

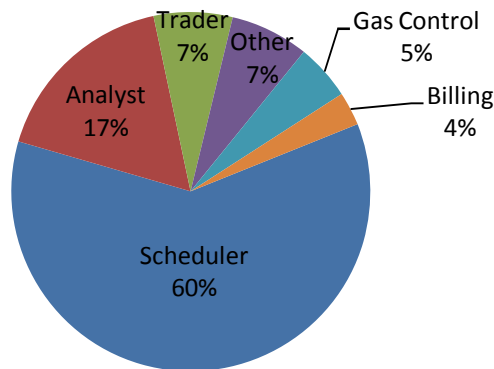
Appendix E Customer Results Summary

Results

Overall the survey results were excellent. We saw a significant increase in all areas of at least 10% over the previous survey. We had 76 participants from 43 customer companies. Seventeen participants were anonymous as they did not provide contact information. The remaining fifty nine provided contact information and will receive a \$25 Amazon gift card in addition to this summary. We believe the positive scores are a true reflection that Iroquois customers are pleased with the IOL Web application.

The graphs below summarize customer ratings of IOL on a scale of 1 (low) to 5 (high). Individual responses have been aggregated to protect respondents' confidentiality.

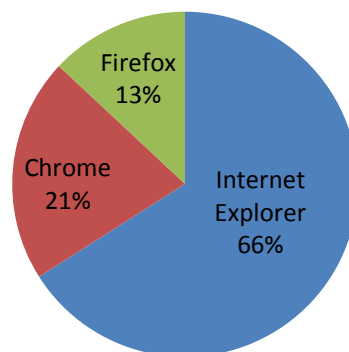
Participant Breakdown by job function



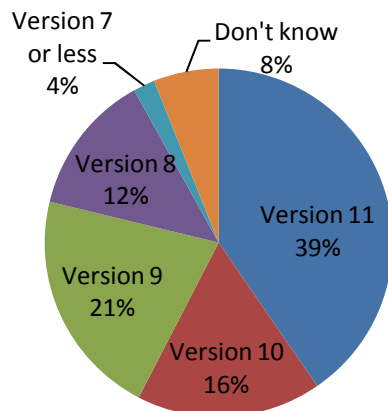
Browser and Version

66% of survey participants use Internet Explorer, 21% use Chrome and 13% use Firefox. NAESB standards state that all pipelines must support the latest version of IE and Firefox that was released in the past 9 months. 39% of survey participants use IE version 11, 16% use version 10 and 37% use version 9 or lower. 8% did not know what version they use. A minimum of IE Version 10 is required to use IOL Web.

What browser do you use?

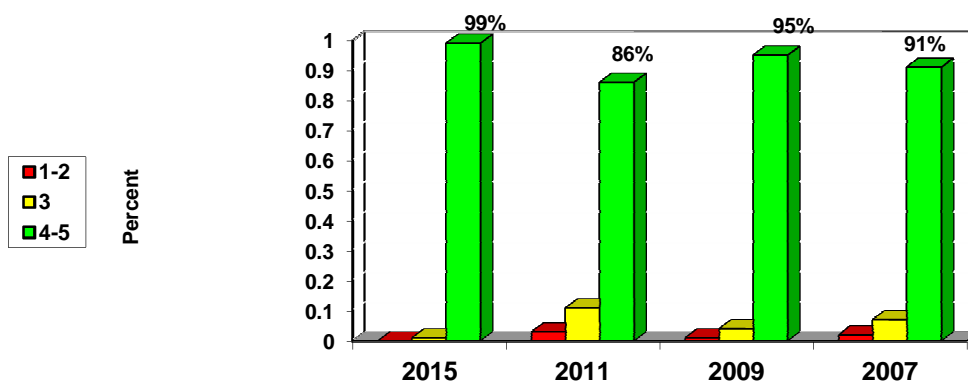


What version of IE do you use?



