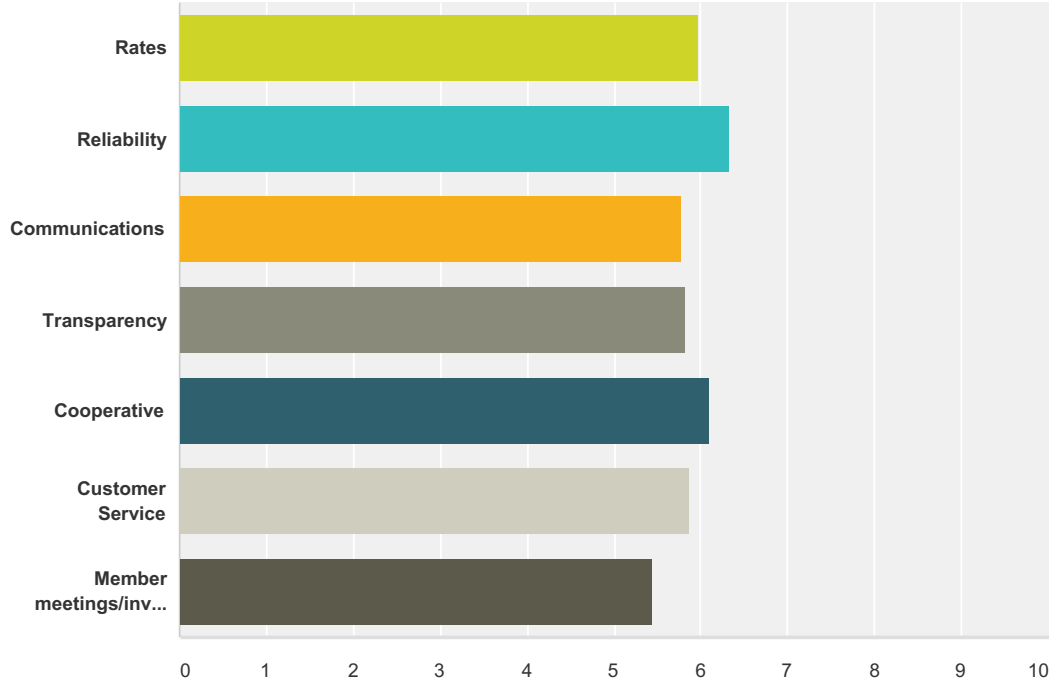


Q1 Question #1 - What do you like MOST about BEC (Please rate the top 3, with 1 being the highest)?

