

Power Monitors, Inc.

2023- 2025 Customer Satisfaction Survey

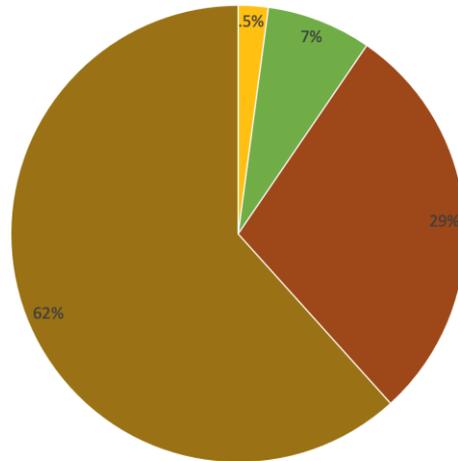


Overall Satisfaction

- Overall satisfaction remains high. The graph below is presenting the distribution of the overall satisfaction results for the respondent base as a whole.
- In 2025, 91% of the respondents expressed satisfaction (ratings 4 and 5) on the point scale.

Q59: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, Rate overall satisfaction with PMI?

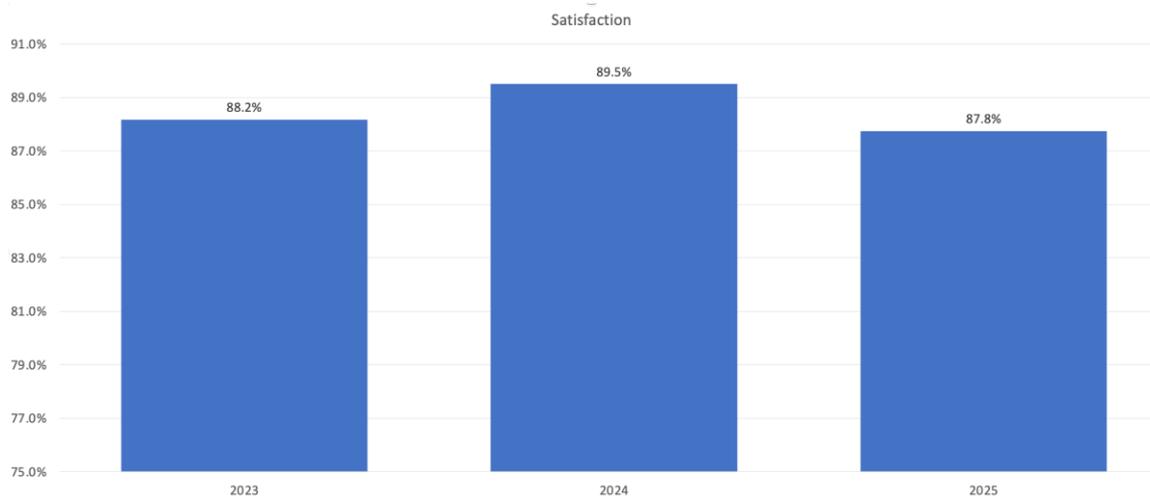
Overall Satisfaction with Power Monitors



1 Not Satisfied 2 3 4 5 Completely Satisfied

Overall Satisfaction

Q16-23: Rate from 1-5 where 1 is Very Unsatisfied and 5 is Extremely Satisfied (you can also answer N/A if not applicable) regarding our products and technical support

