

**How are your
customers' scoring
the *energy right*
Program?**

2004 energy right consumer report card

More than eight in ten of your **customers** who have participated in the *energy right* program **recognize the savings and efficiency aspects of the program:**

ranging from **85% who indicated the program does an excellent** or above average job of saving money on energy bills to **81% who were positive about the overall value of the *energy right* experience.**

Saving money on energy bill

54.8%

30.2%

Providing you a more en. efficient home

55.6%

27.0%

Offer useful recommendations for energy efficiency

46.2%

36.3%

Saving energy in your home

50.2%

32.2%

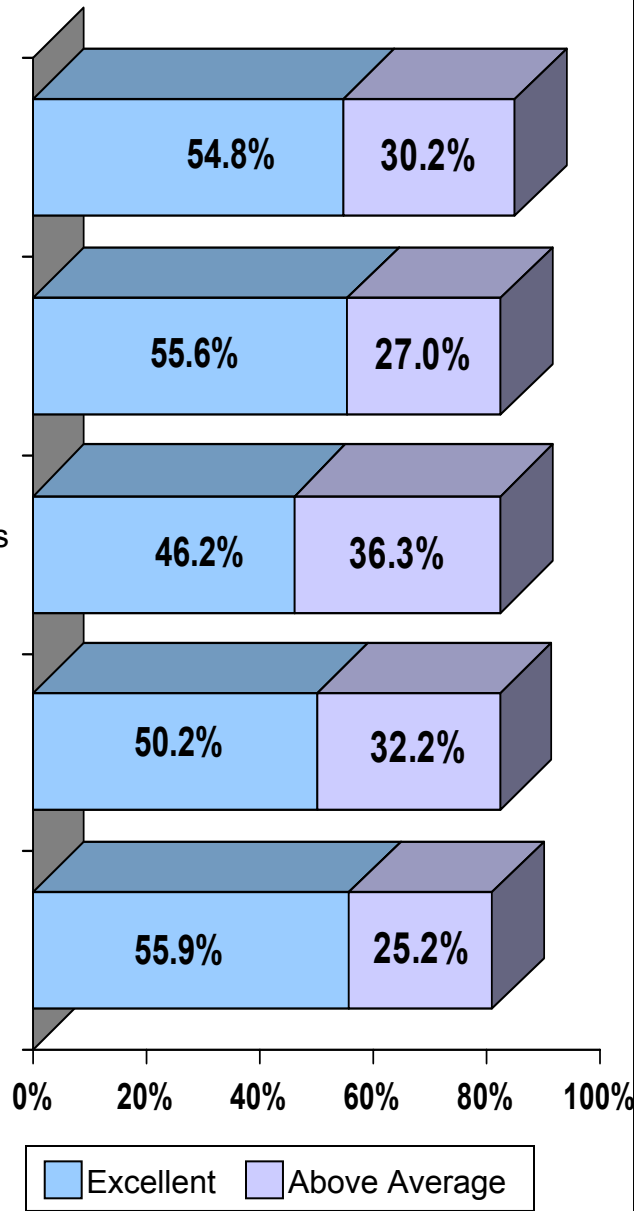
Overall value of *energy right* experience

55.9%

25.2%

0% 20% 40% 60% 80% 100%

Excellent Above Average



2004 energy right consumer report card

Eighty-five percent (85%) of those who have participated indicated that *energy right* does an excellent or above average job of making the home more comfortable.

Sixty-six percent (66%) said it increases the value of the home.

Roughly 80% indicated that ease of use and customer service are positive.