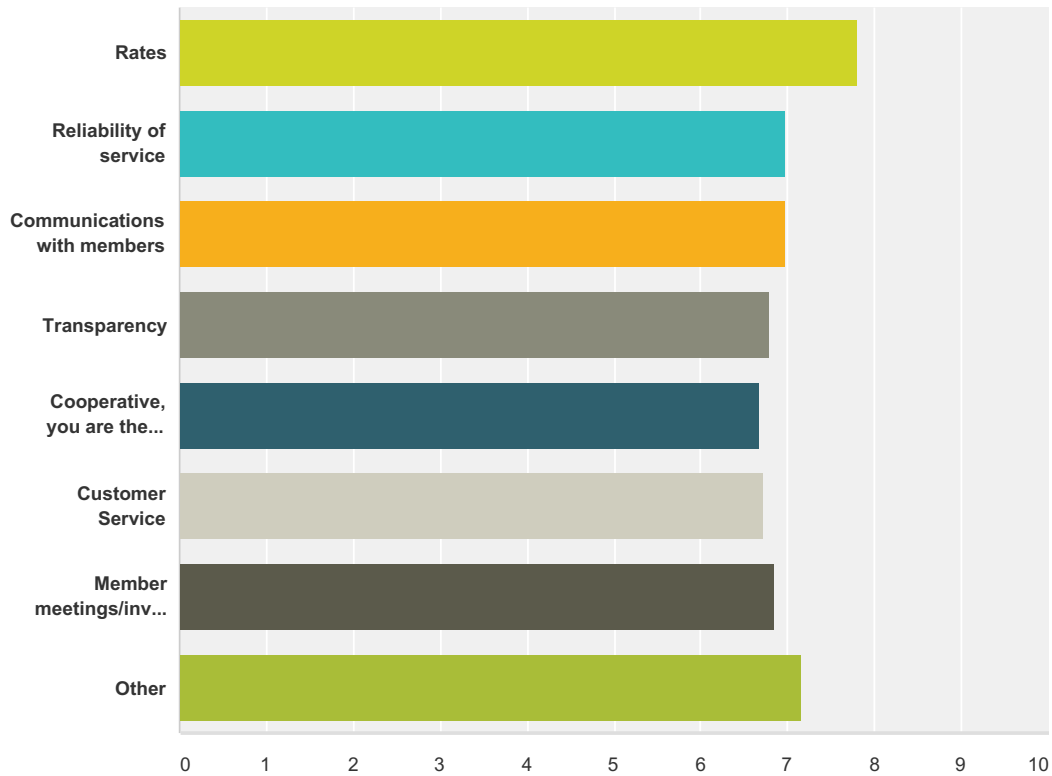
Answered: 481 Skipped: 67



	1	2	3	4	5	6	7	Total	Score
Rates	33.33% 53	32.70% 52	33.33% 53	0.00% 0	0.00% 0	0.00% 0	0.63% 1	159	5.97
Reliability	49.71% 173	32.76% 114	17.53% 61	0.00% 0	0.00% 0	0.00% 0	0.00% 0	348	6.32
Communications	23.81% 40	34.52% 58	39.88% 67	0.60% 1	0.60% 1	0.60% 1	0.00% 0	168	5.79
Transparency	23.61% 34	36.81% 53	38.89% 56	0.69% 1	0.00% 0	0.00% 0	0.00% 0	144	5.83
Cooperative	43.95% 109	22.98% 57	32.66% 81	0.00% 0	0.00% 0	0.40% 1	0.00% 0	248	6.10
Customer Service	24.46% 57	40.34% 94	33.91% 79	0.43% 1	0.86% 2	0.00% 0	0.00% 0	233	5.87
Member meetings/involvement	8.33% 3	38.89% 14	50.00% 18	0.00% 0	0.00% 0	0.00% 0	2.78% 1	36	5.44

Q2 What do you like LEAST about Beartooth Electric (please rate the top 3 with 1 being the highest)?

