

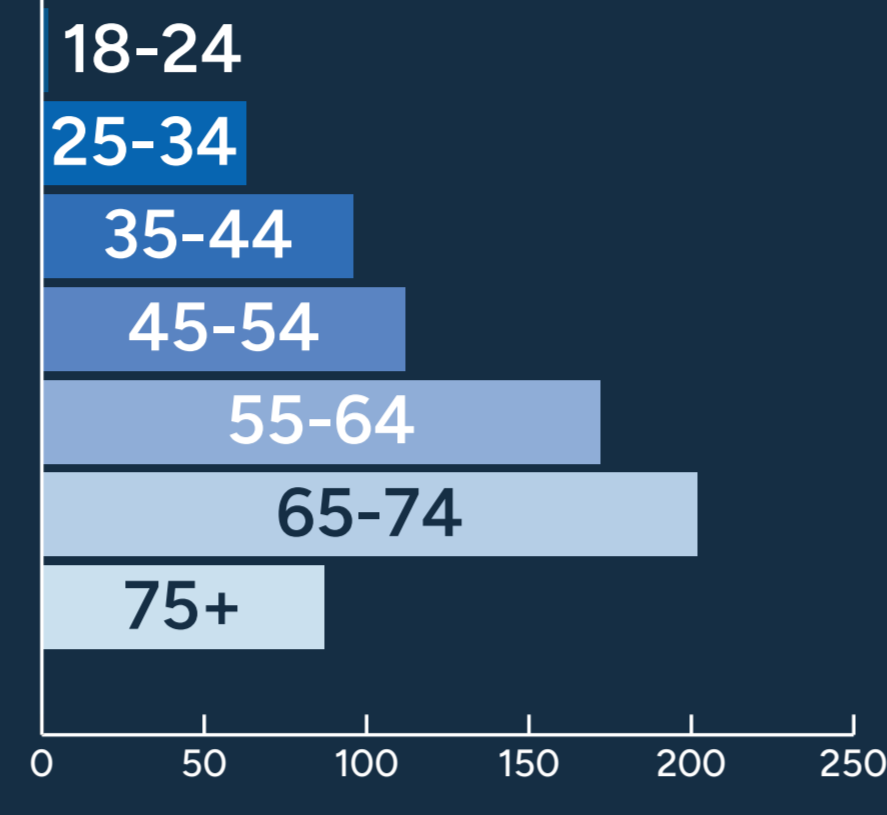


# 2025 MEMBER SATISFACTION SURVEY RESULTS

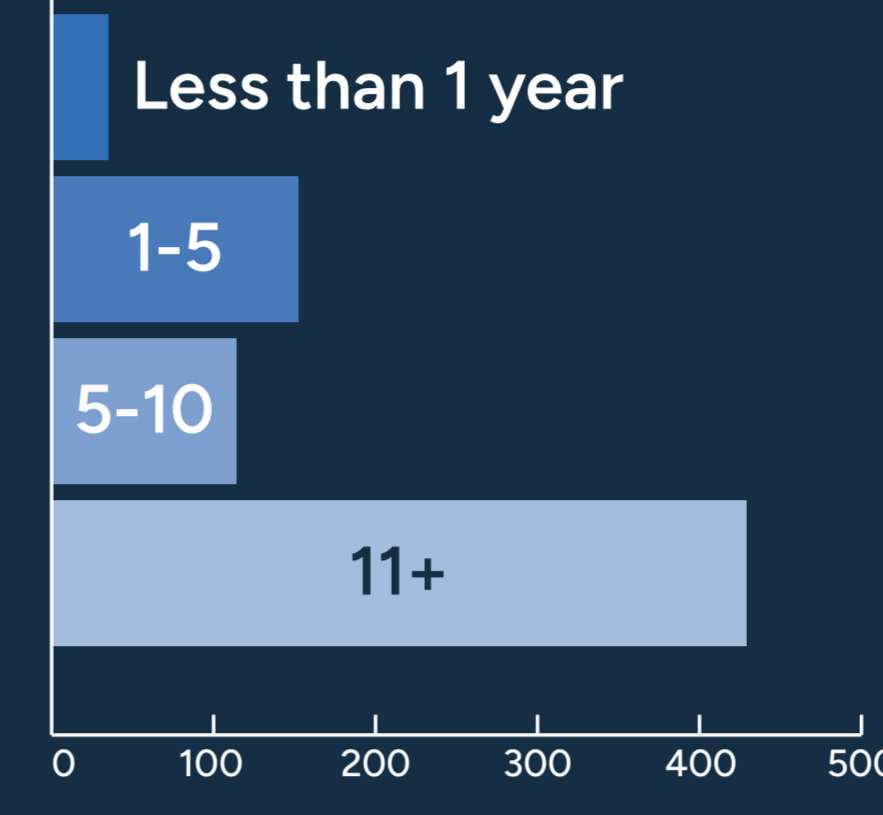
## 730

Members Responded  
18.9% of Total Members

### Member Age Demographics



### Years as