

Review of Recent Chugach Surveys

Policy Survey

Hellenthal and Associates

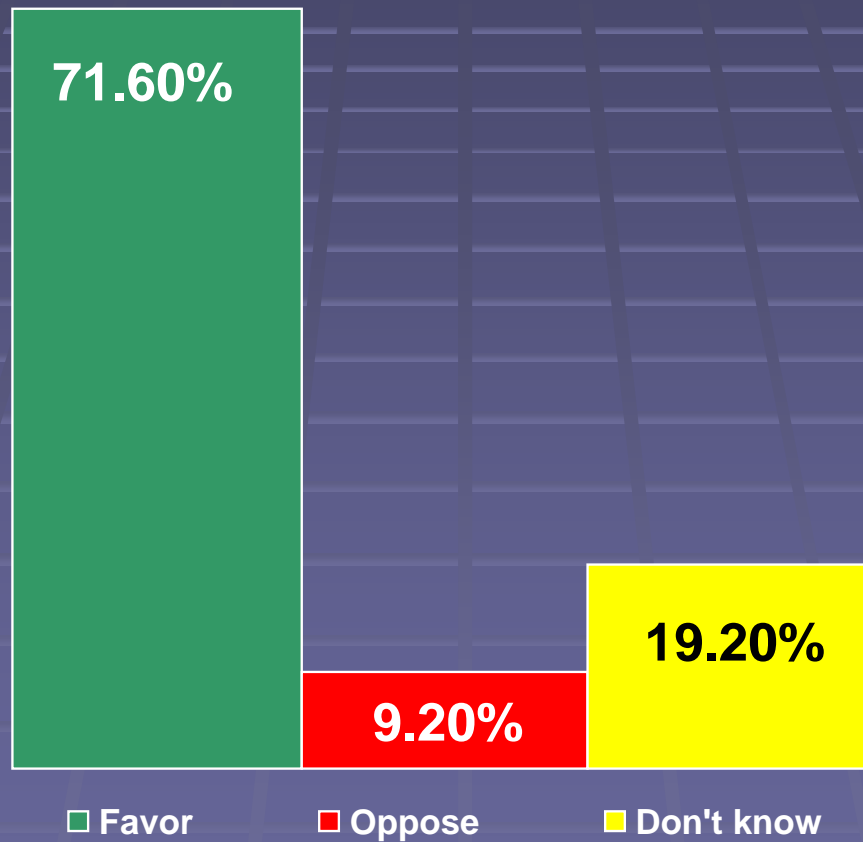
Methodology

- Fielded December 13 – 26, 2008
- 318 Residential respondents
- +/- 5.5% margin of error
- Cell phones included