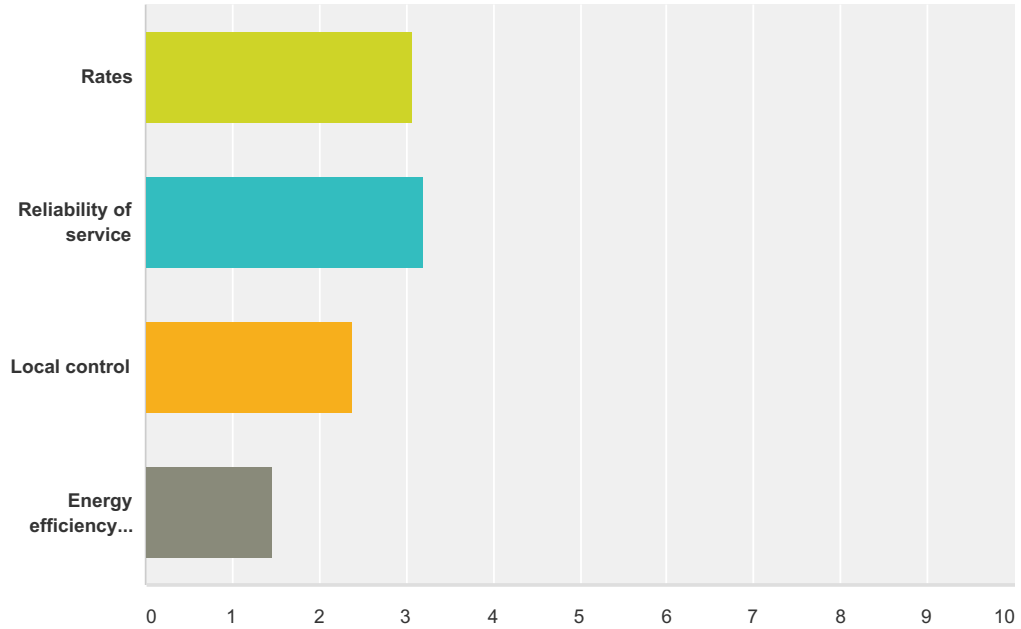
Answered: 387 Skipped: 161



	1	2	3	4	5	6	7	8	Total	Score
Rates	87.46% 265	6.60% 20	5.61% 17	0.00% 0	0.00% 0	0.00% 0	0.33% 1	0.00% 0	303	7.80
Reliability of service	26.09% 18	47.83% 33	24.64% 17	0.00% 0	1.45% 1	0.00% 0	0.00% 0	0.00% 0	69	6.97
Communications with members	25.00% 20	48.75% 39	25.00% 20	1.25% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	80	6.97
Transparency	17.35% 17	47.96% 47	31.63% 31	2.04% 2	1.02% 1	0.00% 0	0.00% 0	0.00% 0	98	6.79
Cooperative, you are the owner	22.22% 8	33.33% 12	41.67% 15	0.00% 0	0.00% 0	2.78% 1	0.00% 0	0.00% 0	36	6.69
Customer Service	8.33% 3	55.56% 20	36.11% 13	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	36	6.72
Member meetings/involvement	24.73% 23	35.48% 33	38.71% 36	1.08% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	93	6.84
Other	46.15% 24	25.00% 13	28.85% 15	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	52	7.17

Q3 Please rank (1 thru 4) these aspects of Beartooth Electric Cooperative in order of importance, with 1 being most important:

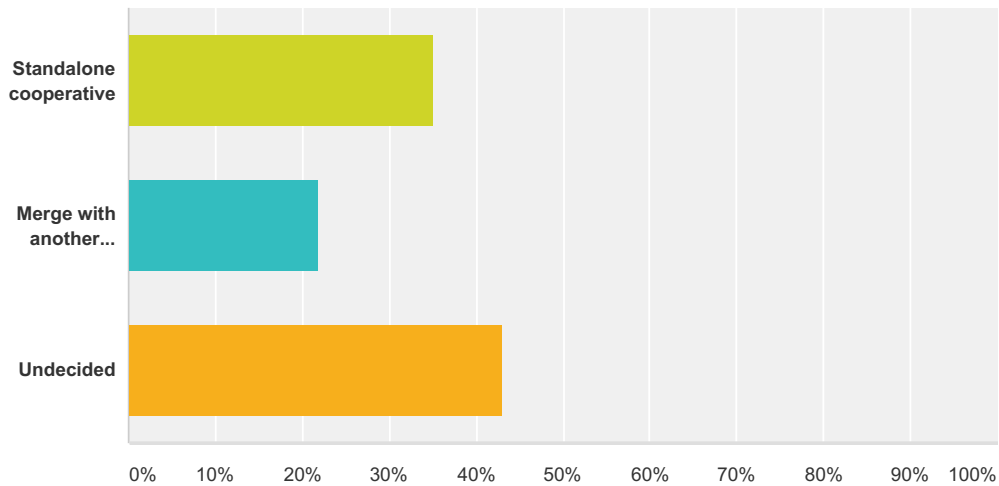
Answered: 526 Skipped: 22



	1	2	3	4	Total	Score
Rates	40.31% 206	34.44% 176	17.22% 88	8.02% 41	511	3.07
Reliability of service	39.84% 202	43.59% 221	13.61% 69	2.96% 15	507	3.20
Local control	21.12% 106	15.54% 78	43.23% 217	20.12% 101	502	2.38
Energy efficiency programs	2.10% 10	6.72% 32	26.68% 127	64.50% 307	476	1.46

Q4 Beartooth Electric Cooperative is in year 2 of a 3-year management services agreement with Wyoming cooperative, Lower Valley Energy. The main goal of the partnership is to gain financial and operational efficiencies by combining management duties. The partnership could lead to a merger of the two cooperatives. Do you favor remaining a standalone cooperative or a merger with another cooperative?

