

SMUD News Release

Sacramento Municipal Utility District

• News Media Services

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For immediate release

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Commercial customers say SMUD is best service in California

Residential customers said the same in most recent survey

SMUD ranks first in California and fifth in the nation for overall commercial customer satisfaction, according to the 2006 J.D. Power and Associates study. The study surveys the commercial customers of the 52 largest electric utilities in the nation.

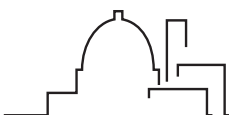
When compared with the 11 electric utilities in the western region, SMUD is second only to the Salt River Project in Arizona. Pacific Gas & Electric (PG&E) is 46th in the national ranking and rates 10th in the western region, according to J.D. Power and Associates.

Overall satisfaction scores are based on six factors: power quality and reliability, customer service, company image, billing and payment, price, and communications. Customers gave SMUD higher marks in all six areas this year. These higher marks added up to a dramatic 37-point increase in SMUD's satisfaction rating this year.

Among other attributes, commercial customers praised SMUD for "fairness of pricing" and "being honest and ethical." SMUD was also recognized for providing quality electric power and being a local community business leader. SMUD's strategic planning for energy and concern for the environment were also noted.

J.D. Power and Associates released this year's study results on Thursday. The national study surveyed 12,600 commercial customers who have an average monthly bill range of \$500 or about 20 kilowatts per month, like a convenience store, for example, to \$50,000 or about 1000 kilowatts per month, like a large department store. The surveys were conducted between October 21, 2005 and January 11, 2006. The top five utilities in the nation in order are: Duke Power, Reliant Energy, Salt River Project, Baltimore Gas and Electric, and SMUD.

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2-2-2-2 Commercial customers say SMUD is best

SMUD's residential customers have also given the utility high marks. The J.D. Power and Associates study of residential customers released last July, showed that SMUD held on to its No. 1 ranking in California and was ranked third in the West in a survey measuring residential customers' satisfaction with the nation's largest electric utilities.

For more information about SMUD's energy-saving programs for commercial and residential customers, please visit www.smud.org.

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