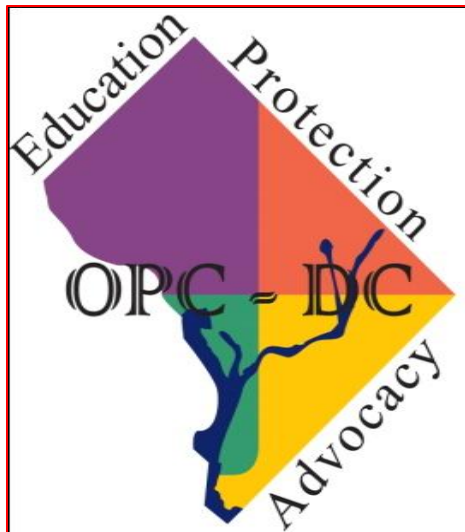


# Selected Findings of the Office of the People's Counsel's Pepco Power Outage Survey

October 24, 2012



# **OPC's Pepco Power Outage Survey**

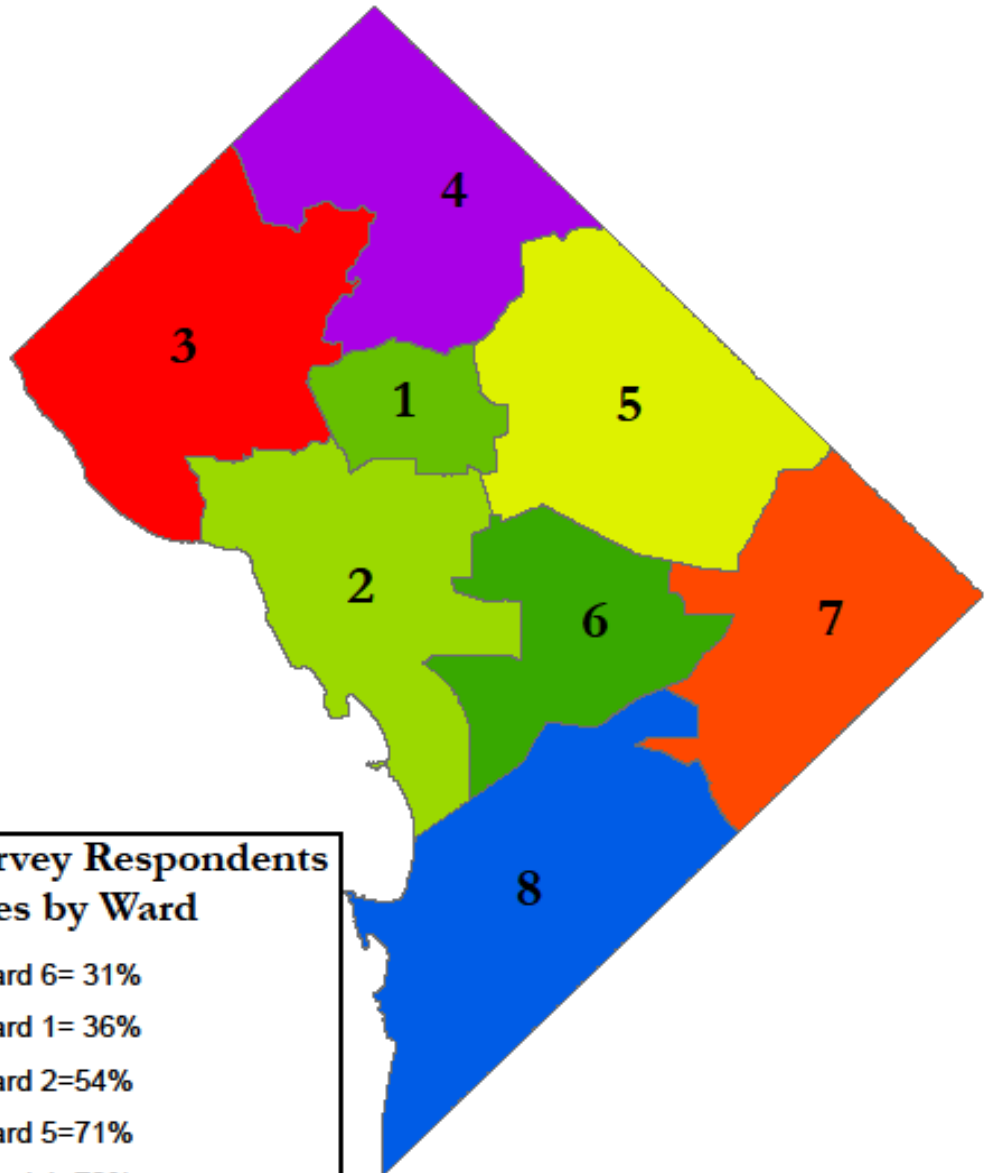
## **Purpose of the Survey**

- 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

