



Green Mountain Power Commissions Summary Report

December 2021

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1. Executive Summary

2021 Summary

The following summary contains results of a feedback program designed to measure satisfaction among Green Mountain Power customers who had a recent contact with the company. A description of the methodology and detailed findings follows this Executive Summary.

Overall Satisfaction – In 2021, 96% of respondents reported being satisfied¹ with the overall service they received from Green Mountain Power. This is significantly higher than many prior years.

Providing Reliable Electric Service – An overwhelming majority (98%) of respondents noted their satisfaction with Green Mountain Power’s ability to provide reliable electric service. Although traditionally a high rating, this year’s percent satisfied is exceptionally high.

Courteous Employees – Similar to prior years, nearly all (99%) respondents were satisfied with employee courtesy when they contacted Green Mountain Power.

Knowledgeable Employees – Ninety-eight percent (98%) of respondents were satisfied that GMP has knowledgeable employees who are able to answer questions and solve problems. Results from 2015 to 2021 were steady in the high 90%’s.

Restores Service Quickly after a Power Outage – When asked about their satisfaction with the amount of time it takes Green Mountain Power to restore service after an outage, 93% of respondents were satisfied. Results across years are nearly identical.

Reads Meters Accurately – Ninety-six percent (96%) of participants favorably rated Green Mountain Power’s meter reading accuracy. This is consistent with past years.

Bills Accurately – In 2021, ninety-four percent (94%) of respondents favorably rated Green Mountain Power’s billing accuracy, which is similar to most prior years.

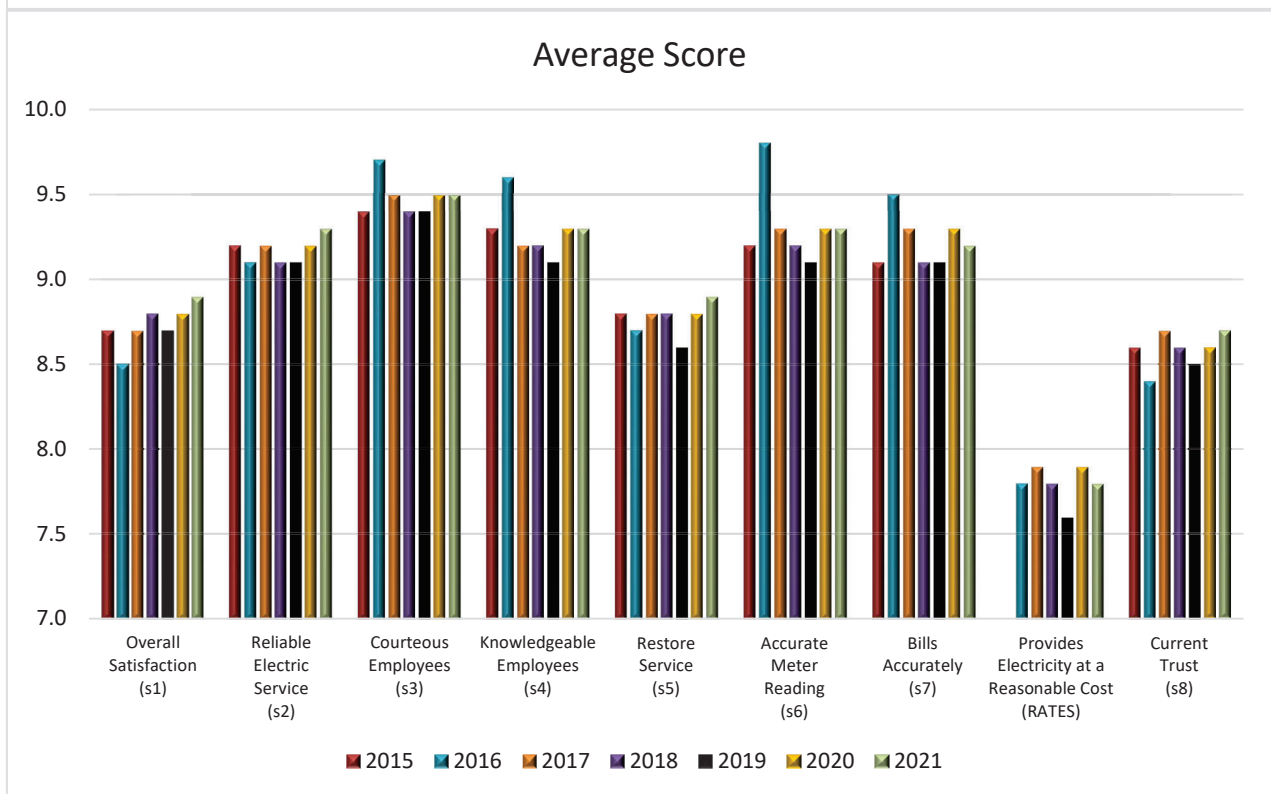
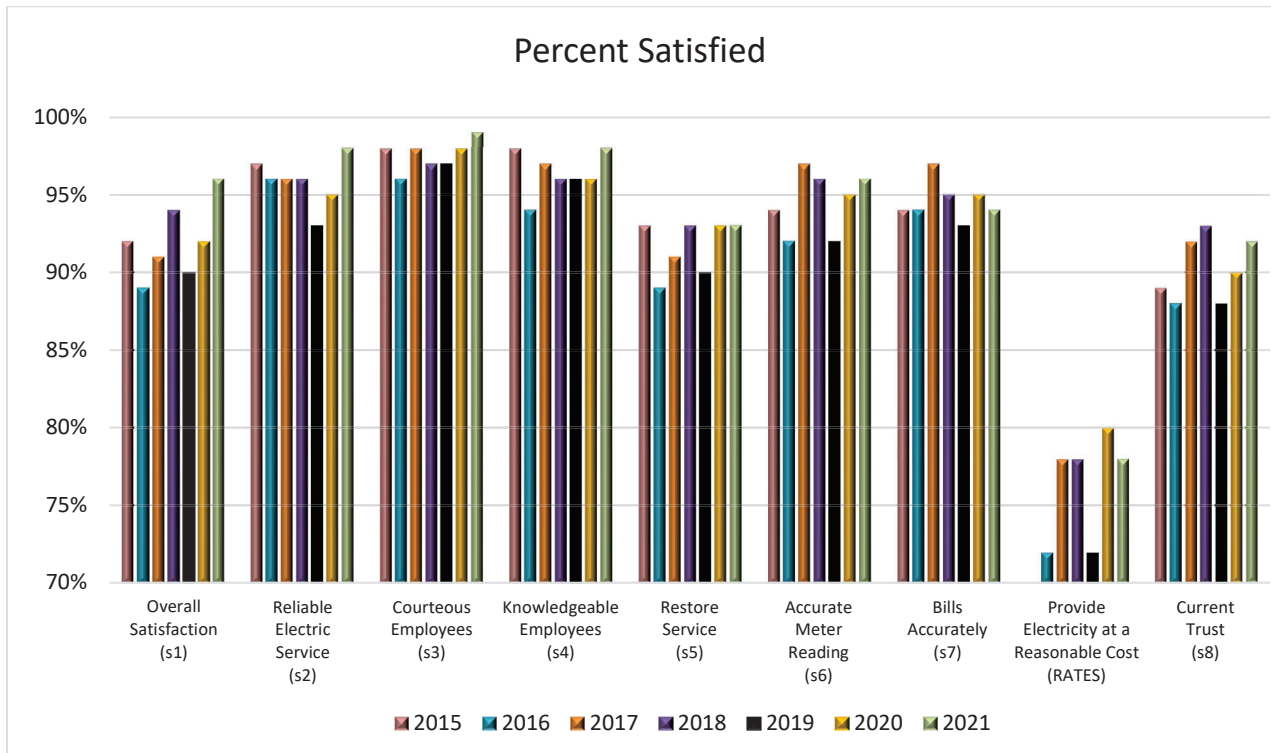
Provide Electricity at a Reasonable Cost – In 2021, 78% of respondents favorably rated Green Mountain Power’s ability to provide electricity at a reasonable cost. This is similar to prior years.

Current Trust in Green Mountain Power – When asked about their current trust in Green Mountain Power, 92% of respondents rated Green Mountain Power highly. After a slight drop in 2019, this measure is similar to historical levels.

Comparative Trust in Green Mountain Power – Compared to last year, 90% respondents have the same amount of trust in Green Mountain Power, 8% have more trust, and only 2% have less trust. These proportions are very similar across years.

¹ For the purposes of this study, satisfied is indicated by a score greater than or equal to 7 on a scale of 1 to 10.

Satisfaction Scores 2015 – 2021



2. Implementation Notes (Methodology)

To meet reporting requirements of the State of Vermont Public Service Department (PSD), Green Mountain Power (GMP) engaged Research America to conduct an annual study of customers who recently contact the Customer Service Department at GMP. Using a survey jointly designed by GMP and Research America with approval from PSD, 400 randomly selected GMP customers provided feedback on their experience with GMP Customer Service.

This report summarizes 400 telephone interviews (Survey found in Section 5) conducted with Green Mountain Power customers during November and December 2021.

The maximum margin of error for percentages provided in this report, at a 95% confidence level, are as follows:

Segment	Population	Sample	Margin of Error
One Year	>10,000	400/year	± 4.8 %

This report includes:

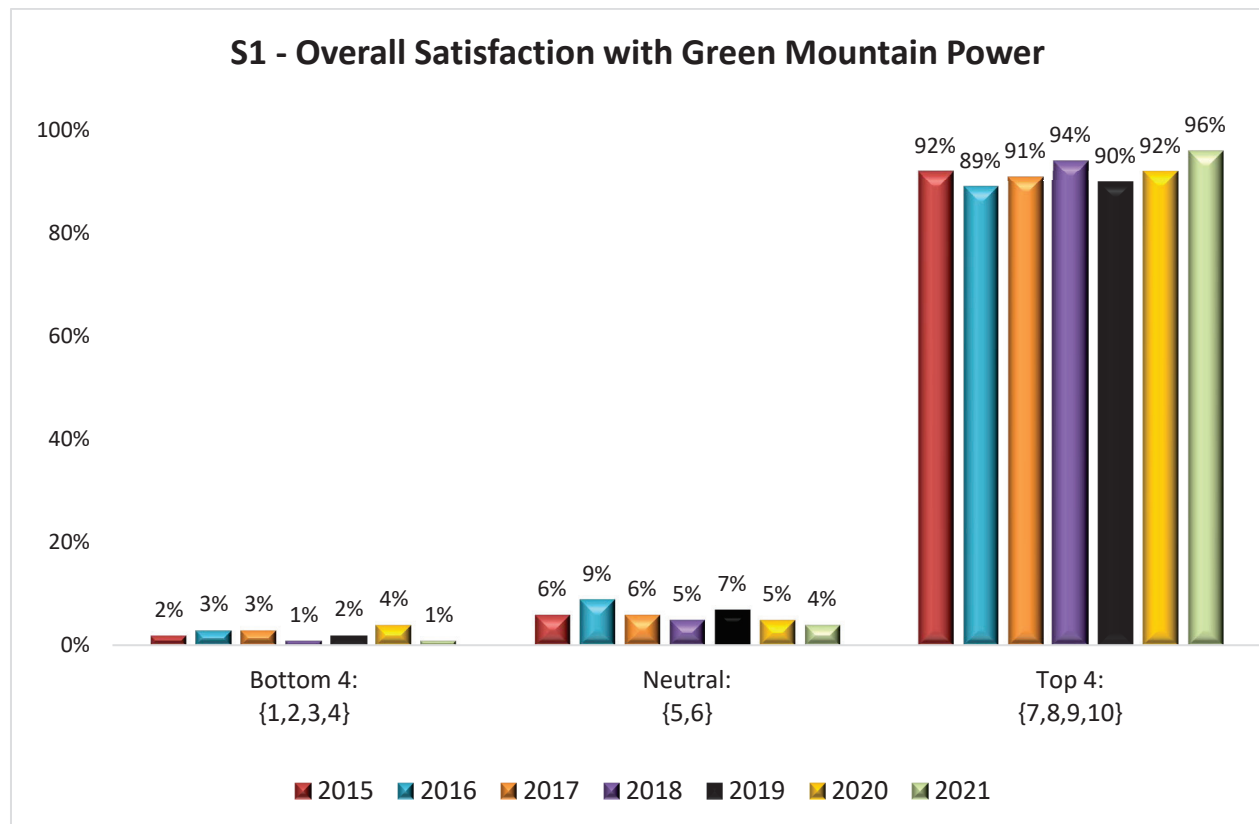
- Executive Summary
- Implementation Notes (Methodology)
- Explanation on how to interpret the detailed results
- Detailed results in survey question order with comparison to previous year’s results.
 - Respondents replying “Don’t know” or “Refused” are excluded from that question’s base
- Open-ended responses are also included.
- Crosstabs focusing on
 - Overall Satisfaction
 - Top Priorities for Green Mountain Power
- The Survey Script

The 2020 and 2021 surveys were conducted during the Covid-19 pandemic. Although there are few significant differences compared to prior years, please keep the unknown effects of Covid in mind.

