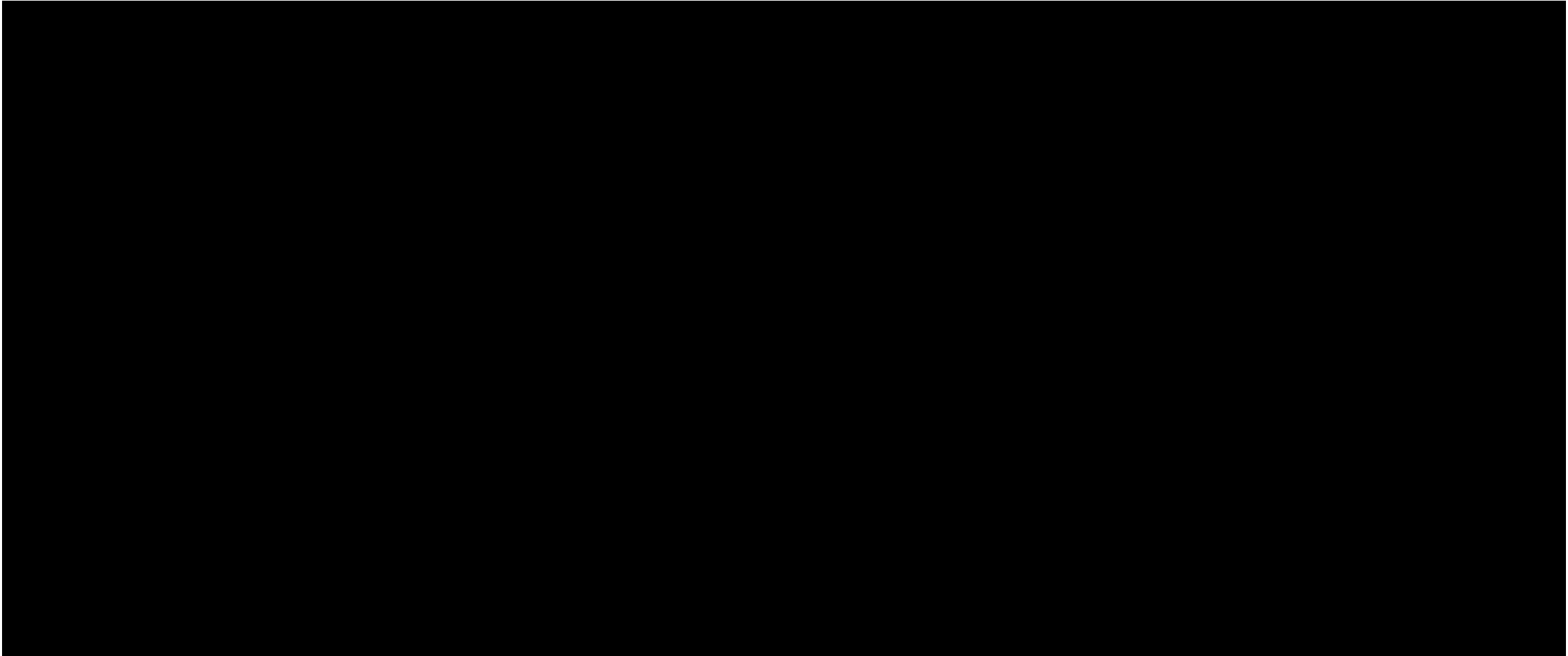


Empire Electric JD Power Results 2022 – 2023

Confidential

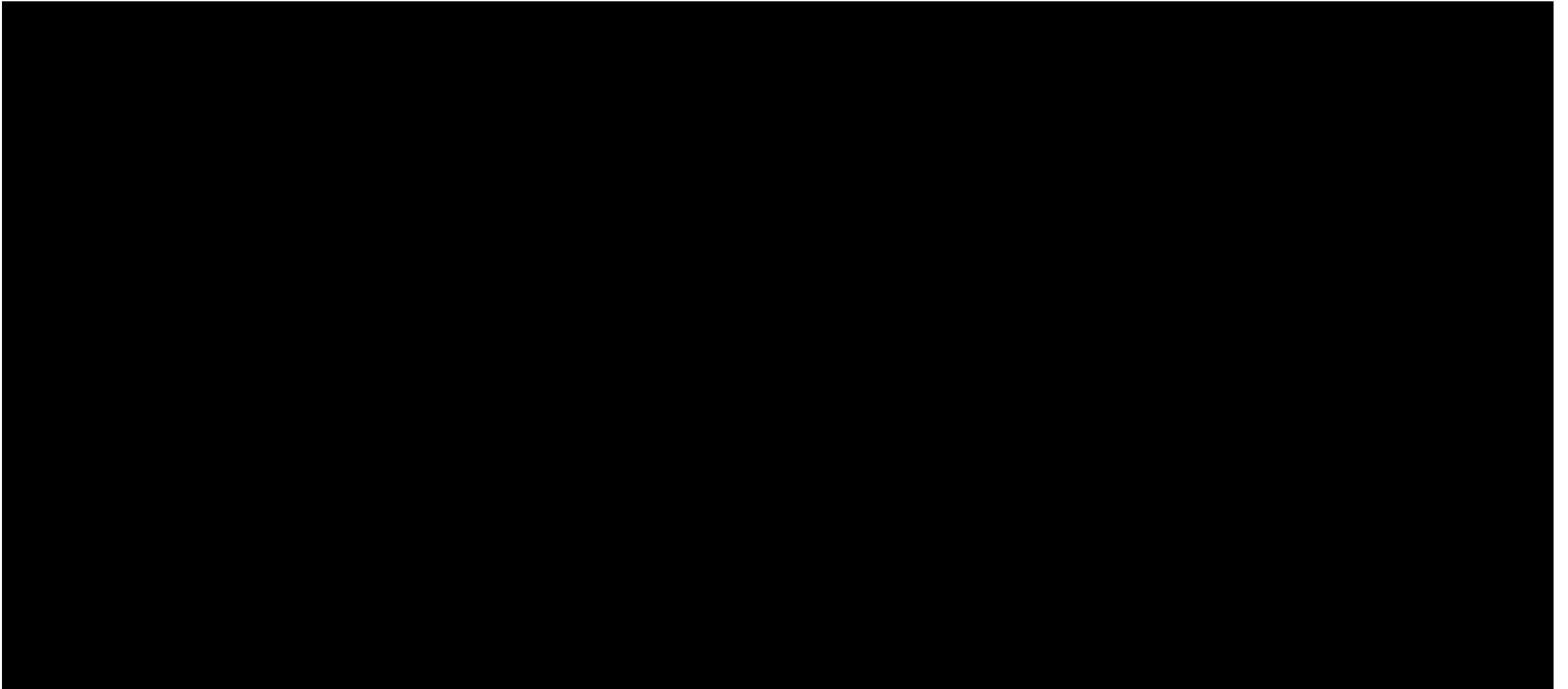


