



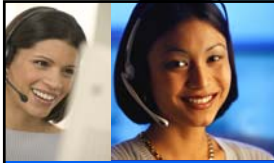
2006 Customer Satisfaction Survey

March 14, 2007



Background

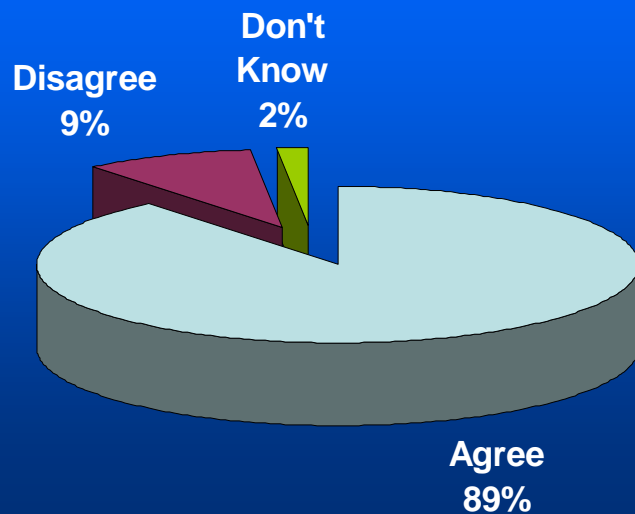
- To better understand the needs of our customers, El Paso Water Utilities has conducted surveys since 1993
- These surveys allow the Utility to evaluate our customers' attitudes toward their service and conservation programs as well as test new ideas for the future
- Surveys enable El Paso Water Utilities to set benchmarks for customer attitudes and incorporate the findings into future planning



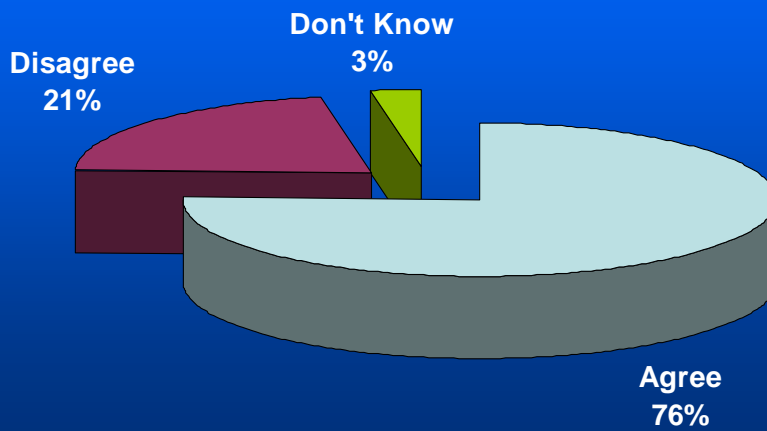
Conclusion

- El Pasoans are extremely confident and satisfied with El Paso Water Utilities
- The national aggregate level of satisfaction with public utilities is 73% while EPWU's customers cumulative satisfaction is 86%
- El Pasoans' focus on water conservation remains high
- El Pasoans' confidence in the quality and safety of their drinking water also remains high

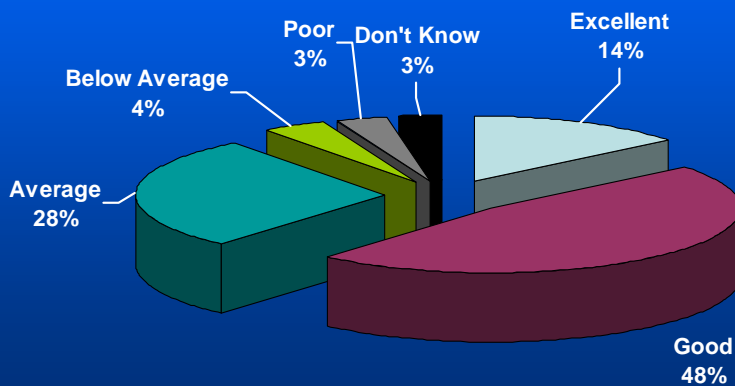
Question: Do we get good service?
89% Agree