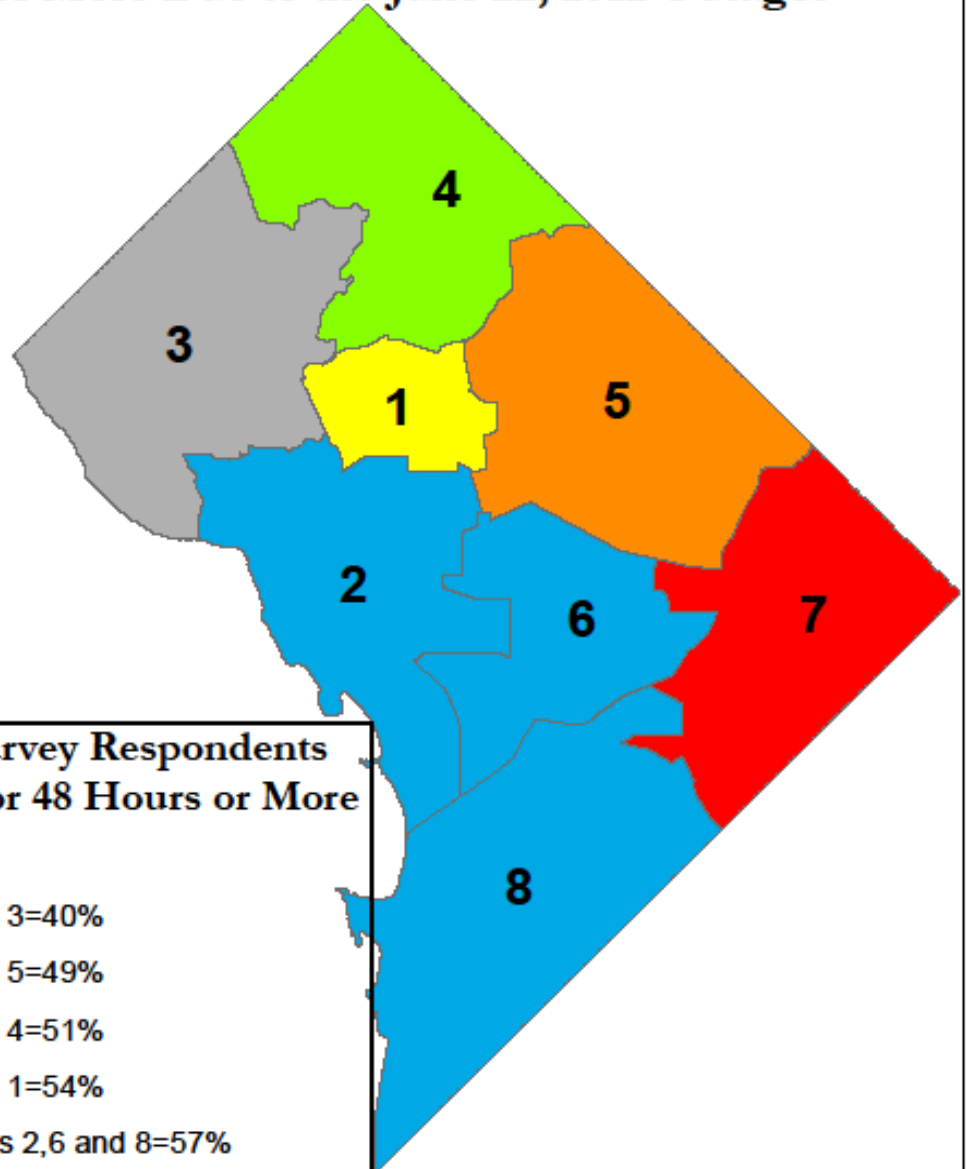


### Percentage of Survey Respondents Reporting Outages by Ward

	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



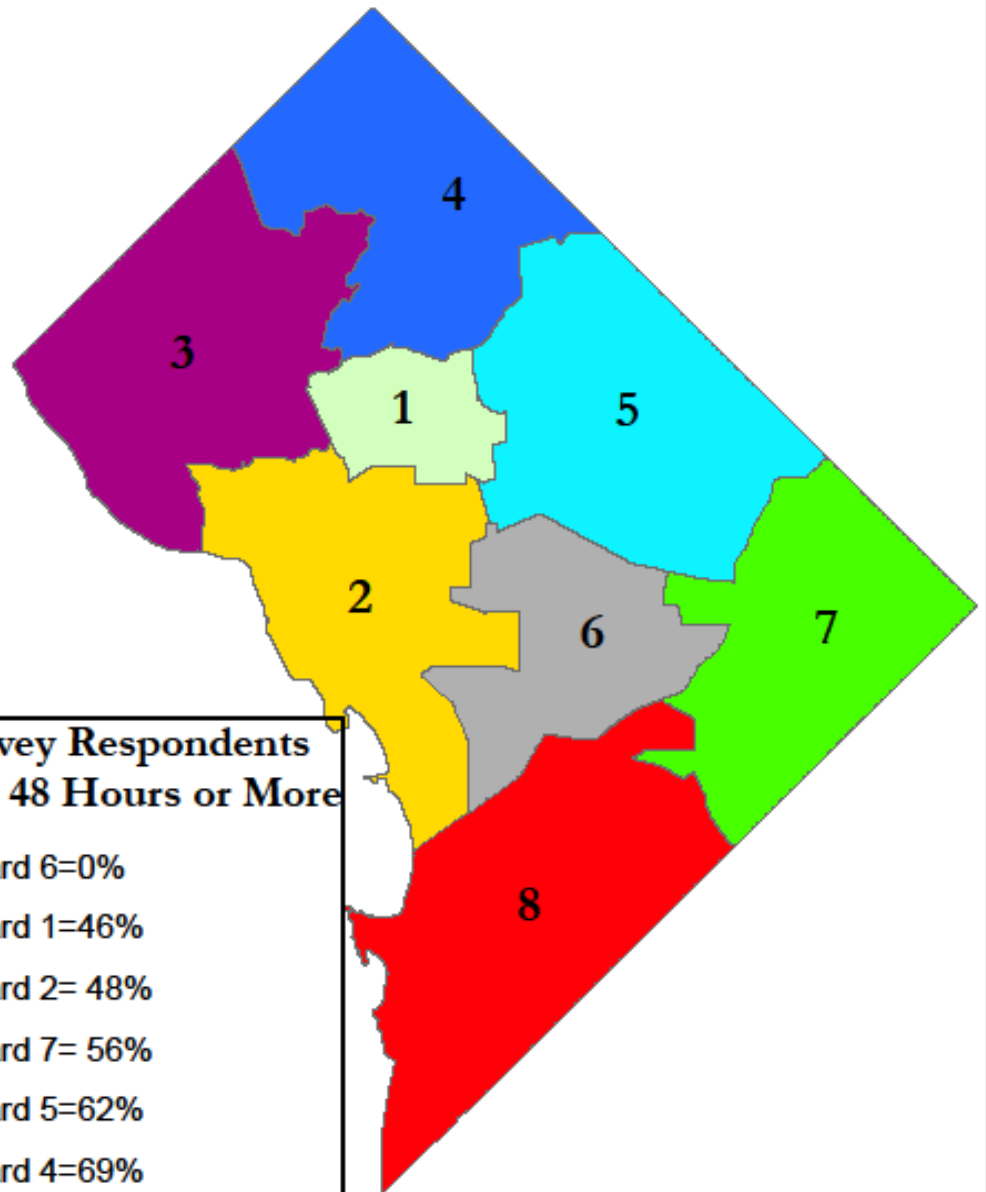
### Percentage of Survey Respondents Without Power for 48 Hours or More