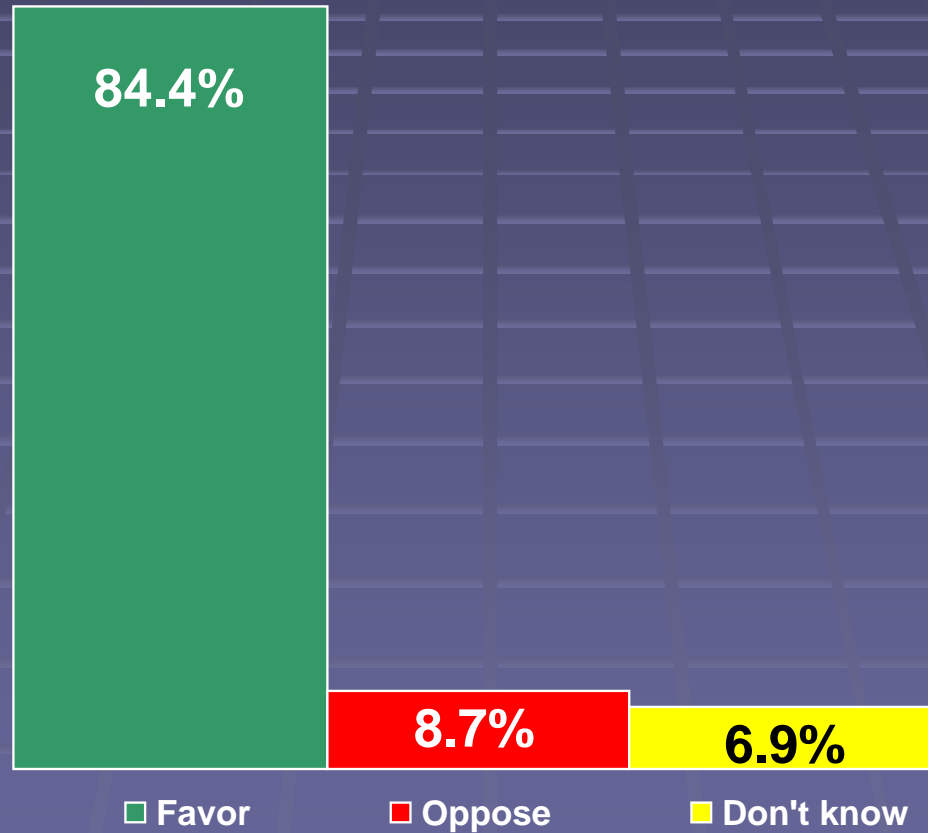
4 policy areas

- 90/10 to 10/90
- Hydroelectric
- UPP
- Transfer assets

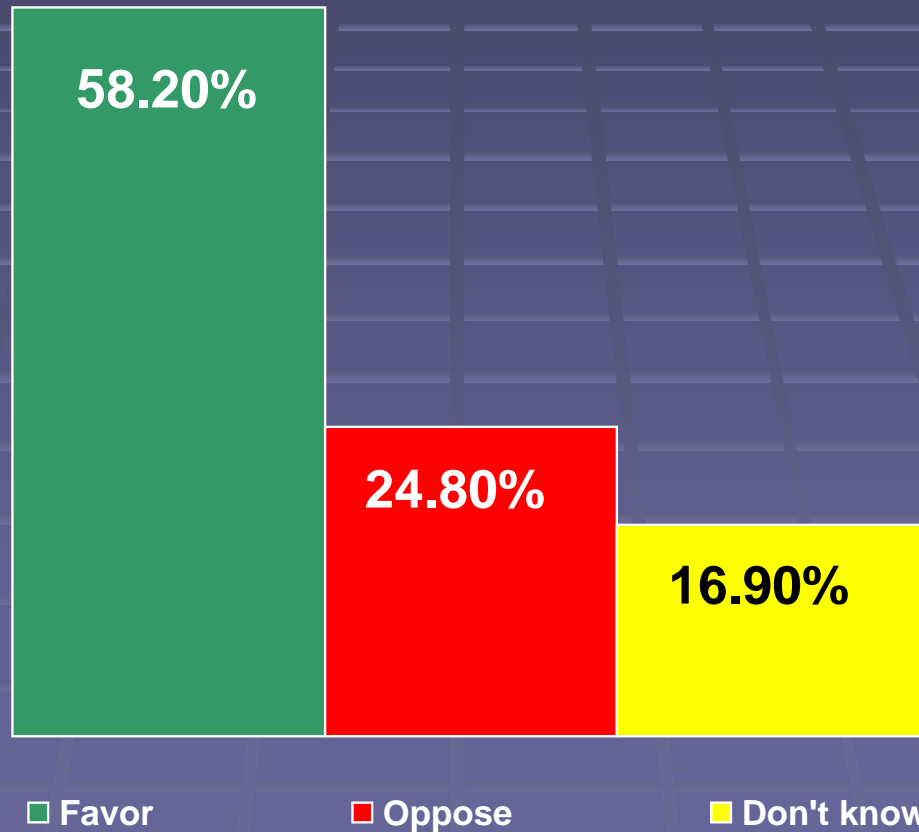
Do you favor or oppose the Chugach board vision of 10% fossil fuel and 90% renewable?



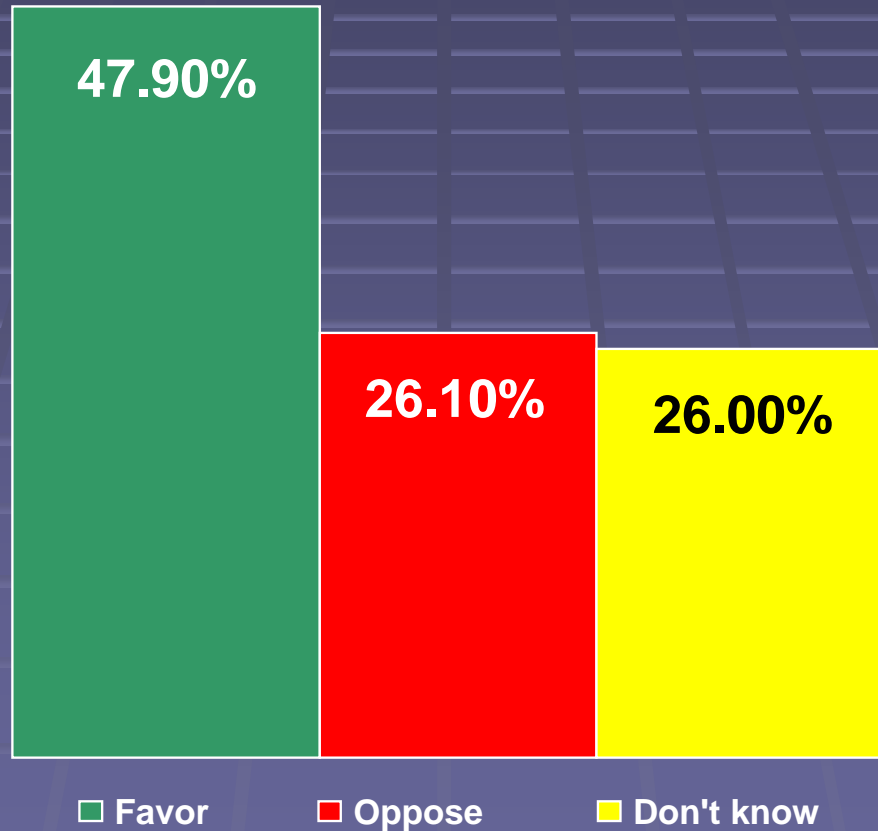
Do you favor or oppose the state looking at new hydroelectric projects for the Railbelt?



Do you favor or oppose creating a public/private organization to plan, build, own and operate new Railbelt generation and transmission of electricity assets?



