

Serving our customers



Residential Customer Satisfaction Survey

Fall 2024

We provide services that are vital to our quality of life.



Methodology

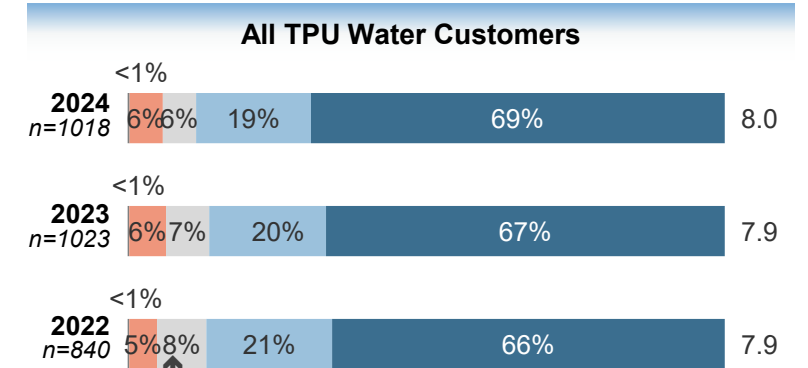
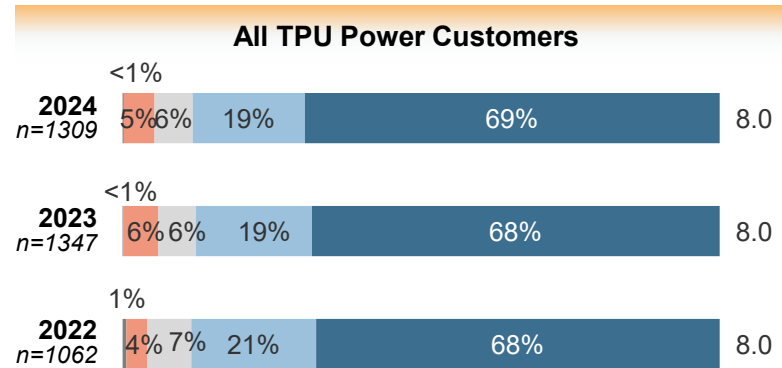
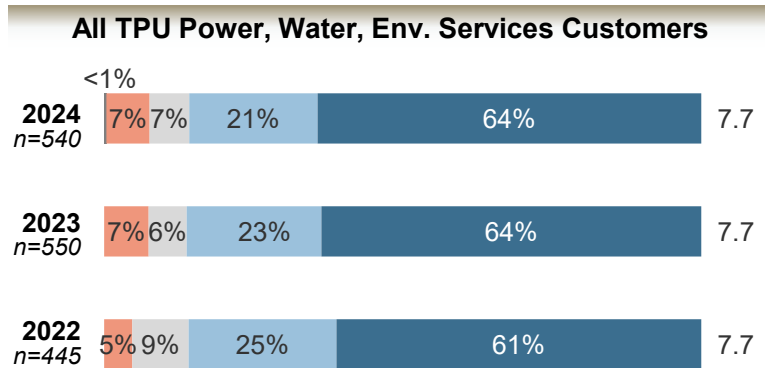
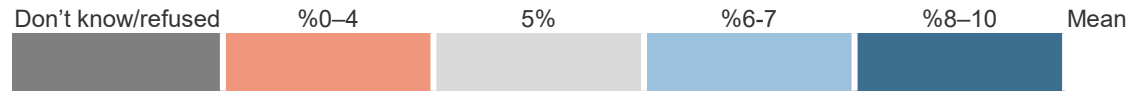
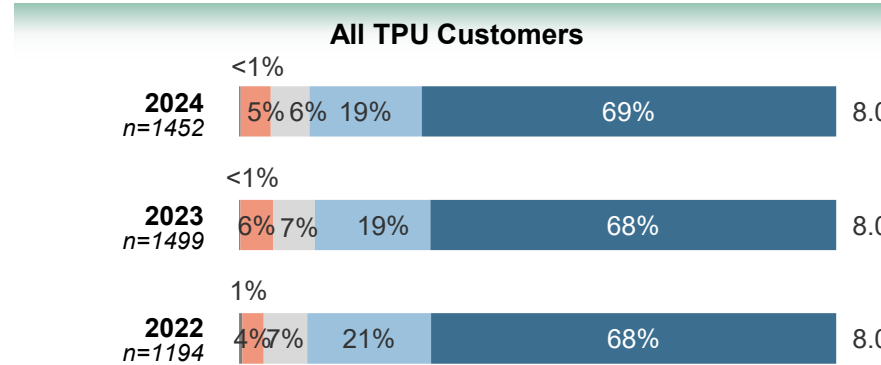
- As in 2018-2023, data was collected via both telephone interviews and self-administered web surveys among Tacoma Public Utilities’ Residential customers in 2024. Both phone and web surveys were conducted from July 15th to August 14th, 2024. Customer lists provided by Tacoma Public Utilities were used for both the phone and web surveys.
- A total of 403 telephone interviews and 1,049 web surveys were conducted across five customer types. Consistent with 2023*, Phone and Web data was combined and weighted in 2024 in proportion to their distribution in the TPU residential customer population:

	Phone	Web	Weighted Total
	<i>n</i> =	<i>n</i> =	<i>n</i> =
Power, Water, and Environmental Services	124	416	442
Power only single-family	89	209	325
Power only multi-family	102	231	375
Water only	54	89	187
Power and Water only	34	104	124

- In proportion to the primary contact phone number type (landline or mobile) provided to TPU by Residential customers, 21% of phone respondents were contacted via their landline phone, and 79% were contacted via their mobile phone.
- Tacoma Public Utilities was identified as the study sponsor.
- Residential customers were screened and qualified based on the following criteria:
 - Head or co-head of household who is familiar with their TPU services
 - Adult, 18 years of age and older.
- The sampling error for 403 telephone interviews is +/-4.9% at the 95% confidence level.
- The sampling error for 1,049 online interviews is +/-3.0% at the 95% confidence level.

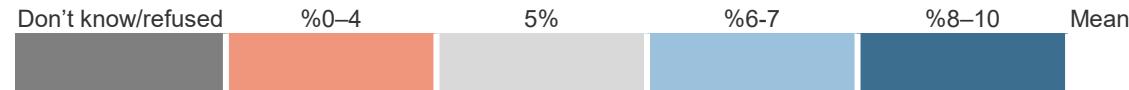
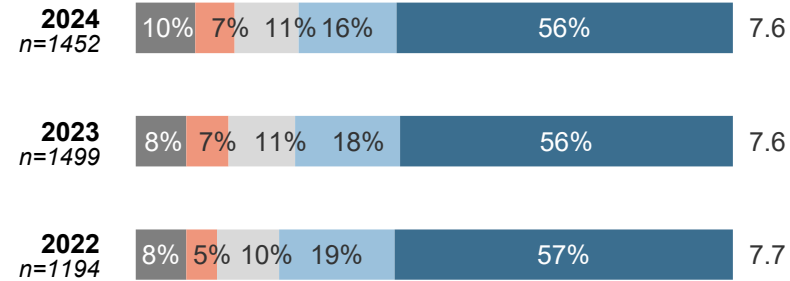
* Prior year’s data also combined and reweighted for comparisons in this report.

Overall Satisfaction: Tacoma Public Utilities

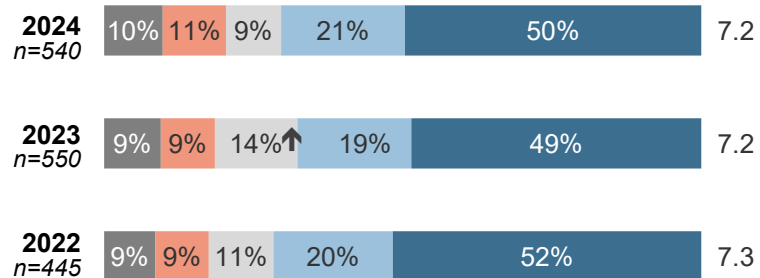


Being Well Managed

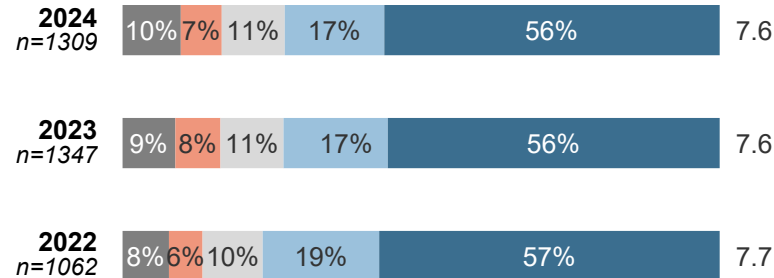
All TPU Customers



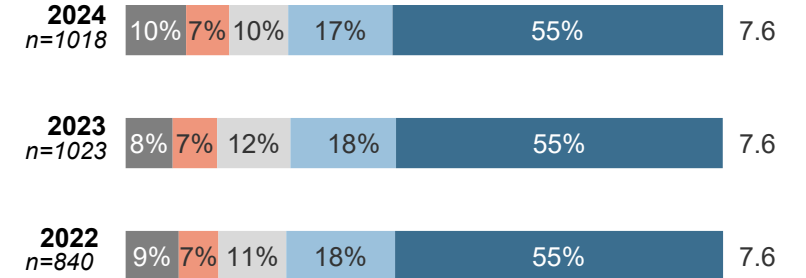
All TPU Power, Water, Env. Services Customers