Grey	Ward 3=40%
Orange	Ward 5=49%
Light Green	Ward 4=51%
Yellow	Ward 1=54%
Blue	Wards 2,6 and 8=57%
Red	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

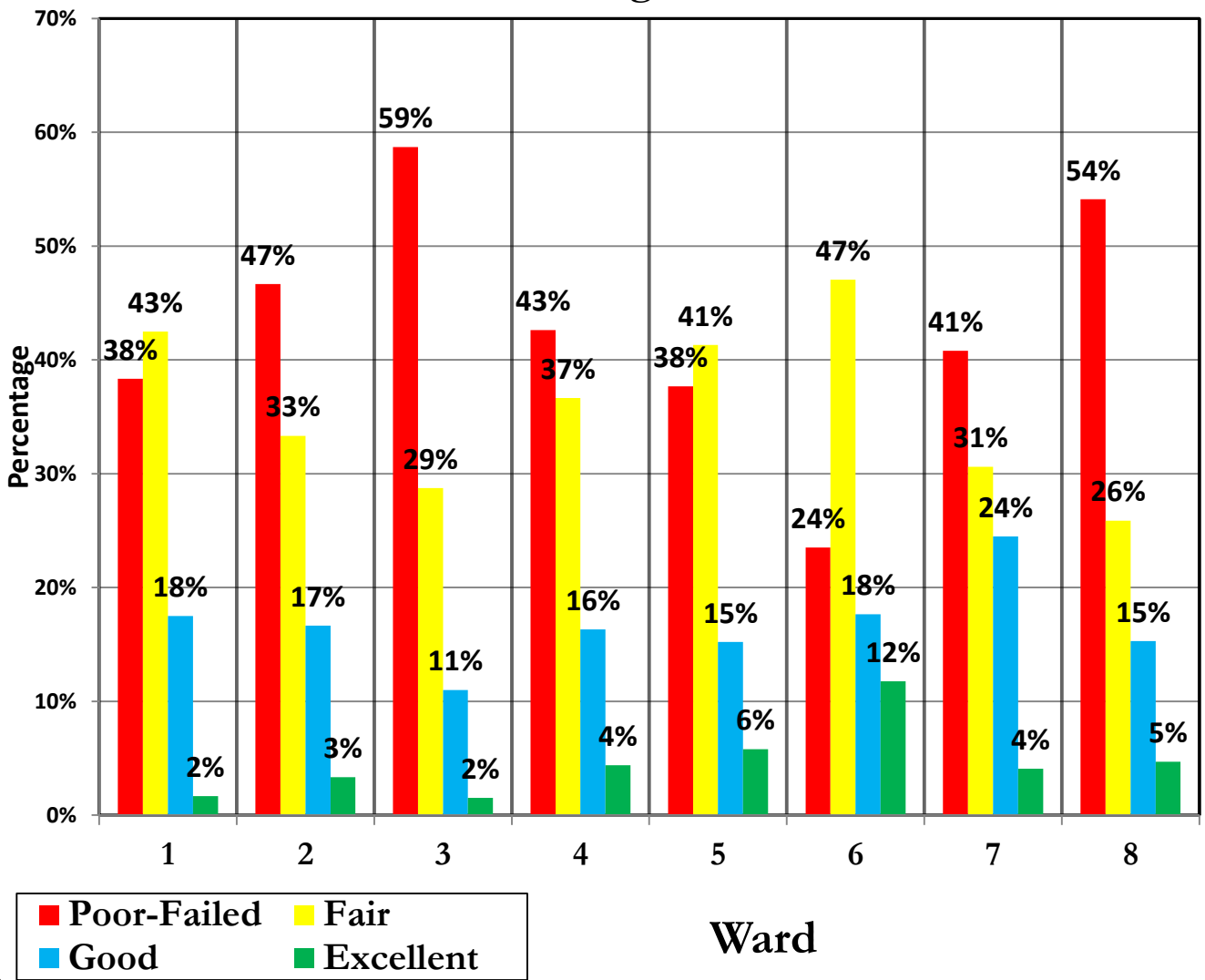
- Ward 6=0%
- Ward 1=46%
- Ward 2= 48%
- Ward 7= 56%
- Ward 5=62%
- Ward 4=69%
- Ward 3=77%
- Ward 8=78%

