

Leasing Design Phase

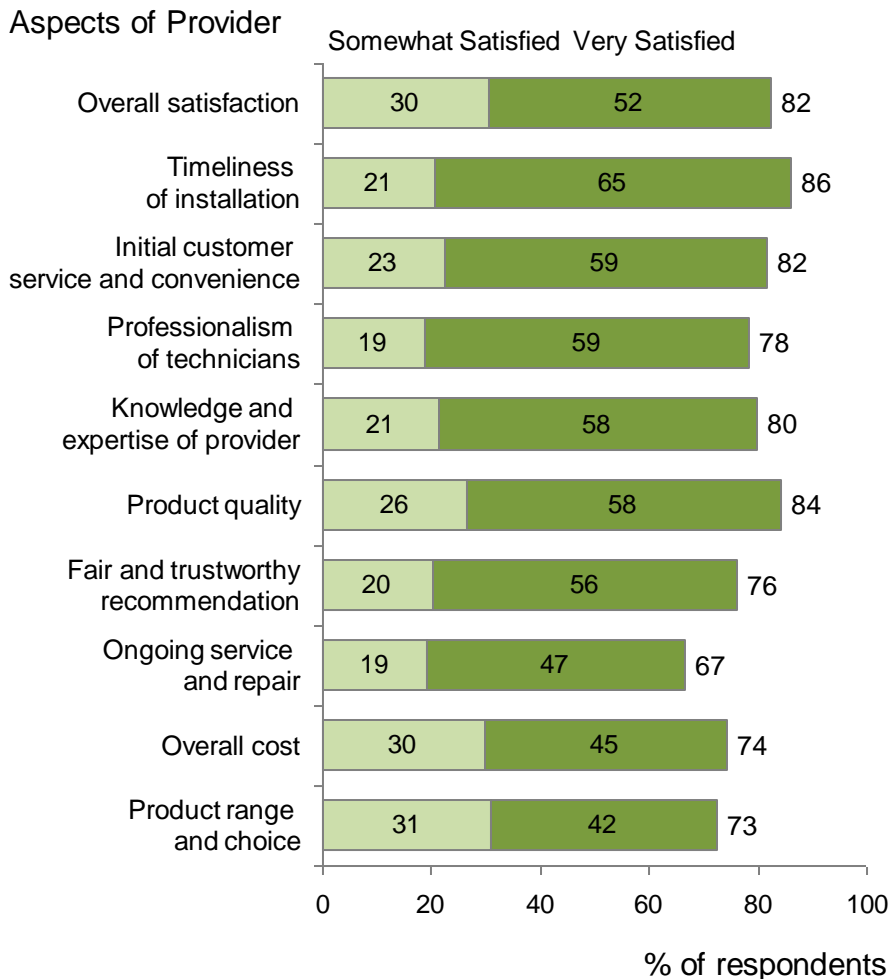
Appendix to Final Summary Recommendations