3. Detailed Results

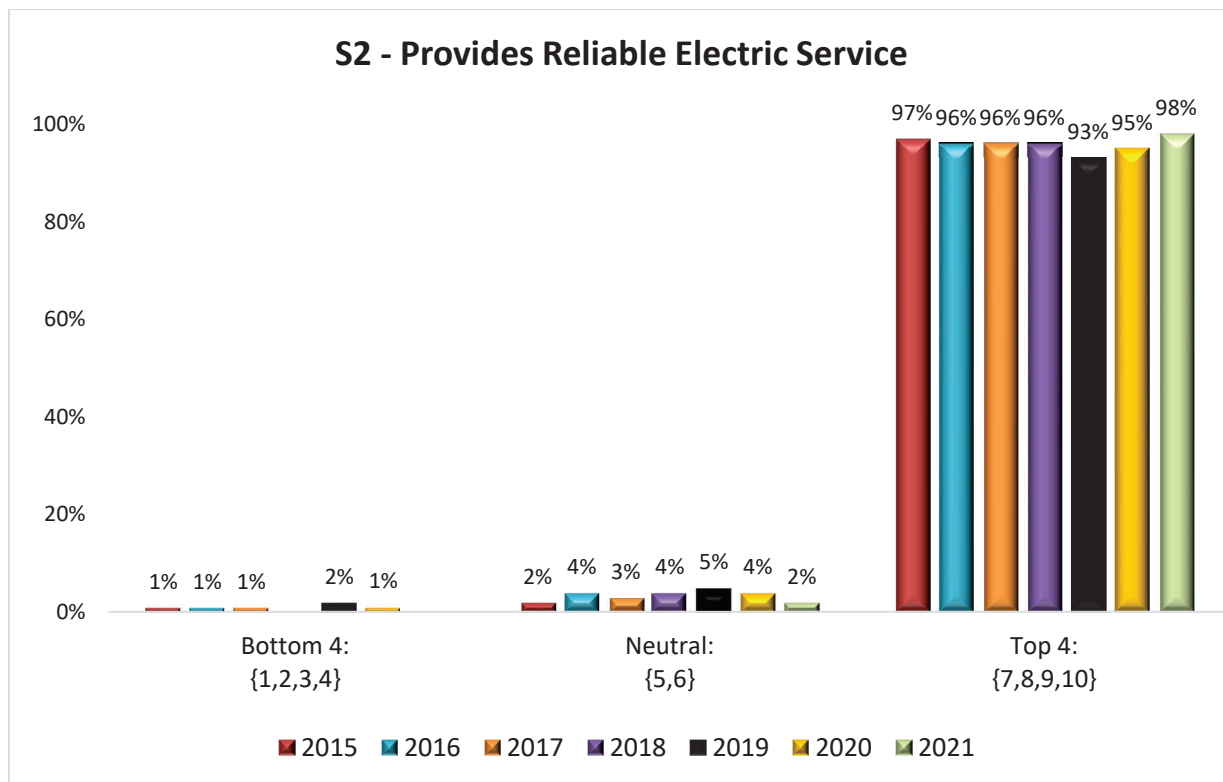
S1 - Overall Satisfaction with Green Mountain Power

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Overall satisfaction with Green Mountain Power	Base	399 100%	396 100%	399 100%	401 100%	401 100%	399 100%	396 100%
	Bottom 4: {1,2,3,4}	9 2%	10 3%	10 3%	5 1%	10 2%	14 4% DG	3 1%
	Neutral: {5,6}	23 6%	34 9% FG	25 6%	21 5%	29 7% G	18 5%	14 4%
	Top 4: {7,8,9,10}	367 92%	352 89%	364 91%	375 94% B	362 90%	367 92%	379 96% ABCEF



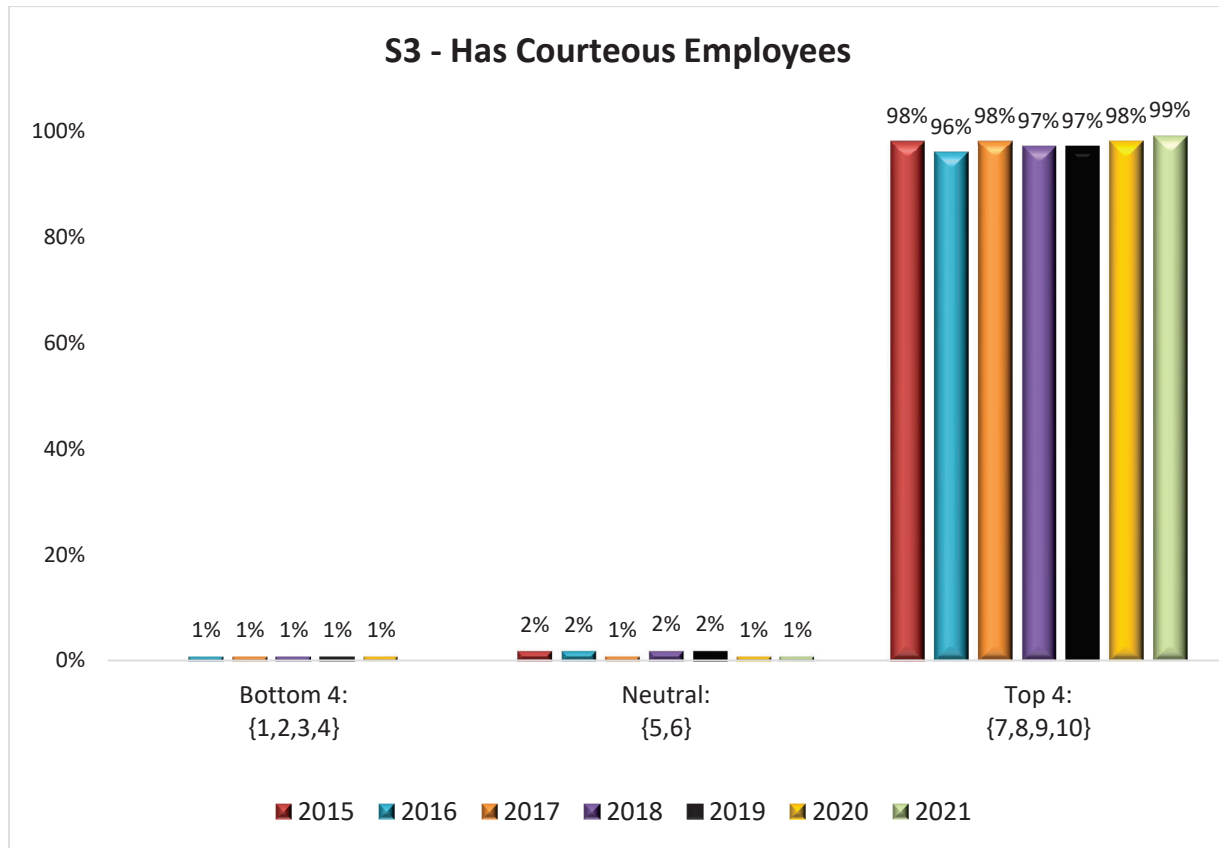
S2 - Provides reliable electric service

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Provides reliable electric service	Base	399 100%	400 100%	395 100%	398 100%	400 100%	399 100%	396 100%
	Bottom 4: {1,2,3,4}	5 1%	3 1%	4 1%	1 *	8 2% DG	4 1%	1 *
	Neutral: {5,6}	7 2%	14 4%	13 3%	14 4%	19 5% AG	17 4% AG	7 2%
	Top 4: {7,8,9,10}	387 97% E	383 96%	378 96%	383 96%	373 93%	378 95%	388 98% EF



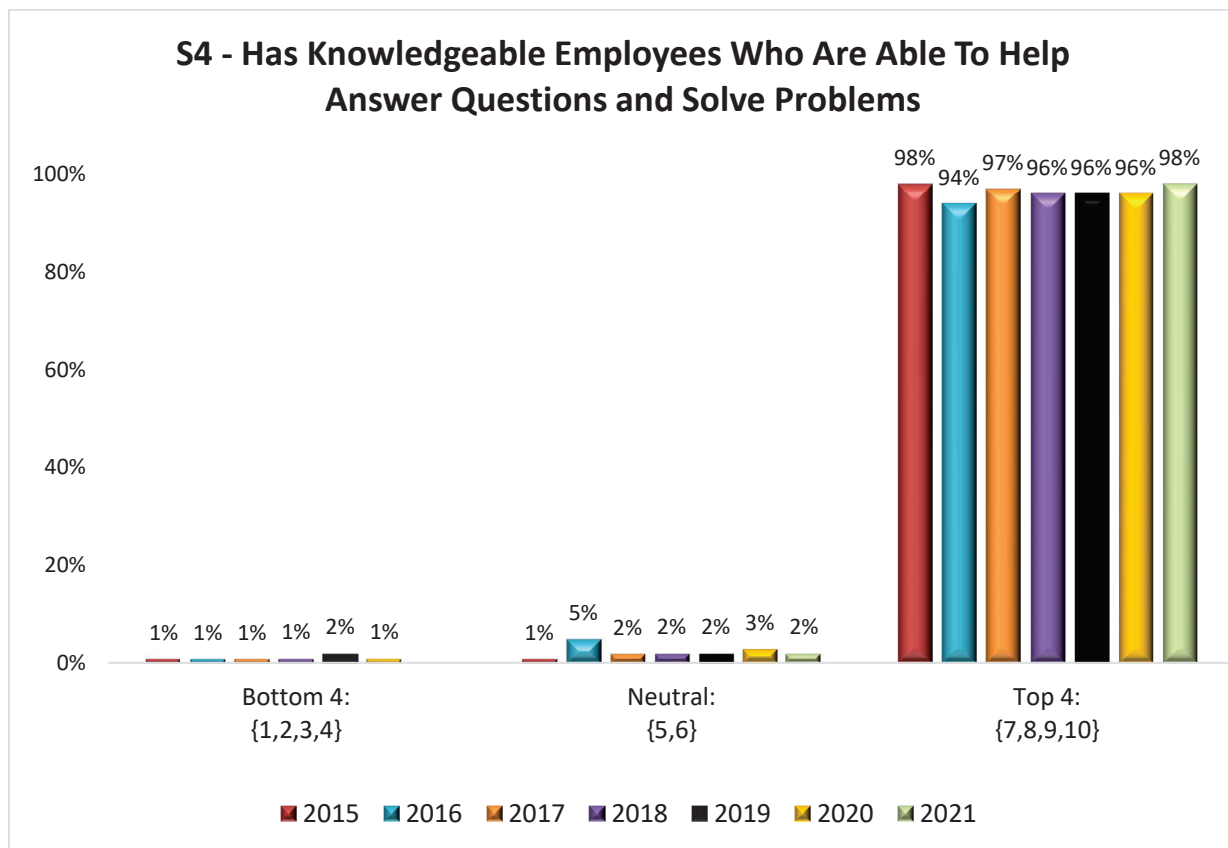
S3 - Has courteous employees

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Has courteous employees	Base	334 100%	310 100%	332 100%	334 100%	317 100%	324 100%	315 100%
	Bottom 4: {1,2,3,4}	- -	4 1% AG	2 1%	2 1%	2 1%	2 1%	- -
	Neutral: {5,6}	8 2%	7 2%	3 1%	7 2%	7 2%	4 1%	3 1%
	Top 4: {7,8,9,10}	326 98%	299 96%	327 98%	325 97%	308 97%	318 98%	312 99% B



