Selected Findings of the Office of the People’s Counsel’s Pepco Power Outage Survey

October 24, 2012
OPC’s Pepco Power Outage Survey

Purpose of the Survey

• Assess the percentage of consumers affected by June the 22, and June 29, 2012 outages by ward, zip codes and length of outage
• Determine respondents’ ratings of Pepco’s quality of customer service during outages and Pepco’s restoration efforts
• Determine frequency of other power outages
• Assess consumers’ knowledge of causes of outages and periods of occurrence
• Assess consumers’ opinions about undergrounding and willingness to pay
• Assess the general effects of power outages on consumers

Survey Methodology

• Choice of Software
• Data Collection methods
• Data Tabulation and Analysis
Percentage of Survey Respondents Reporting The June 22/29, 2012 Power Outages, by Ward

Percentage of Survey Respondents Reporting Outages by Ward

- Ward 6 = 31%
- Ward 1 = 36%
- Ward 2 = 54%
- Ward 5 = 71%
- Ward 4 = 73%
- Ward 8 = 78%
- Ward 7 = 83%
- Ward 3 = 88%

Source: OPC's Power Outage Survey, 2012
Percentage of Survey Respondents Without Power for 48 Hours or More Due to the June 22, 2012 Outages

Percentage of Survey Respondents Without Power for 48 Hours or More

- Ward 3 = 40%
- Ward 5 = 49%
- Ward 4 = 51%
- Ward 1 = 54%
- Wards 2, 6, and 8 = 57%
- Ward 7 = 66%

Survey Average: 54%
Total Respondents: 723

Source: OPC’s Power Outage Survey, 2012
Percentage of Survey Respondents Without Power for 48 Hours or More Due to The June 29, 2012 Outages

Percentage of Survey Respondents Without Power for 48 Hours or More

- Ward 6 = 0%
- Ward 1 = 46%
- Ward 2 = 48%
- Ward 7 = 56%
- Ward 5 = 62%
- Ward 4 = 69%
- Ward 3 = 77%
- Ward 8 = 78%

Survey Average: 55%
Total Respondents: 791

Source: OPC's Power Outage Survey, 2012
Rating Pepco's Restoration Effort

Percentage of Respondents' Rating of Pepco's Restoration Efforts for the June 22/29, 2012 Power Outages

<table>
<thead>
<tr>
<th>Ward</th>
<th>Poor-Failed</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>38%</td>
<td>18%</td>
<td>11%</td>
<td>2%</td>
</tr>
<tr>
<td>2</td>
<td>47%</td>
<td>33%</td>
<td>16%</td>
<td>4%</td>
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<tr>
<td>3</td>
<td>59%</td>
<td>29%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>4</td>
<td>43%</td>
<td>37%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>5</td>
<td>41%</td>
<td>38%</td>
<td>15%</td>
<td>6%</td>
</tr>
<tr>
<td>6</td>
<td>47%</td>
<td>41%</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>7</td>
<td>41%</td>
<td>24%</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>8</td>
<td>54%</td>
<td>26%</td>
<td>15%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Legend:
- Poor-Failed
- Fair
- Good
- Excellent
Rating Pepco's Restoration Efforts (Average for All)

Average Ratings of Survey Respondents About Pepco's Power Restoration Efforts

- Poor-Failed: 3%
- Fair: 34%
- Good: 15%
- Excellent: 47%

Total Survey Respondents: 1017
Will Undergrounding Reduce Power Outages?

Percentage of Respondents Who Indicated That Undergrounding Will or Will not Reduce Power Outages

<table>
<thead>
<tr>
<th>Ward</th>
<th>Will not Reduce Outages</th>
<th>Will Reduce Outages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>34%</td>
<td>66%</td>
</tr>
<tr>
<td>2</td>
<td>22%</td>
<td>78%</td>
</tr>
<tr>
<td>3</td>
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<tr>
<td>6</td>
<td>23%</td>
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<tr>
<td>7</td>
<td>29%</td>
<td>71%</td>
</tr>
<tr>
<td>8</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>
Will Undergrounding Reduce Power Outages? (Average for all)

Percentage of Survey Respondents Who Indicated That Undergrounding Will or Will not Reduce Power Outages

- 83% Will Reduce Outages
- 17% Will not Reduce Outages

Total Survey Respondents: 1056
Willingness to Pay for Undergrounding

Percentage of Respondents Who Are Willing or Not Willing to Pay Undergrounding

<table>
<thead>
<tr>
<th>Ward</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>63%</td>
<td>36%</td>
</tr>
<tr>
<td>2</td>
<td>64%</td>
<td>44%</td>
</tr>
<tr>
<td>3</td>
<td>73%</td>
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<tr>
<td>4</td>
<td>51%</td>
<td>48%</td>
</tr>
<tr>
<td>5</td>
<td>56%</td>
<td>43%</td>
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<tr>
<td>6</td>
<td>60%</td>
<td>33%</td>
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<tr>
<td>7</td>
<td>80%</td>
<td>21%</td>
</tr>
<tr>
<td>8</td>
<td>65%</td>
<td>38%</td>
</tr>
</tbody>
</table>

Percentage
Willingness to Pay for Undergrounding (Average For All)

Percentage of Respondents Who Are Willing or Not Willing to Pay Undergrounding

- **52%** Yes
- **48%** No

Total Survey Respondents: 1059
Percentage of Respondents Needing Electricity for Medical Purposes

Percentage of Respondents That Need Electricity for Medical Purposes

Ward

- Need Electricity For Medical Purposes
- Do not Need Electricity for Medical Purposes
Percentage of Survey Respondents Who Indicated They Experienced 3 or More Outages in The Past Year

Source: OPC's Power Outage Survey, 2012