



J.D. POWER

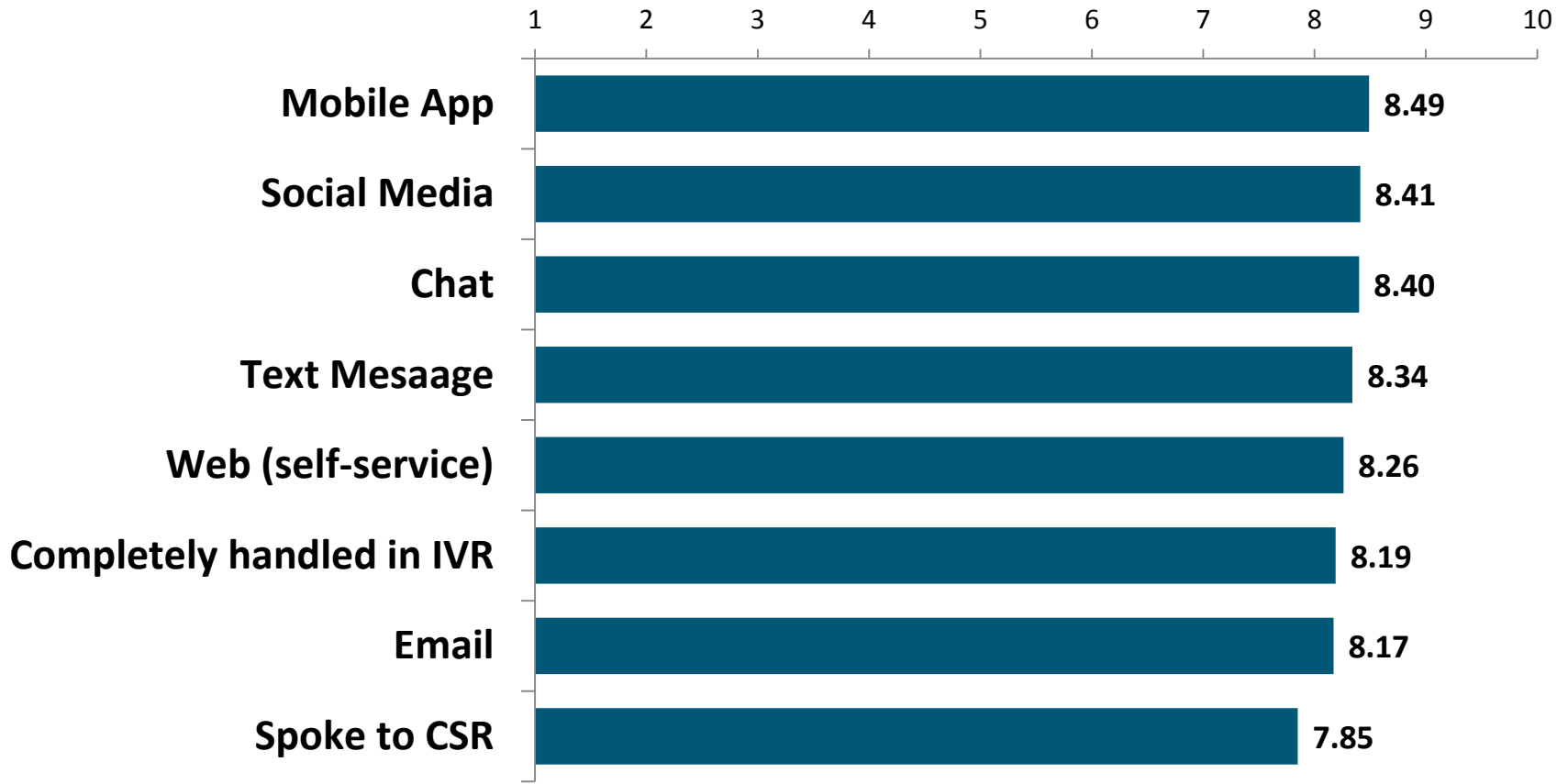
Advancements in Customer Service

MARC Chicago 2017