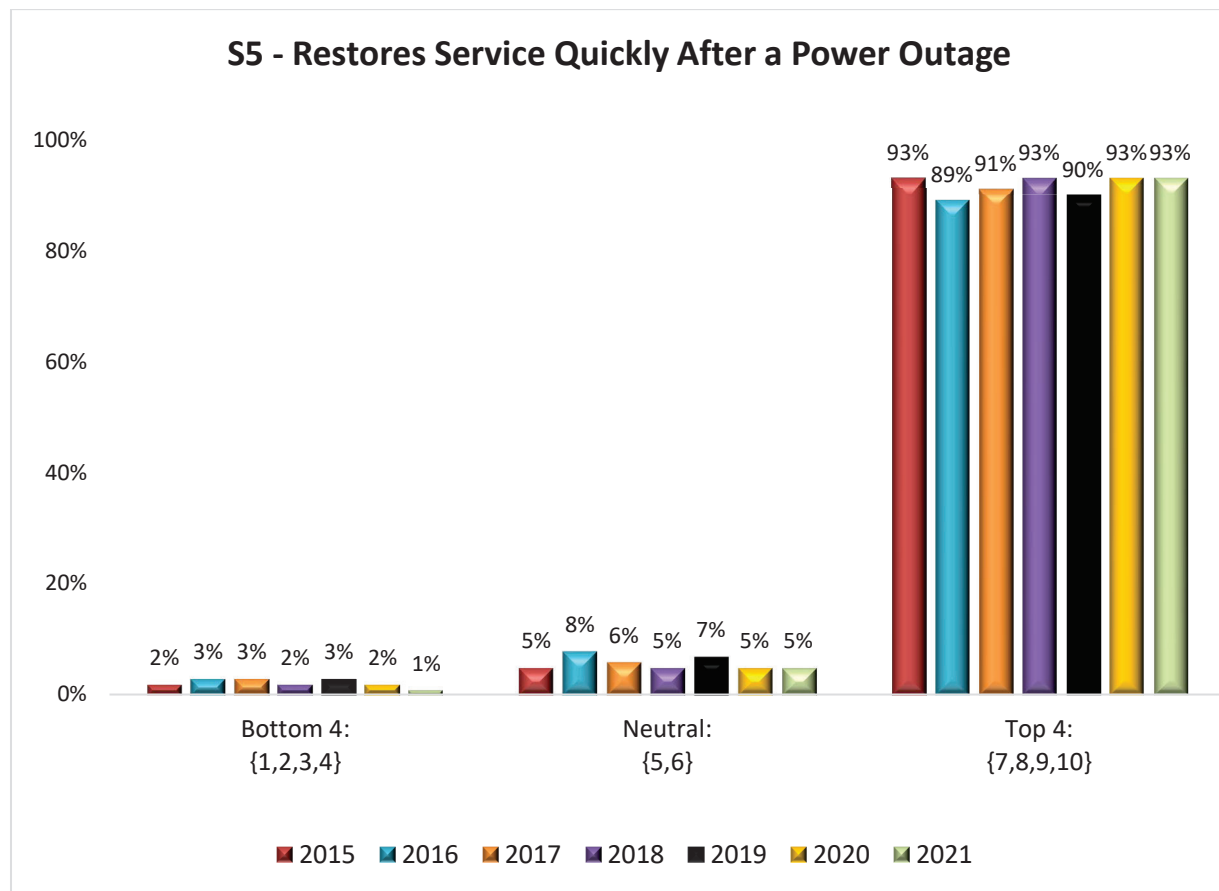
S4 - Has knowledgeable employees who are able to help answer questions and solve problems

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Has knowledgeable employees who are able to help answer questions and solve problems	Base	315 100%	295 100%	313 100%	327 100%	298 100%	309 100%	290 100%
	Bottom 4: {1,2,3,4}	2 1%	3 1%	4 1%	4 1%	6 2%	2 1%	1 *
	Neutral: {5,6}	4 1%	16 5% ACG	6 2%	8 2%	7 2%	9 3%	6 2%
	Top 4: {7,8,9,10}	309 98% B	276 94%	303 97%	315 96%	285 96%	298 96%	283 98% B



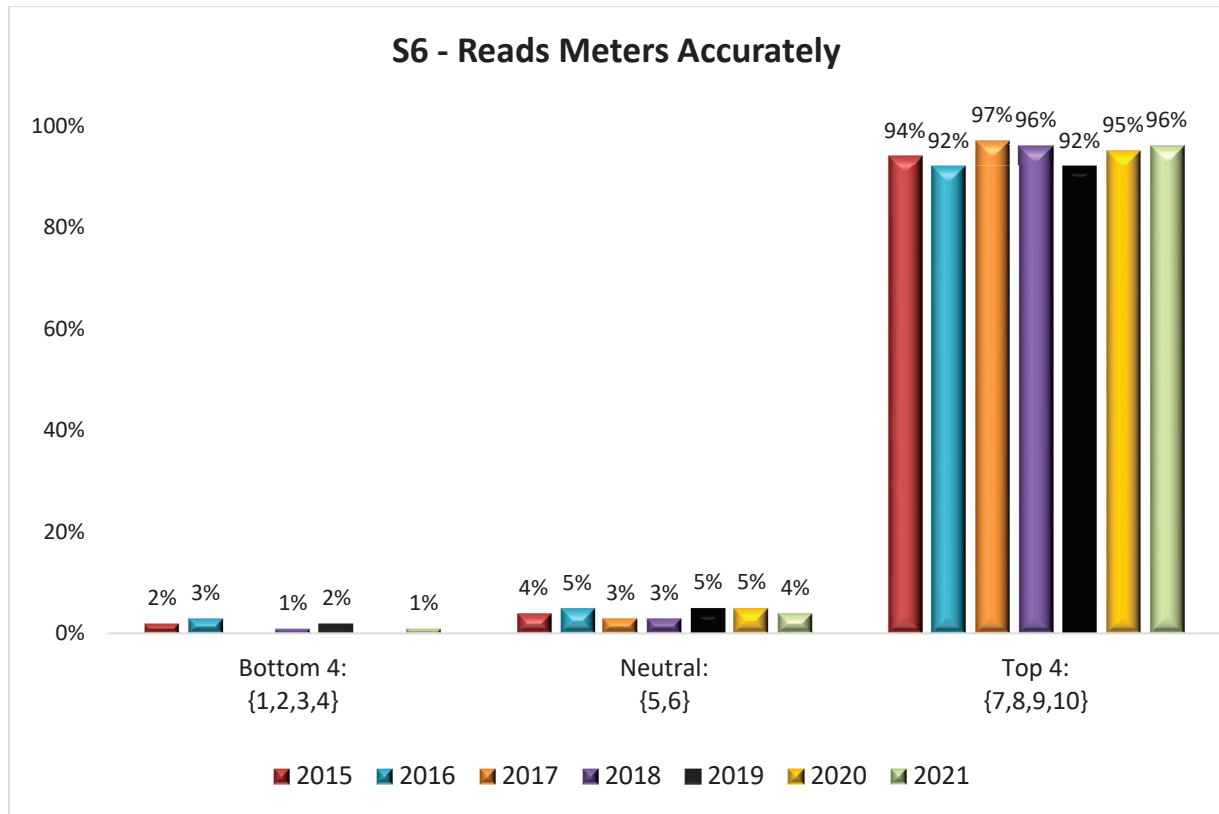
S5 - Restores service quickly after a power outage

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Restores service quickly after a power outage	Base	369 100%	374 100%	369 100%	373 100%	362 100%	357 100%	356 100%
	Bottom 4: {1,2,3,4}	8 2%	10 3%	11 3%	6 2%	12 3%	6 2%	5 1%
	Neutral: {5,6}	18 5%	30 8%	23 6%	20 5%	25 7%	19 5%	19 5%
	Top 4: {7,8,9,10}	343 93%	334 89%	335 91%	347 93%	325 90%	332 93%	332 93%



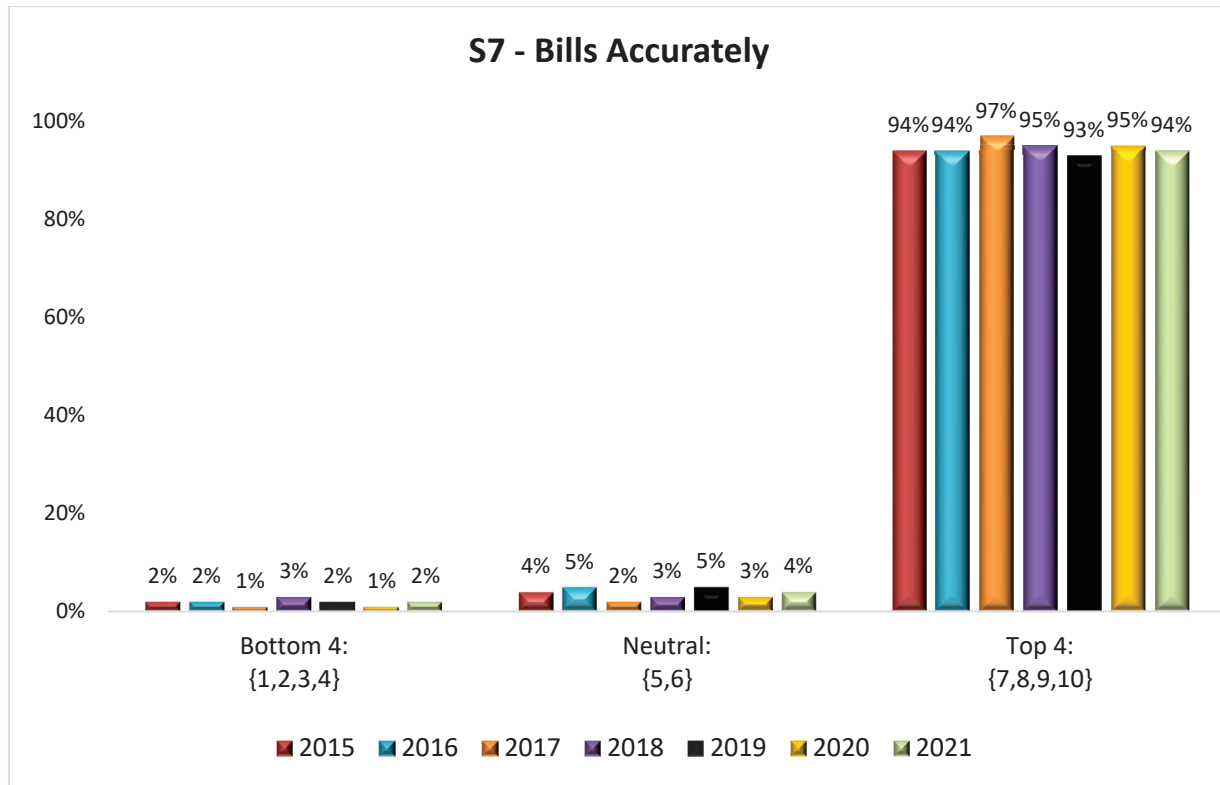
S6 - Reads meters accurately

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Reads meters accurately	Base	266 100%	254 100%	267 100%	264 100%	238 100%	254 100%	255 100%
	Bottom 4: {1,2,3,4}	5 2%	7 3% CF	1 *	3 1%	5 2%	1 *	2 1%
	Neutral: {5,6}	11 4%	13 5%	8 3%	8 3%	13 5%	12 5%	9 4%
	Top 4: {7,8,9,10}	250 94%	234 92%	258 97% BE	253 96%	220 92%	241 95%	244 96%



