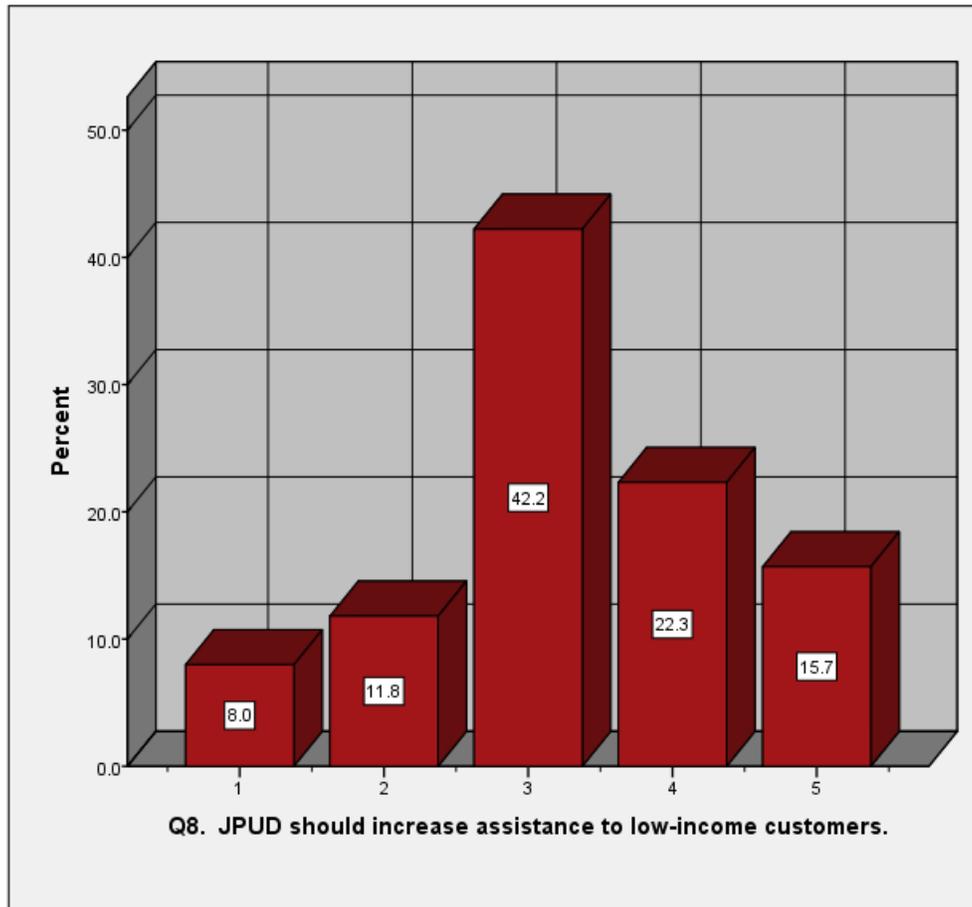
**Q7. In general, JPUD management (JPUD Commissioners and management) is not doing a very good job.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	234	6.8	13.8	13.8
	<b>2</b>	442	12.8	26.0	39.8
	<b>3</b>	648	18.8	38.1	77.9
	<b>4</b>	232	6.7	13.7	91.6
	<b>5</b>	143	4.1	8.4	100.0
	<b>Total</b>		1699	49.3	100.0
<b>Missing</b>	<b>System</b>	1749	50.7		
<b>Total</b>		3448	100.0		



**Q8. JPUD should increase assistance to low-income customers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	136	3.9	8.0	8.0
	<b>2</b>	201	5.8	11.8	19.8
	<b>3</b>	719	20.9	42.2	62.0
	<b>4</b>	380	11.0	22.3	84.3
	<b>5</b>	267	7.7	15.7	100.0
	<b>Total</b>		1703	49.4	100.0
<b>Missing</b>	<b>System</b>	1745	50.6		
<b>Total</b>		3448	100.0		

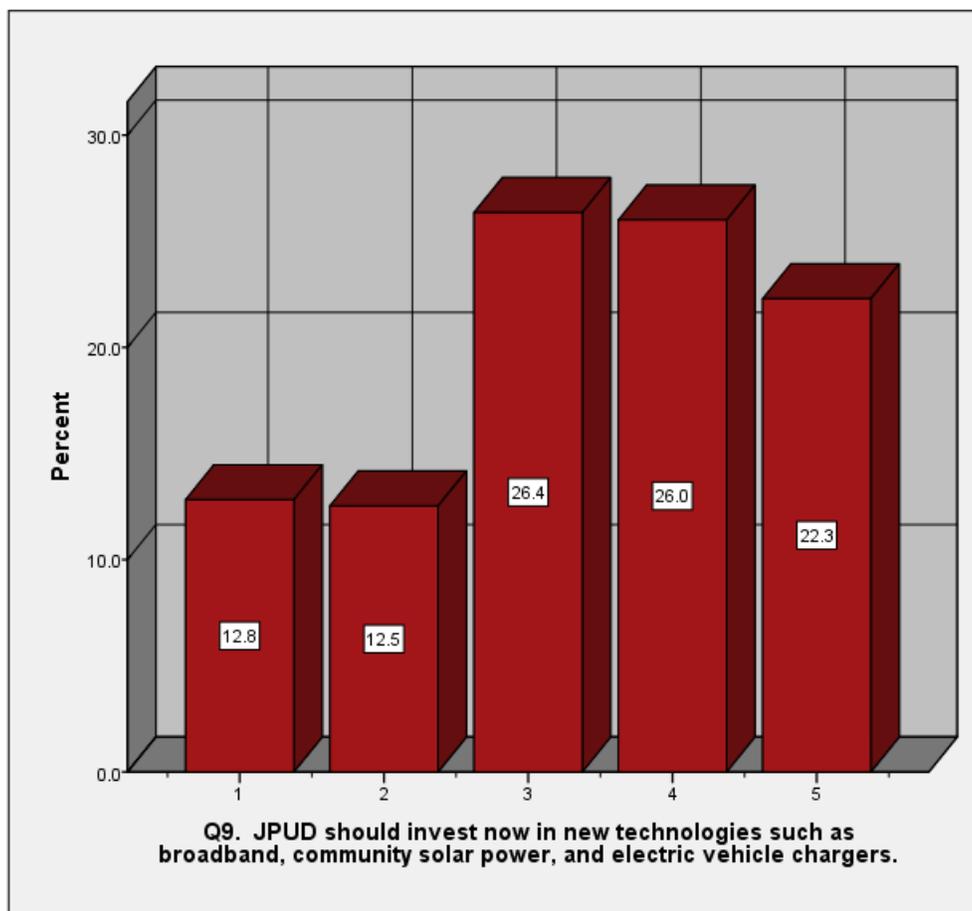


<b>Q8. JPUD should increase assistance to low-income customers (Version 1)</b>	
<b>Yes, Increase – 5</b>	<b>No, don't increase – 5</b>
Don't know what level is now/ Don't know who or what funds are/ What is considered low income?/ Military, retired?/ Working poor	6
Help seniors, rates and weatherizing/ Help seniors/ Thanks for help/ Should have better program/ Should have lowest rates/ Seniors, disabled	6
Should take court order to involuntarily shut someone's power off/ Low-income lose service/ Current model leaves people with chronic disconnect/ Is terrible	4
Prove they require it/ Encouraging waste, not conserving/ Would create "piggy bank" for abuse/ As long as not drug/flop house, etc.	4
The lack of notice and options, for low-income people ...is brutal. Especially in the winter/ Hard to pay in winter/ Too eager to turn off	3
PSE provided thousands to help low-income/ Was great	3
Olycap of little help/ Hold on shut-offs for those with LIHEAP appt./ What happened to LIHEAP funds?	3
Only without increase to others/ Don't push more into needing help/ Not at taxpayer's expense	3
More personal and merciful attitude, not blanket scale	2
If they're incapable of working or seniors who can't/ If not LIHEAP eligible	2
One-time donation option on bill is enough	1
Some have solar, will still need budget plan	1
Thank you for working with me on late/partial payments, better than PSE	1
Where are Bonneville credits going? Not to low income	1
Better coordination with SS to make sure needs are addressed	1
Expansion of Power Boost program	1
Reduction in initial deposit vs. reduce rates	1
I qualify and am grateful	1

Please see Appendix A for further comments regarding this question.

**Q9. JPUD should invest now in new technologies such as broadband, community solar power, and electric vehicle chargers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	218	6.3	12.8	12.8
	<b>2</b>	213	6.2	12.5	25.4
	<b>3</b>	448	13.0	26.4	51.7
	<b>4</b>	442	12.8	26.0	77.7
	<b>5</b>	379	11.0	22.3	100.0
	<b>Total</b>		1700	49.3	100.0
<b>Missing</b>	<b>System</b>	1748	50.7		
<b>Total</b>		3448	100.0		



<b>Q9. JPUD should invest now in new technologies such as... broadband, community solar power, and electric vehicle chargers. (Version 1)</b>	
<b>BB Yes – 18</b>	<b>BB No - 13</b>
Rural areas/ Cheap/reliable, unable to get from usual companies/ Many areas of county not served/ South of Port Ludlow on Bywater Way/ Faster to ALL of county	8
Use paid for cable already there/ Expand Noanet fiber installation/ Where is the fiber?	3
High speed promised to Marrowstone Island during last PUD election?/ HS	2
Customer base not there/ Population density makes unlikely	2
Improve the poor performance of CenturyLink's broadband/ Chimacum	2
Residential development for work from home	1
Top Priority	1
Trapped with monopoly, Wave	1
Only as a way to implement a smarter grid	1
Hot Spots and Broadband alternative service	1
Do not know what broadband is	1

<b>Q9. JPUD should invest now in new technologies such as... broadband, community solar power, and electric vehicle chargers. (Version 1)</b>	
<b>Solar Yes – 13</b>	<b>Solar No – 16</b>
When receive solar rebate?/ Still enrolling, but you can't pay/ Refund	3
Put solar in areas not so cloudy as here/ Less than ideal location	2
No money to support infrastructure if all have solar	1
Wasting time and money promoting for one business	1
JPUD's negativity toward residential solar is out of step with current trends	1
Provide technical help to install solar alternative	1
Will not have significant impact here	1
Best, reliable, cheapest electricity, is solar power	1
Should be at expense of consumer	1
Economic model to stimulate solar locally. Local fuel – local power	1
Don't charge extra for 'using the grid as battery'	1
Want to install on my house	1
To compliment current hydroelectric system	1
Took 3 months for paperwork off someone's desk!	1
Maybe solar village (MUSK) would help	1
Relatively sunny compared to Seattle	1
Without raising costs	1

<b>Q9. JPUD should invest now in new technologies such as... broadband, community solar power, and electric vehicle chargers. (Version 1)</b>	
<b>EVC Yes – 6</b>	<b>EVC No – 18</b>
EV is private sector job/ Other entities can expense	3
Aren't used in this area/ Not practical in the county	2
More EV chargers/ More support for EV's	2
Should be at expense of consumer	1
Outside Port Townsend would be frivolous	1

**Please see Appendix A for further comments regarding this question.**

Do you have any further comments regarding the electric service you receive from JPUD? (Version 1)	
<b>Rates/Bills:</b> Prices higher/ Should not have to sacrifice reliability for lower rates, both necessary/ Same, with quality service/ Raised/ Bills are higher/ Costs so much more/ Keep as low as possible/ Time sensitive/ Breaks for businesses/ Tripled/ Doubled/ Important/ Deposit returns when moved not received/ Up 40%/ Paying enough, no increase/ Bill jumped, no usage change/ Lower off-peak usage rates/ Save us money/ Went up with new meter	128
<b>Billing:</b> Bill monthly/ Old system difficult/ Don't know where it will fall/ Easier than PSE to read/ Errors/ Easier with PSE/ Hope new system better/ Took 2 years to break down bills/ Confusing/ Flexibility in due dates/ Due dates drift/ Payments not processed/ You dropped my auto pay/ <b>Standardize cycles</b> / Delivered last minute, no time to pay/ Question accuracy in usage and amount/ Take CC/ Applied to wrong service/ Difficult & Cumbersome/ Charge before date in letters/ Sucks/ Renters issues/ <b>Website needs improvement</b> , more user-friendly/ Return calls/ Don't send paper copy to auto pay customers/ Via email/ Pay by phone down/ <b>Show usage and yearly consolidation, explain it</b> / Customer histories should transfer, not large deposits/ Statement copies easier to get/ Shame on you for outsourcing to CA!/ Don't switch and have gaps/ Changed addresses, asked to fill out financial report, insulting	108
<b>Pay electronically without fee, surcharge</b> / Make autopay available/ Auto bank draft/ Looking forward to paperless/ Hope account access software works, usage/ Good online pay system	12
Combine water and power on one bill/ Neighbors receiving one bill	7
<b>Budget Plan:</b> Bills are higher, not increased usage/ Paid same flat rate before/ Charge \$5/month for?/ Can't get direct information	4
<b>Satisfied:</b> Getting better at maintenance/ Good job/ Great job/ Impressed/ Better than expected/ Improving/ Keep up the good work/ On top of things/ Transition smooth/ Unsung hero/ In good shape/ Appreciate all you do/ Doing best they can/ Overall good/ Service is good/ Excellent/ You work hard/ Glad made the change/ Information to customers improving/ Love our PUD/ Commissioners doing fine/ Received rebate/ Have power and water/ Easier to deal with than PSE	107
Thank you/ Thank you for survey/ Chance to comment/ Provide input/ For asking	42
Rates are quite good/ Seem fair/ Great now/ Pleased with price/ Satisfied with rates/ Rates are Ok/ Rates decent/ Better than San Juan County/ Billing improved/ Significantly lower/ Haven't raised prices since takeover/ Can afford my bill	15
<b>Outages/Service:</b> More staff to handle them/ Lose a lot in fall & winter/ Breaks increased/ Should stay on/ More since takeover/ Can't work without/ They reported our power back on, wasn't/ Reliability decreased/ Need fewer/ Response time lacking/ Service is dismal/ Gotten worse/ Flawed performance/ Gone down/ Blinks/ Is worse/ Faster repairs/ Not acceptable/ No real bad storms to judge/ More linemen/ Damaging my appliances/ Call linemen out as last remedy to 'save money'/ Be quicker during wind storms/ Longer than before/ Prepared for significant disaster?/ Husband on O2	97

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 1) (Continued)</b>	
<b>Phone system/ Outage reporting/communication:</b> Answering service very bad/ Reporting outages difficult/ Long wait times, on hold 10 min/ Accessibility & Updates/ Person, not robot/ Updates on website, not just Twitter/ Went to a cell/ Need info when out/ No answer/ Time to download info long/ Left in the dark/ Dedicated 24-7 number/ Have recordings/ "Mailbox is full"/ Cause and when restored/ Get better info about our outages from neighboring PSE/ Text message/ Radio	82
Like Tweets/ Using Facebook is good/ Twitter updates useful, great tool/ Provide updates via NIXLE and FM stations	9
New customer/ Live out of area/ Don't live at property/ Summer home/ Lived here short time/ Not had contact/ Too early to know/ No experience with old/ Part time/ Haven't needed to call/ Do not apply to us/ Recreational lot/ Not enough knowledge/ Not an electric customer, only water/ Vacation home	80
<b>CS Negative:</b> Unresponsive/ <b>More training/</b> Poor communication/ Return calls, follow ups rarely / More informed/ Don't care, Rude/ Send email if working on lines, warn people/ Person answering knows nothing/ More CS oriented/ Not adequately staffed/ Have 7 meters, couldn't find us in system/ Threatens, does not work with/ Hostile/ Attitude/ Poor customer service/ Room for improvement/ Crews don't know line routes/ Left debris in yard/ Unorganized/ Notification of planned outage/ Did not work through night to restore power/ Increase online visibility/newsletter	78
Miss PSE/ Go back to PSE/ PSE was big enough to handle local event/ Didn't vote for you/ Against takeover/ PSE was so much better/ PSE should replace PUD/ Very little change/ No difference/ PSE was better equipped, more resources/ JPUD over its head/ Mistake changing/ Would vote to dissolve JPUD/ Charged for THEIR losses/ Sell back to PSE/ Get state to buy-out/ Sorry I voted for PUD/ Prior PSE work done	70
<b>Trees:</b> Trim trees/ Trees on lines/ Respond when reported/ Remove before cause an outage/ More in months before winter/ Branches/ Limbing/ Hwy 101/ Great work/ Customers were trapped by trees on lines last outage/ Require property owners to keep their trees out of lines/ Schedule for line clearance	58
<b>Reliability/Service:</b> Service is reliable/ Good response in downtimes/ As important as rates/ Improving gradually/ Restored quickly/ Is better/ Want great service/ Pleased/ Been fine/ Better now/ On the ball when outage/ Keep the lights on/ Good response time/ Paramount/ Impressed with response to outage/ Top priority	52
<b>Survey:</b> Questions bad/ Does not reflect service/ Trick questions/ Flipped scales, unclear/ Browser issues/ 3 day turnaround/ Misleading/ Waste of money/ Written and online different/ <b>Waste of money/</b> Amateurish/ Make results public/ Silly & Stupid/ Two surveys to one house/ Fiscally responsible/ Expensive?/ Why not local company/ Please provide survey summary	51
<b>CS Positive:</b> Staff are nice/ Courteous & Helpful/ Friendly/ Good/ Thank you to linemen, great job/ Approachable/ Excellent/ Much better than before/ Corrected & resolved issues/ Polite & Informative/ Field workers great job/ Efficient/ Getting power back on in PT/ Called us to check power on/ More forgiving than PSE/ More comfortable with than PSE/ Above and beyond/ Personalized service	50

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 1) (Continued)</b>	
<b>Management:</b> Ran off good hands/ Not good job/ Lack of control/ Poor decisions/ Need electrical background/ Abolish nepotism/ Special interest cloud judgment/ Keep bureaucracy small/ Not professional/ More communication – town halls, mailings, notices/ Be more interested in service than profit/ Wrong for job/ “Top heavy”/ No more ‘woe is PUD’/ Quit buying rucks for people to just sit in/ Excuses/ Stop expensive advertising/ Replace/ Should be fired/ Incompetent/ Clueless/ Out of their depth/ Called me a liar/ Poor use of resources/ About 2% trust in them/ Tell truth/ Is a business, not social program	41
<b>Q9:</b> What is trade off?/ Should be 3 parts/ No initiatives till reliable/ Get basics right/ When revenue allows/ <b>In future, not now</b> / Stick to fundamentals, water & electric/ Core mandate/ Tricky balance/ Perfect the system before/ Need info on impact/ Current financial situation and future projections/ Fix all other problems/ Will raise rates?/ Seek private sector monies, not raise rates/ Maintenance first/ Water service to all areas before/ Too broad a question/ Just be a PUD/ Might be good idea/ Private sector options/ Small steps	41
<b>Financial status:</b> Costs made public/ Wasting money/ Eliminate paperwork costs/ Waste resources, time, money/ Put survey on ballot, machine count, save money/ Took on a lot of debt	7
<b>Maintenance/Prevention:</b> Need more/ Underground lines/ <b>Improve infrastructure</b> / Grid not dependable/ Fortification against blackouts/ Prevent hackers/ Equipment failures/ Reduce environmental factors/ Money away for future storms/ No confidence you could handle a storm/ Anticipate needs/ Reserves to bring in, in emergency/ Bury lines and cables/ Repair poles/ Plan ahead, not catch up/ Replaced old wire	39
<b>Pitch/Campaign/Takeover:</b> Not what was promised/ Expected lower rates/ Poorly studied/ Cost more to buy than was approved/ No due diligence/ So much debt, can't afford improvements/ Paid more than should have/ Don't bit off more than can chew/ Lied to/ Q4, both promised/ PUD lied/ Fooled by PUD/ “Bill of goods”	34
<b>Time to Restore:</b> Rural, 4 days out/ Get back in timely manner/ 12 hours/ 18 hours/ Out for days/ Took 2 days replace fuse/ Quit working on before fixed/ Last too long/ 6 hours/ Over 24 hours/ 5 days	32
Worst decision/ Worst PUD ever/ Call other PUDs for help/ Disappointed/ Service has not gone up/ You're awful/ Dissatisfied/ Very bad experiences/ Get out of power business/ No kind words for PUD/ Completely unsatisfactory/ Very unhappy/ PUD should stay out of electric generation/ Disgusted/ Difference noticeable? Just sucks	29
<b>Rebates/Programs:</b> How rebates were handled/ Took 6 months/ Still waiting for/ Can't pay obligations made/ For energy efficient appliances/ Are a joke/ Never called/ Discount programs lost/ Rebates lost/ Don't receive credits for sources already paid for/ Weatherization programs/ For EV chargers/ Buried, difficult to access/ Check had no explanation of origin, PUD involvement/ Heating system upgrades/ Waiting 7 months	28

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 1) (Continued)</b>	
No problems/ No disruptions/ Did not lose power/ No negative experience/ No complaints so far/ No problems with either/ Never a problem in forty years/ Fewer outages/ No gripes yet/ No change/ No trouble	24
Renewable resources/ Sustainable, green energy/ Speed transition from fossil fuels to electricity/ Alternative energy – wind, solar/ Welcome new technologies/ Green Power program/ Look at new tech/ Tidal and Wind power/ Light bulb recycle bins/ Free LED light bulbs/ Solar and Wind/ Step by step, do so carefully/ Green power should not be priority, shared commitment and conservation by all	20
Live on Social Security/ Retired/ Able to call in comforting to elderly/ Fixed income/ Concerned about rate increases/ Senior citizen/ Father is old/ Disabled/ Low Income	19
Appreciate local staffing/ Glad locally owned/ Why outsource to Utah?/ Locally trained, live here personnel/ Survey done in state/ Community centered & driven/ Added jobs to area/ Support local hires/ Support local utility district/ Local control	15
<b>Water:</b> Worried about water quality/ Help get sewers and improve water quality, it's too hard/ Brown and yucky, must boil/ Water statement precise, easy to read/ Water resources for drought/ Had break, didn't know till whopper bill/ Water 1000% better/ <b>Sewer</b> out, our community last to get service/ Appreciate quick response/ Free kit to help conserve water	11
No water when power out/ Restore quickly/ Restoring water is slower/ Pump house and storage tank/ Fix first who don't have water/ Residents on wells/ Get generator backups for rural residents	8
Don't take responsibility/ Reimburse for lost food/ No accountability/ Own up and apologize/ Lost all fridge contents/ Lost all fridge and freezer content/ Freezer thawed	8
Computer monitoring system/ App for real time usage/ Outage Map is cool/ Whole house surge protection/ Like new website, Useful/ Access usage by Internet, on statement	7
Meter reading not accurate/ Read manually and accurate/ Meter was buried/ Should be read individually, not estimated	4
<b>Safety:</b> Left live wire in yard/ Not a priority to get backup generator running/ Live cable in yard over four hours	3
Don't want new meter/ Give me my old meter/ Smart meter without my consent	3
Support the arts, do it legally/ Sponsor community events	3
Meter transmitting blocks garage door/ Garage door will not open when transmitting	2
Various responses	12
<b>Total respondents</b>	<b>807</b>

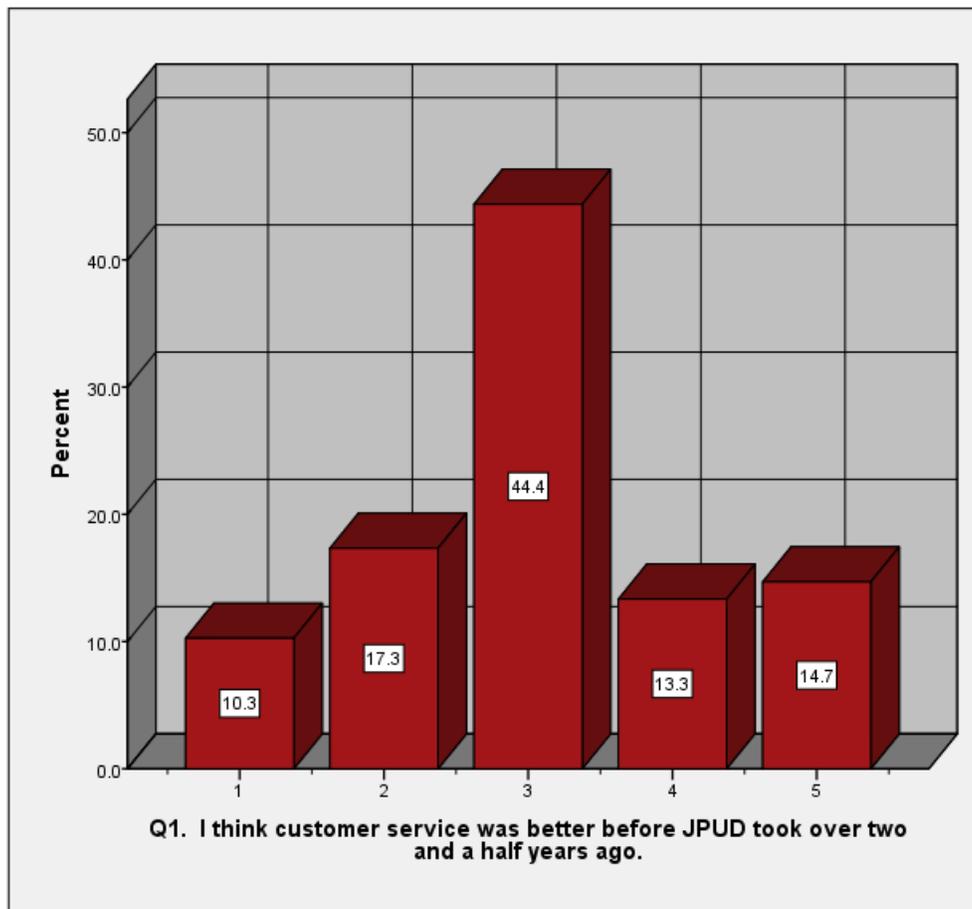
\*Respondents gave multiple answers.\*

Please see Appendix A for further comments regarding this question.

**VERSION 2**

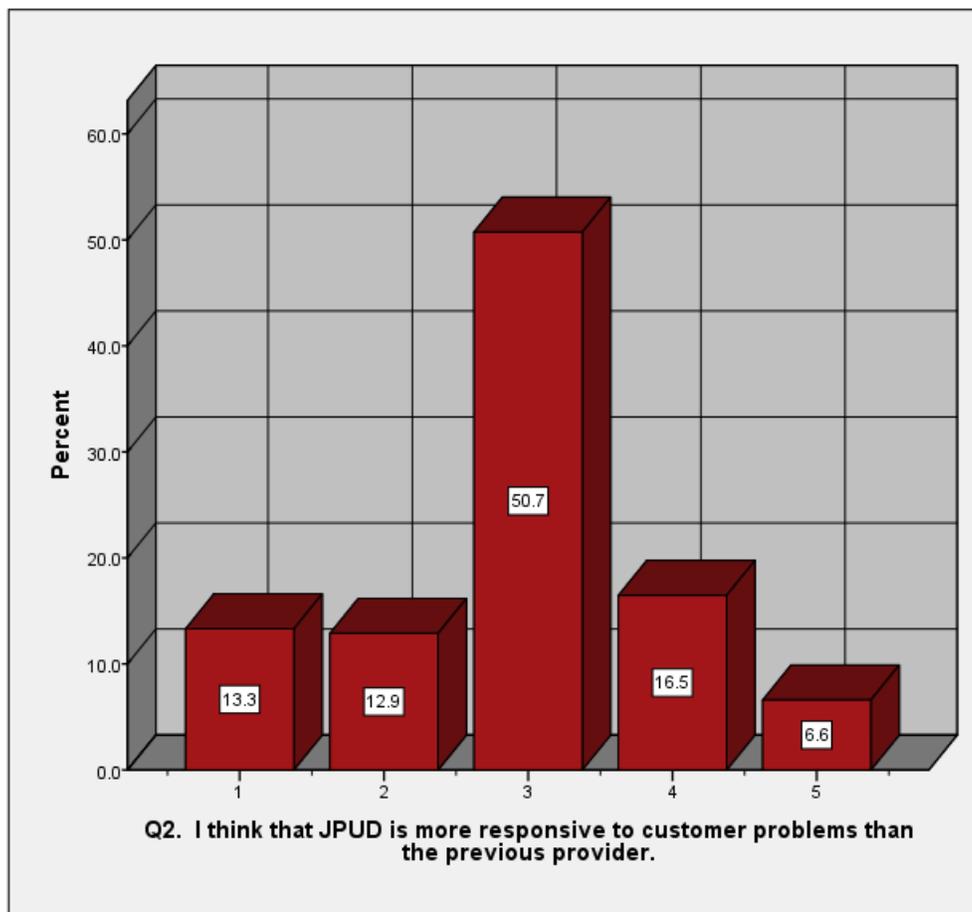
**Q1. I think customer service was better before JPUD took over two and a half years ago.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	167	4.8	10.3	10.3
	2	282	8.2	17.3	27.6
	3	722	20.9	44.4	72.0
	4	217	6.3	13.3	85.3
	5	239	6.9	14.7	100.0
	<b>Total</b>		1627	47.2	100.0
Missing	No Opinion	1	.0		
	System	1820	52.8		
	<b>Total</b>	1821	52.8		
<b>Total</b>		3448	100.0		



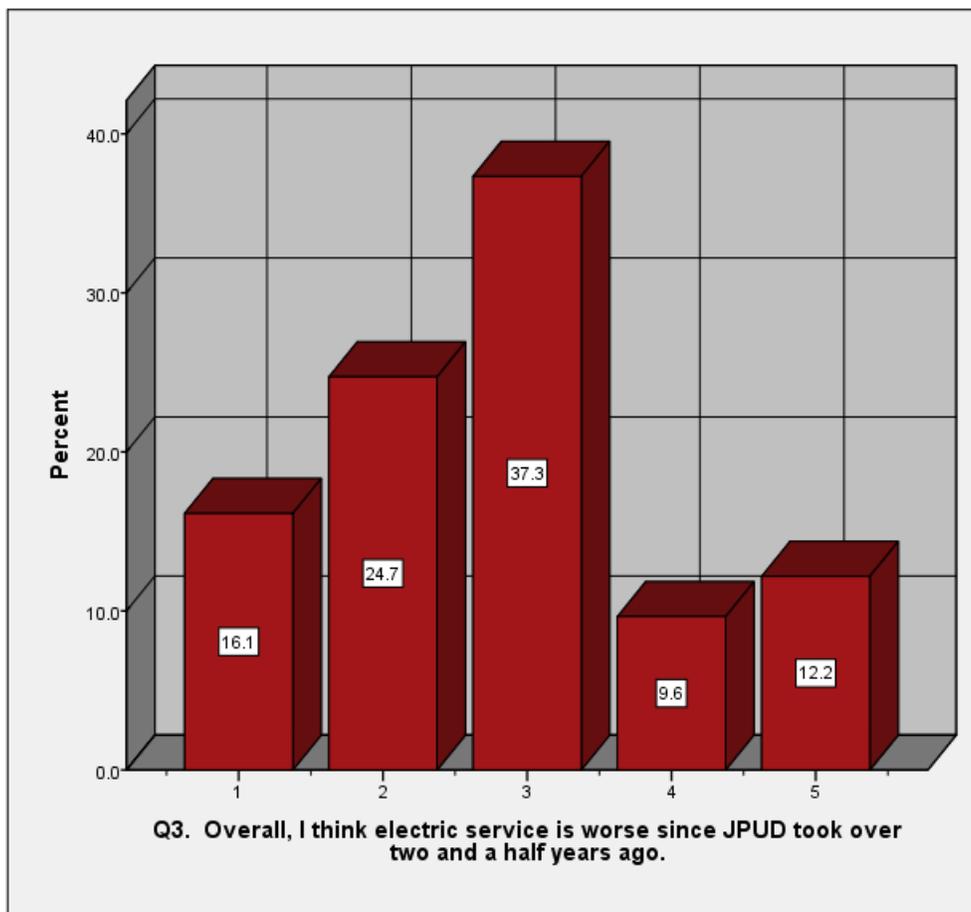
**Q2. I think that JPUD is more responsive to customer problems than the previous provider.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	216	6.3	13.3	13.3
	<b>2</b>	209	6.1	12.9	26.2
	<b>3</b>	823	23.9	50.7	76.9
	<b>4</b>	267	7.7	16.5	93.4
	<b>5</b>	107	3.1	6.6	100.0
	<b>Total</b>		1622	47.0	100.0
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1825	52.9		
	<b>Total</b>	1826	53.0		
<b>Total</b>		3448	100.0		



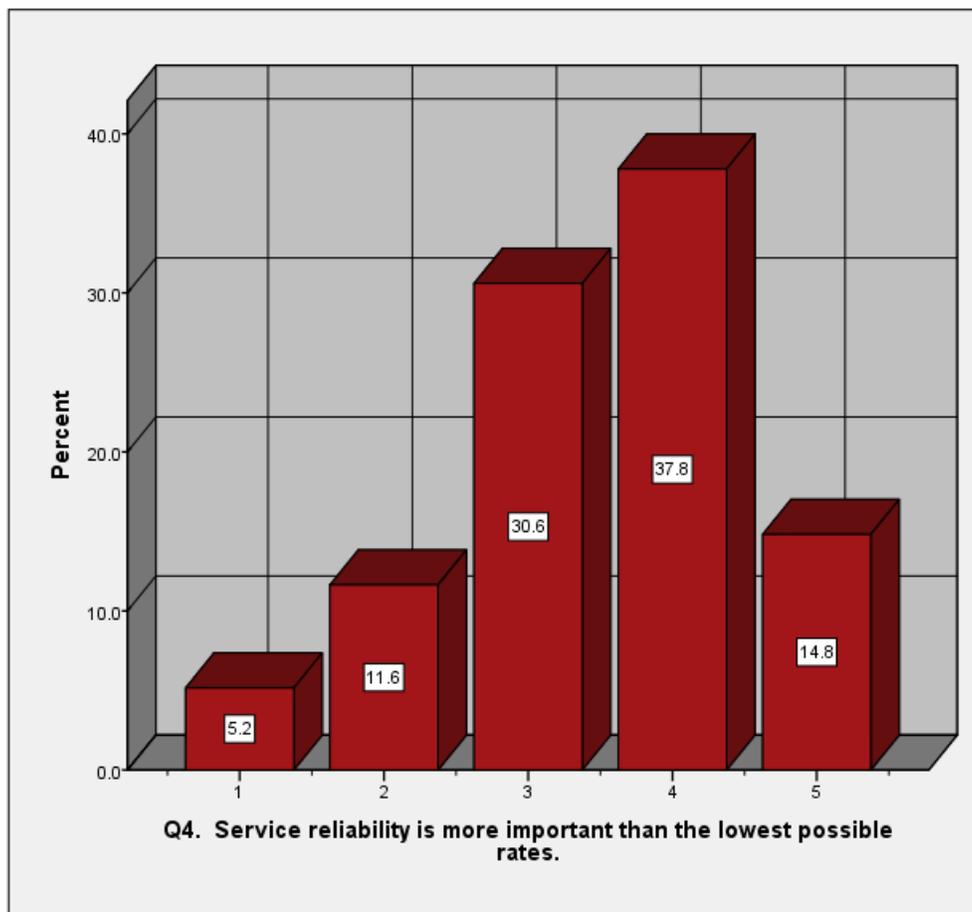
**Q3. Overall, I think electric service is worse since JPUD took over two and a half years ago.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	261	7.6	16.1	16.1
	<b>2</b>	400	11.6	24.7	40.9
	<b>3</b>	604	17.5	37.3	78.2
	<b>4</b>	156	4.5	9.6	87.8
	<b>5</b>	197	5.7	12.2	100.0
	<b>Total</b>		1618	46.9	100.0
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1829	53.0		
	<b>Total</b>	1830	53.1		
<b>Total</b>		3448	100.0		



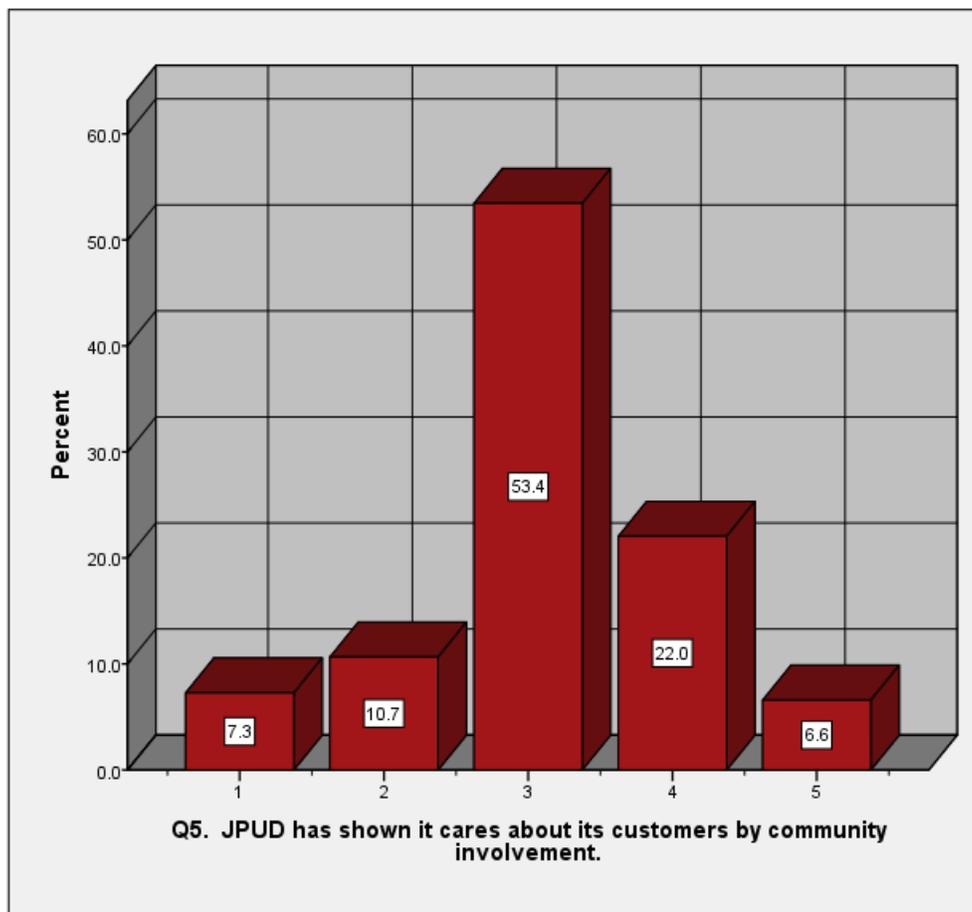
**Q4. Service reliability is more important than the lowest possible rates.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	86	2.5	5.2	5.2
	2	194	5.6	11.6	16.8
	3	510	14.8	30.6	47.4
	4	630	18.3	37.8	85.2
	5	247	7.2	14.8	100.0
	Total	1667	48.3	100.0	
Missing	No Opinion	1	.0		
	System	1780	51.6		
	Total	1781	51.7		
Total		3448	100.0		