Question: Is our drinking water safe and of good quality? **76% Agree**

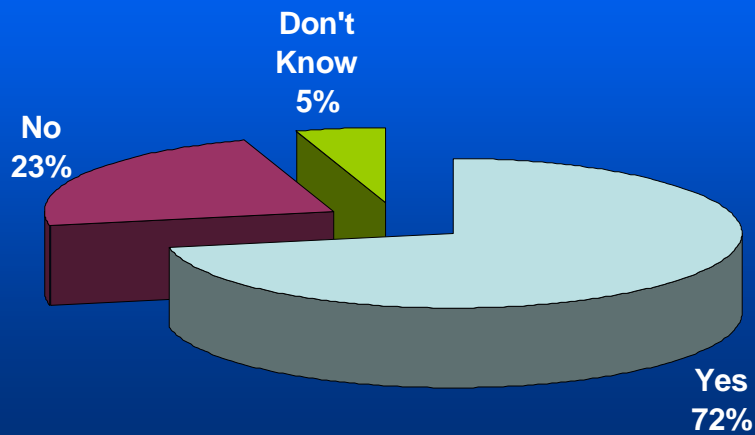


Question: How would you rate El Paso Water Utilities in managing our water resources? **Over 89% rate EPWU Average or Above**



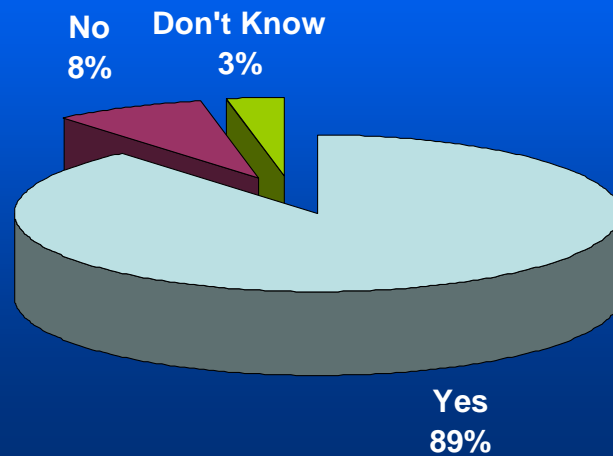
Question: Do you think El Paso Water Utilities does a good job informing consumers of future plans and other water issues?

72% Agree



Question: Are you confident in El Paso Water Utilities' abilities to provide water for our City?

89% said Yes



Three Year Overview

	2001	2002	2006
We get good service	96%	94%	89%
Do you think EPWU does a good job informing customers of future plans and water issues?	73%	67%	72%
Our drinking water is safe and of good quality	56%	75%	75%

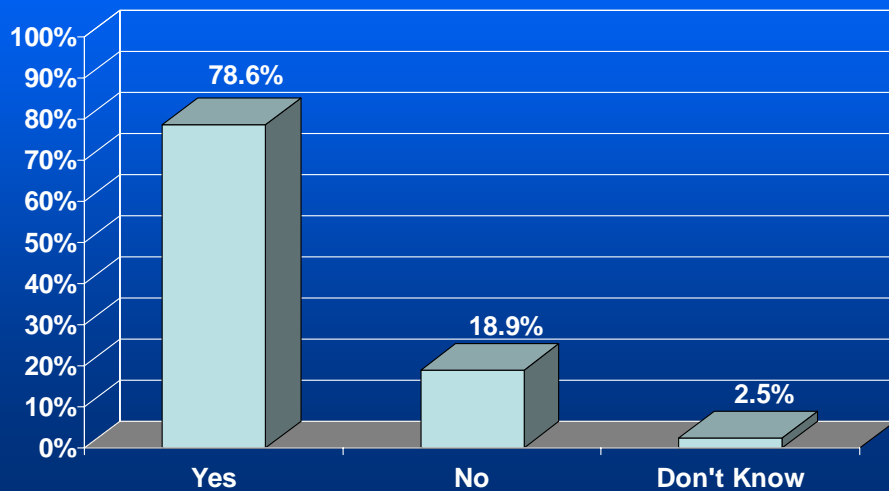
How would you rate EPWU in managing our water resources?