**Survey Average: 55%**  
**Total Respondents: 791**

Source: OPC's Power Outage Survey, 2012

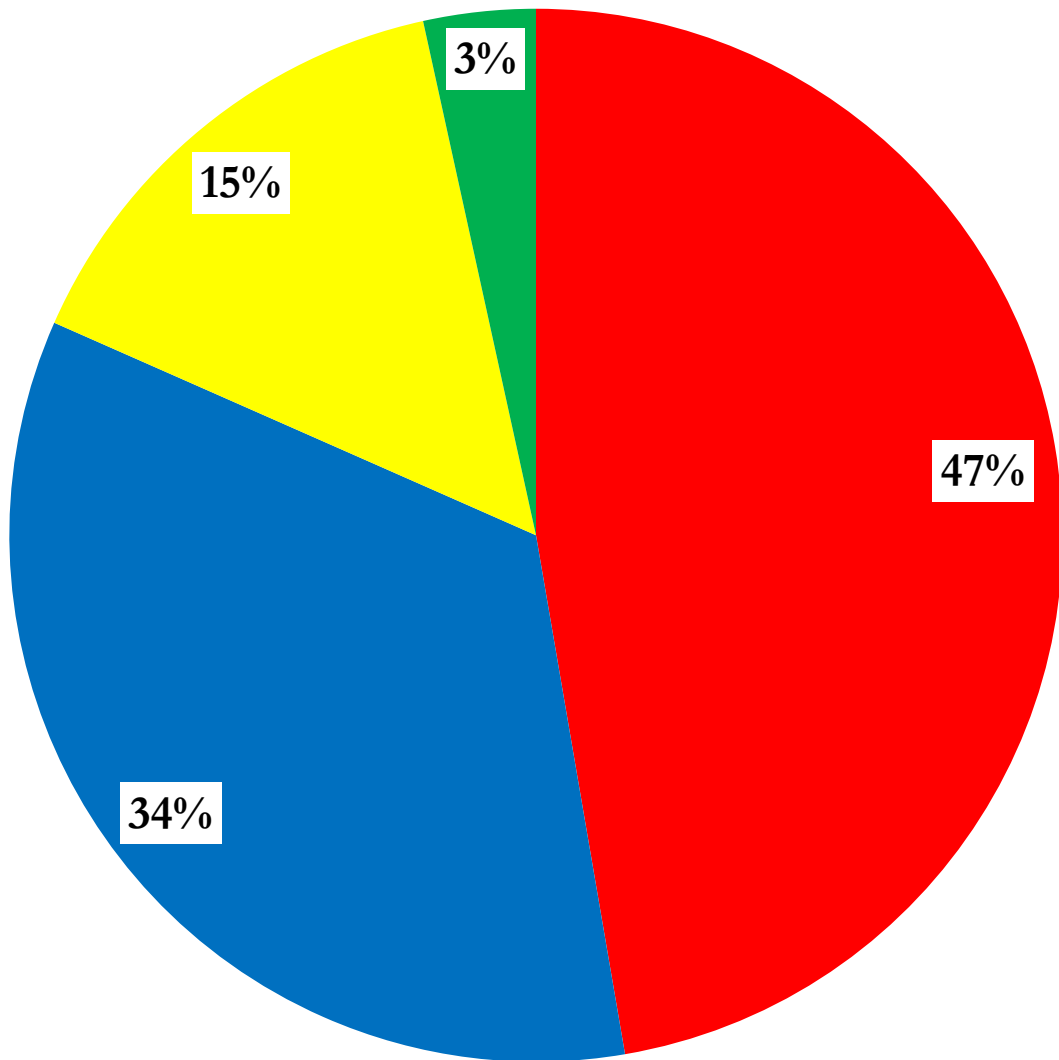
# Rating Pepco's Restoration Effort

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



# Rating Pepco's Restoration Efforts (Average for All)

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