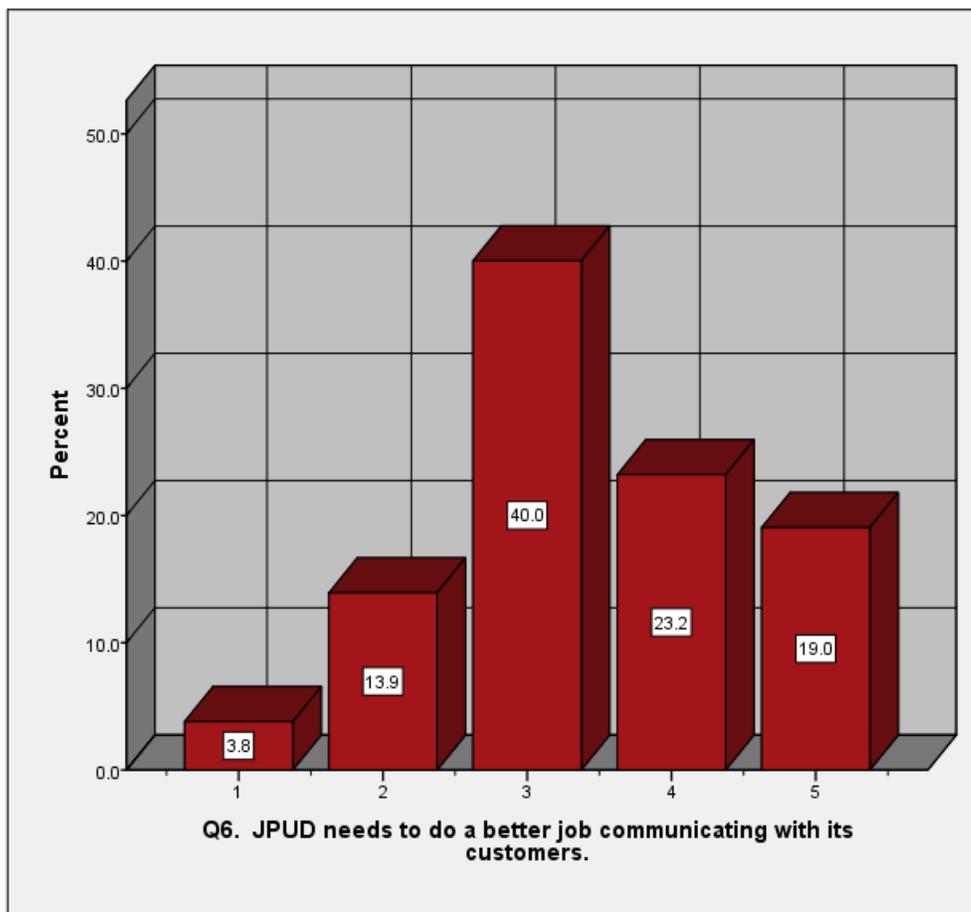
**Q5. JPUD has shown it cares about its customers by community involvement.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	118	3.4	7.3	7.3
	<b>2</b>	173	5.0	10.7	17.9
	<b>3</b>	868	25.2	53.4	71.4
	<b>4</b>	358	10.4	22.0	93.4
	<b>5</b>	107	3.1	6.6	100.0
	<b>Total</b>		1624	47.1	100.0
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1823	52.9		
	<b>Total</b>	1824	52.9		
<b>Total</b>		3448	100.0		



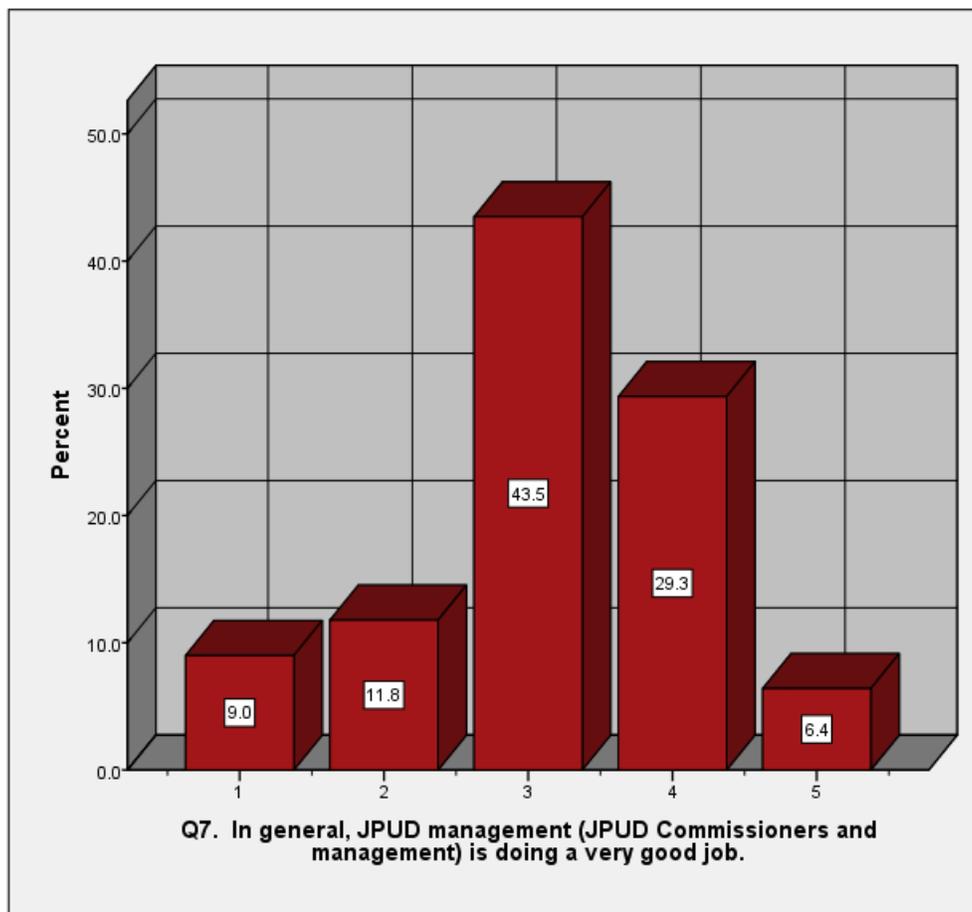
**Q6. JPUD needs to do a better job communicating with its customers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	63	1.8	3.8	3.8
	2	231	6.7	13.9	17.7
	3	664	19.3	40.0	57.7
	4	385	11.2	23.2	81.0
	5	316	9.2	19.0	100.0
	Total		1659	48.1	100.0
Missing	No Opinion	1	.0		
	System	1788	51.9		
	Total	1789	51.9		
Total		3448	100.0		



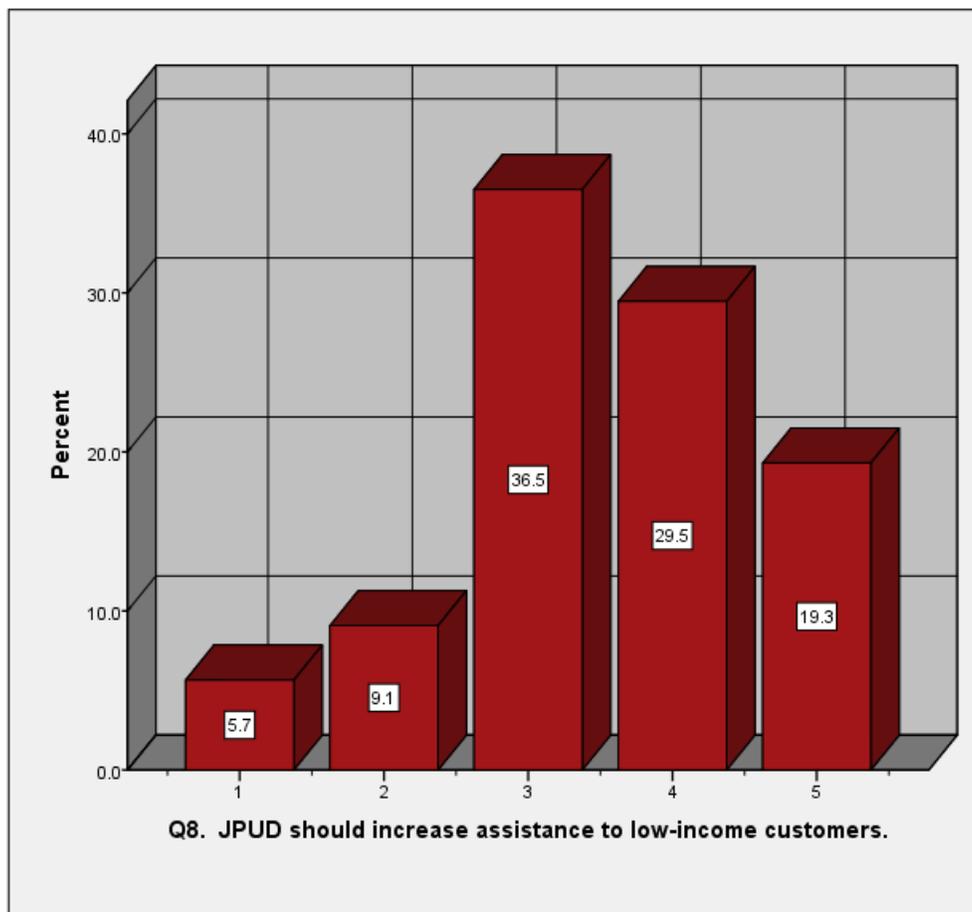
**Q7. In general, JPUD management (JPUD Commissioners and management) is doing a very good job.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	149	4.3	9.0	9.0
	<b>2</b>	195	5.7	11.8	20.8
	<b>3</b>	720	20.9	43.5	64.3
	<b>4</b>	486	14.1	29.3	93.6
	<b>5</b>	106	3.1	6.4	100.0
	<b>Total</b>	1656	48.0	100.0	
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1791	51.9		
	<b>Total</b>	1792	52.0		
<b>Total</b>		3448	100.0		



**Q8. JPUD should increase assistance to low-income customers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	94	2.7	5.7	5.7
	<b>2</b>	151	4.4	9.1	14.7
	<b>3</b>	607	17.6	36.5	51.2
	<b>4</b>	490	14.2	29.5	80.7
	<b>5</b>	321	9.3	19.3	100.0
	<b>Total</b>		1663	48.2	100.0
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1784	51.7		
	<b>Total</b>	1785	51.8		
<b>Total</b>		3448	100.0		



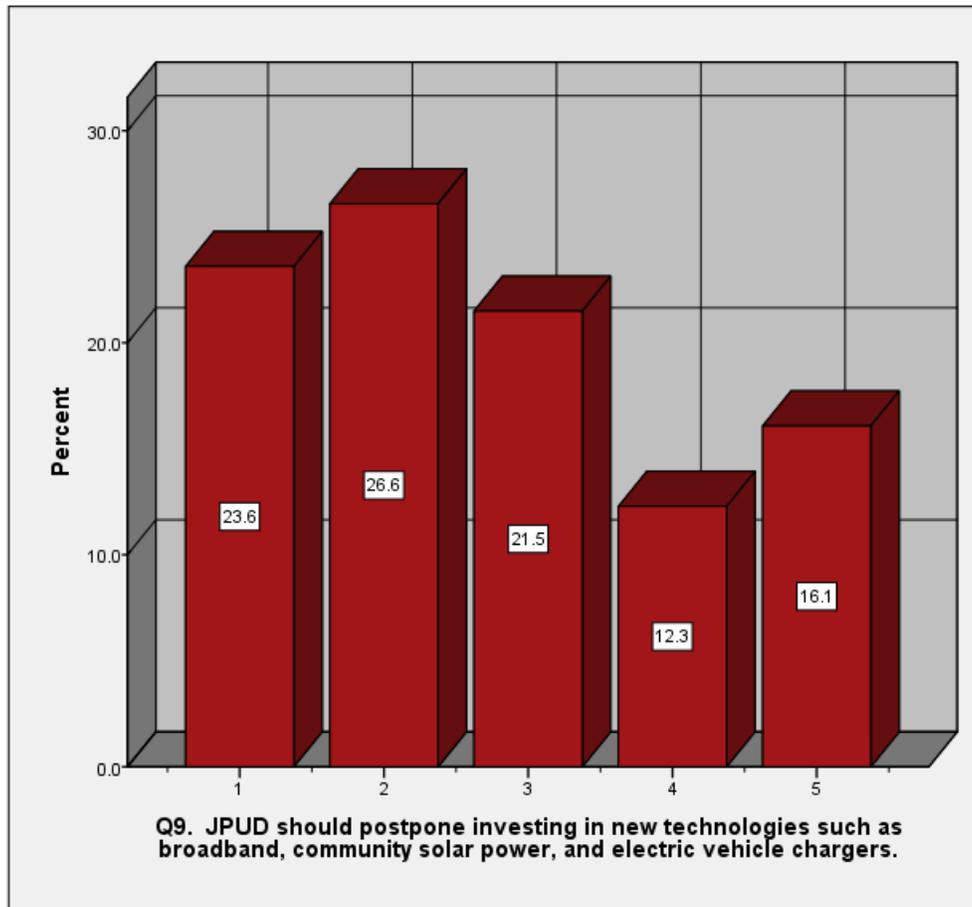
<b>Q8. JPUD should increase assistance to low-income customers (Version 2)</b>	
<b>Yes, Increase – 10</b>	<b>No, don't increase – 1</b>
If they're working to solve their problems, not wasting energy/ If monitored/ With good screening/ Those who don't buy cigarettes and Dish/cable TV/ Assistance = good; becoming a general purpose charity = bad/ Nobody entitled to free service; enabling them; this socialism needs to stop	6
Yanked assistance to low income/ Empathy is lacking/ Seen JPUD turn off enough LI family homes; mad at myself for thinking was good idea – for shame/ "Could not set aside funds" is not caring	5
Give \$10 a month; would like annual accounting for taxes/ Participate in Power Boost/ Round up to nearest \$5 each month/ Wish we could "round up" our monthly bill to contribute/ I pay more	5
Give allowances – don't turn off power in winter/ Help in winter	3
PSE gave money to low income/ Charitable organizations/ Better grants before	3
Paying for enough, are a drain on the community resources and only lead to more "touchy feel good" projects, costs/ Do not want to subsidize low income with my electric charges or my tax money/ Not if increases my rates	3
Never paid the rates I am paying now (\$270/month) on the "budget plan" in 38 years, whether it was with Seattle City Light or Puget Sound Energy/ 'Used more energy than budget plan'/ Rate went from \$85.00 assistance to \$145; the response was I had to "makeup" for using too much; How insulting	3
Like option to donate each month/ Provide way at billing to contribute	2
Increase solar, use to offset cost to assist low-income/ Instead of new technologies please invest in helping low-income citizens	2
Have not turned on heat, disabled; need help. Olycap can't till threatened with cut off?/ Widow, fixed income	2
Been helpful to me – low income senior/ Am a senior, need set budget	2
Leaders and who voted in JPUD takeover should help low-income	1
Looks like lost greater access (reserves) to help low income	1
No help for low income really	1
In form of energy efficiency improvements	1
Responsibility to meet needs of LI working people more than wealthy retired/ No one should ever have electricity turned off under any circumstance/ I feel access to heat, light, and hot water is a right	1
People must have electricity – what is the lowest rate you can provide?	1
Wrong to shut off electric to LI, fixed income, elderly, serious medical problems	1
In unfortunate income category where make too much for help; but not enough afford a bill of \$150 - \$300, which is my range	1
Lotteries for low income not acceptable	1
JPUD should not discriminate against full paying customers by showing partiality to low-income: have equally low rates to all; no discrimination	1
Fund low-income initiatives from community NPS's and volunteer contributions	1
Weatherization program be much better than usage subsidies. (or combo)	1

<b>Q8. JPUD should increase assistance to low-income customers (Version 2) (cont.)</b>	
Rather than shut-off notices to people when they owe less than \$100-\$200, let it get a little higher since we can now use Power Boost up to \$500 per incident	1
Make qualification for DSHS, SSI, food stamps, etc. as automatically qualified for reduced rates	1
Furnish generators to those who rely on power to stay alive, such as oxygen, heart monitors, etc	1
The job of social services/welfare department that we pay for with our taxes	1
Be cautious in "community assistance" outlay	1

**Please see Appendix A for further comments regarding this question.**

**Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>1</b>	392	11.4	23.6	23.6
	<b>2</b>	441	12.8	26.6	50.2
	<b>3</b>	357	10.4	21.5	71.6
	<b>4</b>	204	5.9	12.3	83.9
	<b>5</b>	267	7.7	16.1	100.0
	<b>Total</b>		1661	48.2	100.0
<b>Missing</b>	<b>No Opinion</b>	1	.0		
	<b>System</b>	1786	51.8		
	<b>Total</b>	1787	51.8		
<b>Total</b>		3448	100.0		



<b>Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers. (Version 2)</b>	
<b>BB Yes – 18</b>	<b>BB No – 7</b>
This community must have Internet access, please act now/ Essential for rural/ Not available in Quilcene still/ Aimed at rural	5
<b>Fiber:</b> Need underground fiber throughout our community/ Fiber optic/ Get fiber to homes or investment is lost/ Good investment	5
Need DSL, Clink is monopoly; sucks/ Verizon expensive, need options/ New Internet provider would be good/ Need faster Internet	4
Community Wi-Fi/ City wide Wi-Fi	2
If use funds, make available to ALL customers/ All citizens, not just gov't	2
Look forward to a county-run broadband system/ Providing for county	2
Should be in near future	1
If at lower cost to customers	1
Last community far west; doubt any significant speed would make it to my door	1
In favor of new technologies, can't afford infinite increases	1
Broadband is a different issue; Internet access has received more attention than the other areas	1
Not the "job" of the JPUD; leave the Internet to the phone company	1
The phrase "if you build it, they will come" is a lot of rhetoric!	1
Primary goal of delivering quality electric and water services to the community; Watch your debt load!!!	1
Only serve the more wealthy	1
Subsidized broadband for low-income seniors	1
Don't have computer and don't plan to purchase one	1

<b>Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers. (Version 2)</b>	
<b>Solar Yes – 25</b>	<b>Solar No – 5</b>
Pulled rug out from, can't pay promised incentives/ Recognize and support contribution by those who installed solar/ As solar customer, found communication very poor/inaccurate / Disappointing will not buy back electricity from our solar panels/ JPUD paperwork is confusing/ PSE had contracts from solar customers/sellers that were excessive cost to what they sold it for/ Hard to get credit for energy produced/ They can afford expensive lawyer on retainer, but short change solar production payments	8
Have solar net metering system; bills more confusing than the old PSE bills. Do not show how much banked credits remain/ Metering from solar panel a concern/ How are "sales" accounted for?/ Billing weird/ Should be more clear	6
If surplus funds/ In favor of new technologies, can't afford infinite increases/ As long as it is financially responsible if the FAs are willing to subsidize a community solar system	3
Increase solar, use extra generation to offset cost to assist low-income customers	2
Have 3.5 kW solar system; happy with the JPUD's support thus far/ Have solar, rate as expected	2
Should be individual with tax relief and low cost availability/ Encouraging individual solar power is very important	2
Only community solar	1
Forward thinking	1
Amazing southern exposure, solar welcomed	1
Incentives or purchasing plans help 'sustain' grid	1
Community solar is too expensive	1
For community solar and wind	1
Can JPUD convert to solar and wind? Have been told it cannot	1
Program where we can choose to put money into local solar and wind generation	1
More important than holding the line on rates	1

<b>Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers. (Version 2)</b>	
<b>EVC Yes – 10</b>	<b>EVC No – 11</b>
What working class taxpayer can use an electric car?/ Should be metered; can afford EV, can afford to charge it/ Serve everyone – not a minority/ Let owners pay as they are not contributing to road maintenance via gas taxes/ Only serve the more wealthy	5
Like, but everyone shouldn't have to pay for it; owned by wealthy/ Don't want any cost of EV chargers passed on to me/ In favor of, can't afford increases	3
EV chargers should be placed in new developments or through (zoning requirements) an area wide initiative where property owners pay for the improvement/station / Strongly support electric vehicle infrastructure	2
Use electricity to power JPUD's vehicles	1
We are a <u>poor</u> county, keep it simple	1
After solar, the electric vehicle	1
Would be nice to have about 6-7 in community; start with the 4 grocery stores, libraries and hospital	1
Subsidizing electric cars is not rational or a service to your customers	1

Please see Appendix A for further comments regarding this question.

Do you have any further comments regarding the electric service you receive from JPUD? (Version 2)	
<p><b>Rates/Bills:</b> Both rates and reliability important/ Promised lower rates/ Went up/ More expensive/ Raise kilowatt not meter rate/ Base is too expensive, eliminate/ Increased/ Should be lowest possible/ PSE cost less/ Kept reasonable/ Too high for seniors/ Power pole project cost too much/ Money saved should apply to lower rates/ Fluxes/ Cost to upgrade needed panel discouraging/ Pricing/ Raising school district rates 33%/ Doubled/ Value for the money/ New deposits required after had history/ When water and electric separate, rates lower/ Costs priority/ Clallam cheaper/ Hidden fees/ Hard for fixed incomes/ #1 priority/ Rate reduction for all</p>	136
<p>Cost is comparable/ Bill is consistently lower/ Happy with rates/ Reasonable/ Rate have not increased/ Rates about the same for electric/ Not significantly changed</p>	12
<p>Rate increase warranted after years of static rates/ Don't want lower rates, lead to increased power consumption</p>	2
<p><b>Satisfied:</b> Good so far/ Keep up the good work/ Service is good/ Better than before changeover/ Improving/ Overall switch has gone well/ Good job/ Content/ Out in rain, middle of night/ Is fine/ Rough start, but positive now/ No difference, still happy/ Things running smoothly now/ Glad I supported takeover/ Couldn't be more pleased/ Easy to work with/ Getting better/ Seamless from PSE to PUD/ Fantastic/ Doing fine/ Love being customer/ Pleased with efforts to improve/ Issues leveled out</p>	124
<p><b>Billing/Statement:</b> Unhappy, late after 2<sup>nd</sup> day/ Bill come <b>same day, monthly</b>/ More flexible ways to pay/ <b>Pay by phone is poor</b>/ Too much fluctuation/ Improve <b>online payment</b>/ Setting up was difficult/ Auto billing on statement/ Process quicker/ Payment plans in winter/ Loss of PSE pricing structure, cold in winter/ Confusing, odd schedules/ Not use third party to accept payments/ Hassle, embarrassing when autopay turned off/ Still not received \$200 credit from initial deposit/ Sucks/ Not logged properly/ Pay an equal average during the year/ Only bill not on <b>Autopay</b>/ Overcharged/ Can't trust drop box, check and statement lost/ Come too late/ Didn't send statement, sent threat/ <b>Paperless or electronic</b>/ Power and water charges/ 30 days important/ Direct from checking/ Envelope??/ Pay station in PT that accepts CC/ More grace time/ <b>Options</b></p>	113
<p><b>Budget Plan:</b> Billing is terrible/ Waiting for reassessment of monthly amount/ Paying more now than ever/ Statements don't <b>show ongoing credit or debit</b>, print outs not helpful/ Can't tell where I stand/ Been trying to sign up for 2.5 years/ Show "real" total charges/ Better management of plans/ Need better/ Levels of rates charged/ Set budget in winter?/ Plan went down \$30</p>	15
<p>Quick to disconnect</p>	3
<p>Statements have been timely last 1 ½ years/ Thank you for increase time bill date and due date</p>	2
<p>Appreciate bill drop-off box at Boat Haven/ Like drop boxes</p>	2
<p>Don't like idea of water and electric bill combined</p>	1

Do you have any further comments regarding the electric service you receive from JPUD? (Version 2) (Continued)	
<b>CS Negative:</b> Horrible/ Worst attitude ever/ Incompetent/ Rude/ No refund or explanation/ No answer or call back/ Be more friendly/ No option to leave msg./ Threats/ Understaffed/ Coordinate burying line never worked/ Uninformed/ Notice to shut off on Christmas/ Not responsive to businesses/ Always us asking, following up/ Live voice nearly impossible/ Trying name change since 2012/ Lead person not nice/ JPUD car needs some driving lessons/ <b>Communication</b> lacking/ Left a mess/ Need training/ Behind learning curve/ Abominable/ No response since 2/18/15 / Warn about scams/ Need to communicate finance dept. arrangements internally/ Notify when dig on property/ Need to know "why" behind actions/ Do it like PSE/ Always full voicemail/ Confusion in office/ <b>Understaffed</b> line crews, and billing/ <b>Unhelpful</b> / Marked up our property/ Project started in August not yet completed	85
<b>New Installs:</b> Slow in responding to/ Took 8 weeks to bring in power/ New service processing lacking/ Adding new was difficult/ New service communication poor/ Amazed this team still employed/ Some helpful, some leave me wondering	8
Never had to deal with/ New/ Lived here short time/ Not had contact/ Part time/ Haven't needed to call/ Not enough knowledge/ Vacation home/ Can't fill out due to ill health/ Don't know/ Don't follow who's in charge/ Not long enough/ Little contact/ Recreational property/ Only 1 year/ Sorry so neutral/ Same old, same old/ Too early	83
<b>Outages/Service:</b> More than previous provider/ Service not better/ Lose power in any kind of storm/ Too many outages/ Off and on/ Slow restoration/ Unreliable/ Longer outages/ More common/ Devices failed after outage/ Back to back outages/ Don't trust repairs being done in capable manner/ Crews not called in soon enough/ Power lines still down from last storm/ Too vulnerable to weather/ Have much work to do/ Concerns about ability to handle/ Surges often/ Still untested by major storm/ Have put in a generator/ Slower response/ Do your job well, utility not PR firm/ No excuse	70
<b>Time to Restore:</b> Left in dark for 2 days/ 4 days/ Longer than 4 hours/ Twice out for days/ Lasting 9 hours/ Too long/ Out 25 hours/ 3-4 days without/ 5 days/ 30 hours/ Longest ever/ 58 hours	22
Rural area reliability?/ Doesn't pay enough attention to rural/ Always last to restore	3
<b>Survey:</b> Questions bad/ Worded terribly/ Waste of time and money/ No more money for surveys/ Should have been done in WA/ Done in house, with bill/ Money more wisely used/ Publish survey results/ Wise use of funds?/ Expect I'll be paying for this/ Poorly written without clarification/ Misleading/ Slanted/ Tricky/ Should publish performance, benchmarks and results annually/ Lame/ Sneaky as takeover, just before increase/ Why Utah?/ Built in negativity/ Will determine nothing/ Looked like junk mail/ Do something with the feedback they already have/ Confusing/ 3 day turnaround	65
Surveys and feedback are important/ Thank you for survey/ Thank you for seeking input/ Glad you survey customers	7

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 2) (Continued)</b>	
Miss PSE/ Why voted out?/ Never should have purchased/ Could take back vote I would/ PSE was better/ Bad choice/ Sell back to PSE/ Would rather have P Power back, and they were bad/ Biggest mistake/ Compared to PSE, frustrating/ Voted against PUD/ Worse than ever/ Same service, didn't need to change/ PUD is a joke/ Did not appreciate process/ "Never happened with PSE"/ Was willing to work with/ Had more operating capitol with PSE/ Local jobs lost/ Better accounting	63
<b>Q9: In future, not now/</b> Master the old tech first/ Need cost vs. benefit/ If surplus funds/ New tech necessary to keep up/ Go full out/ These are separate questions/ Only if you have the money, no loans/ Get electric straightened out/ What would do to our bill?/ At a smart price/ Take on nothing more/ After stabilized, investigate all alternative power/ Support carefully/ PC but a waste of \$/ Get infrastructure in shape/ If reduce customer costs, or forget it/ Remain fiscally stable/ Need more info/ Grant opportunities?/ PUD's pockets, not customers/ Benefit all in long term/ Important/ Maximum benefit to the majority/ Workable budget first/ Overall financial picture/ Invest before more expensive/ Need more specific info/ More debt	62
Please invest heavily into new technologies/ Keep moving forward on new initiatives/ Right thing to do, is future/ Q9 all are important / Please do	5
<b>Phone system/ Outage reporting/communication:</b> Better info/ Better system/ Answer/ More on plans, help, PR/ Estimated duration/ Mailbox is full message not OK/ Must return calls/ Someone available/ Twitter a joke without power/ Does not track effectively/ Too long to get human being/ Adequate responding capacity in emergencies/ Disappointing/ More informative and current/ Appreciate actual people/ Last restored, even though call right away/ Option for email address notification/ Work 24-7/ Have 24 hr. number/ Number was for Missouri/ A child answered	58
Website page showing outages in inaccurate/ Outage map inaccurate/ Need improved	4
Like Twitter updates/ Facebook page updates appreciated	3
Useful and innovative website/ Thank you for solar power info on site/ Make assistance and rebates widely known	3
<b>Reliability/Service:</b> Less outages, shorter/ Focus on this/ Came quickly when wire down/ Good response to outages/ Is your job/ Restored quickly/ Power is on/ Have lights and power/ Dependable/ Great job during recent outage/ Continue with consistent service/ Better since changeover/ Keep lights on/ More responsive than PSE ever was/ Thank you for storm weather service/ Never lost power/ Underground cable cut outages greatly/ #1 priority/ Service is Ok	53
<b>CS Positive:</b> Great staff/ Amazingly responsive/ Folks in field getting service on are the best/ Impressed/ On the spot immediately/ Nice/ <b>Friendly</b> / Outstanding/ Good linemen/ Pleasant to deal with, good job/ Wonderful at communicating/ Only good things/ Access for questions improved/ Polite/ Excellent/ No decline/ Crews are capable/ Helpful/ Corrected issue less than 30 min/ Front desk/ Courteous & Efficient/ Called me back when said he would!	51

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 2) (Continued)</b>	
<b>Pitch/Campaign/Takeover:</b> Not what was promised/ Poor planning/ <b>Major debt/</b> Handled poorly/ <b>Paid twice what was worth/</b> Too expensive, local self-reliance doesn't work/ We were conned/ Paid too much/ Lied to/ Ratepayers are financially responsible for management's errors/ Ridiculous mess, preying on residents/ Tricked/ Higher than what voters approved/ Not as easy as portrayed/ Not better at all/ Misrepresented/ PSE laughed all way to bank/ Socialist/ "Pie in the sky"	42
Thank you/ Thanks for doing what you can/ For stepping up to challenges/ Thankful	39
<b>Trees:</b> Better tree trims/ Trees on lines/ Lines not trimmed in years/ Not allowed to trim, but tangled in wires/ Annual tree maintenance/ Hot wires igniting trees/ Be proactive/ Butchered my trees, hire professionals/ Remove dying trees, don't trim/ Tree blocking road, repair was slow/ Thankful they were trimmed/ More in rural areas/ Travel outer roads/ Right of way clearing is helping/ Before wind knocks down/ Clear up after/ Ignores rural requests	31
<b>Renewables/Conservation:</b> Encourage distributed energy, lead fight against climate change/ Solar and wind if no rate increase/ Diversify/ New tech must be clean, no coal or fossil fuels/ Creating community self-reliance/ Alternative energy supply to decrease production costs/ Energy independent/ Investment needed/ Option for partial or total green power/ Promote conservation/ Wind or Tidal/ Plan for sustainable future/ More proactive/ Go green/ Wind over solar/ Stop disfiguring natural setting/ Able to purchase green/ Self-reliant city/ Trees massacred	30
<b>Management:</b> Poorly managed/ Lacking in solutions/ More managers not the answer/ Poor at all levels/ No glossy pamphlets, save money/ Leaves something to be desired/ Only people who benefitted from takeover/ Hire and retain smart, motivated people/ Needs to be replaced/ More contractors on work roster/ Heavy drinkers/ Is a joke/ Not a project for hobbyists/ Does not do what they say/ Lack respect/ Do not have experience and resources/ Dishonest business practices/ Disconnect between mgmt. and linemen/ Ineffective/ Lots of bonuses/ Respond to PT Leader letter	29
<b>Newsletter:</b> Increases communication/ Quarterly newsletter/ With bill	4
Commissioners doing good job/ Better than those replaced	3
No problems/ No issues/ No complaints/ None since right after takeover	27
<b>Rebates/Programs/Benefits:</b> PSE paid dividends/ Energy efficiency appliances/ PSE provided incentives/ Better help with windows and heating units/ Few or none/ Heat pump rebate/ Expedite rebates/ Home inspections/ Rebates are low/ Inefficient and inadequate/ With Puget, could pay extra for wind power/ Better than average at certain rebates/ Affordable LED bulbs/ Weatherization/ Credit for appliance/ Credits/ Light bulb giveaways/ No limits/ Energy check/ End of assistance serious problem	25
Disappointing/ Should be ashamed/ Not a fan of PUD/ Embarrassment/ Utterly inept and should be dispensed with/ Completely disappointed/ Worst things to happen to Jefferson County/ The PUD is one big rip-off/ Not happy/ So disgusted I'm shaking/ Get out of electrical and water service/ Too many issues/ Nothing but problems/ Cost me \$300/ Arrogance, waste, imposed on us	23

<b>Do you have any further comments regarding the electric service you receive from JPUD? (Version 2) (Continued)</b>	
<b>Maintenance/Prevention:</b> Bury the lines/ Look to the future/ Low hanging wire raised/ Inherited old <b>infrastructure</b> / Spend more on people and equipment/ Upgrade the lines, prep for bad weather/ Money used for road construction, county looking good/ Catch up on deferred/ Need to repair infrastructure/ Better transformers/ Need more help/ <b>Underground utilities</b> / Underground transmission network/ Drones/ Sidewalks/ Combine work trips on small roads near major roadway/ Reserve money	22
<b>Local Service/Local generation:</b> Pleased to have/ Like local supplier/ Have local crew for system/ Getting rid of PSE better for all/ Prefer PUD to private corporation/ Hire local/ Like community-owned/ More locally generated power/ Promote locally generated/ Better reflect local values/ Common sense not corporate script readers	18
<b>Community involvement:</b> Don't know what they have done/ They don't care about needs/ Not aware of/ Volunteer involvement/ Does nothing for the people/ Before any new investment/ No sense of how serves community/ Invest in community	8
<b>Water:</b> Contacted me when over usual water usage, had leak/ Water meter reader noticed spike and saved us damage/ Unhappy about water bill/ Get the sewer going/ Happy with water side/ Those with wells need power restored ASAP/ Fix wells first/ Didn't charge when valve broke while out of town	8
<b>Meters:</b> Zero notice on new meter/ Should offer no cost opt out of smart meter/ Should be personally read monthly/ Concern from solar panel	4
Dumped both fridges now, twice/ Spike damaged elevator	2
Is utility tax a PT city tax?/ Reduce inspections on private homes, tax corporations	2
Employees just as important as customer base/ Acknowledge employees regularly	2
Need natural gas/ NG from Whilby Island	2
Various responses	12
<b>Total respondents</b>	<b>855</b>

\*Respondents gave multiple answers.\*

Please see Appendix A for further comments regarding this question.

# APPENDIX A

## **APPENDIX A DESCRIPTION**

The following pages contain all verbatim comments received for the 2015 Jefferson County PUD Customer Satisfaction Survey. The verbatim comments are organized by questionnaire version.

Every comment received by SDS is included. Please note that only minor correction for spelling or grammar has occurred. Comments are presented as received by SDS, in order to preserve the tone and intent of the respondents.

