



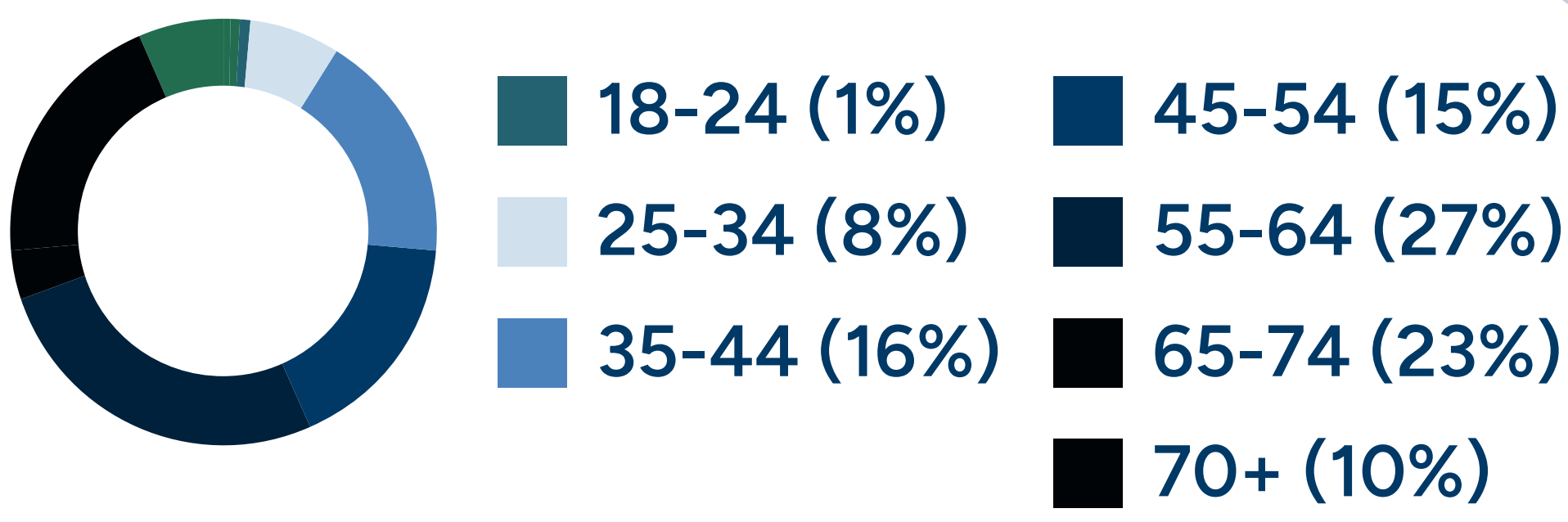
2024 MEMBER SATISFACTION SURVEY RESULTS

86%

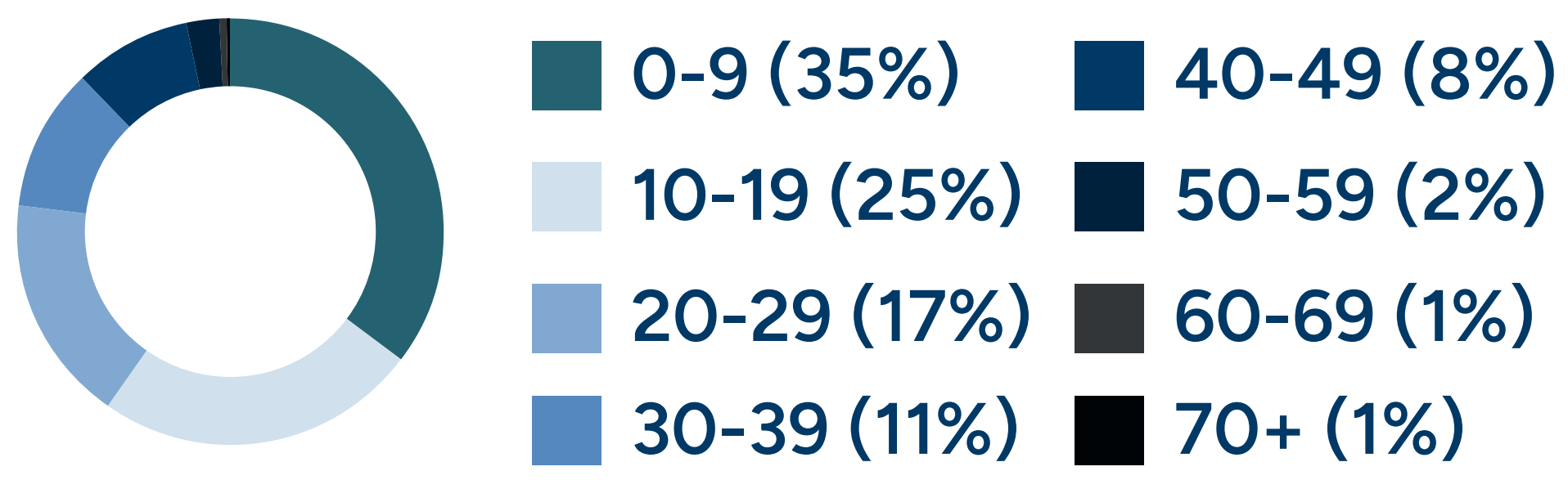
OF MEMBERS* ARE SATISFIED BY BMPC SERVICES

*SURVEY RESULTS ARE BASED ON MEMBERS WHO RESPONDED TO THE SURVEY, WHICH REPRESENTS 23% OF MEMBERS (869 OUT OF 3820)