■ Poor-Failed

■ Fair

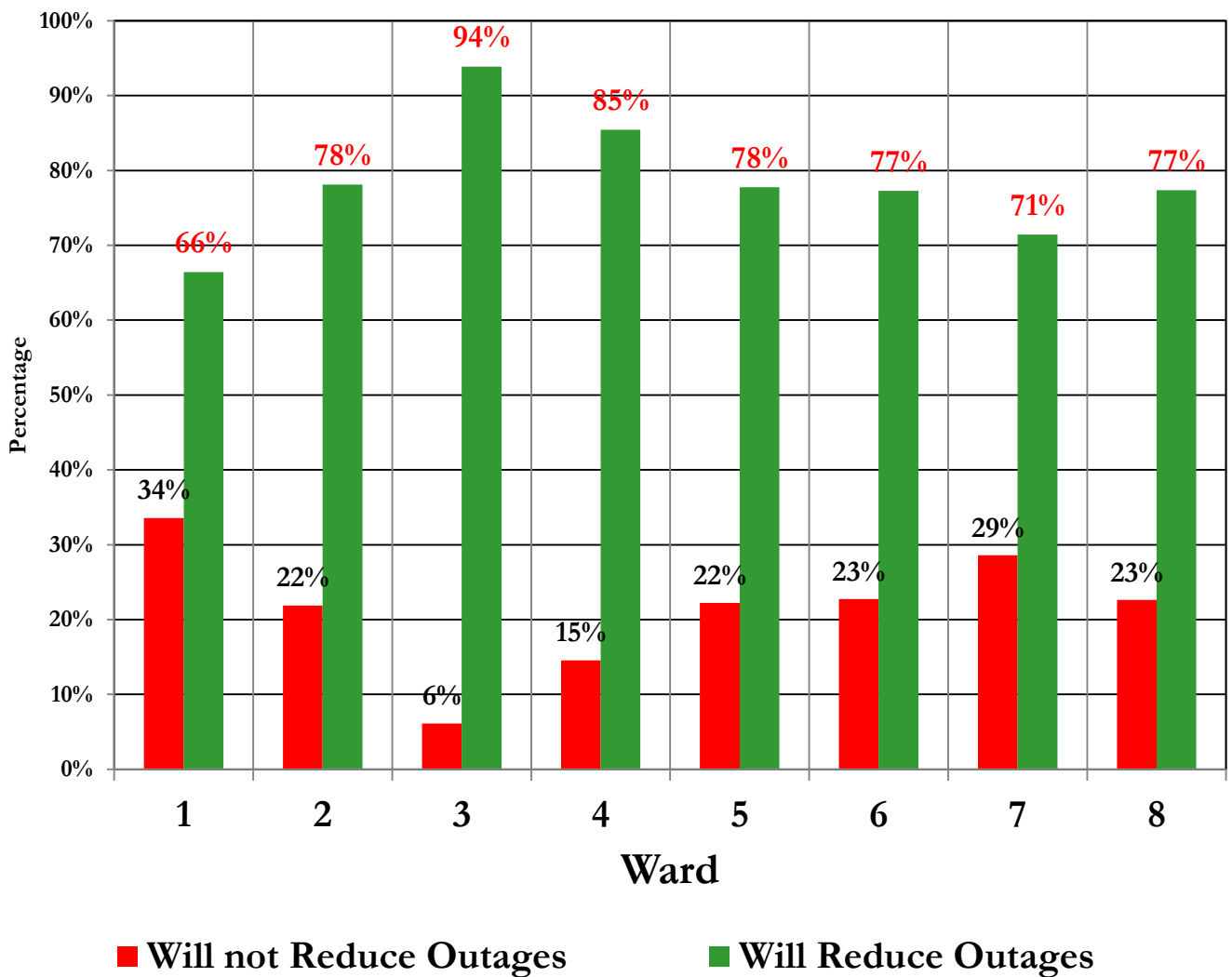
■ Good

■ Excellent

Total Survey Respondents: 1017

# Will Undergrounding Reduce Power Outages?

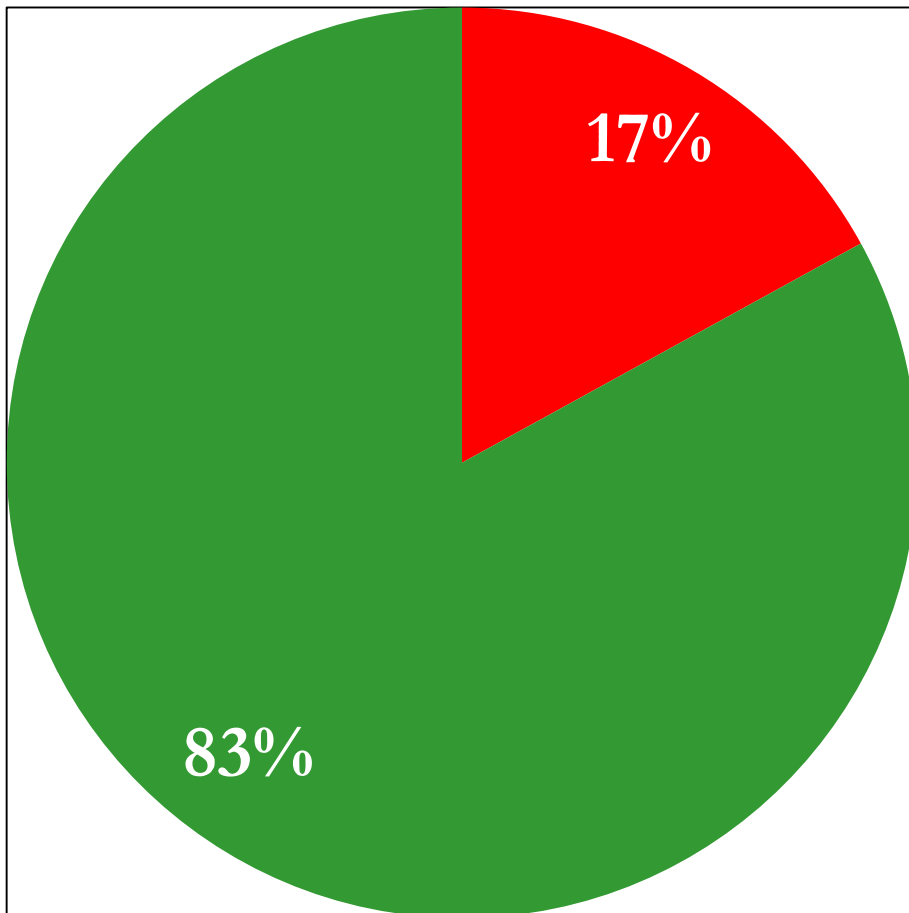
Percentage of Respondents Who Indicated That Undergrounding Will or Will not Reduce Power Outages