Would you favor or oppose Chugach transferring a significant portion of its current transmission of electricity system to this public corporation?



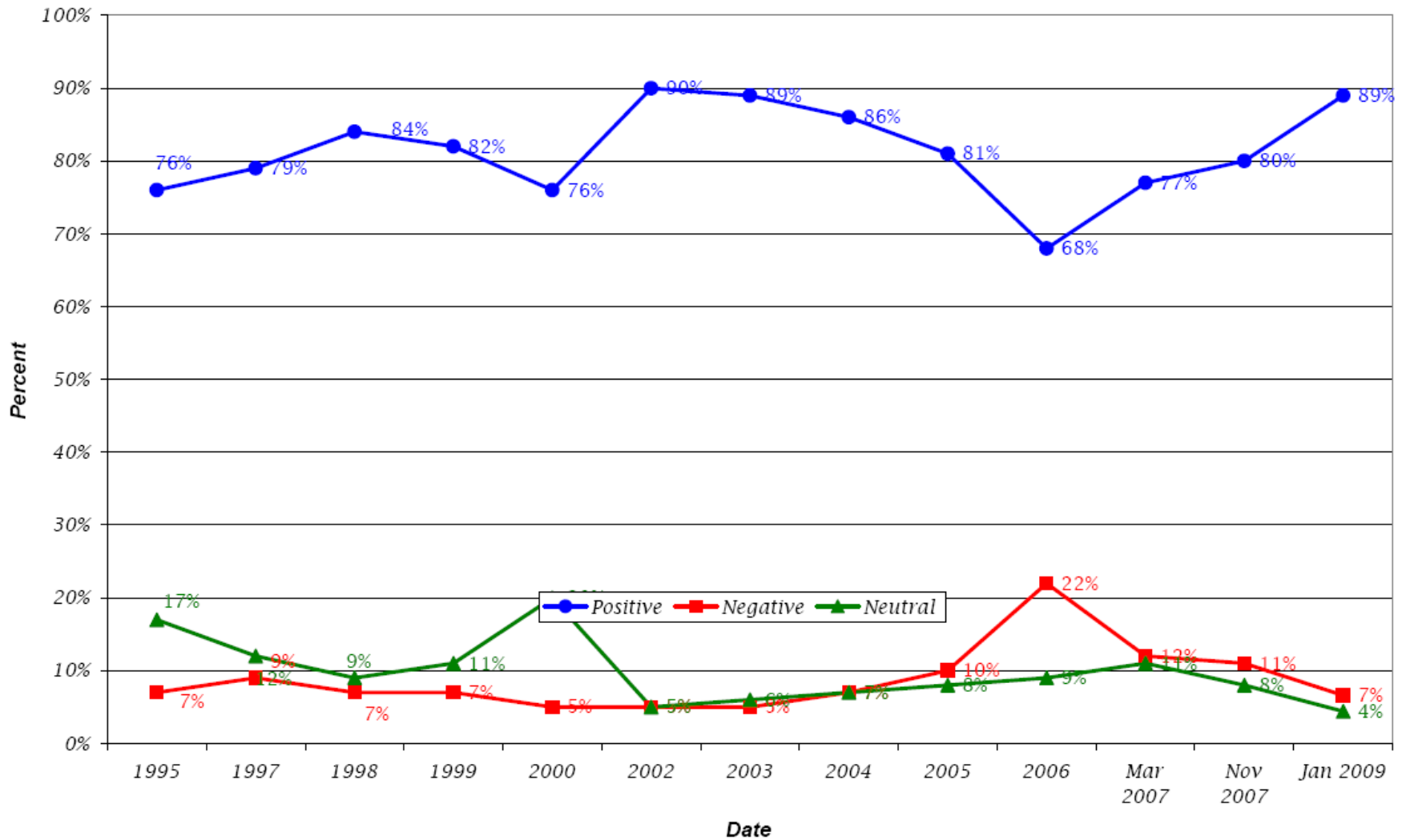
Member Attitude Survey

