



E SOURCE Assessment of 105 Electric and Gas Utility Web Sites Released

BOULDER, COLORADO, November 7, 2005 — The *E SOURCE E-Business Service* reported its latest benchmark results for the performance of U.S. electric and gas company web sites. Many utility web sites now provide more online services and are relatively easy to use. However, some are struggling to keep up with the increased demand of electric and gas customers for online services that are easy to find and user-friendly.

As electric and gas companies offer more online customer service options, the customer's experience becomes even more important to the success and use of these services. To gauge how successful electric and gas company web sites are serving their residential customers, E SOURCE researchers assessed the web sites of 105 U.S. electric and gas companies from the customer's point of view. Between May 2004 and June 2005, four typical residential energy customers visited these sites, looking for and rating 27 predetermined online features and functions. The selection was based on E SOURCE market research data that revealed the information and self-service functions residential customers most want to find and use on their utility web sites.

This year, the top-rated electric and gas web sites in the U.S. belong to Portland General Electric, Kansas City Power & Light, Duke Power, Florida Power & Light, and Sacramento Municipal Utilities District. The annual E SOURCE web site review is the largest, most detailed benchmark of electric and gas web sites. The first study was completed in 2002, when most utility sites simply provided information to visitors. Today, customers are increasingly using online services and completing transactions at utility sites. Many of the utilities included in this benchmark study provided the E SOURCE research team with temporary access to enable a full assessment of their online services.

Florence Connally, E SOURCE Research Associate, observed that "web sites are constantly evolving, but so are customer expectations of the sites they visit. To keep up with customer expectations, electric and gas company web sites must now offer online account management features such as bill payment, bill presentment, and even account balance information."

Andrew Heath, E SOURCE Director of Customer Satisfaction Services, commented that "highly rated web sites were not necessarily the prettiest. The best sites offered the online features and functions that customers want and made them easy to use."

Eastern Region. Long Island Power Authority, Public Service New Hampshire, and PEPCO have the best three web sites in the Eastern region.

Midwestern Region. Kansas City Power & Light, Wisconsin Public Service, and Cinergy/PSI produce the three best web sites in the Midwest. Xcel Energy, Alliant Energy, We Energies, MidAmerican, and Cinergy/CG&E also performed well.

Southern Region. Duke Power, Florida Power & Light, and Progress Energy provide the three best web sites in the Southern region. Reliant Energy and City Public Service also offer good sites.

Western Region. Portland General Electric, Sacramento Municipal Utilities District, and Arizona Public Service produce the three best web sites in the Western region. Western customers are fortunate to be served by many of the companies that were top performers in the web site review. NW Natural, Avista Utilities, Southern California Gas, Salt River Project, Southern California Edison, and Puget Sound Energy also performed well.

To learn more about the new E SOURCE “2005 Review of U.S. Electric and Gas Company Web Sites,” read the study brochure, available online at www.esource.com.

E SOURCE Ranking of 105 U.S. Electric and Gas Company Web Sites

Ranking	Company	Overall score
1	Portland General Electric	77.30%
2	Kansas City Power & Light	75.97%
3	Duke Power	75.17%
4	Florida Power & Light	73.03%
4	Sacramento Municipal Utility District	73.03%
6	Wisconsin Public Service	72.48%
7	Arizona Public Service	71.41%
8	NW Natural	71.40%
9	Long Island Power Authority	70.30%
10	Avista Utilities	70.29%
11	Cinergy/PSI	69.77%
12	Xcel Energy	69.44%
13	Alliant Energy	68.92%
14	We Energies	68.58%
15	Southern California Gas	68.01%
16	MidAmerican Energy	67.88%
16	Public Service New Hampshire	67.88%
18	Potomac Electric Power Company	67.66%
19	Cinergy/CG&E	67.59%
19	Salt River Project	67.59%
21	Progress Energy	67.05%
22	Reliant Energy	66.87%
23	Southern California Edison	66.30%
24	City Public Service	66.27%
25	Puget Sound Energy	65.17%
26	Public Service Electric and Gas	64.60%
27	Consumers Energy	64.04%
28	South Carolina Electric & Gas	63.91%
29	American Electric Power	63.47%
29	Public Service Company of New Mexico	63.47%

Source: "2005 Review of U.S. Electric and Gas Company Web Sites," E SOURCE E-Business Service, EBiz-5 (November 2005).