## Jefferson County PUD 2015 Verbatim Comments VERSION 1

**Do you have any further comments regarding the electric service you receive from JPUD?**

- When do I receive my solar energy rebate?
- More service trucks and technicians when power does go out, also trim some trees that are in line's way!!!!
- JPUD was extremely unresponsive and poor throughout the first year. They turned off my electricity with no phone call to me. I live out of area and they know this, yet they only put notices on my door – during the storm season. Net result – wrecked my new wood floor, lost all my frozen crab (a lot!). They were unresponsive and took no accountability. All that being said, the staff are nice on the phone. I don't trust their ability to run another arm of services until they have a proven record.
- Rural Address. Power outage lasted 4 days – took 1 hour to fix. No access to well water for 4 days while the elite of Port Ludlow got service back ASAP.
- Poor communication/response to customer concerns (downed trees on power lines).
- Do NOT like the unshielded, over-bright LED replacements in street lights in [Pt?] Townsend - They are sky darkness polluting and very shocking bright to the eyes in the dark when driving – feels industrial vs. residential.
- They still haven't combined water and power accounts. I was told it was too hard. They are horrible about getting power turned back on in a timely manner. Worst decision the county ever made when they voted for this joke to take over. Never reimbursed clients for hundreds of dollars of lost food. Left a LIVE wire laying in the yard and my kids could have touched it. The WORST PUD EVER!
- Are you sure these questions are the best questions, not really – Ask about how the rebates have been handled. Stop using Clallam Co. PUD as a helper; too negative and rigid. This department needs to know the parameters on how to help customers get the best service new installations, heat/furnace [mint split?], etc.... When low income customers need one of the above it's not the people always the list that do the job well. Pick employees who know what all the parts that go into a rebate – it takes someone who is organized knows the data to apply for rebates; it can't be someone doing two jobs. This is where the customer has to learn the ropes to make it happen – I ended up calling Peninsula [Fight?] for answers to complete the paperwork. They run their PUD differently, know what will work and are definite in their responses, plus answer when calling the top dog in handling rebates. Jim Belamy. Sorry messy writing.
- I do not live at the property, only visit occasionally in Spring/Summer. I have no experiences with any disruptions of service as it has always been on and in excellent working order. Therefore, my opinion on survey will not be adequately representative of the kind of information you are interested in.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Please do not attempt solar, vehicle charger, broadband, reliability for normal power outages. My power has gone out 7 times since Aug. Sometimes because of big wind storms, but sometimes nothing. Answering service (located somewhere else?) very bad, long waits, I still call because I think I've been forgotten – 12 hour outage. Never has been this bad. Don't increase rates then say you had to hire more people. I did not vote for PUD and this is not what was promised.
- Raging over bill on a 2-month program.
- It seems that updates on outages are sent out on Twitter only. It would help to have updates on the PUD website. Also, reporting an outage is difficult - at least on the phone.
- JeffCo PUD staff have been very courteous and helpful when I have called.
- Get basics right before expanding service. JPUD is substandard.
- I moved in and lost power from the ice storm – this year I did not lose power from the wind storm so they are getting much better at maintenance.
- My furnace burned up last January when returning home on January 7<sup>th</sup>. I paid \$11,000.00 for a new furnace and a rebate of 1400 which I was told I would receive in 6 weeks to 2 months. It took 6 months and 20 phone calls. Finally, after talking to a commissioner at 6 months, I did get it. A disgrace!!!
- Q9 – What is the trade off? What is the investment plan and how is it structured? They are questions I would have before answering Q9.
- My electric service has been reliable; customer service has always been helpful and friendly.
- This is a summer home. A computer monitoring system would be helpful.
- I have only lived at my current address for one year. All I know is we lose power a lot in fall and winter.
- No, it seems like they are doing a good job.
- Long wait times to speak with a rep. Requests for return calls with information rarely made. I have been waiting for a rebate check since window replacements in Aug. 2015, still no check or follow-up from JPUD after numerous calls for status. I sure miss our previous provider PSE!
- With the old system it was difficult to pay bills and make any account changes – we hope the new system is easier to work with. Thanks for the chance to comment! Happy Holidays.
- When calling after hours the phone response is mostly surly and obnoxious – they need to have a lot more customer service training.
- When we changed to PUD we expected lower rates!
- We shouldn't have to sacrifice reliability for rates lower.
- Why are there so many breaks in electrical service, suddenly? – bad lines, accidents, or a need in maintenance.
- I am very disappointed that PUD is still enrolling customers in the Solar Panel Rebate program when it can't pay obligations already made. I paid twice what current enrollees paid for their systems yet they get the same rebate. My daughter is a lawyer and I am discussing my legal options.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- (no survey, written on letter, returned) I do not think the survey reflects service.
- (no survey, written letter) Re: Survey for Jefferson County PUD #1, WA. Dear Sir or Madam; As a new customer of Jefferson Co. PUD #1, my chief concerns are that the power remains ON. And that, when interrupted, it is quickly restored. All other perceptions, such as corporate citizenship and communication are ancillary to the PUD's mission. Might I suggest that the PUD respond to user reports of downed trees on lines. My in-person report, I emailed reports to each commissioner, apparently were ignored. One month later, tree STILL lies on lines. Ha! Steven Toepel.
- Lot of good hands ran off because of one person in charge.
- Since the takeover we have had more power outages than we ever had with PSE. The PUD gets an F in reliability in Port Ludlow. Additionally the pitch for lower rates was poorly studied. Too bad we are now stuck with a poorly performing essential service. Please don't think about taking over Olympic Sewer and Water. Figure it out boys.
- With the increase in telecommuting, dependable power is a requirement not a nice thing to wish for. When I can't work, I can, earn a salary. There is no excuse for power outages during this day and age.
- Seems the PUD is still comparing itself to the old provider. Time to move on. I was against the takeover, but now that PUD is in charge, let's see what we all can do to maintain or improve the system. I would like to see the rates remain the same ....and still provide quality service, but the fact is the cost to provide power will go up. I have not seen, what the cost was to rebuild the system after the storm in late August, those numbers should be made public. F To go to more solar has it benefits, but it also reduces the amount of money coming in. IF everyone had solar, there would be no money to support the infrastructure, such as the problem Hawaii is dealing with. Driving around the county, I see the trees need to be trimmed near the power lines. During storm duty, if the damage assessor cannot see the power lines the time to patrol each circuit can take much more time. Also getting tree trimmers on this problem, they can also see dead trees near the line that would not be visible unless the trees are trimmed. Concerning this question: Management: In general, JPUD management (JPUD Commissioners and management) is not doing a very good job. At one PUD commissioner meeting I attended a customer disputed a billing charge on her water bill. With PSE that billing issue would not have had to go to that level to get resolved. LET a Supervisor assess the billing issue and make a decision.
- Good job. Thanks for getting the power back on in a timely manner.
- I wish we'd never become a PUD. I worry that in a major windstorm the residents of Jefferson County will be footing the bill for years. With PSE, it was a big enough company and diversified enough that a local event wouldn't have caused it to raise rates enormously.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Power bills are higher which is NOT what was promised when the proposal to buy out PSE was floated. The cost to finalize the PSE buyout was much higher without any input from citizens. And the billing system fiasco continues --- no accountability, no predictability as to when your bill falls and NO sense of caring for the consumers if you dare call and complain. I am EXTREMELY --- disappointed at best in PUD. Terrible.
- You are doing a great job!
- Thank you!
- I'd like to be able to see day to day usage like PSE did for us.
- The grid they have is not dependable. They don't trim the lines well. When we had our last outage, all around us, except our street, was up because they didn't drive down to see the one branch on the line that took 10 minutes to take off. So we waited another 18 hours because there were no crews in our area (I showed the supervisor where the branch was and we waited 9 more hours). I get it's a developing utility. However, when they make a mistake, own up and apologize to the customers. Nobody wants to accept responsibility. From tree trimming to weatherization rebates to managing crews for outage restoration, there just is a lack of management control.
- The PUD needs to stop wasting time and money promoting Solar for one Business in Port Townsend. The energy lunch is a sales pitch for ONE company. EV is a Private sector job to build charging stations. I also RESENT YOUR TRICK questions.
- My neutral comments are because I am new to this area. I have generally been very impressed with the services provided and response in "downtimes".
- Question 9 should have been broken out to the three parts: Broadband-strong yes; Solar power- NO!!!!!!!!!!!!!! Electric vehicle chargers- Strong NO!!!!!!!!!!-these cars are not paying back what they should. They already receive an advantage at purchase and there are other entities that can put in the expense of chargers for them.
- During outages, PUD should improve customer service accessibility and provide more timely, accurate updates.
- Top priority should be best possible fortification against blackouts. Second priority: responsive customer service. I've called 2 or 3 times with questions, left messages, never once gotten a callback ... as if I don't exist.
- We live in Irondale, and during the power outages this summer, we were out of power for many days, even though the paper was reporting that Irondale's power was back and workers had moved on to out-of-the-way places like Marrowstone. Some people in my neighborhood had their power back; some didn't. I had called to report the outage when it first happened, but soon my phone battery died, so I couldn't call again when I saw in the paper that we were supposed to have power back. Anyway, I appreciate your work getting everybody's power back; I guess I just want to make sure the whole neighborhoods fixed before you check us off the list. Thank you.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I have only been in the service area for a few months. I have not had experience with PSE in Jefferson County but I had them while I lived in Kitsap County. PSE bills are confusing to read. The PUD bills I have been receiving are easier to read and I am expecting a new format soon as described in their latest bill I have received. I think there are ways to increase service reliability without raising rates. I have noticed there are plenty of trees that could be trimmed near the power lines (S Point rd. / Bridgehaven area) that could prevent further outages. I think this is an easy to do option. I think tree trimming around power lines should already be in the budget to accomplish. I think electric vehicle chargers and solar panel is a waste of time and energy for a public utilities district to take on. Let the bigger more developed power companies work out the kinks and bugs. Electric vehicles are not very popular in the vast area of Jefferson County as maybe in King County. We don't need to get on the bandwagon, raise customers' rates to install these systems just to tell the rest of the world look at what we did. Some areas already have broadband service; I do not think the customer base is there to support broadband service for everywhere. If the customer base was there the other companies (Wave) would have already tapped into that market and installed the equipment. Encouraging WAVE and the local gov't to support and remove roadblocks for them to upgrade the nodes and service is a better tactic to upgrade our internet service in Jefferson County. I like the tweets I receive on my phone about service disruptions and what the PUD is doing to correct. I am not in favor of increasing low-income assistance; they need to prove to me they require it. If they are wasting electricity because they get a break on their bill we are not encouraging a smart use of our resource. I have spent a lot of money upgrading my windows, energy efficient light bulbs and appliances to reduce my energy consumption. If we lower the rates for certain people then we are encouraging them to waste electricity. I would like to see an app for my iPhone/iPad that would let me see my electricity usage and bill info in real time. If people could monitor what they are using I think the usage would decrease. Maybe some sort of energy challenge between like homes would spur friendly competition if I could play against other like homes I would turn lights off more and find ways to conserve power. As a PUD we should strive for real innovation like this not solar panels and electric vehicle chargers. Thanks for the chance to provide my input.
- It's frustrating to me that our power bill on the budget plan is an average of \$50/month higher than it was with PSE. We have not increased our usage. I'm not sure that paying \$600 additional a year is worth it to have power supplied locally. I understand some rate increases, but it was \$50 add'l from the beginning of the budget plan...which was also frustrating that we had to wait a year. (I understand that was due to PSE not sharing the past bills.) I voted for this but didn't really realize that it would cost this much more. On a positive note, customer service is good and reliability has been good as well.
- Including the tax payer subsidy that JPUD receives, my cost of service has gone up as compared with before JPUD took over. The level of service has not gone up.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- My priorities are reliability of service and independence from large scale grids. I would hope that JCPUD would take action to avoid outages, caused not only by infrastructure failure, but by computer hackers. After that, having our energy be from sustainable, green sources would be my next priority. And third, of course, keeping the cost as low as possible would be nice.
- Two days ago you mailed me a survey that had the same questions as above. We filled it in and mailed it to SDS. Today's mail brought another survey from SDS, but question 7 has been changed to "In general, JPUD management (JPUD Commissioners and management) is doing a very good job." The word "NOT" has been removed from before "doing a very good job." This reversal is incomprehensible. How can the Commissioners possibly understand the numerical results that SDS will give them on this question, if the survey questions are so opposite? The rest of our comments, mailed to you this morning are below: We could only complete one question of this survey, using the numerical scale. We contacted Miranda at SDS who told us to write our concerns about the survey in the comment section. However, that section is too small for our feedback, if it is to be of any value to you. Primarily this survey caused us consternation because the questions are worded in a matter that invites interpretation, which may not be as the responder intended. Questions 1, 2, and 3: relating to service quality in comparison to two and a half years ago. How would someone who was not here two and one half years ago give a numerical score? There should have been "not applicable" as an option. To simply put a 3 would be a distortion in terms of quantitative response. Question 4: Service reliability is less important than the lowest possible rates. If one were to score a 3, it is unclear if this would be interpreted by the surveyors as "indifferent" ("neutral") or both being equally and absolutely critically important. In our minds, we feel both are equally and absolutely critically important. That should be the goal of ANY company. Reliability AND lowest cost to customer. Not OR. Question 5: JPUD needs to have more community involvement to show that it cares about its customers. Two ideas have been combined, and the surveyors will not know for which the responder is voting. Community involvement OR customer care. Our position is that caring for a customer should always be a prime concern of any company. It is unclear what "community involvement" entails. Question 6: JPUD does a good job communicating with its customers. We had to give this a 2 because this is the first form of communication which we have received from JPUD, and it is poorly thought through and poorly written. Question 7: In general, JPUD management (JPUD Commissioners and management) is not doing a very good job. This is the only question that is expressed in the negative, which entails a double negative for the responder who says "strongly disagrees." The type of double negative has produced skewed voting in many elections for initiatives, and we would imagine that the same will happen here. Furthermore, it is rare for any utilities consumer to actually know the management of the utility. They only see the workers who come to fix things, or the rate increases. Question 8: JPUD should increase assistance to low income customers. It is unclear as to what form "assistance" will be. It is unclear as to how much assistance is contemplated. It is unclear as to what

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

(cont.)

constitutes “low income.” It is unclear as to who will pay for the assistance and if such costs to JPUD will be merely passed through to other customers. Question 9: JPUD should invest now in new technologies such as broadband, community solar power, and electric vehicle chargers. Three ideas have been bundled together (broadband, community solar power, and electric vehicle chargers). Not all responders will feel all three should be pursued. There is no way to distinguish between them for voting purposes on this survey, given that there is only one numerical scale. If we are not for one of these ideas, but somewhat favor another, and strongly support the third, it is impossible to assign a number that the surveyors could properly interpret. WE ARE VERY DISTRESSED ABOUT HOW THIS SURVEY HAS BEEN CONDUCTED, AND WILL QUESTION ANY RESULTS COMING FROM IT.

- NOTE REGARDING THIS SURVEY: I could not access the survey using Chrome. Pasting the same URL into Safari worked.
- Time-sensitive rates should be considered.
- Invest in new technologies only when basic service is solid and the revenue stream allows.
- The PUD needs to take advantage of the paid for and installed broadband cable that is just lying there doing no one any good.
- The time I called the emergency phone number during a power outage the call went to someone’s cell phone who I believe was not even on duty. This is not acceptable.
- I was skeptical that PUD takeover would improve service or improve prices as promised during the campaign. I voted against the takeover. Since then, I'm aware of how much the rates have increased without significant improvement in service, reliability or customer service. I have not seen the reduction in rates due to Public Utility discounts with electrical service providers on my bills. The rates are higher. I do have the sense that JPUD has overall improved the condition of the utility but everything costs more for the customer. I am still cranky about the transfer. I can say, however, that the utility does seem to be improving the infrastructure and service reliability gradually. Hopefully, this will continue and I will come to appreciate what JPUD is doing.
- Many thanks to the linemen who are out there daily, and in the aftermath of the windstorms they do their job admirably.
- I have not had to contact the PUD much, about the only time I need information is when the power is out.
- Electricity and water are still separate accounts even though we were promised a year or two ago they would be combined. Office staff are not well-trained and not ready for prime time. Dan Inkley (SDS President) wants my feedback on this survey within 3 days. His letter is dated Oct. 20. I received it on Nov. 6. Kinda sorta typical of the Jefferson County PUD.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Billing errors, service tracking mistakes, and poor communication have eroded my trust of this agency. JPUD'S negativity toward residential solar is out of step with current trends. If given the choice today, I'd return to PSE without hesitation.
- We appreciate that PUD is a public utility and that power outages have been restored quickly. We have not seen as many charitable contributions from PUD as from PSE but that is understandable. One top priority for us is to see that shut-offs are extremely rare. We would like more communication from PUD and to see the PUD partner with the community to speed the transition from fossil fuels to electricity, particularly electric vehicles.
- I think JPUD is trying very hard... and so far have been approachable and helpful. Hoping to feel more confident about the net metering billing in the near future. That part was definitely easier with the previous supplier.
- I should be able to pay my bill electronically without a service fee.
- Appreciate that they are staffed with local resident employees and do not use subcontractors to do everything on the cheap the way PSP&L did.
- I am still receiving 2 bills from PUD 1 for water and 1 for power. I have asked and been told that's how it is but yet other neighbors and friends receive 1 bill!
- (Questions above differ from printed version -- invalid survey.) JPUD should focus on reliable, low-cost service, as promised, and skip community involvement, newsletters, etc. When we report outages, getting no answer or reaching someone's private voicemail box is unacceptable. Outage status updates are absent, out of date, or poor. RATES question above seems a deceptively-worded excuse to raise rates. Both are necessary and expected.
- Keep up the good work!
- C'mon- what's up with the misleading questions? Am I a GOOD customer, or the BEST customer?
- Autopay needs to be available.
- The lack of notice and options, for low-income people and those who periodically cannot pay their bills, is brutal. Especially in the winter.
- While there were bumps at the start, it seems they are on top of things! Even when power goes out (we do have storms around here) it seems like its back up and running way faster than it ever was with the old electric company. As for high speed broadband - would be nice if it was cheap/reliable since we are unable to get high speed service from any of the usual companies. Also please don't make all the poles ugly - big honkin boxes half way up a pole? Keep the area pretty! Anyway - thanks.
- Jeff PUD needs to spend more effort in community outreach. I have the perfect person for that task. Her name is Suzanne Michaels. She spends part of the month here in PT, but her business is PR for two utilities in Las Cruces, NM. She writes two articles a week for local publication covering all topics of the water, waste water, gas, sewer, solid waste, and recycling representing her two clients. She can be reached at 915-588-0082 or suzanchor@aol.com.
- This is a waste of Taxpayer money.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Considering this is a new company, I think they are doing a fine job. Note, I live on Social Security alone so rates are very important to me. I keep my consumption as low as possible.
- First, I voted against this action. I was not surprised by the problems with service and billing. But I will say that the group has tried hard to improve over the last year and a half. We'll see if the new billing system gets us back to where we were with PSE. I hope so. Now we'll see how this winter goes.
- Unfortunately, you've neglected to ask about the biggest criticism of the PUD, that rates have been considerably higher than expected, and then voters were led to expect in a campaign focused on lower electric rates by ridding customers of the need to support a profit-making corporation. (Asking survey respondents whether they value service more than value does not address this. And, anyway, why would service require a sacrifice of value, if that's not the case in other PUDs or, for that matter, with PSE?) The PUD has been a disappointment because the campaign to buy out PSE was based on the argument that rates were unnecessarily high.
- Restoring power after weather outages much, much slower than previous supplier.
- I am from another state and I think the rates here are quite good. I have never really thought about evaluating an electric utility. And by the way, you do know that the written survey and this one have different questions, at least Question 9.
- I moved to the area in 2015 so don't have any basis for the comparison questions.
- Outside of the population centers, the density makes it extremely unlikely that affordable commercial options (satellite services are not affordable) for broadband will ever exist. The PUD is the only option to provide what has become a necessity for life in the 21st century - please deliver or subsidize universal broadband.
- New initiatives could be considered in the future but not now. The thought of rate payer's money gifted to low income users would create a piggy bank for "good old boy abuse" and should not be done. The city, county, state, federal government and many private groups do well enough aiding the poor without your supervision or help. We feel you should satisfy yourselves with providing high quality electrical power and water delivery; not get into being a charity for the poor or become an experimental test site for new ideas.
- It took almost 2 years before JPUD starting breaking down bills to show specifically how much I was paying monthly as a customer. In the interim, I was on a budget plan and paid a flat rate whether I used more or less in electrical consumption. Since I am retired, I headed south for months at a time, and would shut everything off except for a porch light. I expected some savings during those months, but never saw it. JPUD needs to do a better job during outages. They are getting better putting information on Facebook on their web page as to the longevity and specificity of the outages, but before their FB page there was nothing, and when you called their 1-800 number there was no message, update, or information pertaining to the outage, even when there wasn't a cloud in the sky. If they are planning on taking down the power to update for instance, they should advertise, or send a blanket email out to their customers that they are planning to work on their specific power lines during a given time period. If Washington State Transportation can do it, they should be able to

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

(cont.)

also! Puget Power had operators you could talk to during outages, and they gave their customers a blanket timeline for recovery from the outage, which is better than no information at all! It seems to me that the line men are doing a great job, but the information is now passing on from the Linemen to the front office and out to the customers. They should get that information out in local newspapers in advance of the planned outage, or in blanket emails to their customers, or update their Facebook page frequently as is practical during actual outages. The billing information on their webpage is also useless. I pay by personal check, and do not use their online service to pay my bill, because they tack on a surcharge, but my payment is never reflected on my online account on their web site. The electrical rates seem fair, but after 2 years of paying a flat rate and being gone half the time, I am finally seeing a surplus in my account, which is what I had with Puget Sound Energy. So, at this point, I am reserving judgment whether service has gotten better or worse.

- Transition has been fairly smooth with minimal impact on my awareness. That's a good thing. ;)
- Service is dismal at best. Upper management has fired some that were really trying to make a difference. They are focused on spending money on technology and other bright shiny toys.
- All staff could be more "customer service" oriented.
- We have had more power outages since JPUD took over and the response and communication about the outages is much worse. We can never get a good estimate about when the power might be back on. Sometimes we get info about the outage, but more often than not the person answering the phone cannot tell us anything.
- Some confusion about the transition to the smart hub billing system ... tried to sign up online but don't have a new account number yet, and couldn't get through to customer service by phone.
- No big surprise that a huge, process-driven and well-trained corporation (PSE) with years of experience managing our power infrastructure and service would be so much better at it than a group of people (local or otherwise) with no such experience (JeffCo PUD). And let's not forget that the same "big, bad" corporation provided hundreds of thousands of dollars to support the services provided to our low-income residents. The entire model of the PUD (and its pitch for taking over the power utility on our peninsula) was flawed from the beginning, and the PUD's performance since the change has proved that over and over again. The people who answer the phone continue to be poorly trained (both technically and in customer service) and are often rude. During our many recent outages (which they would say are not their fault, but it's not clear to me who's responsible in the cases of mtce. and equipment failures), they have done a very poor job of communicating status to customers, leaving us literally in the dark. Having a Twitter feed is useless if no real information is provided. For instance, it often takes them an hour or longer to even acknowledge there is an outage, especially in South County, leaving us to call to report it -- except that no

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

(cont.)

one EVER answers the outage reporting phone line. As a result, I think that as long as we're stuck with the PUD, they should stick to the fundamentals (no new initiatives) and get better at running and maintaining the system, training their people, and communicating better with their customers. And no, I don't think they should increase assistance to low-income customers. Even asking that question in this way (kind of like asking "do you think we should feed the hungry?") is just something they plan to use to impose some sort of mandatory contribution towards this (in addition to begging/shaming us to give more). The statement you should have posed is "The JeffCo PUD should immediately begin negotiations (perhaps begging) with PSE to have them buy back our electric utility." I think that MANY residents here (including me) would have voted "Strongly Agree".

- Our household had no negative experiences prior to JPUD taking over, and also have had no recent negative experiences.
- Do a better job or another provider will take over and you'll be replaced because you're awful.
- JeffPud is somewhat like an "unsung hero". I appreciate the work you folks do on our behalf. Thank you. The Outage Map is "cool".
- I appreciate the communication and responsiveness JPUD showed during the recent outages. Being able to receive Twitter updates on the ongoing repair efforts was extremely useful while I was without power.
- 1. During an outage, access and download times for information is difficult. If the problem is demand - ok. But, while trying to download using cell data from a tower on back-up power, time to download info was in the 10-30 minute range. Is there something you can do on your side to make info download faster - easier???? 2. We have wind storms, we have very tall trees, and we have exposed transmission lines. Do you have the resources and staff to find, predict, and remove some threats before they cause an outage?? 3. In South Port Ludlow, it seems we are on a transmission system fed from only one end???? Are there plans to bring energy to Port Ludlow from the Shine/Paradise Bay area so we have the possibility of being mid circuit as opposed to the end of a circuit - and possibly fewer outages??? Thanks, mcaskey314@msn.com Teal Lake Village, Port Ludlow.
- I moved here 1 1/2 years, so "neutral" response means that "I don't know". With your new billing system, I request that we be given as customers more flexibility in determining which due dates would better serve our needs. In other words, that we could actually pay by that due date given when our pensions are deposited in our accounts. Thank you. Jan Sprague 360-344-2867.
- Shoddy customer service through the office, inability to contact anyone during an outage and longer power outages are just three of the reasons I'd like to kick the Commissioners and Management out and return to PSE.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- JPUD should stick to its core mandate of providing reliable electricity service at reasonable cost to its constituents. One exception: JPUD should add the provision of broadband internet service to its mandate for all areas not currently served adequately, which is much of the county. These days, access to the internet is very important. Not as important as electricity, of course, but very important for education, safety, policy awareness, business and entertainment.
- Question # 6 You changed your billing format and dropped my auto pay, I saw no notification that this was happening!! Then you sent me an overdue bill, I would not count that as good communication. All though there are only 12 families on my road it took PUD 2 + days to replace the fuse blown on BV.
- Just spent 10 minutes on hold with a question about my "new and improved" bill and then got cut off. Have you people figured out how much it costs to run an electric utility yet? Should have been done in due diligence before takeover! Will the results of this survey be made public? Should have been titled customer DIS-satisfaction survey.
- Particularly interested in finding out what PUD could do, develop, offer in Broadband - especially for residential which is important for those of us who work (have a real business operating) from our homes - freelancers of various types which will be a growing number - especially as folks who "retire" discover they have to keep working.
- Electric service is fine and JPUD customer service is excellent. JPUD billing was a mess when they first took over, and public perception was badly impacted by poor decisions at the management level to not initially bring adequate staff into the PUD office and to be very aggressive with collections. Now that we're past that, I think we're in pretty good shape. Next, I would like to see JPUD make major investments to expand on the Noanet fiber installation and become a broadband service provider in Jefferson County.
- I want to see breaks for businesses in Jefferson County to help with job creation. Businesses pay more money as if to be penalized for just being a business.
- Twitter has been a great tool for tracking power outages and repairs.
- Get commissioners that have electrical background. This is not a water and sewer PUD anymore!
- I think reliability has decreased and the attitude of the PUD is cavalier. During a recent power outage they were not even answering their phone. We were left in the dark, both literally and figuratively.
- The online payment system is cumbersome and frustrating! Automatic payments are not being processed, resulting in late payments. Likely due to the change in account numbers. I have two accounts and the autopay did not kick in for one. I forget my password and have to have my account number (meaning I can't pay from work or elsewhere; I have to go home and dig it out), then have call the office during their hours after trying too many times with the wrong password. A 12-hr reset would have been enough! Why all the security? Are you afraid someone might access my account and pay it?

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- More emphasis on “tree trimming” in months/weeks before winter. Also billing appears to not be cycle billing (same day each month). Billing dates appear to drift, I presume that the company reads consumption electrically in the built up areas of the PT (city) and not sure about the County customers/meters. Richard Chapa, 1151 V St. PT (360) 385-1284.
- I hate it electric service fails.
- Rates are much higher than PUD 3 of Mason County. You paid more for the system that you should have and we will pay for the next 20 years.
- Improve training of office staff. Yearly evaluation of performance with job description of each employee.
- I believe JPUD is trying to do the best they can overall.
- I fortunately have not had any problems, but I am wondering about the solar power refund.
- In regards to power outages or updates many of us feel better phone options are needed. Remember there are still several people who do not use computers or smart phones. Being able to call can be comforting to the elderly.
- I called about checking my heating system as had been done in the past. Your representative was ignorant and uninformed – she just kept saying call an electrician. I think your customer service is going down.
- It’s too early to know any reasonably accurate answer to many of the questions.
- In general, we are satisfied.
- We have 7 electric meters on 1 property. The last power outage a few weeks ago we called in to report the outage and were told they could not locate us on the computer. We were also told later on the next call that PUD quit working on our outage line and moved to fix a line in a more populated area. It has been difficult running a small business without power. Eagle Mount Rockery Cottages/Motel, 1822 SR 20, Port Townsend, WA 98368.
- I realize that our PUD is still a “young” initiative and needs to continue being grounded and aware of “first things first” steps as they are taken. I very much support the notion of using our “local power” to move more in the direction of developing access to and use of alternative energy – wind, solar, electric cars. But it will be a big conversation, as well as a tricky balance to achieve in the necessary transitions ahead.
- My perception is that rates are no lower than before and that service has gotten worse. Economies of scale have been lost and discount programs for energy efficiency have been lost. Don’t see the point of this transition and would like to go back to PSE.
- I think PSE was doing a good job. I don’t see any improvement in service or costs since PUD take over.
- PUD should be replaced by PSE.
- Electricity costs here are triple what I’ve paid in my residences in Seattle, Texas and [Orlando?] and ever the Bay Area.
- Thanks for the good job!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Should help low income seniors with lower rates and help with updating weatherizing.
- We have not had any problems so I can't comment on customer service.
- I would like to have a phone number to report an outage or get info about an outage. I don't know anything about the new technologies nor how they would affect service.
- Q3 Emergency response improved with JPUD.
- Underground where practical, no need to continue comparison with PSE, provide help to individuals and businesses to install reliable solar alternative (technical, not financial).
- Yes – meter readings are not accurate to date. No one can explain increases in customers' bills for the period of 9-16-2015 to 10-16-2015. What is being done to determine the cause of the increases from the same period last year – Please communicate to your customers.
- No complaints thus far – I know you are trying – Keep it up.
- Thanks for taking over from a company who placed serving this area as a low priority.
- I have to use a BIPAP machine to breathe while sleeping. I would appreciate greatly fewer power outages.
- Adequate response time to power outages is lacking as is communication offered to allow people to know how long the problem is anticipated to last – and the cause. The previous provider had a person to answer inquiries in such circumstances and/or recordings with answers to the questions noted above.
- Dumb questions – Rates, of course are important. Everybody wants great service. Nobody wants to speak to a robot.
- Good job! Glad company is owned locally!!
- We see very little change from PSE. We were satisfied with their service.
- The RF smart meter, when transmitting, blocks my garage door from opening and closing. We do not want this "smart meter"! Also, they give off radiation which is harmful!
- How do I know my electric meter is being read manually and accurate?
- It should take a court order to involuntarily shut someone's power off. Abolish nepotism in P.U.D.
- Do more to reduce power interruptions due to environmental factors (wind, trees, snow, etc.)
- Keep trees trimmed. Any new roadwork, bury electric line. Reduce power outages.
- This questionnaire seems rather amateurish to me.
- Billing cycle should be standardized to one calendar month. Having the service period vary from 28 to 35 days makes it harder for users to determine usage trends. And why did you outsource this survey to Utah?
- I've really noticed no difference either better or worse.
- Thank you for working so hard to get power on in Sep. outage.
- Since I'm new to the area I can't honestly answer.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I live on West Valley Rd. [Chimacum?] Obvious danger trees should be dealt with before they wipe out power lines. Anyone with ½ a brain can drive this Rd. and point out the trees that will rob us of our power next wind storm.
- Perfect the system you have before you even think of solar power, broadband or vehicle charges. Use your money for service reliability.
- Service has gone down and rates have gone up a lot. I've had a lot of trouble with timely payment credits to my account.
- Q1-Q3: New customer July 2015 so no comment. Experienced 2 lengthy outages in Port Ludlow since July 2015. PUD should spend appropriate amounts on vegetation management, maintenance, and basic distribution capital projects to ensure reliable service throughout the service area. It appears to me that these fundamental needs for reliability are deficient based on results seen in this brief period.
- My community relies upon a water system with pump house and storage tank. The backup generator to keep the water pressurized has not worked during the last 2 year's several outages. This leaves us without water pressure. We have not been a priority for getting the backup system running – with many elderly neighbors; this is a health and safety issue.
- What happened to the high speed internet promised to Marrowstone Island residents during the last P.U.D. election???
- I have not had any emergency experiences since JPUD took over... My answers may not be so “neutral” had I had an experience to judge. I always welcome new technologies.
- Bills are delivered at the last minute with little time to pay.
- I believe the overall service is very good. Not too sure that the commissioners are their best – special interest seem to cloud their judgement.
- Overall we have not detected any change in our utility services – this is good – as it feels like a seamless transition. We haven't had any need to contact customer service – so we gave neutral answers there. One thing we'd like to have available – whole house surge protection to avoid power spikes. Our utility as in a previous location offered them to all customers. Customers paid for them, but the utility was able to offer them at a better price than were available on the retail market. We have all our electronics etc. on surge protectors but still have had some power supplies damaged due to spikes, esp. during an outage. Thank you!
- (no ratings) Prices higher than PSE. No opinion on other questions.
- I have changed addresses and had to pay two new deposits. Each of them I still have not received back or heard about! Both times I was told I would receive after a couple months and did not.
- I don't have personal communication with PUD so I am Neutral on most of these questions. I do see “MANY” trees and branches on our power lines for months, these do or will cause power outages. Why are they not taken down? Or leaning trees that even I know are going to fall on our lines, why are there not preventative measures taken to lessen the obvious results? That is my concern. Thanks for asking.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Do a thorough tree trimming program to prevent outages. When power is out fix the people first who are on wells and don't have water.
- We are new to the community so we have no prior knowledge of the previous provider.
- Our garage door at times will not open when your RF meter is transmitting! Give me my old meter.
- I am satisfied with JPUD but would like to see rates go down using new technologies.
- New to Jeff Co – No experience with old set up. Very satisfied with your service. Like the new website. Thanks. [name?] 13 White Rock Pl.
- Long time coming from the time of take over. Customer service is much better at this point than before.
- Too many outages that last too many hours. Trim trees over power lines would reduce outages.
- (no ratings) I have lived in Port Ludlow for barely 3 years so do not feel I can access the service prior and compare.
- When JPUD first took over there were a few VERY hostile encounters I had while trying to resolve a few problems that arose because of the confusion that arose during the take over. There was one employee, Kim Holt who did an exemplary job resolving issues, apologizing for the problems and correcting the issues so they didn't happen again. Others, one in particular, was obnoxious, argumentative and downright hostile. I also felt unheard when writing to the board for solutions. Things are better now in large part because of the efforts of Kim Holt.
- Make available a "green power" program to customers. Even if this costs more to the consumers. At least offer it as an option, like Puget Power did.
- Service is good but question monthly bills as to accuracy in usage and \$ amount.
- You are doing a good job!
- Stop comparing PUD to PSE, "let's move on". We have not had a major storm since PUD took over. I hope PUD is putting money aside for that storm. In general JPUD is doing a good job. They do need to trim the power lines of trees. During a storm being able to see the power lines is important for damage assessment and restoration.
- I am disappointed that when my monthly payment was 8 days late due to financial difficulties, JPUD threatened to cut my electricity. I also have concerns about how easily they are overwhelmed with widespread power outages. We need to bury electric lines! It's the 21<sup>st</sup> century.
- I have had 2 very bad experiences with PUD.
- We were pleased with PSE and are equally pleased with PUD. Thank you!
- They need to get out of the power business before they have us in debt more than we can handle.
- Replacement and maintenance are essential to power dependability. When there are "brown-outs" you should warn people! I paid \$125 to find out my 2 incoming lines each had x3 normal! (40 inches or 120). Do the job. Forget P.R.!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- (no rating) I see no difference.
- One thing I have noticed since PUD took over, there are a lot more sections along 4 corner road SR 19 (SR 20 and 101) that I get a lot of interference on my car radio on AM than I ever did before. Also, if they gave rebates on new energy efficient appliances, would be great – since they took over we miss out when we purchase new appliances.
- The bland could-care-less tone of voice on the phone is unnecessary! One calling in says good morning. Silence, then says why calling and gets minimal response with unfriendly attitude.
- Just a part resident but real glad JPUD took over Coyle Community water system. No complaints about electrical.
- Need to trim more trees, if it snows or blows the power goes out.
- So far I have not had any problems with PUD. Shawn Barley (Lake Leland).
- Should take credit card payments!
- Service is not better, in fact it's worse since we became a PUD and my bills (not my usage) have increased dramatically. Why so much more costly?
- Remove trees and branches endangering supply lines.
- My greatest concern is, maybe we could greater service at cheaper rates if the cost of mailings and this kind of paperwork was eliminated. Or does cost saving go into management pockets?
- Help seniors out more they are on limited income. We made it possible for the younger ones to make it in life, now it is time to help us. (PLEASE).
- Been here 25 years and since PUD took over there have been way more outages and it has taken much longer to restore power, not too happy with the length of outages. Had a situation recently where I needed the power service turned off for a few hours so a new service box could be installed. PUD sent two trucks and 4 guys to turn the power off and again later in the day to turn the power back on. (Underground service). This was major over kill of man power and resources. It took 5 minutes to turn the power off and on. Two trucks and 4 guys to do a 5 minute job of which only one guy did the work. Ridiculous and a waste of time and money – my money!!!
- It seems my bill has increased 30-40% since PUD took over for the same amount of service – very disappointing.
- Provide outage stats via NIXLE and on the Louaz FM station(s). Q8 & Q9 – Need info on \$ impacts to allow meaningful answers.
- Accounting seems a little better – I got a threatening shut-off notice when you applied my electrical check to the water bill. That was horrible. That hasn't happened again, but every month is scary. Also, I have no confidence that you could handle a storm. Of course, it is no cheaper than PSE, either.
- Keep the PUD bureaucracy small and rates low.
- Note the phone system = hard to get a human!
- You are doing a great job. Thank you. Don't bite off more than you can chew. Rates are great now.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- On line bill pay is difficult to use. Phone bill pay is cumbersome to use.
- I have been very disappointed with PUD service. I have applied three times to have my electrical service hooked up. Twice they said my application was lost and the third time they came out and looked at the pole but never followed through or heard back from them. Very frustrating with very bad service. Yes, they can call me at: (519) 935-7193.
- We don't have any troubles with losing power. Many years ago, we lost it all the time. We appreciate what you're doing to keep power going on Center Valley.
- No, but to be very frank, this is a silly, stupid survey. How will the answers to questions 1-3, whatever they are, help in the management of the PUD? How does the respondent know how much community involvement the PUD currently has, or how much it is currently doing to assist low income customers? Without knowing the current and financial situation, and future projections, how can any response to Q9 be meaningful or useful?
- From everything I've seen the new JPUD is doing an excellent job and trying in every way to provide excellent service – from the top management to the least senior personnel – Good job JPUD! Steve Date – [Quicoene?]
- Horrible service, they charge fees before the date their warning letters claim they will. PUD management seems like a bunch of good 'ol boys and not even close to the level of professionalism that PSE had.
- Too many power outages.
- Up to this point my husband and I have been very pleased with the service we've received and the price we pay for service.
- We, as senior citizens, are concerned about proposed rate increases which will make it difficult to remain in our home. Please do everything possible to keep our rates low.
- Thank you for your hard work. Things are getting better. Billing still seems to be very confusing. It needs improvement on the auto [bill with?] payment transition. If you need more help, get a team of volunteers going to help you.
- We moved here to Jefferson County just as the transition from PSE to JPUD. While our service has been fine, we have friends who live on Hwy 101 in Jefferson County who cannot get the county to trim trees going right through power lines on their property. JPUD has been very unresponsive to their needs.
- I'm so glad we made the change.
- Wish we had your water.
- We are summer time users only. But I do wonder if the money spent on this survey is really fiscally responsible.
- Answer the phone in a timely manner.
- Green power should not be the number one priority when determining the rates and service for the future. Shared commitment and conservation by all citizens should be the #1 focus.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I really miss PSE. Very hard to get a person when calling. Eventually the person is responsive but lower caring by far than one to one with PSE. This was made also possible because PSE offices were downtown, encouraging business increasing for struggling shopping.
- My rates have gone up \$100.00 a month??? They also charge \$5.00 a month fun budget plan: why??
- We strongly support the PUD concept. We are optimistic about this PUD's future success. We want locally trained personnel at all levels who live here. The access/communications options, especially the phone access, need improvement. It is an appropriate time for the senior board member to retire with our thanks for bringing the PUD to this point. The same thing applies to senior management.
- More worried about water quality. The water smells like chlorine (strong smell) and the minerals have everything turning white. Minerals are clogging all appliances.
- Q9 They could after they fixed all their other problems.
- In times of large outages, we seem to have too few crews to get power restored. This is where PSE was better equipped to handle the situation.
- Workers in office VERY helpful, polite and informative!
- When the power goes out in the middle of the night, half the time no one answers the phone to receive the outage information. It is frustrating. Billy M. Cole, PO Box 65156, Port Ludlow, WA 98365.
- Board members/Mgmt. go into community with promises and when you call it is the "same old same old!" They cannot find account when you call; people set up appts, and when you call cause no one shows up they tell you that person did not have authority to set up appts. Coordination and day to day management are very, very poor. PUD is a joke on next door Port Ludlow!
- This survey is worded strangely with the double negatives – it is misleading.
- We do not approve the increase of rates. We are paying enough...
- You can't deal with what you currently have. Trim trees. Answer the phones during power outages; don't be so rude to customers. Anticipate the need for extra linemen – watch the damn weather forecast! Treat ALL customers equally. Not all are on city water/sewer.
- These questions are not good. Can be interpreted any way you want. Too broad. The lower rates we now have are important to us, on a fixed income. But faster repairs would be nice. I understand that we have had more widespread winds these last couple years, so it's hard to compare. I think more help should go to younger, low-income homes, especially with kids, but we need to keep prices low. More could be done to reach those people who have extra money to help, as I feel we need to do as much as we can to help our own community instead of sending it elsewhere.
- More power outages lasting longer than in the past. Need recorded phone message (not just Twitter) on power outage conditions and estimated time for fixes.
- High speed Internet.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Field workers are doing a great job getting power back up ASAP. I also think social media (Twitter) is great communicating to customers about outages and approximate times for getting power back up. Great job!
- Need better way to let JPUD know power is out or any service is needed.
- They failed to send a bill for months. Sent shut-off notices routinely when we always pay on time. Very difficult to contact for assistance. Extremely slow response to power outages.
- Rebates are a joke!
- Overall the service is much better now, than in the beginning. We seem to have fewer power outages. Customer service has gotten much friendlier and efficient.
- Their billing sucks – I have had 2 friends that received disconnect notices when they had made payments.
- As a summer rental, I do not feel qualified to respond knowledgeably to this questionnaire. I am satisfied with service and present rates.
- We were lied to. We were told our rates would be around ½ of PSE. Also, we only voted to let the PUD looking into buying PSE. There never was a vote to do it.
- Q's 1-3 As I did not live here prior to the takeover I can only comment that the Electric utility rates under the PUD are much higher than the utility rates were in my prior residences in CA and VA. Also, the services offered are much more rudimentary than in my previous locations. I can only access my actual usage under the level pay program by calling and requesting the info from a representative. It is not available on the Internet or on my statement.
- First – you paid too much for it. Second – service is awful. Third – you should not spend money on other things until you get the service up to speed. During the last big blow, we were without power for 4 days. I know we are low priority on our short road but it never took PSE over a day to get our power back. I here was a dead tree laying on the insulated power lines on Oak Bay Rd for over a week after the storm. That can't be good! You need reserves to bring in help during major outages instead of 2 crews as was the case. The best way to do community outreach is to provide reliable low priced energy as was promised when you bought the utility. I don't remember voting to purchase it and am really ticked off that you did so without the consent of the voters. I will vote to remove every commissioner that supported the purchase. On Q4, both were promised by you.
- Have been rather on the ball when there was an outage.
- Please improve your after-hours voicemail – when I have called to get status on a power outage, the response is “this mailbox is full”. No way to communicate – this is very frustrating.
- Billing and bookkeeping for net metering customers has been confusing at best and basically instills no confidence in accuracy of billing or concern for accuracy.
- Since I had such a problem with their unpredictability of their bill statement (ranged from 3 days due to 12 days), I gave up and I credited my account for \$1,000.00.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- JPUD is doing fine – there have been more outages since JPUD took over but respond quickly. Rates are ok but the billing sucks – some months it's a lot higher than others for no apparent reason.
- I feel the PUD bought old equipment without the funds to repair/ replace what is currently needed. PUD does not have the resources that PSE has. Bad move!
- We have too many power outages – the ones lasting more than 6 hours are difficult. Some days we lose power 3 or more times. Very unacceptable! If I could live without electricity I would. Priority 1 = No power outs. 2 = Lower rates. 3= Easy pay with credit card.
- When the power is out and we call the line is always busy and we can't get any information but with PSE we could always get thru with hearing a recording updating us or talk to someone. Can you add more phone lines to make sure the public is informed?
- Overall I'm satisfied with JPUD. Rates could always be lower.
- Poor customer service!
- The field crews are not aware of some local area problems i.e. [take?] short line breaker after circuit is repowered.
- #4 – Reliability and price should be mutually exclusive. #9 – if the commissioners had submitted the cost contract with PSE to the voters before approving it themselves, we wouldn't have been saddled with so much debt that we now can't afford any improvements.
- Put this questionnaire in bill like a ballot and have it machine read at courthouse and save the money and sending it out of state to be done.
- Once the initial changeover “bugs” got worked out, the rates for this household have been pretty decent. Crews did a great job getting power back on during the Aug 20<sup>th</sup> wind storm, at least in our uptown P.T. neighborhood. Other areas were not so fortunate. Q9 Need more info, especially if it will affect rates. What are the benefits?
- As a long term customer of the PUD, I recently changed addresses and was asked to fill out financial report – insulting and unnecessary.
- Happy to have a community-centered, community-driven utility!
- Q9 Heaven no! JPUD can't even provide reliable service to us now! Would be a waste of money and lead to worse service. The take over from PSE to JPUD has been mismanaged a show of incompetence from the very beginning. Our utility should be returned to PSE for its far superior service as soon as possible! JPUD is in way over its head!
- I'm told PUD doesn't call out their linemen during a power failure until they've exhausted all other remedies in order to save money. Power stays off much too long. Really miss PSE. Bad mistake changing.
- Communicate more with customers – town halls, mailings, notices.
- I had a power outage that lasted days longer than the neighborhood adjacent to us.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I do not need water service on property in Quilcene, 100 Wolf Rd. I am a senior citizen and for years I've been trying to fix this problem, but I continue to be lied to. I paid for water shut off and continue to receive bills. Please call me at 425-220-1211.
- We have never had any problem with our electric service in forty years.
- I'm on low income electric since I'm a senior with fixed income. Thanks for the help you provide.
- Q9 Would mean higher rates? I did not vote for JPUD to take over service. We will be paying higher rates for years until debt is paid. Think voters were sold a bill of goods.
- Not any comments regarding electric service but overall I am happy that the JPUD is locally run. They have added jobs into the area.
- I live on Marrowstone and we had excellent response time and someone called to see that our power was back on... Excellent service, thank you.
- When JPUD first started the woman doing customer service at Haddock was VERY rude. Since changes in office you have very friendly employees. They are great and do a good job.
- Mostly I have not needed to call on PUD for help with problems so I have no experience to report on... hence "Neutral".
- The goal with living on a small income is always reducing monthly costs, however not at the expense of service or sacrificing those with a greater need – as a community we can and will achieve this objective. Expensive surveys from outside the community may not be in the best interest of saving consumers money on their bill?
- Broadband south of Port Ludlow on Bywater Way would be awesome!
- Q9 Broadband – if that's Internet, yes! I didn't know there was any change 2 ½ yrs. ago.
- When the lights go out, they do not have the know-how and equipment to get the lights back on, they have to wait for other counties to get theirs on first, then whatever county gets theirs finished, they have to come and do ours.
- Hold off on new initiatives until you're on solid financial footing and taking care of low income customers.
- PSE was better provider. I voted against Jeff Co. PUD. Please do not raise rates per Q9. We pay too much already!
- Set up a dedicated hotline for reporting outages and outage status. Too often can't get an answer to report outage, and seldom can get status.
- Response to power outages needs improvement. Cost for electricity was not decreased but was promised.
- Please improve on the time that it takes to restore power after a power outage. Thank you!!!
- We need to look at new technologies. Customer service has improved since the takeover. We have had fewer power outages and repair time is much quicker.
- Disappointed that we do not, no longer, receive the credits for the renewable energy sources we already paid for.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Our home is a summer house. We are not there enough to answer your questions effectively.
- Q4 Not mutually exclusive! Duh.
- JPUD should make providing broadband its top priority.
- This paper is a waste of money.
- Have only been a PUD customer for 4 months. Have had good experience with customer service – setting up new service and accounts.
- 1) Why did rates double? Less electric use – consistently higher bills. Calls about issues – response it's customer problem NOT PUD issue. We are stuck with poor service, high cost – no explanation – defensive, poor service response.
- All that publically funded filer is having ZERO benefit to PUD customers. We are still trapped with the broadband monopolies, or I should say monopoly – Wave.
- Keep the lights on and rates reasonable. Keep up the good work. Don't waste money on survey company.
- Our power went out. We were the only ones affected and the technicians worked through the night to fix it. It was really appreciated since we were the only ones affected. Shows how much they care about the customers.
- I don't like the policy that allows a renter to stop paying utilities without notifying the property owner. Further not allowing utilities to be shut off when the renter quits paying. I'd like to be given that option rather than get the bill weeks later.
- Overall quite pleased.
- I'm happy with it. I like that it's locally controlled.
- Filled out rebate (appliance) never got the rebate or heard back from them at all. A promised phone call was never returned.
- Bring back Puget Sound Energy. These PUD people are incompetent and wasteful!!
- I'd like to know why my bill jumped up \$50 this past month when nothing has changed at my house!!! It's ridiculous.
- I really resent Q4 – Who wouldn't want both reliability and lowest possible rate – overall I think this is a dumb survey. It's a not really in depth look at a service that always needs to keep improving.
- Notice the new initiatives question that I crossed out “community solar power”. I suspect it's better to put solar panels in areas not so cloudy as here.
- The electrical outage on 8/29-8/30 was devastating to me. I just had a medical procedure done on 8/28. Electrical outages are not acceptable in this day and age.
- Sorry there are just too many surveys. Just please keep the power working for us and whatever prevention is needed to curb power outages. Thank you.
- JPUD is a lot more forgiving than PSE. (They are too nice).
- I would like to see rebates for appliance upgrades.
- No longer get support to the arts as we got from Puget Power every year. Any ideas on how to get involved at that level, and do it legally?