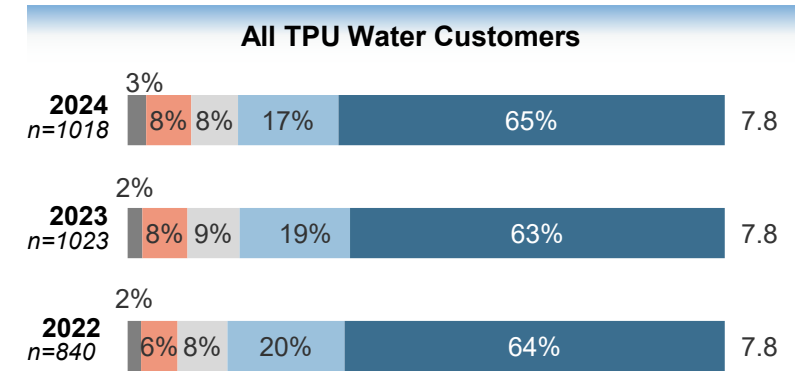
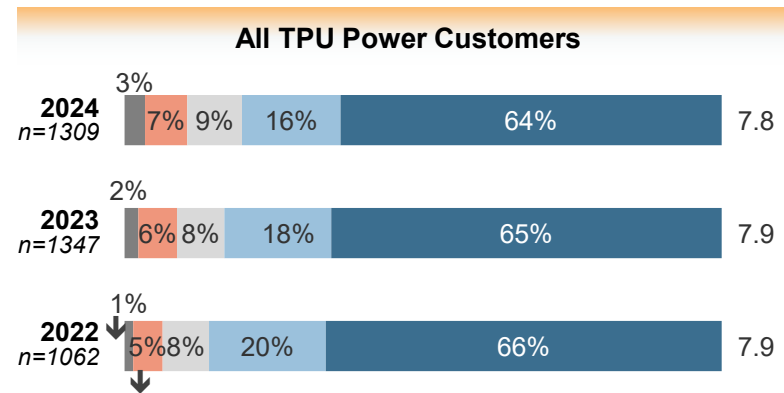
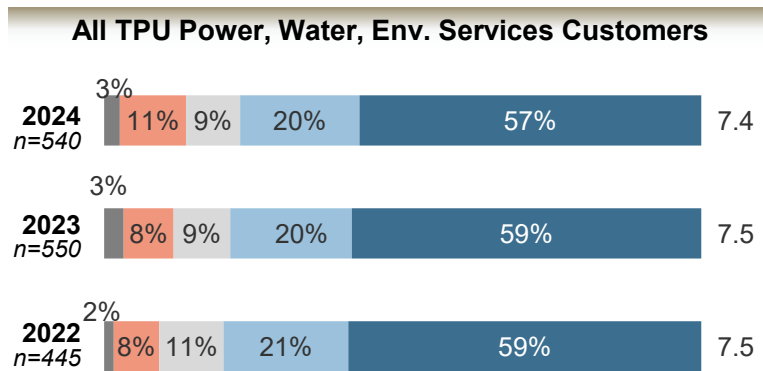
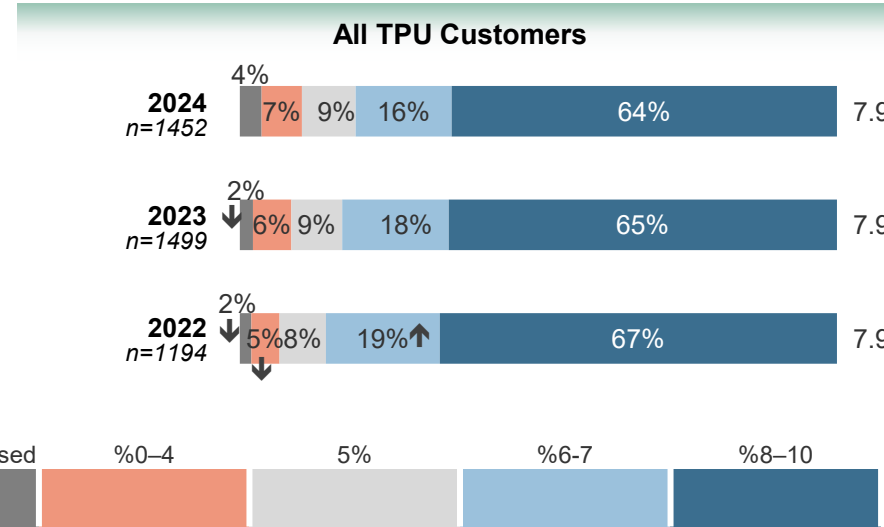
All TPU Power Customers



All TPU Water Customers



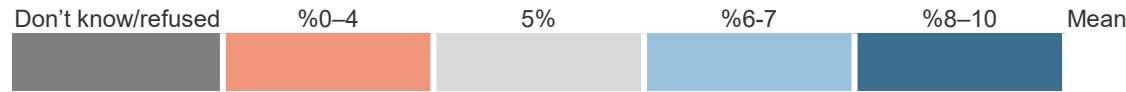
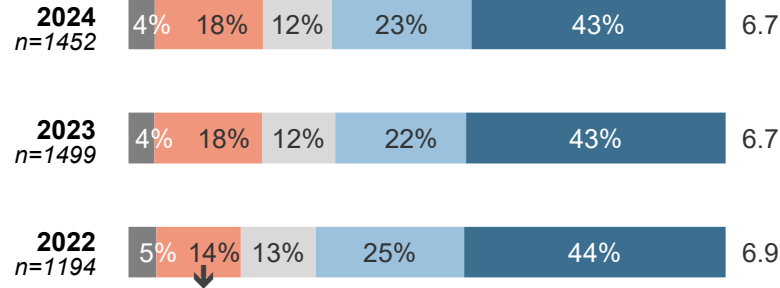
Being an Organization You Can Trust



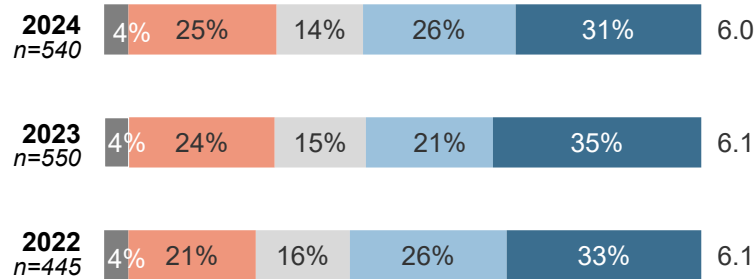
How would you rate T-P-U's performance with regard to...?
 TRUST. Being a company you can trust
 ↑↓ Indicate significant differences between the current wave and previous waves.

Controlling Costs

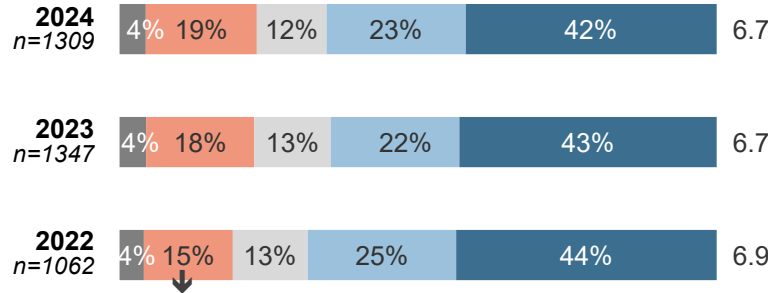
All TPU Customers



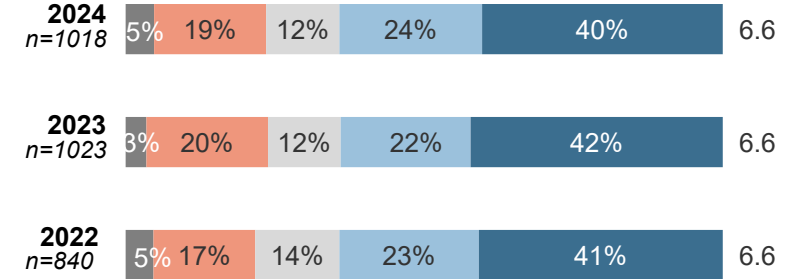
All TPU Power, Water, Env. Services Customers



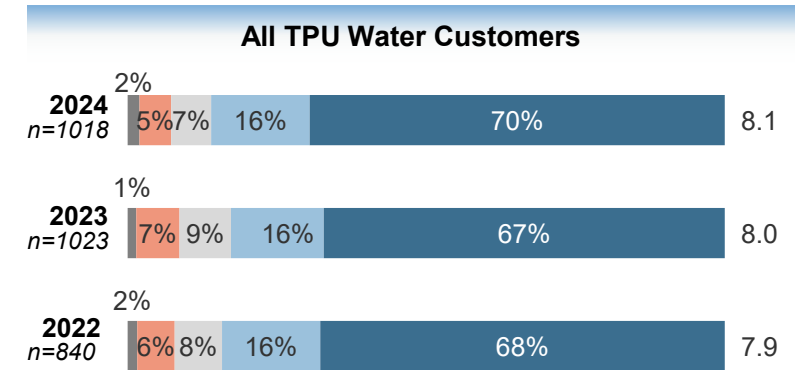
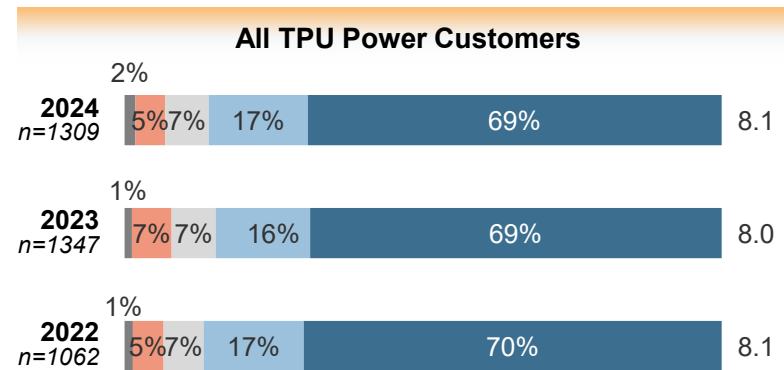
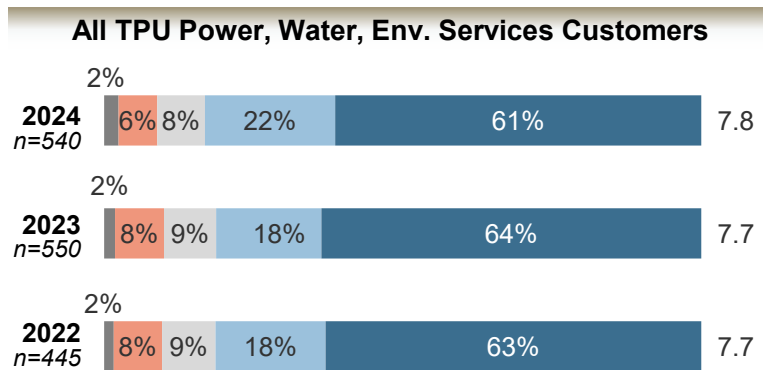
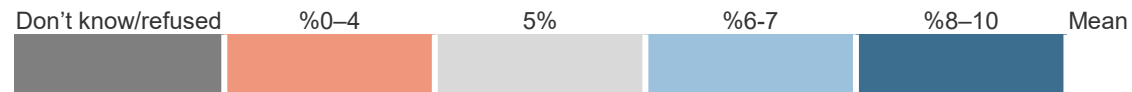
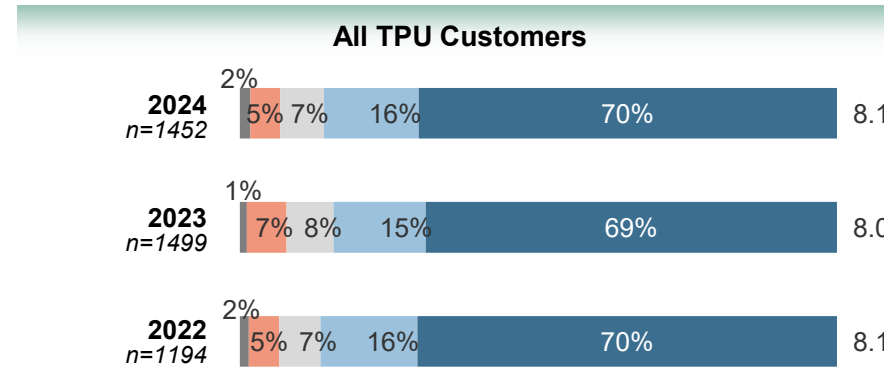
All TPU Power Customers



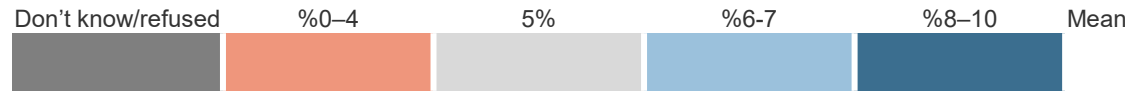
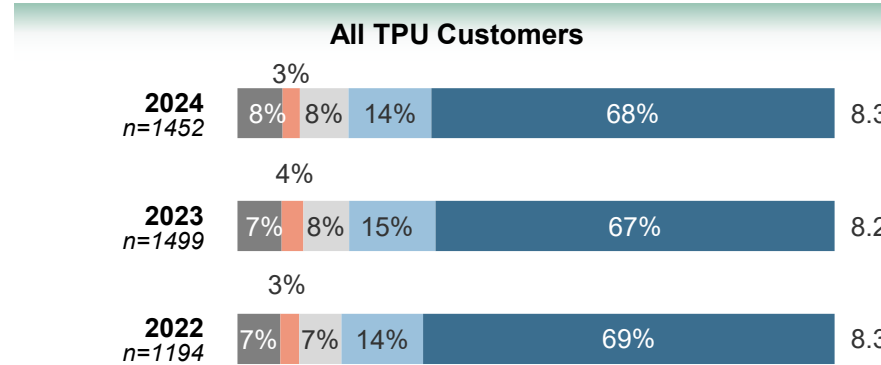
All TPU Water Customers