June 19, 2017

Customer Experience Rating

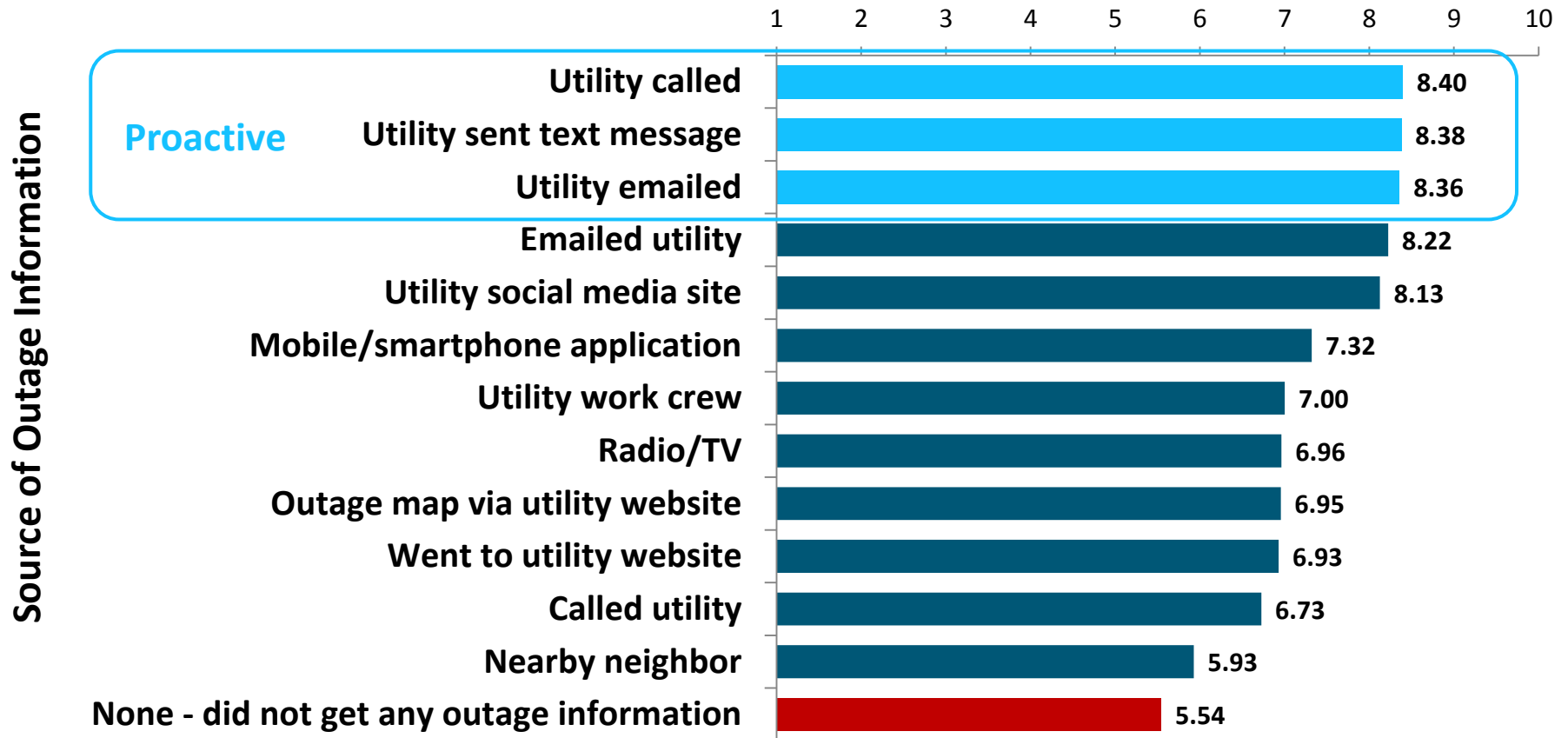
Mean Rating (scale of 1-10)