Hellenthal and Associates

Methodology

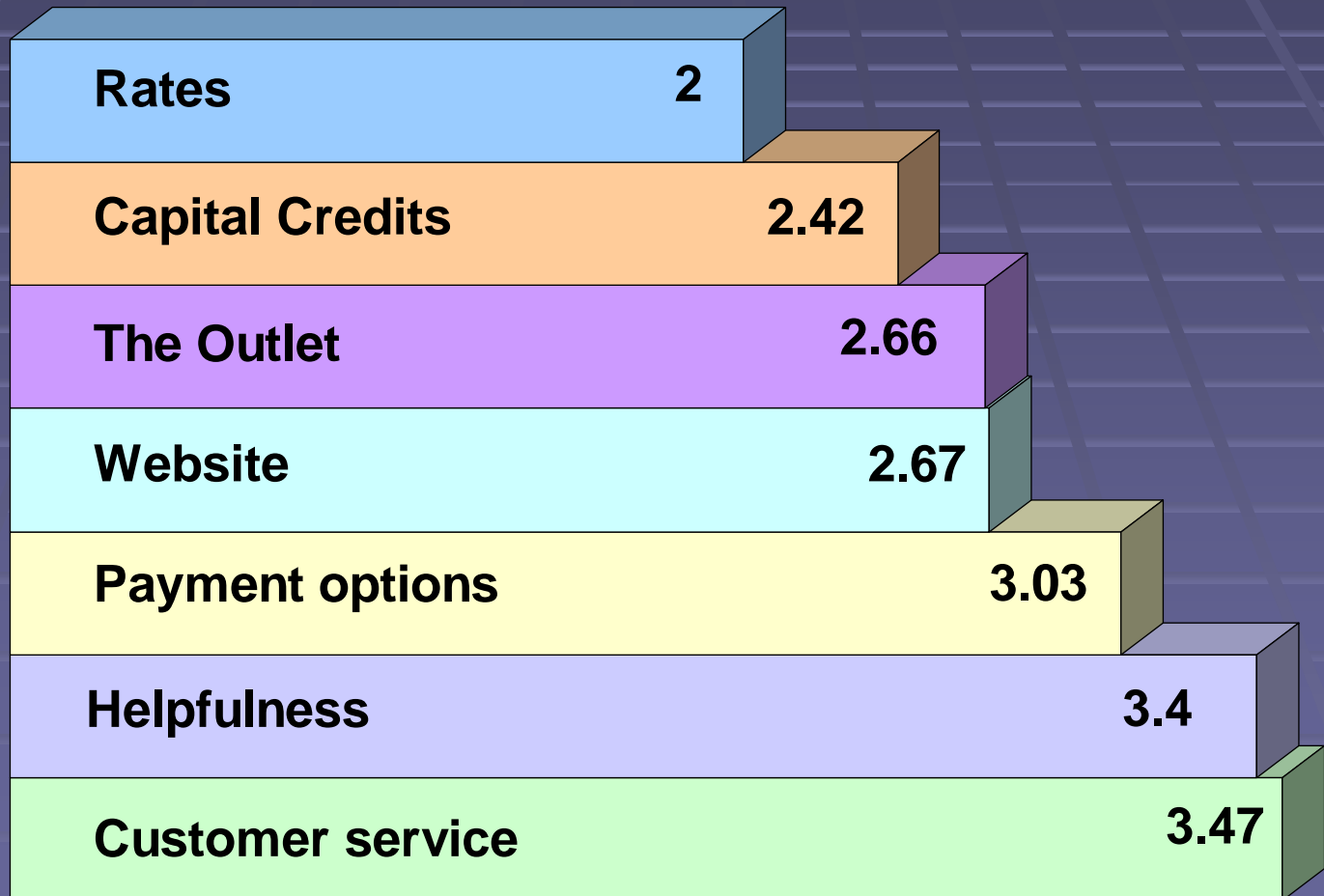
- Fielded Dec. 28, 2008 to Jan. 9, 2009
- 321 Residential respondents
- +/- 5.47%
- Cell phones included

How do you feel about Chugach?