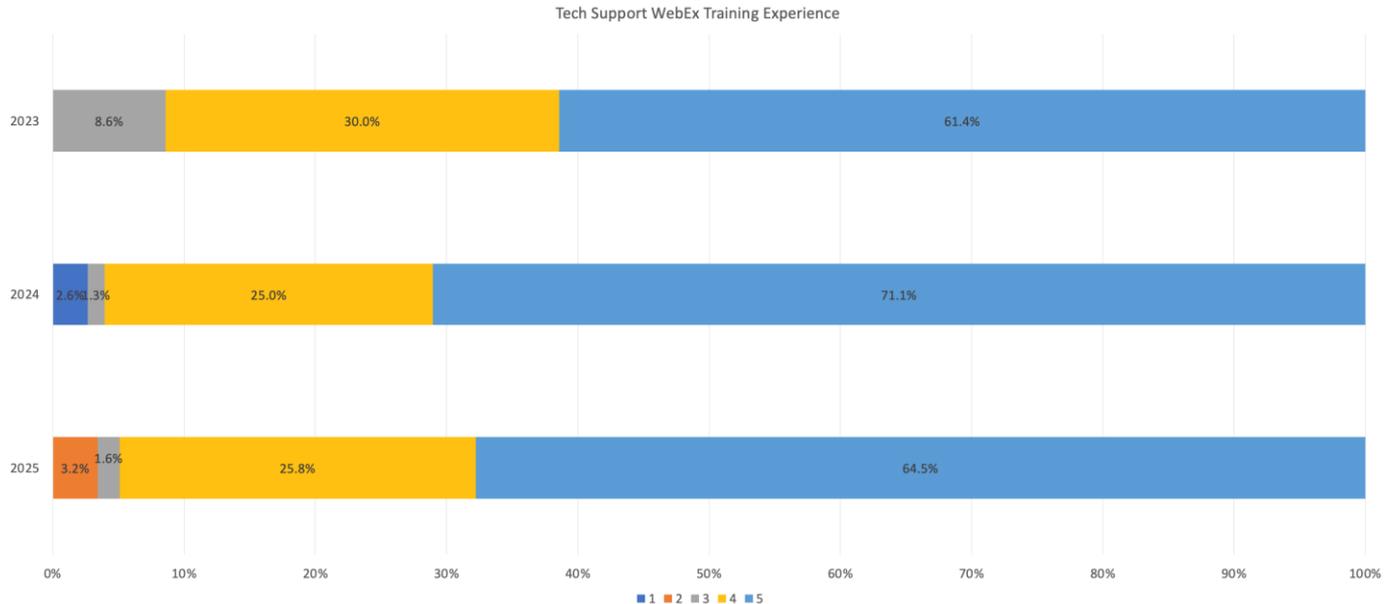


- Chart includes rating for the following:
- Quality of Hardware & Software
 - Performance Features of Products
 - Documentation
 - Software Upgrades
 - Quality & Timeliness of Repair Services
 - Technical Support Staff

PMI WebEx Training

- Training satisfaction remains high with very few dissatisfied, with feedback mainly pointing to interest in deeper, hands-on examples and applied, real-world use cases.

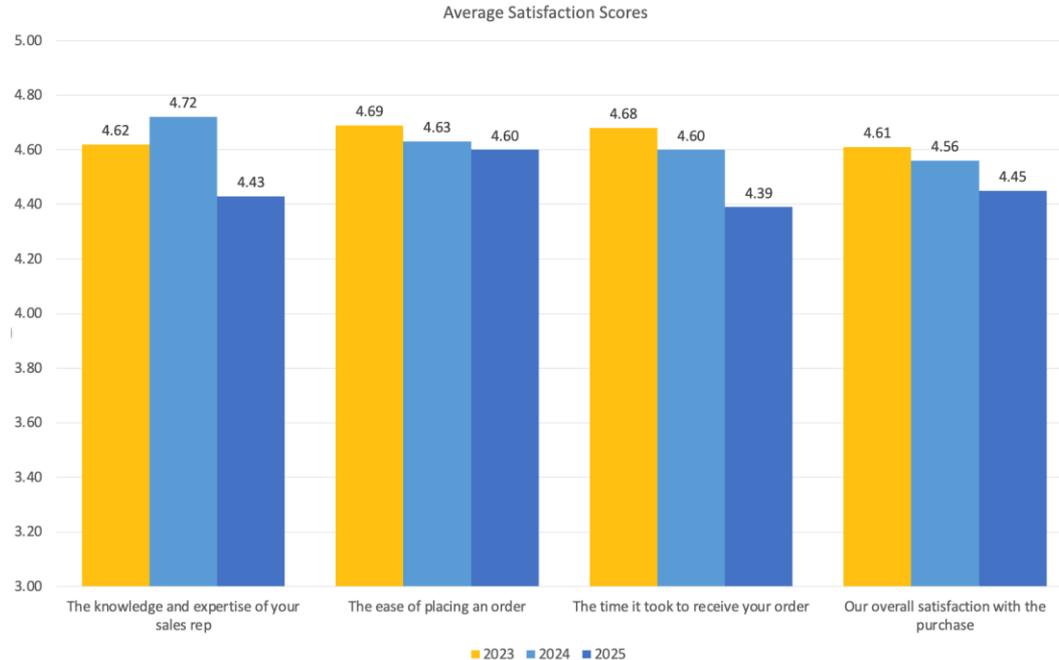
Q:25: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, Rate your satisfaction with the WebEx session



Satisfaction with Purchase Experience

- When evaluating satisfaction with the purchase experience in 2025 across all respondents, customers continue to be satisfied with all aspects of their interaction

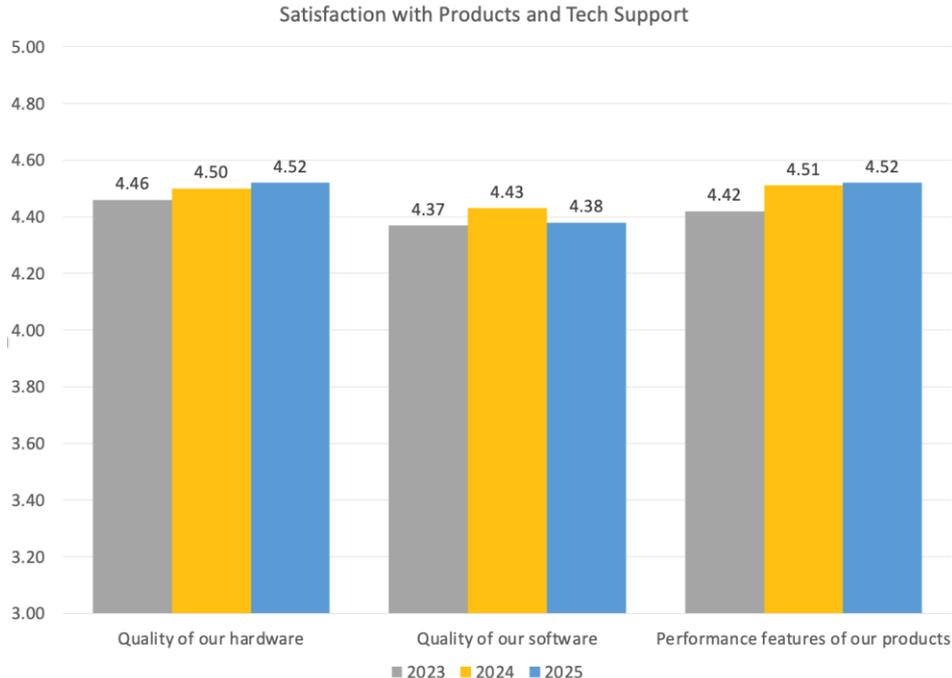
Q11-14: Rate from 1-5 where 1 is Very Unsatisfied and 5 is Extremely Satisfied (you can also answer N/A if not applicable)