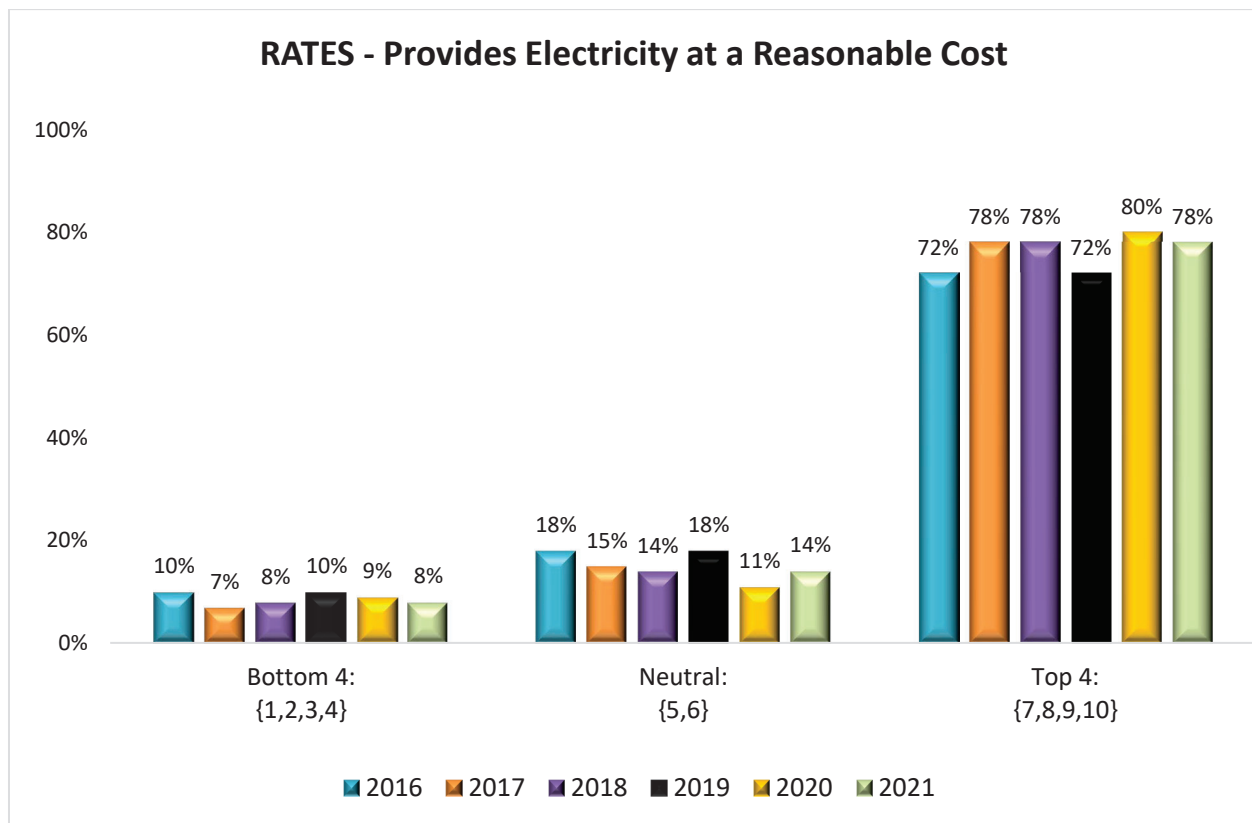
S7 - Bills accurately

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Bills accurately	Base	355 100%	326 100%	349 100%	350 100%	333 100%	354 100%	345 100%
	Bottom 4: {1,2,3,4}	7 2%	5 2%	2 1%	10 3% C	6 2%	5 1%	7 2%
	Neutral: {5,6}	13 4%	16 5% C	7 2%	9 3%	16 5% C	12 3%	13 4%
	Top 4: {7,8,9,10}	335 94%	305 94%	340 97% ABEG	331 95%	311 93%	337 95%	325 94%



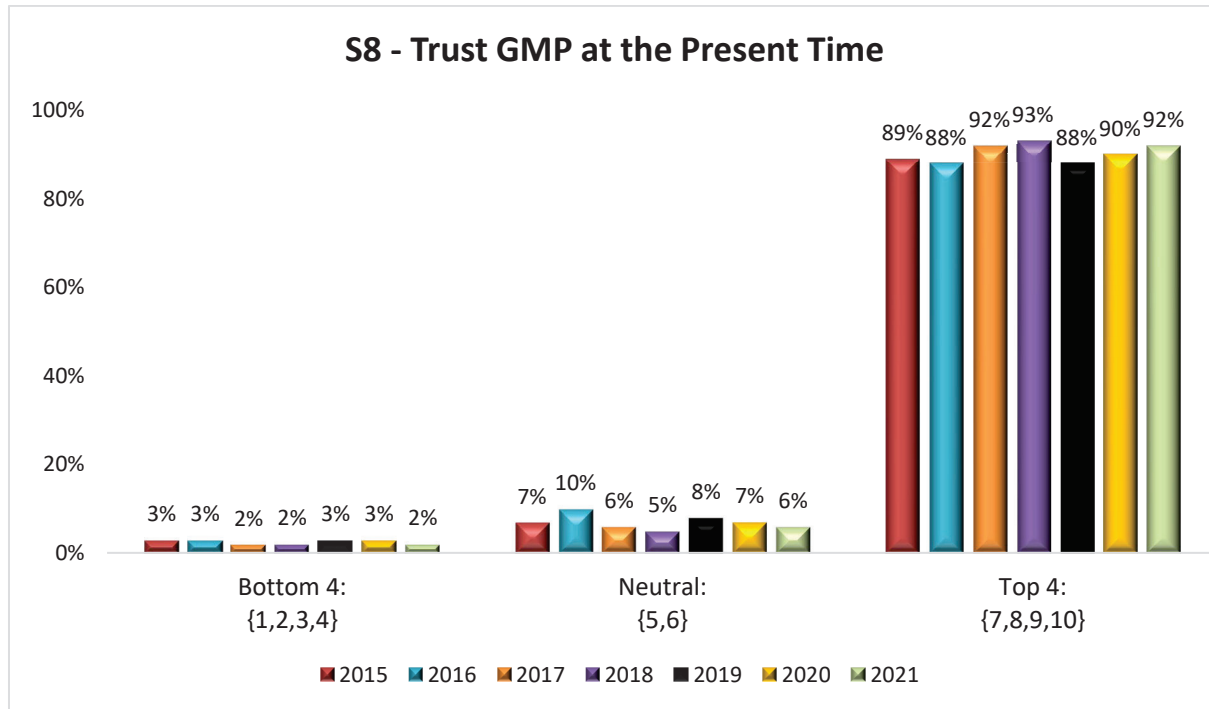
RATES – Provides electricity at a reasonable cost

		Year					
		2016	2017	2018	2019	2020	2021
		B	C	D	E	F	G
Provides electricity at a reasonable cost	Base	370 100%	374 100%	373 100%	381 100%	383 100%	378 100%
	Bottom 4: {1,2,3,4}	37 10%	25 7%	28 8%	37 10%	34 9%	31 8%
	Neutral {5,6}	65 18% F	57 15%	54 14%	68 18% F	43 11%	53 14%
	Top 4: {7,8,9,10}	268 72%	292 78%	291 78%	276 72%	306 80% BE	294 78%



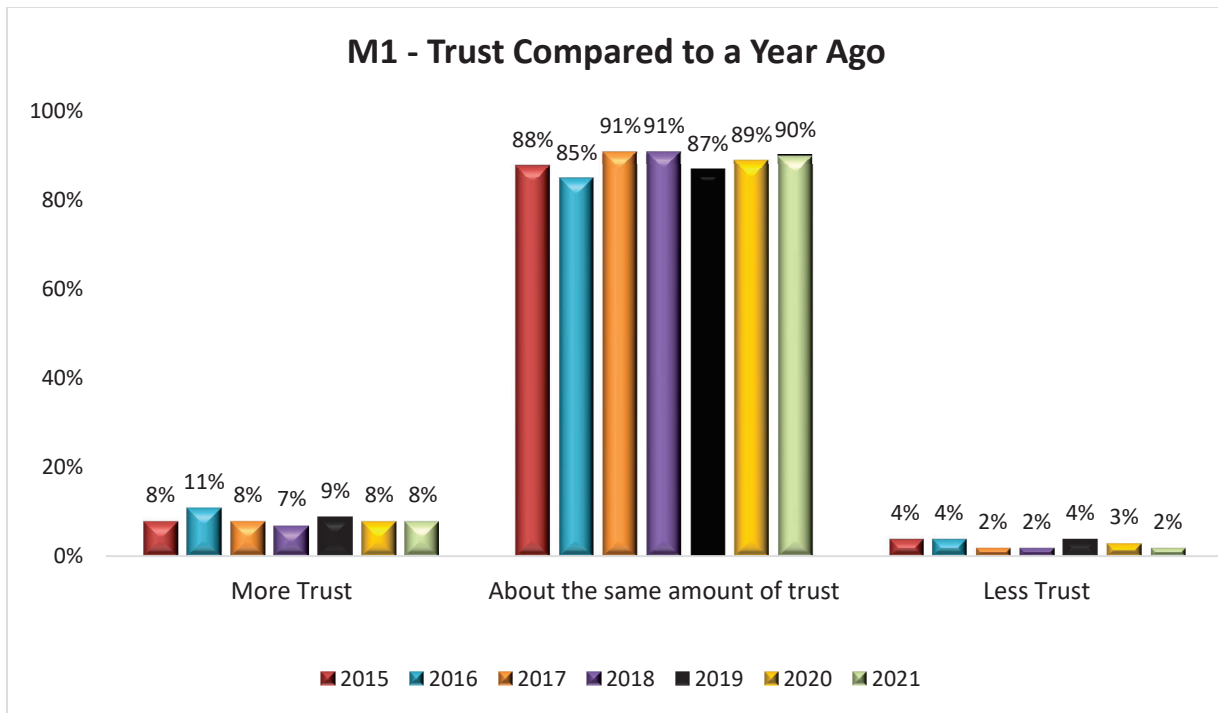
S8 - Trust GMP at the Present Time

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Trust GMP at the Present Time	Base	398 100%	396 100%	397 100%	398 100%	397 100%	399 100%	392 100%
	Bottom 4: {1,2,3,4}	13 3%	11 3%	7 2%	7 2%	13 3%	10 3%	7 2%
	Neutral {5,6}	29 7%	38 10% D	25 6%	20 5%	33 8%	29 7%	25 6%
	Top 4: {7,8,9,10}	356 89%	347 88%	365 92% B	371 93% BE	351 88%	360 90%	360 92%



M1 - Compared to a year ago, do you have more trust in Green Mountain Power, less trust, or about the same amount of trust?