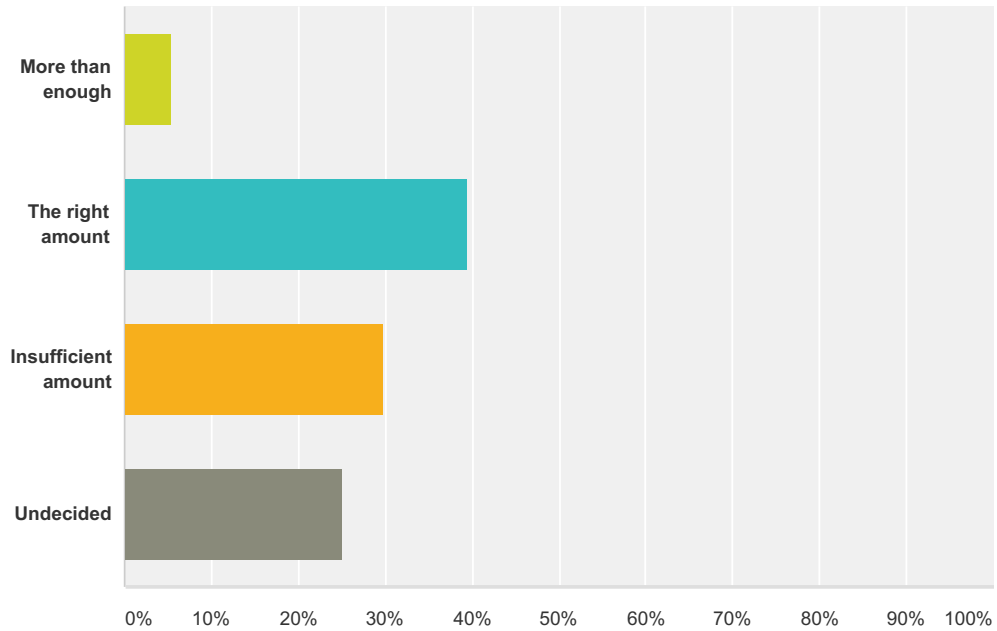
Answered: 537 Skipped: 11



Answer Choices	Responses
Standalone cooperative	35.01% 188
Merge with another cooperative	21.97% 118
Undecided	43.02% 231
Total	537

Q5 Do you feel you have enough information to make informed decisions regarding Beartooth Electric Cooperative's future?

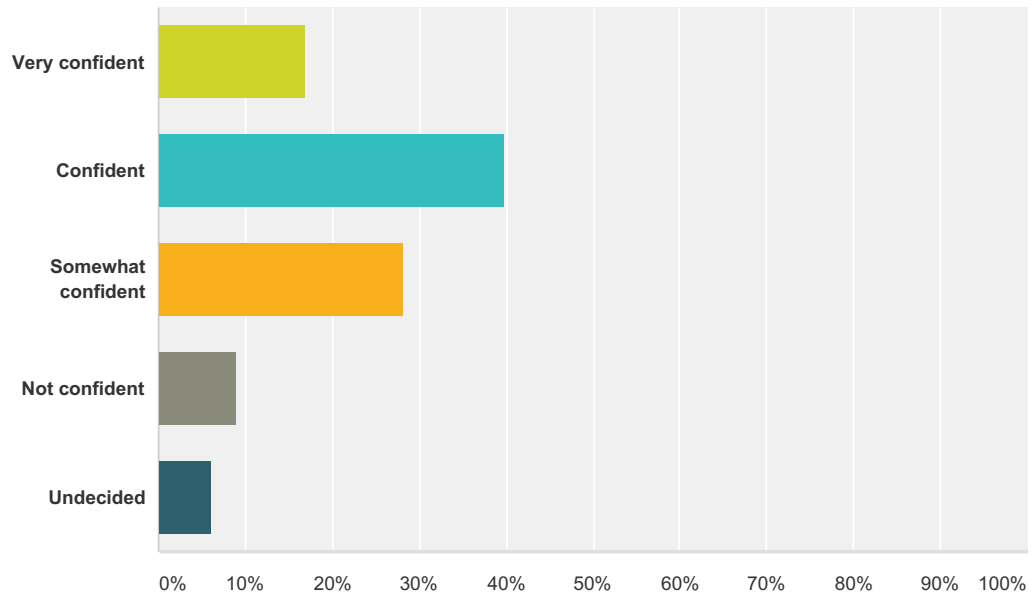
Answered: 531 Skipped: 17



Answer Choices	Responses
More than enough	5.46% 29
The right amount	39.55% 210
Insufficient amount	29.94% 159
Undecided	25.05% 133
Total	531

Q6 Are you confident in your Board of Trustee’s evaluation of Beartooth Electric Cooperative’s future?

