

# Customer Satisfaction

PacifiCorp and our subsidiary companies strive to deliver excellent service to our customers and hold customer satisfaction as a top priority. As a contractor/supplier working on behalf of the PacifiCorp companies and interacting with and/or providing a service critical to our customers, it is imperative that your company and employees meet our expectations in providing outstanding customer service and building strong customer relationships. We ask that you take the necessary actions to instill that ethic among your employees.

Our customers expect the company to deliver a reliable and dependable product with exceptional customer service and it is our shared responsibility to exceed these customer expectations. Our company goal is to be the best energy company in serving our customers, while delivering sustainable energy solutions. We strive to deliver exceptional customer service across all parts of our organization, resulting in steadily improving customer service and customer relations. The company has identified key personal attributes that will help achieve the desired high levels of customer satisfaction:

- **Be in the moment** – When interacting with customers, don't let distractions get in the way of your conversation with the customer. Never forget that the customer pays for service which allows our companies to exist.
- **Be a good listener** – To be a good listener, use your active listening skills to make customers feel they have been heard. The customer will feel that you truly understand their wants and needs. A good listener is one who cares to understand what the other person is saying. We are in the business to service customer needs, and you can only do that if you know what it is our customers want.
- **Do what you say you are going to do** – Follow through on your word. If you say you will get something done by a certain time, make every effort to stick to your promise.
- **Show respect to people and property** – Value a customer and their possessions and demonstrate that you know those belongings are important to the customer. Be careful when working around a customer's home or business – demonstrate that you respect and value their property. Always assure that proper notifications are made before entering a person's property and respect all conditions of entry.
- **Set high service standards and live them daily** – Identify what you can do to ensure customers are pleased with your service. Look for ways to make doing business with us easy.
- **Be a good team player** – If a customer approaches you with an issue or a problem, resolve the problem to the customer's satisfaction if within your ability and authority. If a solution is not achievable, report the matter to the appropriate PacifiCorp representative as soon as possible and communicate with the customer.