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Trust Compared to a Year Ago	Base	391 100%	384 100%	391 100%	390 100%	382 100%	381 100%	380 100%
	More Trust	32 8%	41 11% D	30 8%	26 7%	33 9%	30 8%	31 8%
	About the same amount of trust	343 88%	327 85%	355 91% B	356 91% B	332 87%	338 89%	342 90% B
	Less Trust	16 4% C	16 4% C	6 2%	8 2%	17 4% CG	13 3%	7 2%



Primary Reason for Level of Trust Compared with Year Ago (2021 Results Only)

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
1	10	About the same	A bill comes and I pay it.
2	10	About the same	Because it hasn't changed.
3	10	Refused	Did not have service a year ago.
4	10	About the same	Every time the power has been out, they restore it quickly, and they have always been very courteous whenever I have had any interaction with them.
5	10	About the same	Everything is going just fine.
6	10	About the same	Everything is still working fine from the day it was hooked up.
7	10	About the same	First off, I'm a police officer, I deal with the guys that are fixing poles and wires. They are super professional. There is no bull. No horsing around. They're all business. They give you guys a really good reputation. Safety is number one with them. They.
8	10	About the same	Former worker.
9	10	About the same	Given no reason to doubt.
10	10	About the same	GMP supports wind energy of power lines and that's what I trust about them.
11	10	About the same	Great service.
12	10	About the same	I actually had them here and very pleasant.
13	10	About the same	I have no idea- I uh I guess I'm the same amount curious about the question. I haven't noticed the change- things work I'm happy life is good.
14	10	About the same	I always have service.
15	10	About the same	I am satisfied with the service and nothing had changed.
16	10	About the same	I am unsure.
17	10	More Trust	I believe prior to a year ago my power has been more stable.
18	10	About the same	I believe they work hard and quickly to get the electric back on whenever they do go out.
19	10	About the same	I can't answer or don't know.
20	10	About the same	I can't think of anything different this year than last year.
21	10	About the same	I did not see a change in my service with Green Mountain Power since last year.
22	10	About the same	I didn't have any trouble with them last year, and I didn't have any problems this year.
23	10	About the same	I do not have a reason not to trust Green Mountain Power.
24	10	Less Trust	I do not have problems with Green Mountain Power.
25	10	About the same	I do not know how to answer this question. I do know Green Mountain Power has increased their rates.
26	10	About the same	I don't feel that anything has changed.
27	10	About the same	I don't have a choice that's the only company in the area where I live.
28	10	Don't Know	I don't know.
29	10	About the same	I don't see any changes.
30	10	More Trust	I feel that they are reliable.
31	10	About the same	I feel there has been no change in the past year. Everything remains the same.
32	10	About the same	I had no problems. I used your power outage app and it has been reported. They get to me and everything.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
33	10	About the same	I have about the same trust. I trust they'll keep my power on and they have.
34	10	About the same	I have always had a good experience with them.
35	10	About the same	I have had no issues now that I've been with them.
36	10	About the same	I have had no problems with Green Mountain Power.
37	10	About the same	I have had no problems with Green Mountain Power.
38	10	About the same	I have had no problems.
39	10	More Trust	I have more trust in GMP now because they have been very understandable and helpful during the pandemic.
40	10	About the same	I have never had any issues and everything remains the same.
41	10	About the same	I have never had any problems, and if I did Green Mountain Power always responded.
42	10	About the same	I have no other power company I am kind of stuck using them.
43	10	About the same	I have no reason not to trust Green Mountain Power.
44	10	About the same	I have no reason not to trust them. I've never had call in for customer service and never had anyone come out.
45	10	About the same	I have not had any changes in my experience.
46	10	About the same	I have not had any problems with Green Mountain Power, so my trust remains the same.
47	10	About the same	I have not had any problems with them.
48	10	About the same	I have not needed to use them for anything.
49	10	About the same	I have not noticed a difference.
50	10	About the same	I have not noticed any change.
51	10	About the same	I have nothing to compare it too.
52	10	Don't Know	I have only been a customer for only less than a year.
53	10	Don't Know	I have only been a customer since August.
54	10	About the same	I have only owned my property less than a year.
55	10	About the same	I have same trust because nothing has changed.
56	10	About the same	I have several accounts with GMP. Anything I have needed they were there on the spot prompt, reliable and pleasant.
57	10	About the same	I have the same amount of trust in Green Mountain Power, since nothing has changed.
58	10	About the same	I have the same amount of trust over the past year.
59	10	About the same	I haven't had anything to make me say one way or another. We haven't lost power since we've been here.
60	10	About the same	I haven't been a customer for a year yet.
61	10	Don't Know	I haven't been a customer for more than a year.
62	10	About the same	I haven't experienced any changes with my electrical service.
63	10	About the same	I haven't had any dealings with them in the last year.
64	10	More Trust	I haven't had any interruptions.
65	10	About the same	I haven't had any issues.
66	10	About the same	I haven't had any issues.
67	10	About the same	I haven't had any problem with my electricity.
68	10	About the same	I haven't had any problems.
69	10	About the same	I haven't had any problems.
70	10	About the same	I haven't noticed any difference, they've been a reliable company and part of that is consistency.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
71	10	About the same	I haven't really needed to use them much and I am usually one of the first ones to call. I'm right in town so it doesn't really take them long to come back.
72	10	About the same	I haven't seen any difference in anything.
73	10	About the same	I just have not had any negative issues that I've experienced.
74	10	About the same	I knew about GMP before I moved here because of my parents. I have no issues yet.
75	10	About the same	I like the trust it's positive.
76	10	More Trust	I loved the previous president and I think the new president is doing a great job.
77	10	About the same	I never had any issues.
78	10	About the same	I ran into some hard times, I had a big power bill once and they never took my power out. They were so nice. They helped me and set up a plan for me. It wasn't outrageous.
79	10	More Trust	I really started liking them seven years ago when I started the oxygen after that I really started really appreciating what they did.
80	10	About the same	I seem to have a lot of power outages in my area.
81	10	About the same	I think the service is consistent I am okay with the prices and have no problems.
82	10	About the same	I wasn't a customer last year.
83	10	About the same	I wasn't distrusting in the beginning.
84	10	About the same	I worked with them. I just know that they're doing a good job.
85	10	About the same	I would have given a ten last year. If ten is the maximum how can it be more. It is the same.
86	10	More Trust	I would like to say that I'm a new homeowner and I have been able to have a good relationship with Green Mountain Power within the past year.
87	10	About the same	I would say because I never even consider them. Everything has just been solid with GMP.
88	10	About the same	I would say more trust because trust was high a year and still high.
89	10	About the same	I wouldn't say it- I haven't seen any real variation in my electric bill with Green Mountain it has been very consistent.
90	10	Don't Know	I'm new.
91	10	More Trust	I'm new.
92	10	More Trust	It is very good.
93	10	About the same	It seems okay.
94	10	About the same	It was a ten last year and it's a ten this year nothing has changed.
95	10	About the same	It's been consistent.
96	10	More Trust	It's better than what I came from.
97	10	About the same	It's about the same service over the past year. They provide excellent service.
98	10	About the same	It's just consistent service, it's good.
99	10	About the same	It's not my main residents, it's a rental, and I haven't had any issues.
100	10	About the same	It's really been no major change.
101	10	About the same	It's the same service and I trust them.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
102	10	About the same	It's the same, I don't know.
103	10	More Trust	I've had GMP for six months.
104	10	About the same	I've had pretty consistent service over the past year.
105	10	About the same	I've never had a problem. We lost the power a couple times because of stuff, but they fixed it right away. No problems with them.
106	10	More Trust	Just because my power hasn't gone out much and when it did it came back pretty quickly.
107	10	About the same	Just because when we have a problem they come right out.
108	10	About the same	Just good service.
109	10	About the same	My power has been reliable and the outages have been attributed to the weather and has been fixed quickly.
110	10	More Trust	My service from Green Mountain Power has always been fine.
111	10	About the same	My trust in Green Mountain Power is about the same because nothing has changed.
112	10	About the same	Never had an issue with them.
113	10	About the same	Never had any issues, loss power one time in three years and they were fast to get it back on.
114	10	About the same	Never had any issues.
115	10	About the same	Never had issues.
116	10	Don't Know	New customer.
117	10	About the same	No comment.
118	10	About the same	No issues.
119	10	About the same	No real change in anything.
120	10	About the same	No reason in particular.
121	10	About the same	No reason to distrust.
122	10	About the same	No reason.
123	10	About the same	No reason.
124	10	About the same	No reason.
125	10	About the same	No reason.
126	10	Don't Know	No reason.
127	10	About the same	No reasons to change.
128	10	About the same	No response.
129	10	Don't Know	Not applicable because I started about six months ago with GMP.
130	10	Don't Know	Not applicable.
131	10	About the same	Nothing changed.
132	10	About the same	Nothing has changed as far as power services.
133	10	About the same	Nothing has changed in regards to my electricity.
134	10	About the same	Nothing has changed over the last year with them.
135	10	About the same	Nothing has changed since 2006.
136	10	About the same	Nothing has changed since a year ago.
137	10	About the same	Nothing has changed to make me think nothing has change from before.
138	10	About the same	Nothing has changed, as compared to a year ago.
139	10	About the same	Nothing has changed.
140	10	About the same	Nothing has changed.
141	10	About the same	Nothing has changed.
142	10	About the same	Nothing has changed.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
143	10	About the same	Nothing has happened in my power bill in the last year to change my opinion.
144	10	About the same	Nothing has really changed.
145	10	About the same	Nothing has really changed.
146	10	About the same	Nothing's changed that I can see.
147	10	About the same	Same amount of trust.
148	10	About the same	Same amount of trust. No change in the past year.
149	10	About the same	Same as it's always been.
150	10	More Trust	Saw an email that was sent out in response to helping during the pandemic and I thought that was a great thing to do during this time.
151	10	About the same	Service has been great.
152	10	More Trust	Thank God the power hasn't gone out very much.
153	10	More Trust	The accurate bills.
154	10	More Trust	The bills are honest, I guess.
155	10	More Trust	The changes in employees because years ago they didn't know what they were doing.
156	10	About the same	The same.
157	10	About the same	There has been a steady quality of service.
158	10	About the same	There has been no change in my service or anything.
159	10	About the same	There's nothing that has really changed. It's been consistent.
160	10	About the same	There's nothing to compare it with.
161	10	About the same	They are right there when we need them. They are right on the bill. I am happy with them.
162	10	About the same	They have always been reliable.
163	10	About the same	They have always had a high level of reliable power. So seldom does power go out, restored quickly when it does.
164	10	About the same	They have given me no reason to distrust them.
165	10	About the same	They're concerned. I mean through the storms they are right on it.
166	10	About the same	They've always taken care of me. If I can't pay the bill or be late on the bill they always worked with me.
167	10	About the same	Things are the same.
168	10	About the same	Things haven't changed that much with them. Everything, I call and they still help.
169	10	About the same	This year they have helped me out a lot.
170	10	About the same	To me, I have had them for a couple years and never had problems. Everything is going well.
171	10	About the same	Very trustworthy.
172	10	About the same	We don't have many problems.
173	10	Less Trust	We had no outages last year and we had two outages so far this year which were resolved very quickly there is a significance between the two years.
174	10	About the same	We have been with GMP for three years and are very happy.
175	10	About the same	We have never had any issues with Green Mountain Power.
176	10	About the same	We live in a new home and service has not changed.
177	10	About the same	We never had to deal with them.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
178	10	About the same	We went through some big construction, and they did have to turn off the power to do some of this, and it was off less than what they told us (which was good). They wanted to take the curve out, but put a curve in. (nothing to do with your people).
179	10	About the same	We're actually fairly new. It's just been over a year, so this is all of the experience that I've had.
180	10	About the same	You guys are just a solid company. I have no complaints.
181	10	About the same	You've done nothing to lose my trust and you've done nothing to gain my trust.
182	9	About the same	A year ago is right after we had a power outage, and I was worried that the people in the trailer park would freeze to death. Since then, they've put in something so we might not have that again (perhaps it's a booster). I don't know for sure if it has be.
183	9	About the same	About the same and my bill is higher this year than last year.
184	9	About the same	Anytime we have called them for any reason they have been quick and courteous and are as quick as they can be.
185	9	About the same	Because I haven't had any major long power failures.
186	9	About the same	Because there - unfortunately I don't pay attention I just pay the damn bill.
187	9	About the same	Cause I can't think of anything being any different from this year to last year.
188	9	About the same	Experience hasn't changed.
189	9	About the same	GMP has not changed. They are consistent.
190	9	About the same	Good service.
191	9	About the same	Good service. We are in a difficult spot. They really make an effort even at night to get the power back.
192	9	About the same	Good.
193	9	About the same	Green Mountain Power has been reliable year after year.
194	9	About the same	Haven't been any big issues. The power has been on.
195	9	About the same	Haven't had any power problems.
196	9	About the same	I am very satisfied with my electric service.
197	9	More Trust	I didn't have GMP last year.
198	9	About the same	I do not think trust is an issue with Green Mountain Power. I need to have electric service like everyone does.
199	9	About the same	I don't have many problems and it's something I have to think about.
200	9	About the same	I don't have a basis to say- nothing in the last year has caused my opinion to change.
201	9	About the same	I don't have a lot of personal experiences, my partner does the billing.
202	9	About the same	I don't have any issues that I can tie to doubting what you do.
203	9	About the same	I don't have any personal problems. I can't really complain.
204	9	About the same	I don't think about Green Mountain Power much.
205	9	About the same	I don't think anything has changed.
206	9	About the same	I get the same amount of service.
207	9	About the same	I have always had a great deal of trust in GMP.
208	9	About the same	I have been with GMP for about a year.
209	9	About the same	I have had regular service throughout my time with GMP.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
210	9	About the same	I have no issues and they're transparent.
211	9	About the same	I have no issues with them. I trusted them last year and I trust them this year.
212	9	About the same	I have no reason not to have trust in Green Mountain Power.
213	9	About the same	I have no reason not to trust Green Mountain Power.
214	9	About the same	I have no reason to have more or less trust in GMP.
215	9	Don't Know	I have not been with them for a year.
216	9	About the same	I have not had any problems.
217	9	About the same	I have not lived here more than a year, but I have trust in Green Mountain Power.
218	9	About the same	I have not seen any change in my service compared to a year ago.
219	9	About the same	I have not seen any change in my service with Green Mountain Power.
220	9	About the same	I have same amount of trust because everything is okay.
221	9	About the same	I haven't had any power outages.
222	9	About the same	I haven't really had any issues.
223	9	About the same	I like the process of checking and reporting a power outage online.
224	9	More Trust	I lost everything because of a flood and they had to come destroy the power meter: they were just really helpful.
225	9	More Trust	I met some employees that is why.
226	9	About the same	I receive the same good service as always.
227	9	About the same	I think they run a good operation. When my power goes out they restore it. I live at the end of the line with a switch, when it goes out, on my half mile, then I don't expect to be the first person serviced. They are very responsive and get my power on.
228	9	About the same	I was just signing on as a customer last year and nothing changed.
229	9	About the same	I would like to say that it's reliable I haven't had any problems.
230	9	About the same	I've always had them in my dealings and life.
231	9	About the same	I'm lived here for about a year. I've never had any problems. If lights go out, they always come back on.
232	9	About the same	It is okay.
233	9	About the same	It's the same across the year.
234	9	More Trust	More trust because the last time power was out it was restored quickly.
235	9	About the same	No changes.
236	9	About the same	No real reason to change my decision.
237	9	About the same	No reason.
238	9	Don't Know	No way to compare.
239	9	About the same	Nothing changed.
240	9	About the same	Nothing changes.
241	9	About the same	Nothing has changed much in my life.
242	9	About the same	Nothing has changed, everything seems stable.
243	9	About the same	Nothing has changed, no difference. Everything is the same.
244	9	About the same	Nothing has changed.
245	9	About the same	Nothing has changed.
246	9	About the same	Nothing has really changed in the last year for me.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
247	9	About the same	Nothing has really changed this year.
248	9	About the same	Our service and reliability has been the same year to year and the cost seems to be relatively the same.
249	9	About the same	Same.
250	9	About the same	Service has been about the same over the past year.
251	9	About the same	So my only qualm about green mountain power is when the electricity does go out they should send out- often times it's our neighborhood we are removed from the rest of the town- they should send a text message about they were trying to turn the power.
252	9	About the same	The power is on all the time.
253	9	About the same	Their reliability has been the same.
254	9	More Trust	They have always been good to me.
255	9	About the same	They never give me any problems.
256	9	About the same	Things are relatively reliable and stable.
257	9	About the same	Things being constant at the same time this year as last year.
258	9	About the same	We are happy with our electric service from Green Mountain Power.
259	9	About the same	We haven't had any problems with them.
260	9	About the same	We haven't had anything changed, nothing has been different this whole time.
261	9	About the same	What I don't like is that they're charging for ash bower. We don't even have ash in our area and yet I pay a fee.
262	8	About the same	About the same not a real change.
263	8	About the same	Everything still is the same. We have more power outages since they trimmed the lines.
264	8	About the same	Expensive power bills.
265	8	More Trust	I am a new customer.
266	8	About the same	I did not have any issues in the past with Green Mountain Power.
267	8	About the same	I did not have them for a year. I am a new customer.
268	8	About the same	I didn't have any reason to doubt their trust last year.
269	8	About the same	I do not think trust matters to me. I do not understand why this question is asked.
270	8	About the same	I don't deal with them much. They send a bill, and I pay it.
271	8	About the same	I don't distrust them, so I trust them.
272	8	About the same	I don't feel any different this year than last year.
273	8	About the same	I don't have any reason to feel stronger or less stronger about it.
274	8	About the same	I don't know- I'd say overall been pretty reliable- the pricing we had and (unintelligible) electric was a bit cheaper in the day. there are some things they could do a bit better.
275	8	About the same	I don't know of any issues that would pay into my trust for you.
276	8	About the same	I don't know.
277	8	About the same	I don't know.
278	8	Don't Know	I don't know.
279	8	About the same	I feel Green Mountain Power is a very reliable company.
280	8	About the same	I feel Green Mountain Power is doing a great job with renewable sources of energy.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
281	8	About the same	I feel there is too much politics and not enough facts when it comes to electric companies.
282	8	More Trust	I guess because I haven't had much problems with them and way back in the past I had problems but that was my own fault. now that I'm older they seem reasonable.
283	8	Don't Know	I have been with Green Mountain Power for only six months.
284	8	About the same	I have had no problems.
285	8	About the same	I have no reason not to trust Green Mountain Power.
286	8	About the same	I have no reason to trust them more or less.
287	8	About the same	I have not had any major altercations at this point. No major complications.
288	8	About the same	I have not seen any change in my service. My rates have increased in the past year.
289	8	About the same	I have only lived here for a short amount of time. I do trust Green Mountain Power.
290	8	About the same	I have same amount of trust because everything is the same.
291	8	About the same	I have same amount of trust due to nothing negative has happened.
292	8	About the same	I haven't any reason to be disappointed. I think everything has been very fine. Keep in mind the service when we have outages is always so prompt in our area.
293	8	About the same	I haven't had experience with anyone else.
294	8	About the same	I haven't had many outages.
295	8	More Trust	I just started service four months ago.
296	8	About the same	I like the rates they are reasonable.
297	8	About the same	I live in a rural area and GMP is very reliable in providing uninterrupted service.
298	8	About the same	I only had one power outage and it was restored quickly.
299	8	About the same	I think the prices are good, and have not gone up too much since last year.
300	8	About the same	I trust them.
301	8	About the same	I would say nothing has changed.
302	8	About the same	I would the same.
303	8	About the same	I'm not paying attention to that.
304	8	Don't Know	It does not apply, I have not had my account long enough.
305	8	About the same	It has been the same experience. We have not lost power. The bills have been the same.
306	8	About the same	It has been the same service.
307	8	About the same	It is still the same, they haven't done anything more or less.
308	8	About the same	It was a good year.
309	8	About the same	I've never had any issues. We've lost power a couple times, but it usually comes up pretty quickly. I drive around and there are tons of trees on over hangs against their lines. I'm surprised that they don't do more to take care of their lines.
310	8	About the same	My electricity goes out at least once a year, but they get it back on rather quickly.
311	8	About the same	My trust in GMP is just the same as compared to a year ago.
312	8	About the same	No change in services.
313	8	About the same	No reason not to.