June 2014

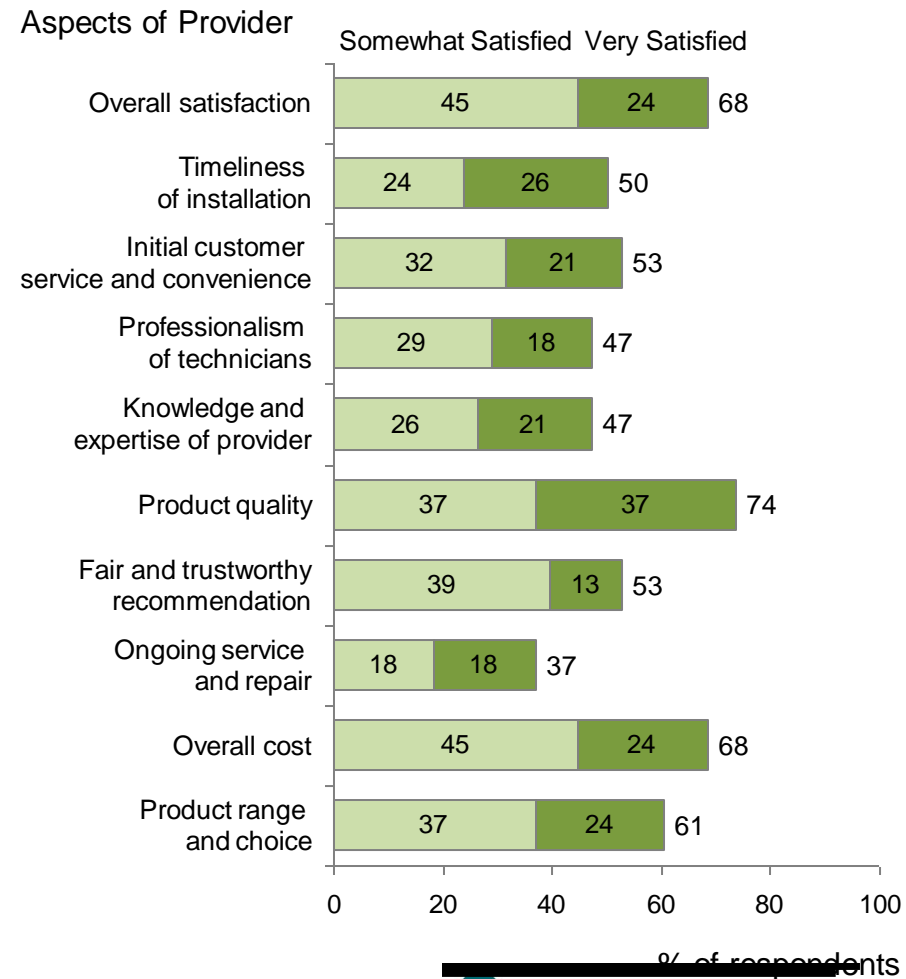


HVAC customers overall very satisfied with contractors and pretty satisfied with home improvement retailers