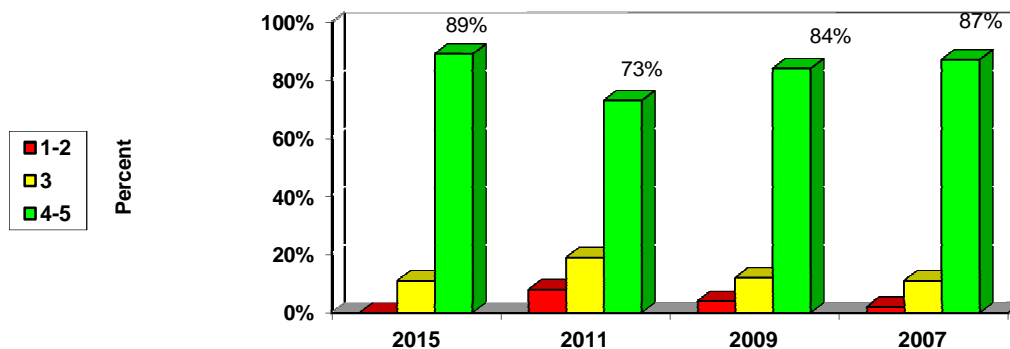
Reliability

The reliability rating represents the availability of IOL. 99% rank IOL's reliability 4 to 5. Iroquois only had one unplanned outage in the past year. We do our planned outages outside of peak nomination times thus having minimal impact to our customers.



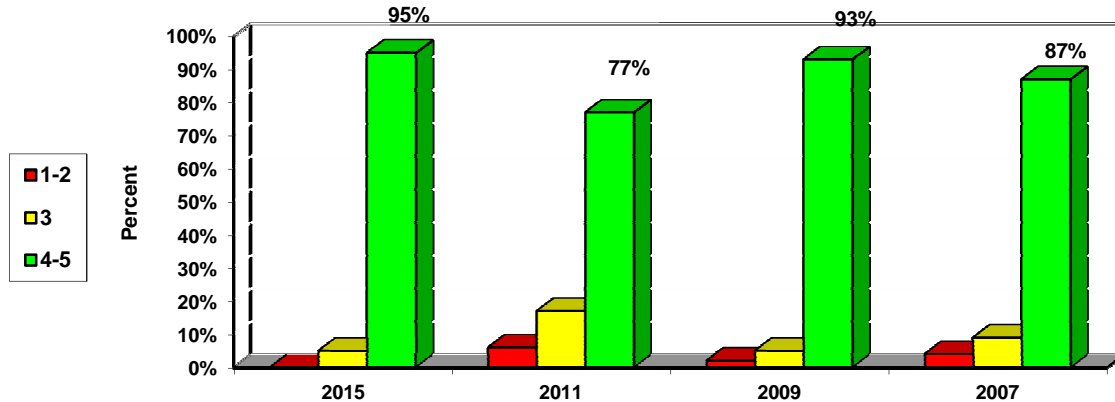
User Friendliness

89% rank IOL's user friendliness 4 to 5. This is a 16% increase. Several participants commented that IOL is easy to use.



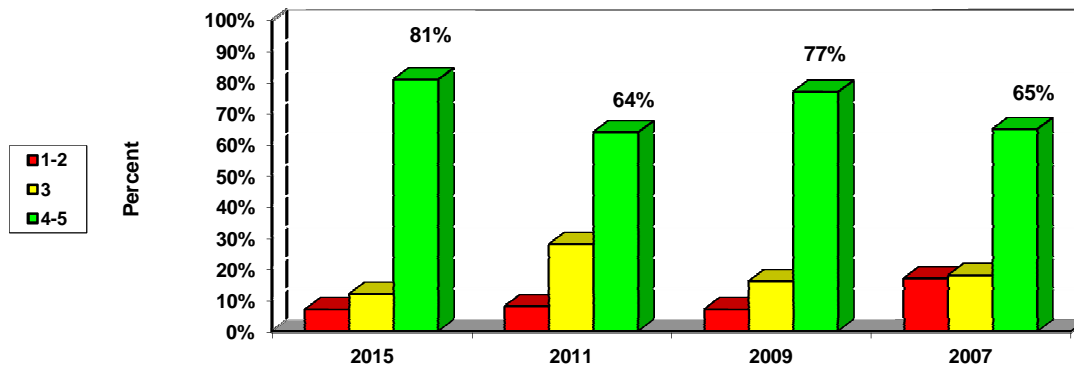
Connectivity

95% rank IOL's connectivity 4 to 5. This is an 18% increase. We attribute this increase to us switching from Citrix to a web based application. Connectivity was a major issue in our old legacy IOL.