(continued)

E SOURCE Ranking of 105 U.S. Electric and Gas Company Web Sites

Ranking	Company	Overall score
31	Dominion	63.29%
31	New York State Electric & Gas	63.29%
31	San Diego Gas & Electric	63.29%
34	DTE Energy	63.24%
35	Tampa Electric	63.19%
36	Massachusetts Electric	62.90%
37	Connecticut Light & Power	62.15%
38	TXU Energy	62.10%
39	Ameren	62.04%
40	Gainesville Regional Utilities	61.81%
41	Orlando Utilities Commission	61.51%
41	PPL Electric Utilities	61.51%
41	Washington Gas	61.51%
44	Seattle City Light	61.41%
45	Vectren	60.84%
46	Westar Energy	60.53%
47	Western Massachusetts Electric	60.32%
48	Questar Gas	59.98%
49	Nebraska Public Power District	59.72%
49	Niagara Mohawk	59.72%
51	Alabama Power	59.54%
51	NSTAR	59.54%
53	JEA	59.53%
53	Utah Power	59.53%
55	Madison Gas & Electric	58.92%
56	Nevada Power	58.91%
57	Aquila	58.35%
57	Pacific Gas and Electric	58.35%
57	Rochester Gas and Electric	58.35%
60	Idaho Power	58.33%

Source: "2005 Review of U.S. Electric and Gas Company Web Sites," E SOURCE E-Business Service, EBiz-5 (November 2005).

(continued)

E SOURCE Ranking of 105 U.S. Electric and Gas Company Web Sites

Ranking	Company	Overall score
60	Memphis Light, Gas & Water	58.33%
60	Southwest Gas	58.33%
63	Pacific Power	58.29%
64	Santee Cooper	58.21%
65	Entergy Texas	57.94%
65	Louisville Gas & Electric	57.94%
65	Nicor Gas	57.94%
65	Omaha Public Power District	57.94%
69	Exelon (Peco Energy)	57.81%
70	Georgia Power	57.64%
71	Oklahoma Gas & Electric	57.04%
71	SCANA Energy	57.04%
73	Kentucky Utilities	56.90%
74	City of Palo Alto Utilities	56.75%
74	Peoples Energy	56.75%
76	KeySpan	56.41%
76	Otter Tail Power	56.41%
76	Piedmont Natural Gas	56.41%
79	Duquesne Light	56.24%
80	Baltimore Gas & Electric	55.58%
80	Los Angeles Dept. of Water & Power	55.58%
82	Austin Energy	54.92%
82	AmerenIP	54.92%
84	Con Edison	54.55%
85	Silicon Valley Power	54.26%
86	Oklahoma Natural Gas	53.91%
87	Narragansett Electric	53.47%
88	Entergy Arkansas	52.95%
89	CLECO	52.81%
90	Conectiv Power Delivery	52.78%

Source: "2005 Review of U.S. Electric and Gas Company Web Sites," E SOURCE E-Business Service, EBiz-5 (November 2005).

(continued)

E SOURCE Ranking of 105 U.S. Electric and Gas Company Web Sites

Ranking	Company	Overall score
90	Laclede Gas	52.78%
92	Philadelphia Gas Works	52.43%
93	Atmos Energy	52.07%
94	FirstEnergy	51.63%
95	Entergy Louisiana	51.39%
96	Allegheny Power	50.60%
97	Sierra Pacific Power	50.28%
98	Columbia Gas of Ohio	49.86%
99	Central Maine Power	49.66%
100	Hawaiian Electric Company	47.92%
101	Indianapolis Power & Light	47.78%
102	Colorado Springs Utilities	44.44%
103	National Fuel Gas	41.38%
104	Northern Indiana Public Service Company	36.66%
105	Dayton Power & Light	30.82%

Source: "2005 Review of U.S. Electric and Gas Company Web Sites," E SOURCE E-Business Service, EBiz-5 (November 2005).

About E SOURCE

E SOURCE provides member organizations with a wide range of unbiased, independent analysis of retail energy markets, services, and technologies. Additional information is available at www.esource.com.

Contact

Andrew Heath
Director, Customer Satisfaction Services
Tel 303-444-7788 ext 119
E-mail andrew_heath@esource.com