Satisfaction with Products and Tech Support

- The results below and on subsequent slide represent the 2025 average scores for the evaluative products, services, and technical support, contrasted against prior years.
- The results below represent overall satisfaction with product and performance features, hardware quality, and software quality.

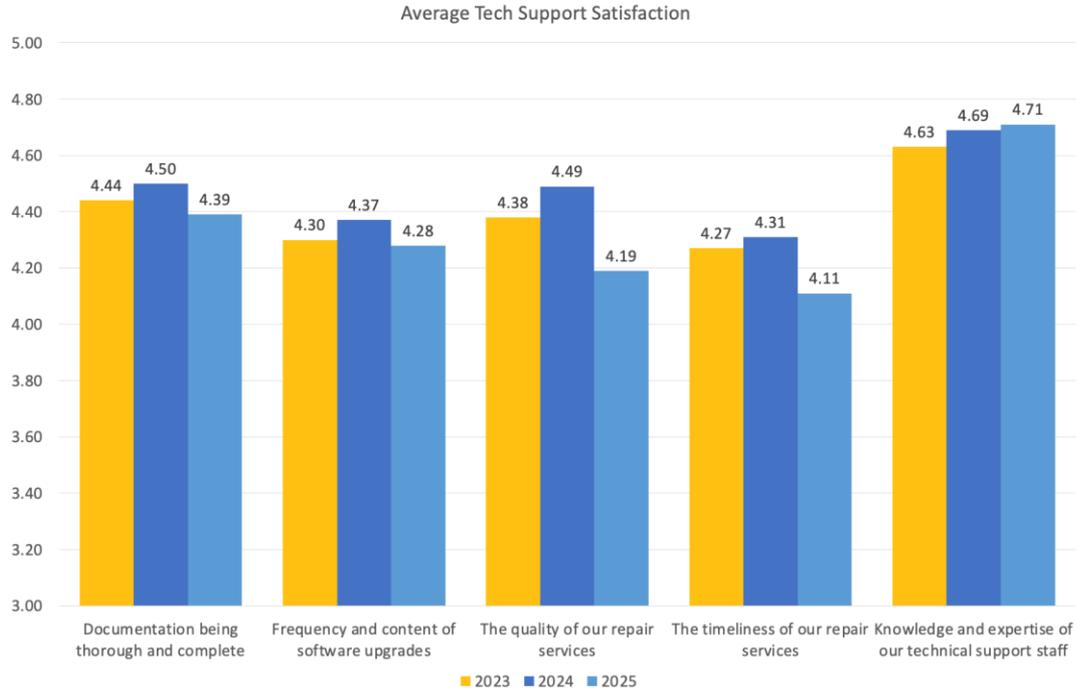
Q16-18: Rate from 1-5 where 1 is Very Unsatisfied and 5 is Extremely Satisfied (you can also answer N/A if not applicable) regarding our products and technical support:



Satisfaction with Products and Tech Support

- Customer feedback highlights strong training and responsive technical support, with opportunities identified around improving software usability, documentation, and long-term equipment reliability to further enhance the overall experience.