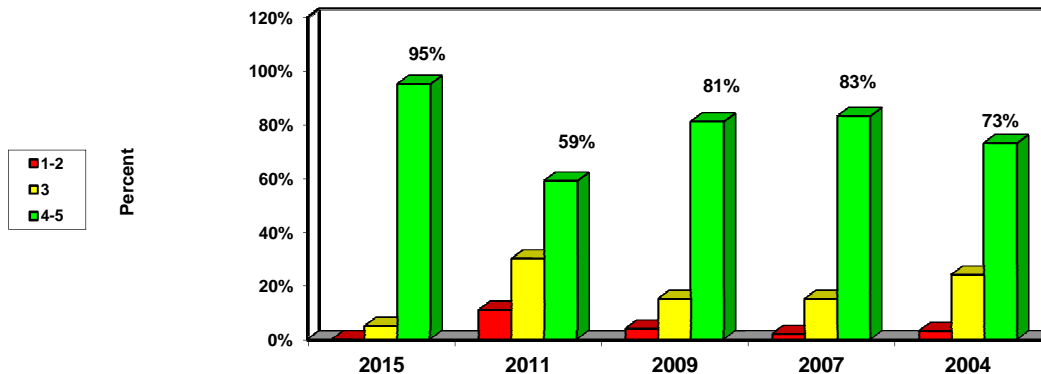
Print Capabilities

81% rank our print capabilities 4 to 5. This is a 17% increase. Many customers who could not print using Citrix have now had success printing. We are aware that there are still print inadequacies associated to Chrome. We will monitor and continue to strive for improved printing.



Login Speed

95% rank IOL's log in speed 4 to 5. This is a 36% increase. IOL Web is considerably faster and we streamlined the log in process by reducing the number of steps.



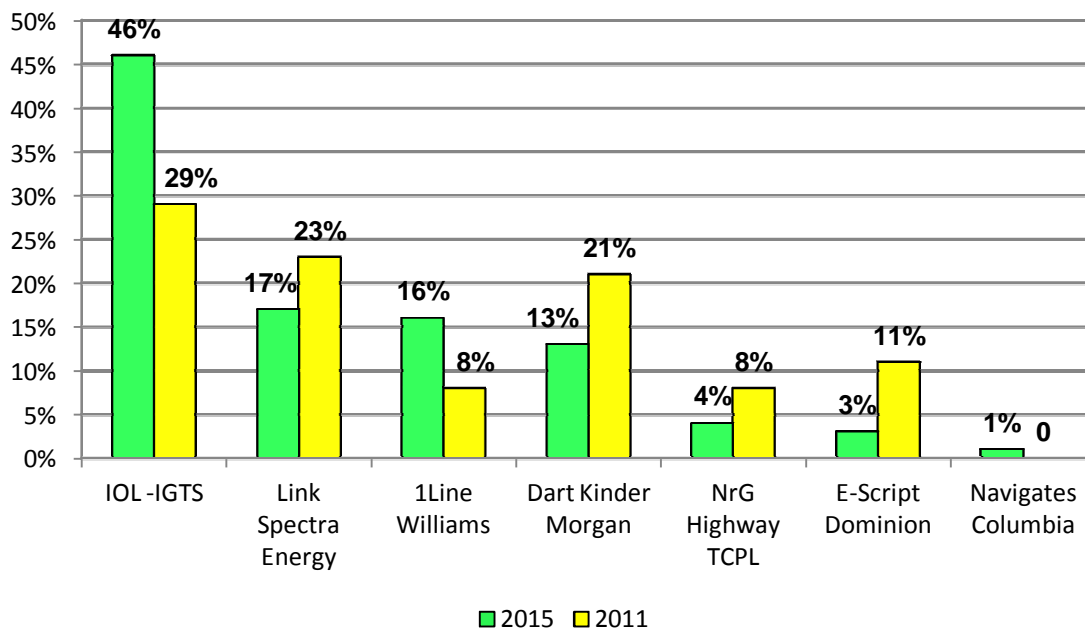
EBBs Used

The table below indicates that survey participants have a good working knowledge of other pipelines' bulletin boards across the industry.

89% of the participants use 5 or more bulletin boards.			
	<5	5-10	> 10
How many EBB's do you use?	8	52	15

Favorite EBB

Participants were asked to select their favorite EBB. IOL was chosen as the favorite and had a 17% increase from the last survey. 1Line had a 50% increase and Link, Dart, NrG Highway and E-Script had decreases from the last survey. In 2011, Kinder Morgan was using Passkey. Navigates was not included in the 2011 survey.



Training Needs

Thirteen participants said they need training which is an increase of 6 from the last survey. Please contact Jennifer Erickson at 203.944.7045 or Helena Clancy at 203.944.7047 if you would like training.