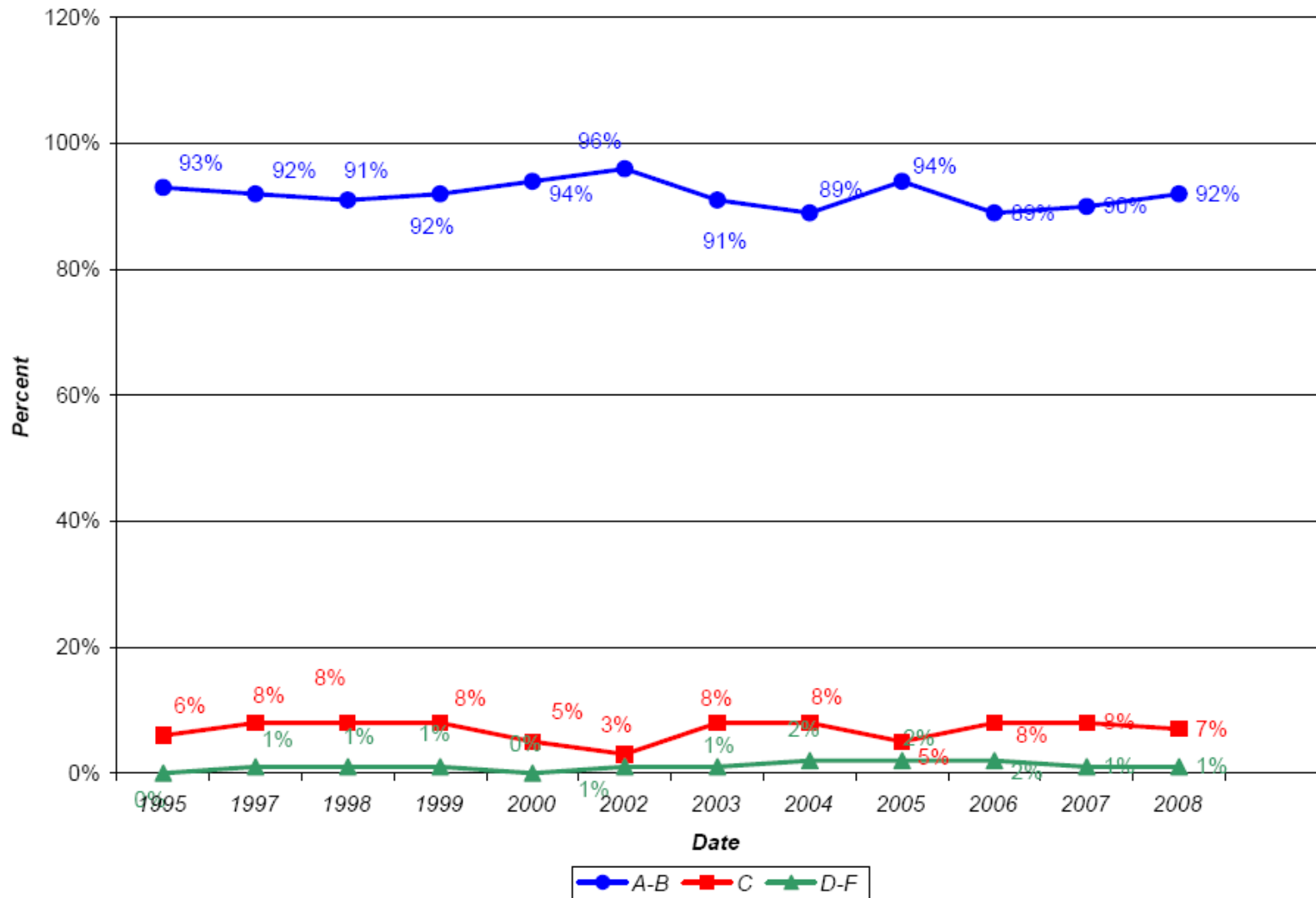


How satisfied are you with the following items?

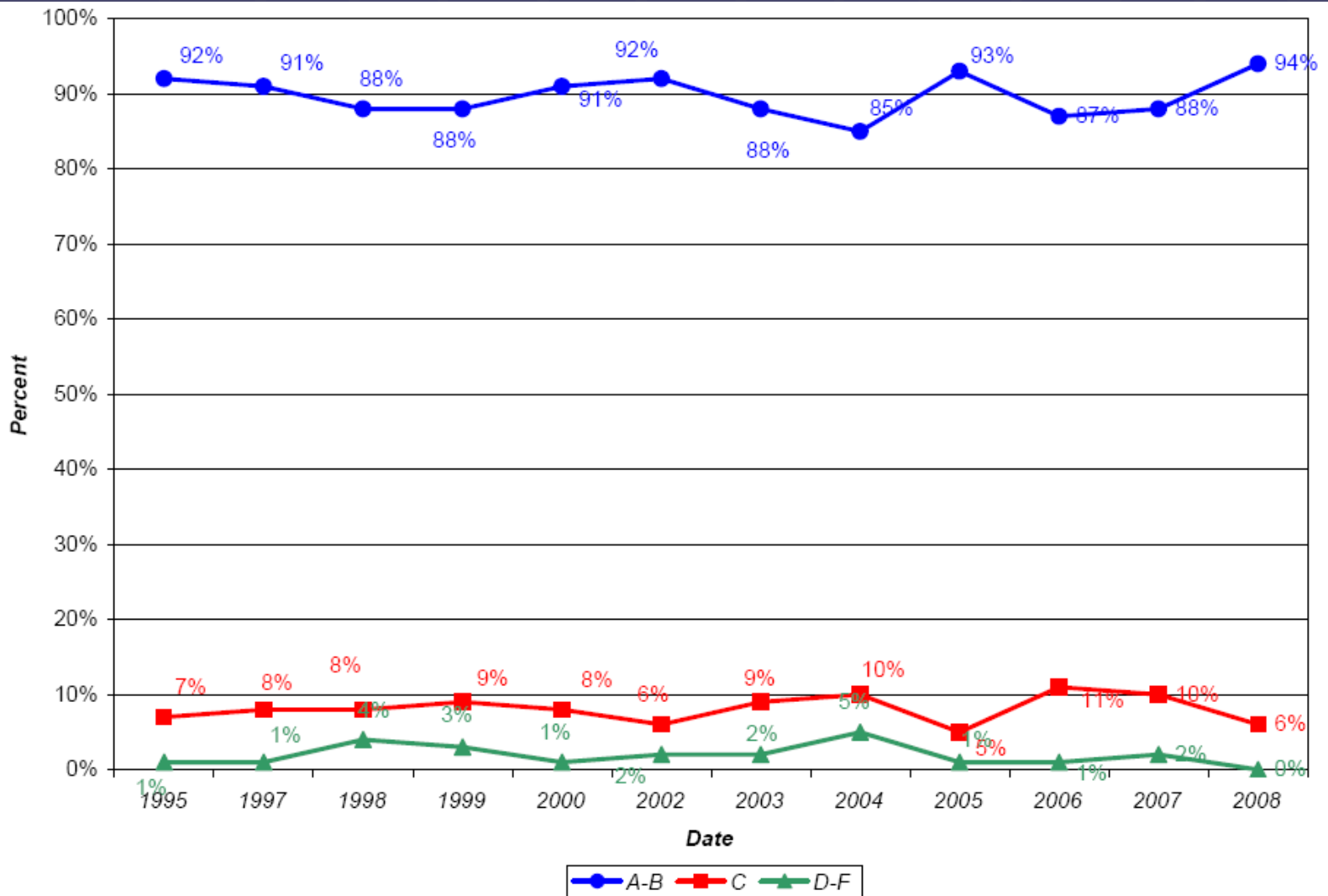
(0 = very dissatisfied, 4 = very satisfied)