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I don't believe JPUD reads meters accurately. The recent bill (Sept-Oct) states my usage increased 34% over same period last year. From this Sept 30 through Oct 23, my house was unoccupied while I was in Europe. The numbers you charged don't make sense!
- Service reliability is the most important. And now we are paying more for our service. The PUD tricked and all Jefferson County customers we were told we would have more reliability service at a lower cost to the customer.
- Having worked 25+ years in the electrical trade, I see a major need to tree trimming on the Distribution System – customer service has improved considerably.
- Rereading new initiatives, JPUD should make sure they're doing the best possible job with what they have before thinking about new ventures. I also think it's a waste of money to pay SDS to run this survey.
- Have had good service for 31 years in Jefferson Co. Always had good response so thank you.
- JPUD should have a payment date the same each month – like the 6<sup>th</sup> or 7<sup>th</sup> that fits S.S. payments.
- I would like to pay my bill by having PUD get paid directly from my bank.
- Please go back to previous provider!
- When there is an outage, I wish we could speak to an actual person to get details. PSE always had someone available. JPUD very seldom does. It is frustrating.
- The mission of the PUD is to provide the highest quality service at the lowest possible price. The mission of the PUD is not social experiments. I would vote today to dissolve JPUD.
- It seemed to take a long time to restore power to Port Ludlow during the last power outage.
- Calling in power outages (3 times already this fall) seems hard to do- phone lines don't go through. Not very customer friendly.
- The ladies are rude when you call, ask questions, and try to pay your bill.
- I would like to see PUD give credit for energy saving programs as our Puget Power providers has.
- We should be looking at tidal and wind power. Car chargers aren't used in this area.
- PUD has the inherent problem of small organization which is unable to cope with large scale problems compared to Puget Sound.
- Can't complain, we still have lights and heat!
- Power outages – very concerned with PUD's capability to handle. Last outage – no power for 48 hours. 10 minute fix.
- Q5 Just do your job. How much is this survey costing our PUD? Couldn't it have been done with less expense in house?
- Rates too expensive in WA State. Should have a better assistance program for seniors and ill.
- Website is in need of improvement – online bill pay, daily usage, etc... Old PUD much better.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Why is this survey being done by a company in Utah? Why not a local Port Townsend person?
- They came on my property and replaced my meter with a smart meter without even giving me notice or asking if I wanted the smart meter. I do not. They also were very caustic at the office with my daughter when she came in to try and make arrangements on a bill that it turns out was grossly over billed, from 200-ish to \$00-ish. Then they offered to put her name on a list to have the manager call her later. It was a long list.
- Staff at the PUD office is excellent – well-informed and committed to being helpful and understanding.
- (no ratings) I would like to fill out this survey but we've only been with PUD for 1 year now. Great customer service out at Port Hadlock! And rates are much better than San Juan County. Thanks!
- Q1 I answered 5 to this question, because last winter I came home and the power was out after a light snow. I called JPUD and advised them of such and they advised me the power was on as they had just gotten it repaired. It turned out they were not aware of my area being without power, as it was south of the area they had just repaired. A service employee responded to my house in short order and determined the transformer on our property was inoperable and in need of replacement. He, along with a number other service employees, replaced the transformer in a couple of hours or so. I am grateful the JPUD employee, as they seem to care and they provide wonderful service. Q2/Q3 We have been living in our home for the past 3 years and therefore we really have no recollection of the previous provider. Q4 Though lowest possible rates are very important to us, we feel our service reliability is very important and know that we are very satisfied with the service JPUD has provided to us. Q5 JPUD does not need more community involvement. As far as we are concerned, JPUD shows us "that it cares about its customers" by the stellar service they provide to us. Now THAT is the only "community involvement" it needs. Q6 JPUD definitely does a good job communicating with its customers, specifically by heavily posting on its Twitter page in times of service issues. The tweets are updated on a regular basis and very informative. Q7 We have no complaints about JPUD management (JPUD Commissioners and management) and we have had no reason to have any personal interaction with them. We have only interacted with the service/repair personnel and also receptionist/billing personnel. Q8 I feel JPUD is doing a great job increasing assistance to low-income customers as it is. When customers receive their bills every month, those who wish to render a one-time donation to low-income customers are able to do so. It would be disappointing to me to see rates go up due to a potential involuntary donation disguised as a rate increase. Q9 We do not strongly believe JPUD should invest in new technologies. I can certainly see those technologies causing a rise in rates, which would concern me. I am not opposed to community solar power entirely. Thank you and keep up the remarkable service you provide!
- My power was out 33 hours with PSE power was never out that long.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Q4 When the power goes out – want it back quick. Q8 Don't know what level is now present; don't need them to save so they can by a new tattoo or ring. Q9 Be ok if you didn't include vehicle chargers.
- Rates have gotten higher for same service – from my perspective – nothing changed except rates.
- We are new customers and haven't used your service long.
- Power failure seems to occur much more often and last twice as long than was our experience with Puget Sound Energy (electric).
- When I had a dispute on water bill, they turned off my electricity with no prior notice. The water dispute was not given any real consideration and no effort was made by them to verify what was an obvious mistake – despite paying but they then turned my water off after restoring electricity. I have no kind words for PUD.
- There is plenty of room for improvement. Consider new more thoughtful upper management, more interested in public service than profit.
- Would like to see lower rates for off peak usage.
- Need timely information from larger staff during power outages – “don't know” responses are not acceptable.
- I don't like the idea of paying 61% more for electric power – and the response time is still the same!
- Why not ask for customer input – not a fixed set of questions. This survey is worthless without knowing where it is going.
- I just moved to service area in July. I have no opinion about most of the questions.
- How much did you pay out of town SDS for this survey? Quit pissing money away!
- JPUD is out of their element and has no clue what they are doing; therefore they should not be in the electricity business. Trees and roadways are not being trimmed and kept clear. Outages are days instead of hours. Citizen involvement is lip service. The PUD lied and sold our citizens a bill of goods, when they take over of PSE took place. JPUD's words are nothing more than lipstick on a pig. Case in point, the recent late summer outage was only a minor blow, which resulted in outages of 4 to 6 days in some areas, imagine a big blow!
- YES! I am not seeing any maintenance work being done to avoid power outages. Puget Power crews and subcontractors were always around doing maintenance and all I ever see from Jefferson County is street sweepers and mowers. I think for the price tax-payers had to pay we should have fewer outages, not more. I live in Bridgehaven with mostly underground wiring so our fix should be fairly simple, but it seems we are always last. Every time a gust of wind blows by I get a knot in my stomach in fear of power going out.
- Service reliability is paramount!
- Would hope you get better phone information and quicker during wind storms.
- When the power goes out, JPUD should notify customers what the cause is and when will the power be restored. Thank you.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I have 2 business addresses and home – replying for all three. I believe JPUD is better now than a year ago. Customer service is 100% better. The emergency response teams did great during our last storm. I followed crews on Twitter which was a great way to stay informed during power outage.
- Electric vehicle chargers – more EV charges.
- I would like to have an explanation on why did we increase on our electric bill in the middle of summer? We are on a fixed income, please send me or call me with direct information. As your office could never do that, as we are on a budget plan? Thank you for your consideration and help.
- PSE always had rebates for energy efficient appliances, does JPUD have any? Where can we find out?
- We were promised lower power rates and better customer service, we were lied to.
- We haven't had any real bad storms to judge repairing lines and restoring service. Wait and watch. Compared to S.C. Road Works PUD twice as good as they are. Road service sucks!
- We were (Jefferson County PUD customers) all fooled by the PUD, we were promised lower power rates and better customer service.
- JPUD needs to invest in more linemen so we aren't contracting Michael's for every construction job and outage. The supervisor Kevin is the wrong man for the job! Just ask the men who actually have the boots on the ground.
- PUD should being long term project of burying wires and cables.
- Underground areas that have frequent storm-related outages.
- I am living on Social Security, and I would appreciate lower rates.
- Q9 – Broadband – Yes, strong!!! Solar power – no. Electric Vehicle Chargers – Strong no!!!
- PUD is completely unsatisfactory. I'm aware of no action being taken to improve reliability.
- Our service has deteriorated and our electrical costs are higher since Jefferson County PUD took over. This is not value for my money. It needs to change.
- Communication is one area that I strongly feel needs improvement. I'm still waiting for a callback re: a rebate question.
- I am happy with JPUD.
- My main concern is the disposal of the vehicle operating BIG BATTERIES!!!
- I notice lots of tree branches growing on to the power lines.
- They are much more responsive after outages. Billing has been a problem. Great work clearing branches/trees from power lines... Keep it up.
- Impressed with response to the Aug 31, 2015 outage – Thank you.
- My father is old. Sometimes he forgets to pay. The expensive shut-off door hangers are horrible!! PSE always called to see if he was alright and if they could help get his bill caught up!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I'm very concerned about two things 1) increasing rates to pay down debt from PSE acquisition – some of the highest kWh rates of any WA state PUD and 2) response to outages was much better with PSE. JPUD has no OMS – usually no one answers when I want to report outage. They want communication via website which is challenging when power is out. Twitter somewhat effective as a communication tool. Lastly – forget about broadband except as a way to implement a smarter grid. Please provide summary of survey.
- Keep rates as low as possible without cutting service!
- It would be nice if they would provide light bulb recycle bins around town.
- It has been years since we've had personal dealings with PUD and we experienced professionalism and knowledgeable and helpful employees at that time. We say keep up the good work!
- I will be 83 in Mar 27.16. Sometimes it is hard to pay big bills in winter time!
- Q8 There needs to be a more personal and merciful attitude where help might be needed – not a blanket requirement or scale.
- 1) How much does this “out of state” firm charge for this? 2) Strange wording of questions! Have a teacher grade this! 3) Questions #1 and #3 are not well written... asking about since JPUD took over – or company to before JPUD took over. 4) The last 2 power outages required 3 days to get power back in my home!! Lost all fridge food contents.
- Should help us get sewers and improve water quality (it's too hard).
- Incredible bad service when there is an electric outage.
- Where is the internet service – fiber? Bywater Way is also the last to be serviced when an outage.
- Things are getting better.
- Lower rates would good, on SSI.
- JPUD was approved by voters to buy out PSE at a certain amount and when that amount was nowhere enough, JPUD did not return to voters for approval, “they didn't have to” – that behavior was indicative of their attitude and performance. JPUD did not have the skills, equipment, expertise or caring as PSE – the rates have continued to be higher and the customer service and reliability lower. Hopefully with time these problems will be addressed and solved.
- PUD wasn't ready nor is it as capable as PSE.
- Take off the \$2,000 and \$1,500- people was charged for their losses, not ours, this was their fault. Should left as was, be no generators, Miss Loretta Eaton.
- JPUD information [now?] to customers is improving!
- Some low income people have solar panels on their homes. They may still need a budget plan.
- Keep trimming trees away from power line. Power lines down rural driveways are not being trimmed very often.
- I am very disappointed in the extreme rate increase; it is a great hardship for me.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- (no ratings) My husband and I live in a condo and only know PUD as its electricity provider – we have had no problems and most of these questions do not apply to us – thanks!
- Did not respond to #1-3, as I am new to area.
- Very unhappy. Our bills have become much higher since PUD came into power though we have not changed usage and have energy efficient appliances.
- Is it coincidence that my outages have been more frequent and longer than before? Communication – the website is useful (to check on friends who don't have power or Internet) but the phone info system is terrible. 3 days to respond?!
- It appears that regular maintenance of removing branches from power lines and trimming trees away from power lines has created more power outages and for longer periods of time. I urge them to spend more time keeping power lines free of debris. It would also be helpful if they would consider during outages to repair the areas with less damage first, then move on. Thank you for the survey.
- I always enjoy my interaction with JPUD staff. Looking forward to paperless billing!
- Q6: Seldom hear from them other than a bill. Q3 and Q2 – We have had more outages and return to service times were not good. Q9: Broadband is nowhere available in the Bywater area. Electric vehicles are not practical in the county. Solar power will not have significant impact here – wind or other might be considered. Efficiencies in homes programs would be more advantageous.
- Please note: service is to a recreational lot, so my opinions maybe more neutral due to not residing at address consistently.
- Far too many power outages. There a need for ongoing limbing of potential “problem trees”.
- Offer better weatherization programs i.e. insulation, vinyl windows, pellet stoves, water heaters etc., etc.
- I believe the service the PUD has given the county its best effort and will get improvement with time.
- Try to give “lower rates” is #1 on my request! Power reliability is better than years before.
- It's doing somewhat better than the first year it took over.
- I am curious as to why my electrical usage remains the same when I have converted to 100% LED lighting and we are doing normal washing/drying etc....
- Poor communication when there are power outages!
- We absolutely love Lori Rae in your customer service department.
- Other than the bills, I have no contact with “PUD”. I did have contact with “Puget Sound” – (was ok).
- Making sure that phone calls be returned. There is an issue of a person in collections (payment), that does not like returning phone calls. Also, if updating technology, if you cannot use your debit or credit card, it should be known.
- I have nothing to compare them to. I have only lived here for a little over a year.
- Be proactive. Trim trees. Repair old poles etc.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- We not have the 2<sup>nd</sup> highest power rates in the state of Washington. That's not the bill of goods we were sold when voting on the PUD.
- I lived in Port Townsend for a couple of months. JPUD gave us excellent service and were courteous in helping us get our service started and help us pay for our last bill. I have moved to Kitsap County now.
- Overall PUD does a good job for its customers.
- There are times when our drinking water is brown and tastes yucky – have to boil it to get the sediment out and make it safe for drinking.
- If JPUD wants to invest in alternative sources, seek private sector monies, not increasing our rates to do so.
- The takeover from PSE should never have happened. JPUD will never have the scale or resources to provide a comparable level of service.
- My unit is presently used as a vacation home. Telephone consult with JPUD is excellent when info is needed.
- You need to be able to handle basics of PUD before expanding into other areas.
- The transition was seamless and excellent. Fewer brown outs now.
- We really haven't noticed much change in service since it became a PUD. We have enjoyed uninterrupted power for 8 years.
- I support all efforts toward 100% renewable energy, solar, wind, tidal. Support all efforts to conserve energy. These are more significant than cost.
- Just moved in to area in August. The woman who helped me in their office was great! No other interaction with JPUD other than that except to send in payments.
- Need more LED light bulbs free please, that will conserve electric power.
- JPUD needs to do more maintenance catch up before taking on new initiatives.
- Thanks for asking.
- Broadband, solar power and future energy investment please! Thanks for asking.
- They would not give me a reply to my questions.
- I have been disabled since 1979, don't even get help.
- Understanding that given our "rural" situation – lots of trees – outages are expected – but the PUD did not have good communication set up to inquire about "length of time" for power to be restored. Also, outages have gone on much longer than they ever did with PSE – a few hours under PSE has turned into a few days with PUD. We are on a year round "prorated" plan – However, there is not a place on your current billing that totals our charges – I have been doing manually and since Jan 2015 I have overpaid by \$155.90 – our monthly payment is obviously set too high – I have called our business office 3 times (last 3 months) and the answer is that you are "working" on new billing system – I hope that you are enjoying our money!!
- Your billing/invoices have improved – spotty at first, now fine.
- When the last 5-6 hour outage occurred > 3-4 months ago – the telephone number we were to call for information did not work. It went to a recording about office hours! Very annoying.
- Trim trees away from power lines is a "no brainer". Forget the new initiatives. Cheaper to provide everyone with a home generator.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Reliability of power is a top priority with me. Clearing the power lines of overhanging trees would seem a big step in assuring fewer power outages.
- Low income lose their service – rates have increased considerably – can't get anybody on phone for questions. PSE was much better – PUD waste a lot of money on stuff like this.
- I don't have enough knowledge re: last two questions to answer intelligently.
- Focus on helping your community and not being so closed and making so difficult and lengthy to get help!
- Cannot respond to questions 1, 2, and 3 – home only lived here 2 ½ years. JPUD should update its archaic billing system so bills can be communicated electronically and expeditiously. Currently sometimes bills are not received or recorded on time. I often must call them to determine my monthly balances. It seems almost every time there is a small wind or storm the power goes out. When I see all the lines routing through tree limbs along the road it is no surprise. It must be too expensive to trim tree limbs because I expect there is enough time during the summer months.
- Reduce costs! Is your "management" top heavy?
- I think you should only hire local residents and stop bringing in buddies from where management came from. Support local people!
- I miss PSE. Service and customer communication has gone way down.
- JPUD now has a unique opportunity to provide an alternative to the long history of advantaged corporations screwing the middle and lower wage earners. Paul Gallop, 23 years Jeff. Co. Resident.
- Uncertain, but seems like rates are now higher.
- Billing system is outdated and inefficient. Upgrade to electronic! Too many power outages due to lines running through tree limbs.
- During the short time that we have lived here I have experienced great service from the PUD. We had many questions about our solar energy systems and how they work together with the Grid. Thank you!
- For power outages, would be good if PUD advertised phone # to call and provided phone automated updates.
- I would like to be able to pay online without them charging me a fee.
- My biggest complaint is the rude customer service I received when I called in a power outage. I understand she had probably taken hundreds of calls, some of them even rude, but I was not rude and took the brunt of it!
- We have had more power outages since JPUD took over for longer time. Our biggest problem is the trees on our road, and JPUD won't keep them trimmed.
- Our experience has been entirely positive. However, the degree of dissatisfaction in the community indicates some failure to communicate.
- I based my answers on not being involved with JPUD. I have not gripes yet. Some people have issues with the speed of returning power during failure.
- I am one of your low-income customers (disabled), and I would like to THANK the PUD for kindly working with me on late and partial-payment arrangements. Much better than PSE!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Very busy with trees downage – lots of leaving trees still on road ways – scary!
- As a part time resident (I have a summer home on Marrowstone) my input is not based on full time service but in general I have been quite satisfied. A little mix-up regarding billing ultimately seems to have been taken care of.
- Focus on reliability; lowest possible rates; and understandable bills.
- Expand into rural broadband, please!!
- I have only had JPUD, not the previous provider so I can't compare.
- Power outages seem to get fixed faster.
- Answer the phone and do something about problems, and quit buying new trucks for do nothing slugs (PUD employees) to sit in and do lattes.
- I hope the new software for account access works! Would like reads of daily usage as per Puget Power website previous!!
- No concerns, thank you, nice job! Port Ludlow home owner.
- Question #2 when P.S.E. was my service provider, and there was a power outage, it never took more than 4 hours for the power to be restored. Now that I'm paying twice as much for the electrical power now, in the past 2 ½ years, it has taken four to twenty-six hours for the power to be restored. I and all my neighbors wish we had P.S.E., for its better service and lower rates, back as our provider, but we know how greedy our government has become wanting their fingers in everyone's cookie jars.
- Better communication when power is out and time of power to be back on.
- Quit spending money on stupid surveys!
- My rates have gone up substantially.
- I have had no interaction with PUD so I had to respond with '3'.
- Although we pay for utility service on our home, we are seldom there and not in a good position to evaluate it.
- Why waste money (that is included in rates) paid by the customers on contracting potentially useless items: such as this "survey"??
- Our condo in Port Ludlow is a second home – we are there only about 10 days each month. Therefore we really can't accurately evaluate Jefferson County PUD.
- Keep up the good work!
- On long term outage "more than 24 hr." customers trapped by trees on the power lines need to be informed when the lines are not hot anymore so they can cut their own way out. My neighbors were trapped for 4 days and needed out. We cut the trees not knowing if the lines were hot. All blocking tress on lines should be shut off First so people can get out before power is turned on in other areas.
- How stupid is the question about reliability and rates? I think this shows the general ineptitude of JPUD management. During power outages, the customer service staff is indifferent, unhelpful and callous to customers. They have no valid or helpful information about the outage. In addition, recoveries take longer than before.
- I like the PUD. I find Kevin Streett very helpful, respectful and capable. [signature]
- I have had little interaction with JPUD since the take over. I feel strongly that something should be done to improve the poor performance of CenturyLink's broadband. [signature]