Source: 2017 Electric Utility Residential Customer Satisfaction Study

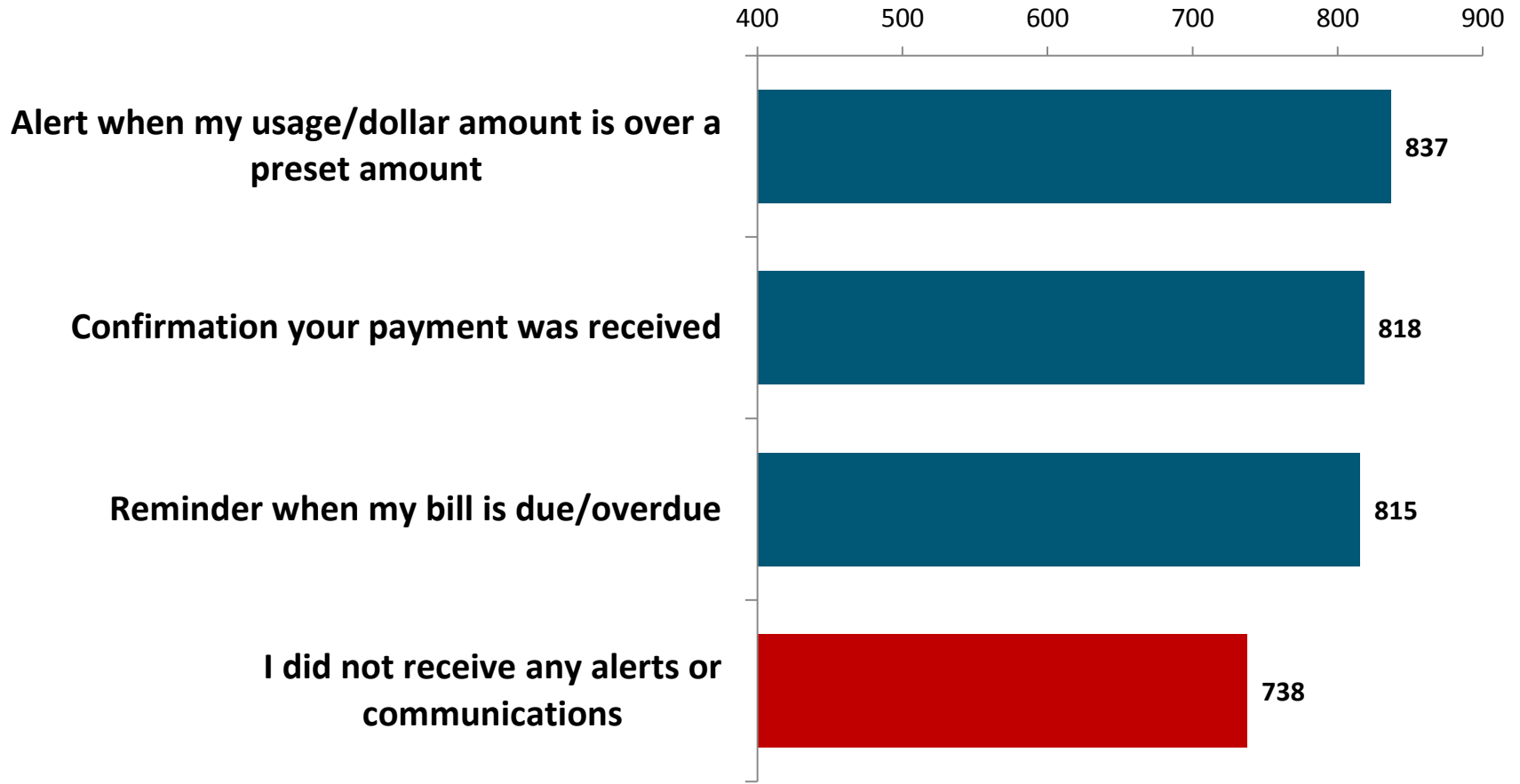
Keep You Informed About Outage

Mean Rating (scale of 1-10)



Source: 2017 Electric Utility Residential Customer Satisfaction Study

Billing & Payment Index (maximum 1,000 index point scale)