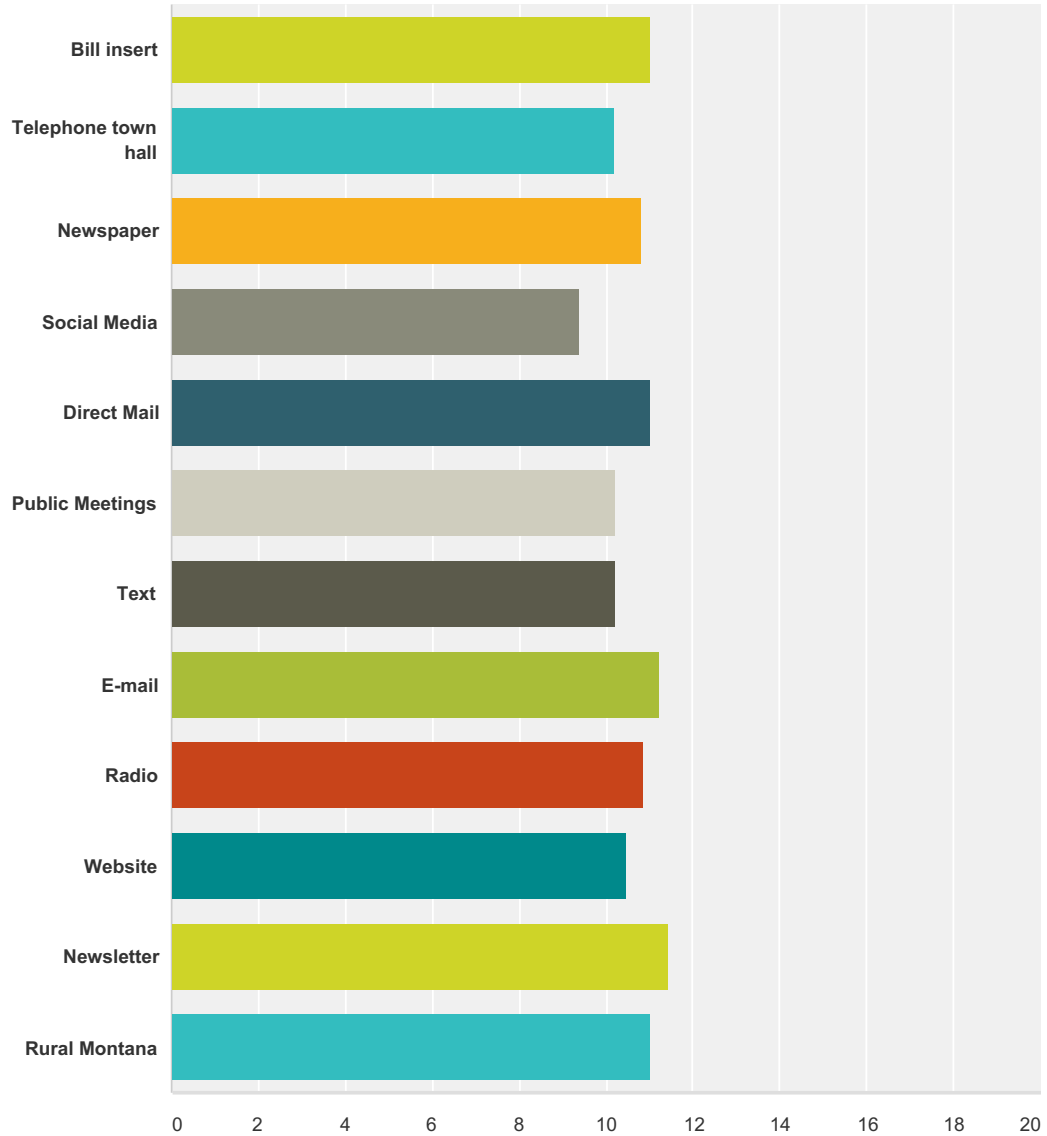
Answered: 533 Skipped: 15



Answer Choices	Responses	Count
Very confident	16.89%	90
Confident	39.96%	213
Somewhat confident	28.14%	150
Not confident	9.01%	48
Undecided	6.00%	32
Total		533

Q7 What is the best way to communicate Beartooth Electric news to you? (Please choose your top 3, with 1 being the highest)

