

## Meeting 1: Tabulation of Initial Thoughts from the Panel as to What's Important in a Utility?

Shaded grey rows are those receiving the highest average rating. Shaded blue boxes show highest variability in ratings

**Ratings:** Any item could receive any rating (they can all be rated 1, or 4, or anything in between).

- 0 not at all important
- 1 only slightly important
- 2 somewhat important

- 3 important
- 4 very important
- X I don't know / I have no opinion about this sample characteristic

	Average	Range	X	Sample Characteristic
A	2.7	1-4		It requires minimal effort on my part to interact with the utility
B	3.1	1-4		I understand what is important to the utility, what it is doing, and why
C	3.2	1-4		I understand what my rates support and how they are calculated
D	3.4	2-4		All customers are treated the same and receive the same quality services, regardless of income, age, ethnic or other diversity, or whether they are businesses or residents
E	3.6	2-4		I receive reliable, high quality service
F	1.7	0-4	X (1)	I can participate in the utility's community program offerings (gardening, educational, environmental, other)
G	4	4		The utility meets or exceeds federal and state environmental regulations
H	3.9	3-4		The utility protects public health
I	3.4	3-4		The utility promotes conservation and sustainable use of utility services
J	3.2	2-4		The utility protects water quality in the City, Puget Sound and other water ways
K	3.2	2-4		The utility has programs to promote health salmon populations in Puget Sound
L	3.1	2-4		The utility partners with its customers and others to achieve environmental objectives
M	2.8	0-4		The utility is a regional or national leader in innovative utility practices
N	3.7	3-4		The utility spends the money I pay them efficiently and effectively
O	3.9	3-4		The utility is fiscally healthy and has sound financial practices
P	3	1-4		The utility makes it easy for businesses to be successful, expand and grow
Q	3.1	2-4		The utility anticipates and adapt to changing circumstances
R	3.4	2-4		The utility attracts, develops, and retains capable and motivated people
S	3.7	2-4		The utility keeps its workforce and its customers safe
T	4			Other: (specify) <i>rates are such that we retain industrial businesses</i>
U	4			Other: (specify) <i>rates are fair to large property owners</i>