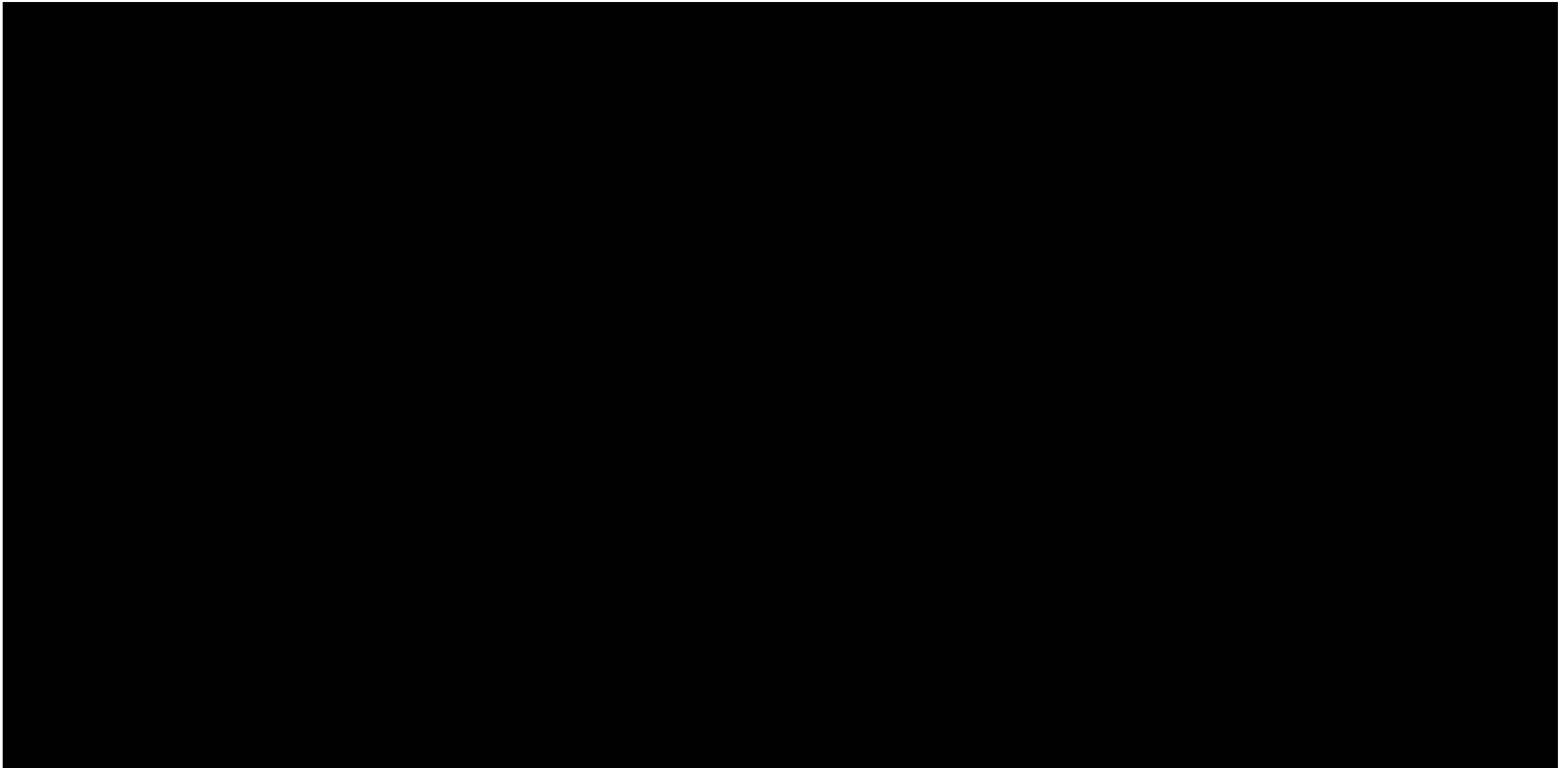
Liberty Electric Utilities Empire Electric – 22 vs 23 JDP Results