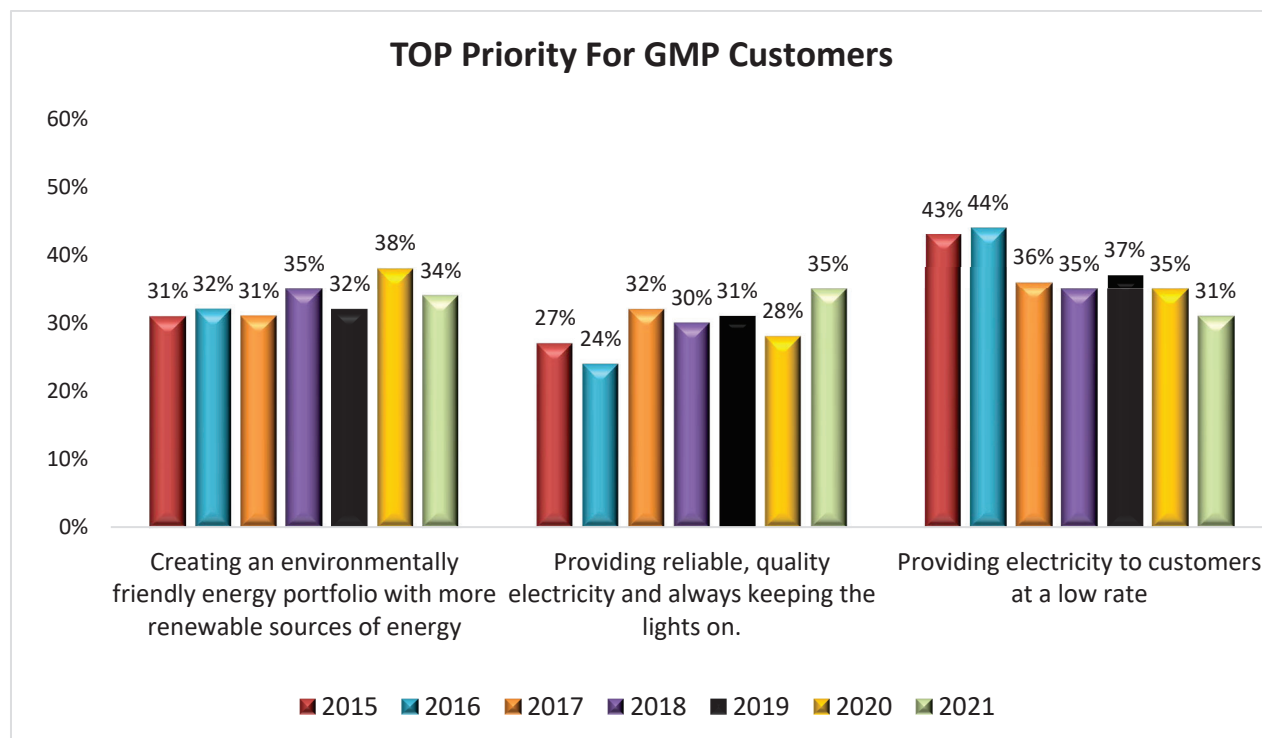
	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
314	8	About the same	No reason.
315	8	About the same	Nothing changed.
316	8	About the same	Nothing different has happened.
317	8	About the same	Nothing has changed during the past year.
318	8	About the same	Nothing has changed for me.
319	8	About the same	Nothing has changed.
320	8	About the same	Nothing has changed.
321	8	About the same	Nothing has changed.
322	8	About the same	Nothing has really changed that much. Maybe it has internally, but I have not seen it. I see their trucks all over the place. No problems. If I did, I'd tell you.
323	8	About the same	Nothing's changed in the past year to make me change my opinion.
324	8	About the same	Now I just need to check my bills (for accuracy) (he laughed).
325	8	About the same	Only been a customer for two or three months.
326	8	More Trust	Recently we had a power outage due to down lines, I was impressed with how quickly and professionally GMP resolved the issue.
327	8	Less Trust	Solar power- I have electric and I don't have solar.
328	8	Less Trust	Stupid judgements.
329	8	About the same	That's my feeling on the subject.
330	8	About the same	There has been no change.
331	8	About the same	There has been no noticeable changes.
332	8	About the same	There have been no great differences in the service.
333	8	About the same	There was one time I was a couple of months behind on a light bill I owed a month and a half and they were going to turn my lights off.
334	8	About the same	There's been no change.
335	8	About the same	They are very slow to phone calls for new construction.
336	8	More Trust	They have navigated power outages.
337	8	About the same	They're big business and I trust big businesses.
338	8	About the same	They're a utility provider I trust the same amount.
339	8	About the same	Things are good.
340	8	About the same	Things are good.
341	8	About the same	We had a couple power outages and had them up within a day, should be reasonable.
342	8	About the same	We have some issues with meter readings and estimates but haven't received a response from GMP.
343	7	About the same	GMP is still the same, for nothing has change.
344	7	About the same	I did not see any change in the past year with Green Mountain Power.
345	7	About the same	I don't have a choice as far as electric suppliers.
346	7	About the same	I don't lose power often. When I do, it is back on in four to five hours.
347	7	About the same	I don't see any change.
348	7	About the same	I don't think anything has changed in the past year.
349	7	About the same	I feel Green Mountain Power did not do much to improve their service.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
350	7	About the same	I feel the service we receive from Green Mountain Power is good and reliable.
351	7	Don't Know	I have only had service for six months.
352	7	About the same	I haven't had any problems.
353	7	More Trust	I know they seem to restore power quickly.
354	7	About the same	I like the experience.
355	7	About the same	I like the prices but the service isn't the same.
356	7	About the same	I think the prices should be a bit lower during the pandemic.
357	7	About the same	I've been with Green Mountain for a long time, and it seems like it's just going up. It's not accurate.
358	7	More Trust	I've had issues paying my bills sometimes. They work with me, which is great.
359	7	About the same	I've only been in my house for a year, and only lost power once.
360	7	About the same	Just because I've had the exact same experience over the past year. No new experiences to change that.
361	7	About the same	Just the same service.
362	7	Refused	No comment.
363	7	About the same	No response.
364	7	About the same	Nothing has changed for me.
365	7	About the same	Nothing has happened that would change my trust.
366	7	About the same	Nothing I can really think about.
367	7	About the same	Nothing changed.
368	7	About the same	Our main issue, there are two. One is that with net metering we used to be able to keep our credits now they're taken away-we've lost some of our trust and I guess that's the main reason. and there was one issue with one of our rental houses one of the m.
369	7	About the same	Refer to other comments.
370	7	About the same	Same amount of trust. No difference in the service.
371	7	More Trust	The service is new.
372	7	About the same	The tools (website etc) that are available are very detailed. Better than other power companies. But I feel that nothing is being done to improve costs. Everyone is burning wood.
373	7	About the same	There's no interaction.
374	7	About the same	There's nothing that's shaken that trust and nothing has improved that trust.
375	7	About the same	They actually came to take down some branches on their own and I had a concern about some other branches and they wouldn't take them down.
376	7	About the same	They've been trustworthy.
377	7	Less Trust	This past year our power went out a number of times.
378	7	About the same	We had a power outage and it took a while to get restored. So I have about the same trust.
379	7	About the same	We have no problems with Green Mountain Power.
380	6	About the same	I have had no problem with them.
381	6	About the same	I have no choice this is the only electric supplier in the area.
382	6	About the same	I think the way power is restored is a little slow.
383	6	About the same	It was better before.
384	6	About the same	Nothing has changed.