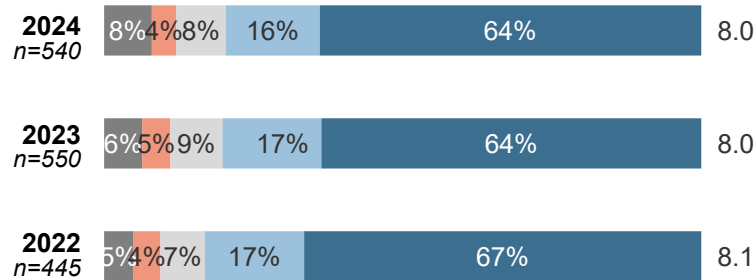
Being Easy to Do Business with



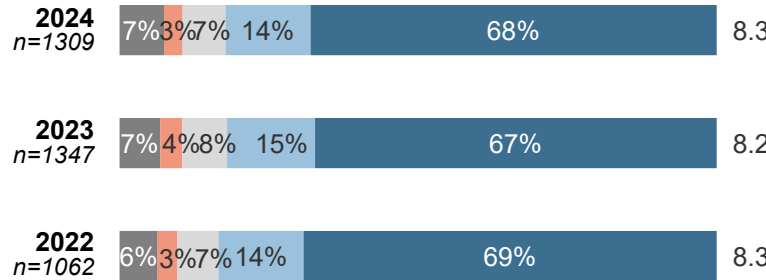
Having Knowledgeable and Well-Trained Employees



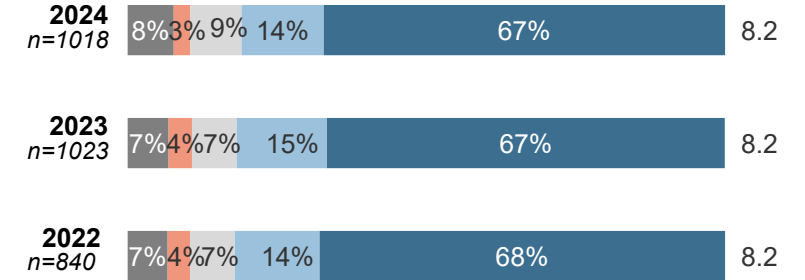
All TPU Power, Water, Env. Services Customers



All TPU Power Customers

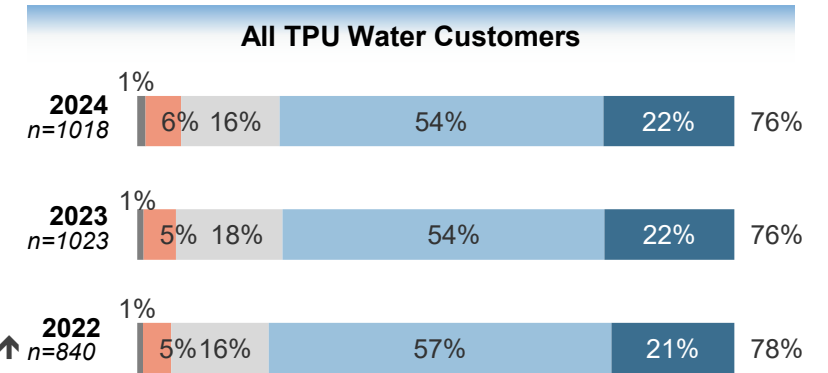
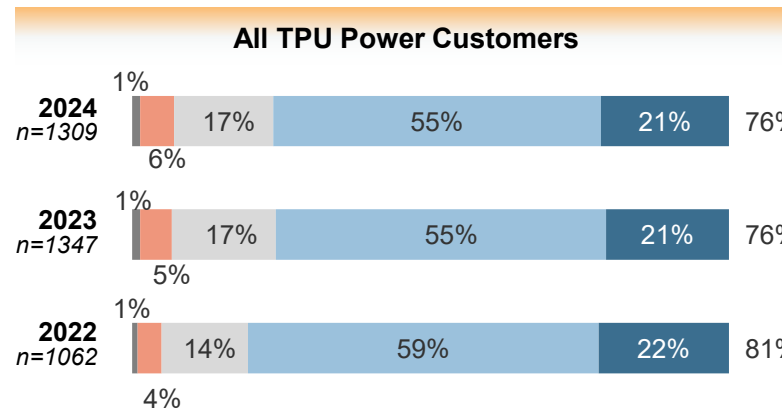
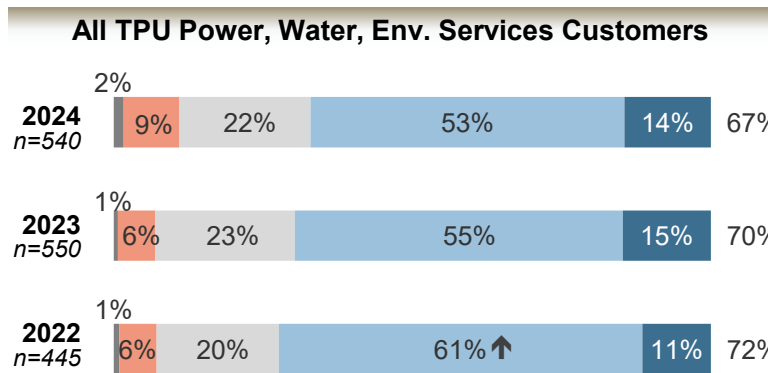
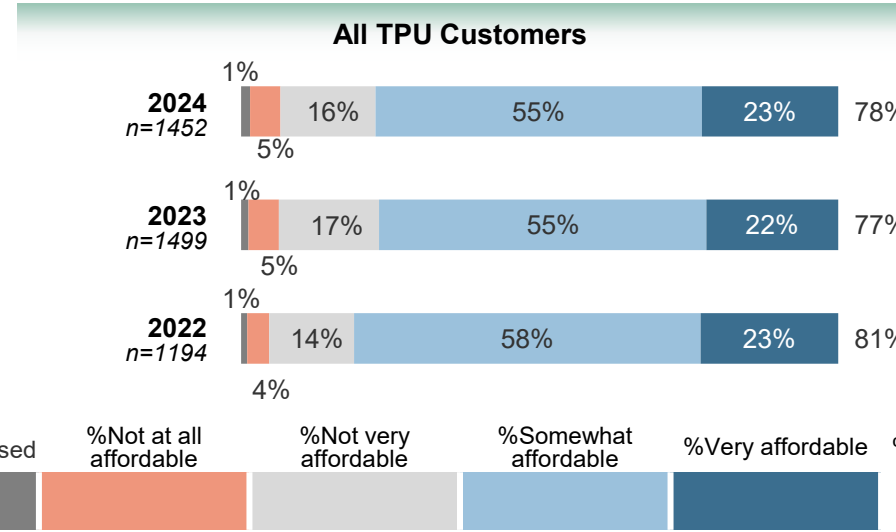


All TPU Water Customers

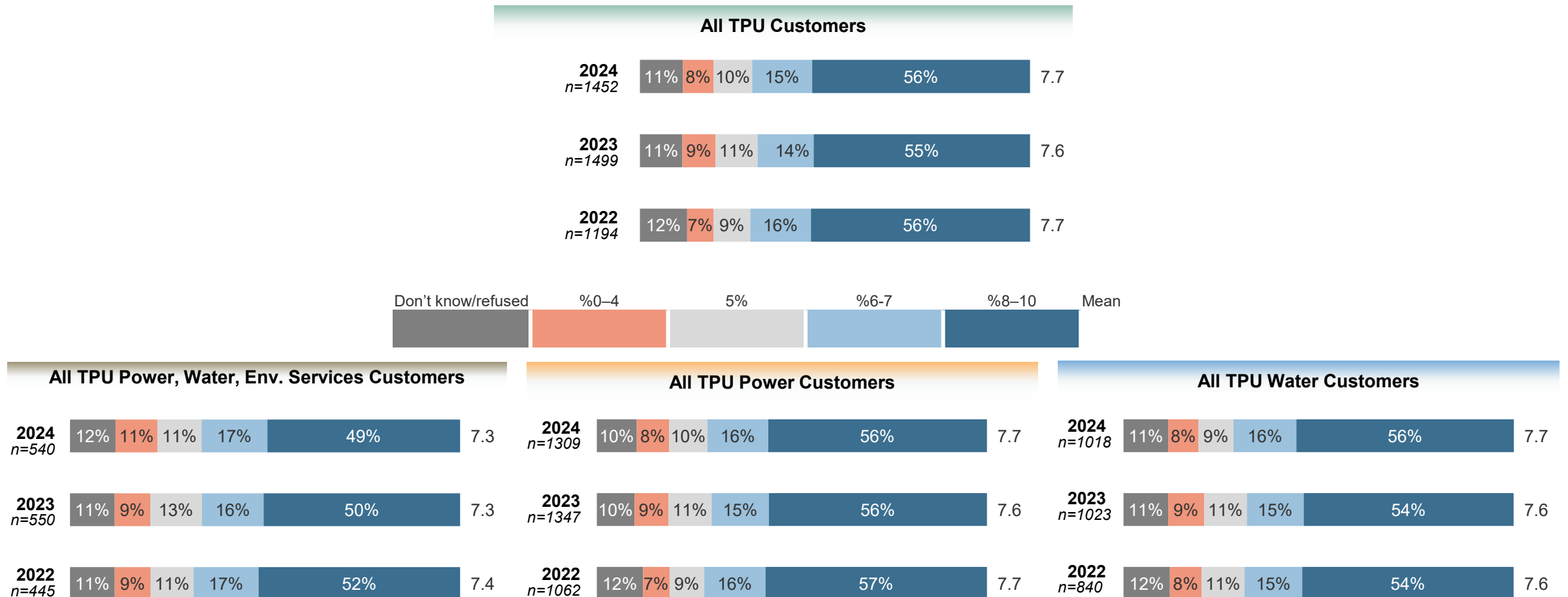


How would you rate T-P-U's performance with regard to...?
 KNOWLEDG. Having knowledgeable and well-trained employees
 ↑↓ Indicate significant differences between the current wave and previous waves.