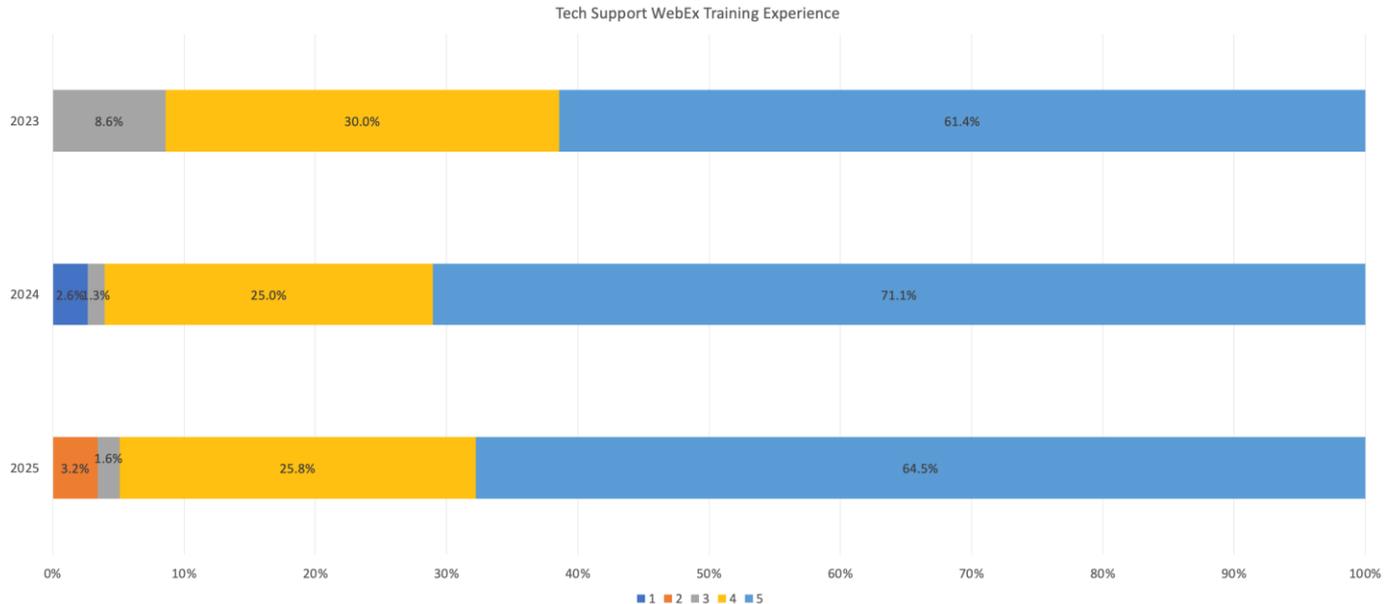
Q19-23: Rate from 1-5 where 1 is Very Unsatisfied and 5 is Extremely Satisfied (you can also answer N/A if not applicable) regarding our products and technical support



PMI WebEx Training

- Training satisfaction remains high with very few dissatisfied, with feedback mainly pointing to interest in deeper, hands-on examples and applied, real-world use cases.

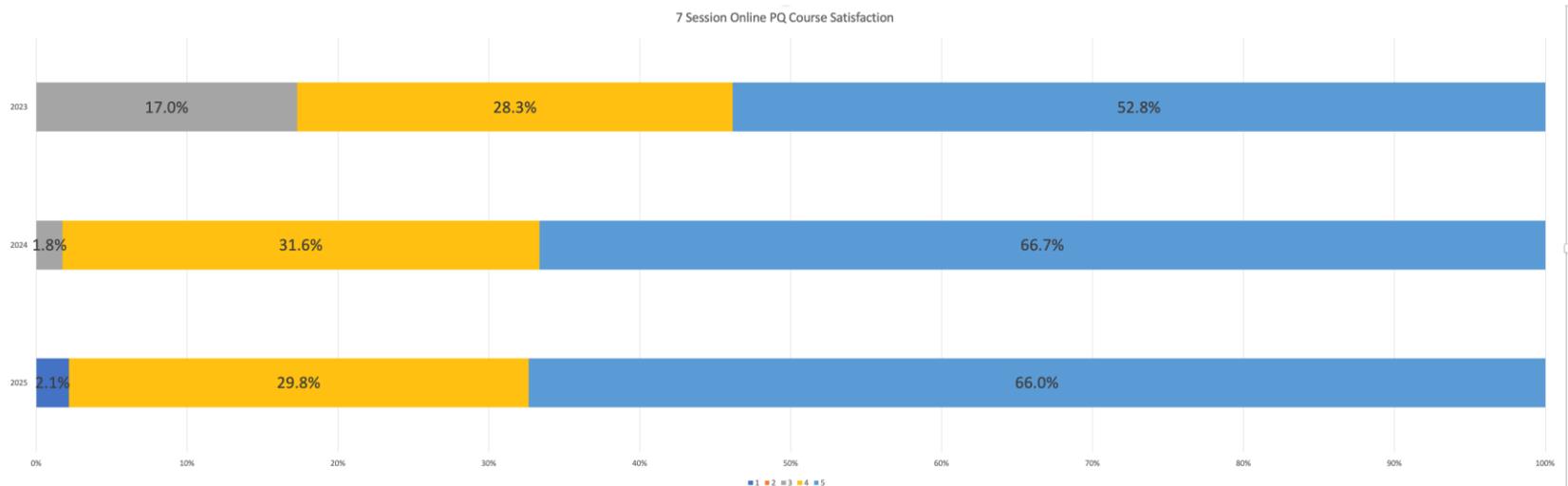
Q:25: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, Rate your satisfaction with the WebEx session



PMI 7 Session Power Quality Course

- The group of highly satisfied increased and satisfaction was overall maintained