Liberty	Empire Electric ⁽ⁱ⁾		
JDP Factor	Q4'22	Q4'23	Change
[Redacted]			
Overall Satisfaction	659	652	(7)
[Redacted]			

Customers and data in this report	
Empire	[Redacted]
Customers	
Responses	
Responses/ Customers	0.43% 1.35%

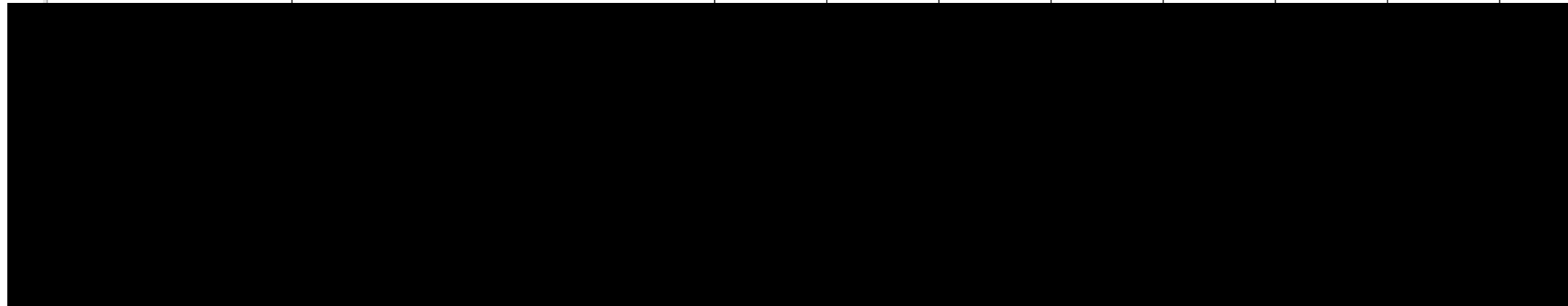
[Redacted]





Liberty Empire Electric – Factor Scores

2022			Overall Customer Satisfaction	Power Quality & Reliability	Price	Billing & Payment	Corporate Citizenship	Communications	Customer Service
2022 Cumulative Scores	2022 Survey 1	Wave 21	699	752	623	759	627	677	791
	2022 Survey 2	Wave 21- 22	683	732	612	741	621	661	753
	2022 Survey 3	Wave 21- 23	667	719	580	738	594	644	761
	2022 Survey 4	Wave 21 - 24	659	711	570	735	585	633	741



2023			Overall Customer Satisfaction	Power Quality & Reliability	Price	Billing & Payment	Corporate Citizenship	Communications	Customer Service
2023 Cumulative Scores	2023 Survey 1	Wave 25	694	736	603	769	633	687	781
	2023 Survey 2	Wave 25- 26	663	707	570	744	603	643	727
	2023 Survey 3	Wave 25- 27	664	712	561	757	602	631	741
	2023 Survey 4	Wave 25 - 28	652	703	546	739	592	620	722