OUR MEMBER AGE DEMOGRAPHICS



HOW MANY YEARS OUR MEMBERS HAVE BEEN A PART OF BMPC

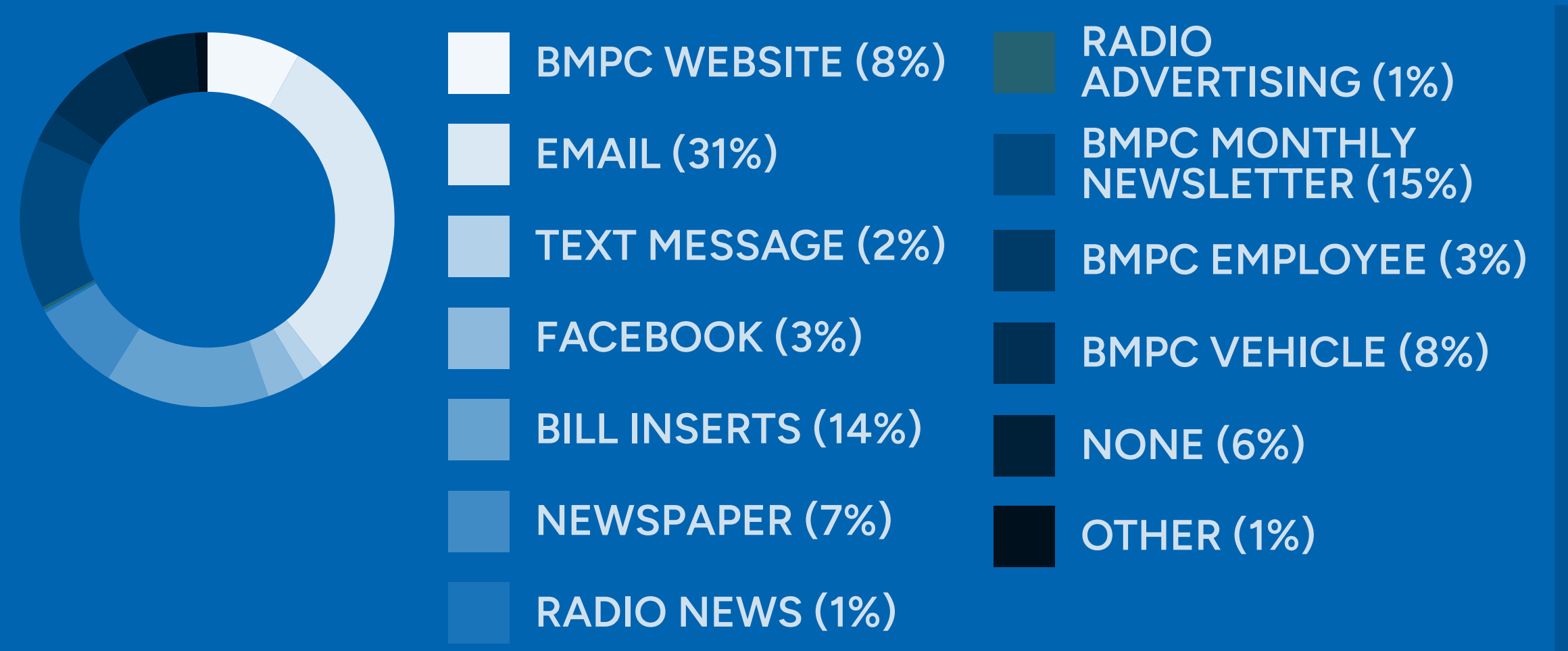