Bill Affordability

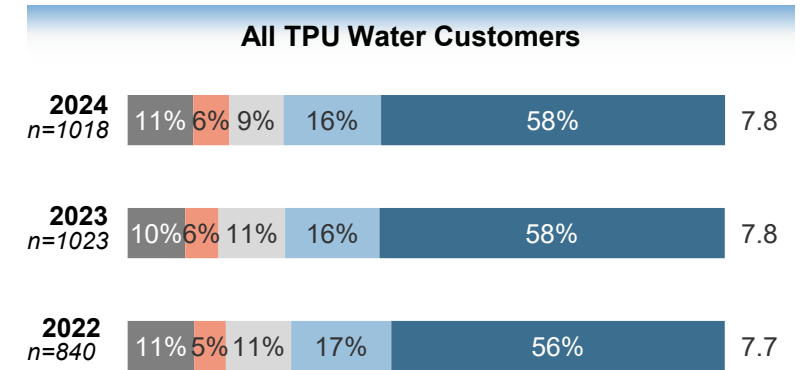
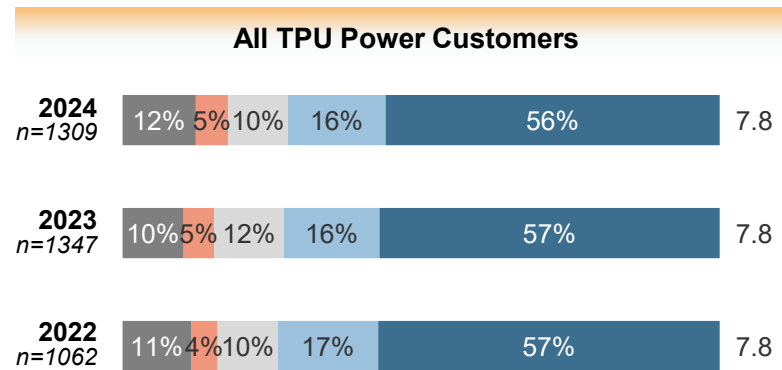
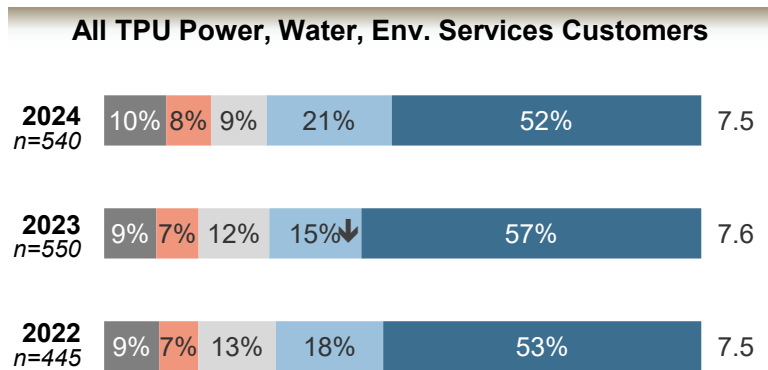
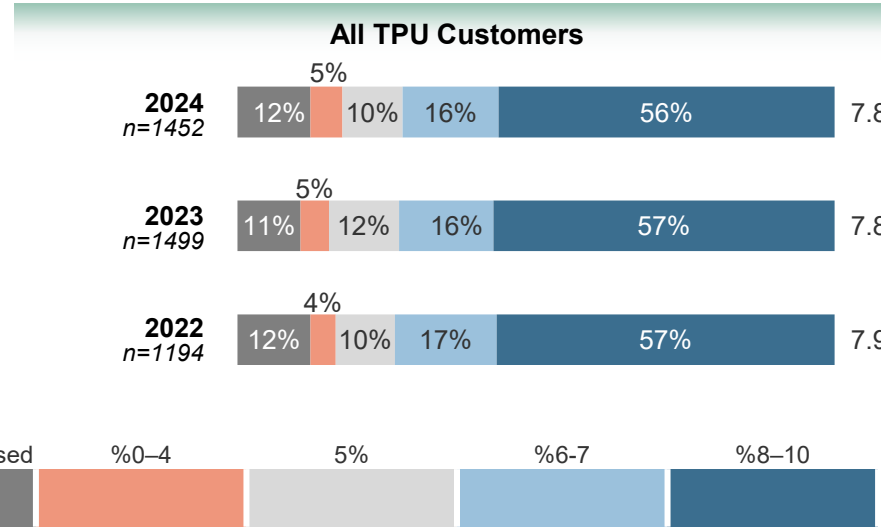


Offering Assistance to Customers in Need*



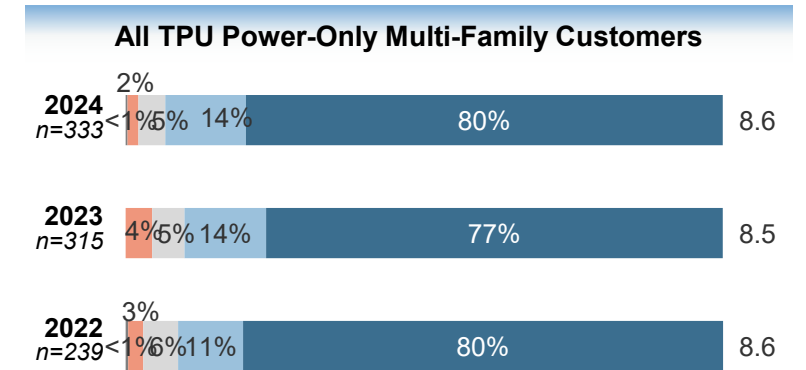
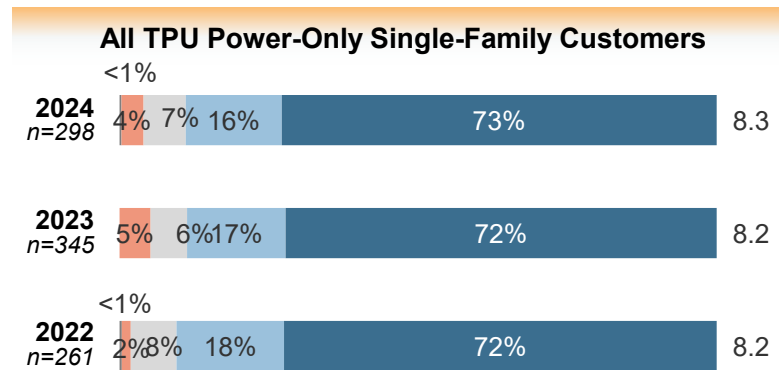
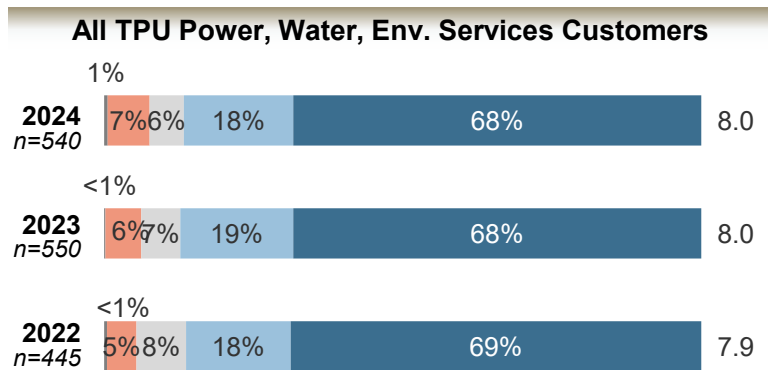
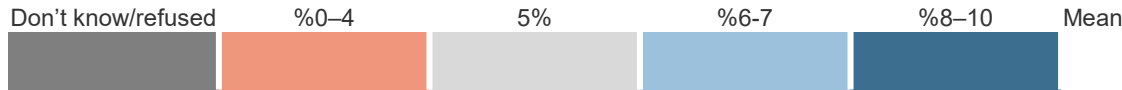
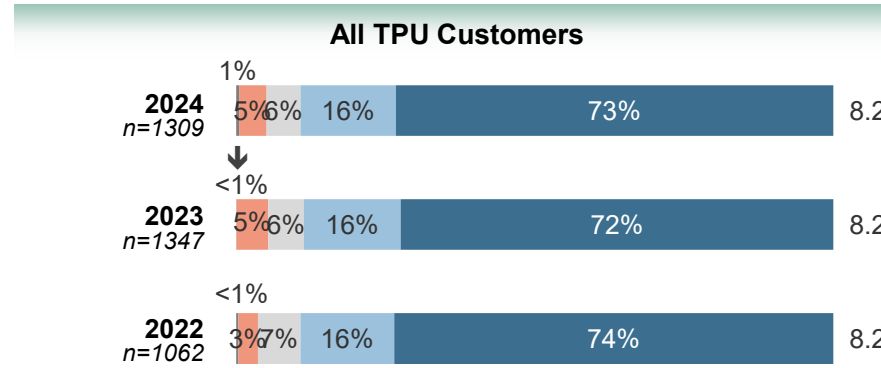
*In 2020, BILLAST was changed from “Offering assistance to customers who are behind on paying their utility bills” to “Offering assistance to customers in need.”
 How would you rate T-P-U’s performance with regard to...?
 BILLAST. Offering assistance to customers in need
 ↑↓ Indicate significant differences between the current wave and previous waves.

Being Environmentally Responsible



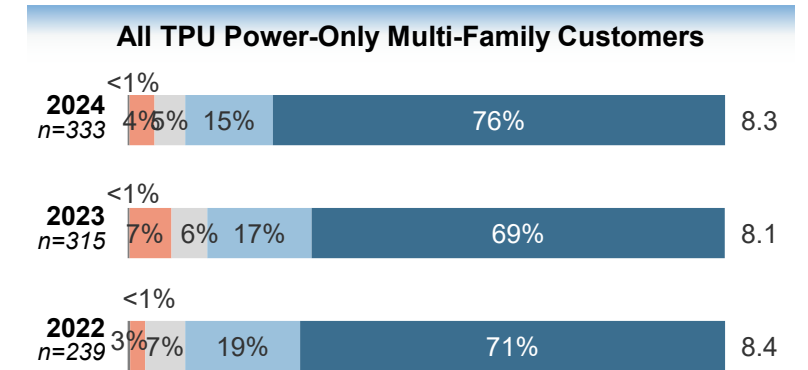
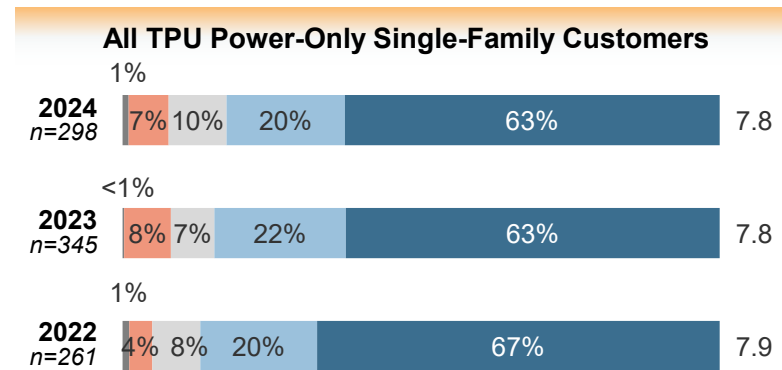
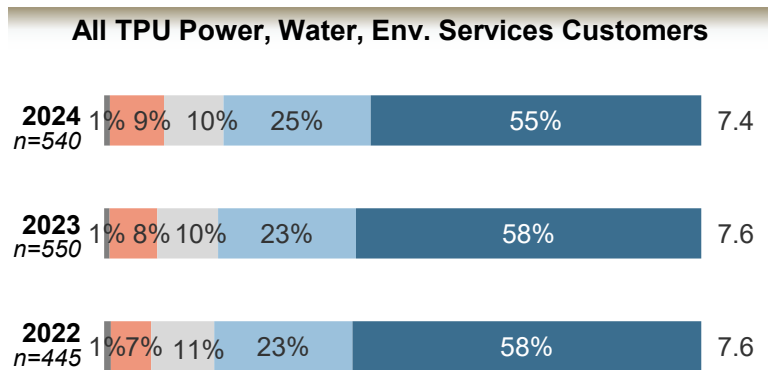
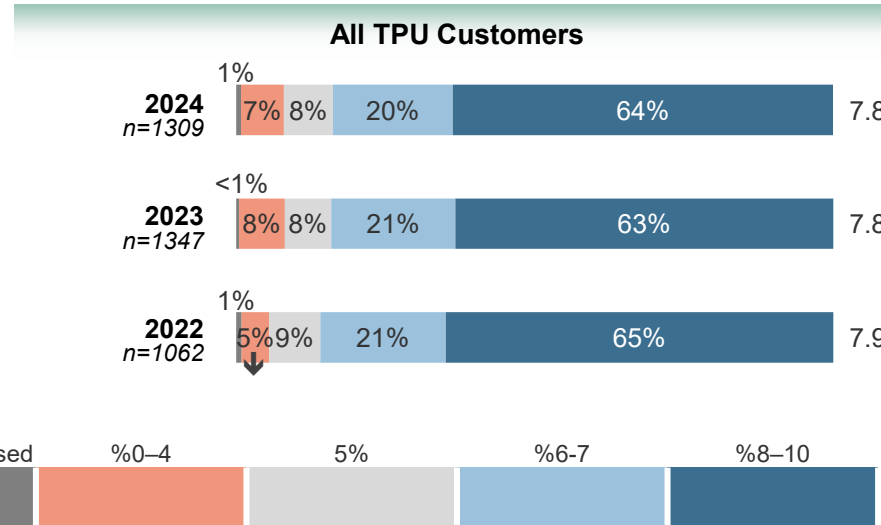
Electric Service Measures