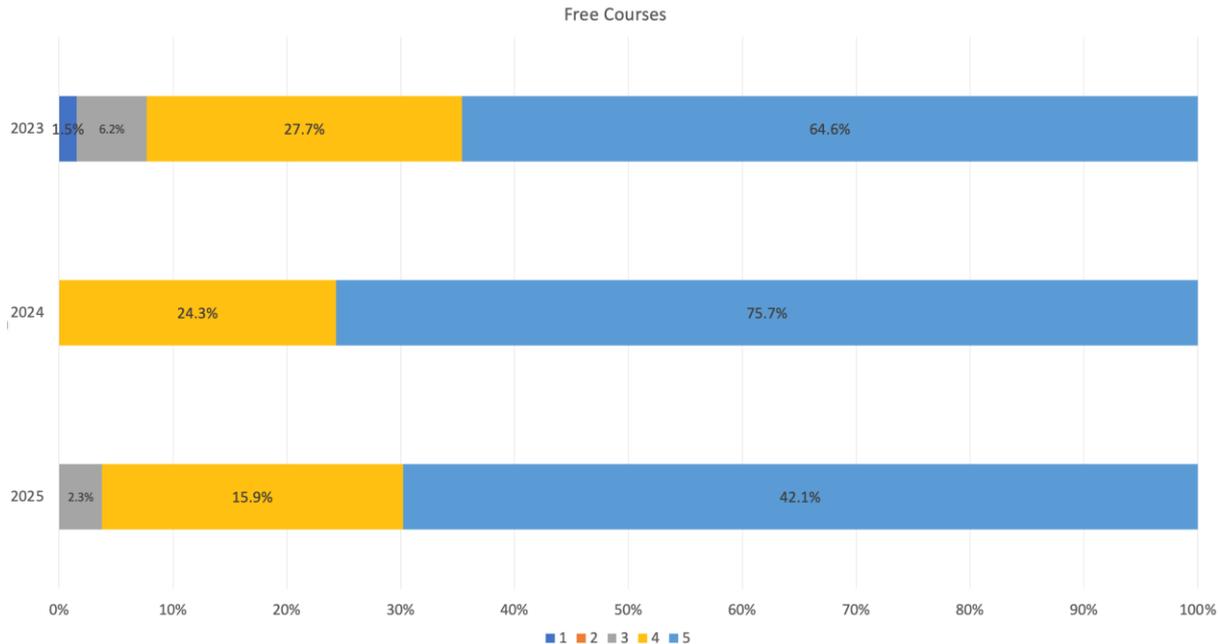
Q35: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, How satisfied were you with the overall course?



Free Courses

- 42% of the respondents were highly satisfied
- Comments: More in depth, slow down

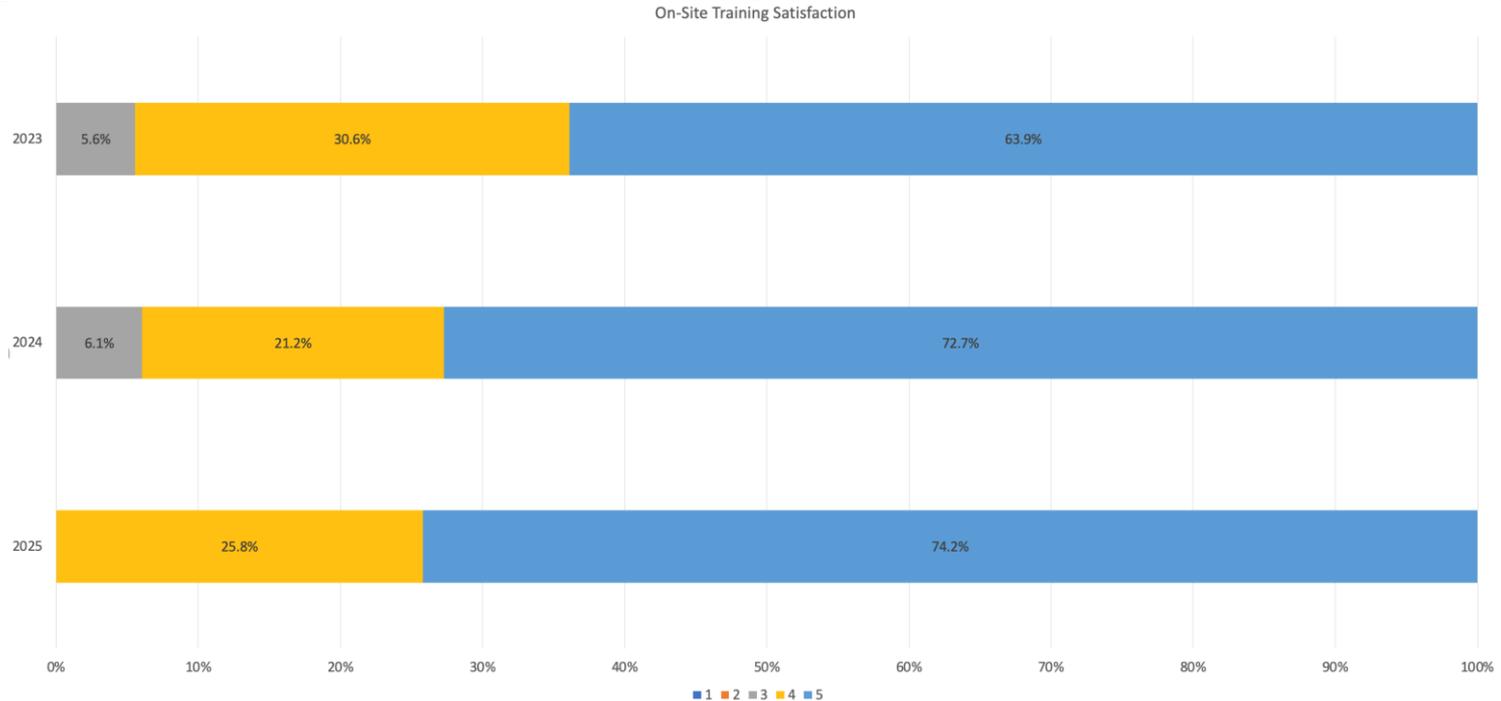
Q43: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, How satisfied were you with the overall course?



