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April 2012 and Historical ACSI Benchmarks

Updated on April 17, 2012

Sector: Energy Utilities

Industries: cooperative utilities, investor-owned utilities, municipal utilities

Sector: Health Care & Social Assistance

Industries: ambulatory care, hospitals

	Base-line	95	96	97	98	99	00	01	02	03	04	05	06	07	08	09	10	11	12	Previous Year % Change	First Year % Change	
ENERGY UTILITIES	75.0	74.0	75.0	73.0	73.0	74.0	75.0	69.0	73.0	73.0	72.0	73.1	72.4	72.9	73.6	73.7	74.1	74.7	76.7	2.7	2.3	
<u>Cooperative Utilities</u>																		82	81	-1.2	-1.2	
<u>All Others</u>																		80	83	3.8	3.8	
<u>Touchstone Energy</u>																		83	81	-2.4	-2.4	
<u>Investor-Owned Utilities</u>																		74	76	2.7	2.7	
<u>Sempra Energy</u>	NM	NM	NM	NM	NM	NM	NM	67	74	77	77	79	75	80	80	80	83	81	83	2.5	23.9	
<u>Atmos Energy</u>	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73	72	74	75	78	78	2.5	10.7
<u>CenterPoint Energy</u>	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73	72	74	75	78	78	2.5	12.3
<u>Southern Company</u>	78	78	76	77	79	78	80	80	81	82	81	79	80	82	81	78	78	77	81	5.2	3.8	
<u>NiSource</u>	NM	NM	NM	NM	NM	NM	NM	67	68	66	68	68	66	72	70	71	76	76	81	6.6	20.9	
<u>Dominion Resources</u>	74	75	72	74	75	74	75	65	70	72	67	71	70	73	75	72	75	77	80	3.9	8.1	
<u>NextEra Energy</u>	77	77	74	69	75	74	76	73	71	73	76	74	68	73	76	76	75	78	80	2.6	3.9	
<u>PPL</u>	NM	NM	NM	NM	NM	NM	NM	80	80	80	79	80	81	81	78	79	74	79	80	1.3	0.0	
<u>Duke Energy</u>	82	80	83	79	78	80	79	79	79	77	78	78	80	79	76	77	76	77	79	2.6	-3.7	
<u>American Electric Power</u>	78	80	82	77	78	77	79	76	75	74	75	74	75	73	76	74	73	72	79	9.7	1.3	
<u>MidAmerican Energy Holdings</u>	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	78	79	79	79	79	0.0	1.3	
<u>Ameren</u>	NM	NM	NM	NM	NM	NM	NM	78	76	77	74	75	74	57	64	68	71	71	78	9.9	0.0	
<u>Energy</u>	75	76	75	70	70	69	74	69	74	71	73	75	70	73	74	74	73	76	78	2.6	4.0	
<u>Public Service Enterprise Group</u>	79	80	77	75	74	73	78	75	76	76	73	74	75	73	75	76	78	78	77	-1.3	-2.5	
<u>FirstEnergy</u>	NM	NM	NM	NM	NM	NM	NM	72	77	76	69	71	75	76	77	74	75	78	76	-2.6	5.6	
<u>Progress Energy</u>	NM	NM	NM	NM	NM	NM	NM	76	77	75	78	75	77	77	77	75	73	78	76	-2.6	0.0	
<u>Edison International</u>	76	74	77	78	75	73	78	60	66	69	71	75	78	74	75	77	75	75	76	1.3	0.0	
<u>All Others</u>	75	73	75	74	75	74	76	68	74	72	74	74	70	72	72	72	74	72	75	4.2	0.0	
<u>CMS Energy</u>	79	76	77	75	73	76	76	75	76	78	71	74	72	73	74	70	75	77	75	-2.6	-5.1	
<u>Xcel Energy</u>	NM	NM	NM	NM	NM	NM	NM	65	74	73	70	68	70	71	73	76	72	74	74	0.0	13.8	
<u>DTE Energy</u>	78	78	78	75	74	74	75	74	68	72	71	68	65	70	72	71	72	73	72	-1.4	-7.7	
<u>Consolidated Edison</u>	77	76	74	71	69	73	71	66	74	72	68	68	68	69	66	66	66	72	71	-1.4	-7.8	
<u>Exelon</u>								66	69	71	71	71	70	68	69	70	72	73	70	-4.1	6.1	
<u>Pacific Gas and Electric</u>	73	71	72	71	68	71	73	49	58	66	66	67	68	72	70	73	70	67	69	3.0	-5.5	
<u>Pepco Holdings</u>	NM	NM	NM	NM	NM	NM	NM	NM	NM	77	72	73	71	70	69	68	70	54	69	27.8	-10.4	
<u>Northeast Utilities</u>	70	70	72	67	65	68	72	76	72	73	68	74	72	69	68	72	74	75	59	-21.3	-15.7	
<u>National Grid</u>										73	75	69	72	65	71	71	70	NM	NM	N/A	N/A	
<u>Energy Future Holdings</u>	73	74	77	70	76	74	76	71	75	74	74	72	65	63	68	72	73	NM	NM	N/A	N/A	
<u>Iberdrola</u>	NM	NM	NM	NM	NM	NM	NM	73	73	71	70	73	74	70	75	73	72	NM	NM	N/A	N/A	
<u>Reliant Energy</u>	NM	NM	NM	68	73	73	75	67	74	70	68	69	69	65	72	69	72	NM	NM	N/A	N/A	
<u>PacifiCorp</u>	NM	NM	NM	NM	NM	NM	NM	72	71	76	NM	N/A	N/A									
<u>Allegheny Energy</u>	NM	NM	NM	NM	NM	NM	NM	79	80	76	75	74	80	79	NM	NM	NM	NM	NM	N/A	N/A	
<u>Unicom</u>	71	68	68	62	66	62	59	#												N/A	N/A	
<u>Cinergy</u>	NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	74	75	71	#						N/A	N/A	
<u>Central and South</u>																						