Overall Satisfaction with Electric Service Provided by Tacoma Power

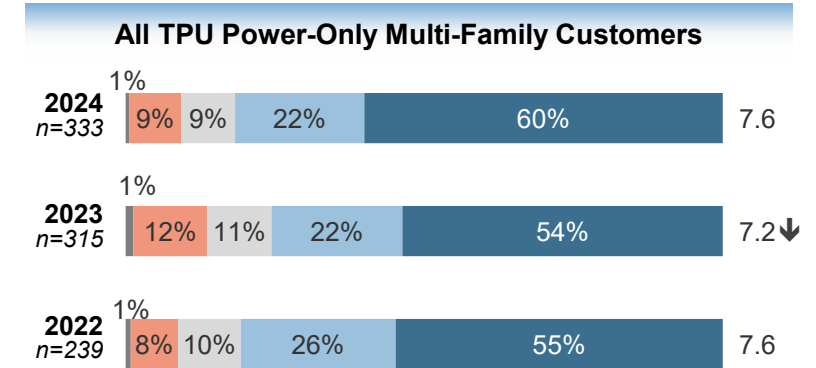
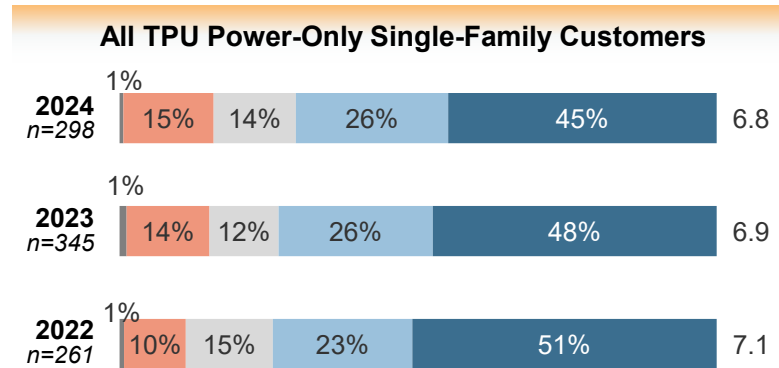
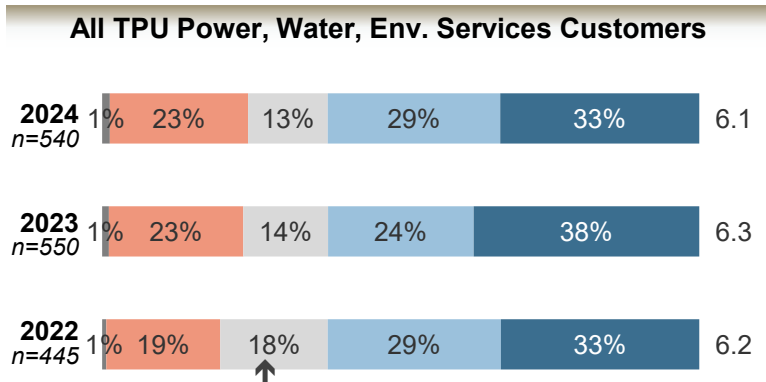
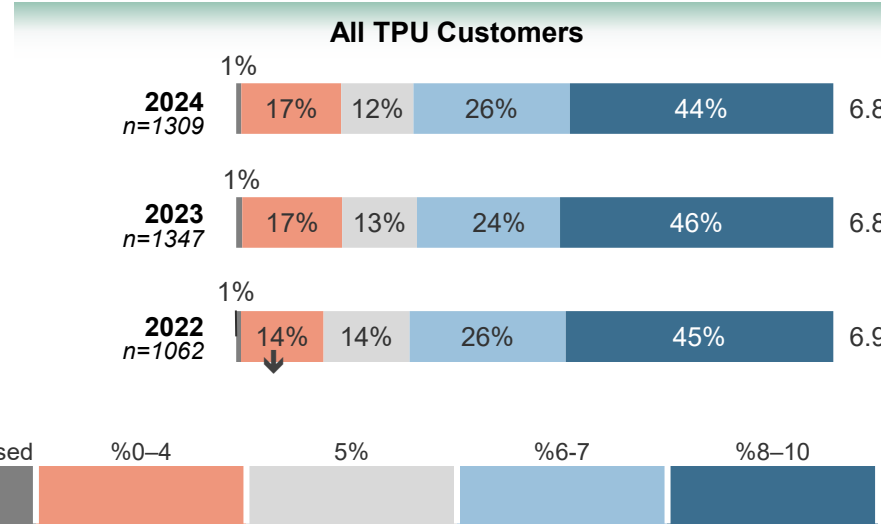


Q3_1 . Based on your overall experience as a customer, and using that same scale, how satisfied or dissatisfied are you with electric service provided by Tacoma Power
 ↑↓ Indicate significant differences between the current wave and previous waves.

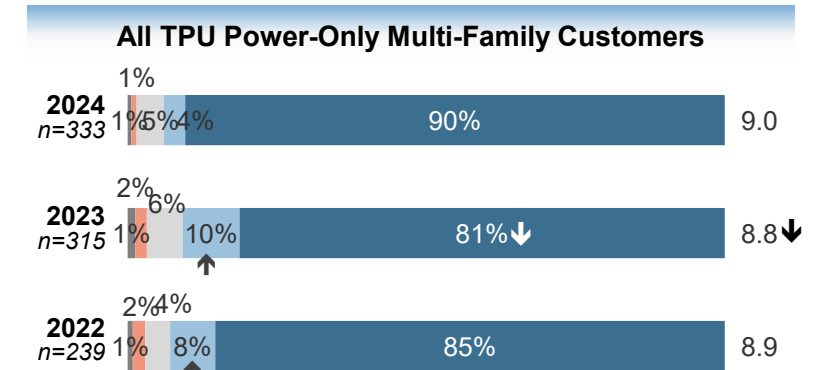
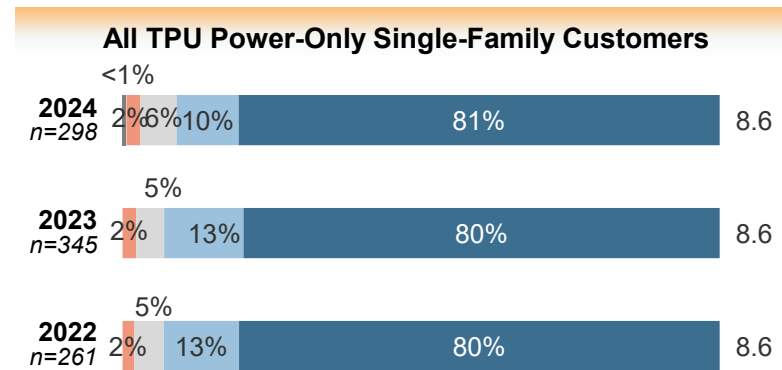
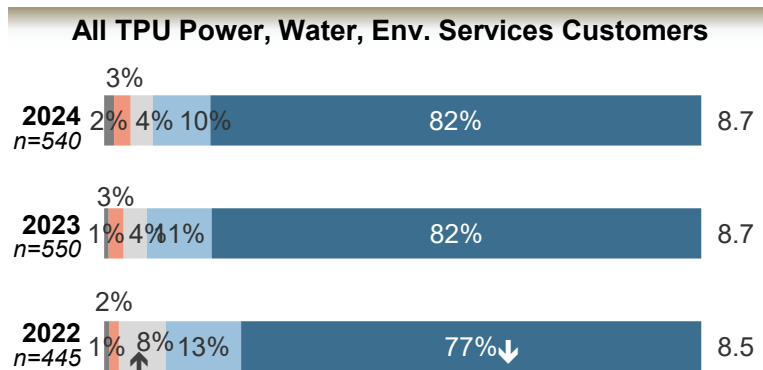
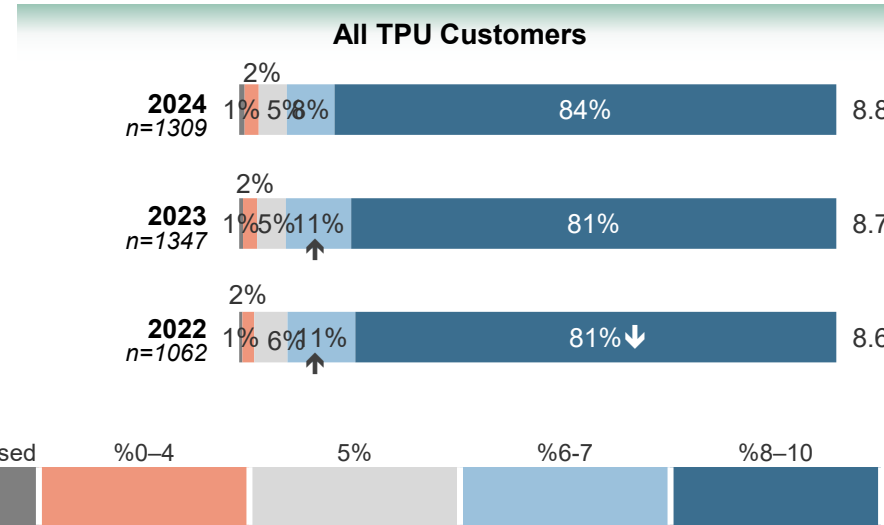
Value of Electric Service



