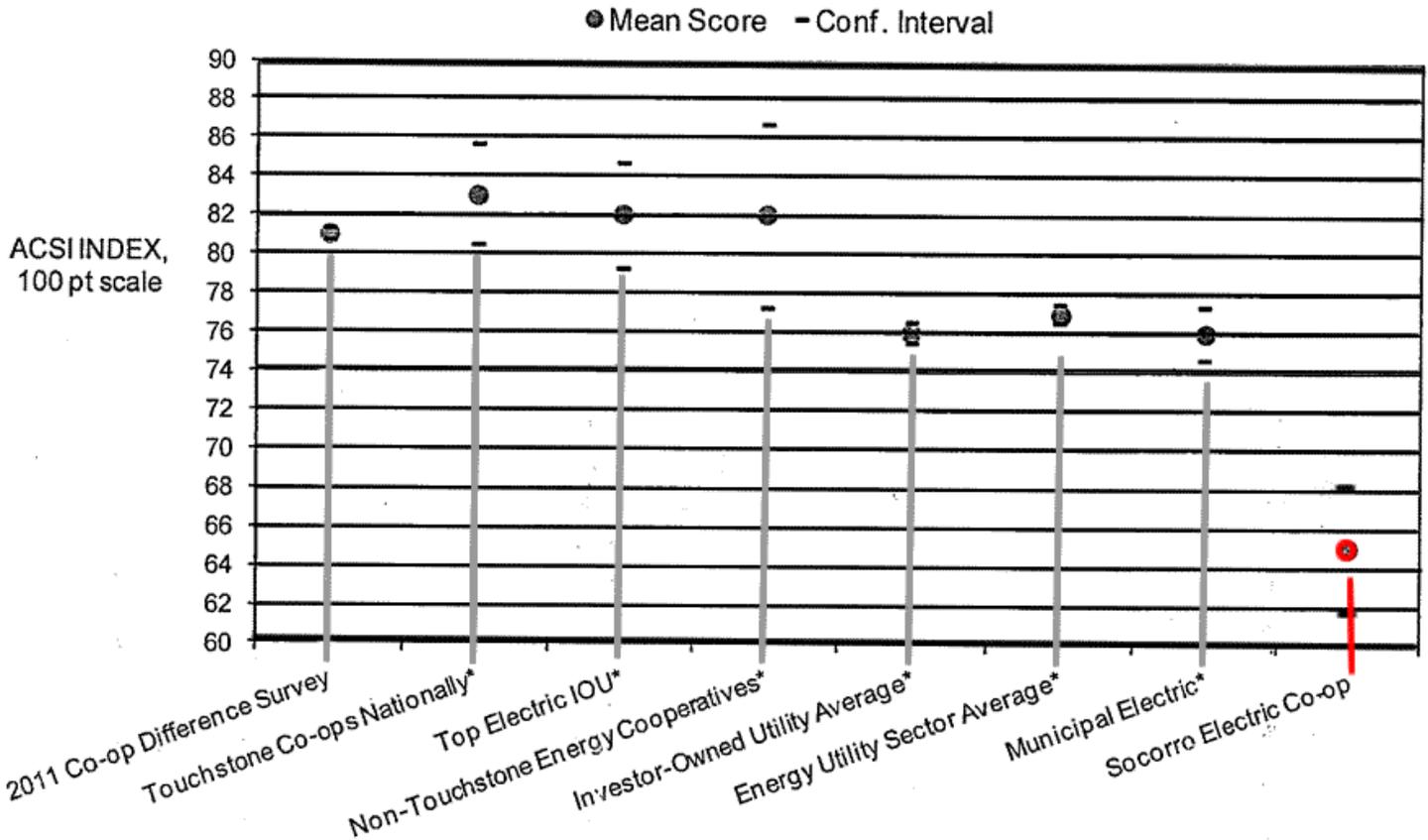


2012 Member Satisfaction and ACSI Survey American Customer Satisfaction Index 3rd Quarter 2012



Both Touchstone Energy and the national samples have consistently out-paced the utility average by a significant margin and have compared favorably to the top rated investor-owned utility in the nation.

The utility industry average has shown improvement from the low 70's in 2005 to the mid 70's in 2012. According to the ACSI, this improvement in the investor-owned utility sector is being driven primarily by utilities providing natural gas service, either exclusively or in combination with electricity. The historically low cost of natural gas has most likely fueled this trend.

Six out of the top ten energy utilities monitored by the ACSI in the 3'd Quarter 2012 provided natural gas service. Atmos Energy, a gas-only investor-owned utility serving customers across 12 southeastern states, took the top spot with an ACSI score of 86.

As we have found in prior research efforts, satisfaction levels vary significantly by the age of the respondent. In the chart below, we show the overall ACSI index for five age groups from the national sample. (Note: the horizontal bars above and below the mean score show statistical precision at a 95% confidence level.)