HVAC Customer Satisfaction with Aspects of Contractors

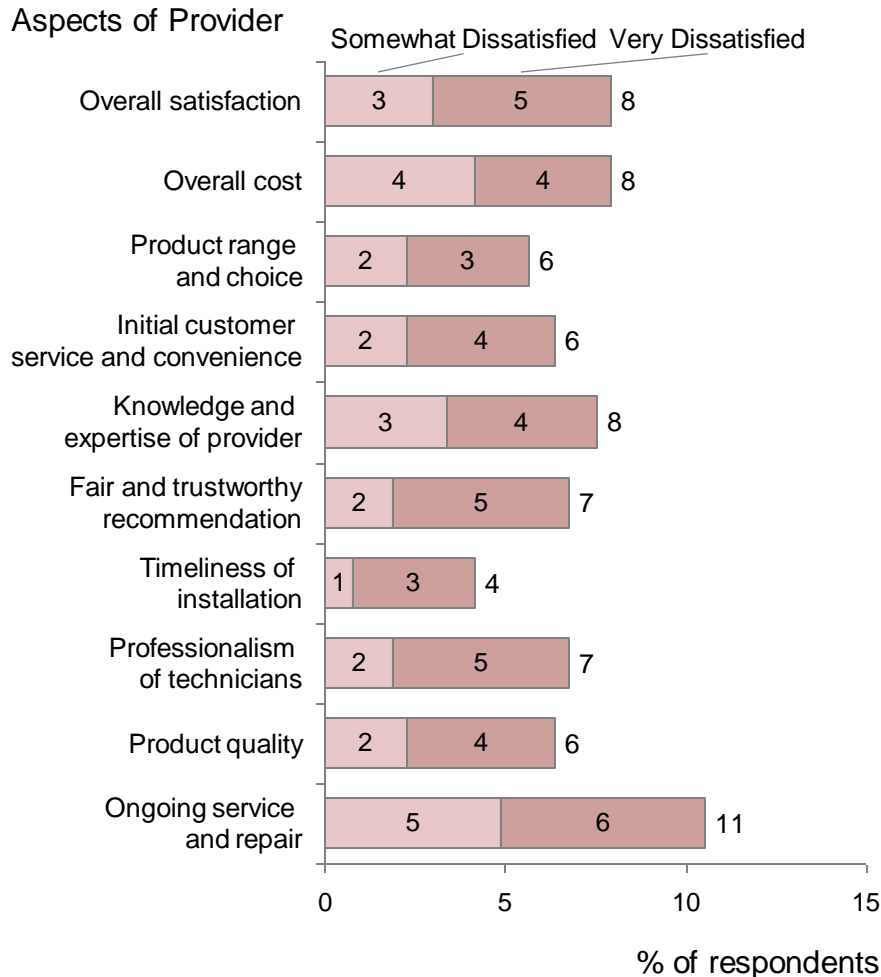


HVAC Customer Satisfaction with Aspects of Retailers

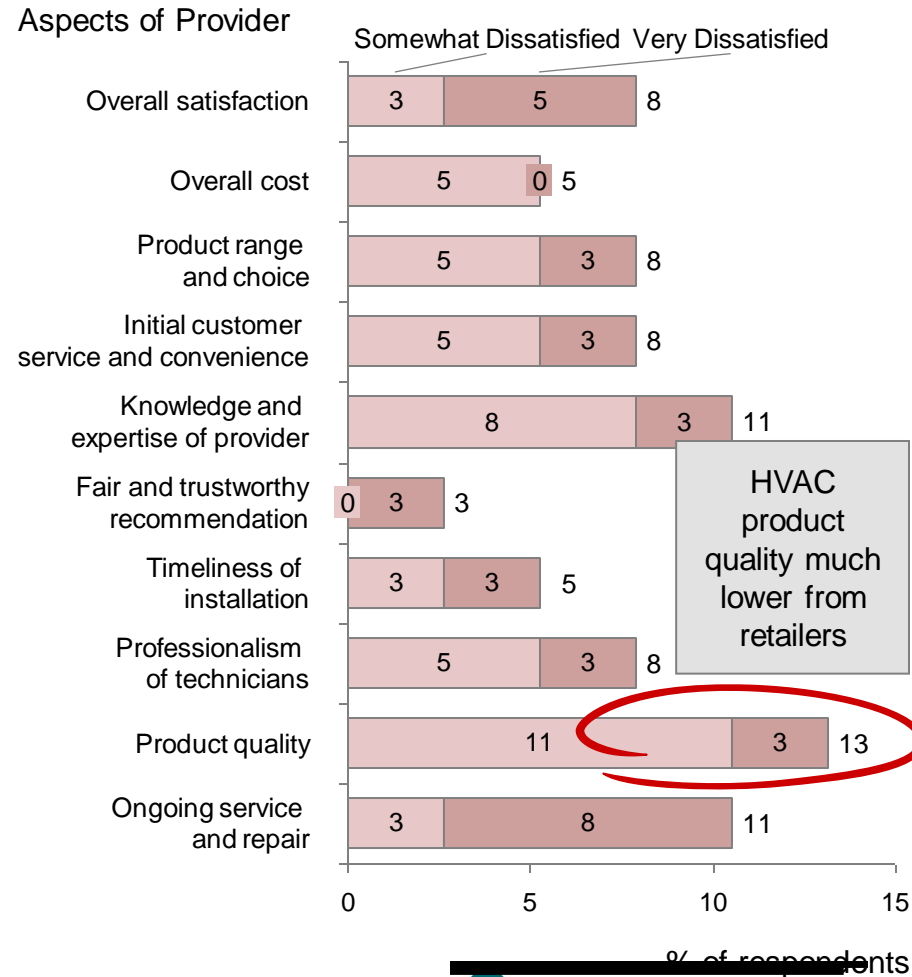


HVAC customers overall most dissatisfied by overall cost and product range of providers