	Overall Satisfaction	Level of Trust Compared with Year Ago	Primary Reason for Level of Trust Compared with Year Ago
385	6	Less Trust	We lose power at least once a week at our home.
386	5	About the same	I feel there has been no change in my service.
387	5	About the same	I would say no problem either time.
388	5	About the same	It is the same so far in my opinion.
389	5	About the same	Just because of the one issue that I've had. They haven't been willing to resolve it, so my trust hasn't grown.
390	5	Don't Know	Not here long.
391	5	About the same	Not much has changed and they have the monopoly.
392	5	About the same	Nothing has changed, but just the increase in rates.
393	5	Less Trust	The bills keep going up.
394	4	About the same	Please have them call me.
395	3	About the same	The power is reliable.
396	1	About the same	I have same amount of trust because same things are going on.
397	Don't Know	Don't Know	It's something I wouldn't even think about. When it comes to this there is so many things in life people are powerless over and this is certainly one of them.
398	Refused	About the same	I have had no change in usage. Things have not changed. It is not like they have gone above and beyond.
399	Refused	About the same	I haven't had any issues with them this year. It's going on our history, which has been good.
400	Refused	Refused	Refused.

M2 - Finally, which of the following do you feel should be the TOP priority for GMP?

		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	387 100%	391 100%	379 100%	387 100%	390 100%	392 100%	386 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	119 31%	125 32%	119 31%	136 35%	123 32%	147 38% A	133 34%
	Providing reliable, quality electricity and always keeping the lights on.	103 27%	95 24%	123 32% B	117 30%	121 31% B	109 28%	134 35% ABF
	Providing electricity to customers at a low rate	165 43% DFG	171 44% CDFG	137 36%	134 35%	146 37%	136 35%	119 31%

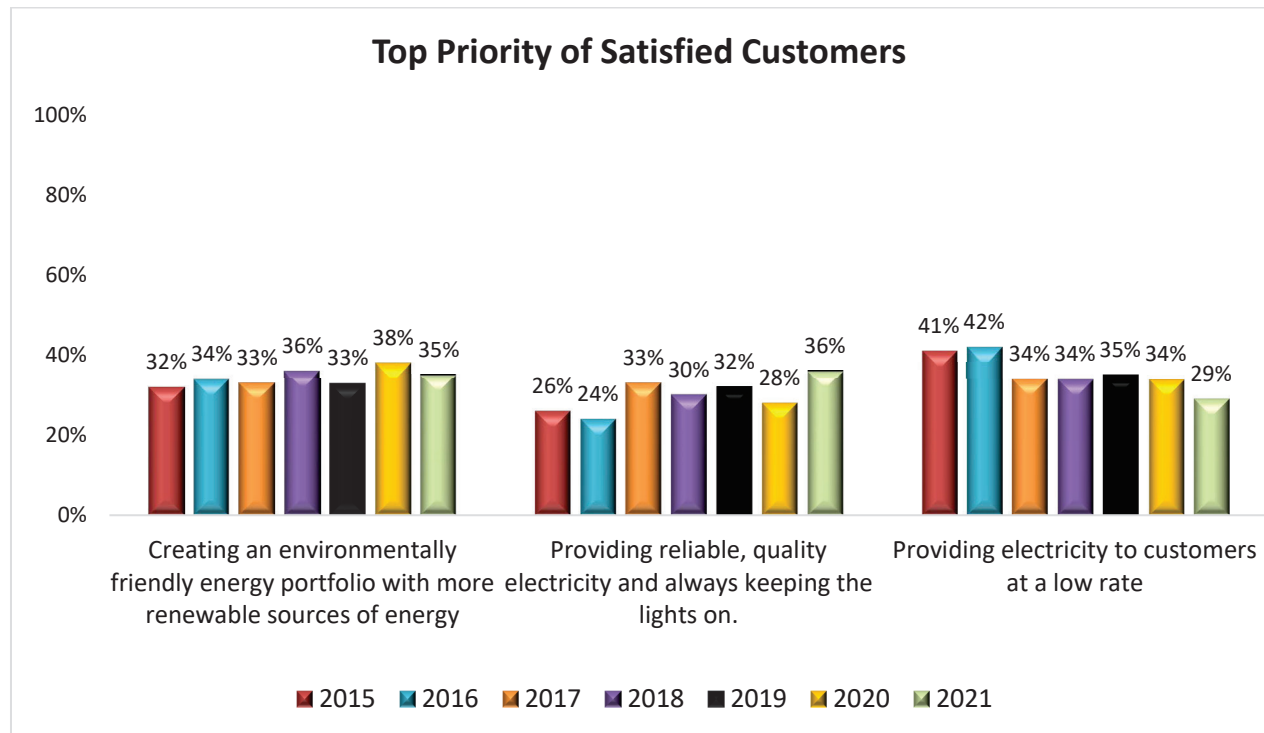


4. Cross Tabs

S1, M2 - Priorities of Satisfied Customers

Respondents who gave a rating of 7-10 at S1

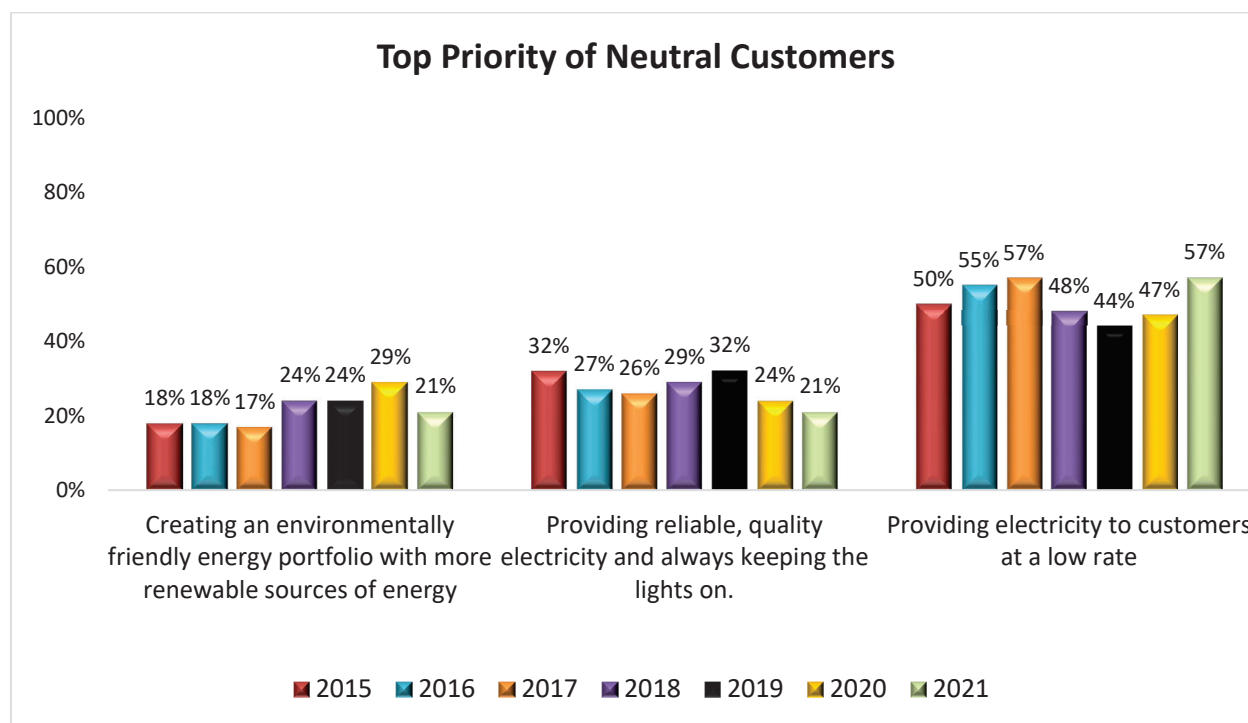
		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	355 100%	345 100%	347 100%	361 100%	355 100%	360 100%	368 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	114 32%	117 34%	114 33%	129 36%	117 33%	138 38%	130 35%
	Providing reliable, quality electricity and always keeping the lights on.	94 26%	84 24%	116 33% AB	110 30%	112 32% B	101 28%	131 36% ABF
	Providing electricity to customers at a low rate	147 41% CDFG	144 42% CDFG	117 34%	122 34%	126 35%	121 34%	107 29%