Training Requested by Module	# of users
Capacity Release	9
Nominations	4
Informational Posting	3
Confirmations	5
Flowing Gas	4
Invoicing	3
Contract Reports	4

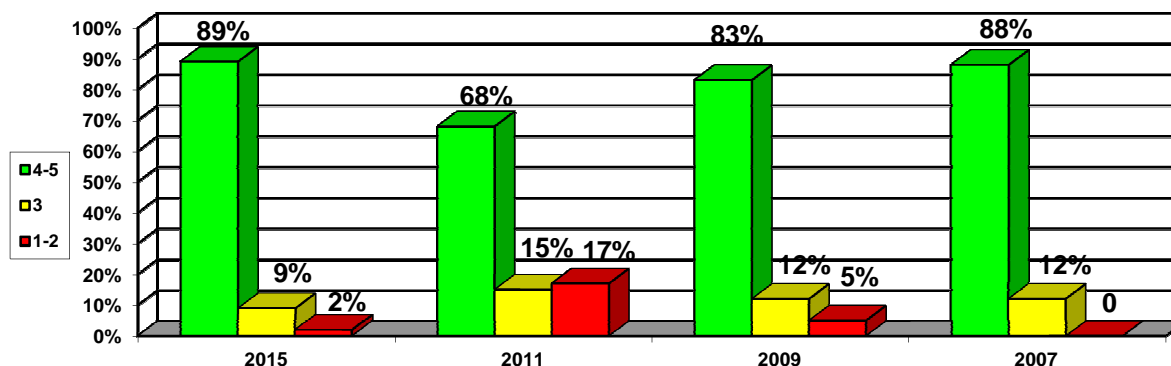
Informational Postings

If you are interested in receiving notices in your e-mail, please contact Jenn Erickson

Question	Yes	No
Are you aware that notices can be channeled to your email?	72	3
Are notices posted timely?	75	0
Are you aware that the tariff is available online?	64	11

Nominations

56 participants said they use the nom module. 89% ranked the ease of entering nominations with a 4 to 5. This is a 21% increase. 47 participants have contacted us for help and all 47 got a timely response. 55 out of 55 said we address issues in a professional manner.



Confirmations

24 participants use the Confirmation Module. 100% rank the ease of confirming with a 4 to 5 and 96% rank timeliness of scheduled quantities with 4 to 5. This is a 14% increase from the previous survey.

Rate the...	5	4	3	2	1
Ease of Confirming	13	11	0	0	0
Timely Scheduled Qty	14	9	1	0	0

Flowing Gas

15 participants use the Flowing Gas Module. 100% rated the availability of OBA reports and measurement data with a 4 to 5. This is a 12% increase from the previous survey.

Rate the...	5	4	3	2	1
OBA Report Availability	9	6	0	0	0
Measurement Availability	8	7	0	0	0

Invoice

36 participants use the Invoicing Module. 100% rated the timeliness and format with a 4 to 5. 97% rated the accuracy with a 4 to 5 and 94% stated that it is easy to retrieve invoice data. Only 78% are aware that we send an e-mail when invoices are finalized and 70% retrieve their preliminary invoice during the month.

Rate the invoice for...	5	4	3	2	1
Timeliness	22	14	0	0	0

Accuracy	28	7	1	0	0
Format	22	14	0	0	0
Retrieval	25	9	1	1	0

Capacity Release

34 participants said they use the capacity release module. Nine were releasing shippers, 16 were replacement shippers and 9 were both. Twenty six have contacted us for help and 100% received a timely response. 94% rated the processing speed with a 4 to 5 and 85% rated the ease of use with a 4 to 5.

Rate the...	5	4	3	2	1
Processing Speed	20	12	2	0	0
Ease of use	19	10	4	1	0

Gas Control

All system controllers are trained to assist customers with scheduling functions, and often fill in for the Transportation Services Representative. 51 participants said they contacted Gas Control for help with nominations. The high frequency of "5" ratings demonstrate that Iroquois' Gas Control is providing excellent service to its customers.

Was the Controller on duty?	5	4	3	2	1
<i>Professional</i>	47	4	0	0	0
<i>Friendly</i>	45	6	0	0	0
<i>Knowledgeable</i>	47	4	1	0	0
<i>Able to Assist</i>	47	4	1	0	0
<i>Courteous</i>	47	4	0	0	0
<i>Flexible</i>	46	4	0	0	0
<i>Honor Oper. Agreement</i>	47	4	0	0	0
<i>Overall Contact Experience</i>	46	4	0	0	0

Conclusion

Overall, we received very high ratings in this survey. The scores and comments truly reflect the success of the IOL Web project.