

# 4 Main Opinions from Customers Survey

Kyushu Electric Power conducts a customer survey annually to listen to the opinions of our customers and incorporate them into its corporate management. The opinions below are those concerning Kyushu Electric Power's environmental activities from the Fiscal 2002 survey.

## 1 Outline of the survey

### Survey area

Service area of Kyushu Electric Power (excluding isolated islands)

### Survey population

Men and women from 20 to 64 years old

For the main survey: 3,100 persons

For the follow-up survey: 1,550 persons

### Survey method

The main survey through interview and questionnaire and the follow-up survey by phone

### Survey period

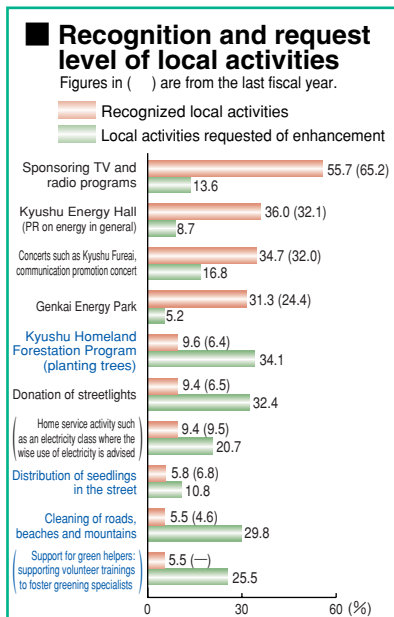
July-August 2002 (main survey)

November-December 2002 (follow-up survey)

## 2 Environment-related opinions

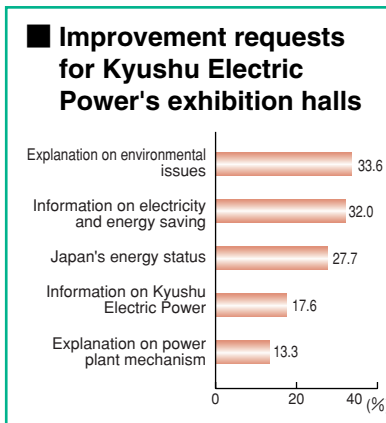
### Evaluation of Local activities

Although the environmental activities are relatively unrecognized compared to other local activities that Kyushu Electric Power is involved in, further enhancement of these activities is strongly requested.



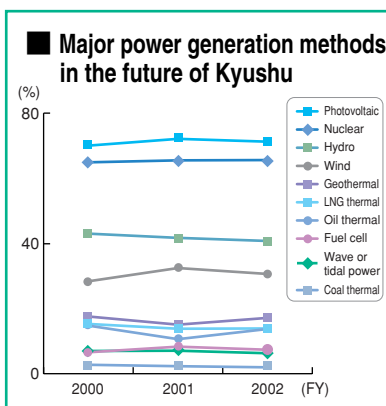
### Evaluation of Exhibition halls

The most requested improvements for Kyushu Electric Power's exhibition halls are "explanation on environmental issues", followed by "information on electricity and energy saving" and "Japan's energy status".



### Recognition of the major power generation method

More than half of the survey population was aware that the main power generation method in Kyushu is nuclear power, and those who expect photovoltaic power generation to become the major source of power 10 years from now lead the charts as they did last year.

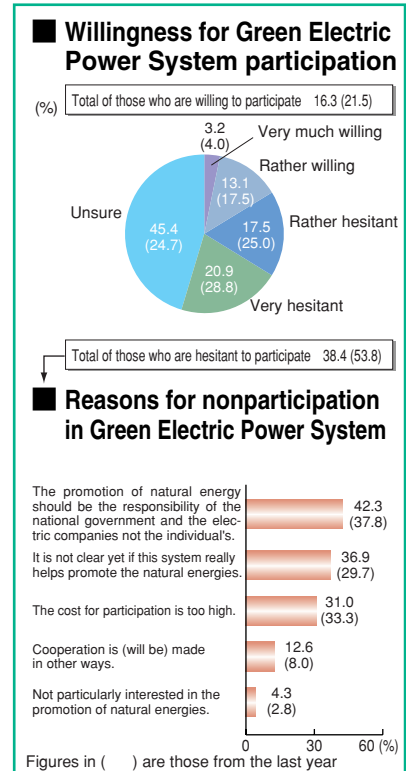
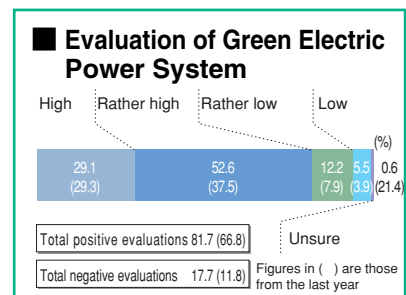


### Evaluation of Green Electric Power System

While over 80 percent of the survey population responded favorably toward the Green Electric Power System, those who were willing to participate re-

mained at 16.3%. The main reasons for nonparticipation are listed below:

- The promotion for natural energies should be the responsibility of the national government and the electric companies not individuals.
- It is not clear yet if the Green Electric Power System helps promote natural energies.
- The cost for participation is too high.



## 3 General comments

The customers' interest in environmental activities is generally high. This indicates the need for promoting the social recognition for items that are currently addressed, as well as great demand for information regarding environmental issues and energy saving.