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Leasing Design Phase Appendix to Final Summary Recommendations

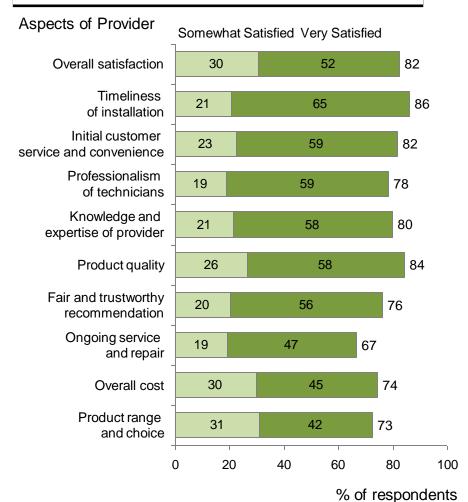


June 2014

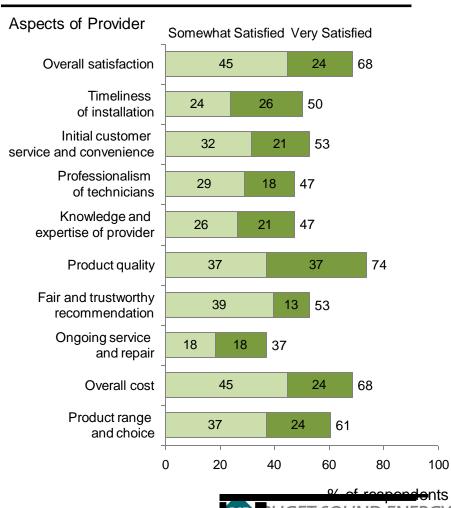


HVAC customers overall very satisfied with contractors and pretty satisfied with home improvement retailers

HVAC Customer Satisfaction with Aspects of Contractors



HVAC Customer Satisfaction with Aspects of Retailers

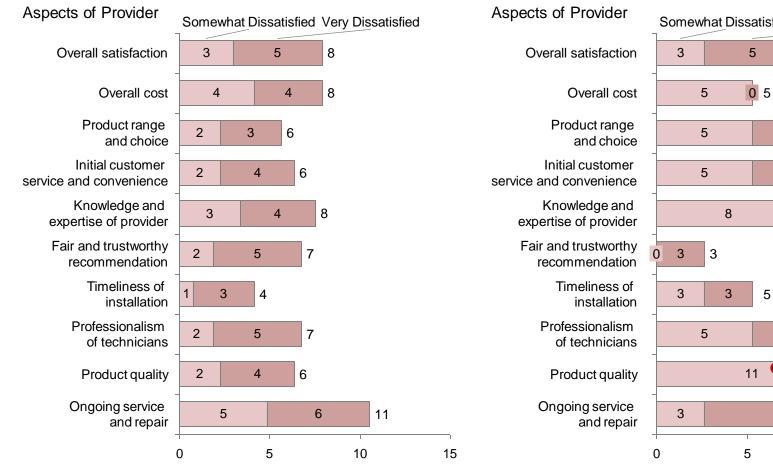


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217Source: PSE residential lease HVAC survey, (n = 805), PSE residential lease WH survey (n=797), BCG analysis 20140624 - Leasing Design Phase - Final Summary Recommendations - Slide Appendix - vF.pptx

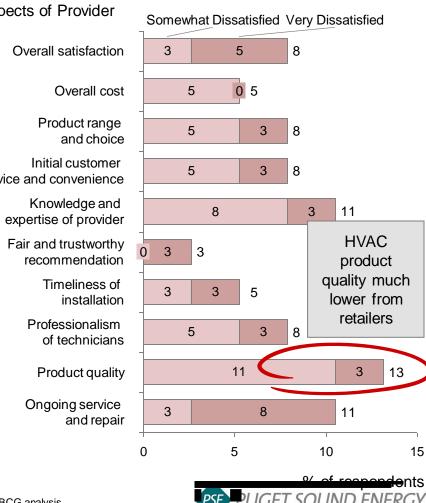
Docket Nos. UE-151871/UG-151872 Exhibit No. MBM-(R) Page 3 of 4 HVAC customers overall most dissatisfied by overall cost and product range of providers

HVAC Customer Dissatisfaction with Aspects of Contractors



% of respondents

HVAC Customer Dissatisfaction with Aspects of Retailers

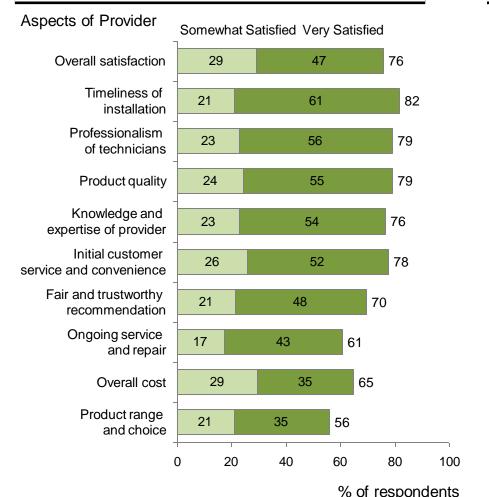


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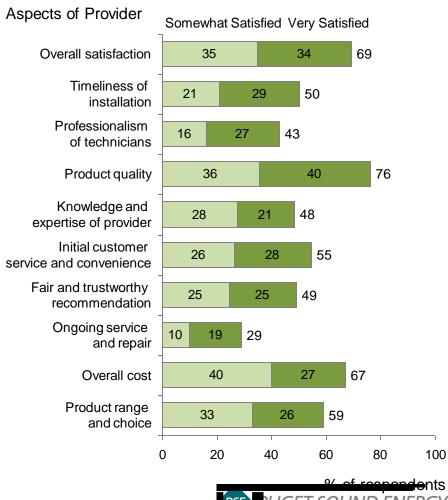
218Source: PSE residential lease HVAC survey, (n = 805), PSE residential lease WH survey (n=797). BCG analysis 20140624 - Leasing Design Phase - Final Summary Recommendations - Slide Appendix - vF.pptx

WH customers overall very satisfied with contractors and pretty satisfied with home improvement retailers

WH Customer Satisfaction with Aspects of Contractors



WH Customer Satisfaction with Aspects of Retailers



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219Source: PSE residential lease HVAC survey, (n = 805), PSE residential lease WH survey (n=797), BCG analysis 20140624 - Leasing Design Phase - Final Summary Recommendations - Slide Appendix - vF.pptx