HVAC Customer Dissatisfaction with Aspects of Contractors

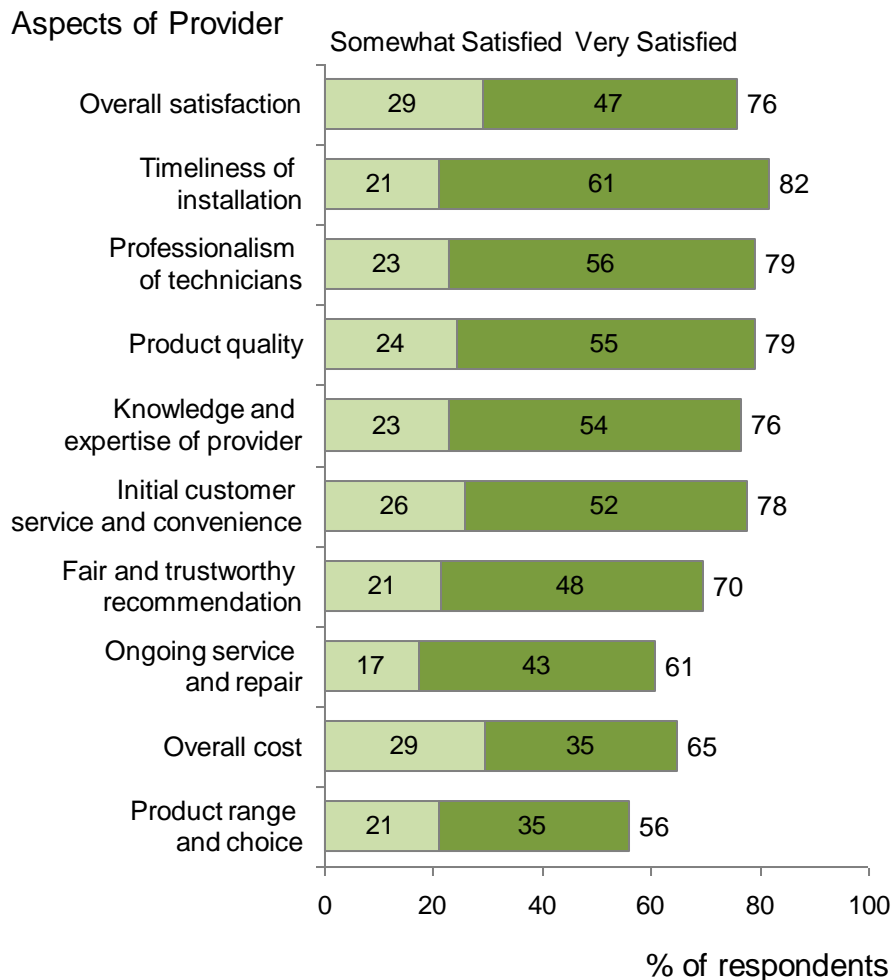


HVAC Customer Dissatisfaction with Aspects of Retailers

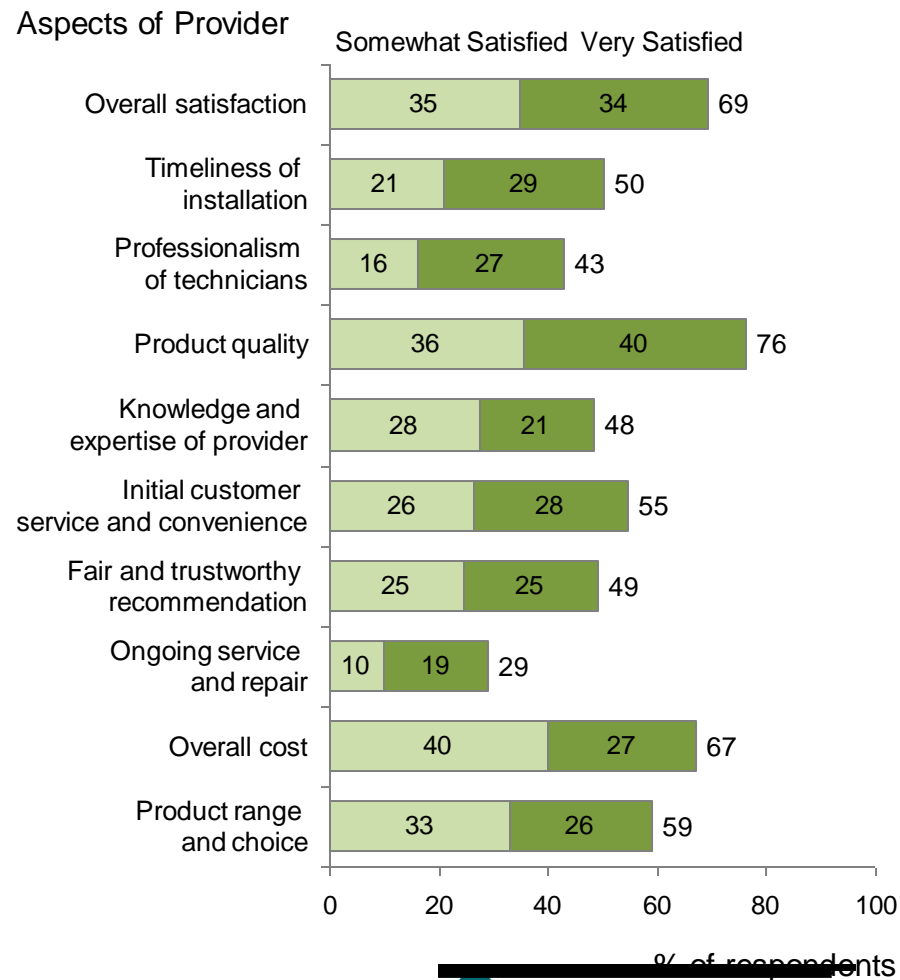


WH customers overall very satisfied with contractors and pretty satisfied with home improvement retailers

WH Customer Satisfaction with Aspects of Contractors



WH Customer Satisfaction with Aspects of Retailers



Source: PSE residential lease HVAC survey, (n = 805), PSE residential lease WH survey (n=797), BCG analysis
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