On Site Training

- Of those that have participated, 74% are highly satisfied with our on-site training

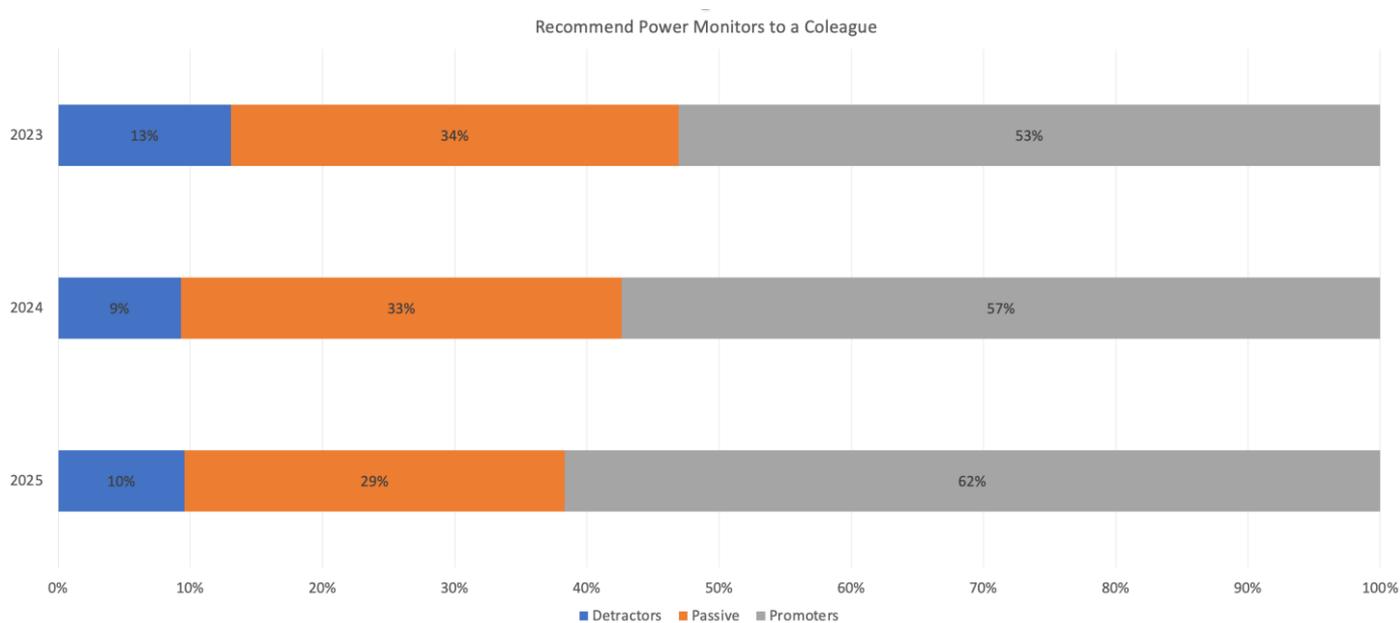
Q50: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, How satisfied were you with the on-site training?



PMI's NPS

- NPS® results remain strong, with a similar share of passive respondents and a solid majority of promoters, reflecting continued confidence in PMI.
- Comments highlight key strengths, including knowledgeable and responsive customer support, valuable white papers and training, clean and granular data, and products that are easy to work with and well-suited to real-world use.