91% AGREE BMPC SENDS BILLS TO MEMBERS ON TIME

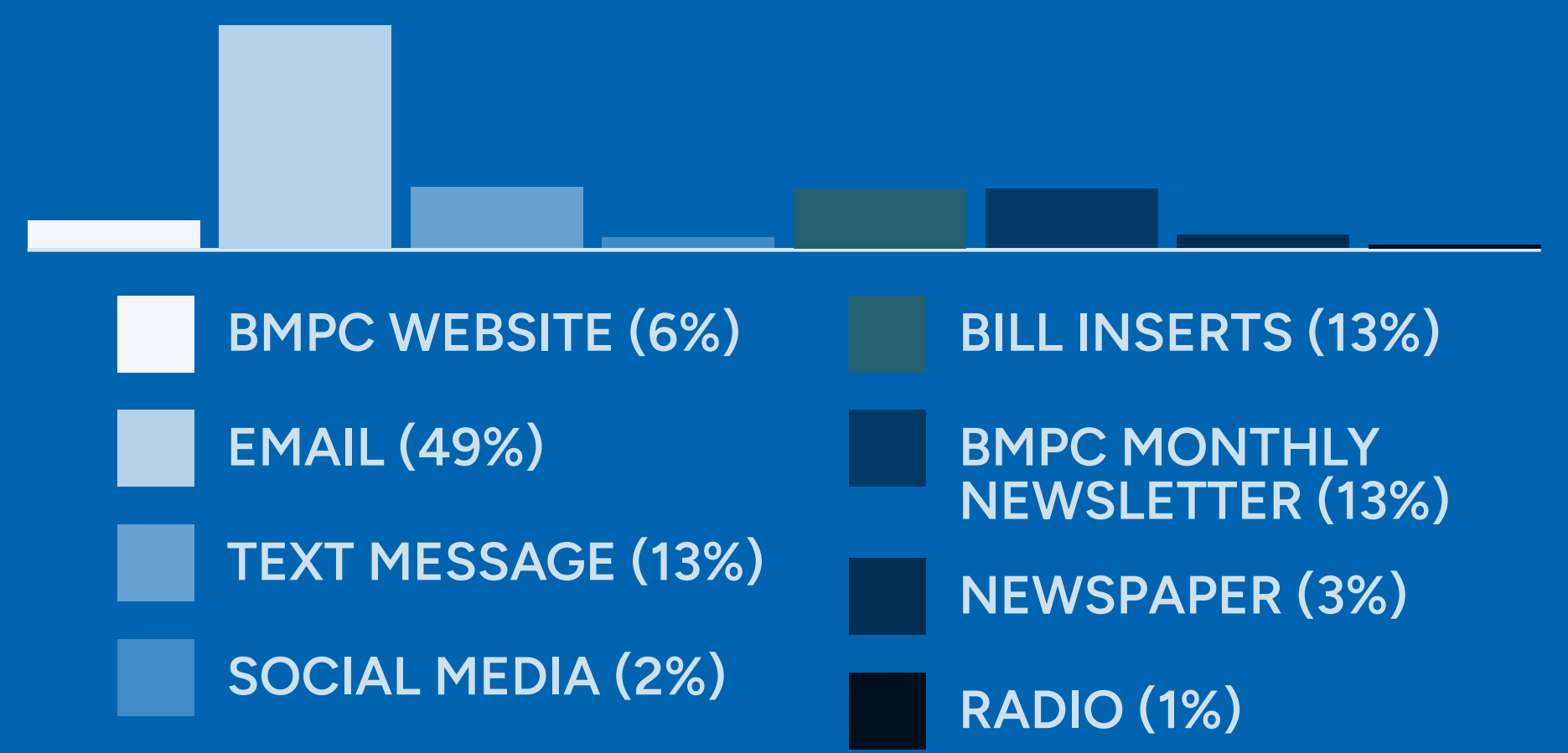
88% AGREE BMPC SENDS CORRECT & ACCURATE BILLS TO MEMBERS

