

2021 National Comparisons

GHBLP customers report of being satisfied or very satisfied in the following categories exceed those surveyed nationally.

Characteristic/Question	GHBLP Residential 2022	Public Power Data Source 2021
Satisfaction with customer service	92.7%	82.9%
Communicating with customers	80.6%	68.3%
Helping customers use less electricity	66.9%	58.5%
Being open and honest about company operations and policies	72.3%	62.9%
Maintaining modern and reliable infrastructure	85.0%	66.9%
Providing good service and value for the cost of electricity	83.8%	64.2%
Overall satisfaction	87.1%	69.9%
Satisfaction with field service representative	94.5%	87.8%
Correctly indicated GHBLP is a "Community Owned Municipal Utility"	61.1%	51.2%