BMPC Members



### Billing Satisfaction

## 94%

Agreed that BMPC sends bills in a timely manner

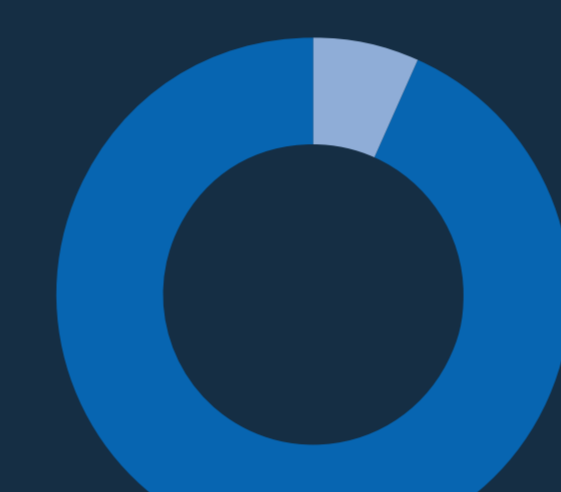
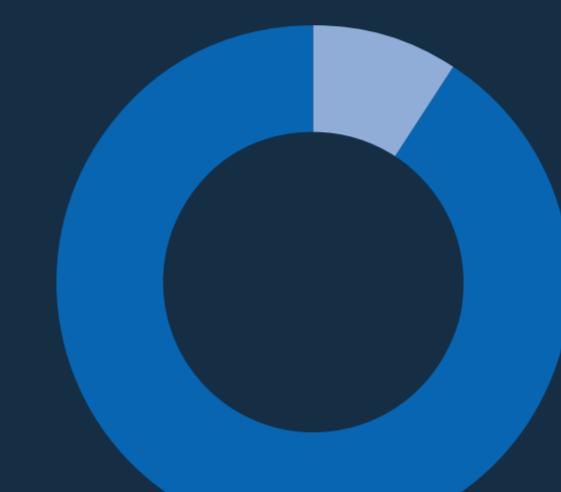
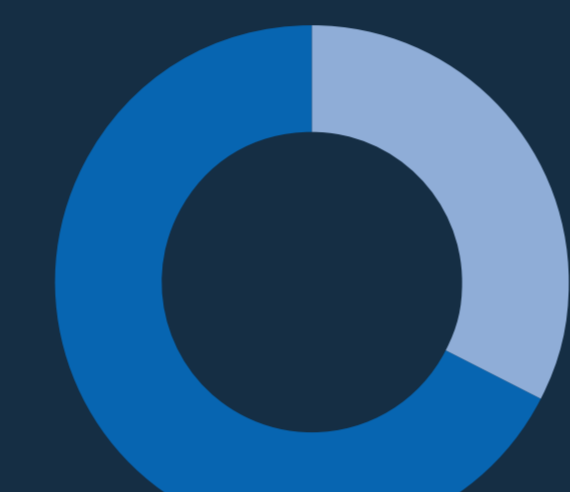
## 98%