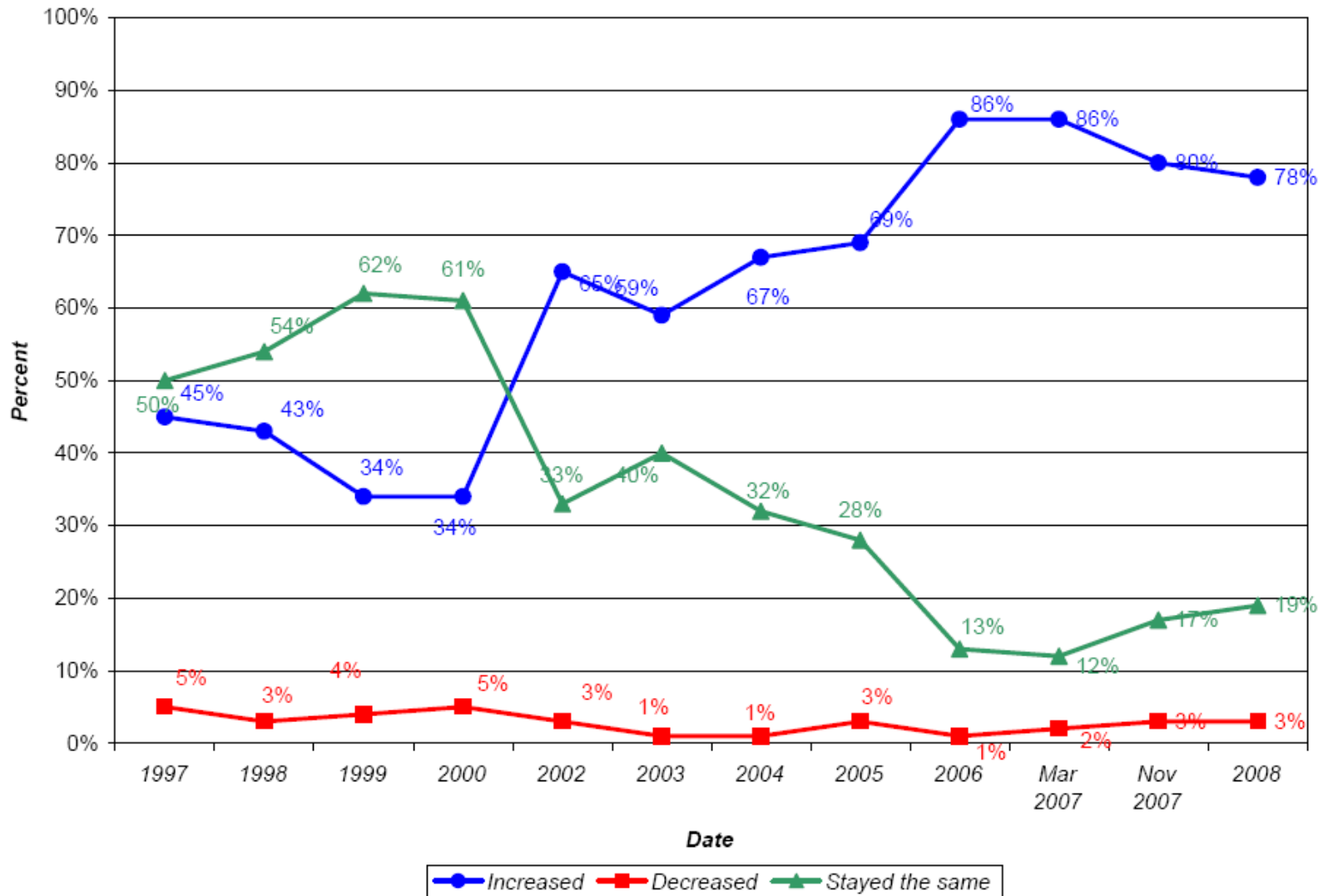
Overall, how would you rate the reliability of Chugach Electric service?