# Will Undergrounding Reduce Power Outages? (Average for all)

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

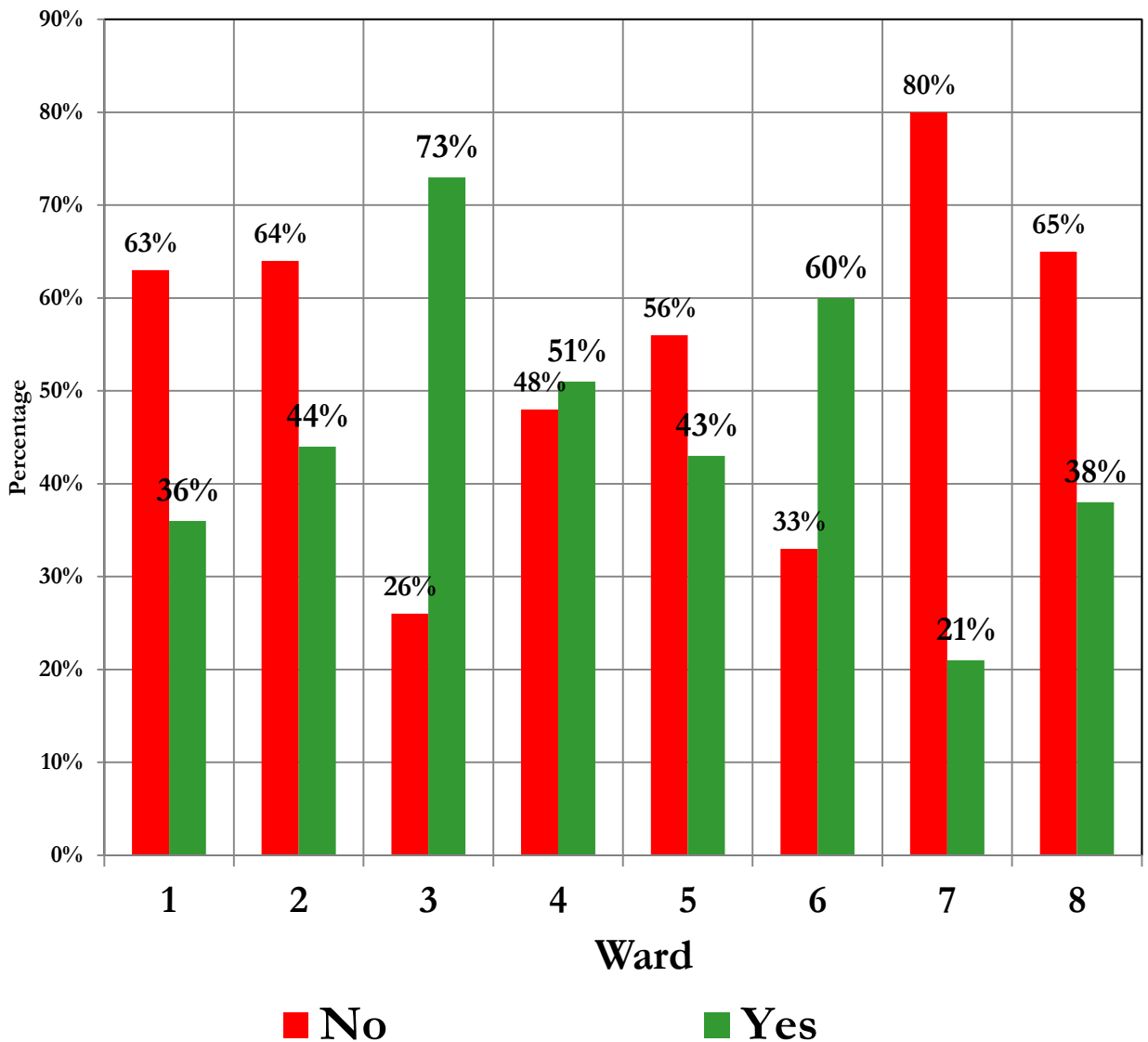


- Will not Reduce Outages
- Will Reduce Outages

Total Survey Respondents: 1056

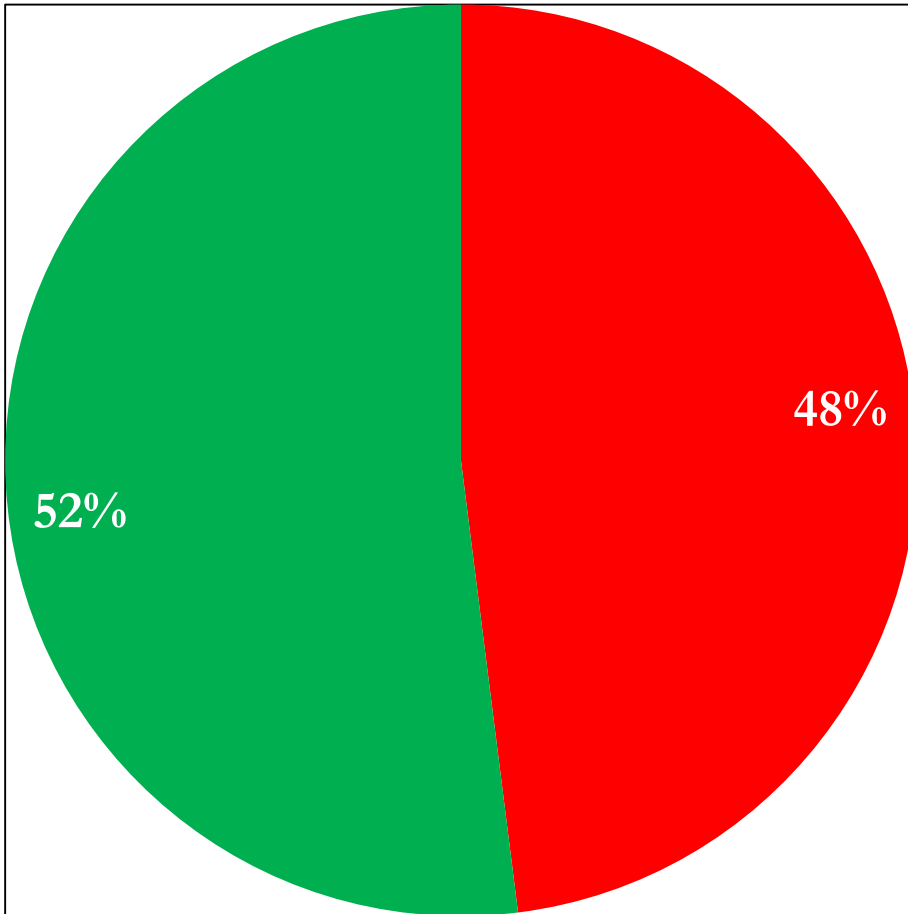
# Willingness to Pay for Undergrounding

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



# Willingness to Pay for Undergrounding (Average For All)

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

