

# And the survey says...



More than half of DPU's customers say they are receiving information about this community-owned utility through bill inserts and 4.4% don't care to receive information from us at all.

**DPU's 2023 Voice of the Customer survey gave us insight from more than 700 customers. We're listening! Would you like to know what they said? Check out the full survey results at [ladpu.com/VOC2023](https://ladpu.com/VOC2023).**

What else did we learn?

- Businesses are concerned about reliability.
- Many people don't know we're community-owned.
- Most customers haven't used our metering portal.
- Four out of five customers who used the metering portal gave it a thumbs up.
- While most customers are satisfied, we can do better!