Reasonableness of Electric Rates

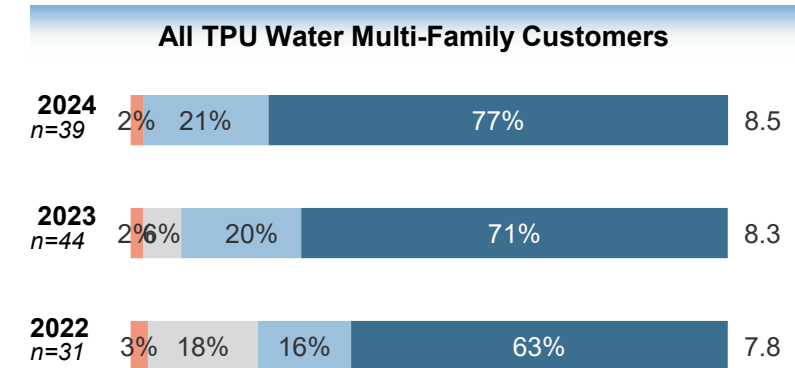
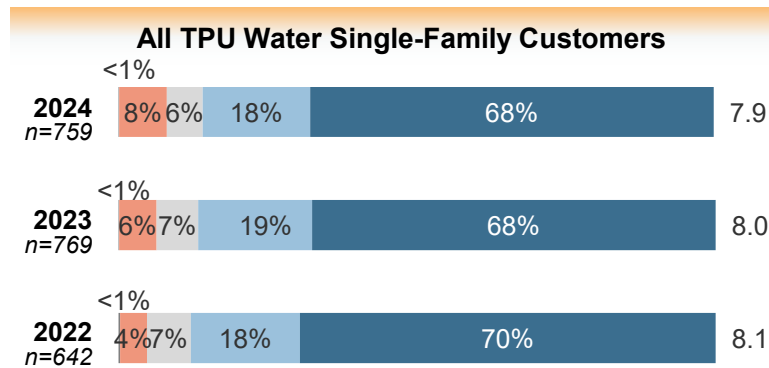
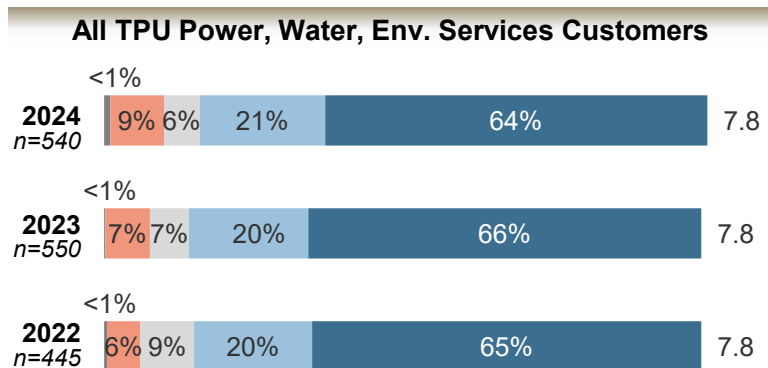
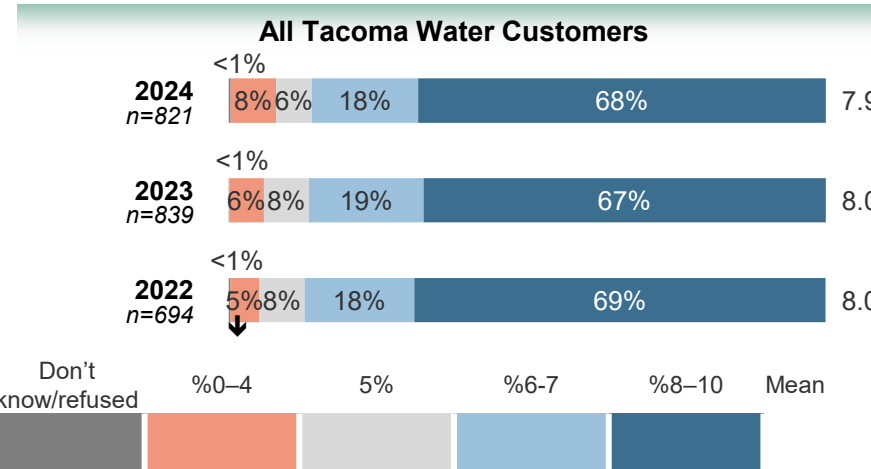


Providing Reliable Electric Service

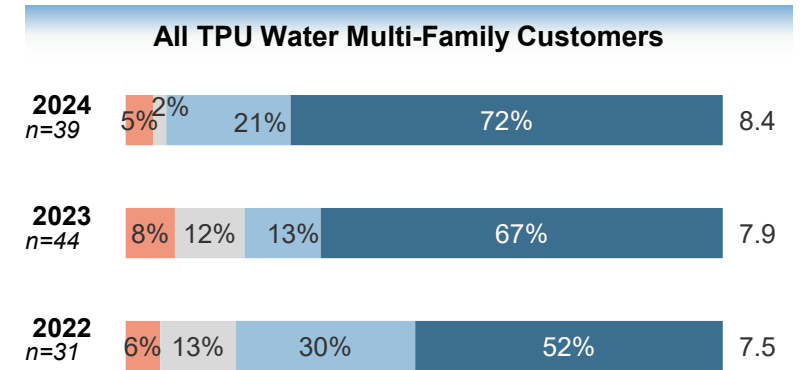
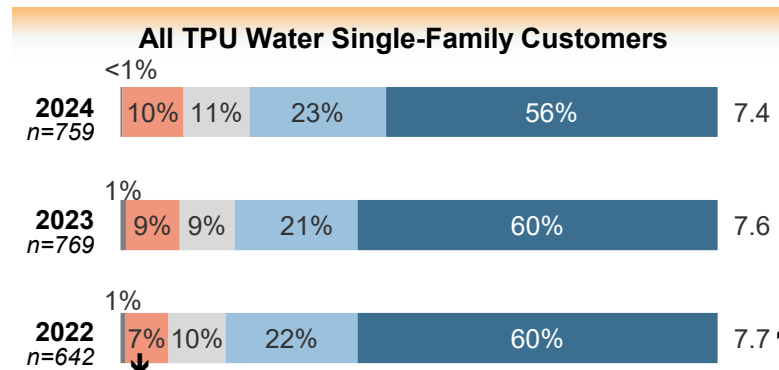
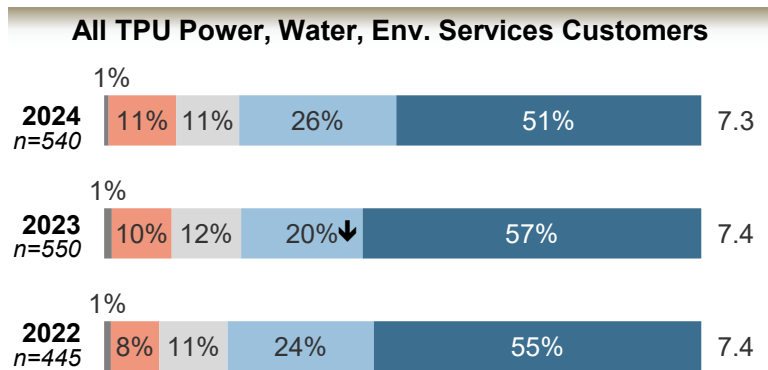
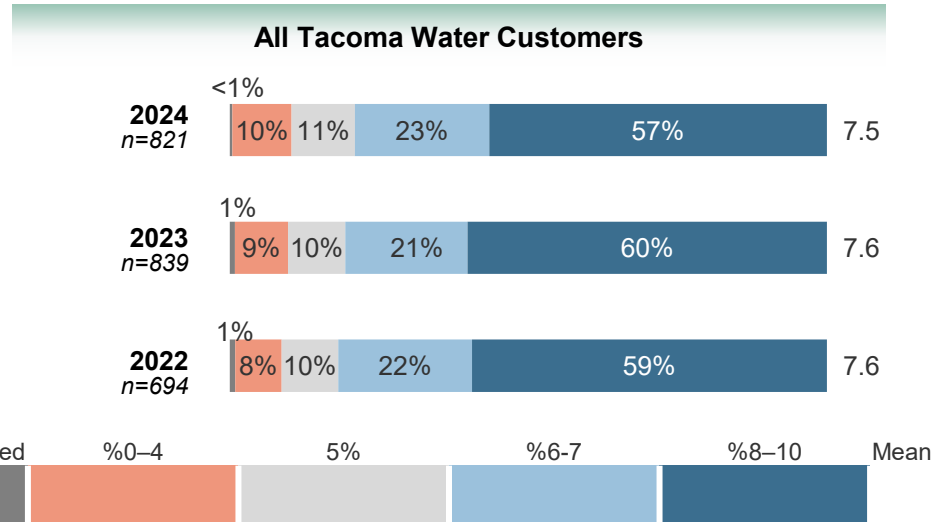


Water Service Measures

Overall Satisfaction with Water Service

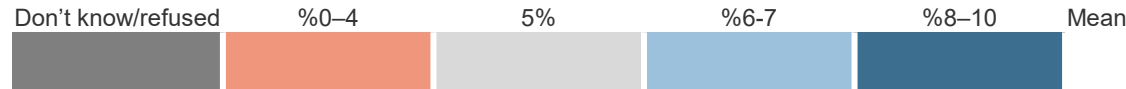
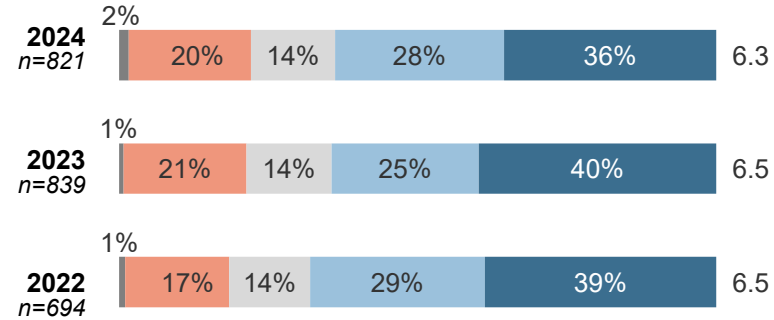


Value of Water Service

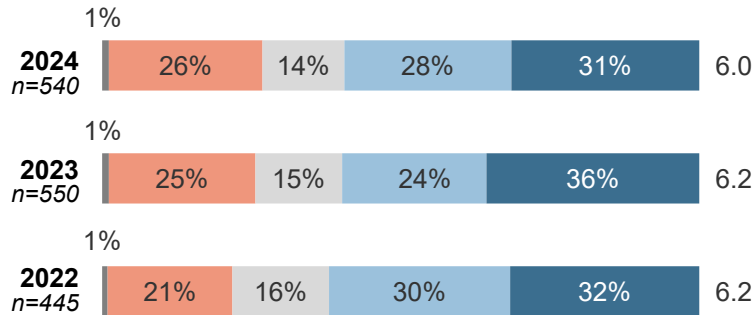


Reasonableness of Water Rates

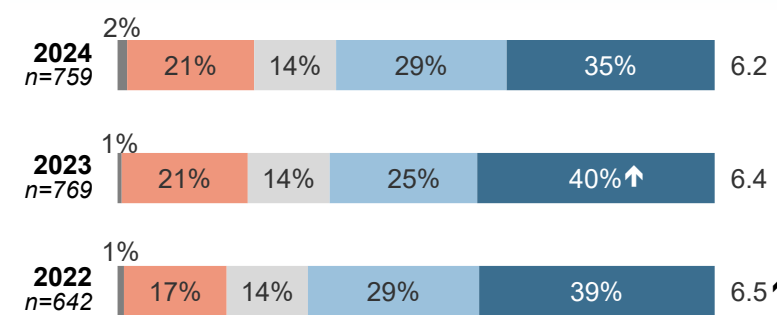
All Tacoma Water Customers



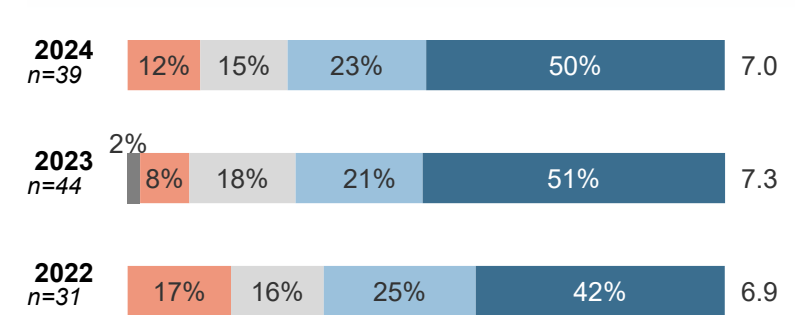
All TPU Power, Water, Env. Services Customers