Answered: 495 Skipped: 53

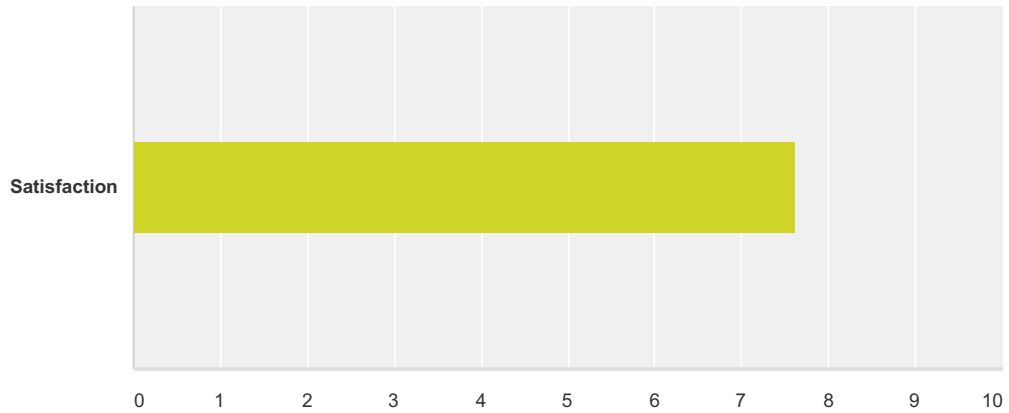


	1	2	3	4	5	6	7	8	9	10	11	12	Total	Score
Bill insert	32.74% 73	40.36% 90	26.46% 59	0.00% 0	0.00% 0	0.00% 0	0.45% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	223	11.04
Telephone town hall	8.00% 2	32.00% 8	56.00% 14	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.00% 1	0.00% 0	0.00% 0	25	10.20
Newspaper	23.08% 15	38.46% 25	36.92% 24	0.00% 0	0.00% 0	1.54% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	65	10.80
Social Media	0.00% 0	15.38% 2	69.23% 9	0.00% 0	7.69% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7.69% 1	0.00% 0	13	9.38

Direct Mail	34.22% 64	35.29% 66	29.95% 56	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.53% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	187	11.01
Public Meetings	2.94% 2	25.00% 17	67.65% 46	1.47% 1	1.47% 1	1.47% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	68	10.22
Text	16.67% 3	44.44% 8	27.78% 5	0.00% 0	0.00% 0	0.00% 0	5.56% 1	0.00% 0	5.56% 1	0.00% 0	0.00% 0	0.00% 0	18	10.22
E-mail	46.10% 65	34.75% 49	18.44% 26	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.71% 1	0.00% 0	0.00% 0	141	11.22
Radio	14.29% 2	64.29% 9	14.29% 2	7.14% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14	10.86
Website	11.54% 6	30.77% 16	53.85% 28	1.92% 1	1.92% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	52	10.48
Newsletter	63.14% 185	18.09% 53	18.09% 53	0.68% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	293	11.44
Rural Montana	35.78% 73	30.39% 62	33.82% 69	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	204	11.02

Q8 Consider all your experiences to date with Beartooth Electric. Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with Beartooth Electric?

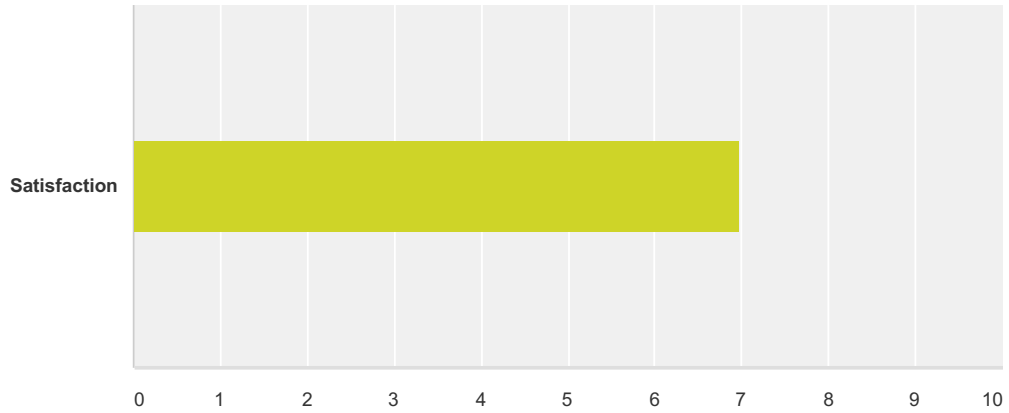
Answered: 517 Skipped: 31



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
Satisfaction	0.77% 4	1.74% 9	2.71% 14	2.32% 12	8.90% 46	7.35% 38	12.57% 65	26.69% 138	20.12% 104	16.83% 87	517	7.61

Q9 To what extent has Beartooth Electric Cooperative fallen short of your expectations or exceeded your expectations? Using a 10-point scale on which “1” now means “falls short of your expectations” and “10” means “exceeds your expectations,” to what extent has Beartooth Electric Cooperative fallen short of or exceeded your expectations?