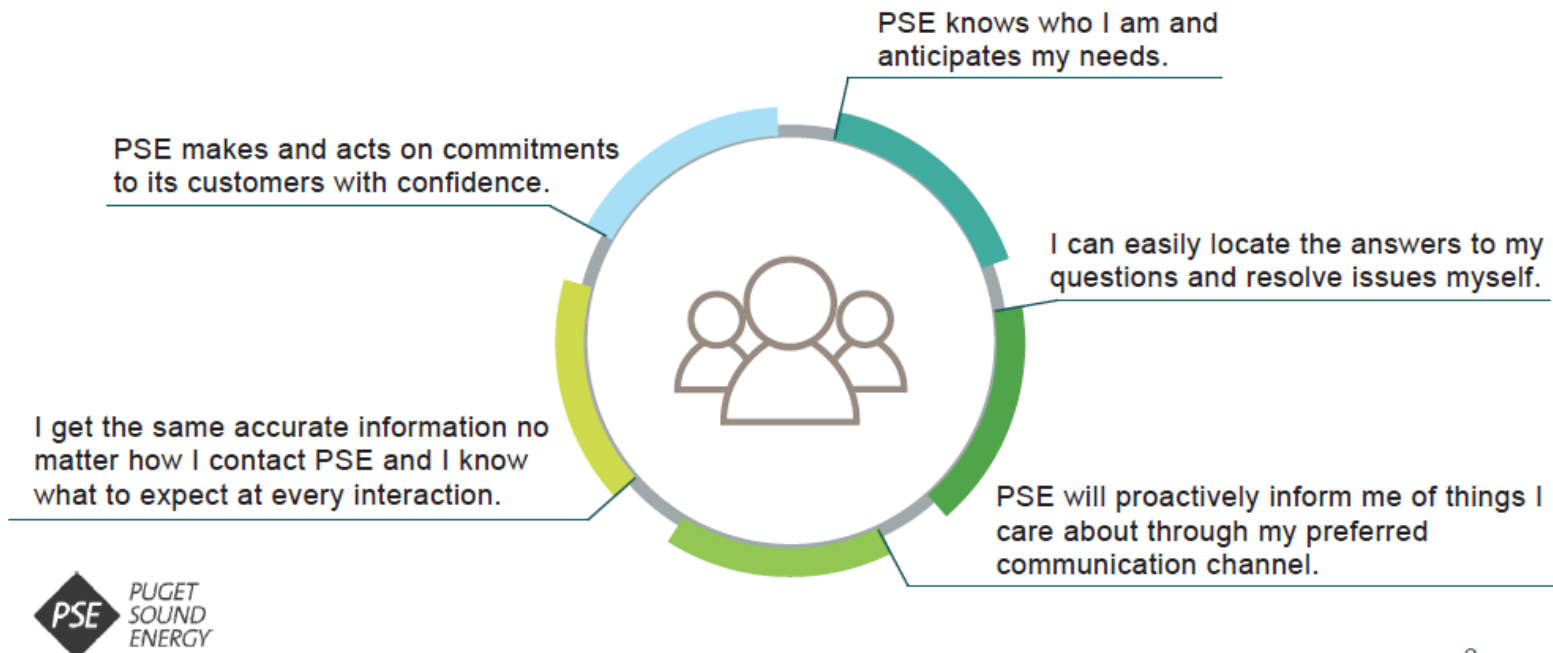
Source: 2017 Electric Utility Residential Customer Satisfaction Study



Get To Zero



- Prevent problems before they happen
- Enable customers to easily self-serve
- Quickly help them when they do call



Customer Expectations Established by Others **J.D. POWER**



"Alexa, when do I have to pay my auto bill?"

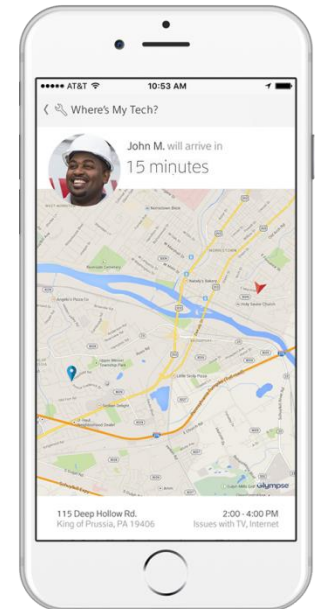


What's your Prime Now story?

You mean I can get all this to my door in 1 hour? My life will never be the same! amazon #primenow



Tech ETA





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Beyond Measure

Contact Information

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