88% AGREE BMPC BILLS ARE EASY TO UNDERSTAND

WHERE OUR MEMBERS HAVE SEEN, HEARD, OR READ ABOUT BMPC IN THE PAST 3 MONTHS?



MOST EFFECTIVE PLATFORM TO COMMUNICATE NEWS TO MEMBERS



534

MEMBERS REACHED OUT TO BMPC BY PHONE, EMAIL, OR IN-PERSON

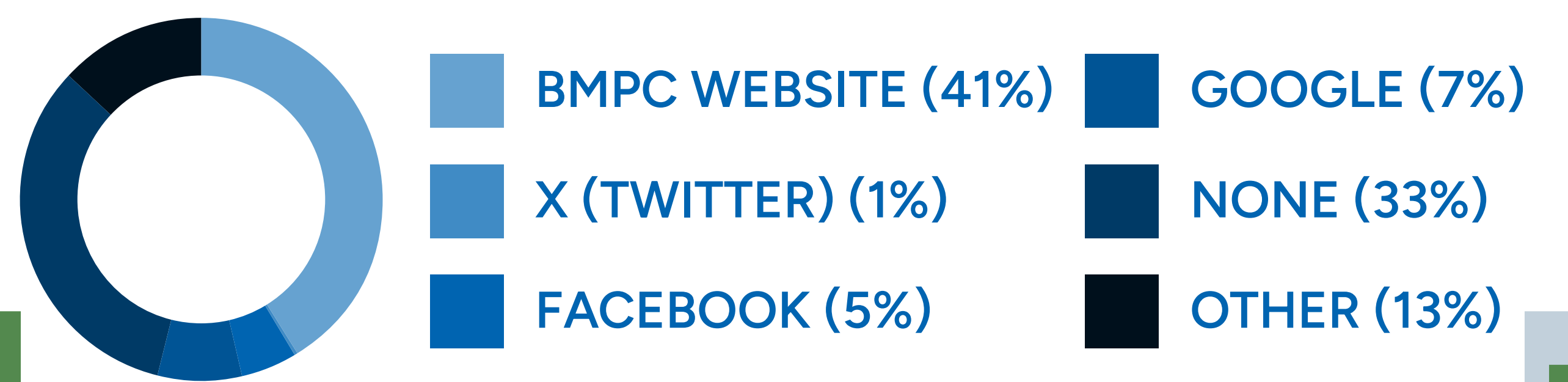
89% WERE SATISFIED WITH THE INTERACTION

92% WERE SATISFIED WITH THE RESPONSE TIME

67%

 READ THE BMPC NEWSLETTER

PLATFORMS USED TO GET INFORMATION ON BMPC



93% AGREE BMPC PROVIDES RELIABLE ELECTRICITY

74% AGREE BMPC HAS A GOOD REPUTATION IN THE COMMUNITY

77% AGREE BMPC IS A COMPANY THEY TRUST

92% BELIEVE THAT BMPC IS THEIR BEST OPTION FOR ELECTRIC DISTRIBUTION SERVICES