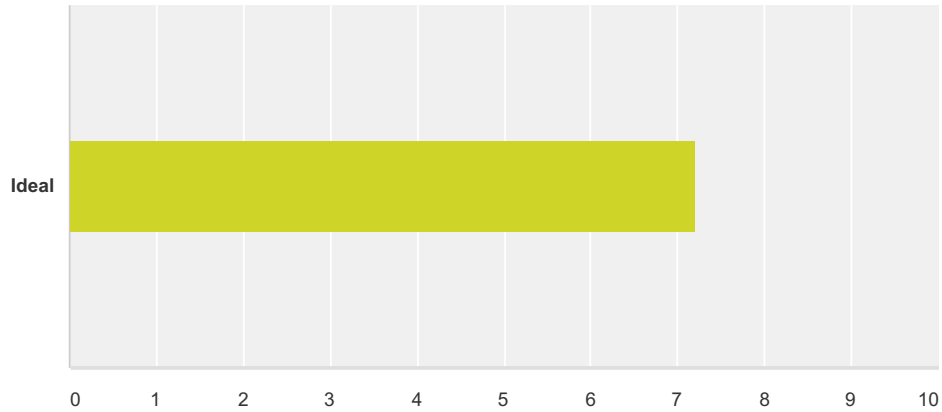
Answered: 486 Skipped: 62



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
Satisfaction	2.26% 11	1.65% 8	4.12% 20	5.14% 25	12.35% 60	9.47% 46	14.40% 70	25.93% 126	14.81% 72	9.88% 48	486	6.97

Q10 Imagine an ideal utility company, such as your cable, telephone, water utility. How well do you think Beartooth Electric compares with that ideal utility company? Please use a 10-point scale on which “1” means “not very close to ideal” and “10” means “very close to the ideal.”

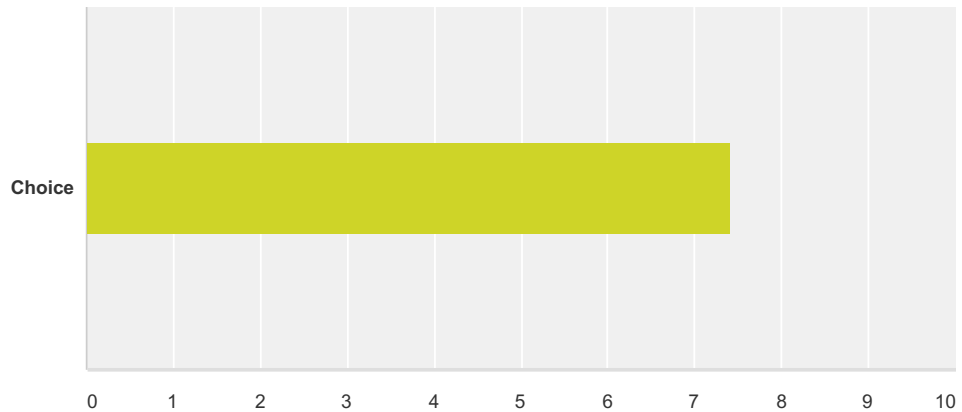
Answered: 500 Skipped: 48



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
Ideal	2.00% 10	1.60% 8	3.00% 15	3.80% 19	11.00% 55	7.40% 37	16.80% 84	27.60% 138	15.40% 77	11.40% 57	500	7.20

Q11 Assume for the moment that you could choose from among more than one utility company. The next time you are going to choose a utility company, how likely is it that it will be Beartooth Electric again? Using a 10-point scale on which “1” means “very unlikely” and “10” means “very likely,” how likely is it that it will be Beartooth Electric again?

