

**Customer Satisfaction Metric Comparison: Three Hypothetical Scenarios**

OPC  
Case No. EO-2011-0271  
Exhibit TJV-2  
Witness: Thomas Vitolo  
Page 1 of 1

Year	--- Scenario A ---			--- Scenario B ---			--- Scenario C ---		
	Single Year Rate Increase	Total Rate Increase	Sample Monthly Bill in Real Dollars	Single Year Rate Increase	Total Rate Increase	Sample Monthly Bill in Real Dollars	Single Year Rate Increase	Total Rate Increase	Sample Monthly Bill in Real Dollars
2010	--	--	\$100	--	--	\$100	--	--	\$100
2011	0%	0%	\$100	5%	5%	\$105	10%	10%	\$110
2012	0%	0%	\$100	5%	10%	\$110	0%	10%	\$110
2013	0%	0%	\$100	5%	16%	\$116	0%	10%	\$110
2014	0%	0%	\$100	5%	22%	\$122	0%	10%	\$110
2015	0%	0%	\$100	5%	28%	\$128	0%	10%	\$110
2016	0%	0%	\$100	5%	34%	\$134	0%	10%	\$110
2017	0%	0%	\$100	5%	41%	\$141	0%	10%	\$110
2018	0%	0%	\$100	5%	48%	\$148	0%	10%	\$110
2019	0%	0%	\$100	5%	55%	\$155	0%	10%	\$110
2020	10%	10%	\$110	5%	63%	\$163	0%	10%	\$110

	Scenario A	Scenario B	Scenario C
Levelized Annual Avg Rate	1%	5%	1%
Maximum 1 Yr. Increase Rate	10%	5%	10%
Score (low is better)	11%	10%	11%
10 Year Rate Increase	10%	63%	10%
Total 10 Year Expense, Real \$	\$12,120	\$15,848	\$13,200