

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of

Case 07-M-0906

Joint Petition of Iberdrola, S.A., Energy East Corporation, RGS Energy Group, Inc., Green Acquisition Capital, Inc., New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation for Approval of the Acquisition of Energy East Corporation by Iberdrola, S.A.

January 31, 2008

Exhibit ____ (SQP – 2)

NYSEG and RG&E Customer Satisfaction Index Summary Performance 2004 – 2007

| Company/Indicator | 2007 | 2006 | 2005 | 2004 |
|---|-------------|-------------|-------------|-------------|
| NYSEG | | | | |
| Appointments Kept | 99.6% | 95.0% | 99.6% | 99.7% |
| Billing Accuracy | 98.83% | 96.74% | 99.90% | 99.89% |
| Telephone Answer Response | 52.0% | 21.0% | 70.0% | 81.0% |
| Estimated Readings | 8.4% | 9.9% | 3.7% | 3.4% |
| PSC Complaint Rate | 0.6 | 0.9 | 0.3 | 0.4 |
| Number of Complaints to the PSC | 73 | 108 | 36 | 41 |
| Customer Satisfaction (Spring and Fall) | 78.4% | 75.7% | 79.6% | 81.5% |
| Customer Contact Satisfaction | 76.8% | 73.6% | 86.7% | 88.5% |
| RG&E | | | | |
| Appointments Kept | 99.1% | 99.0% | 99.7% | 99.8% |
| Billing Accuracy | 98.23% | 98.96% | 99.25% | 99.36% |
| Telephone Answer Response | 53.0% | 67.4% | 84.1% | 84.0% |
| Estimated Readings | 5.6% | 4.6% | 4.5% | 4.8% |
| PSC Complaint Rate | 1.3 | 1.1 | 1.0 | 1.6 |
| Number of Complaints to the PSC | 62 | 57 | 51 | 76 |
| Customer Contact Satisfaction | 7.7 | 7.8 | 8.0 | 8.3 |