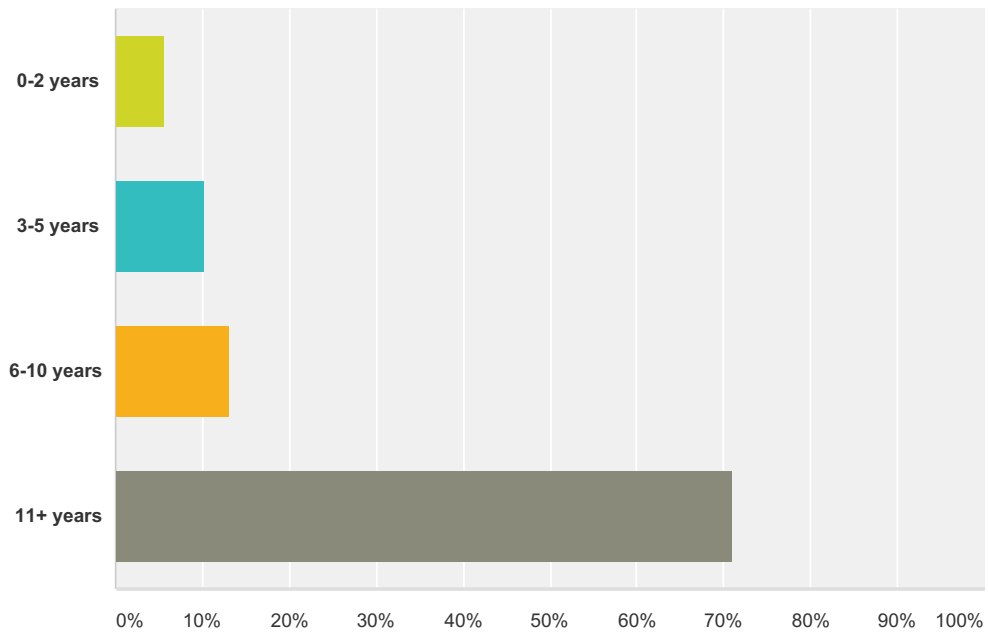
Answered: 481 Skipped: 67



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
Choice	4.57% 22	1.66% 8	3.74% 18	1.87% 9	10.40% 50	7.48% 36	10.19% 49	20.17% 97	13.51% 65	26.40% 127	481	7.42

Q12 How long have you been receiving service from Beartooth Electric?

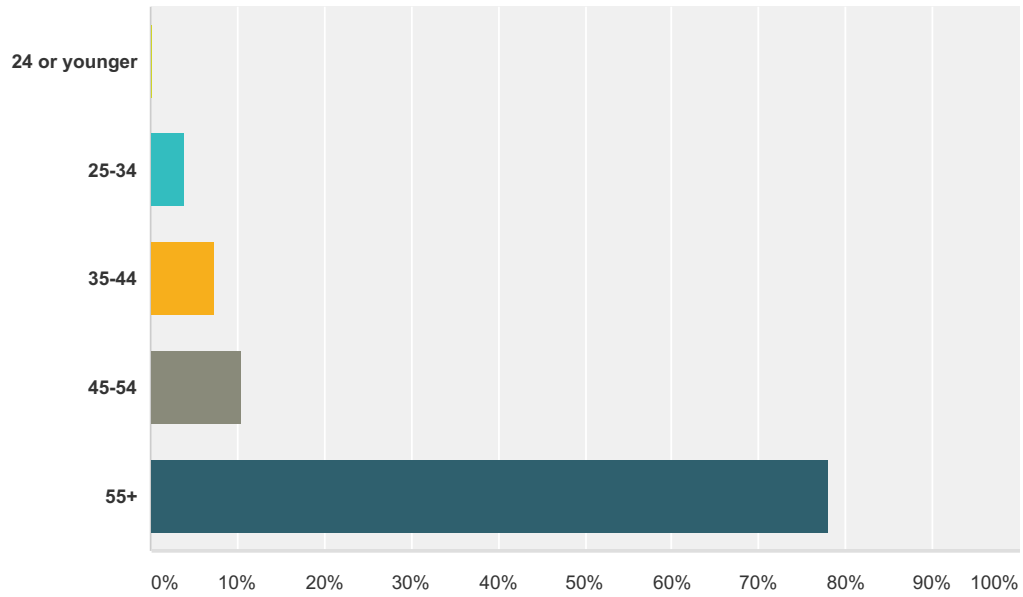
Answered: 441 Skipped: 107



Answer Choices	Responses
0-2 years	5.67% 25
3-5 years	10.20% 45
6-10 years	13.15% 58
11+ years	70.98% 313
Total	441

Q13 What is your age?

Answered: 457 Skipped: 91



Answer Choices	Responses
24 or younger	0.22% 1
25-34	3.94% 18
35-44	7.22% 33
45-54	10.50% 48
55+	78.12% 357
Total	457