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Too expensive.
- The problem I have is when the bill doesn't arrive on time so I can pass it on to renters who are expected to pay it along with their rent due on the 1<sup>st</sup> of the month.
- I feel more comfortable coming into office than PSE. Lisa is just amazing and understanding. Very much an asset to the company.
- The quality of this survey matches that of JPUD.
- We are begging you not to raise rates! Thank you.
- Quicker response to power outages and have a better communication system to alert customers when it is out. Every outage you just get a busy signal when trying to find out what's going on, and the progress of fixing them.
- I find JPUD office personnel are unable to answer latest technology questions i.e. new hot water heater technology. Perhaps monthly staff meetings regarding new technology would be helpful.
- The reason for the JPUD low BPA rates and a lot interest rate to pay PSE is still valid until its changed to a different model; rates based on income and a wish list for other services. Stick to delivering power at a reasonable rate.
- A fee survey is a waste of \$\$'s.
- My understanding is that PUD stopped implementing the late-comer fee share program. If true, that would be a travesty. Not having it allows speculative investors to buy land and sit on it until people living here bring in electricity and bear ALL the costs. PSE handled it really well. PUD seems unclear regarding rules, etc. for electric line install (trenching etc.) I would recommend PUD focus on upgrading current infrastructure before investing in solar, broadband, etc.
- Elderly should have the lowest rates.
- Been very unhappy with response time on Larson Lake Rd. following outages. Five days? We've gone without power 9 days over past year. Minor, frequent outages have improved since transformer replaced. However, storm response has been too slow. There should be consideration of areas that are not on city water – where residents are on wells not only based on numbers. Require property owners to keep their trees out of the lines.
- JPUD double bills customers.
- Since most questions are marked neutral I will comment on the water statement. It is precise and easy to read: thank you. Donna Lawson-Teher.
- I support having a local utility district and local jobs.
- I'm not sure these responses should be considered. We own recreational property in the county and we are there only a few days a year.
- I live in Chimacum and have internet through CenturyLink. The speed is very slow and customer service is horrible. If PUD could offer high speed Internet service in Chimacum – and actually deliver the speed they were selling I would be thrilled. I just mention in case PUD is considering getting into Internet service providing. Thank you.
- Just stick to water and electricity – and do those well rather than try to do everything and do it poorly.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I recognize that the PUD is still trying to get control of what they have. They need to move into developing solar/wind energy and developing water resources for future drought problems.
- We would rather have Puget Sound Energy back.
- It was said that most of electricity would be free by now, but it's not. Commonwealth? Do you have? Will you figure it out? I don't know.
- We love our PUD!!
- They are way too eager to turn your power off when you get a little behind in payments. They don't seem to care if you have infants, children or the elderly living at that residence. If you are overdue they turn it off. Even if you are handicapped!!
- Many of us in the county have terrible Internet response. Would love to see faster downloads to ALL parts of the county.
- Thank you for keeping rates down, but take good care of your employee needs too. G. Bailey, 290 Dennis Blvd. P.T.
- Survey is total waste of time and money.
- Have had no interaction other than paying expensive bills.
- As a new resident we had a waterline break and didn't know it until we got a whopper water bill. Nice if PUD could let you know before you owe them dearly.
- All the power lines along Paradise Bay Rd. are way overdue for tree and limb trimming; I have seen sparks from the limbs this summer along with smoking branches and leaves, just ready for a fire!
- Bill management has been lower quality than the previous PSE.
- Emergency services bad: lines block escape routes on roadways. Crews don't know line routes. Lights blink all the time. Trees in lines. Expensive color glossy flyers touting how bad the storm was; bull. Don't want to hear, woe is PUD; you took the job be professional, do your job! Emergency response sucks. Move your downed lines so County can open roads for emergency services, and industry and commerce.
- Stop saying how bad it was with expensive advertising. You haven't seen at all what Mother Nature can throw at you; Co. roads not opened for long periods of time. Move your lines! Preparation is key – know your resources and have in place before crisis. You seem to be in crisis every time wind blows or raining. Lines are overgrown. Power blinks all the time. Stop advertising. Get your emergency services in place; stop whining. We've went back 30 years with your response time. You can't keep the power on why diversify into broadband, solar power, etc. if you can't do the job you are supposed to be doing. Stop whining, get lines off road get other crews from outside who are professional and know what they are doing. You are good old boy, small time outfit that took on more than you're capable of!!
- Low income/assistance model – very different than PSE = leaving people without help and chronic disconnect status.
- I receive water service from JPUD but in Brinnon I receive power from Pason PUD, don't know what this survey pertains to.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- The reliability of power is worse than with PSE. So, so many power outages now!!! Reliability is MOST IMPORTANT thing. It should be first priority before customer service etc.
- Very poor customer service – rude employees. Communication very challenging. Much improvement is needed!
- I'm not full time resident and have not experienced any differences in change of service including billing/ communication. I recently connected to water service and found staff very responsive to questions and initiation of service.
- Service is quite satisfactory.
- Maintain [crow?] great!!
- Pleased so far.
- Thank you for caring!
- PSE had great energy assistance available. PUD doesn't. Olycap is of little help.
- We are recreational owners, so don't use it often and don't know what PUD is already doing in the community. On the issue of communications – PUD removed our electric meter because of non-use but didn't tell us. When we went to our property we had to call to have the meter replaced. They did respond to our call quickly. As far as the water district, it is 1000% better than what we had.
- Q6 and Q7: Jefferson Co. PUD is wasting money sending monthly statements to customers with auto bill pay. The online monthly statements are enough. Quit wasting money by sending a paper copy.
- Service has been awful since moving from PSE to JPUD. When power goes out it is out for much longer. There is no update – often the phone lines are busy. I miss PSE. This was a very bad voter choice. I don't even notice any difference in my rates and any difference isn't worth the inconvenience.
- Paying my bill online is never easy. There always seems to be a problem and then I have to call. Also, before PUD took over, we never were without power for more than 24 hrs. no matter the storm. Our bill is also more expensive.
- Overall reliability (i.e. outages) has gone down the last 2-3 years. I consider reliability an extremely important issue. Regarding Q9 above, [enture?] economics behind JPUD acquiring system from previous provider was based on very favorable wholesale power rate from [Bonnudle?] Power, any move to other sources of power destroys basic economics behind acquisition!
- As PSE did, PUD needs to put a HOLD on shut offs for persons with a scheduled LIHEAP appointment on the books. This is EASILY proven.
- I have been very happy since JPUD took over. Also, on Q8 I said #4 but I agree to assisting low income providing they're incapable of working or seniors that can't work.
- Wish I could get my bill sooner in the month. Other than that, you're doing just fine! Power is restored quickly, and there are minimal interruptions or serious surges. Thank you!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Wasn't a customer 2 ½ years ago. PUD seems to be doing a good job considering how spread out the service territory is, and how many trees are in it. I like the low rates, about half of what I paid before.
- Our bills have close to doubled since PUD took over; our usage has not increased in proportion, far off!!! Our monthly bills are roughly the same amount as our bi-monthly bills used to be!
- Responses based on being customer for only the past one year.
- When an outage happened with PSE the customer could phone a number to report it and get an estimate of the duration, and number of other reports received. With JPUD, there is no such number and no one at the office has a clue what is wrong or what can be expected as to duration. There is no economy in poor service or unreliability. The system must be kept in top shape. I have no confidence this is the case.
- I have an Eden-pure heater and my electric bill stays pretty high for my income. I also have two electric oil heaters in hopes of adding or getting lower rates.
- Things are great off of Anderson Elk Rd.
- First on initial take over bills were screwed-up. Then billing was out of California – instead of locally sourced and now we have a survey company from Utah – In house and in county could have served this function I am certain at much less cost which the mailing from CA and your Utah SDS surveyors charges will be passed on to us the consumer. I am GREATLY disappointed in PUD. Best wishes [signature, something Maxwell?]
- The occurrence of “brown-outs” is causing damage to my appliances and electronics. These instances need to be prevented/solved.
- I wish JPUD would do their billing via email thereby saving paper and postage.
- PUD is to supply the best, reliable, cheapest electricity into the distant future. Community solar power would fall into that charge.
- Community solar power and Electric Vehicle Chargers should be at the expense of the consumer.
- In Aug our power was out for 3 days. Last spring when power was out there was nobody answering the customer service phone to respond to our needs and give us info on when we would get electricity back! But that was improved by Aug's storm.
- Revise billing statement! We would like to see on monthly billing statement (annual budget plan) credit or debit remaining for the year. Average usage so we know how much bill will go up in the following year. As it is now we don't have any idea 2016 average budget amount will be until the beginning of each year. Other utilities do this on their statements.
- A community owned company should be involved and actively supportive of the community that owns it. Sponsor community events – it isn't about showing that PUD cares – it is about giving back and supporting those who support you.
- Have had no occasion to contact customer service. No complaints overall. Perhaps lack of complaints is a positive sign.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- One thing that would help us all is to be billed on the same day each month. In any case, never 2x/ a month.
- I think the service is fine. Suggestion – during power outages messages on the phone line should be kept timely (changed and updated regularly) and continue to update regularly on Twitter.
- Had no problems before or now! Thank you.
- Did not answer service quality questions as we were not customers under old electric service.
- I wish they would offer incentives more for people to get energy saving products. If they do I don't think that is well known.
- I have two issues I would like addressed. First, last year I was away for a couple of months and I did not have mail forwarded. If a notification had been done through e-mail I would have not lost my frg and freezer content. Second, I would like to see a notice on my bill stating I have auto pay set up. Thanks, Patrick Alford, 360 Colman, Port Townsend, alford@q.com.
- No problems with Puget Sound Energy – no problems with PUD.
- We are new to the area so have no comments on previous provider. Our rates in 2014 were ridiculous and neighbors told us JPUD was being run by politicians that know nothing about rates, etc. This year rates have improved and we hope it is a matter of new provider getting better at knowing how to run a PUD?!
- More time to pay the bill, i.e. 4 weeks; sometimes I am away and miss a timely payment.
- Transitioning to greener technologies will take time so moving in that direction step by step is a good thing. You could be industry leaders but must do it carefully so rates remain fair.
- Service crews seem unaware that taxpayer dollars are providing their salaries. A crew left debris in my yard that could have destroyed my lawn mower if I had not been alert.
- It takes three people to do what PSE did with one.
- We were disappointed to find that JPUD did not rebate electric car chargers (220v), to find out that PSE does provide rebates. Power outages seem longer than previously. All energy efficiency upgrade rebates that PSE provided is or was lacking and quite disorganized in trying to set up these types of programs. This causes loss of potential business to heating and other businesses.
- They can never get billing correct!
- Communication during outages is almost non-existent. We had dry summer with at least 2-3 outages. Why are not trees trimmed! Other steps taken to avoid outages PSE was able to do this. Manager who came from small worker district should be replaced with someone who knows how to run PUD!
- For years with PSE I never had a power outage. I've had 3 outages in the last year alone from PUD. Response is slow and there seems to be no preventable work (i.e. tree trimming) getting done.
- We are new to Jefferson County. That's the reason for so many 3's.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- It's very difficult to assess the difference in quality of service except during storms and outages. Our service in Port Ludlow (North Bay) seems more reliable than several years ago. During last summer's storm it was difficult to get through to the dispatcher to report a very unsafe condition near the five station on Oak Bay Rd.
- The absolute worst service, communication, follow up etc. etc. Threats to customers for your mistakes are NEVER acknowledged. New billing a shit storm of inaccuracy. Is it really so hard to do it right?
- I feel that the JPUD rates are more expensive compared to the area where we have lived before. We are now paying more electricity with less appliances, which I don't understand. Oh well, I hope that the survey will serve as a wake-up call for the management and not a survey file in the drawer papers.
- Customer service is excellent.
- Q3 In the 5 terms prior to switch, we lost power 2 times. In the past 1.5 years – 7 times. Q4 This is a false choice. One does not preclude the other.
- Figure out an economic model to stimulate solar locally. Local fuel – local power.
- My electric bill is significantly lower since the JPUD has assumed service. I only hope you are building a reserve to put back into infrastructure to keep service high!
- Where are the Bonneville power credits going? Not to low income, not off our bills, in Jim Parkers pocket or Bill Grahams??
- Nice to have a job where you can't get fired though you should be!
- They should sell the electric service for what they (we) paid for it, back to PSE!
- Getting the billing dept. manager, Lisa enrolled in customer service classes would be a good investment. PUD/Jefferson County has the highest rates in Washington State and the worst billing manager I have ever encountered. Time to make changes – for instance bring PSE back – would be an excellent start! Actually removing Lisa from her position of power would be an excellent start to getting PUD on track.
- Our main problem with JPUD is the lack of basic communication during outages and confusion in contact information or lack of a system that allows customers to report and get accurate updates on outages. We've gotten better customer service and time estimates in the last few years during and about JPUD outages, from the neighboring PSE. At times, during outages, we found and called one JPUD phone number and got messages that said either the phone message mailbox was full, or telling us their business hours and indicating they were closed. Another phone number did get through with a real person where we got an estimate of receiving power as: "It won't be back on before the game." (Which game? What time?) When we indicated that we weren't sports fans, they then told us it would be "within 36 hours." While that was better than nothing, it did seem pretty general for a company that should know what's going on and have a plan for action. This would have helped us to make plans for our frozen food, proper sanitation, and warm night time shelter (not just a sports game). Giving us a worst case generalization gave us the message that JPUD doesn't know what's going on and they're just guessing.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- We have lived in our home in Port Ludlow for 7 summers. Last summer we lost power in a wind storm at 11 am, it came back on at 1 or 2 am. It was difficult getting information regarding the outage. We have cell phones only. Thank you.
- (no survey, written letter) Lost the form. Tried online site, but page doesn't exist. In a nutshell, I'm extremely unhappy with PUD. Bad customer service. Hours on hold with a simple question. You charge for auto pay. Outrageous. 11 Jeff.
- Highest rates in the state of Washington. Service "sucks". Might as well be living in a 3<sup>rd</sup> world country.
- I am new to JPUD in the last 18 months so Q1-3 I left blank. JPUD provided excellent service and information when I purchased my home in '14.
- The billing procedure for level billing is totally inadequate. The bills do not show the usage well and yearly consolidation is never explained!
- Put more power lines underground!! Set up payments through my check free site. Set up even monthly payments (same amount each month).
- I think PUD #1 has done a very good job just getting started.
- Q9 JPUD can't even provide good basic service, complicating what they provide will just make it worse. Q4 We had both with PSE. PUD is non-responsive to emergency situations (like persons trapped in a car with live wires down on them), is doing little to nothing around county for system maintenance, has adversarial business practices like billing cycles and shut offs, and in general has poor interaction with public. Going to PUD is/was a huge blunder. Q5 What we need is for PUD to provide the same level of service PSE did at no higher rates without the attitude.
- Senior and middle management are totally incompetent!!!
- Q4 Both are important equally. Q5 Don't know what they do now. Q7 Negative question, not going to answer. Q8 Don't know what the level is now so don't know. Q9 Not worth answering. Should be doing that already. I didn't feel any difference in the changeover. Q1-Q3 are redundant. Rest of questions, except Q6, are poorly written. What's the point?
- JPUD has been very helpful to us over the past 2 years. They have gone above and beyond when we needed assistance.
- This is a mostly rural community. When we experienced our first power outage under PUD, the phone mailbox was full. Without any other means than email to contact and report our outage. Dumb!
- Just come around once in a while to check limbs of the trees getting in power lines like on Gerr Way. Thank you.
- A public utility should be working on building water service to all areas to replace individual wells before broadband/solar/electric vehicle.
- JPUD is a non-profit. Other PUD utilities are for profit and the consumer pays for all cost.
- Auto payments online should be free, convenient and simple to sign on for.
- I'm not a permanent resident. It's a vacation house used by different family members, so I don't feel qualified to judge or rate the PUD. I'm satisfied and happy with service, etc. Thank you. Sylvia Bolen.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Very poor process and multiple delays with the rebate processing, following installation of a ductless heat pump. I was told rebate \$ was used to fund vendor RFP for rebate assistance... not sure that was even legal.
- This is a poorly designed survey instrument in my opinion. "PUD should invest in better survey methods and execution" rated 5.
- If not broken, don't change it. It's just fine as is. Our pension doesn't increase, but everything else does. Keep cost down. Thanks.
- Q8 Without increase cost to others; the middle class always pays 3x's or more; middle class people are the working stiffs. We're tired of having less vacations than the irresponsible, happily unemployed. Help those who REALLY need and deserve it. Q9 Electric chargers and broadband are still quickly changing. Let's wait on all but some solar.
- For efficiency – can't water and power be on one bill? Don't change the due date – keep it the same all the time. It's hard to keep a budget when the due date keeps changing.
- JPUD could do a better job of communicating with its customers particularly when there is a power outage. Technology exists to allow messages to customers. Jefferson County emergency management has such technology. We shouldn't be "left in the dark" for hours without knowing nature of outage and estimated time of restoration.
- I have called 3 times to find out how a house that has been empty since August can have a bill that goes up and then goes down and then goes up again. Once month was higher than when it was occupied. Not a slow leak, would not go up and down. Cannot get anyone to answer us. My husband had to dig out the meter to read it so I'm not sure how it's being read. Meter is at 23 MP Lee Rd. Chimacum, Pamela Botnen, 360-385-0232.
- 1) When sewer goes out, our community (neighborhood) is the last to get service. 2) The bill does not show a "due date". Also, the due date was the 20<sup>th</sup>, now it's changed several times. Can't you settle on a date and stay with it!? Also, I'm paying more than I ever paid with PSE. Don't think the program is working even though I voted for the change. Wish I had PSE back!
- There have been no serious challenges so far. Service has been good – rates are pretty good, and I like the fact they're local and billing procedures have improved. Overall very good – Thank you, Earl Johnson.
- PUD's don't a great job. Proactively caught a high bill due to power outage and corrected it. Jim Parker has always been a good communicator.
- Would like to see more on support for EV's – home and community.
- We did not vote for the PUD and in the recent storm with a live power cable lying across our driveway burning for over 4 hours we really wished for PSE to come back.
- An easier online site would be nice. One to look at power used last month, or last year. More features and more user-friendly.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Look ahead, better planning on work that needs to be done. Keep in tune with storm to do what is necessary before damage is done.
- Office staff is very helpful, very accommodating and understanding.
- Knowing that the majority of office staff, linemen etc... are our friends, family and neighbors promotes sustainability within our community and allows us to know and care for the men on those high poles, in the rain, in the middle of the night. God bless our linemen.
- Better communication for non-tech people up to date messaging and phone service – drops callers a lot. Seems cheaper to do tree maintenance rather than after the fact. Port Ludlow area.
- Have had no problems with them.
- Continue to support solar power.
- Thank you to those guys out there in the storms when we have lost power! P.S. survey questions are not clearly stated.
- How much did this poorly worded survey cost? What is the current line clearance schedule? Greg Paulsen, 360-437-7953.
- The rotating billing needs to go to one set time a month for everyone. Not change around!
- Confusing survey!! Some negative, some positive – glad we are locally owned – they know us personally. Thanks! And WE are sustainable green!!
- Billing service is awful. Updating credit card is a long complicated process. Power outage website is BLANK.
- Trying to pay by phone on Fri. 11-27-15 to 866-874-9605 number, would not go through. Am I to assume when PUD #1 takes a day off, so does pay by phone?
- I would like better service when reporting outages – PSE was much better – even recordings told you what # you were when calling, where outage was, and time till power would be restored (estimated). Many times I called PUD and got nothing. Also, I liked through PSE the rebates we were given towards windows, appliances, etc. to save energy. The sale of PSE was a bad thing – now we are paying again for the system and we don't have the resources of other areas to help in need. PSE people from Bellevue etc. and north came to our needs when storms hit us and not them at no cost to us. If we need help from other PUD's we'll have to pay them!! What a mistake the voters made – because they didn't understand the full picture. Lower rates was a lie!
- Hire a PR person to help you; the men in the system are clueless!
- As a relatively small company they lack resources locally to hasten repairs after a large outage – communication has been an issue (trying to reach them during an outage has been very difficult) but recently seems there has been improvements made. I'm still uncertain what the benefit has been switching to the PUD from PSE.
- Get rid of Kevin Streett!
- I am sorry but I cannot make a judgement on the above questions. Just do a good job and I will be happy. Thank you for asking for my thoughts though.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- We have not noticed any significant change in service. We have noticed increased costs on our bill. Ann and Larry Panush.
- We greatly appreciate JPUD service and staff – very reliable service, very responsive customer service. Thanks very much, JCPUD.
- My service and prices have been fair and reliable – no problems – no concerns.
- It's always better to plan ahead than it is to catch-up. It allows one to prepare for increased funds, we know that is the case for "new technologies" but it helps to plan and prepare for upgrades.
- Noticing quite a few power interruptions but it could be the season.
- My comment on low-income assistance is not that I think people in need should not get help. Currently, I don't know who/what funds they help. My concerns is that if costs are passed on to other customers, those of us who are on fixed incomes but still able to pay our bills, could get pushed into the category of needing help ourselves. Also, it seems that the current late fee (that is, the cost of the bill itself) seems way too high. Is that a legally-mandated way of assessing a late fee? Perhaps address that question in your next newsletter.
- (no ratings) Jury is still out Re: Service – rates are important.
- Generally pleased with service.
- JPUD is not truthful and they need to stop putting small business out of business! They need to be a good neighbor! Not a power and money hungry government bureaucracy. Let small business survive for your survival!
- Hope we now can have auto pay. When can we support green power?
- I think our PUD is doing fine considering! PUD should continue to support rooftop solar and not charge extra for "using the grid as a battery". On Q9: Impossible to answer such a broad question. The PUD should continue improving its service and if the PUD can handle new initiatives then it should propose them.
- I have been living at my address for just over a year, so unfortunately, I can't compare to previous. But the service I have, and my rate seems fair, and I am completely happy. I can say that my service seems better than [Snomish?] PUD, where I was before, and it seems as my bill is lower here. This I like, and rally hope it stays low. Thank you – Laura Anderson.
- Although we have consistently paid our bills on time, we have received four termination notices, which is very irritating.
- I have two unimproved lots. I pay \$40 a month for?
- Expensive; a good system for paying online and getting basic information accurate have been surprisingly difficult for JPUD; I hope recent changes are an improvement, but if the same problems continue, it suggests that changes in management are needed.
- Just be a PUD – keep it simple.
- Your website sucks!!!
- Auto pay billing is unreliable.
- Jeff is doing a super job in the office! Office staff is very cordial as well.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Q1-Q3 Cannot comment. Moved to county since PUD took over. Please note – questions such as #4 and #7 are phrased poorly – the answers can be double negatives. #7 the commissioners are doing fine (my answer) translates into rating 2 – I disagree that they are not doing a good job. Yes or no questions are better.
- In my opinion the JPUD – regarding electricity – is still operating off the improvements and preventative maintenance performed 2 ½ to 3 years ago. Send this survey out after a harsh winter followed by downed trees – not two very mild winters... Then I believe you'll have a truer survey.
- Provide Hot Spots and Broadband alternative service.
- Received rebate when ductless heat pump was installed last year. Very helpful – Thank you!!!
- We believe JPUD is doing the best job they can and are on a learning curve. JPUD is local and haven't raised prices since you took over. Puget Power has raised its prices and no longer local. When they stopped having trucks on this side of the bridge their response time was horrible. They moved their trucks before JPUD even started their investigation into taking over the electric feasibility study.
- Two surveys? To one house? Two bills – one for water, one for power. When the accounts are set up for bank payment, I only see last four digits of account numbers – both PUD accounts end in 0000 so I make a best guess as to which is which.
- PUD is a lot better now. The ladies in Jefferson County PUD are very helpful and understanding. They lend an ear to actually listen to our problems, not being able to pay full amount of the bill and help us by sending us to the right direction. Q9 Might be a good idea. Q8 Agree to increase assistance to low income customers as long as they are not a drug house, flop house etc. Have an investigator find out about the families who need this!!! #2) Start cutting tree tops to the problem areas – to cut down power outages – not sure who is in charge of that.
- I would really like to see the rates go down since that's why we voted you in.
- I was in Europe for a month, had a dog-sitter and they sent a letter saying they were shutting off my utility. I have never been late with my bills.
- We should have PSE back.
- We often only receive every other bill and end up with late payments (regarding item Q6).
- The important issues are how well the PUD can keep up maintenance, and keep up response to outages as well as financial stability – they took a lot of debt.
- Solar power is an interest for me to install on my house. I would like to be able to pay my bill online.
- Rebates through PBA are buried and difficult to access ever though they are available to JPUD customers. PSE was more responsive to power outages. I have seen almost no line clearing of over-hanging trees.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I've lived at this address for 30 years (since 1985). The first 28 years my power has never been out for more than a few hours. The last two years it has been out for 4 days each time due to wind storm dropping a tree on the line. First 28 years had tree blow downs also, but a quicker repair time. I bought a generator so I could maintain keeping a freezer full of food from thawing as has happened the past two years. J.R. Olsen 3563 Larson Lake Road, Port Ludlow, WA 98365.
- As far as I am concerned PUD is doing a very good job. This survey is dumb.
- Restoration of power following outages is poorly managed; surges to system; unlike prior supplier.
- JPUD commissioners are out of their depth now with conventional technology. During 15 years as a PSE customer, my electric service was never interrupted for more than 4 hours. Since PUD management I have experienced 2 disruptions of service lasting over 24 hrs.; the recent summer weather storm resulted in a 4 day disruption, though I had phoned in the downed tree location directly across the street. During that storm the phone responders were too exhausted to remember simple courtesy, if they ever knew it. PSE phone personnel were trained to actually return your call after service was restored to inquire if your service was restored. A very good business practice. Now we are just treated as annoyances. There are two more commissioners to be voted out of office in the coming elections.
- The PUD should stay out of any form of electricity generation! This requires lots of capital and a whole new set of potential problems.
- If any of the alternative or new tech would save us money I am for it – what about wind?
- There has been no significant change in service since JPUD took over from PSE – no extended power outages.
- It would be helpful to know what caused the power outages and how long we can expect it to be out so we don't drag out the generator for a 2 hr. outage. Could put on a message on your phone or a message on NIKLE.
- During one of the last power outages in the Shine area could get no response on telephone call or on website – and no workers were in the area for hours.
- JPUD rates are too high!! Field representation is awful; they could care less about how the customer is treated. Never have I seen a more unorganized utility. I have had three and worked for one. Take lessons from Mason Co. PUD. They care and go the extra mile for the customers. I'm disgusted with JPUD. Wish I could change.
- Q9 No more investments! They paid way too much for this PUD. We have THE highest electrical rates in the state. I moved to this area 6 months before the changeover and my new home is 1200 sq. ft. smaller and up to date with insulation and windows. I pay 30% MORE for my electrical bill here than in Portland, or for a home so much larger more household members in a Portland general electric 'PGE' customer – a for profit group. These idiots paid WAY too much for the business and customers suffer. I do everything possible to cut back on electrical including wearing fleece jacket in house of 58 degrees to not turn on furnace yet; I still am stuck with a \$150 amount bill! – All year! NOT just winter! I close vents, close doors, wear

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

(cont.)

fleece, turn off lights (or not turn on) – there is no comparison to PGE in Portland.

That house was 55 years old, bad windows, two stories and four family members yet my bill was LESS. I am not retired. We need RELIEF! Get the state to buy out these overpaying idiots and really make our PUD – A – PUD, with lower rates.

- I am very disappointed with a lack of vision for the future (power - buy back – solar – wind – etc.). PUD is only focused on small problems in front of them. This lack of vision also makes their customer service and level of service poor. We have lost a good product with PSE. I do support local jobs. We need to hire qualified people.
- You could handle this survey with one question. Redundancy is not a virtue.
- New to JPUD – only experience phoned the weatherization program – no one there, left a message, no response. Purchased windows as best I could. So first experience not good. Thank you, Jim Bye.
- Since PUD took over my billing has risen even if some people left so the usage should have come down. June of 2014 we had a fire for 2 months we had no washer/dryer, fridge, freezer that alone should have brought the bill usage way down. Thank you, Kaye [Benial?].
- It was not fun to be without power for 8 hrs. But I knew everyone was working hard to get it back on, which I appreciated. My neighbors were mad and went to town (where the power was on) and rented a motel room, so they could watch the football game. Dumb!!!
- During the last outage I and my neighbors called at least 50 times worried about “my” wife who is “very” sick and tried to get help. We told them general y it’s only a fuse blown – but they refused to check. “I” went out and found a service truck and talked to them about the problem AND “they” came right out and “IT” was a blown fuse and had our power back in about 20 minutes. I thought the ladies were very rude and didn’t give a “DAMN” about her being sick. She has “Sjogren’s Disease” which is very rare and she needs a lot of help – and PUD #1 did NOT care – except the ONE truck that came right over after I talked to them – but that was 3 days after trying to get the ladies in office refused to listen... So I am very displeased with them and when I went to the commissioners – especially the one in charge more or less called liar. I was sooo mad I got up and left the meeting.
- Jeff Co PUD #1 has been much more proactive with regards to tree trimming right-of-ways and prevent possible outages. PUD #1 is very prompt in responding to outages and dispatch tried to offer as much information as possible which is a real switch from our previous power provider.
- Would like to have heating degree days published on electric bills.
- What happened to LIHEAP Funds from previous years, and why no more low income assistance?
- Need to do better job explaining how rates are calculated and projected to be in future.
- My service is great. PUD needs more assistance to low-income as previous provider did.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- I had my electricity out for 4 days this summer during the storms. That means, no water, no toilet, all food rotten in the freezer and fridge. All other areas were connected, and we were the last.
- It was a rocky start, but it's improved lately.
- Thanks – so far, so good.
- My SS is \$414.00 a month. Could you live on that? Martha Ann [Sackett?], 131 W. Market St. Hadlock, Wash. 98339.
- Do not know what broadband is – something to do with communications? We have not had any dealings with PUD since they took over.
- I did not have much to compare JPUD with.
- Customer histories should've trx with service. Was required to give a large deposit because I had no PUD history although I had a clean history with PSE and a letter of reference from another utility.
- We have more power outages with PUD. They do not maintain power lines, trees etc. Not trained staff. Poor use of resources.
- Would like to receive my bill early in the month so I don't have to guess how much it's going to be. By the 10<sup>th</sup> of each month would be great. Patrice Baker, 310 Calman Dr. PT, WA 98368.
- What is considered low income? We would like to know if we are eligible – thank you.
- I have only been a JPUD customer for 3 months.
- JPUD response to outages is slower than PSE was, and communication is not as good. Billing has had several bugs. JPUD has not offered rebates for green upgrades like PSE or PUD of Clallam County. I would have preferred to stay with PSE.
- I believe you were quite disorganized at first, but now looks like you are doing much better. Keep it up.
- Have had no need to contact them, power has stayed on. So far so good.
- Surveys like this are largely self-serving and waste staff and money. Q9 – all private sector options. Q5 – JPUD shows it cares simply by doing a good job.
- I worry that if there is a power failure; it is going to be hard to get it up and going in a timely manner. I think shutting off the power to needy families is terrible.
- Q4 Have a generator. Q8 Define "low income". What about retired, military, etc. These are all "buzz word" types of appeal. Thank goodness we can now pay "online".
- Service has been better than expected (I had very low expectations). Still waiting for billing system that has any information for people on the budget plan.
- When our new meter was installed on Lawrence St., we were told that our rate would be significantly less, since the meter only measured irrigation water. We have not found that the case.
- Billing hopefully will be fixed with upcoming change. The PUD overpaid and bit off more than they were capable of managing. Due diligence person to purchase appears to have been lacking.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- We've only been residents here since April, 2013. We think that solar power should be developed to complement, as much as possible, our current hydroelectric system.
- I moved to this area from out of state 3 months ago and cannot comment on the previous provider. The PUD office in Port Hadlock has been very courteous and helpful whenever I've had a question. They got my new account established and my power has been a seamless transition from the previous home owner. Keep up the good work and give those folks at Port Hadlock office a raise!
- Customer since December 2014 – no knowledge of prior provider.
- Can we have our bill brought down by generating our own power and “pumping” it back into the grid?
- I didn't live in Washington State 2 ½ years ago so I couldn't answer questions 1-3. I just answered neutral on those questions.
- During power outage I do not like not knowing what is going on or when power will be restored.
- As I try to control my power use by unplugging my cords, use LED lighting, I notice my bills increase rather than decrease. Should never have been sold!!!
- Q1, 2, 3, 5, 6, 7 – I have had no problems with electrical service, therefore no interaction with JPUD. Q4 – Keep rates low. Q8 – Not at regular ratepayer's expense. Q9 – Maintain and upgrade present infrastructure.
- Need to invest in broadband to rural areas. Without high speed broadband rural areas will de-populate in the future. Everything will come through broadband and we will be left out. The PUD must act like the telephone companies of the past and provide universal access for all customers!
- I appreciate the personalized service from PUD staff at their office.
- Have been pleasantly surprised at PUD's timely response to outages caused by weather. I feel they are trying hard to get up to speed, (starting from day one) to keep customers satisfied, and rates the same or not raising rates. And providing updates during outages.
- JPUD seems very slow to embrace common technology regarding online billing and payment options. Can't really say if JPUD more or less responsive than prior provider since we never had to contact prior provider.
- I have a vacant camp lot with only water and had a power pole on the lot in the past but power pole was knocked down by a tree that fell. So I really can't be much assistance on a lot of these questions, except when I have called your company they were always very helpful and very assistance. Thank you for whenever I have asked for your assistance you were there. Carey Z Walt 11/6/2015.
- When a power outage occurs it is very difficult to determine what the problem is and when power will be restored. Perhaps a recording would help. Operators have been helpful but it has been hard to reach anyone with information.
- I feel there should be lower cost for electrical for seniors and disabled.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Where does one start to express dissatisfaction at a vital service being turned over to a bunch of amateurs? Can you imagine the stupidity in going away from the deep pockets of PSE to this crowd!? When can we go back? Already the summer power limb/tree trimming has gone away and gosh only know what other vital maintenance is being neglected under the banner of cost savings! You just don't skimp on the items that keep the lights on! We can see the excuse now "don't blame us" for the power outages – blame the weather when inadequate preventative maintenance is neglected! Oh where are you PSE – laughing all the way to the bank, unloading this turkey on...!
- What I miss about PSE is the energy efficiency incentive program.
- I am concerned about the infrastructure. We seem to be having more outages for longer (I've lived in same house 20 years).
- In my opinion the greatest problem is vegetation control; even when problems are pointed out, little or no action occurs. The second problem is quick and accurate assessment of outages and a channel to communicate this.
- Billing dept. was unable to figure out how to resolve an issue where we should have been refunded \$ due to a move – this never happened with PSE – I'm not impressed with PUD and I voted for you to come – sorry I did!
- Under the old management we were never out of power for more than 6 hours at a time and then only rarely. Since JPUD took over outages are much more frequent and one was over three days, totally unacceptable. I've been a customer since the 70's. The difference is very noticeable.
- They are doing a great job. Service is a good or better than PSE. Do not get invoices in assistance to low income customers there are other ways to do this i.e. boost what I pay into each month \$10.00 – government should not subsidize anyone's power or water.
- Transition went as well as could be expected. Anticipate further improvement with experience. Glad we now have a local control rather than huge corporation. Would like better coordination with social service energy assistance programs to ensure needs of vulnerable individuals are addressed.
- Too slow to replace power during outage. Not enough supplies on hand to handle the emergencies!!! Had to wait 5 days to have full restoration of power and still had to pay for service when not there!!
- I think that estimating our usage is wrong. I think (since we have meters installed) they should be read individually, not estimated.
- We like being able to pay bill over the phone by credit card. Also, we appreciate your quick response to our water problem at [Skywater?].
- I run next door Port Ludlow with 521 people. There are a lot of complaints that the October bill has doubled in the South Bay. When they call, they are blown off with "it is one or two lights left on." In our case it was 280kwh. That is 6.5 60 watt bulbs on 24x7! My other lead on the site signed up for solar and it took 3 months to get new paperwork off someone's desk. We are NOT happy.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Q8 If not LIHEAP eligible. Excellent installation of transmitter near back of home that I worried about stray current. Timely repair crew and courteous.
- No complaints from me about them.
- As long as my lights come on and water comes out of the tap, I'm happy!!
- Keep up the good work.
- Think about its seniors with lower power rates.
- I saw my rates skyrocket! Why?
- I think there have been fewer power outages since JPUD took over.
- I have not responded to Q1-Q8 because I have no opinion. Everything is fine. My previous issues with PUD have been resolved satisfactorily. I strongly believe that PUD should invest in bringing broadband to the rural parts of our county.
- I have little basis of comparison. Maybe solar village (musk) would help with solar.
- Pretty good response times to power outages, thank you!
- I hope that the new statements will show that payment is automatic, if set up to be so.
- JPUD should be involved in bringing sewer to the tri-area and in developing solar power.
- If I want copies of my statement it should not take an act of Congress to receive them. This is a simple fix please correct it ASAP!!!
- Initially, I was critical as to how you might react in emergencies, i.e. high wind, trees impacting power lines, etc. Your performance to date is impressive and my bills have declined. Thank you and good job.
- First, this is a very poor survey document. Second, when we were supplied by PSE, we experienced regular outages. Then they made a number of improvements and the outages decreased markedly. Recently we have experienced a number of outages again. Why? Lastly, JPUD does a mediocre job of explaining why monthly level payment plan charges changed. A simple letter explaining any changes would suffice.
- Work on developing new renewable sources.
- No complaints! PUD is always very helpful and responds quickly when we have service issues. Thank you!
- I have had difficulty on 2 occasions getting a return call from customer representatives. I have had to repeatedly leave messages.
- I particularly appreciate the quick response during a recent windstorm – related power outage, in which power was restored much more quickly than I anticipated.
- Rates are double. Wish we could go back to the previous provider!
- We received a rebate for purchasing a new heat pump. However, the check received had no explanation of origin and PUD involvement. More PR is needed.
- We have only been here a year so couldn't really compare to past provider.
- New customer in past 2 years. Can't rate prior provider. Very happy with PUD. Great employees and customer service.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Re Q8: I realize as a government agency, PUD cannot give direct assistance to low-income customers. However, perhaps expansion of the Power Boost program, including applying for grants.
- Who's paying for this survey?
- When the power goes out – since all our lines are underground, it is annoying. Also, why not trim back the trees along Paradise Bay Road so they don't take out the power? A lot of leaning trees. Work needs to start now.
- I work for the Snohomish County PUD so I have pretty high standards. JPUD should invest in GIS and mobile ability. I'm happy to explain. Jeff Rembaugh, 425783-4335, jarembaugh@nopud.com.
- As a renewable energy customer I find it very frustrating that the monthly bill does not show my kWh banked. I was told in April that my meter was switched out with a new Itron meter to make it easier to be read while driving by. Then I was told in July it was too expensive to handle it that way so now my usage is read at JPUD. I have noticed my usage go up over last year and we have carefully been using less. So I don't trust the readings reported on my bill. They keep saying things will improve with their new accounting software in Nov but I have doubts – lots of them. I feel like they don't know what they are doing and I have about 2% trust in them.
- I have not been a customer for very long, but I have found JPUD to be easier to deal with compared to PSE.
- If Mr. Streett is still with PUD, his angry behavior should be controlled and he should be made to tell the truth as well as stop destroying locks on gates.
- This is vacation property and is only get to it 4 or 5 times a year. I have seen no change since you took over from Puget Power.
- I just compared my 2014 and 2015 bills dated Oct and Nov (for Sept and Oct). Same house, same # of occupants, yet bills have increased by \$50.00 a month. In addition, the date bill arrives in unpredictable.
- We have been here only two years; the provider switch was made, therefore, an N/A on the scale would have helped. I am using a neutral "3" in its place.
- Longer power outages than before. Looking to upgrade heating system but told Jeff Co does not participate with rebates.
- 1) No notification for a planned outage despite it being scheduled at least a week ahead of time. 2) I've been waiting for an energy conservation rebate check since 3/30/15 (7months+) – Bill Graham keeps saying paperwork got lost, application didn't get turned in, etc. etc. 7 months' worth of excuses!!! 3) Poor system for reporting power outages due to storms, etc. – PSE's outage reporting system and response was excellent.
- When the power goes off takes a long time to have it back. Terrible, it's not good.
- Little opportunity to observe differences since JPUD takeover. On new initiatives – recommend small steps only until economics are clearer – NW is less than ideal location for solar power installation – tread cautiously – but newer solar cell materials are modestly more efficient.

### Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)

- We are concerned that when we call PUD to report an outage or check on repair progress, we get a message that says call later, or the mailbox is full, goodbye. Even a recorded update would be greatly appreciated. Also, we are appalled that you chose to outsource your billing to another state when we need jobs so badly here in our county. A Jefferson County Public Utility District should benefit Jefferson County in every possible way, shame on you for that bad choice!
- I've only lived in the area for a year or so, it's a bit hard for me to make evaluations. I think everything is all right though, but rates are so high!
- JPUD management is a joke! In what world do you believe a Hospital Commissioner should run the power company and make decisions about my service!!? Hire people who know what they're doing!! You can't cut jobs and think the work would be better!!! Need new management!
- Just do what you have been doing for the past 2 years.
- JPUD should be more proactive in regards to power service continuity: trim trees, inspect transmission lines, etc. I reported a dead maple in the right of way (that threatens power lines) at 343 Hadlock Bay Rd. I never got a call back and the tree is still there, overhanging the line. Jeff at 360-385-6000.
- I have no comparison with the old service since I was not here, but my only beef with you is surprisingly sharp price movements with no change in service in the home. Sometimes even when no one is home for long periods the cost still jumps. I'm suspecting some guess work on reading the meters, right?
- Keep rates low!
- I am not sure they are really prepared for a significant natural disaster. Tell customers what they can expect before it happens.
- Why was our street the only one out of power on Friday, November 6<sup>th</sup>?
- The costs have gone up while the service had gone down, very discouraging.
- No power outage is the number one job!
- The "wait" time to speak to a representative for report of outage is unreasonably long. Mgt. response to non-payment of rebate saying vague financial reasons to put you off is unprofessional to say the least. After several contacts with mgt. I began to question if fraud was taking place and finally received rebate check – 3 months AFTER the 12 week processing period. Since JPUD took over I have experienced the following: (these are issues discussed frequently by my friends and neighbors)
  - 1) No low-income program that addresses the working poor households or disabled.
  - 2) Long, long, long wait periods when calling JPUD. The last emergency outage call I waited over 10 ½ min to speak to a person.
  - 3) Inaccurate information given without checking JPUD Mgt. for correct info.
  - 4) More outages in 2 ½ years, than the previous 9 years at same home by previous supplier combined. One positive experience, one outage call did get fixed by crew immediately and I appreciated it. Unfortunately this was an exception.
- Website frustrations. Can't pay bill online without problems. Bills have increased, why? Less use and costs more! Not happy I supported this with my vote.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Rather than reduce rates for low-income customers, a reduction in the initial deposit for new customers who qualify as low-income would be beneficial.
- Power lines in Sound View Villa Ends at 321 Blueberry Hill Rd, and needs the trees trimmed on power lines.
- Why do I get two bills? One for water and one for electric. Combining to one mailing would save dollars!
- I have only been a customer for 1 ½ years, so I have no previous frame of reference. I believe broadband and community solar are more important technologies. Electric chargers outside Port Townsend would be frivolous.
- (wrote in water, cross out electric) Q5 In AZ Epcor Water is sending a free kit to help home owner conserve water. Contents are unknown until we get it in a few days. Q7 Could do more in the way of conservation of water. Q8 I don't know what is being done, so I can't comment.
- The rates are too high! A minimum charge is levied even if you don't use any power! And it's high.
- Electric? No further comments concerning service I have received. The service I will receive if the tree in position to damage power lines are not evaluated in light of the wind storms recently (and to come) is subject to questions. [signature]
- I don't fault the management or staff or commissioners, I just think it was a dumb move to form the PUD rather than stick with PSE, for a variety of reasons I don't have time to explain. Please stick to the basics and don't get carried away with new technologies!
- Took a long time to get our power back on after outage.
- JPUD is doing a good job. Keep up the good work!
- I'm happy you replaced our road's old underground wire.
- Lot better than PSE. Fewer outages. Responsive to our discovery of a smoking power pole in Gardiner.
- Port Ludlow has lost electricity/had more power outages in the last 2 ½ years than the 2 ½ before they took over.
- Stupid questions – poorly thought out – JPUD said they could lower rates. This has not happened. I want Puget Power back.
- Clearly, I have no informed opinion about much of this. My use is not great. I can afford my bill. I've not experienced any trouble. Some power outages in the winter, but they are brief.
- Stop double billing water and electric fees! This is costly to you! Aren't you supposed to be smart about conserving resources and caring about customers? Your billing practices and fees are inflated, wasteful, and poorly thought out. Do some analyses, would you?
- When power goes out so does water for people using community wells. Please consider back-up power using generators which are too costly for most rural residents.
- I feel the rates have increased but services have declined.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- When service is interrupted for extended periods due to weather or accident public announcement should be done, via radio or broad phone msg. like “amber alerts”.
- JCPUD is doing a good job in all ways – would like to see them more involved in community activities.
- Q9 JPUD owes too much money to pay for the purchase from PSE. Should have let PSE be our electric service provider – they know how to run a utility company and have the necessary resources.
- This is a business. Please run it as such! It’s not a social program!
- During power outages the technicians did not work through the night to restore power. Not the case previously.
- Q9 Broadband –Yes; Solar – No; Chargers – No. Need to explain to us how reliability (no outages) might be improved what cost/benefit trade-offs are – perhaps a newsletter on those issues? You’re doing well, but never stop improving!
- Service reliability is very important – good job on restoring service after 29 Aug windstorm. Keep up the good work.
- During power outages we’ve been unable to reach anyone, the voice mail is full and no information line to advise of situation. Not the case previously.
- Q4 Should not be either or! Do not waste your (our) money on surveys!
- Combine billing electric and wastewater, to reduce expenses.
- PUD’s phone system still needs improvement, during power outages the listed phone # goes to voicemail with no response.
- Q9 Broadband – Yes. Your online system for billing always confuses me. Please simplify for simple people.
- It just plain sucks.
- JPUD should never have taken over the electric utility. Taking over the electric utility was an ego trip by the commissioners and cost us dearly. The field people do a good job, but do not have the familiarity of the system.
- I have major concerns regarding the current level of re-investment – an old, deteriorating infrastructure portends major future problems/outages.
- In our area service has been good because of the prior line work done by PSE. In general, surveys like this one are not worth the time and money. Management’s job is to know if the product is the best it can be at the lowest competitive rates.
- We had 2-3 serious unexplained total black outs 2-3 times this year, one was July 4<sup>th</sup>. In all cases there was no explained cause – the customers have a right to know. In none of these cases weather was not an issue.
- Keep rates down.
- My husband was on continuous O2 when the wind storm took out the electricity – very scary!
- Please look to provide reliable electrical service, minimize outages, invest in new technologies and keep the rates reasonable.
- Increase online visibility/newsletter.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 1, Continued)**

- Regarding question 9, I believe that Port Townsend in particular and Jefferson County in general should develop community solar power along with EV charge stations considering our relatively sunny (8% more sun than Seattle) locations.
- Prices doubled and service stinks – wish I was back with PSE.
- I have been very happy with customer service.
- I'm quite happy with PUD. I qualify for the old/disabled discount for which I'm grateful.
- Q4 Daily, monthly or in an outage? Confusing wording. Q9 Solar - Without raising costs. Why don't we get the credits as we did with PSE?
- What I miss are the offers for discount on energy saving devices.
- PSE always had someone available to answer questions about outage. This is not the case with PUD!
- My concern is how higher my bill is during winter months than the rest of the year. It jumps considerably and I'm at home.
- Better communication on power outages i.e. when will power be restored etc.
- Don't switch the payment service and have gaps, please!