S1, M2 - Priorities of Neutral Customers

Respondents who gave a rating of 5-6 at S1

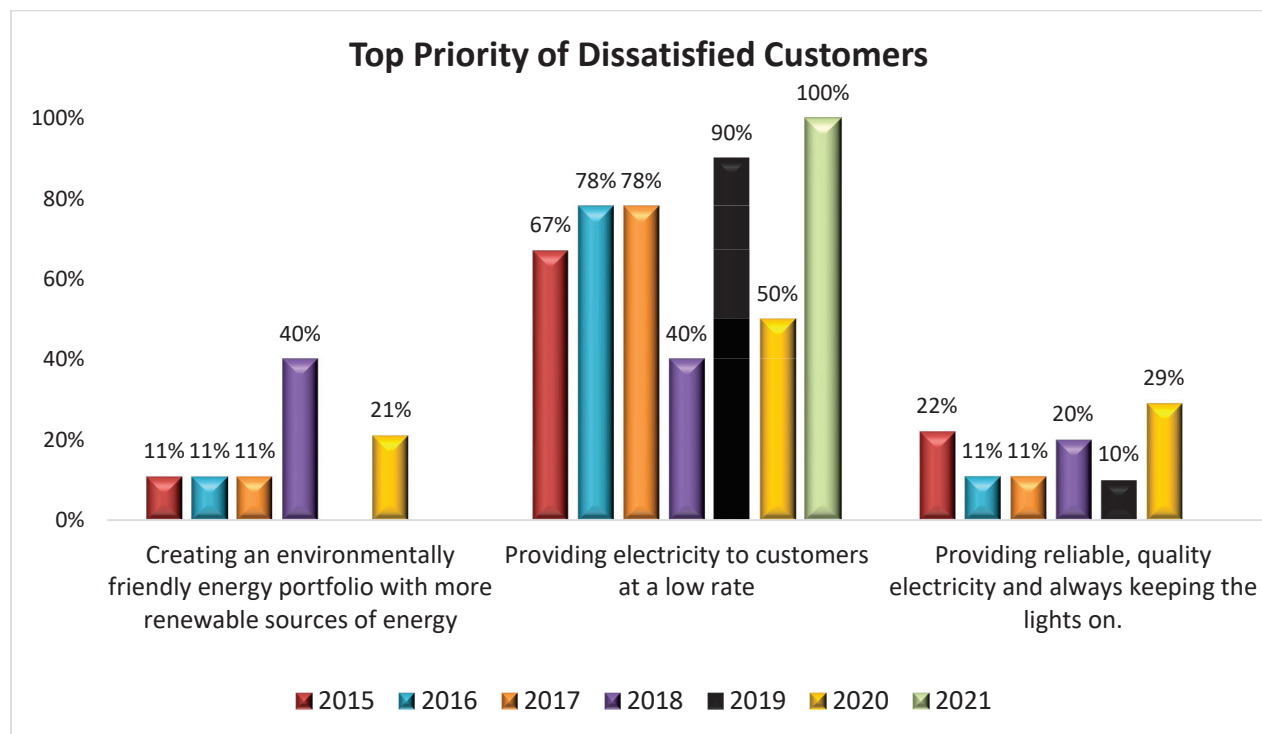
		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	22 100%	33 100%	23 100%	21 100%	25 100%	17 100%	14 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	4 18% **	6 18% *	4 17% **	5 24% **	6 24% **	5 29% **	3 21% **
	Providing reliable, quality electricity and always keeping the lights on.	7 32% **	9 27% *	6 26% **	6 29% **	8 32% **	4 24% **	3 21% **
	Providing electricity to customers at a low rate	11 50% **	18 55% *	13 57% **	10 48% **	11 44% **	8 47% **	8 57% **



S1, M2 - Priorities of Dissatisfied Customers

Respondents who gave a rating of 1-4 at S1

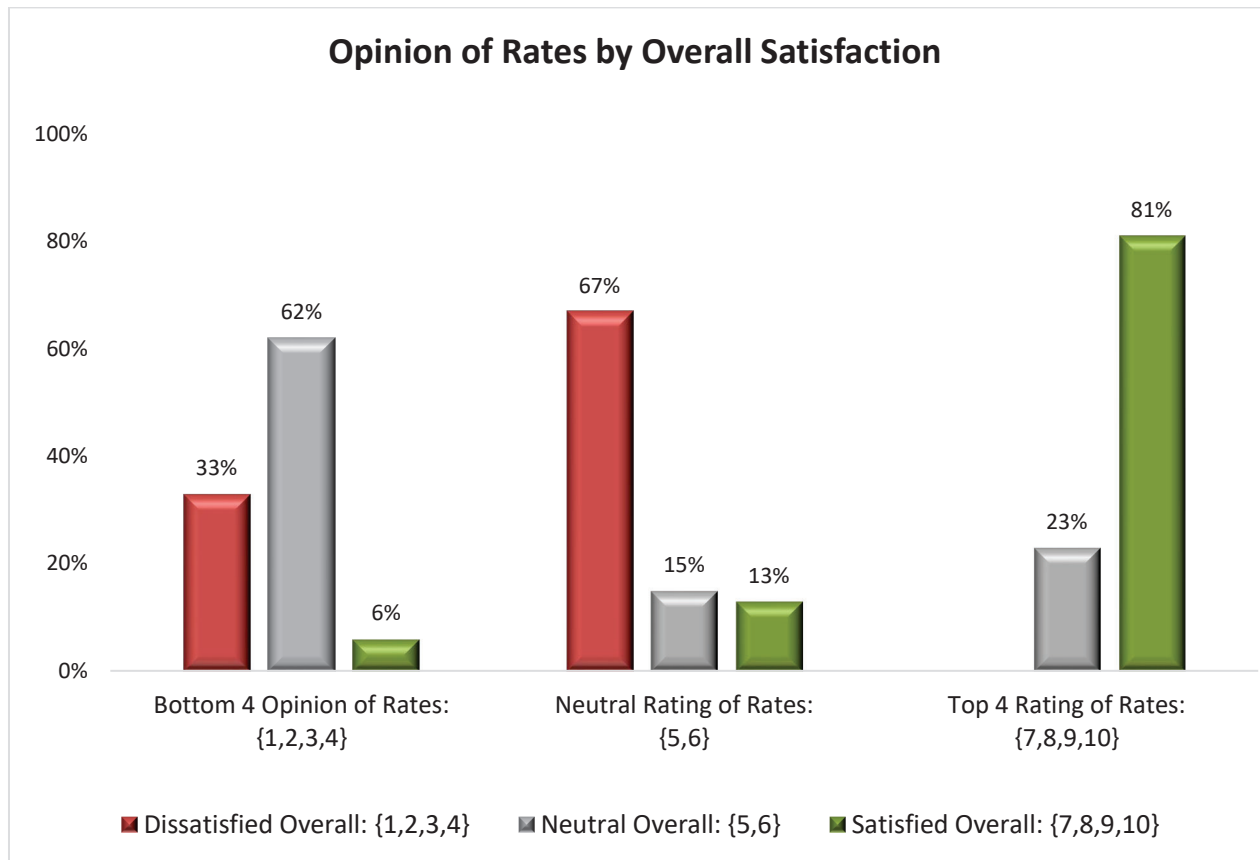
		Year						
		2015	2016	2017	2018	2019	2020	2021
		A	B	C	D	E	F	G
Finally, which of the following do you feel should be the TOP priority for GMP?	Base	9 100%	9 100%	9 100%	5 100%	10 100%	14 100%	3 100%
	Creating an environmentally friendly energy portfolio with more renewable sources of energy	1 11% **	1 11% **	1 11% **	2 40% **	- - **	3 21% **	- - **
	Providing electricity to customers at a low rate	6 67% **	7 78% **	7 78% **	2 40% **	9 90% **	7 50% **	3 100% **
	Providing reliable, quality electricity and always keeping the lights on.	2 22% **	1 11% **	1 11% **	1 20% **	1 10% **	4 29% **	- - **



Opinion of Rates by Overall Satisfaction

2021 only, results nearly identical year over year

		Overall satisfaction with Green Mountain Power		
		Dissatisfied: {1,2,3,4}	Neutral: {5,6}	Satisfied: {7,8,9,10}
Provides electricity at a reasonable cost	Base	3 100%	13 100%	360 100%
	Bottom 4 {1,2,3,4}	1 33%	8 62%	21 6%
	Neutral {5,6}	2 67%	2 15%	48 13%
	Top 4 {7,8,9,10}	- -	3 23%	291 81%



5. The Survey

Green Mountain Power Commissions Survey

- (C1) Hello. My name is [NAME] and I'm calling on behalf of Green Mountain Power. We are calling a few customers to get their thoughts and opinions regarding Green Mountain Power. Would you have time to participate in a brief survey?
- (C2) Before we begin, please be aware this conversation may be recorded for quality purposes.
- (S1) Using a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please rate your overall satisfaction with Green Mountain Power.
- (C3) I'm going to read a list of services and qualities that may relate to your electric utility. Using the same 1 to 10 scale, please rate your satisfaction with Green Mountain Power Company's service in that area.
- (S2) Provides reliable electric service
- (S3) Has courteous employees
- (S4) Has knowledgeable employees who are able to help answer questions and solve problems
- (S5) Restores service quickly after a power outage
- (S6) Reads meters accurately
- (S7) Bills accurately
- Provides Electricity at a Reasonable Cost
- (S8) Thinking about the amount of trust you have in Green Mountain Power, if 1 means no trust and 10 means a great deal of trust, how much trust do you have in them at the present time?
- (M1) Compared to a year ago, do you have more trust in Green Mountain Power, less trust, or about the same amount of trust?
- 1 - More Trust
 - 2 - Less Trust
 - 3 - About the same amount of trust
 - 4 - Don't Know [DO NOT READ]
 - 5 - Refused [DO NOT READ]
- (Q1) Why do you say that? [PROBE AND CLARIFY]
- (M2) Finally, which of the following do you feel should be the TOP priority for GMP? [READ LIST]
- 1 - Creating an environmentally friendly energy portfolio with more renewable sources of energy
 - 2 - Providing reliable, quality electricity and always keeping the lights on.
 - 3 - Providing electricity to customers at a low rate
 - 4 - Don't Know [DO NOT READ]
 - 5 - Refused [DO NOT READ]
- (C4) That is all the questions I have today. Thank you for your time. Your feedback is very valuable to Green Mountain Power.