Agreed that BMPC sends correct and accurate bills to members

## 95%

Agreed that BMPC bills are easy to understand

### How Members Have Reached Out to BMPC for Requests



### Request Response Satisfaction

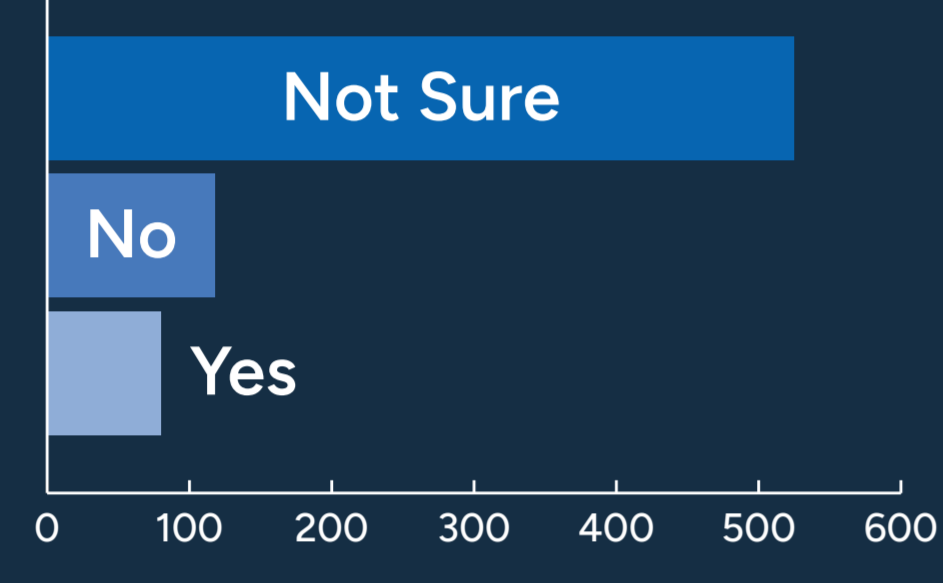
## 95%

Agreed that after contacting BMPC, they were satisfied with the interaction.

## 95%

Agreed that after contacting BMPC, they were satisfied with the response time.

### Have You Experienced a Power Outage in the Last Year?



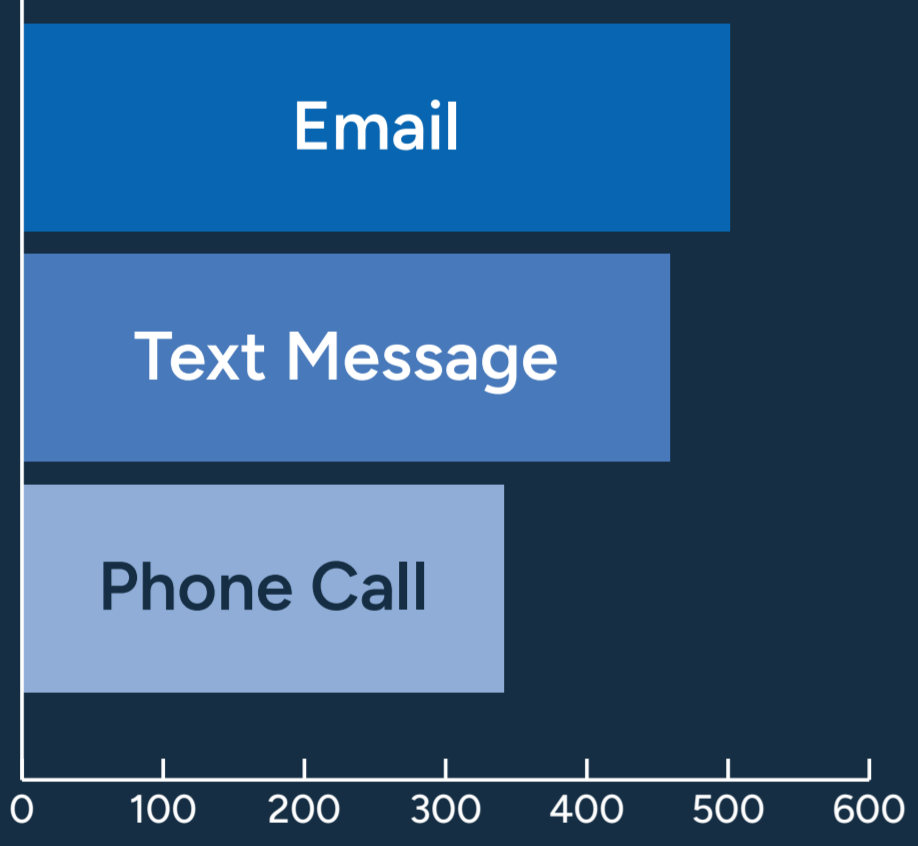
## 94%

Were satisfied with the response time to restore their power.