## VERSION 2

### **Do you have any further comments regarding the electric service you receive from JPUD?**

- I have no idea how to answer any of these questions; it's a waste of my time. Stop wasting our money on surveys! You know how to serve us well – try to match Puget Sound Energy and you'll be fine.
- Horrible folks on phones, lost payments, even when delivered by hand inside brick and mortar. Perhaps teach folks to do their jobs, horrible local service.
- My generator has been used less and power outages seem of less frequency and shorter duration.
- It would help to know what your plans are in major electrical outages due to storms, etc. Where will you get additional support help from? This would be a helpful PR. I think overall you're doing great!
- I'm unhappy with your billing procedures. To consider a check late by the 2<sup>nd</sup> day of the month is absurd. Unique to P.U.D. among all our other billers.
- I didn't have to deal with the PUD before now, so, can't judge the "old" PUD.
- With the previous provider we may have experienced a very few outages in 10 years. With JPUD, we've had several (& major ones) just this autumn. We're wondering why the previous provider was voted out! Also, these questions are not applicable to the average JPUD customer. JPUD has the answers to many of them, we don't. You need to ask better questions to your customers.
- JPUD leaders should be ashamed – promising to serve JeffCo customers better by being in local control, but yanking assistance to low-income folks, and pulling the rug out from under solar customers who invested and borrowed money to do it – with assurance of production incentives that they (JPUD) can't pay. Very poor planning – needing to service the \$100,000,000 dollar loan – all for what? Certainly overall service is no better, just some customers lose out.
- JPUD leaders and anyone who voted in JPUD takeover should be ones helping low-income assistance program.
- Q4 Both are important. Q6 JPUD needs to communicate in more than one way before threatening shut off. There also needs to be better and more flexible ways of paying one's bill, especially if the online access is not available and payment by credit card is preferred.
- Doing good so far but look to the future – the times they are a changin'.
- The promise to the community when PUD was used would be lower rates and we didn't buy it then, though many did, and it's proven to be false in reality.
- Gardener should be looked at for underground wiring or better tree trims. We are always losing power in any kind of storm. This is not a new problem. We are also the last to get power back. Many people in this area depend on CPAP machines to sleep. Battery backups are available but at a high cost to customers.
- Community Wi-Fi, renewables.
- Very slow in responding to new installations.
- Have only lived in PT for 2 years – had no experience with previous supplier.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Great customer service staff. Phone info during outage could improve. Q8 Looks like you lost greater access (reserves) to help low income (I am not one of them).
- Your pay by phone is really poor.
- I am new but JPUD was amazingly responsive to an outage caused by tree fall at Port Ludlow. GREAT WORK. Ben Bryant.
- Focus on reliable service and low rates. Don't try to save the world.
- (no ratings Q1-Q7) I haven't had enough contact to make a judgment.
- I would like to personally THANK all the folks who are out in the field getting the service back on after a power outage!! Those guys are the best! [heart] PGW 5291 Cape Geo. Rd. P.T. WA.
- The change over from PSE to Jefferson PUD was handled poorly. Jefferson PUD customer service people were rude. They should be ashamed of themselves. They could care less and so much as said so. Do you want power or not. Worst attitude I have ever seen.
- I've heard many complain their rates went up too much and/or too much fluctuation in between bills.
- More expensive than PSE, two of my neighbors have noticed as well. Jerry Ley 331 Craig Rd.
- Should raise kilowatt rate and not meter rate. Never should have purchased from PSE, and then paid twice what it was worth.
- Please improve your online payment services. They have been terrible.
- Billing department employees, one in particular, is very incompetent and rude and has no business dealing with the public – terrible!
- I'm pleased to have a locally run electrical service. (in margin above survey) I just filled this out so didn't send it to SDS Research and am sending it directly to your office. Thank you for the service.
- Good response to system outages. How can we find out estimated duration?
- I think PUD is trying. It still is not there yet as we've experienced far too many outages! When you live around so many trees I guess it's to be expected but doesn't help when power goes out and there is no wind! Electricity base is also too expensive (without the wattage charges) and has increased which is not good. Don't mind paying for wattage use, but when there is always a base price charged even when wattage is not used, is hard to pay. Never had a fee charged anywhere else we've lived. Really don't like that. Thanks for doing what you can.
- If I could take my vote back I would. PG&E was a far, far better deal for our community. I don't know one person who does not agree with this.
- We've only lived in the area for 10 months. With limited needs, nothing but impressed with customer service. New technologies, especially broadband should be in the near future. Keep up the good work! (In margin next to Q1-Q3, no ratings) New to area.
- We are only ever off and on. (Rated all 3's)

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Never in my wildest dreams did I think it would take eight weeks to bring in power after all ground work was approved by L & I. It took Puget Power 1 ½ days to show up. My biggest question is “why does Eric Pryor still have a job”?
- Your job is to provide reliable service at the lowest possible price. No more \$ for surveys.
- I voted for JPUD, however – PSE was able to answer calls, cost less, gave \$ to low income customers AND paid dividends. I’m all for PUD’s but y’all need to get it together! On plus side – customer service has been GREAT every time I’ve needed them. It’ll come together – keep workin’ it!
- (no ratings) I can’t rate this because I didn’t have the other service.
- Billing for people on budget plan is terrible. It took months for PUD to respond to phone calls or to let us know where we stood with our account.
- Severing our ties to Puget Power was a VERY BAD choice. This will end up being too expensive. Local self-reliance doesn’t work in this situation.
- Setting up billing was difficult. Never knew if my bill was being paid. Statements do not reflect if on auto billing. New technologies? Need to master the old first. Seem to be poorly managed.
- From a customer point of view this is a very poorly run company.
- The service is good. The cost is comparable to Puget Power. We don’t feel we have enough info/background to answer the survey. We want our cost kept reasonable and affordable.
- JPUD is slow at getting power outages and restoration times. PSE did a lot better and overall better service.
- I wish you could process payments more quickly. That is my only complaint! Thanks for getting service restored so quickly after the latest storms.
- I’ve always paid water and electric through my checking automatically. Now they’re changing things again. Can’t even go to PUD and sign up again to get back autopay. Gail Whitney
- We would like rebates on energy efficient appliances like PSE provided.
- New resident, not familiar with former provider.
- Big mistake! Too bad we can’t sell it back to Puget Power.
- Field engineering – new service process extremely lacking in management and expertise.
- Q9 Need cost vs. benefit analysis before buying new technologies. Q2 Left in the dark for 2+ days. This did not happen with PSE.
- Payment plans during winter months so I can have heat and still afford it.
- Q9 If surplus funds – then invest in solar. Q5 Don’t know what JPUD has done in community and survey should have been done by Washington based business – Keep funds in our State.
- The power lines on our ½ mile driveway have not been trimmed in years. S. Discovery Rd goes out in power every wind storm. Could it be tree trimming needed.
- Bury the lines!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Q9 only community solar power. I think PUD had a rough start and in my opinion they are better than before the changeover. I haven't had any customer problems so I don't know about customer service but I am grateful my power is consistently on. I do think PUD responds well in emergencies based on what I read in the paper. I did think power was supposed to be cheaper after the PUD took over and that doesn't seem the case.
- Very undependable service. It seems that every windstorm brings a lengthy outage. Clallam PUD does not seem to have this problem. Why is this? Very frustrating.
- Receiving an "I'm sorry this mailbox is full" message is not OK if this was an electrical fire caused by down lines or a disabled person dependent on electrical power. You need to have someone available during outages to monitor communications and provide basic information. During the last outage I got the above message every time I called. I did not know whether anyone in our area was able to get through. It made me very frustrated and angry.
- When I have had to call due to a septic or other problem, a service person was on the spot immediately.
- Sadly, our experience has been disappointing. We have asked that a low hanging wire at our new home be stretched and raised. Twice we were told someone would come out and take a look but we have not received a serviced call to our knowledge and we have not received an answer to our request. Also – we have pleaded for the trees in front of our business to be trimmed. We were told we were on the list – but again – no action. We are now allowed to trim the trees – yet they beat against our downtown building during every winter snowstorm and tree limbs are tangled in both telephone and electric wires.
- The PUD is improving but has a long way to go. We were promised lower rates. PSE did a fantastic job, and I know it is hard to fill their shoes. But we voted based on promises that need to be kept.
- Your customer service needs to be more friendly, helpful with customer problems such as making numerous return trips to your office before a problem or question can be solved – customers also have limited time to come to you before you can produce any action from PUD!
- PSE provided incentives (like taking away old refrigerators) that PUD does not. During the LONG power outages in Aug – although JPUD people were nice – it took about 4 days for us to get service – which was later than PSE – but also we could not get good info or estimates when we would get power. Twitter feed (a joke when u don't have power) provided different info than when calling. Frustrating.
- PUD did a great job during the recent power outage.
- I like the option to donate each month to those in need. I also like solar power but don't feel everyone should have to pay for the electricity that powers electric vehicles which are predominantly owned by wealthy people.
- I absolutely notice the loss of the PSE pricing structure, with divided sharing in the winter months for saves of power with the summer. Increased winter costs has really hurt my family. We're cold!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Unable to properly fill out form due to ill health.
- PUD's management does not track outages effectively. Outages reported early in the day go unrecognized by personnel later in the day. The website page showing outages is inaccurate!
- Rates are too high for limited senior/disabled incomes.
- Improve management. More managers is not the answer. Better management, not necessarily experienced managers.
- It appears that my monthly cost of electric is higher now than what it was under PSE. Why is that?
- No perfect, but I think, overall, the switch to JPUD has gone well.
- Poor management at all levels.
- Haven't had enough interactions to tell whether customer service is good or bad. Also haven't had any issues in the last 2 ½ years.
- Cleaning rows of trees capable of causing power outages is the #1 priority of JPUD. In 1 year, we (in Gardiner) have had 3 outages lasting longer than 4 hours. I've dumped both fridges now twice!!!!
- For many of these questions #1, 2, 7, I don't really know. Although I am not dissatisfied, neither am I satisfied. JPUD will need to continue as they have with consistent, reliable service before I can be fully confident.
- Would rather have P Power back, and they were bad.
- I like having a local PUD. Billing seems to be weak – confusing and odd payment schedules.
- Service has been good, only lost power once for any length of time. BUT when I called customer service, I just kept getting a recording with no option to leave a message. After many hours, my neighbor finally got through to a human being!
- In emergencies, responding to “downed lines and outages” with a phone # whose “mailbox” is full is unacceptable. Twice we've been without power for days. But the worst part is not knowing if PUD is even aware of my trouble because I can't leave a voice message or talk to someone. – There should be an adequate responding capacity so in case of emergency you (PUD) can handle all our calls and have an online/text notice system that indicates PUD is at least aware of the outage and is working to fix it.
- Unreliable, truly doesn't care.
- Biggest mistake we've made as a community is switching to Jeff PUD.
- Totally lacking in solutions. Don't understand needs. Don't care about community needs.
- Since the takeover we have far more power outages and usually for a longer period of time. The Coyle area used to be the entry @ Hazel Point for PSE power and now we are the end of the line for the way power is routed.
- This survey should have been done by PUD. You could have sent this paper with my bill and not spent the money! The down town Port Townsend project to remove power poles cost too much and the increase on monthly meter cost – Bad!!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Support solar. Support state efforts to provide incentives for alternate energy. Find ways to encourage distributed energy (storage, solar, wind, etc.). Use public UD to lead fight against climate change.
- Our commissioners are doing a good job for the mandate the people gave through an election process. New technologies are necessary to keep up with the needs of an energy-hungry public. But these new technologies must be clean – no coal or fossil fuels. Thank you
- Formal communication via letters and full color glossy pamphlets cost \$. I would prefer brief notes on my bill and save the money applying it to lower rates.
- For our family they seem to be doing a good job!
- Better help with windows, heating units, etc.?
- There seem to be fewer electrical outages.
- We are part-time residents. My primary concern is outages and this seems better since the changeover.
- Having just drilled a well, I've worked with you folks on several occasions through Casey and gotten outstanding service. It has been great to hear someone say, "Yes, we can do that!"
- This is just a cabin that we have not been able to use due to health issues. We hope to start using it now. Can't answer questions yet. Sorry.
- JPUD should not use a 3<sup>rd</sup> party to accept line payments. This represents just one more fee for customers.
- Too expensive, the rates flux, there is no way to pay online without it costing extra, no help for low income really. Hate this and want to go back to PSE!!
- I have had only 2 or 3 very temporary power outages since you took over so don't know about the answers to some of these questions.
- Power outages getting to be common after or during storms. Good lineman, but are under staffed and equipped for the County wide. PSE performed annual tree maintenance yearly and was a very rare occasion to have a power outage let alone the length of time power is out. Need to quit empire building and take care of business. We were better served by PSE!
- The cost of service is way high. Should go full out on Q9.
- Trying to add new service in 2015 was very difficult. It took 3 months of calls and scheduling. Trying to get a service person to coordinate burying a line never worked.
- JPUD is still learning but slowly improving. JPUD needs to recognize and support the contribution made to the environment by those who have installed solar collectors.
- I believe JPUD should be as forward thinking towards "new technologies". Especially solar. As someone who only uses services and doesn't follow who's in charge, the changes in management, overall changes of where energy is coming from, generally my household is content with electric services provided. These questions are worded terribly, yet I hope you get the info you need.
- Electric base fee should be eliminated.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Broadband if they can deliver to customers at a lower cost. No on the others.
- Q9 These are separate questions. The billing was extremely problematic the first year. My electrician said to install a new panel means the PUD requires a new meter with exterior shut off for \$1500! This is not fair and discourages people from making needed safety upgrades to panels.
- More power failures now than with PSE. Few or none energy conservation rebates/incentives for purchasing energy saving devices. Customer service unreliable and uninformed, lack PR skills. I live in the last “community” the far west of Jefferson County, near Clallam County. I highly doubt that broadband of any significant speed, decent pricing, or broadband service period will make it to my doorstep. If they plan to use funds for developing broadband, they need to make it available to all customers. Our community has amazing southern exposure, so use of solar power would be very welcomed. I could power my residence, and the power grid with the right equipment. Incentives or purchasing plans for solar systems through JPUD for those residences that can help “sustain” the power grid would be fantastic. I fully support electric cars, public charge stations for free and such. I however do not own an electric car, and unless electric cars become a reasonable economical car to purchase, my family won’t own one. I don’t want any cost of electric vehicle chargers passed on to me.
- Last year on Christmas Eve, while he was at work, one of my employees had a notice hung on his door that they would shut off his power on Christmas. I didn’t think that was supposed to happen to families with children in the home, and on Christmas it was terrible. Not a fan of the PUD. Thank goodness I generate my own power at home. But they are not very responsive to businesses either.
- Reliability and low rates equally important. Had electrical devices/switches fail after recent power outage???? Never had such issues in past.
- Had new service installed in 2015. They were responsive, pleasant to deal with and did a good job. Thank you!
- No opinion. Do not personally occupy premises so I am not the one affected by outages. Sole contact is payment of power bill.
- In forty years I have never had outages in back to back weeks until PUD took over. Spend more on people and equipment and less on low-income customers!
- We pay far more than before the PUD. Wherever the PUD money is going (admin, over staffed?) the service has not improved commensurately. Every month we feel like we’re being billed – taken for fools! The money spent on this survey alone could have been more wisely used. Why spend our money on redoing the bill? The other form was quite simple to understand.
- The staff is wonderful communicating with customers. Management leaves something to be desired. In fact, if it were not the quality of interaction with staff, I would have scored the question a 5. In only evaluating staff I would have scored a 1.
- The heat pump rebate was excellent, but we were always the ones to ask, follow-up, and change autopay. A proactive utility would be a great improvement.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- The only people who benefitted from JPUD takeover were the local elites who sucked up; all the cushy management jobs. After last summer's windstorm I shudder to think how the response will be with rain, snow, or ice added to the mix. Will the results of the survey be published?
- I am strongly concerned about hot wires igniting trees that are not being trimmed or removed. Fire is a major danger in treed areas of my city – especially in dry, hot weather. Tree tops buzz and spark on Cook Avenue behind my home. I have spoken the PUD and FD folks and am alarmed at the lack of response or care. A fire here would take many homes! My phone is 360-379-3943.
- We live in uptown Port Townsend now for 18 years. We have lost power only a few times until this year. In the past 3 months we have lost power 3 times. One lasting 9 hours. It is taking way too long to get our power back on compared to Puget Sound Energy. Service needs to be improved.
- In Port Townsend we have not lost power in the past 10 years at least. In the past 3 months we have lost power 3 times. The longest for 9 hours. We have never been out of power that long before. Asked Safeway what they think of the service!
- Some of the worst customer service on the planet! People who work there (J.C.) have not a clue where their customers live, and getting a live voice is nearly impossible – ugh!
- My experience has been wonderful with PUD. They have been out in the middle of the night, in the rain, fixing our power. And they've improved service by adding a new line. Only good things to say about their customer service.
- We are very disappointed with the pricing!
- I don't mind helping low income people if they are working to solve their problems (I am) and not wasting energy. (I conserve)
- Sorry, my experience and awareness is too limited to have an informed opinion on some of these questions.
- Don't invest unless you have the money – no loans or borrowed. With little steps you can go a lot farther without getting ahead of yourself.
- Overall, the costs have escalated dramatically. This is totally opposite what was promised before the vote for PUD. We were conned into thinking costs would improve.
- All I want is the lights to stay on. Liked PSE just fine – so far so good with PUD.
- Electric service is fine. Question new investments until electric is straightened out.
- We are part time residents of Jefferson County and feel unqualified to give helpful responses.
- My father is deceased since 2012. I have had no luck getting name changed through your people. I own the property since 2012 and have paid the bill since. His name was John W. Callahan at 924 Tala Shore Drive, Port Ludlow, WA 98365. My name is Daniel A. Callahan. Thanks
- I like your Twitter updates during outages. Very useful! Keep up the good work!
- Thanks for the great service! I would like to see the assistance for low income customers be in the form of energy efficiency improvements.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- So far have had no problems so hard to comment on service.
- It has been such a hassle getting automatic payments set up and now there is a changed and I have to start over again. The worst is coming home from work after office hours to find my power turned off because for some reason the auto was not working, a huge embarrassing sign on my front door, and to top it off my next door neighbor was told it was being turned off because I had not been paying my bill. A cold night in the dark!
- We would like to see JPUD be a leader in creating community self-reliance based on renewable energy sources.
- I feel like PUD had a rough start but worked hard to solve problems. I feel fairly positive about PUD now.
- I see no difference in the service I received before, which I was happy with. Keep on doing the great job you are doing now!
- JPUD in general should be more forward thinking in regards to alternative energy supply. It would decrease energy production costs.
- I have only been a customer for 2 years and am unable to compare services.
- I'm sorry, but I have limited knowledge of what you do. I believe in helping low income. I would like to see new technologies, but no idea what that would do to our bill. I suppose that's the bottom line. Mrs. Jones.
- Outage service scares me! Do not trust that service repairs are being done in a capable manner.
- Was it a wise use of funds to hire an independent survey company?
- (1) Trim all trees back within fall distance of overhead power lines. (2) Diversify our energy sources, increasing resilience. (3) Eliminate coal/petroleum from energy portfolio. (4) Be leaders (not followers)! Bring clean, local energy here now. Get innovative. (5) Use electricity to power JPUD's vehicles. (6) Designate local JPUD money to encourage more conservation, energy efficiency, and guide smart decision making with all things related to energy use. (7) Be positive!!! Every day we wake up we are gifted another day to make positive changes. (8) Hire and retain smart, motivated people.
- It's very expensive.
- PUD should not be raising rates for school districts by 33%. That will take money away from services for children.
- Bills in early days of Jeff PUD's tenure as my electric company brought high bills that they have not explained. Bills started being lower after I complained but no refund or explanation.
- We haven't had any issues one way or the other so don't have much input. Great job getting the power back on quickly after the wind storm!!!
- The Nov 17-18 outage was very disappointing because we could not get any information about restoration of our service and we are within PT City limits. Our service was out for 25 hours when our next door neighbor had power restored 15 hours prior to us.
- PUD very helpful in getting power back on after windstorm.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Would like to see investment in broadband.
- It's a good idea to be involved in technologies but at a smart price. The PUD paid significantly too much for PSE's stock. They did not negotiate. They paid asking price, and we, the consumers, are stuck with their lack of negotiating skills. PSE won big time. We, the consumers, lost – and I voted in favor of the PUD. I don't think I'd make that mistake again. Dr. F.F. Krause
- Recent outage communication needs to be greatly improved. The outage map was not very informative or accurate. Rather than tweets that told whose power had been restored, tell which areas are due to be worked on next. Recordings would have been useful. Very frustrating compared to PSE's system of communication.
- The helpline when power outages occur could be more informative/current than it is. Would like a level payment option for electric.
- Service is horrible; I have lived in the same location 16 years. Before PUD outages lasted hours now they last days, and they show preference to higher income areas first. PUD should be ashamed of their performance. It is an embarrassment.
- I'm very happy with the service and the fact that my bill is consistently lower. Thank you!
- Electricity is a luxury. In the summer months, when temp is warmer, you should have shut-off times to save energy – like midday 11am – 1 pm and night midnight – 4am. Some couldn't of course (i.e. hospitals, food stores, etc.). Just an idea. They do that in Haiti and it works. Those who insist not going without have generators.
- JPUD is the only biller that cannot work with my automatic bill paying service (through my credit union). Rates for me are double what they were with Puget Sound Power and that is just not acceptable.
- I am concerned about billing. I have tried getting direct payment and no one seems to be able to help me.
- I have not seen any proactive (tree trimming to prevent electrical loss during storms) since JPUD has been in existence.
- Customer service is good – except lead person – not nice to deal with.
- Good to have a local crew for our system. Provide a way at billing for people to contribute toward low income assistance.
- Response during outages has been pretty good, but good luck getting hold of customer service for anything else!
- (1) Basing emergency repairs on population versus community safety is a disappointing approach. (2) Emergency crews – in the August outage these crews were not called in soon enough. Folks went for 3-4 days without power. (3) The ladies at the customer service desk in Hadlock are often hasty and impatient (i.e. recent switchover to new accounting system). Glitches and errors are not always the customer's fault.
- I'm satisfied and don't really notice any difference since PSE left and PUD took over. Not aware of PUD "Community Involvement" so communicating could improve. Recently noticed Facebook page and appreciated all the regular updates during outage in Nov.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- JPUD should be helping to increase solar and use extra generation to offset cost to assist low-income customers. Would be happy to donate my extra power from solar for my low income neighbors.
- I have not much interaction with JPUD.
- Useful and informative website. Obviously wish rates were lower but that's life! Customer for just over a year so cannot comment on period before JPUD took over.
- We do appreciate that we are able to talk with actual people during outages rather than getting a recording on a busy signal. We are still waiting for reassessment of our budget plan monthly amount. This seems to keep getting pushed back. Thank you!
- We are new customers and have no experience with previous provider. We are happy so far.
- This is a vacation home so we are not there a lot.
- Because we are not full-time residents, we do not have a substantial relationship with the utility. The service is fine (having needed no extra) and we like having a local supplier.
- We do appreciate the bill drop-off box at the PT Boat Haven. Thank you!
- Lady in the JPUD car needs some driving lessons!
- We live in a community which as very few jobs that pay livable wages. You have a responsibility to meet the needs of lower income working people more than wealthy retired people. No one should ever have their electricity turned off under any circumstance. There are often ways to make it work. One reason the greater Port Townsend is losing its sense of community is that we have adopted a set of values that are to revere leisure, well off classes of people, and we are more than ready to leave lower income or unemployed people behind. I feel that access to heat, light, and hot water is basically a right.
- JPUD should spend more \$\$ on upgrading the lines – prepping for bad weather problems.
- Have not noticed any change from Puget Power in service.
- Expedite energy conservation rebates.
- Communication skills on the phone and in the office are sadly lacking. Bills have improved in readability but could still be improved – for example, both components of the bill should show the total due.
- Still have not received a \$200 credit from my initial deposit more than 2 years ago.
- To Whom It May Concern: Regarding your Jefferson County PUD Customer Satisfaction Survey, the questions are irrelevant by virtue of the fact that the PUD is completely unresponsive to customer concerns. Over the course of several years now, I have applied by telephone and email for a quotation for a new service at my property on at least half a dozen occasions and despite assurances from the functionaries answering the phone, after enormous delay and waste of my time, I have never received the courtesy of a response. The utility is utterly inept in my experience and should be dispensed with. You may quote me. John Sabella

