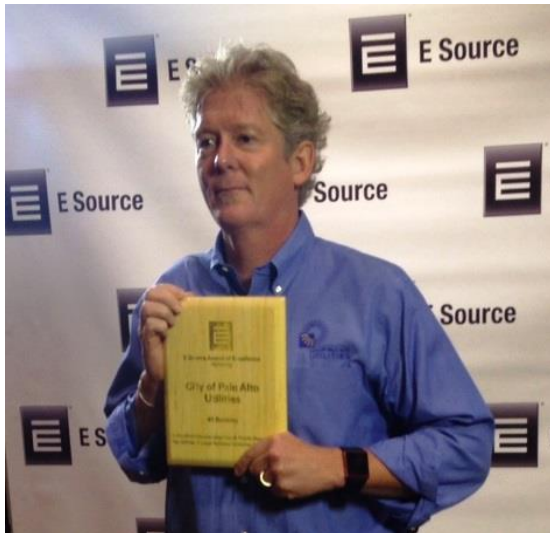


MEDIA ALERT

Issued: September 21, 2013

Palo Alto #1 in Nation—Satisfaction Rating for Utilities Reps



Key Account Representative Josh Wallace accepts award on behalf of CPAU

As a community-owned utility, our priority is meeting the needs of our customers. So it makes us proud to get news like this...

Our large business customers rated their Utilities Key Account Representatives so highly in terms of providing useful and timely information that our Reps ranked among the best in the country!

In a recent ESource nationwide survey, the City of Palo Alto Utilities (CPAU) came in first place, with its customers giving both the utility and individual Key Account Representatives high scores for delivering outstanding value and service.

Awards were given out at the ESource Annual National Conference last week. *(photo attached of Key Account Representative Josh Wallace who picked up the award for CPAU)*

Our Key Account Representatives work hard to provide personalized information and assistance to customers. We greatly appreciate this recognition that our services add value to their businesses.

E Source is a national company that works with over 300 utilities in the natural gas and electric fields to provide unbiased, objective energy business intelligence. As one of their services, the company surveys large business customers nationwide in its *E Source Gap and Priority Benchmark: A Survey of Utility Large Business Customers*. Utilities were ranked by how well they meet customer priorities.

The E Source Gap and Priority Benchmark 2013 results are based on survey responses from more than 1,300 U.S. utility large business customers of 18 utilities. According to the 2013 survey results, reliability was named as the most important utility attribute. Working to keep energy prices down, effectively communicating during emergencies and trust tied for second. Working to keep energy prices down is the area that needs the most improvement; scores for this issue revealed the largest gap between customer importance and utility performance.

CPAU was ranked first-place in the 2013 survey because its large business customers gave the utility an overall rating of 9.1 on a scale of 1 to 10 (where 1 = not at all satisfied and 10 = very satisfied). The utility received high scores in all categories, including satisfaction with the utility and with their account representative as well as the value provided by the utility relative to the price paid for energy.

CPAU consistently gets satisfaction ratings of 85% or higher on surveys conducted among all customer classes, a statistic that tells us we are meeting most people's needs. Of course, we're aiming for 100% satisfaction of all customers, so our work is not done!

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