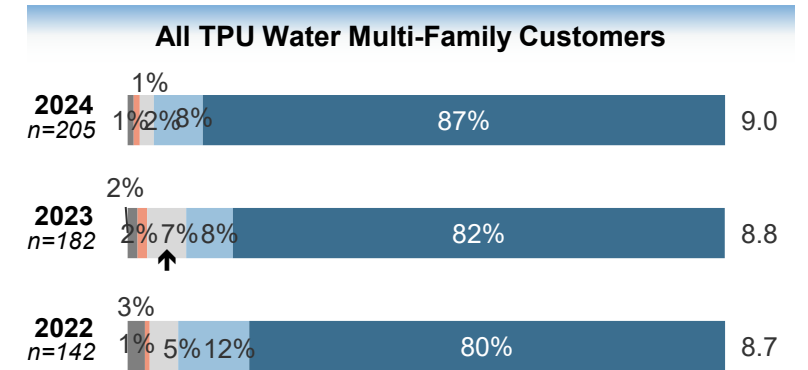
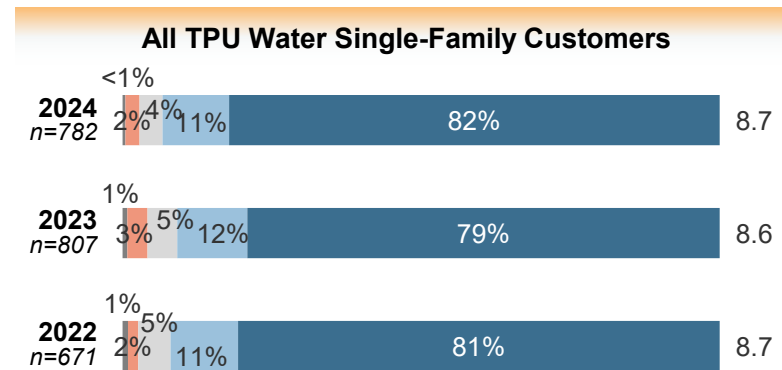
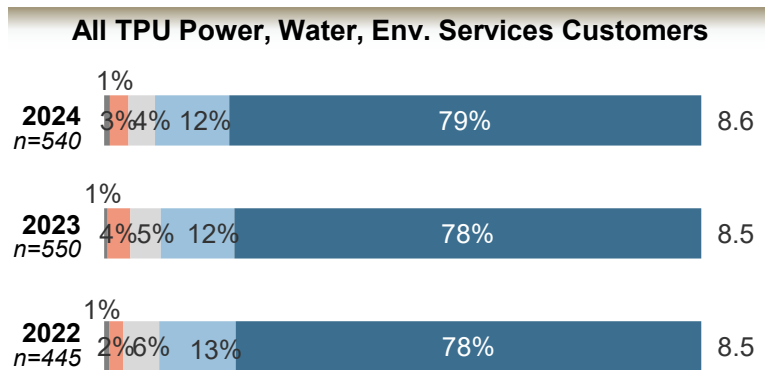
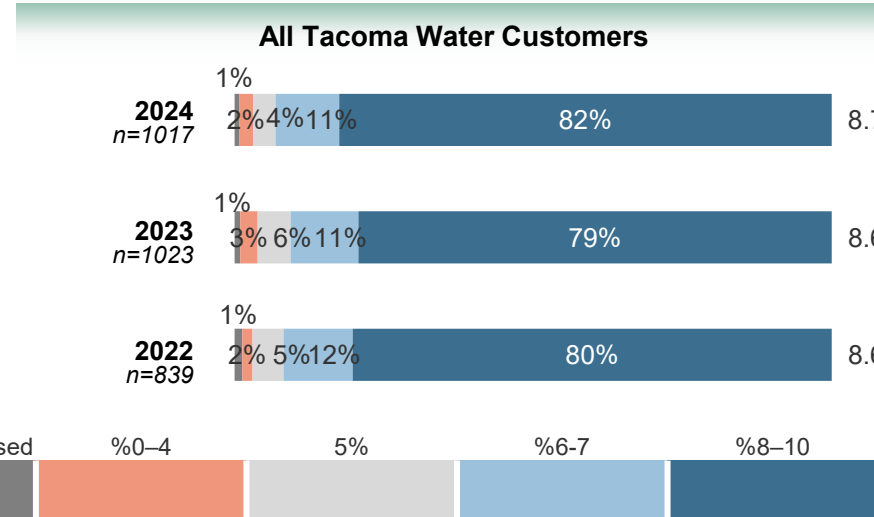
All TPU Water Single-Family Customers



All TPU Water Multi-Family Customers

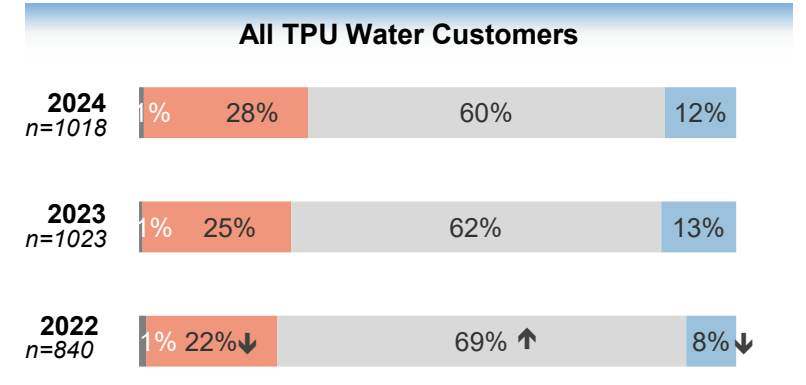
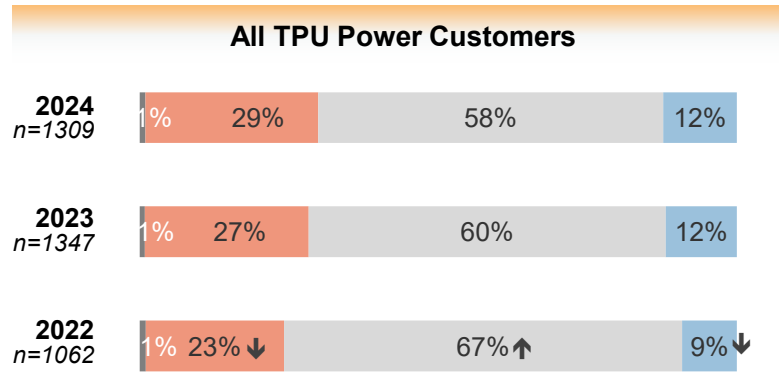
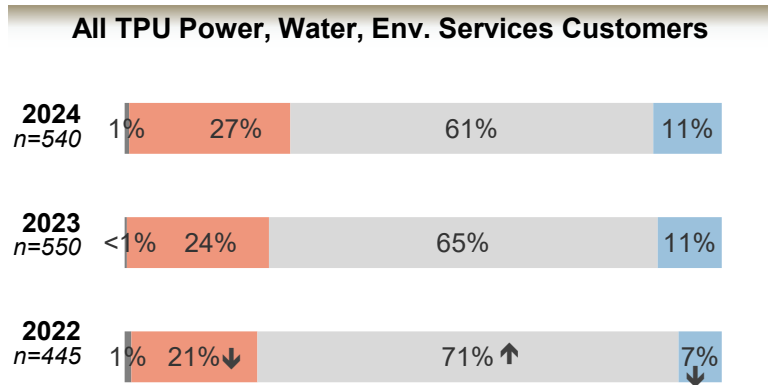
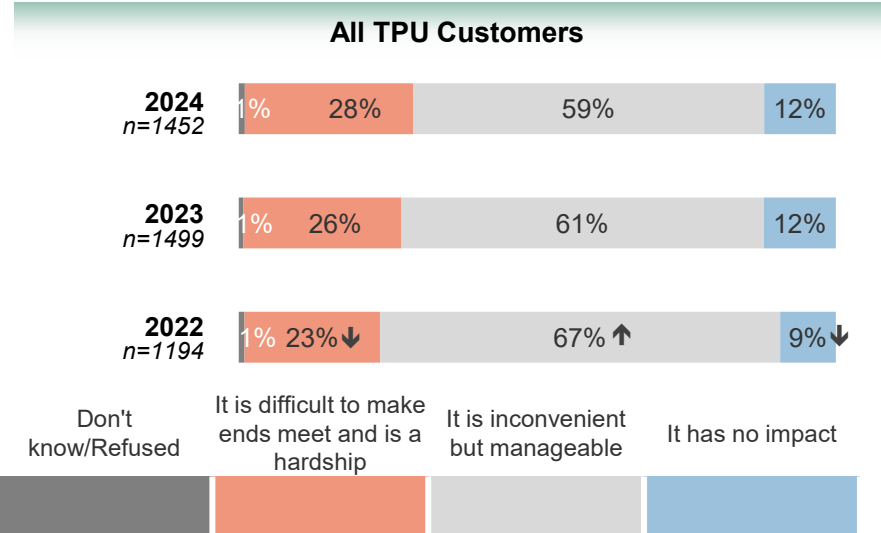


Water Service Reliability

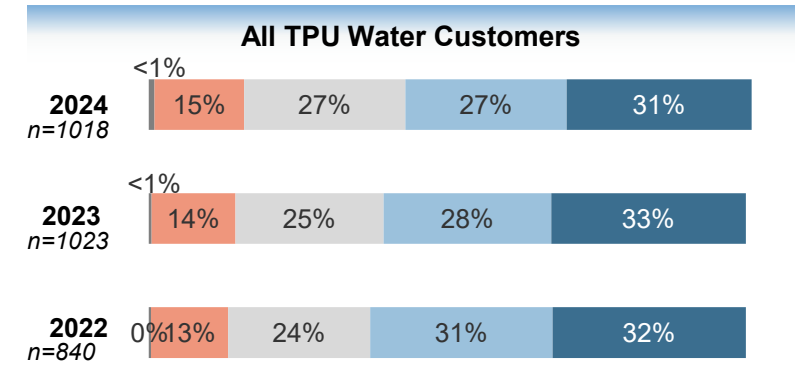
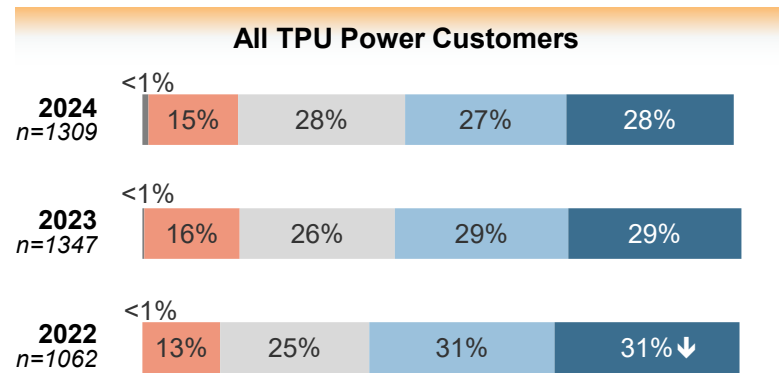
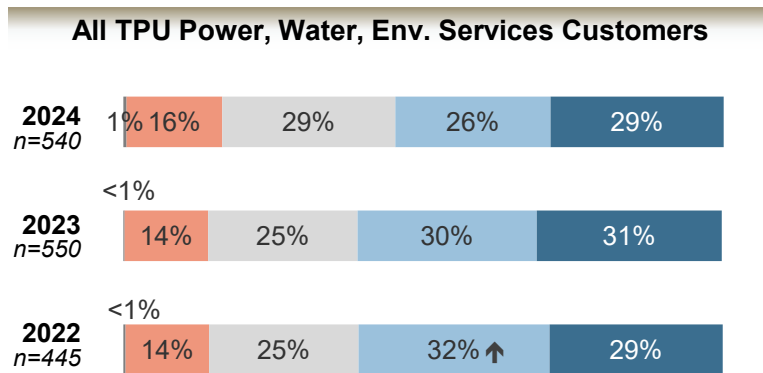
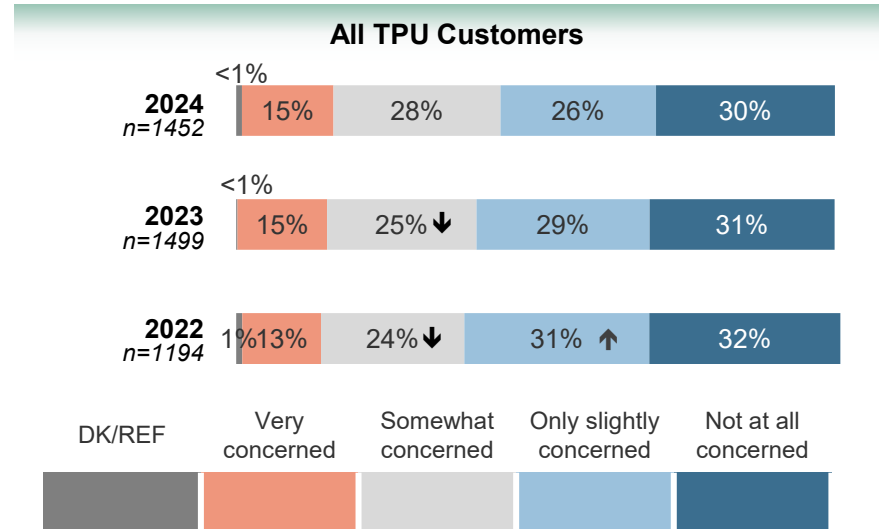


