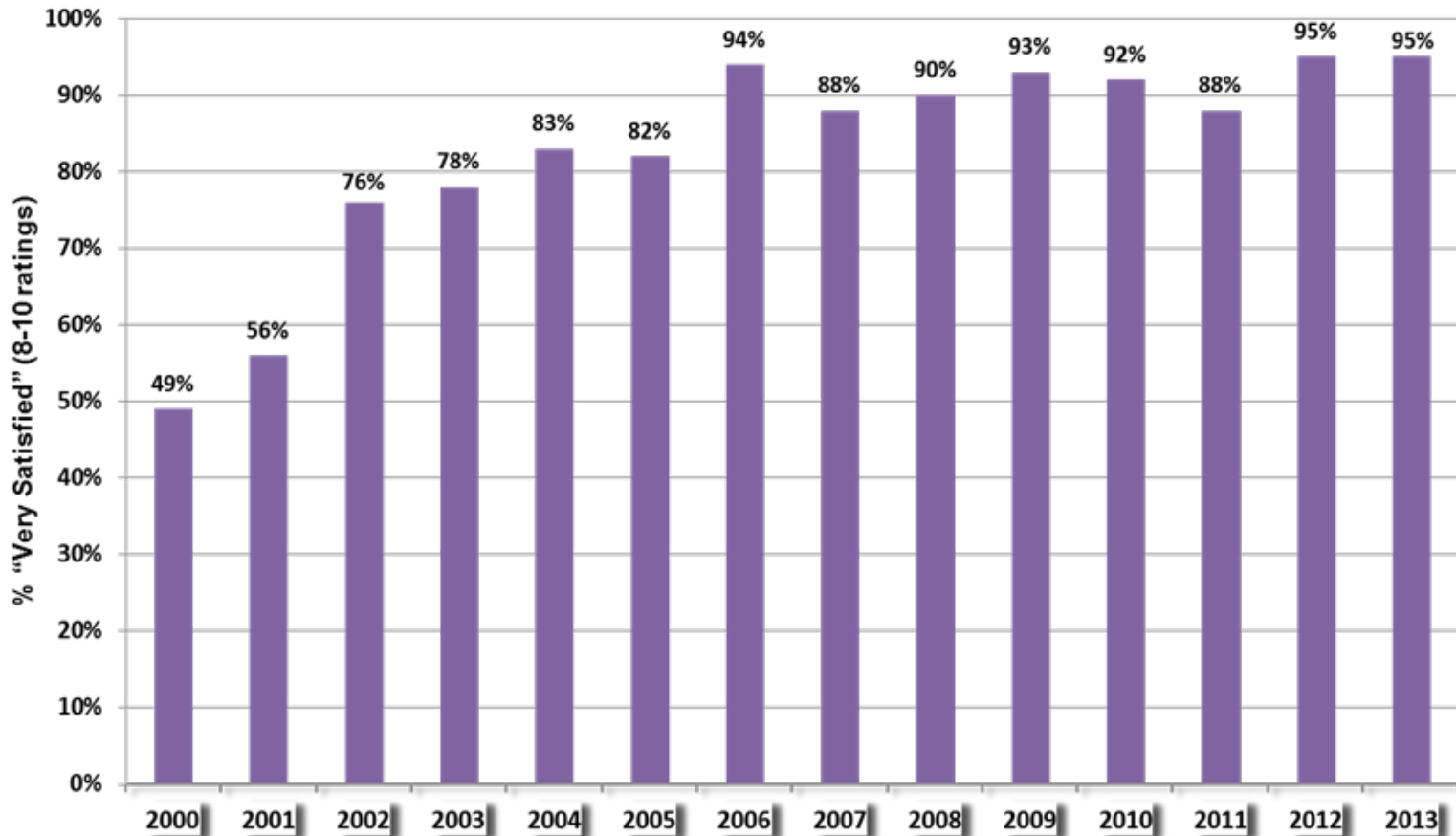
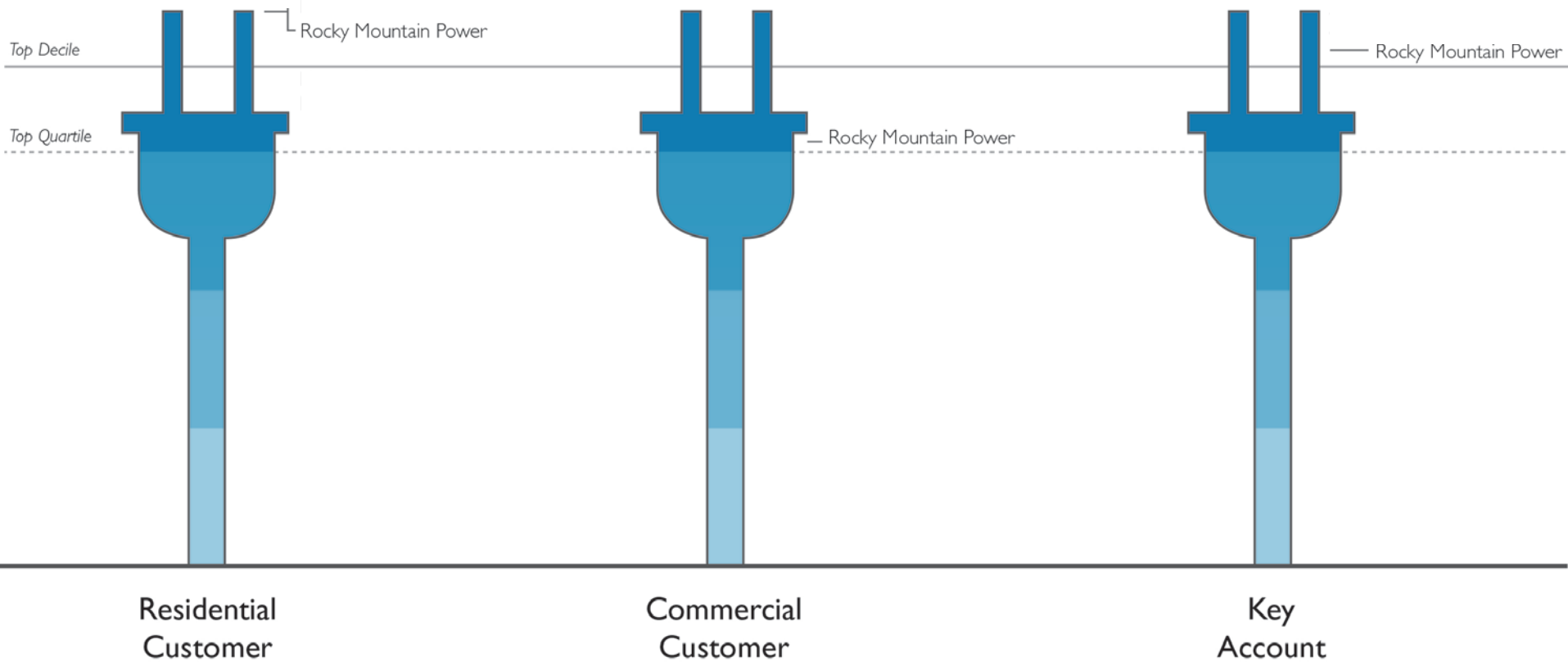


Large Customer Satisfaction

Rocky Mountain Power TQS Customer Satisfaction Trends 2000-2013



Customer Satisfaction Results Are Good; Opportunities for Improvement and Consistency



Market Strategies Inc. Four-Year Results

	Residential Customer Satisfaction			Commercial Customer Satisfaction		
Year		Rocky Mountain Power			Rocky Mountain Power	
2013	88% satisfied Rank No. 13	93% satisfied Rank No. 1 (tie)	93% satisfied Rank No. 1 (tie)	94% satisfied Rank No. 4	91% satisfied Rank No. 19	97% satisfied Rank No. 1
2012	Did not participate	Did not participate	92% satisfied Rank No. 3	90% satisfied Rank No. 18	93% satisfied Rank No. 8	95% satisfied Rank No. 2
2011	89% satisfied Rank No. 4	88% satisfied Rank No. 5 (tie)	88% satisfied Rank No. 5 (tie)	80% satisfied Rank No. 59	84% satisfied Rank No. 40	95% satisfied Rank No. 4
2010	83% satisfied Rank No. 22	82% satisfied Rank No. 25	92% satisfied Rank No. 2	85% satisfied Rank No. 44	83% satisfied Rank No. 61	94% satisfied Rank No. 3