## 95%

Were satisfied with the interaction with the BMPC team during the power outage.

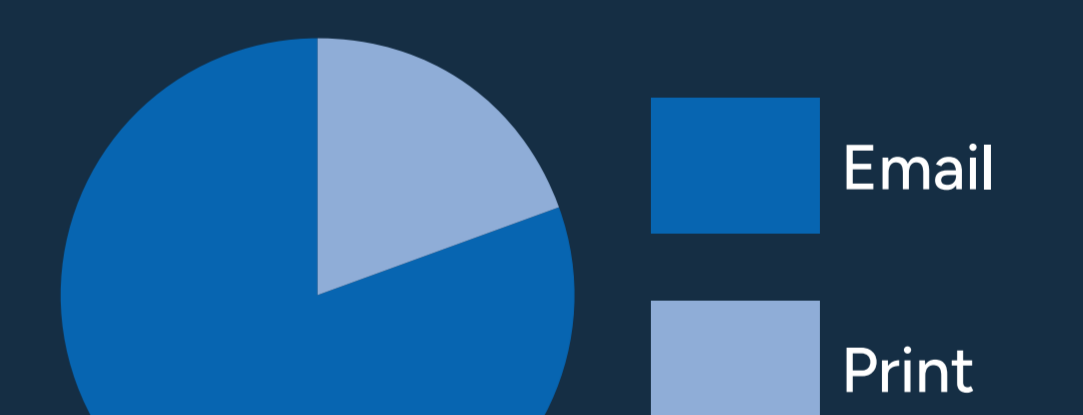
### Preplanned Power Outage Notification Preferences