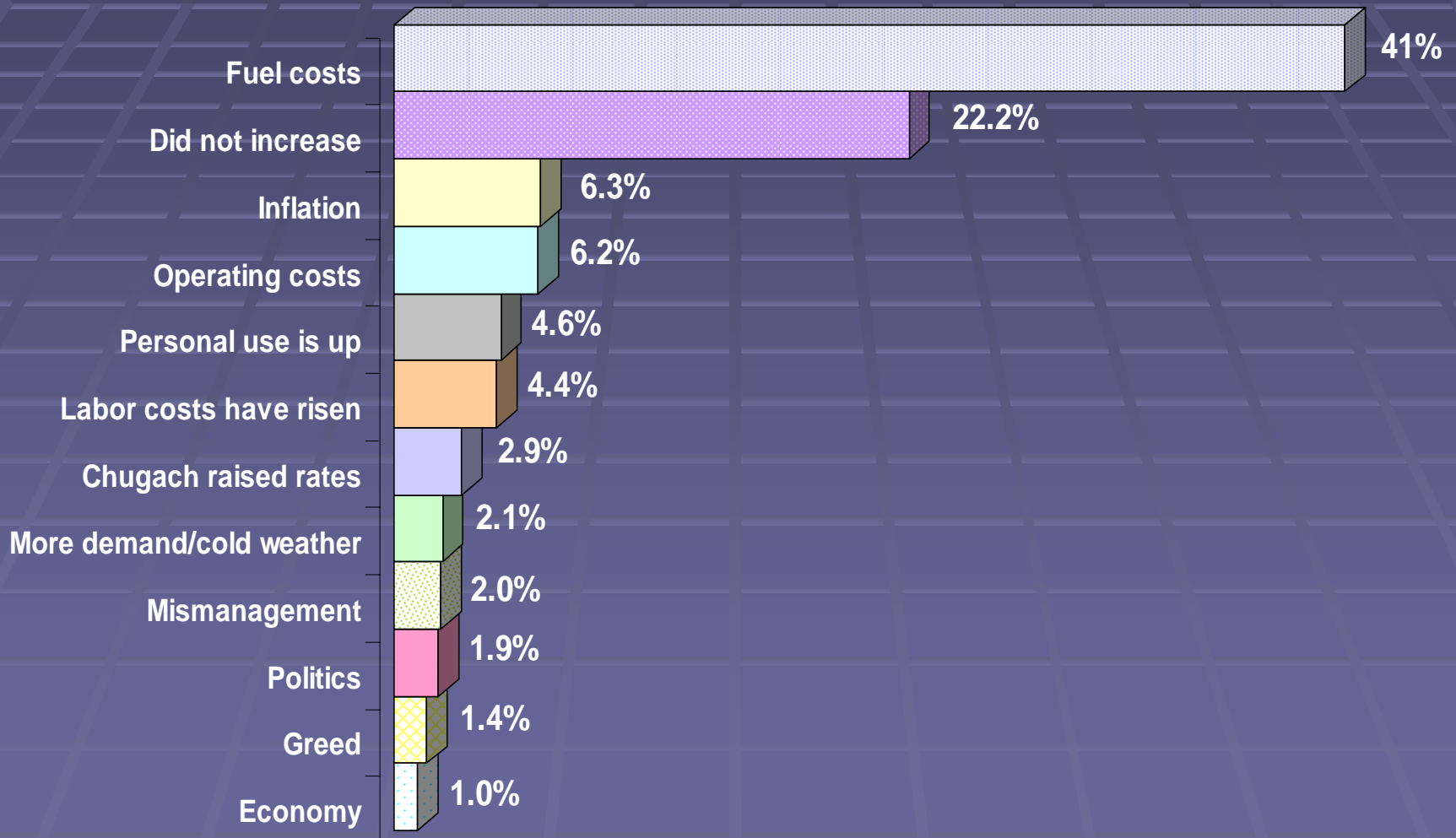
On average, what grade would you give Chugach in restoring service after a power outage occurs?



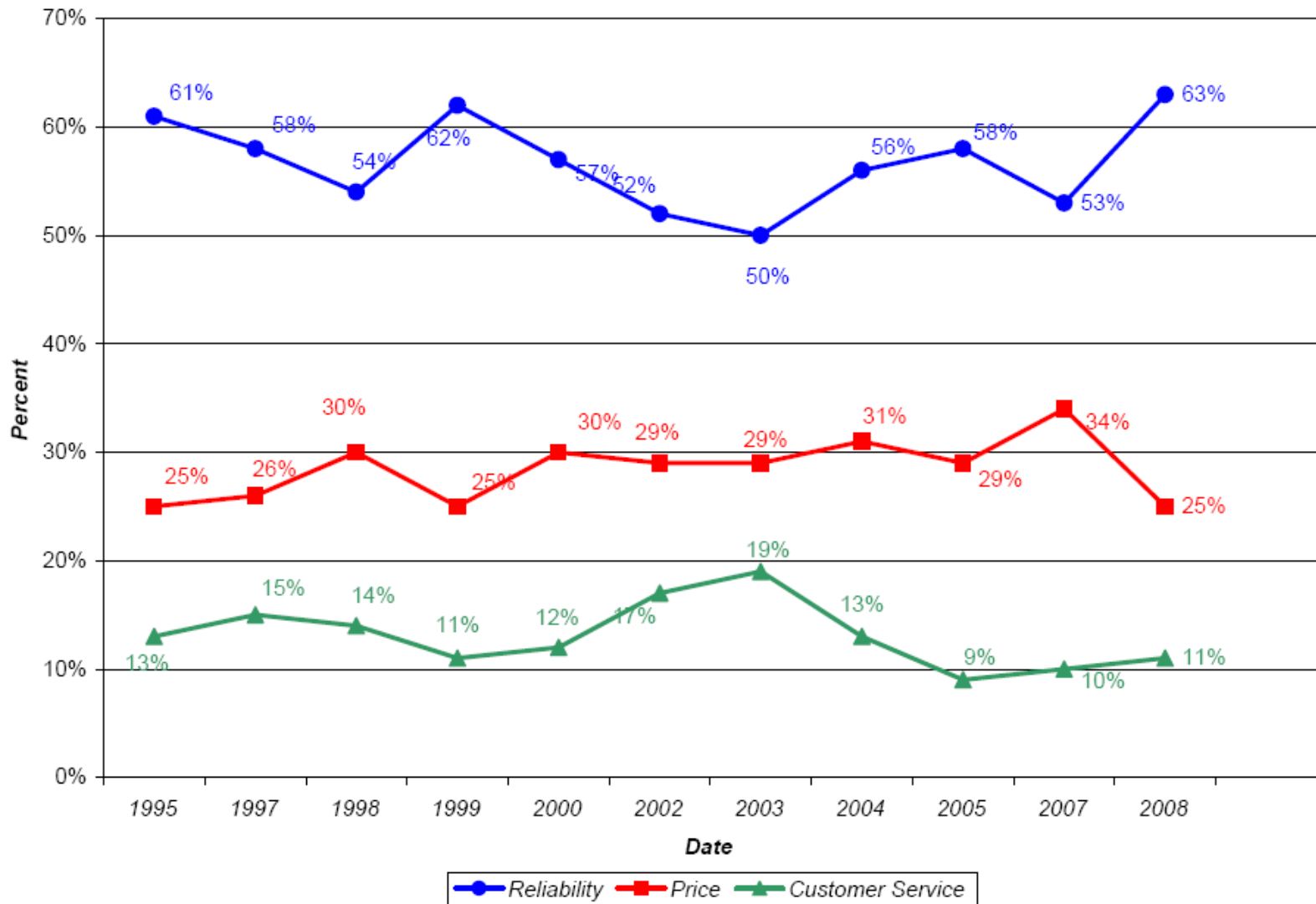
Do you think that over the past two years your electric bill has increased, decreased or stayed about the same?