	2001	2002	2006
Excellent	4%	12%	14%
Good	77%	49%	47%
Average	17%	27%	28%
Below Average	.5%	4%	4%
Poor	.5%	2%	3%
Don't Know	1%	6%	3%

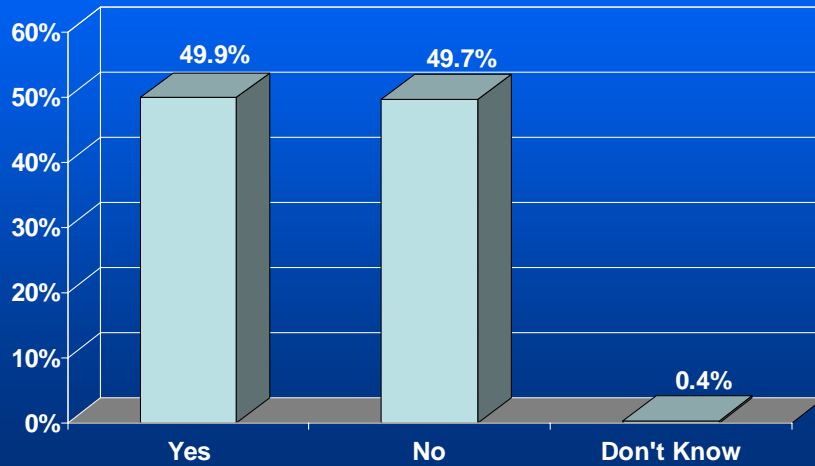
Conclusion

El Pasoans continue to be aware of water conservation issues and the majority are willing to continue to increase their conservation efforts

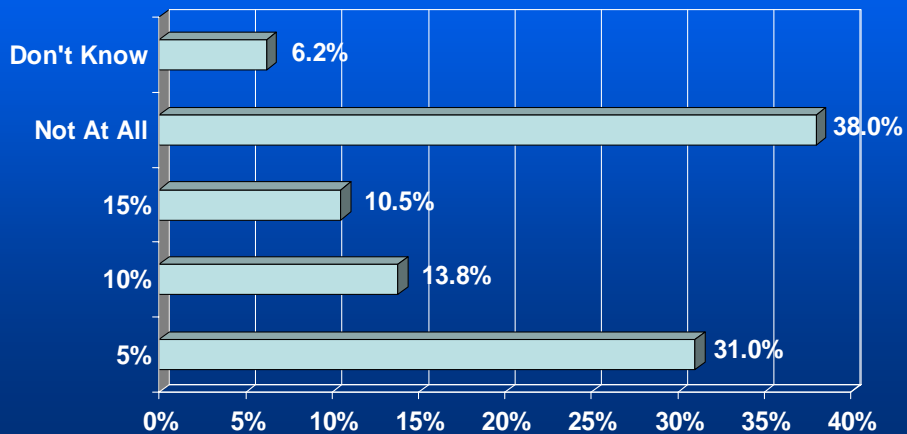
Question: Are you and members of your household doing more to conserve water than you did a year ago?
Over 78% Agree



Question: Have you made changes in your landscape in order to conserve water?



Question: Do you feel you could further reduce your water consumption by an additional ...





Cost of Water

Cost of Water

- 53% of those surveyed agree that the cost of El Paso's water is reasonable. This represents a decline of 17% from the previous survey
- 68% believe the cost of water in the future will be significantly higher, a decline of 20% from the previous survey
- 54% of El Pasoans are willing to pay more for their water now to ensure safe and reliable water in the future.

Trends

- One significant trend showed a marked change in the attitudes and knowledge of those in the 20 to 30 year-old age group
- Unlike previous years, this age groups shows concern and understanding of conservation issues and is generally positive in attitudes toward EPWU
- As an example, in 2002 41% of this age group stated that they could not reduce their water use at all. However in this year's survey, only 25% made that statement.



Questions/Comments