### Newsletter Preferences

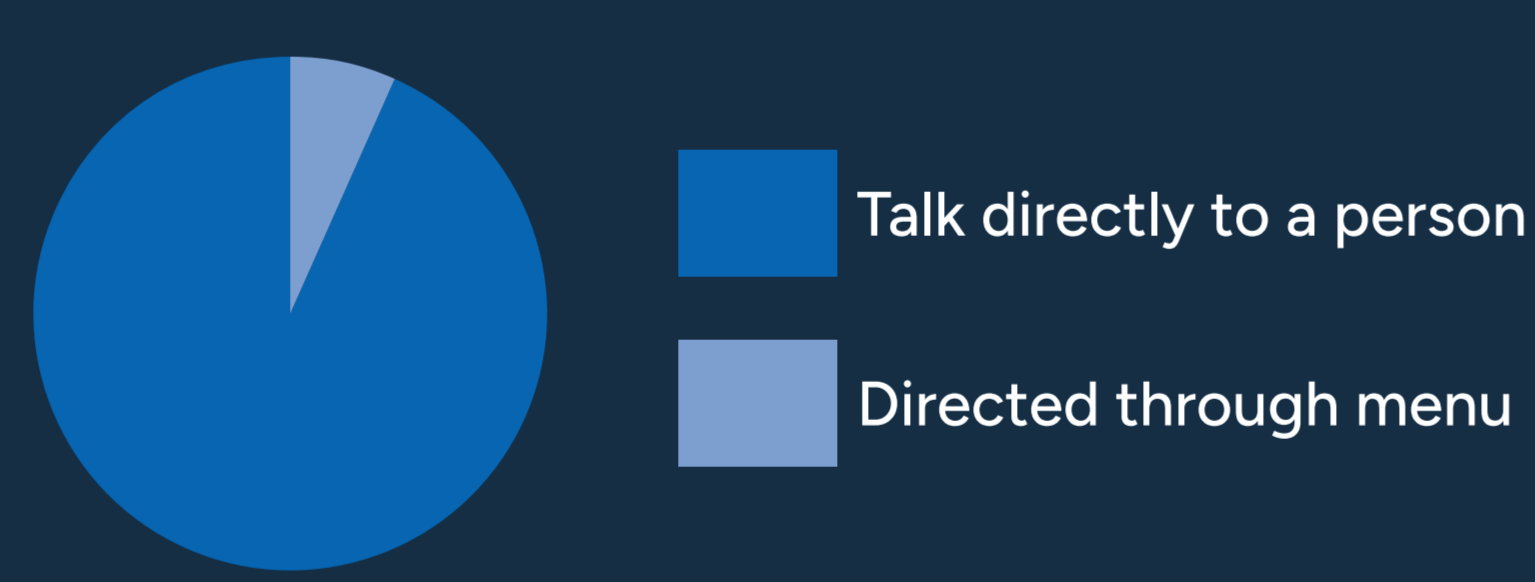
## 66.4%

Of respondents read the monthly newsletter



Members' preference for email vs. print newsletter

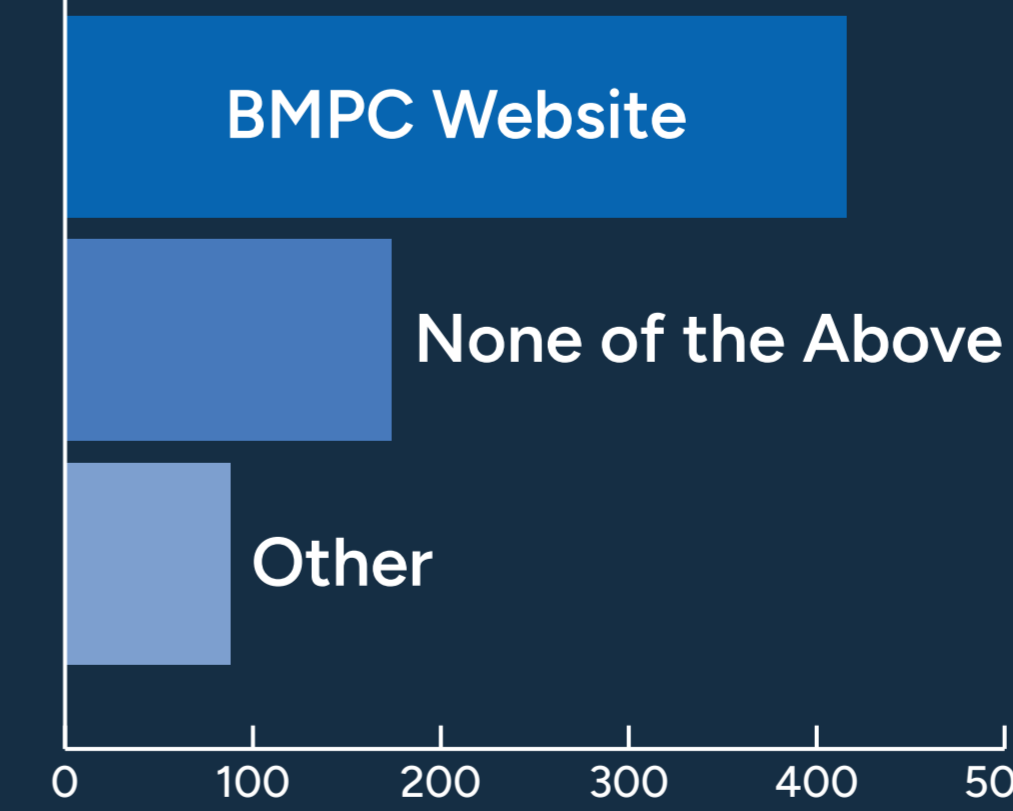
### Communication Preferences



When members call BMPC, do they prefer to talk directly to a person or be directed through a menu and transferred to the appropriate department?

### Communication Preferences

How do members get information on BMPC?



### General Satisfaction

## 98%

Agreed that BMPC provides reliable electricity

## 93%

Agreed the BMPC has a good reputation in the community

## 94%

Agreed the BMPC is a company that they trust

## 87%

Agreed the BMPC is their best option for electric distribution services

## 96%

Were overall satisfied with BMPC's service

On a scale of 0 to 10, how likely would our members be to recommend BMPC to a friend, family, or colleague?