What do you think is the main cause of the increase in your electric bill?



Which is most important to you – price, reliability, or quality of customer service?

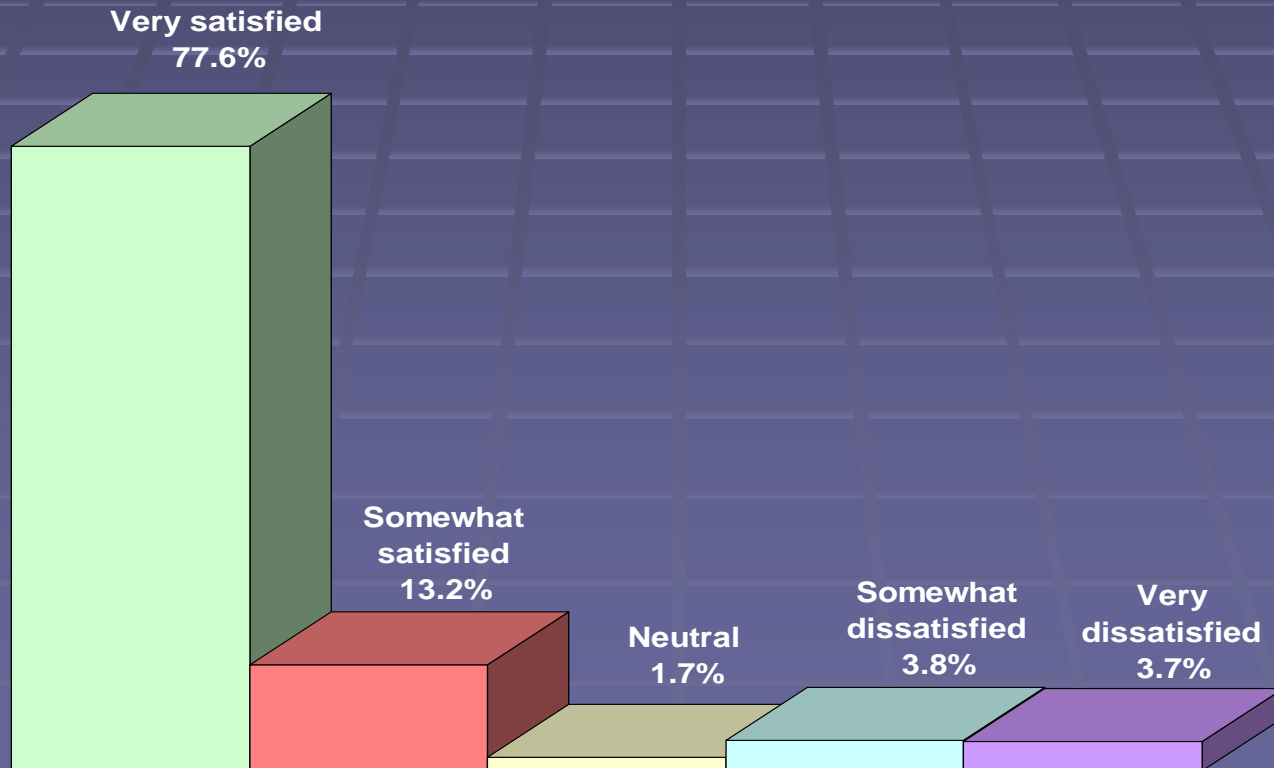


Over the past 12 months, have you been in contact with Chugach customer service personnel?

Yes 47.6%

No 52.4%

How satisfied were you with the response you received?



Have you taken any steps to conserve or otherwise lower your use of electricity?

Yes 89.0%

No 11.0%

What have you done?

