

**CHUGACH ELECTRIC ASSOCIATION, INC.**  
**Anchorage, Alaska**

**November 29, 2007**

TO: Bill Stewart, Chief Executive Officer

FROM: Dave Smith, Vice President, Administration

SUBJECT: Credit Card Payments

Following our last discussion with the board on this topic, we called Dave Dittman and asked him to meet with us to review the credit card issue. At that meeting, Dave suggested we do some customer research on the issue of credit card payments. He suggested including a series of credit card questions in the residential member attitude survey we were planning. We asked if he could have those results and be prepared to discuss the credit card issue with the Operations Committee on December 5. He felt they could meet that schedule.

Chugach staff worked with Dave and Erika from Dittman Research on a questionnaire for the member attitude survey.

On November 29 we were notified by Erika that they had completed fielding and were processing the data.