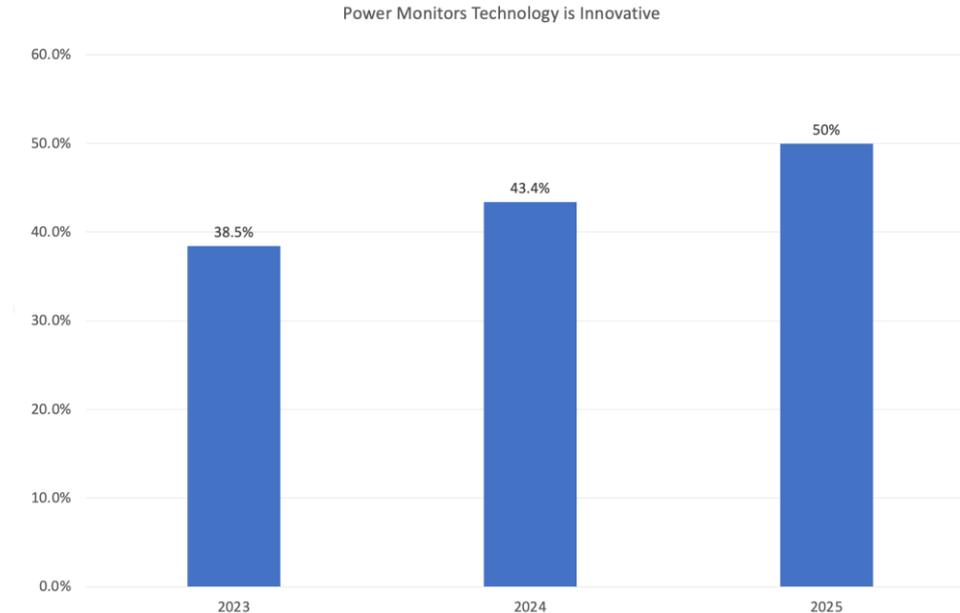
Q58: Using a scale of 1-5, where 1 is Very Unlikely and 5 is Very Likely, Recommend Power Monitors to a colleague



Technological Innovation

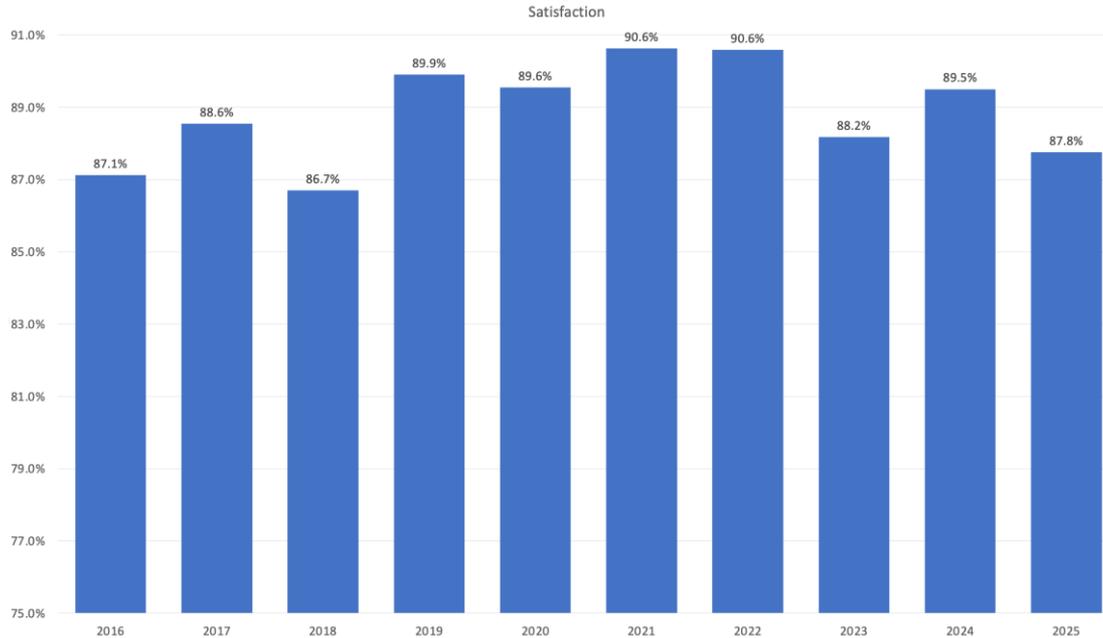
- Innovation ranking increased for 2025
- Comments include: frequent product innovation, continual improvement to equipment and software, strong value for cost, and confidence that PMI remains an industry innovator.

Q60: Rate PMI from 1 being Not Innovative and 5 being Extremely Innovate, How do you rate PMI's Technology?



Overall Satisfaction

Q16-23: Rate from 1-5 where 1 is Very Unsatisfied and 5 is Extremely Satisfied (you can also answer N/A if not applicable) regarding our products and technical support