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Already way too expensive. Billing sucks. Paying over the phone takes way too much punching in of numbers. Wish we still had PSE!! Difficult to pay bill online or over the phone. Doesn't feel like convenience and customer service matter!! Don't trust my billing and payments being logged properly.
- Horrible customer service!! Until PUD gets their act together they should take on nothing more. I miss Puget Power.
- The PUD butchered my trees removing branches near power lines. City had trimmed this summer. Hire some professionals of notify owner if not satisfied with existing.
- I voted against PUD. Prove me wrong on where rates may go.
- We wish we could pay on equal average during the year.
- Q2 Both are quite important. Q9 After internal controls and communications are stabilized, all alternative means of independent power production, wind, solar, tidal need to be investigated and implemented when appropriate. We need to become energy independent.
- Legal action needs to be taken to rectify the situation ASAP.
- I give \$10 per month above amount owed for helping those who can't afford their power. I would like an annual accounting for tax purposes.
- Would like to see utility returned to Puget Sound Energy. Residents of Jefferson County were lied to about benefits of PUD ownership. Current management of PUD needs replaced at the very least.
- During the first major power outage after JPUD took over, it was extremely difficult to report the outage and took at least 5 separate phone calls to reach someone. This was during the first Fall/Winter after they took over for PSE.
- Although I'm in favor of investing in new technologies, I can't afford infinite charge increases. I expect I'll be paying for this survey, won't I?
- (1) Better info during outages would be good. (2) Solar/wind energy is good if no rate increase. (3) Puget Power had rebate programs and home inspections to find ways to save energy – Do you?
- Q4 is poorly written without clarification.
- Beginnings were bad but you know all that. They should strongly support those incentives but carefully. Why does the bill have a space for water usage even though we pay the city for that?
- Moved here just a few months ago.
- I had a wire down when it was a very stormy day and they came out quickly to get it out of the street. Thank you PUD – You're doing a fantastic job!
- I am personally very happy with rates and service.
- Tell the truth – PUD rate payers are financially responsible for the management's errors – think WPPSS!!
- JPUD contacted me when they saw I had gone over my usual amount of water used which let me know that there was a leak in my water line. I would not have known until I got the bill. Thank you PUD.
- No further comments, but this is a poor written survey.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- On Q9 broadband should be pursued, but no solar power or electric vehicle chargers.
- Not bad, but there have been a lot of outages, some long ones. The website updates are a good feature, but need to be greatly improved, accelerated, and made a real priority. During the last outage, I kept checking the PUD website, and there was no acknowledgement of any problem throughout the hour or two until the power came back. Even on weekends and at night, there needs to be someone posting immediate status news and projections for outage duration on the web. The alternative is piecemeal dribbles of info to individual phone callers. Make PUD reliable, resilient, and responsive.
- Q4 While reliability is important, so are keeping rates low. Q7 Since I don't have any involvement with management, I couldn't say that management is any more effective than Puget Sound. Considering that energy costs are significantly lower I would conclude that rates should be lower than 2 years ago. Rates seem to go up at the first hint of higher energy costs, but certainly don't go down.
- In a severe storm outage, our area is always about the last to have power restored even though I call right away.
- So far, so good. I'll let you know. We need DSL, Clink has a monopoly and it sucks! If you can get involved in the DSL market (Yay!) Solar is OK too.
- The wording in this survey could be misleading to some respondents. Questionable survey tool. PUD needs to bring rates down and provide reliable service and take care of low income distressed customers – give allowances – don't turn off power in winter.
- Phoned sue to power outage before storm. Called 4 times, left Facebook post, neighbors and friends called on our behalf. Each time was told "first they heard about it." Also filled out form on website. Was without power for 4 ½ days. Each day told they were coming to fix ours. Neighbor who is on or transformer found PUD truck in town and they finally came after all storm related outages were already fixed.
- Q9 PC but a waste of \$. Publish in a billing enclosure JPUD performance criteria, benchmarks and results, annually. You've had long enough – get it done!
- Keep up the good work. Get more contractors on your small work roster.
- Overall, I believe that the utilities here are too high and do believe that they could help low income people here in the winter. There is a lot of money collected here in Port Townsend and money collected could be better utilized on road construction, etc. Other counties keep their cities looking good. Overlooking projects on housing for people that is not out of sight.
- Only recent change of account numbers – it's a hassle.
- The need for low-income assistance should not negate or impede the simultaneous investment in new technologies including solar, wind, etc.
- Completely satisfied with my service as it is now.
- They promised lower rates. Never happened.
- When there is an after-hours outage, answer the phone!!! At least clear the voice mail box so we can leave a message!! And then call us back!!!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Power outages during storms seem to take longer to fix than before the PUD.
- I'm happy with the service.
- Access to staff for development questions and system questions (not bills and accounting) is greatly improved because of closer staff availability – less bureaucracy.
- It is imperative that you provide broadband. This community must have access to the Internet, as soon as possible. Please act now. As for low income assistance, of course people must have electricity – what is the lowest rate that you all can provide these citizens? You need to be as clear as possible with your survey. I appreciate the polite service. Thank you.
- Establishing automatic electronic payment would be very helpful. Yours is the only regular bill I get that is not set up for automatic payment. I really wish you would fix this. It was this way prior to PUD taking over.
- Since we don't live at our beach house all the time I can't give you an objective response except our bills seem too expensive for the use.
- How do I contact someone about the power lines that are still down from the last storm?
- Getting rid of PSE is better for all of us. I look forward to a county-run broadband system.
- This is one of the lamest surveys I've ever been asked to complete. I just took up service 2.5 years ago and there was no way to answer nine dumb questions. This is a waste of \$.
- Completely satisfied.
- When a new meter was brought out and installed, we had ZERO advance notice. The guy left bits of material on the ground and drove off without any effort to clean it up. If he's a contractor or employee, he needs training. We hadn't expected him, the changed meter, or the mess . . . In other words, you kept us in the dark!
- Why no option for partial or total green power?
- Get as good as it used to be before branching out. Get rid of the heavy drinkers in management!
- We prefer strongly – a PUD to a private corporation.
- This was a bad idea. Having PUD take over/buy out PSE
- Regardless who owns this, the point is “value for money.” Service and rates in a competitive world are equal or businesses fail. FYI the support staff at your office at Four Corners are excellent!
- Keep rates low – good job.
- Staff tried hard, but there is a learning curve they are still behind vs. Puget Power.
- How much did this survey cost??
- Possible new service communication is poor.
- This survey is just as sneaky as the takeover, coming just before a big rate increase. This whole thing has been underhanded.
- We have a house in Port Townsend, but we are not there most of the time. We also have a house in Seattle, so most of these questions do not apply.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Keep up the good work. I think the rates have been reasonable and I did not notice any decline in customer service.
- Service and rates were better with PSE.
- It was a bad idea to takeover. Worse than ever.
- Things seem to be running smoothly.
- I'm very satisfied with PUD service.
- I have not turned on heat. I am disabled with pain and depression. I would feel better if I had help with charges. Olycap can't help until I'm threatened with being cut off?
- Electrical service is too vulnerable to cut-off from strong winds and/or rain. This is a stupid survey.
- Q9 If you have surplus funds yes. Why are you using a Utah facility for the survey? Yucky!
- JPUD inherited older infrastructure system. Rural area reliability is a concern since I live in one. Surveys and feedback to JPUD are important. Please continue.
- Not happy that PUD electric rates are higher than previous provider.
- JPUD should not spend ten cents on community involvement. Volunteer involvement should be a high priority.
- Management is a joke. Questions are never answered. Problems are never solved. We (along with a majority of the town) have been overcharged grossly on our bills, complained about this issue, and there was never any follow through from the PUD. We were charged a \$200 bill for a vacant house with no appliances in it. When we had 4 tenants in the same home, their most expensive bill was \$120 for 4 people using all the appliances. We complained. This was an obvious error on the PUD's part. We spoke with the head of the billing dept. and even sat down with Kevin Street and still we never received an answer or a refund. The PUD does nothing for the people. This business is a ridiculous mess and is preying upon Jefferson County residents. I will only say that the PUD crews working to fix outages and going to homes to fix equipment are the ONLY capable PUD employees... and even they agree the PUD is a giant mess. This survey is also a waste of time. We will never see any change come of it.
- What happened to promised lower rates from Bonneville energy?
- Q9 At least until existing infrastructure is in better shape. Seems there's still a lot of maintenance that was deferred by PSE and PUD needs to catch up with that first.
- Puget Sound Energy gave a lot of money to charitable organizations in our area. I do not see where Jeff County PUD does that.
- I used the drop box more than 15 years. Last year a check and statement were lost. Can't trust the drop box anymore. Too bad, saved me time and took pressure off the office personnel.
- It is wrong to shut off electric service to those with low income, fixed income, the elderly, and people going through serious medical problems!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Bills feel much higher since JPUD takeover. I am in the unfortunate income category where I make too much for help but not enough to really afford a bill of \$150 - \$300, which is my billing range.
- I think our PUD is improving.
- Bills come way too late giving customers less than 2 weeks to pay. As people often are away on trips this causes problems. The survey is badly conceived and phrased as it is based on double negatives. Most respondents will not understand this and the responses will be meaningless. One wonders whether this is by design.
- I continue to use electric lights and seem to have enough power to run my shop.
- JPUD is not going to be perfect in only 2 ½ years. They started from scratch to become a power company type of business. They have much work to do.
- Very satisfied customer!
- I just bought there two years ago so am not familiar with the previous company. I also haven't had issues that required response.
- The customer service I received when moving first to a rental after the sale of my home and then to a home I bought was abominable. New deposits required both times after then had a payment history during my rental period and before paying my bill in full on the day I received it. The staff were rude, made no attempt to be accommodating.
- I think this is a very poorly worded questionnaire. It is slanted with a built-in negativity towards JPUD with whom I've had no problem. Better communication and about the same responsiveness as with the previous provider.
- We have a new install – called but no one ever calls back. Had to go to the office to get anyone's attention. Rebates are low/rates are high. We miss PSE (but Potelco was terrible too)
- When I tried paying on line I was repeatedly told my address was not valid. I'm glad I supported the PUD takeover. Please invest heavily into new technologies.
- (1) The last time we had an outage, I was not able to reach Jefferson Co PUD. (2) Every month, my autopay gets charged to the wrong credit card account – even though I have called more than once with the correct info.
- Keep up the good work!
- I received a very nasty letter threatening to turn off my electricity only to find that the PUD, you, had neglected to send me a statement.
- SDS. This survey will determine nothing!!
- We have a solar net metering system. The bills are much more confusing than the old PSE bills. Current bills do not show how much banked credits remain.
- I have yet to receive a response, or even an acknowledgement!! (Letter complaining about a billing fiasco on 2/18/15) Ron Olsen.
- I liked it when there was an office in Port Townsend.
- Internet response is unreliable. Telephone response is horrible on weekends or holidays. Some communities feel they are on the bottom of the response list when there are dangerous lines around people.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- We seem to experience more outages and longer down time. Could be worse weather, not sure of reason. Broadband is essential for folks in rural areas. We cannot get Dish or DirecTV. Verizon is only option for Internet and it is very expensive.
- I have only lived in this area for 14 months so I can't compare PUD with PSE. As for broadband – Yes, go for it.
- The speed of recovery from electrical failure is my greatest concern. If new initiatives reduce customer costs, fine, otherwise forget it. If increased low income assistance is monitored so it is actually low-income people who benefit, fine. If not, adjust the assistance amount.
- Re: Q4 – it should not have to be one or the other! Re: Q9 – yes, they need to get more organized first. As a solar customer I have found communication to be very poor/inaccurate. Please work on that. This survey envelope looked like junk mail and would be easy to toss out, unopened. (Need to refer to PUD on envelope.)
- For over 2 years I have been asking to receive electronic bills instead of hardcopy mailed bills, even though I am set up for auto payments. When will paperless billing be available???
- Bring back Puget Sound Energy.
- I am as happy with JPUD as I was with Puget Power.
- It's been a challenge to sort out the different ways the power and water charges were made – either combined together on “e-mail” form – I found it confusing! I've now combined both in one “written” envelope, combining the two “methods” and paying a separate check for each one! Sorry this is sounding confusing – I hope you understand me! I do think your staff is GREAT! Ms. Wendy Los, 181 N. Victory Ave. Port Townsend, WA 98368-2588.
- We don't feel that we've had enough interaction with the new JPUD because we haven't needed it. We hope that you will continue with incentive programs solar/electric vehicle/home (replacing old insulation/upgrades to window, etc. Broadband is a different issue and it seems that Internet access has received more attention than the other areas. We have put in a 3.5 kW solar system at our home of 30 years and we're happy with the JPUD's support thus far. The office staff are friendly and helpful whenever we have called.
- 30 days billing important. The way billing is set up now we sometimes receive 2 bills in one month.
- I also think it's important for all entities within JPUD to communicate through out, especially when it comes to finance department arrangements, etc.
- JPUD needs to communicate better power outages. Information should include location of outage, number of people affected and approximate time of restoring power.
- We think you are doing a fine job. Thank you!
- We have been happy with our service but have only been customers for 1 ½ years.
- Please [unknown?] good service is out the window!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Much more available and responsive/communicative in a power outage than PSE ever was!
- I liked Puget Sound Electric Service (the previous provider.) and am sorry we changed to PUD.
- I'd like to receive the bill earlier in the month – it closes on 8<sup>th</sup> usually but bill doesn't arrive till after 20<sup>th</sup>. Why does it take so long? (320 Reed St. P.T.)
- Rebate program for energy efficient appliance is inefficient and inadequate. I am doubtful that the results from this survey will be published.
- I have not suffered outages recently. I have been looking for lower rates promised. Mostly I'm unhappy about my water bill since moving here 14 years ago.
- Under Puget Power we could pay extra for wind power. I regret voting for the PUD because it doesn't offer this option.
- Need to be able to have automatic monthly payments from credit card or bank account.
- More information on bill – how much units cost. Accounts Payable needs to pay bills timely.
- More proactive clearing and limbing along power lines!
- Improve phone system response, especially during outages.
- We have only lived here since June 2013 so I didn't feel I could objectively answer a few questions, so I circled neutral. I will say that the last huge power outage we could not have asked for a quicker response/repair time and received caring, professional personnel when I phoned to check on progress. Thanks for taking great care of us.
- The summer storm did not help JPUD.
- Very glad JPUD replaced PSE!! No regrets!! Perhaps JPUD does not provide broadband? Here on Leland Valley Road (Quilcene – Lake Leland) Broadband is not available still.
- The change to JPUD from PSE was predicated on lower rates. Our power bill for the same usage is 2/3 more (67%) than it was with PSE. We were lied to. Everything PUD takes over including water systems cost more. The answer to the question of rates vs. reliability should be one or the other – preferably both. We know this will fall on deaf ears.
- Appreciate the rapid response to our August storm!
- So far, I'm satisfied with JPUD service.
- Front office personnel need more training. Also needs to be easier for customers to pay bill directly checking account.
- Q1-Q3 Never has any problem – before or after – my lights still work before and after. Q4 both are equally important. Q8 Not if it increases my rates. Q9 I need more info: cost/benefits. Like I said, my lights always come on – except for the infrequent storm outage.
- I would like to have PSE back.
- Two and a half years is not long enough to form an opinion as we have not had a bad winter with severe wind storms to know how JPUD would rate.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- We couldn't be more pleased. We have been "new construction" customers and the staff (Kevin and Casey) have been exceptional to work with.
- Historical data indicated that JPUD paid some \$100 million for the electrical infrastructure that was appraised at some \$35 to \$40 million. As a result of such stupidity we are now told our electrical rates need to rise dramatically to pay down the massive debt. Can we expect more incompetence in the future?
- This survey is just another waste of money.
- Keep trying to cut and refine costs. Thank you, DK.
- Instead of investing monies on new technologies please invest in helping our low-income citizens. So the can stay warm in the winter.
- I really don't know too much about JPUD. Appreciate paying my bills by depositing them in drop-boxes.
- I feel we have the same service as we did with PSE. I really did not see why we needed to change. I guess we will see how it goes.
- JPUD doesn't pay enough attention to the rural areas. I would agree with the investment in broadband if it was aimed at the rural areas i.e. Quilcene and Brunen and not just Port Townsend... We all pay for service not just them. Electric vehicle chargers? Come on, what working class taxpayer can use an electric car?
- I'm glad we are community owned instead of using PSE and I understand there's bumps along the way in taking that over.
- You have very old rules regarding account names. My husband and I have had an account with the utility for 13 years, and yet I was told to put my name on the account would require a deposit and credit check. Come on! Who do you suppose pays the bills every month!? Stupid policy and terrible customer service!
- Average bills seem to me higher than PSE and due date is NEVER the same each month billing cycles differ so much at time.
- Billing is archaic. Need to provide more timely bills by email so that those who travel can pay them promptly even while away from home.
- Happy that rates have not increased. Hire local business and people. Not some out of state company like SDS. Where are the local jobs?! Some local company could have done this simple survey. Why did you "farm this out"? Very disappointed with this.
- If it means our rates will go up you can circle 5 "strongly agree" for Q9.
- We don't want the poisonous smelling poles in front of our house, or in the neighborhood.
- Q8 I participate in power boost and I believe more accessibility to participate in this program needs to be marketed. Q4 Service reliability comes at a cost, a rate increase is warranted after multiple years of static rates, however, this rate increase needs to be in conjunction with reliability/infrastructure upgrades and tempered with low-income assistance/behavioral use/efficiency program improvement. Thank you, TP.
- I personally have had good interactions with technicians, and found PUD reasonable!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- No complaints. PUD is OK.
- Q9 Had no idea PUD was investing in those technologies. Very few homes have solar, very few have electric vehicle chargers. The cable company offers broadband and the phone company. We need electric infrastructure repair – underground lines – better transformer equipment. Too many trees down the lines here in this rural county.
- They are doing a good job!
- How about option to provide email address for notification of outages with time estimates? Group the customers for specific areas.
- Just that the rate increased.
- The 3, Neutral responses are primarily a result of my need for more information related to the question.
- To [hevever?] I have inquired re: usage and/or billing. PUD has been responsive in a timely fashion. Thank you!
- Sounds like politics has infiltrated public utilities. Bad sign!
- September 2015, I was without electric power for four days. Currently, I am shopping for aux. electrical power source. I was not very happy with the outage.
- Thank you for your storm weather service!
- Thank you for stepping up to the many challenges of taking over PSE. Your efforts have a huge potential for future citizens.
- We have been quite satisfied with our service and the quality of customer service staff.
- How about a monthly statement along with billing stating what is new what progress has been made, etc. Similar to the Mayor's statement in my water bill.
- Is the utility tax a PT city tax?
- Q9 Postpone only if the company needs to in order to remain fiscally stable.
- Do a better job and then sometime down the road, add (Q9) – not now until you do much better than you do. I didn't vote for PUD. I was happy with PSE.
- Last year power was out several times – once for 3 days. Could not get anyone to come up and replace fuse at pole. Trees are growing into the lines (which blow the fuse). Have called several times about this with no response.
- This survey includes confusing or deceptive wording.
- Q9 As long as cost does not increase to already poor public. We read in the "Leader" – we understand the cost from JCPUD is going to sky rocket!?! That deeply concerns us!! When we call and talk to office, the women are wonderful to work with.
- I'm quite displeased that we have the PUD instead of PSE. Providing electric service to the community shouldn't be a project for hobbyists.
- I wish we could "round up" our monthly bill to contribute to low income customers. I always did that, but have never done the "one time contribution". The former system was easy and seemed less painful!
- I am completely disappointed and wish PUD had never taken over.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- The electric service has been fine. Customer service/communication during an outage needs improvement.
- We lost power 5 days and called the phone #. We never could find any help or answer to when our power would be restored; the phones just kept ringing and ringing. Also checked website and no help... Try to have a person available so people can call to reassure them. Before on PSE someone always could tell us why power was out and approx. date when it was to be on.
- Rates are up since take over and still I see no credits to the bill for past extra \$ in system – that was talked about in newspaper!
- Q9 Solar – Yes; Chargers – No. The electric vehicle chargers should be metered. Why should everyone pay for rich people’s electricity??? Anyone who can afford an electric vehicle can afford to charge it.
- PUD management does not do what they say they’re going to do – no integrity. Board members resemble three monkeys: see no evil, speak no evil, and hear no evil from customers. Why should we expect any different behavior from this survey? It just costs more out of my pocket – than doing something with the feedback they already have.
- Billing statements have been very timely in the past 1 ½ years!
- I think it is improving. I am very glad it is locally owned. It is important during a power outage to be able to receive updated information.
- Q9: I feel that broadband is not the “job” of the JPUD. Leave the Internet to the phone company. I’m all for solar, but there are so few all electric vehicles that we’d be paying for the few who had them. Serve everyone – not a minority.
- Regarding “new initiatives” mentioned investments are very important but first goal is to be sure customers have reliable, affordable electric service – including low income customers. So, focus on that with hope of soon being able to invest in new technologies.
- Want to return to PSE.
- Community solar is too expensive!! No to electric chargers. We are a poor county, keep it simple! Thanks.
- I am for community solar and wind. Definitely no broadband, after solar the electric vehicle.
- So far, so good.
- I am in favor of a community-owned utility and am pleased by the changes and look forward to more locally generated power.
- Phoned them repeatedly to calibrate meter – NEVER showed up. Had contractor do so and it was defective. Should have remained with Puget Power – always good service, fast repairs. PUD is a joke!!
- Can JPUD convert to solar and wind? I have been told it cannot.
- Rates about the same for electricity. Water charges less for me. Haven’t had to deal with PUD.
- It seems when water and electric billing was separate rates were lower.
- I am thankful for reliable and affordable (so far) PUD power and services.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- I would love to see a program where we can choose to put money into local solar and wind electricity generation. Maybe add a percentage to the bills of those who opt in or a dollar amount? Same way those of us who can't necessarily afford to put solar panels up can still help get more renewable energy infrastructure installed locally.
- More than [rain?] would allow.
- JPUD is easy to work with.
- Kudos to our meter reader who last year noticed a big water use spike and called me and saved us a lot of damage! High customer service and should be commended! The Leonards.
- We have a cabin in the Quilcene area, so we're not out too often. We pay our bills and have power (unless there is a storm), and have not had interaction with customer services.
- Was disappointed when moved here 10 months ago not to be able to view bill and pay online. Am looking forward to trying out the new online system!
- Monthly electric bills means twice as many. This is unnecessary. Your automatic payment procedure screwed up my bill several months in a row before I cancelled it.
- Thanks for improving the solar power info on your website. You're also much better than average at certain rebates.
- JPUD should offer a no-cost opt-out of "smart" meters. Readings could be called in by phone, and/or sent via text, and/or entered online.
- I have been happy with my service.
- I do not want lower electric rates. Lower rates are likely to lead to increased power consumption.
- This is a confusing form for a semi dyslexic! I hope your customers fill it out like they mean to!
- I have been satisfied with our service. Thank you.
- Notify people when scheduled digs are going to take place on their property!!!
- We love Maureen [Whipay?] in customer service.
- Q9 Solar – this is my choice. Sometimes it took longer than I'd like to get to the right person to address problems.
- Need better system of communicating about outages when called.
- Empathy is lacking for low income folks. Billing has been confusing.
- So far we have not had any situations to call upon for help (service or monies). Did not appreciate the process of taking over from Puget. Left out at the very beginning and all of a sudden we found out – done deal!! We voted on the research, not the final decision. You lack respect, trustworthiness. Are you telling us the truth now?
- I called once to try and change my billing date. My payment is always late because it is due at the end of the month. I wish it was due at 1<sup>st</sup> of month. The customer service didn't care I am always late. 379-5355 Bev.
- Have payment due on the same date every month. Why is that so hard?
- Prompt restoration of outages is paramount. JPUD doing pretty well in this respect.
- We were told our costs would go down, but they have gone up substantially!

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- I hope you take on new initiatives like solar power and broadband. Our home would be perfect to contribute. Electric vehicle chargers should be placed in new developments or through (zoning requirements) an area wide initiative where property owners pay for the improvement/station.
- We have had no problem with electric service.
- One of the worst things to happen to Jefferson County!
- Personally, I have no complaints and have not followed the arguments pro and con of the citizenry, so can plead ignorance unfortunately.
- A PUD should be all about low rates. That is why I voted for it. Clallam PUD is at 6.5 cents/kwh.
- I feel the PUD is quick to respond to problems.
- Your billing operations stink. Need to have online billing.
- Concerns about the ability of PUD being able to handle a large power outage due to wind storms and heavy snows.
- My rate went from \$85.00 assistance to \$145. No explanation. I'm on disability. When I called, the response was I had to "makeup" for using too much! I use ONE radiator, never leave lights on in other spaces, double pane windows and propane went sky high! Agent I spoke with told me "you need a roommate". How insulting. With PSE that never happened. Very disappointing!
- I'd like to know when there is a power failure how long I can expect to be without power/ my Bell Street neighborhood is just as important as other neighborhoods.  
[signature]
- I have little contact with JCPUD – which is good!
- Considering the complexities of the transition, I think the PUD has done a reasonable job.
- The one time during the last year that I lost power, it was restored much more quickly than under the previous management. Thanks for the good work!
- I was opposed to a PUD vs. PSE. I did not vote for it. My electric service was cheaper and more constant with PSE. I knew prices would go up and consistency down. It's not JCPUD's fault it is what is to be expected.
- Our bills have gone up at least 33% since the PUD take over.
- Yes. When paying the bill using the automated system – questions are asked twice. I would revise the system – which would recognize the phone number, eliminating time spent over the phone giving repeat information. David [Taney?]
- The big hype by the proponents for the PUD was that rates would be lower with BPA power. It hasn't happened. My bills have been consistently higher.
- The price of electricity increased a lot immediately! We receive the bill monthly now, but the amount is what it used to be for 2 months. I don't like it at all!
- I have never paid the rates I am paying now (\$270/month) on the "budget plan" in the 38 years I have lived in the Puget Sound area, whether it was with Seattle City Light or Puget Sound Energy. The PUD is one big rip-off!
- A streetlight survey needs to be done. Much electricity and tax dollars are wasted with lights in areas of low use and some lights on during daylight hours.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- I have no complaints. Glad we have never lost power. It's disappointing that it will not buy back electricity from our solar panels.
- Please don't get a big head but I have been pleasantly surprised with the job JPUD has done since taking control. Keep up the good work. I really didn't think you could do it.
- Need more information to make further evaluations. My concern is whether rates will stay low – Eastern Washington has had nothing but problems with PUD – [Oxak?] area.
- Advise [source?] and percentage of power used each month. Get act together and seek community involvement before any new investment. Cost is critical!
- In my opinion, JPUD should be more aggressive to remove dying trees from under lines, rather than keep trimming them. Even the arbor society suggests not putting trees near utilities. More solar.
- Requiring all auto pay customers to set up auto pay because of a customer numbering change appears not well thought out.
- There is something called “economics of scale”. I think all utilities should be run with that in mind – if private companies can operate with “economics of scale” and public cannot (which it seems PUD #1 of Jefferson County cannot) then private companies make sense.
- Keep up the good work, reliable service and reasonable rates. Kala Point.
- I've had no problems so no basis to make judgement. Service seems same.
- A community should entrust its essential, large-scale utilities to professionals, not locals who do not have the extensive experience and necessary resources. The recent outage was repaired slowly. Our road was blocked by a fallen tree and power lines across the road; repair was slow. One consultant related to me that JPUD has financial problems ahead, and I am afraid that my rates will climb. I wonder if PSE would take back the business. At the beginning of JPUD's takeover, billing was handled poorly. Why should I have to go through making new billing arrangement again on November 9?
- I have never seen such a level of incompetence before dealing with initial Jeff PUD management. Seriously not kidding, they told me that heat pumps wouldn't work in Port Townsend split mini system.
- I think that the PUD should get into providing and taking over broadband service for the county.
- The budget plan is a quandary. Figures don't add up (Turns out you're making money on 6% tax over charges. Your new billing methods still do not slow “budget” plans.) Ongoing credit or debit are non-existent on statements. If you wish to find things out, office staff are helpful but you shouldn't have to bother them every month to find out one's standing. Surprises are not acceptable. The email “print outs” are not helpful. Power outages due to wind storms should be more planned for. Our weather forecasters are so much better at prediction – so should PUD.
- Lotteries for low income people are not acceptable.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Q9 In general, bad idea to postpone costs go up but do not have enough info that is for commissioners.
- I think you are doing a good job (I didn't think you would do as well). I do not like the idea of the water bill and electric bills combined into one though. M. Shremaker.
- I just wonder why our bill is so much more expensive under PUD. Not a happy customer.
- Paying for enough so called "low income" families that are a drain on the community resources and only lead to more "touchy feel good" projects that lead to more costs.
- I think they need more help for maintenance of power lines if getting in house crew for tree trimming you need more help!!
- We have had no reason or problems with PUD and most of these questions we have no opinion on.
- So thankful trees were trimmed in our area (Linsey Hill) to decrease outages. Good work. Also, crews were doing what they could to keep traffic (very low here) from being delayed too long. Thanks.
- Why does our power go off for a very short time so often?
- In Q's 8 and 9 – I don't know enough about the budget, and what reserves there are for #9, and what strategies are actually available to a PUD for #8. I merely stated my preferences given funds and legal options.
- It would be nice if JPUD worked 24/7. We called about an outage and got a recorded message saying we should call back during normal working hours.
- Moving out of PT. Clallam is cheaper. What incentive is there when the lowest water bill is \$95.02 in an empty house? Why conserve? The electric also high. Time for the county to let business in to Port Hadlock. Get the sewer going.
- More timely billing would be good.
- Q4 no phone call return. We were better off with PSE!! Did not vote for PUD! We were tricked! Can't get a \$ rebate for ductless heat pump! Only (and that maybe) will get a staged credit.
- If they operate the electrical side of the business as they have with the water side of the business, we will be very happy.
- We live near the end of the JPUD line bordering Clallam. It seems that the outages in the last 2 years have been more lengthy than when PSE owned it.
- I do not want to subsidize low income customers with my electric service charges or my tax money.
- We voted against the formation of the JPUD and think the jury is still out on how well the JPUD is doing. Your management is still untested by a major outage/storm/emergency. Time will tell how well prepared JPUD is. JPUD has raised the issue of a significant rate increase, necessitated in part, by the fact that you paid a lot more for the system than the voter approval was predicated on. In addition, JPUD did not guard against reduced levels of maintenance during PSE's lame duck ownership. We think JPUD should stick to the basics and demonstrate competence before expanding into additional business arenas. To date, service by JPUD has been adequate. My electric bill has not significantly changed.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Rates went WAY up – I haven't needed customer service but have NOT heard good things.
- Aside from problems this last year with loss of power, I have had no reason to contact JPUD office, so am not of an opinion one way or the other.
- Bills should come out at the same day of month, every month, and after the 3<sup>rd</sup> for the month for those of us who are on fixed incomes/social security. (i.e. due on the 3<sup>rd</sup> of each month).
- Q9 PUD should invest in broadband and solar when it is most economical (don't pass up grant opportunities for example). I don't feel a public utility should provide electrical chargers for vehicles – let the owners pay as they are not contributing to road maintenance via gas taxes (to my knowledge). If they can afford an electric car, they should be able to pay for chargers and power for those cars.
- We don't appreciate that the PUD purchase the services from PSE at a rate much higher than was approved by the voters.
- I have no qualms supporting solar, broadband, etc. but the investing should come from PUD's pockets not customers.
- Q8 With good screening. If you have extra money it should be returned to customers. Is this really a good use of our money to spend it on such a useless survey? Are you feeling insecure? Maybe a nice rate payer paid retreat!
- Q7 Commissioners approved this survey – this should have been done in house. Q9 Invest in broadband for all citizens, not just government entities. Stop it with free electric auto plug-ins.
- We need access to broadband in rural areas, and investment in new technologies will benefit us all in the long term – both economically and environmentally.
- I think the service staff is fine in the field and in the office – but the mgmt. is terrible.
- It's the worst service that I have ever had to deal with. No extra grants for low income and constant worry about power being disconnected. What happened to PSE!?
- I think PUD is doing a good job (not excellent) in growing itself into a major power provider – keep on truckin!
- Every bill I pay comes with a self-addressed envelope except PUD.
- A new internet provider would be good.
- I want us to have the same benefits that other providers offer, i.e. affordable LED bulbs, and REAL assistance to low-income seniors and families. Those of us who don't buy cigarettes and Dish/cable TV!
- You can't even give good service with your current responsibilities, heaven help us if you take on more responsibilities. We are very disappointed with your service.
- During hard economic times as these, JPUD should not discriminate against their full paying customers by showing partiality to low-income patrons: JPUD should have equally low rates to all. Show no discrimination.
- We need underground utilities and fiber optic (underground) throughout our community.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- JPUD has failed to provide the seamless accounting and timely payment for solar customers contributing to the grid as did PSE. This much change – the JPUD solar accounting is confusing and there should not be a deadline for submitting paperwork to get paid! Commissioners should take note – elections coming up.
- We were far better off with Puget Sound Energy.
- We have not had any problems with our service, so you must be doing a good job. Keep it up!
- Had loss of power (caused by seagull) and service personnel came and corrected problem in less than 30 minutes after the lights went out (late morning).
- You are very quick to send shut-off notices for late or miss-applied (by you) payments.
- We are 2 in our home and I pay by the month. My bill has only been under 100 once. When I complained – the very next time it was \$88 – we are retired and gone most of the time and my bills have been an average of \$128.
- Do not send individual invoices for every single meter. Our facility is single “bill to” address receives 22 invoices each month.
- Fund low-income initiatives from community NPS’s and volunteer contributions. Consider and plan underground transmission network.
- After hours (phone) customer service is lacking. Keeping current with the Twitter feed (during outages) is very helpful though, and could help mitigate need to get updates from CS. More phone lines accessible during outages would be helpful too, as it is very frustrating to not be able to get through to CS. Field crews are doing awesome job, no complaints there!
- Get a 24/7 hr./day phone number to call about outages and list it on bills and in phone book!
- In rural areas where there are many trees along road ways JPUD needs to do more limbing and removal of dangerous and/or potential dangerous and hazardous trees. Response times to rural power outages could use some attention.
- I would like to know why the power goes out for a few seconds from time to time. It is inconvenient because we have to reset our outdoor motion light. Perhaps this can’t be helped.
- They have been very helpful and efficient with my numerous power outages due to old buried cable which has been partially replaced. Road/ditch damage following heavy rains after this work was immediately repaired.
- I believe that JPUD should give low income people more consideration; we have a very limited income and have other bills to pay too. Never have I ever a bill from Puget Power telling me that I used more energy than their budget plan. I don’t use any more power now than I did with the previous providers.
- A # to call for outages – at ALL hours would be appreciated!!
- JPUD is quick to disconnect people for non-payment whereas PP Puget Power was willing to work with people on their bills.
- No complaints.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Service and low rates are equal desires. Service was better before; but it's getting better. I'm worried about line vs tree maintenance. Please travel the outer roads and just look at all the dead standing trees (ready to come down), usually alder, and on both sides of the road... coordinate with public works D.O.T.? Someone's going to get hurt.
- Only problem was 2 ½ day delayed power restoration in the last wind storm.
- I called and asked JPUD to check some wires that were flying loose by our property when electricity was brought in to make sure they weren't hot. No one called me back. I called again and the female operator transferred me to a man who said he would send a crew out the next day and be responsible for calling me. No one called again. They also took down the box that had been installed (by the previous electrical box) to provide electricity to the cabin I was going to build the summer of 2016. When I called to ask why they had done that, they said that I would have to have that built by an electrician and approved by a JPUD engineer. Why should I have to do that when it is already in place? Please call me about this – James Olsen, MD, 206-524-4463.
- I am satisfied with the service.
- So far, so good! Thanks.
- JPUD needs to spend more on tree trimming. I have not seen a JPUD (or other) trimmer since JPUD took over the power utility!
- Do not take on anything more until you get this right.
- Before JPUD I never feared a utility company. Now I do. There are hidden fees, dishonest business practices and terrible, I repeat terrible, if not outright effectively criminal customer service and communication. To pay a 3<sup>rd</sup> party to gather information about your company is beyond ridiculous and stupid. Listen to your customers instead of ignoring them and spend the money on assisting the poor instead. Again, ridiculous.
- JPUD is not customer friendly.
- Rate not in parity with other PUD's. Costs too high for seniors. Makes my winter choice – heat or food or freeze all winter.
- Puget had rate increase at least twice a year because they had a board that wanted "their" money, when Puget had expenses, their board never did, but they always got their money. Since PUD has no board member, our rate increase should never as much or as often as Puget.
- Note: my previous provider was Snohomish PUD. Promote conservation. Make assistance and rebates widely known.
- The laying of underground cables has cut my outages greatly. Thank you.
- Q9 Cannot be answered until PUD improves management competence and finds a ways to assist low income customers.
- I am on the autopay budget plan but I cannot tell by my bill where I stand. I don't know whether I am ahead, behind or whether I owe or have a positive balance. My budget payment bill is \$20 monthly higher than it was with PSE.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Chg'd me for renters' last 2 months service – while he still had possession of the property!!!
- I have been unsuccessfully attempting to sign up for budget plan for 2.5 years – multiple calls, multiple trips to office, emails... still not on. At PSE it took a 2 min phone call. I am miss-billed repeatedly. Bills mailed often don't reflect payments cosigned over a week before. Lousy customer service. Unusable electronic billing.
- Need better customer information regarding “black outs”. When inquiring – when the lights go out its very unnerving for disabled. 11/16/15 Poor service on why lights were out. She said its' that time of year and [notiere?], ha!!! Also I was supposed to dial #2 on the phone for information at 1:30 and [sheep?] paid no one was there. I'm so disgusted I'm shaking – a senior! Thank God they found the problem in about 1 ½ hours, but before they had messages where you call as to the possible wait times.
- I don't know anything about this. I wish we could pay online.
- Rates should be as low as possible with great customer service – no faith in PUD now – started with inconsistency in billing statements that have continued 2 ½ yrs. Later? No trust – billing cycles, statement are never consistent!
- PUD should get out of electrical and water service – period!
- We've been really happy since PUD took over. We had a power outage and they took care of it promptly. Thank you.
- In the beginning billing was screwed up and I'm still not sure if I paid for service twice. Now rates are higher and my perception is that management is lacking.
- We moved here in 2010. So the first few questions I cannot say. But so far we have put in a generator for the times we are without power.
- How about harvesting wind energy or tidal too!? Very important to be energy independent (like the German community).
- Would be interested in investing in community solar, possibly off-setting low income customers' bills.
- Know little about JPUD, except that the job is not as easy as PUD advocates portrayed.
- The linemen problem is worse since PSE to Potelco.
- In August JPUD started a project in August connecting to my road and it has not yet been completed. Why is it taking so long?
- What happened to your return bill envelope?
- I appreciate the service you are providing – Thank you! [Shawn O. Severson?]
- Not satisfied with PUD, too many issues, bad customer service, high rates, poor communication.
- I am very satisfied with my electric service. Thanks.
- I have seen JPUD turn off enough low income family homes over the last 2 years and I feel mad at myself for thinking this switch was a good idea – for shame on me.
- I haven't had any problems other than the price.
- I strongly support community solar. These “new initiatives” are more important than holding the line on rates.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- When we have a power failure it's more reassuring if you can speak to a person rather than a recording about what's going on or need a more detailed recording. Seem to have more failures.
- Nothing but problems since takeover. Misapplied payments, cut off threats, long, long hold times, NO apologies, ever! Changed all account numbers, and online bill pay without making that clear on website. Many of us do not even open paper bills. It took over an hour to get my bills paid (I have 4 accounts) today, a system I had tediously already set up. I do not like JPUD. I do not like green eggs and ham either.
- I expect glitches during the transition to PUD so I am not bothered by it. Things seem to be running smoothly now. But is VERY important to plan for a future that is sustainable – e.g. house <->grid, grid<->EV, EV<->house – but let others will develop EV charging network. WEATHERIZATION program would be much better for low-income folk than usage subsidies. (or combo of both). Go PUD!
- Sell us back to PSE.
- Q4 How about both? Q9 I do not know enough to answer this. I am not happy with the higher rates – management seems top-heavy and after 3 attempts, I still have no credit for my energy star appliance. Many promises were made, but it is not better at all.
- I think people here generally would agree with paying a FEW CENTS more if assured the money would go toward alternative energy rather than investors in Australia!
- We are pleased with PUD. Would like to see more proactive support of renewables. It certainly compares favorably with our previous recent provider in RI!!
- Q1-4: Service and rates are satisfactory. No big problems with winter storm induced outages. Q5-7, Q9: I have no complete knowledge of JPUD's involvement with these areas. I'm happy with what is happening in my house so I guess all is well. I have heat and lights at a reasonable rate. Take over from PSE is fine with me.
- Electric bills are much too high.
- Our property served by the JPUD is recreational so we are not as impacted as those whose home served by JPUD is their primary residence.
- Our electrical service from both PSE and PUD has been good. I understand a public utility is constrained by more restrictive regulations than a private one and I think within the constraints they are doing a good job. A newsletter something the city of PT sends with the electric bill mentioning promotions, conservation ideas, and general info could increase communication.
- We need BOTH service reliability and lowest possible rates; very hard for fixed incomes.
- Satisfied with the service.
- The people that work for the PUD is just as important as the customer base. Management need to treat their work force as good as their customers. They will carry it to the customer base! (Retired lineman).

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- If JPUD is not answering the phone and going to voicemail, they **MUST** return the calls!
- I was disappointed when PUD didn't seem to warn people about the scam that we experienced on Labor Day weekend with the threat to pay (which we had done) or have your power cut. Fortunately my husband recognized the scam but I thought PUD could have come out with a community warning such as, "PUD won't send call and ask for payment such as they did".
- They promised us lower rates. Now they are talking about raising the rates.
- The PUD has been working at the top of our road for a very long time and routinely knocks over our house signs and doesn't restore them – which is a safety issue in case of emergency. It's very disappointing and frustrating.
- For those of us with septic and wells, no power is a major problem. We need to know when we might expect power restored ASAP – JPUD has not been real good about communicating that – no one answering phones, no recorded messages etc.; very frustrating. Also, way too many power interruptions – had very few of those before.
- Q9 Yes, until they can provide reliable power service. We reside in the Gardiner area. Electric service has always been unreliable here. But, in the 7-8 years we were serviced by PSE we never went 30 hrs. without electric service as we have since serviced by JPUD. JPUD needs to be more proactive with tree trimming in the summer months to better prepare for fall/winter winds.
- Solar power should be individual with tax relief and low cost availability. Avoid incursions into private lives. I'm most worried about "new septic inspections" requirements. "Off the Grid" as much as possible. Reduce inspections and requirements on private homes. TAX Corporations!
- I have NO confidence in JPUD billing system. I don't think they know what they are doing. I prefer (strongly) we return to PSE (Puget Sound Energy).
- You could suggest rounding the bill up to the nearest \$5 – to help low income families. I do this every month.
- I have been signed up for e-billing for a long time but still receive paper billing by mail. No idea how to get that fixed.
- How much did developing this survey cost? Is this the most important thing to be doing?
- Do as much as you can to promote locally generated power and help customers convert from fossil fuels to environmentally friendly electric power. Strongly support electric vehicle infrastructure! Keep up the good work!
- I would like to see help for low income families.
- 1. We need fast broadband. 2. Assistance to low income customers = good. Becoming a general purpose charity = bad.
- I'm pretty neutral, but satisfied – tough job for you to take over.
- No – have been very responsive to our needs. I hope there is more \$\$ in the coffers to be proactive with problem trees near power lines.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- As far as electric vehicle chargers – it would be nice to have about 6-7 in the community. Starting with the 4 grocery stores, libraries and hospital. Of course I don't know the cost. However, it would go a long way into public perception of the PUD's community activities. I think PUD should look at individuals selling power from their system – as long as it is financially responsible if the FAs are willing to subsidize a community solar system – that [inijal?] be ok. As far as broadband – I think this is not new to push into the county. I don't believe that it will attract business when the community spends so much time not encouraging business – the phrase “if you build it, they will come” is a lot of rhetoric!
- They have done well with improving customer service. Unfortunately rates increased immensely to take an existing system managed by a large utility company with more operating capital and now have a public utility attempting to operate it on grants and utility rates. Puget Sound Energy was able to keep rates steady and predictable. Don't believe PUD will be able to do that. “Very nice people though”.
- Within reason; I believe that PSE had contracts from solar customers/sellers that were excessive cost to what they sold it for.
- I have only been here for a little over a year. I have been very satisfied with my service.
- I wrote a letter to PUD with specific questions. I never received ANY response. I have been a customer for 1 year.
- Trim trees in the electric wires at 260 South Palmer Drive, Port Townsend WA 98368. Generally impressed with PUD's work and especially their service to customers.
- I'm happy that switch to PUD has gone as well as it has. I have not had any service problems, so can't make a valid comparison between PUD and PSE. Get any PUD needs met before investing in “new initiatives”.
- Q9 Very important! Have better/younger people for outreach! Bob never calls anyone back! Good job though!
- No complaints. Considering how many trees are around there I'm surprised that we don't lose power more often. How about a Qtr. year newsletter?
- Go green, resistance is fatal to planetary life support systems.
- I was away from home for 2 months and PUD was going to turn off service because I had not paid for 2 months. My neighbors stopped them, explaining why we had not paid. Seems to me my track record of never missing a payment might allow for a one time action to be pardoned. Anthony Costa.
- My response to the survey may be colored by PUD's handling of wind storm damage in the late summer. The situation was exceptional but all indications point to its becoming more commonplace. The remedy is more forward planning, and use of technology – say drone inspections of cable paths to pinpoint likely problem areas. Gerald [Derelop?]
- They are doing a very good job considering the very difficult transition.
- This is our 1<sup>st</sup> year with Jefferson Co. PUD and so far all interactions with service positive. Thanks. [Jennie Larey?]