Economic & Financial Sentiment

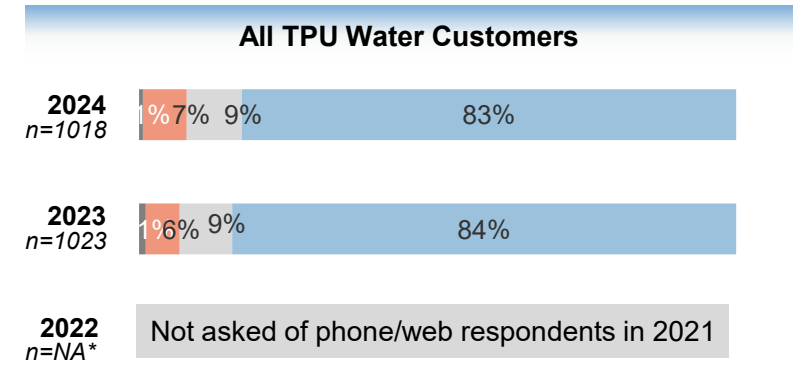
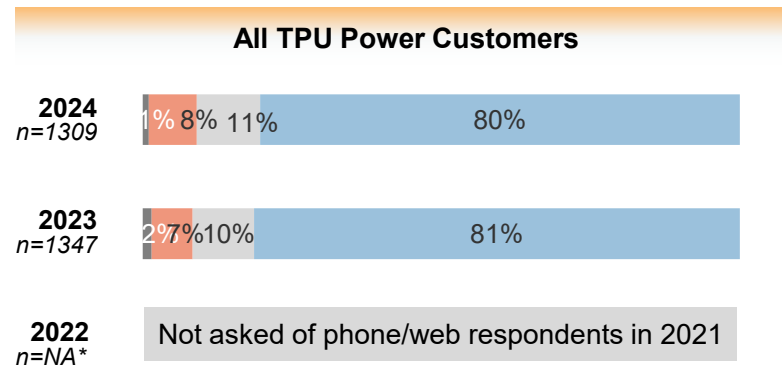
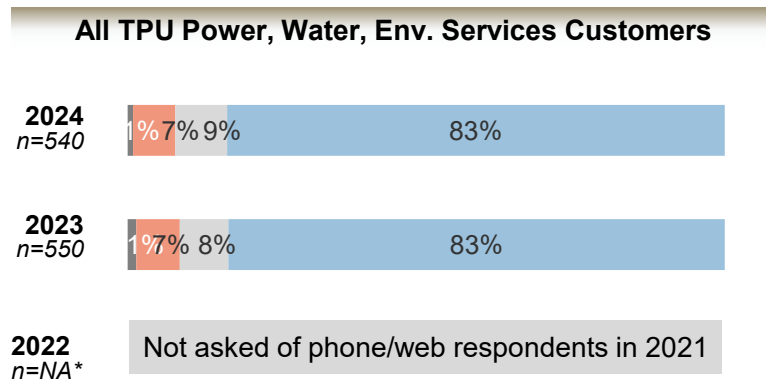
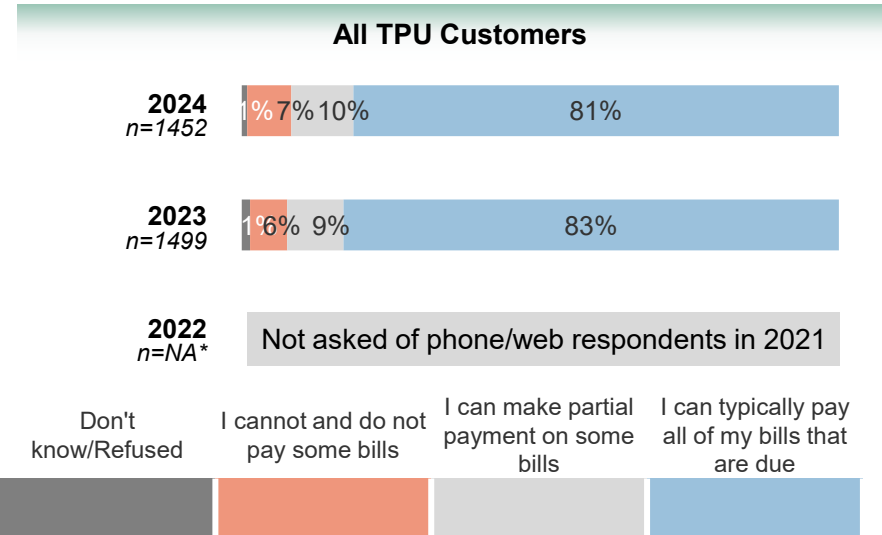
Impact of Current Economy



Concern of Paying Utility Bills



Ability to Pay Bills



Benchmarking

Escalent Energy Utility Benchmarking: 2024 Service Areas



AEP

- AEP Ohio
- Appalachian Power
- Indiana Michigan Power (I&M)
- Kentucky Power
- PSO
- SWEPCO

AES Corporation

- AES Ohio (Dayton Power & Light)
- AES Indiana (IPALCO)

Alliant

Ameren

- Ameren Illinois
- Ameren Missouri

Arizona Public Service

Atmos Energy^

Austin Energy

Avista

Avangrid (Iberdrola USA)

- Central Maine Power
- New York State Electric & Gas
- Rochester Gas and Electric

Berkshire Hathaway Energy

- Mid-American Energy
- NV Energy North
- NV Energy South
- Pacific Power
- Rocky Mountain Power

Black Hills Corporation^

CenterPoint Energy

- CenterPoint S/MW Combined
- Vectren

Citizens Energy Group

Consumers Energy

Consolidated Edison^

CPS Energy

Colorado Springs Utilities

DTE Energy

Dominion Energy

- Virginia
- North Carolina (PSNC NC)
- Ohio (Gas - East Ohio/WV)
- South Carolina (SCANA/SCE&G)
- West (ID/WY/UT)

Duke Energy

- Duke Carolinas
- Duke Progress
- Duke Midwest
- Duke Florida

Duquesne Light

El Paso Electric

Entergy^

Exelon

- Baltimore Gas & Electric
- ComEd
- PECO
- Delmarva Power
- Atlantic City Electric
- Potomac Electric Power

Eversource Energy (NEU)

- Connecticut Light & Power
- NSTAR
- Public Service of New Hampshire

Eversource Energy (NEU)

- Kansas City Power & Light
- Westar Energy

First Energy

- Ohio Edison
- The Illuminating Company
- Toledo Edison
- Met-Ed
- Penelec
- Penn Power
- West Penn Power
- Jersey Central Power & Light
- Monongahela Power
- Potomac Edison

Green Mountain Power

Hawaiian Electric^

Idaho Power

JEA

LA Dept. of Water & Power

Memphis Gas, Light and Water

MDU Resources

- MDU
- Intermountain Gas
- Cascade Natural Gas

(MDU, Cascade, Intermountain)

Nashville Electric Service

National Grid^

NextEra Energy

- Florida Power & Light
- FPL NW FL (Gulf Power)
- Florida City Gas

New Jersey Natural Gas

NFG-National Fuel Gas Co.

NiSource

- NIPSCO
- Columbia Energy

NorthWestern Energy

NW Natural Gas

OGE Energy

ONE Gas^

OUC

OPPD

Pacific Gas & Electric

Pennsylvania Power & Light

- PPL Electric Utilities
- Louisville Gas and Electric
- Kentucky Utilities

Peoples Energy (IL)

Portland General Electric

PSE&G New Jersey

PSE&G Long Island (LIPA)

Public Service Company of New Mexico

Puget Sound Energy

Sacramento Municipal (SMUD)

Salt River Project

SCE (Edison International)

Seattle City Light

Sempra Energy

- Southern California Gas
- San Diego Gas & Electric

Southern Company

- Alabama Power
- Georgia Power
- Mississippi Power

Southern Company Gas^

Southwest Gas

Spire Energy (Laclede Group)^

Tacoma Public Utilities

Emera (Tampa Electric, excludes NM Gas and TECO Peoples Gas)

Tucson Electric Power

UGI Utilities

Unitil

Washington (D.C.) Gas

Wisconsin Energy (WE Energies)

Wisconsin Public Service (Electric Power)

Xcel Energy

- Xcel Midwest
- Xcel South
- Xcel West

Escalent National Energy Utility Benchmarking Residential Electric and Electric-Gas Utility Customers

NOTE: TPU results exclude Water-only customers.



	Mean	Rank	Quartile	Number of Utilities
Helping Customers Use Energy Safely	8.2	2	1	91
Value of Electric Product Delivered	7.8	22	1	99
Accessible By Phone During Outage	8.0	1	1	88
Reasonableness of Electric Rates	6.8	31	2	101
Providing Reliable Service	8.8	6	1	101
Being Easy To Do Business With	8.1	8	1	99
Having Friendly And Courteous Employees	8.4	3	1	92
Being a Good Corporate Citizen in the Communities Served	7.7	4	1	94
Promptly Fixing Customer Problems	8.0	3	1	90
Overall Satisfaction	8.2	8	1	100
Restoring Electric Service When Outages Occur	8.4	4	1	101
Reliable Estimates of Power Restored	8.1	4	1	96
Being an Organization You Can Trust	7.8	8	1	101
Having Bills That Are Easy To Understand	8.1	10	1	100
Overall Favorability	7.9	17	1	100
Having Knowledgeable And Well-Trained Employees	8.3	5	1	95
Programs to Help Customers Use Energy More Efficiently	7.5	17	1	95
Providing Accurate Bills	8.1	11	1	101
Being Well-Managed	7.6	13	1	98