- Chart includes rating for the following:
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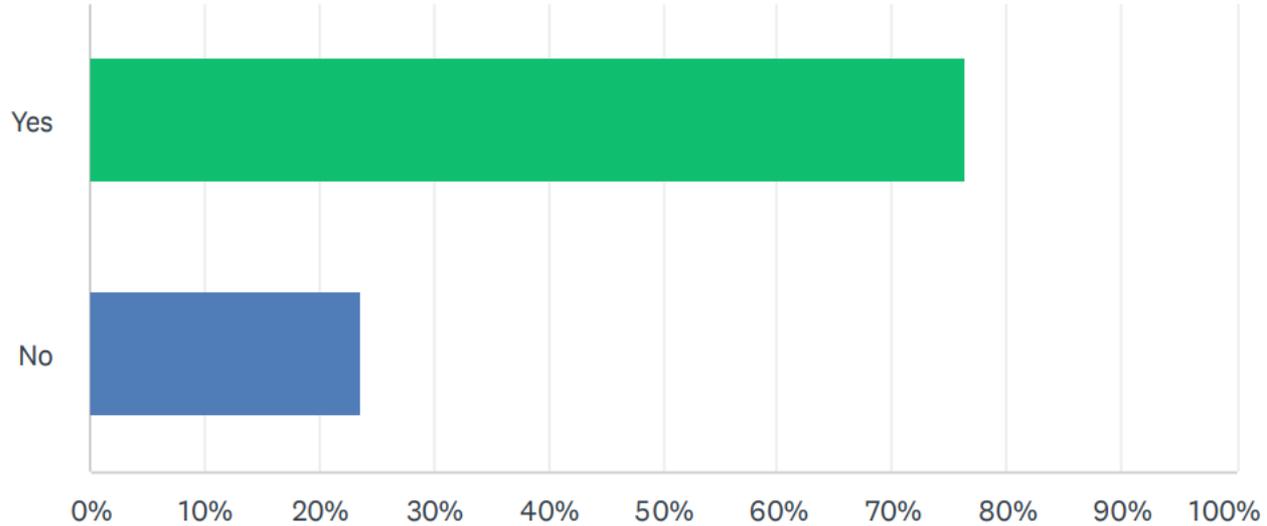
Voice of Customer

Promoters are loyal enthusiasts who will keep buying and refer to others, fueling growth. Here is some of their feedback.

- Strong praise for outstanding technical support, repair service, and knowledgeable staff
- High value placed on white papers, training, and educational resources, often described as essential or required reading
- Appreciation for ongoing innovation, frequent new product development, and continual improvement
- Positive experiences with responsive phone support and easy access to help when issues arise
- Recognition of PMI's team members and leadership for being helpful, approachable, and trusted partners
- Overall satisfaction with PMI as a reliable, industry-leading PQ resource

SCADA

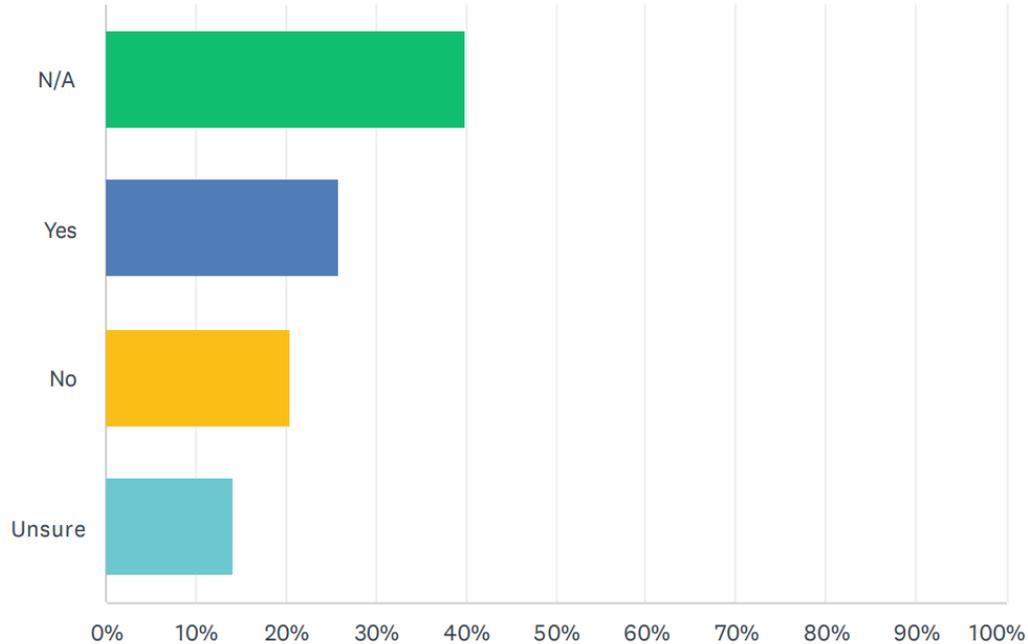
Do you have a SCADA system?



SCADA

Is a SCADA system being planned or discussed?

Answered: 93 Skipped: 14



Distributed Generation

- Many respondents have limited direct exposure to DG today, though several expect issues to increase as penetration grows
- Low-cost or poorly designed DG equipment is a common concern for introducing PQ problems on utility distribution grids
- Voltage regulation challenges, including high voltage on neighboring services and feeder impacts with high DG penetration
- Power quality disturbances, such as flicker (especially noticeable with LED lighting)
- Need for better monitoring and early detection, to identify DG-related PQ issues before costly incidents occur
- External events interacting with DG, including lightning, recloser operations, and tree contact, contributing to PQ impacts

AMI

- Many respondents report AMI helps narrow scope and identify problem locations faster, often serving as a first step in investigations
- AMI is frequently used to detect issues before customer complaints, including voltage problems, sags, and service anomalies
- Customers note AMI provides useful visibility and real-time or near-real-time data, improving efficiency for basic checks and high-bill complaints
- Several respondents emphasize that AMI does not replace dedicated PQ monitors, citing limited sampling rates and diagnostic depth
- AMI is commonly described as a complementary tool, used alongside PMI equipment for higher-resolution data and root-cause analysis