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Cannot answer service quality due to short time in PT. You do an excellent job on service request and restoring power. Q8 Rather than sending shut-off notices to people when they owe less than \$100-\$200 in past due amounts, let it get a little higher since we can now use Power Boost up to \$500 per incident.
- The only negative comment I have is when the PUD took over, “the deposit policy became weird for a while”, seems better now.
- We are sorry to be so “neutral” – just haven’t had much interaction with the PUD. They seem fine, but then so was the previous Puget Power!
- I think staff effort to improve service is beginning to show consistency – it was not my choice to change from PSE to PUD.
- The people answering the phone tend to be somewhat rude! We feel that it was misrepresented when we voted. Our power bill has gone up considerably!!
- Good job PUD #1, happy, happy, happy!
- I have seen no difference between PUD and Puget Sound Electric. I had no problems with PSE in the seventy or so years they serve me so it’s a little too early to tell.
- Very poor communication – consumers need to know the “why” behind PUD’s actions – not just that they are doing it. Ex: changes in autopay because of new regulations not just new software, I didn’t find that out until after 3 conversations with different people, finally it made sense.
- I have no complaints about your billing or regular service folks. I am amazed that the team sizing new service and arranging for its installation are still employed by PUD. Kevin and Eric.
- I have had no problems with JPUD.
- Since we don’t know PUD’s financial status, Question 9 seems inappropriate.
- Concerned with rates. Front desk personnel excellent. Original billing system TERRIBLE.
- Be more creative, particularly as regard to rates for all – lowest costs over a 7 day 24 hour bell curve – where can we capitalize on these? W.L.
- Lost many rebates/benefits/programs when JPUD took over. Examples: rebates for energy efficient appliances, water heaters, furnaces; free removal and disposal of older replaced units (refrigerators); free and reduced price LED bulbs; significant reduction in assistance to low-income customers, (lost it all!); huge debt incurred for buy-out; excellent service already existed so there was no reason to take over. Small local provider cannot compete with major utility company it replaced. Local jobs were lost. These were good jobs with benefits.
- Q9 No broadband. Yes invest in solar power and vehicle chargers.
- I am satisfied, but news reports of impoverished customers being cut off were disturbing and seems insensitive. Maybe you need better publicity for your “good works”? [Joe?]
- I’ve been satisfied from the beginning of the take over and feel confident the PUD is doing a good job. Storm response has been very good.
- Am unable to give complete answers with no knowledge of some of the issues.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- PUD has provided good service during storm-caused outages in renewing power. Service people (PUD) answering outages calls don't understand the source or location of storm-caused power outages. All meters should be personally read (by PUD staff) monthly.
- Projects in the field of PUD's mission should be moved forward. Solar and electric charging are focused on PUD's primary capability. However, getting into communications now would yield a further deterioration in accomplishing your primary goal of delivering quality electric and water services to the community. Watch your debt load!!!
- 1) Set up a pay station that accepts credit card payments, within the Port Townsend city limits. 2) Provide credits and rebates when energy-saving devices are installed just as PSE did. 3) Don't ask your customers to respond to ANYTHING in only 3 days!
- Fix the people who have wells and no water when power is out.
- My only suggestion is related to the billing. I'm on the budget plan and it would be helpful to show my "real" total charges each month even when I'm paying a fixed amount each month so I can see if I'm above or below what my budget amount is.
- The income assistance was substantially greater before PUD took over. It means a lot to us who are poor! Because we had better grants on our power bills through OlyCap.
- I conserve but in order to pay my bill, I don't use heat and I am not low-income. It seems like rates \$ are always getting raised. That is my struggle, thought PUD was going to be more affordable but pretty much the same as PSE, always raising rates. The service is better though.
- This is a poor survey. I don't expect this to provide useful information. The questions do not have enough context.
- New initiatives should be of maximum benefit to the majority. Lower rate #1. Broadband is #2. Wind generated power/tide rather than solar perhaps.
- Seems PUD not to be a problem, so I'm fine, but really don't know expense to make the change over; that might matter.
- Soon after the PUD took over, I had a problem and received terrible customer service. Since then, I haven't had any problems. I have a coworker who has had the same job for almost 20 yrs., but ran into financial hardship and you came very close to turning off power for her and her 2 yr. old daughter. Learn to WORK WITH PEOPLE.
- We need – broadband/fiber optic – underground utilities, electric vehicle chargers.
- Keep my rates low.
- We need better infrastructure – broadband, natural gas! – Underground utilities!
- Underground power for better reliability. Fiber optic internet – sidewalks and natural gas from Whilby Island.
- We had a three day outage but some of that was cause by trees down outside of the county.
- Keep it coming. Thanks for your efforts.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- It's difficult to be without power during power outages in the winter for days in a row. I regret that JPUD took over.
- It is a huge waste of time and resources to bypass small, easily repaired damage on small roads while close by repairing major roadway. This causes unnecessary return trips. Time spent driving for crews is time wasted and should be minimized when possible.
- Our time under Puget Power was limited due to house rebuild so not much base to compare to. Current clearing on right-of-way is helping with downed trees and branches on power lines in our community.
- Didn't have problems before so can't compare. Q4 Shouldn't have to choose! Q5 Community involvement and caring about customers is comparing apples and oranges. Q7 Based on what? Q8 Assistance and how to communicate to them. Q9 Need to communicate advantages to customers. These questions are skewed thus results won't reflect the real issues and how/where to improve. How much money has JPUD spent and paid you for this survey!?
- 1) JPUD needs to do a better job of managing consumer budget plans. The monthly statement should state plainly what the actual balance, credit or debit, is as well as the budget payment amount. 2) Asking for the survey to be returned in 3 days is unreasonable.
- Sales pitch for PUD providing power was same for lower rates – this has not happened.
- We had an electric hook up question and called the PUD. No one answered the phone and no one returned our call. I think the switch over was a power grab by certain community members and a big mistake for the consumer.
- Thank you for your services!
- SDS Research: your letter dated October 20 was received November 7. No way to return it by October 23, the 3 days you requested. Why do your checks have to be made out to: "Public Utility District #1 of Jefferson County"?? I've never heard of "JPUD". Why does it take so long to identify where a power outage is?
- Power was out longest ever with last storm bad, may have been circumstances. We need better rates. Service good before, you all have been friendly and kind during a challenging transition. This is quite stout paper – could be more aware of resources. These statements to rate are leading, by the way.
- We are trying to bury some electric power lines and have had very good help to this end.
- Last winter I called to report an outage and got an answering machine. Not voicemail, a machine! So unprofessional.
- Thank you for increasing the length of time between the billing date and the due date.
- It's unreliable! Cut down trees before wind storms knock them down!
- The rates are high.
- Work needs to be done on getting fiber to homes or the investment is lost. Community solar is important.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Yes! My own electric bills are significantly higher now – I am told that is because sometimes the amount results from several months being “averaged”. For instance I got successive bills one of which was twice the amount of the other even though weather and temperature were the same. I think every month should be metered and represent the true usage of that month.
- Most of the time this area has (at least) 1 day warning that a serious storm is coming, and yet, there is nobody around to take a report of outage, no information about progress in fixing it, and no info on time of approx. restoration. We are left in the cold and dark for days without any information and there is no place we can go that we can afford. Even an update recording on the phone would be helpful.
- Yes, this questionnaire is a BIG WASTE of \$\$\$!!!
- Slower response in restoring power after outage – PSE very fast, PSE much better at responding to inquiries about power outages.
- Start using electronic statements rather than paper statements.
- I came at the same time as the takeover so my opinion cannot sensibly be given.
- Seems like a big disconnect between management and linemen. I think PSE really screwed us on the sale price, but they held all the cards...
- I believe power outages have been taken care of more quickly with PUD. I would like to see our area of Western WA be a community leader in solar power (i.e., Port Townsend, Port Hadlock, etc.) to set an example for others to follow; to inspire others. Thank you for this survey!
- This is a BS survey; the questions are loaded and lack sufficient information to respond in a meaningful way. Whatever they invested in this should have been used to help the needy or invest in new technology. The letter is dated Oct 20 with a requested 3 day turnaround. I received it Nov. 7. Impressive!!
- First get a budget that is workable, make sure you are financially sound, then invest. My experience had been mostly seamless from PSE to PUD. I have had no issues with PUD and prefer to have a community owned utility than a private.
- Why are you spending all this money on a survey? Waste of PUD customers' money!
- Q4: Service reliability was without flaw prior to Jeff PUD at lower rates. I could not get any sensible answer regarding the steep winter rate I pay, given lightbulbs are my only fluctuating use in winter. I do not heat. Laundry, computer are consistently used year round. This is not reasonable explanation for double-cost in winter, experienced in Jeff PUD billing. If rates go up due to “investing”, indeed, postpone. The questions are too tightly designed and “leading” to answer, esp. Rater.
- I've had several experiences with PUD and their response and service has been nothing short of fantastic. I couldn't have asked for anything better!!
- I'm not certain JPUD taking over PSE's assets really accomplished much in terms of safety, customer service, reliability, customer programs, etc. and at a cost greater than \$100MM.
- Q3 More outages but I know JPUD was upgrading our service.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Spike in electrical service caused damage to my elevator causing a bill of several thousand dollars. I should be protected from electrical surges. I am 77 yrs. Old. William Biscomb, PO Box 4712, Rollingbay WA 98061-0712.
- I do not live in Port Hadlock house 100% of the time. Sometimes I wish there was not a mandatory base rate I have to pay monthly, if I use the service or not. A newsletter with the bill, even quarterly, giving updates on what PUD does in the community, etc. would be nice. Thank you!
- Given the enormity of the task of taking over from PSE, I think PUD is doing an overall fine job.
- We have had no issues, which is a good thing.
- JPUD should stop paying companies to do these surveys.
- Yes, I was very impressed when during a recent wind storm electrical panel failed to work, and PUD personnel worked from early in the day until 2:00 am or so to restore service on Olympic Avenue in Port Townsend. I don't remember the exact date, but the service was greatly appreciated.
- You are doing just fine. The transition has been quite a challenge.
- Stop disfiguring our incomparable natural setting in favor of stormproof power lines.
- Your #1 means of communication with customers is your monthly bill, which has been woefully confusing and uninformative and frustrating. The new version, which will supposedly fix all of that, cannot come too soon for us.
- New initiatives should be considered on their financial merits. Subsidizing electric cars is not rational or a service to your customers.
- Stop wrecking our natural setting in favor of stormproof powerlines.
- 1) This survey is badly designed. 2) It's your job to provide reliable service at reasonable rates to your paying customers. Just focus on that. If you don't invest in expensive technology, more of us can afford to pay our power bills.
- JPUD needs to review their customer service and learn how to do it like PSE. PSE was on top of it – JPUD is not. Power outages last much longer since JPUD took over.
- I only moved here 1.5 yrs. ago.
- Power outage frequency is unacceptable and communication during outages is very poor!
- We have just moved here and cannot adequately answer the survey questions.
- I love being a JPUD customer!
- Q9 Broadband – No. Solar – Yes; EV chargers – No. Credit card payment on phone service.
- I've been a customer for only 5 months, thus some statement are not rated.
- The PUD's public contact number (360-385-3151) ALWAYS has a full voice mail box. The recorded message says the mail box cannot accept new messages. This is a sign of ineffective management. Call the number and see!
- I would need more information before having a strong opinion about Q9.
- Too many outages due to power line problems. Please make a plan to underground your lines. We had a power outage which lasted 58 hours. Unacceptable.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- I really don't like threats, especially right of the bat. As soon as PUD took over I got threatened with having my power cut off. I had been paying my bills to PSE for twenty years. They always worked with me during the high usage in the winter if I couldn't pay all at once they let me pay what I could and get caught up in the spring. They always got their money and I never got threatened. They got the power back on if there was an outage faster than PUD and they worked with people who had solar or other alternative power sources. They encouraged that. I didn't vote for you. I don't like you.
- I appreciate the lightbulb give a ways. The people in the office are always courteous and efficient.
- Actually I can't tell the difference – the juice keeps flowing.
- Just wish overall bill was lower at month...
- I have no sense of how PUD is serving the community – so not much help.
- You've kept the lights on and that's good. First year and half is on track. Now fix your customer information services.
- My concern has been metering from my solar panel.
- Good response to power outages in rural areas. My rates are actually lower than with PSE. Would like to see info on overall financial picture.
- I'm not familiar with "the before" just started using when JPUD had taken over. This seems to be a negative survey!
- Thank you for seeking input and for considering best way for offering sustainable customer service!
- Way too expensive.
- I don't know how it was before. I moved here in May.
- Start selling green/renewable energy.
- I recently had new service installed and needed to consult with Kevin Street. I didn't get a response from Mr. Street until I called his boss and made a fuss. Once I connected with Mr. Street I found him to be a very knowledgeable resource, but probably over-worked. Unfortunately I had numerous opportunities to interact with Eric Pryor and routinely found he was difficult to reach and slow to return phone calls and when a phone call was returned, he would not answer the question I asked. Mr. Pryor leaves me wondering if he knows what he is going. The PUD's billing system regarding residential solar production is absolutely terrible. It is not possible to examine my bill and easily understand what was used, what was fed back into the grid, and what is the balance of credits in my solar generated bank. When PSE billed me all of these things were spelled out and readable at a glance. PUD recently adopted a new billing or software system yet these important pieces of data on my bill are simply not present without me doing some mathematical calculations. Terrible – terrible – terrible.
- Did not have enough customer history to answer Q1-3 as new to area. Q6-9 confusing negative/positive.
- Thank you, great job! And yes, we need faster internet and innovative technologies!
- A little more grace time would be appreciated! [signature]

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Bills were consistently sent out before JPUD took over and we paid every other month. Now you never know when the bill will be received and sometimes it has been sent out within a week of when it is due. JPUD is not professional; when you call you never know who you will talk to; maybe the janitor or someone else. Not happy with JPUD. Thank you.
- The PUD really shot itself in the foot when it aggressively went after folks who didn't or couldn't pay on time. Also, the assertion it could not set aside funds to assist low-income customers did not jibe with caring about the community. Broadband and charging stations are great ideas, but really only serve the more wealthy.
- Rates are higher than ever, customer service is poor. I miss PSE. PSE was flexible with automated payment arrangements – PUD is lousy about answering calls, making arrangements and no automation services. Fail.
- The cost and increase by having JPUD is not worth the price! Waste of money by our standards.
- Q4: dumb question. Why can't both be important? Q5: The way you demonstrate care is doing your job well. You are a utility not a PR firm.
- Q1-3 Cannot answer 1<sup>st</sup> section because not here for prior entity. I am amazed at how helpful and pleasant the telephone people are when I call in outages – they encourage reporting and are appreciative for the information – I am used to personnel in other parts of the USA who don't care and are very rude, resentful of their job duties. Thank you for the lovely change!!
- Q9 This question is too broad – I'd disagree on broadband, but want to hear more about solar power and chargers. It should be 3 questions.
- This is a stupid survey and cannot believe they are wasting money on such poorly written questions that flip from JPUD doing well to bad every other question. Also, not marking the top of each column clearly makes it hard to answer when the change of questioning.
- More power surges since PUD took over. Seems like rates are a little higher.
- Question #6 I think PUD could communicate better on matters involving power outage. Currently the taped phone response provides little satisfaction to callers concerns about the situation.
- I'm strongly in favor of our PUD being publically and locally owned, as it is.
- 1) Get a better automatic service call system for power outages which can inform customers when there is an outage of a) approx. where and what the problem is and b) approx. time to fix it = 15-20 seconds message. PSE had this down pat. 2) I haven't noticed the rates coming down since the change from PSE.
- Service is very satisfactory.
- Everything is fine. Jan and Tim [Snonseth?]
- Q1-3 Same old same old. Q7 Probably make lots of money and bonuses. Too freaking expensive!
- These electric officials paid twice the value of the electric system than they should have – PSE shareholders and rest of ratepayers laughed all the way to the bank.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Because my only usage is the same power amounts over the same power connections, experiencing the same area system outages that always have had a way of occurring, I do not feel qualified to grade this questionnaire.
- We purchased our home June 2015. Adam was wonderful in helping us turn up service for inspections and also in trouble shooting a leak in our water. Your outside service technician was amazing helping us to discover the source of the leak. Thank you!
- We were very happy with the previous provider and say no need for change. The billing system change was a confusing nightmare. Help to figure it out was awful. And threats to cut off service when we were trying to get the payments to work was not appreciated.
- JPUD should respond to Tom Theirsh's PT Leader letter. Are we headed for electric sticker shock? It seems so.
- As a developer for over 25 years I can say JCPUD engineers are the most uncooperative of any.
- The more local generating capacity that the PUD can hook up, the better off we all are. Lyle Courtsal 360-302-0005.
- It's too early to make a judgement. My location has been being upgraded since the takeover; this is good and looking forward to better reliability.
- Need to be easier to communicate with – i.e. answer the phone.
- Taking survey after a power outage?
- You did a great job getting our power on after the last wind storm and we greatly appreciate it. Thank you! Beth and Joe.
- Costs have gone up and during the recent power outage, the contact number was for a utility in Missouri, and there was no information on cause or duration of the outage – NOT HELPFUL!
- I am a widow on fixed income – have tried for senior help – at this time not very happy with Jefferson Co. PUD – [Patricia L. Dowling?] 223 Penecrest Dr. Port Townsend, WA 98368.
- I'm very disappointed in your service since you took over. Especially when we have a power failure; I dread big storms now.
- I am quite satisfied with PUD service.
- After the recent power outage, when I called after my power was not on, though that of my neighbors was, they were very helpful and responsive.
- Lower my rates. They are excessive and too high.
- JPUD could eventually invest in new technologies when they get their act together. We have solar panels and now with JPUD I don't have a clue as to how our "sales" to the grid are accounted for and I have yet to receive payment this year. PSE was easy to understand and their accounting was easy to understand. JPUD, terrible.
- We need to invest in the future now as later it will be far more expensive.
- You need to encourage solar/wind by your customer base.
- The 4 week billing cycle is confusing. Your office woman is unfriendly about explaining it.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- This questionnaire is tricky!
- #4 In this day and age, there is no excuse for not having reliable service! Of course lowest rates are important to customers!! #9 Until rates can be more reasonable for current services, investing in new tech would only increase the burden of cost to customers. Improve what we have now, stabilize cost, and then investigate new frontiers. Our rates are still too high. JPUD is breaking its promise of lower cost that lured us away from PSE.
- Too soon to tell, but positive feelings so far!
- Need to continue to strive to keep rates low!
- I did not vote for the PUD service because I was perfectly happy with PSE. I like having a local server actually and see no difference so that's why I put neutral on most statements. Really, no complaints.
- Having grid-tied solar, billing was weird, haven't tried to sort it out lately. Question 4 is troubling – both reliability and lowest possible rates should be a given, not questioned which is more important.
- In 34 years of service we have had longer outages with PUD than PSE.
- More free LED lights to customers!! “No limits” on them.
- Energy conservation rewards program – rebates – better online bill payment software.
- A child answered the phone of the emergency #. He had no clue. Apparently PUD does not have enough linemen to handle big storm problems. How much did this survey cost?
- Everyone's always very nice, thoughtful and doing the best job they can! Acknowledge your employees regularly for their good efforts and positiveness.
- Initially, I experienced very poor customer service and additionally had billing problems. I have at this point had no recent problems with either. Keep improving, it is appreciated!
- I would like to be able to purchase green energy for my business like I used to with PSE. Thank you!
- Very important to transition to renewable sources. Fiber optic is a very good investment.
- We called for service “locate” – took days to get someone to respond to messages left and the locate was incorrect. It took 2 visits to get it right.
- It costs too much! PSE had better rates and service.
- PUD is doing a very good job. It is a new service and they are on top of everything. Wait a while before taking on new technologies.
- We've been pleased since the changeover – Haven't had a chance to “test it” in a “hard spot”! Good job overall!
- (1) Have had difficulty setting up auto-pay and providing changes to our customer payment information. (2) Although this survey is a “nice touch,” it does not address customer concerns in a meaningful way and has limited decision guidance applicability.
- Thanks for the great service.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Need to do road clear up after trimming trees.
- I appreciate that the PUD has created jobs, but I think the service is awful and the rates are way too high. I miss Puget Sound Energy.
- JPUD is us! We are the PUD. The commissioners are generally doing a good job as is the staff, given they had to go from 0 – 60 in “4 seconds.” I’d like to see PUD eventually move toward local power generator where feasible! Drought may limit our long-term reliance on Columbia River Power. Start planning for local power and a micro grid.
- Need to offer better budget plan.
- After hours outages are hard to get info on. There have been times when the phone has not been answered.
- Billing is inconsistent; staff is very friendly, although there is much confusion within their office.
- PUD is very aggressive in shutting off power for late payments.
- Just keep the power on and the rates down. Never mind the other crap!
- New commissioners (2 newest) are better than those they replaced!
- What PUD has done for low-income seniors has been helpful to me. Thank You! I would like to see subsidized broadband for low-income seniors. At current rates I cannot afford it. City-wide Wi-Fi available to all would be of much benefit to all.
- Are you kidding? This survey is so slanted to favor existing management goals and decisions. It’s ridiculous. Any results from survey respondents cannot reasonably be used for any purpose, except to claim some justification for operation as usual – the whole thing should be discarded and retried with unbiased questions and opportunities to comment.
- For Q4 and Q9 we would need more specific information to form an opinion.
- New to service. Glad you survey your customers.
- I do not like when I get an answering machine to solve a problem. I should be able to get someone right away. Can’t beat the 50’s and 60’s in Port Townsend when you could get hold of someone in the office.
- The new PUD is doing a good job. But there is a big debt to pay for all of this and worry about going into more debt for new technologies.
- Been good to me. I wish we could get an energy check like Puget Power.
- Stop operating on the “cheap”. Invest in our community!
- When the power goes out who do you call? The office phone number does not help. We need to know that they know our power is out, and someone is, or will be working on it. Also a phone number to call and find out this information. If they have this, they need to print it on the bill. Thank you.
- Need to have, offer, promote on-line billing – quit wasting paper! Better system to report power outages is needed.
- Q9 JPUD needs more experience before investing in anything new. A reserve of \$ for maintenance and emergency services!
- Gotta keep moving forward with new initiatives like Feldheim, Germany – a completely self-reliant/renewable energy city.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Initial billing statements were lacking basic info but it's better now.
- I have no complaints with JPUD. After moving to PT a year ago and installing solar power, my rate is as expected. The only improvement I would like to see is an option for "time of day" meters.
- I chose neutral on most items because I have very little concrete knowledge of how the PUD is functioning.
- I have seen no difference in performance since the changeover.
- Rates are higher than when Puget Sound Energy was our provider. The PUD says that's not so, but our bills say otherwise.
- The electrical power itself is fine. Investment in renewable technologies and community-based broadband, electric vehicle chargers, and solar power are investments of the future. However, the PUD lacks response to the human "enterprise" and constituent services – the disconnection threats (esp. after payment late and often b/c the office just hadn't posted payments from the pmt. box in PT) is unacceptable. The lack of reduced rates for low/fixed income customers is abhorrent. At the very least the PUD could establish a budget plan that has levels of rates charged: (1) business – as in Main Street (2) homeowners (3) Tenants (4) fixed/low income – DSHS, SSI, unemployment, Soc. Sec. etc. Also, to encourage use of renewable energy the PUD should clearly define and publish the way homes using solar/wind can plug into the grid and get credit for doing so. No "minimum" charge for services. Use actual use – including for businesses – and then variable rates. Make qualification for DSHS, SSI, food stamps, etc. serve as automatically qualified for reduced rates. The state/feds have already determined that individuals are "worthy" and in need of reduced rates/supplement. Increase subsidized assistance to those who need occasional assistance – 1-3 months/years. Thank you for the survey.
- Do not know enough information to complete this survey.
- Lower rates were promised prior to the vote. Rates are higher!
- New phone system for reporting outages should help – as will better billing system. JPUD has had a hard time managing the system but I am pleased with the efforts they are making to improve.
- I enjoyed being able to log into PNE website and get all the info I needed. Now it tells me only my balance and it's harder to make payments unless I make them through my bank or call.
- I thought this survey was about PUD priorities. Any interest in priorities? The #1 priority is delivering electric service to all customers at the best possible rates. The PUD will quickly become an economic burden if it starts building an expensive social services bureaucracy instead of relying on non-profits and charities to help people facing financial challenges.
- The people's utility district was sold to the public based on lies and half-truths, essentially the same tactics used in all socialist endeavors.
- Previously we could pay a set amount per month through winter months. Easier to fit set budgets. Can this be done? I'm a senior on limited set income.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- The changeover has been fairly seamless for me. I haven't noticed much difference. I think encouraging individual solar power is very important, as well as conservation, heat pumps, and LED lighting. I lived on a boat for many years and the 12 volt systems are a great fall back for catastrophic system shut down. Earthquake/disaster scenarios.
- I have 3 separate accounts. You charged me for a background check on the last two after I had already paid for the first one. You refuse to merge my billing so I am forced to deal with multiple bills. The customer service rep. I spoke with was unhelpful, unapologetic, and told me things wouldn't change. NOT HAPPY with PUD so far.
- Except for the one power outage in late August and no one could be reached for ETA we have had no problems.
- Initially seemed to cost much more but happy now my budget plan went down \$30 month.
- Personally, we should have never taken this on. No offense intended – you work with what you've got and you don't have it.
- Thank you for the survey. Would like to know cost of Q9.
- Since JPUD took over our outages have been for a longer duration. JPUD needs to do more tree trimming. JPUD appears to be under staffed when it comes to line crews.
- We have no knowledge of what JPUD is doing. We only know when the utilities are working – or not – and that seems satisfactory.
- Should have stayed with PSE. Huge debt, not enough capacity to handle emergencies. JPUD is a big mistake.
- We have lived in Coyle the last 24 years and have never had power out for 4-8 hours until JPUD has taken over.
- I have only lived here for 4 years and have had help with and from PUD – The previous provider kept my \$88 balance and extra deposit with no attempt to contact me – so I'm S.O.L.
- I haven't had any issues since JPUD took over which is how a utility company should be – silent and reliable.
- Wasting money on this survey is a good example of the stupidity of the people running this PUD.
- I have called JPUD once, so that I could inquire about a yearly budget billing system like I had with Puget Sound Energy. I had predictable bills year round. I found your customer service representative very unhelpful. Her suggestion (rather than a prorated budget amount) was to just save more in the winter for the power bill. That was not what I asked about, and her general attitude was rude. I doubt that I would call your office again.
- I like that our electric service is in local hands. Would like to see more power produced locally – solar, wind, and more conservation efforts.
- These questions really do not affect me in any way. I think the money spent on this survey is wasteful.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- I'm not happy with JPUD. They have cost me 300+ money.
- When power goes off JPUD is responsive to phone inquiries. We are still upset by the massacre of trees along the road after JPUD took over. No need for such destructive pruning way beyond power lines. Then cut branches were left for over a month and many phone calls for removal. Ugly dead trees where lovely trees once provided privacy.
- Response to an outage took a minimum of 4 hours with PSE. It's sometimes less than half that now. Thanks! Interested in broadband and EV charging options.
- #1 priority: get your act together with this entity then venture out into other technologies!
- I'm satisfied. I don't have computer and don't plan to purchase one.
- I am very happy with my service. I am a very part-time resident, 5-6 days/month so no complaints. I realize investing in new technologies is an expensive undertaking – but it's the right thing to do and is the future! Thank you.
- JPUD knew it was taking over an extremely rural area that is prone to outages, but did not (and still does not) have adequate personnel levels to handle these outages on a timely basis. We should not be subjected to outages of 24+ hours. We should not have to purchase generators to see us through outages of unknown length.
- Sorry for the scratching. I misunderstood the scale.
- In a power outage, there should be updates available for power resumption.
- We have had more service outages and for longer times this last year than we had over the previous 10 years. More customer service such as furnishing generators to those who rely on electric power to stay alive, such as oxygen, heart monitors, etc. This was done previously. I am checking into alternate power sources. Postpone other technologies until the responsibility they now have is fully filled.
- The electricity works just fine! I wish the billing could be done monthly with month-long periods, but it's not a serious problem for me.
- I am new to the area – so far I have no complaints and no one to compare with.
- They did a good job of mixing up my 3 accounts and didn't help much correcting it.
- You decided not to charge a friend of mine who had a disastrous leak of over 30,000 gallons of water from a broken valve that occurred while she was out of town. I applaud you for being fair and doing the right thing.
- Trees and brush are growing into the lines of many roads. I see no maintenance. Concerned about power outages in the future.
- Apparently poor planning for reserves for severe storms, etc. Community involvement is a ridiculous concept for a utility business. If the product and service is reliable and fairly priced there should be no further need for "community involvement" to show "it cares."
- Excellent customer service when I've called with billing inquiries and once with storm outage. Hang in there!
- I had been getting assistance from the previous company. The end of this program has proved to be a serious financial problem. Duayne Lewis

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- On Q9 I strongly disagree with respect to broadband and strongly agree related to PV and EV chargers. I think conservation efforts should be ramped up considerably.
- To date I have not obtained an understandable answer to questions regarding how the billing and actual use of electricity is calculated for budget plan. We cannot use an exact amount (\$60) each month for 1½ years. There has never been a statement sent with actual use compared to what we have paid.
- PUD paid 2X \$ for PSE assets.
- Would appreciate receiving bills in first week of month instead of fourth week which is out of sync with most bookkeeping.
- Accounts should be set up so that smaller payments can be made more often. Bulk large payments are difficult for low and mid income households.
- No new technologies until they get their act together. PS Energy did a better job in all categories. I think JPUD was a MISTAKE. Only town (city limits) people really wanted it.
- In the first months I tried to have my charge card charged and I couldn't do it so I called and talked to a very nice man who said he didn't know what was wrong – he would find out and call me back – and he did! I was so impressed.
- We are on the budget plan. I would like to see, on the bill, how much in \$ my actual usage is – maybe it's there, but I can't find it.
- Too many power outages this last summer – fall time.
- Would like to see billing incentives or discounts for customers that set up autopay from their checking accounts and/or senior citizens discounts. What about a discount for customers that can prepay for 6 months in advance?
- The office at 4 Corners has nice people – always smile and courteous help. The service is very good.
- Assistance to low income is the job of social services/welfare department that we pay for with our taxes.
- Concentrate on your core business and reliability before trying to compete with commercial solar and broadband markets! Do something well, not many things poorly! Have you fixed the billing system yet? What a disaster.
- Take care of the infrastructure of existing system before going into other technologies. Concerns about planned replacements for aging electrical system (poles, transformers, lines, etc.) plus need for continuous tree clearing program for all rights of way along transmission lines that are overhead near trees.
- Rate increases surprised me. They were explained to me over the phone – but I am paying more. Not sure if it would have increased anyway.
- Q4 Lower rates were promised as part of the attributes of changing to a PUD. Q6 During an outage, telephone service is N/A.
- My major complaint is that individual employees are not good about returning phone calls when I've left messages. Otherwise we've been quite pleased with the service and speed of response to outages.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Regarding rates: when we voted JPUD in, it was with the understanding that rates would decrease. This did not happen. Service reliability was not an issue when we voted.
- I support helping the less fortunate and reducing wrecking the environment. I want reliable service.
- I think PUD is doing a good job given that they are still in transition. I expect that things will improve in the future.
- Electric service and water service is good IMO. Rates are fair and better than before JPUD. I realize that could change with a really hard winter.
- Some of the personnel have been very nice; some others have been very rude. How about some Monday morning meetings to learn about phone manners and customer relations? Also, the 1-800 number for phone-in payments is the worst I have ever dealt with and that is how I pay all my bills. Not necessary to repeat everything three times.
- You want this returned in 3 days. I received it on 11/7 and your correspondence was dated 10/20. Also, some of my bills show me with a balance of \$250 and some with no balance. I pay electronically out of my checking account each month same amount. I never ever had this problem with the previous company and yet have this always with you even though you tell me it's simply the way you bill. It's very uncomfortable. Many conversations have not resolved this.
- The JPUD is the height of liberal arrogance and waste. It was imposed on us by frauds like Bill Wise.
- Our bill has doubled since PUD took over. We still use the same amount. Still would prefer PSE. I didn't vote for you.
- This is a strange survey and worded in a rather odd fashion.
- I didn't answer Q1 – Q3 because I wasn't a resident 2.5 years ago.
- During warm weather my bill averaged \$30 (estimate). Now winter is here, I leave thermos 60 degrees at night and never more than 65 during the day. Yet my bill has doubled. Is PUD supposed to be a nonprofit? How much profit and where does the money go?
- Solar is good.
- Early contacts with PUD regarding our electric service were less than satisfactory – we'll attribute it to "getting their feet wet." Service is OK, rates are reasonable, want the PUD to be cautious in "community assistance" outlay.
- Why are you paying a research firm to collect this information? Couldn't the results be sent directly to JEFFCO PUD? Who's paying for this? Customers shouldn't have to pay for this.
- I would like to see the PUD abandon the use of a third party billing, creating more payment options.
- JPUD should concentrate solely on providing the best electrical service to its customers at a reasonable price.
- Info on power outages is harder to get than before.
- Could be better to customers.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Would like a plan for overall electric rate reduction for all users.
- Have only lived here full time 1 year.
- I would rather pay more so that indigent families can have heat – so I do. PUD may not have capacity to address needs. Q9, but these are each very important to many of PUD's customers. The reason we voted for local power was so that our utility would better reflect local values, and so our \$ were not going out of the County.
- I did not live here prior to JPUD taking over – hard to evaluate so I have circled the first three as neutral.
- I don't know but I sure like having electricity. Thank you.
- On two occasions, my payment never got to the PUD. I put my bills at the fire department. No one else cashed them, but this is irresponsible by the PUD.
- Response time for outages is abysmal. Have had far more outages in two and a half years than ten previous years. JPUD ignores tree trimming requests in rural areas, endangering properties and lives due to trees in high power lines.
- I was with Puget Sound Energy for 35 years. My bills ran the same year after year. Then came JPUD. You charge me for 1 month what PSE charged for 2 months showing no change in wattage! Something's wrong!!!!
- The PUD has really improved from when they took over from Puget Power – even though we were without power for over 2 days during the unexpected wind storm, they did a good job in getting it restored.
- Very good caring people! Common sense not corporate script readers.
- I am a fairly new customer but so far have had a very positive experience with Jeff PUD. Love the online pay option.
- Q4 Could we have at least one of the two? The PUD should not do any more until they can handle what they are already doing. Since the PUD came in my bill increased and we have had more outages than in 40 years of PSE.
- Thanks for starting automatic payments. Yes, for solar power.
- JPUD should be more transparent with clients. Provide better and more accurate information – power outage service and response is much worse since JPUD assumed responsibility. If you can get a hold of someone you cannot get good information or follow up.
- I have received bad service by ignorant employees. Mailed me a monthly bill of \$0.91, stupid. Power to Coyle is off more than it's on and winter not started yet. The excuse you give of not knowing how bad the system was in Coyle when you bought it just shows how unqualified you were to buy or run a utility. You can't even send enough room for complaints.
- Rates are much higher than previously – when JPUD was campaigning to take over the previous electric service company one of their promises was lower rates. Sure have not seen that.
- Rates must remain equal or less than PSE! Did the PUD pay too much for utility? This might be a lesson to the people about the grass is greener on PUD side.
- The billing had some issues a while ago. Seems to have leveled out.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Mostly service seems about the same – no real complaints. Please DO invest in new technologies!! Phrasing of some of the above questions could be better – they are leading questions – not neutral. Very poor questionnaire design if you want good/real data.
- Seems about the same. Rates are higher per Kwh but the overall value of the US\$ is less, so that figures.
- I think JPUD must be understaffed because our problems with billing just continue no matter how many times they are reported on 51 and 71 Old Church Road.
- We have not lived here long enough to have a solid opinion on each of these statements but thanks for asking!
- (1) I think the monthly statement needs improvement but I know a new one is coming. I use the economy plan and would like to see a running balance on a monthly basis (of my actual charges). (2) I have heard from friends who have solar panels that it is hard to get credit for electricity they produce. I think JPUD should credit these customers.
- The voters of PT got a big surprise. But they were sold pie in the sky. Most of PT thinks government can do a better job than an “evil” corporation. PSE spent many years building the system in East Jefferson County and they took care of a system that has 100 times more trees than customers, but were able to give the rates they did because they shared the cost with millions of customers. Now there are only 18,000 meters and ?? customers to cover the maintenance and debt. And they have not told the customers that they, as of last June, have to pay principle on the loan of 2.5 - 3 million more a year. If they don’t fess up soon there will be blood. One bad winter will break them. They have to raise rates. Sincerely, a part-time resident.
- You have asked a question in a negative way.
- I expect quality service at competitive rates. Nobody is entitled to free or subsidized service. The only way to encourage people to take responsibility for their lives is by not enabling them to continue to leach off the rest of us. Charity begins, and ends, with family. I resent paying higher rates so others can pay less. “From each according to his abilities, to each according to his needs.” This socialism needs to stop.
- After several substantial outages, lines were painted on our concrete driveway, decorative rock, shrubs, etc. Months have gone by with no apparent need for these markings.
- Our rates have increased considerably and this is a concern for us as seniors on a fixed income. We have not added any new appliances to cause an increase in our usage. As a result of my husband’s use of oxygen, we have certainly learned to have (always) extra oxygen tanks on hand. We always respect and appreciate the linemen who go out in increment weather to do repairs. Thank you.
- Keep up the good work. We appreciate it.
- Billings arrived just before due, which was the biggest adjustment for me.

**Do you have any further comments regarding the electric service you receive from JPUD? (Version 2, Continued)**

- Service and accounting was better when PSE owned power, man the initial PUD effort. After the new board was established, all changed and is now working as it should.
- Don't let them get you down. Just focus on reliable service and uptime and stay with your core businesses. Don't try to add more services now.
- Q9 Broadband is a 1 and the other two are rated 5. They do not support solar customers. They do not follow agreement 100% we made with PSE. They could have mailed this themselves and saved \$16,000. They could pay their solar production commitment! They can afford a very expensive lawyer on retainer, but they want to short change solar production payments. This whole thing was a mistake.
- Frankly, I have not really noticed any differences. Everything is just fine. Thanks.

# APPENDIX B

## **APPENDIX B DESCRIPTION**

The following pages contain the survey questionnaire used in the administration of the 2015 Jefferson County PUD survey. Please note, that both versions are included.

## Jefferson County PUD Customer Satisfaction Survey

On a five point scale from (1) Strongly Disagree, (2) Disagree, (3) Neutral, (4) Agree, (5) Strongly Agree, please circle your choice beside each of the following statements to indicate your level of agreement.

Service Quality					
Q1. I think customer service is better since JPUD took over two and a half years ago.	1	2	3	4	5
Q2. I think that the previous provider was more responsive to customer problems than JPUD is today.	1	2	3	4	5
Q3. Overall, I think electric service is better since JPUD took over two and a half years ago.	1	2	3	4	5
Rates					
Q4. Service reliability is less important than the lowest possible rates.	1	2	3	4	5
Corporate Citizenship					
Q5. JPUD needs to have more community involvement to show that it cares about its customers.	1	2	3	4	5
Communication					
Q6. JPUD does a good job communicating with its customers.	1	2	3	4	5
Management					
Q7. In general, JPUD management (JPUD Commissioners and management) is not doing a very good job.	1	2	3	4	5
Low-income Assistance					
Q8. JPUD should increase assistance to low-income customers.	1	2	3	4	5
New Initiatives					
Q9. JPUD should invest now in new technologies such as broadband, community solar power, and electric vehicle chargers.	1	2	3	4	5

Do you have any further comments regarding the electric service you receive from JPUD? \_\_\_\_\_

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## Jefferson County PUD Customer Satisfaction Survey

On a five point scale from (1) Strongly Disagree, (2) Disagree, (3) Neutral, (4) Agree, (5) Strongly Agree, please circle your choice beside each of the following statements to indicate your level of agreement.

Service Quality					
Q1. I think customer service was better before JPUD took over two and a half years ago.	1	2	3	4	5
Q2. I think that JPUD is more responsive to customer problems than the previous provider.	1	2	3	4	5
Q3. Overall, I think electric service is worse since JPUD took over two and a half years ago.	1	2	3	4	5
Rates					
Q4. Service reliability is more important than the lowest possible rates.	1	2	3	4	5
Corporate Citizenship					
Q5. JPUD has shown it cares about its customers by community involvement.	1	2	3	4	5
Communication					
Q6. JPUD needs to do a better job communicating with its customers.	1	2	3	4	5
Management					
Q7. In general, JPUD management (JPUD Commissioners and management) is doing a very good job.	1	2	3	4	5
Low-income Assistance					
Q8. JPUD should increase assistance to low-income customers.	1	2	3	4	5
New Initiatives					
Q9. JPUD should postpone investing in new technologies such as broadband, community solar power, and electric vehicle chargers.	1	2	3	4	5

Do you have any further comments regarding the electric service you receive from JPUD? \_\_\_\_\_

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