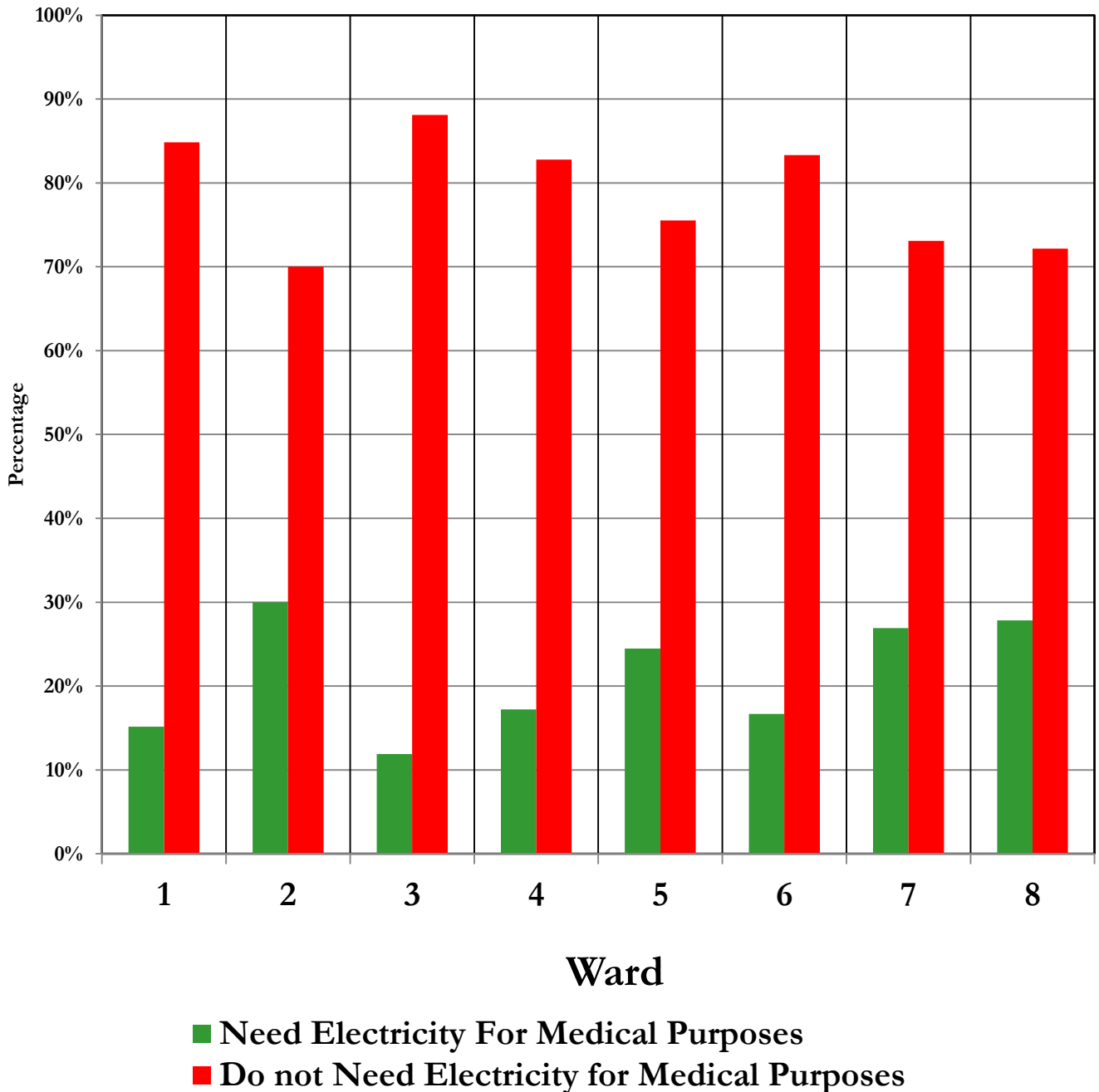


■ No ■ Yes

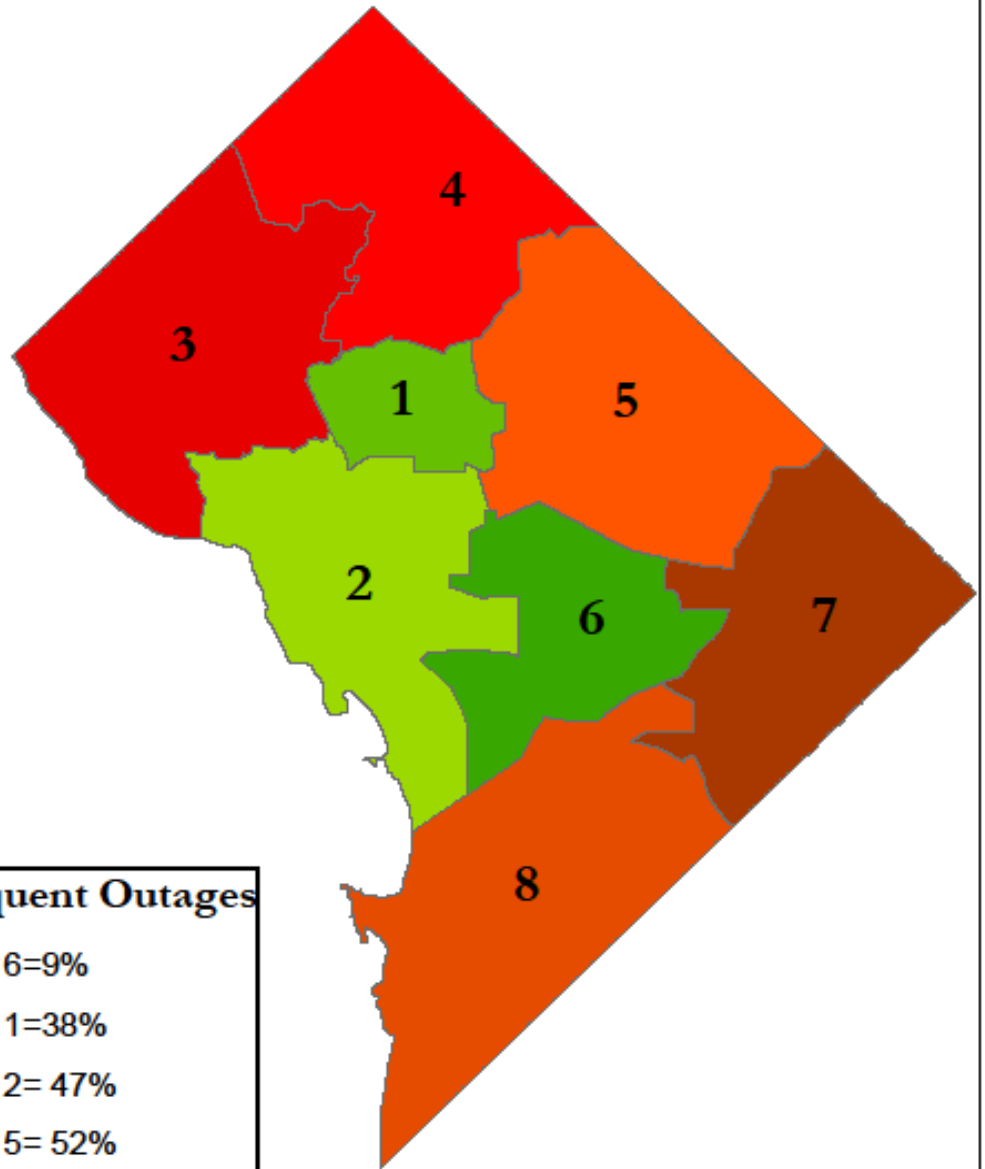
Total Survey  
Respondents: 1059

# Percentage of Respondents Needing Electricity for Medical Purposes









Percentage of Respondents That Need Electricity for Medical Purposes



## Percentage of Survey Respondents Who Indicated Frequent Power Outages

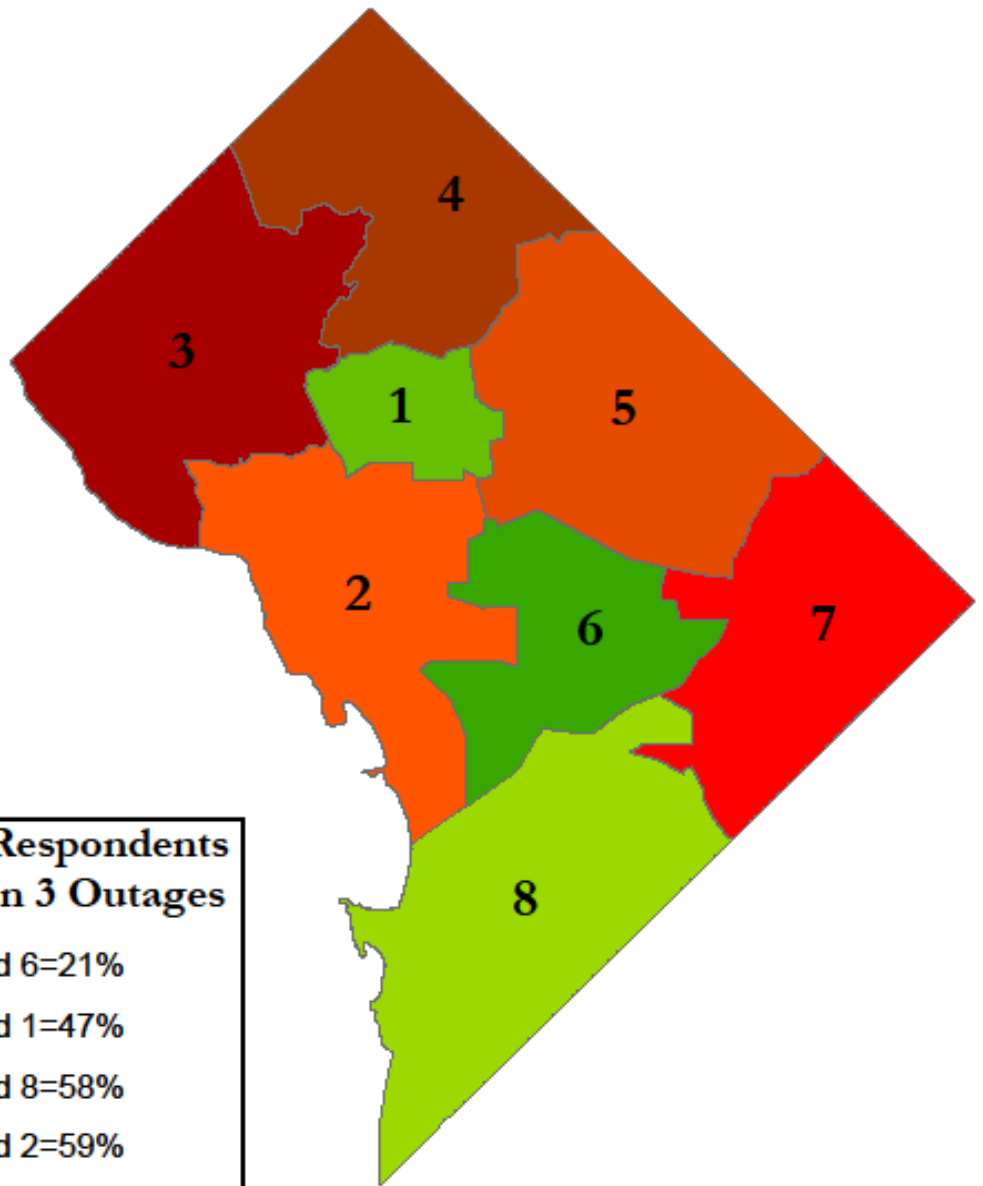


### Percent with Frequent Outages









	Ward 6=9%
	Ward 1=38%
	Ward 2= 47%
	Ward 5= 52%
	Ward 8= 57%
	Ward 7=58%
	Ward 4=67%
	Ward 3=75%

Source: OPC's Power Outage Survey, 2012

## Percentage of Survey Respondents Who Indicated They Experienced 3 or More Outages in The Past Year



### Percentage of Respondents With More Than 3 Outages

	Ward 6=21%
	Ward 1=47%
	Ward 8=58%
	Ward 2=59%
	Ward 5=60%
	Ward 4=67%
	Ward 7=71%
	Ward 3=73%

Source: OPC's Power Outage Survey, 2012