

Quarterly Benchmarking Report

*Block Island Utility District
Q2 (2026)*



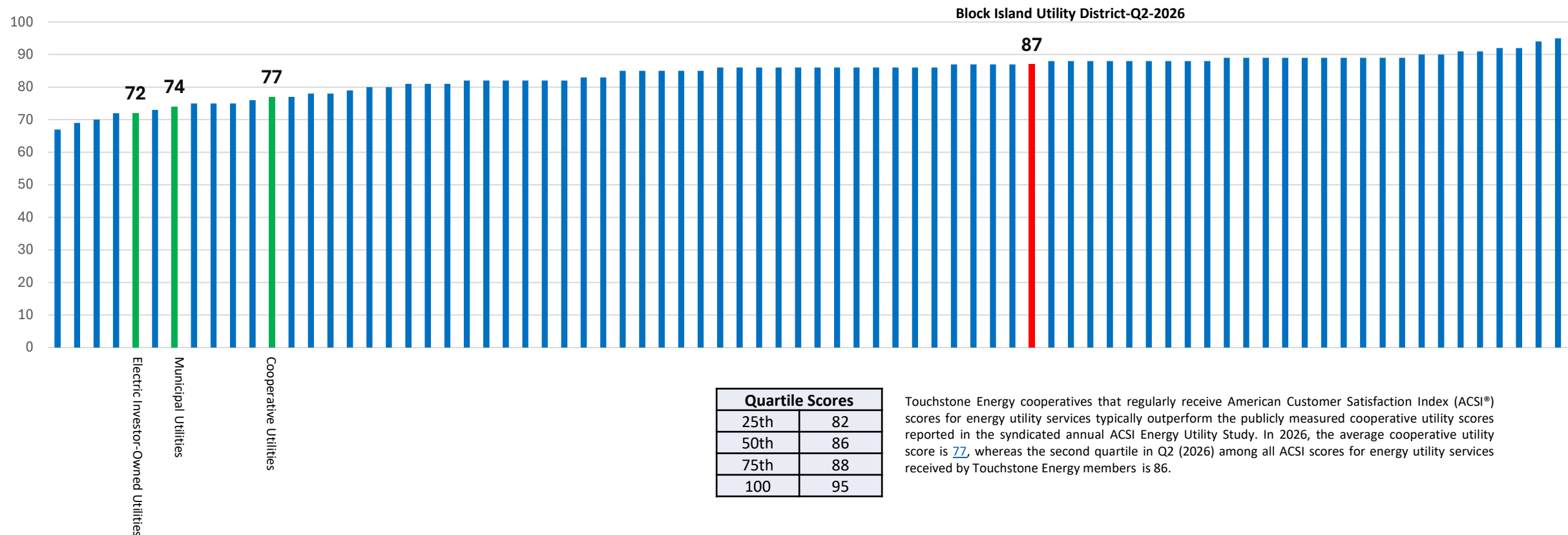
Touchstone Energy®
Cooperatives



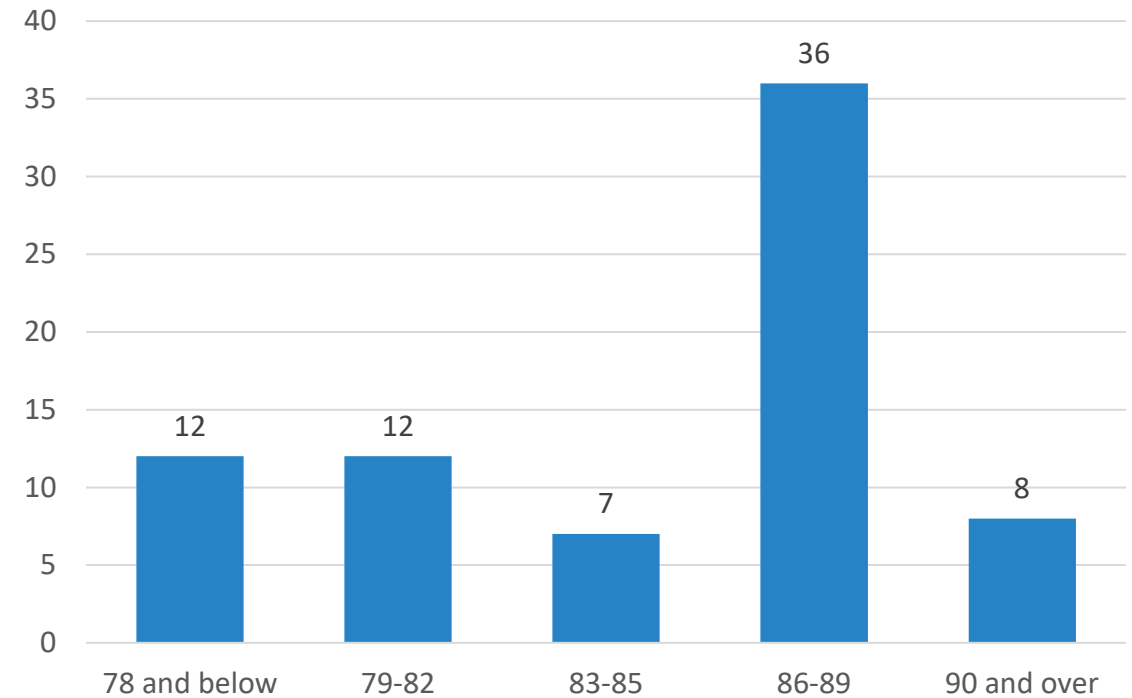
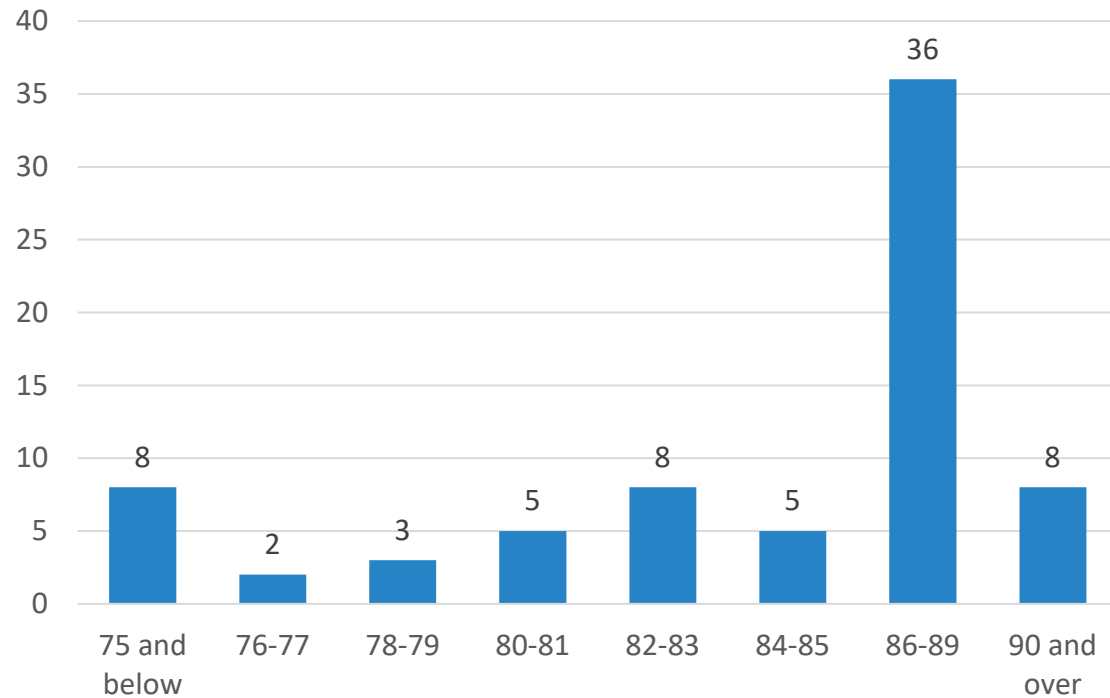
In Q2 (2026), 73 Touchstone Energy Cooperatives received ACSI® scores for energy utility services.

Your ACSI score of 87 approaches the upper quartile of all scores received during the quarter.

Block Island Utility District Q2 Benchmark Scores



Q2 2026 - Distribution of ACSI® Scores



Descriptive:

Total number* of ACSI scores: 75

High = 95 Low = 67

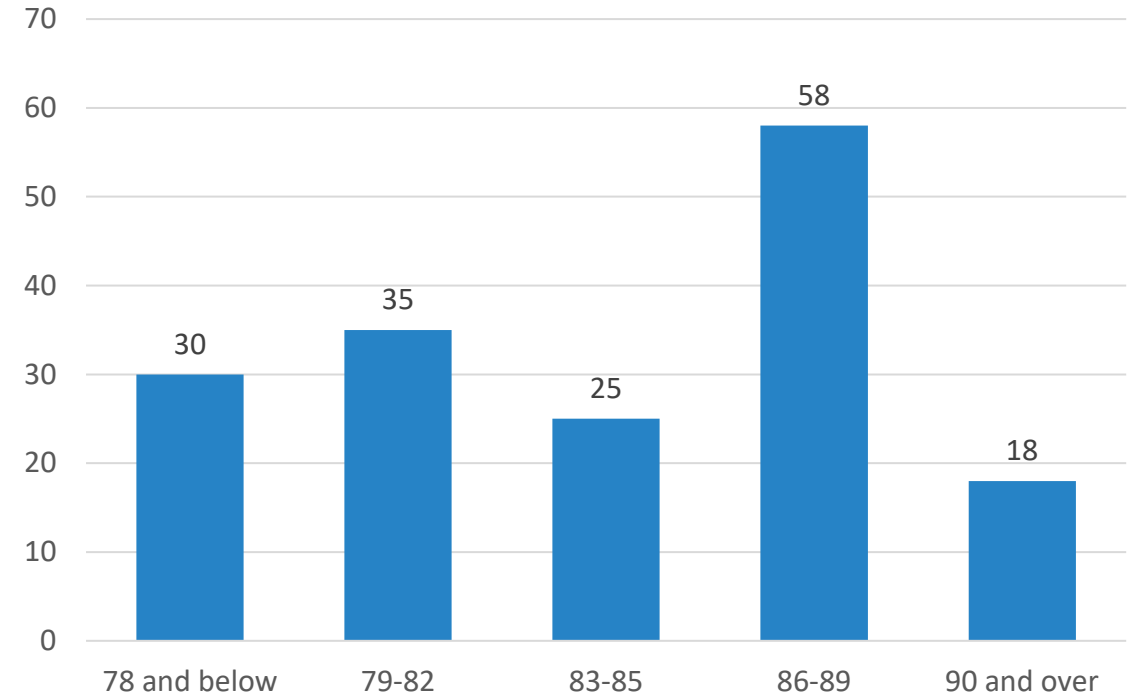
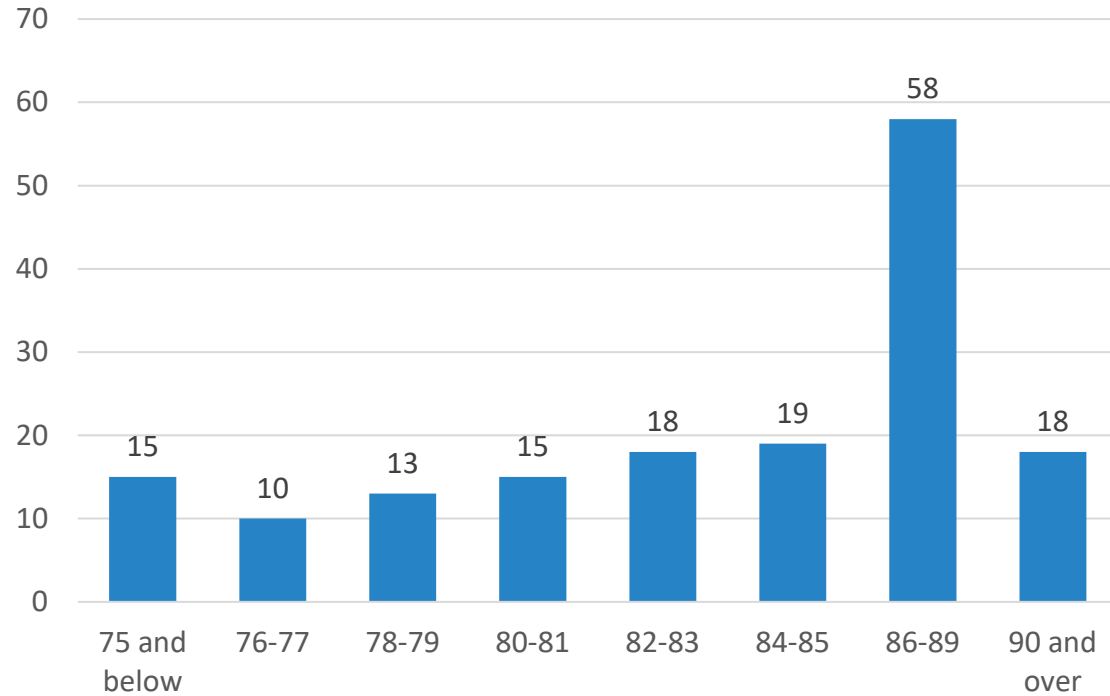
Mean = 84.5 St. Dev. = 5.82

*Count does not include multiple co-op aggregate scores or score cuts by demographics

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YTD Distribution of ACSI® Scores: Jan. – Jun. 2026



Descriptive:

Total number* of ACSI scores: 166

High = 95 Low = 67

Mean = 83.7 St. Dev. = 5.66

*Count does not include multiple co-op aggregate scores or score cuts by demographics

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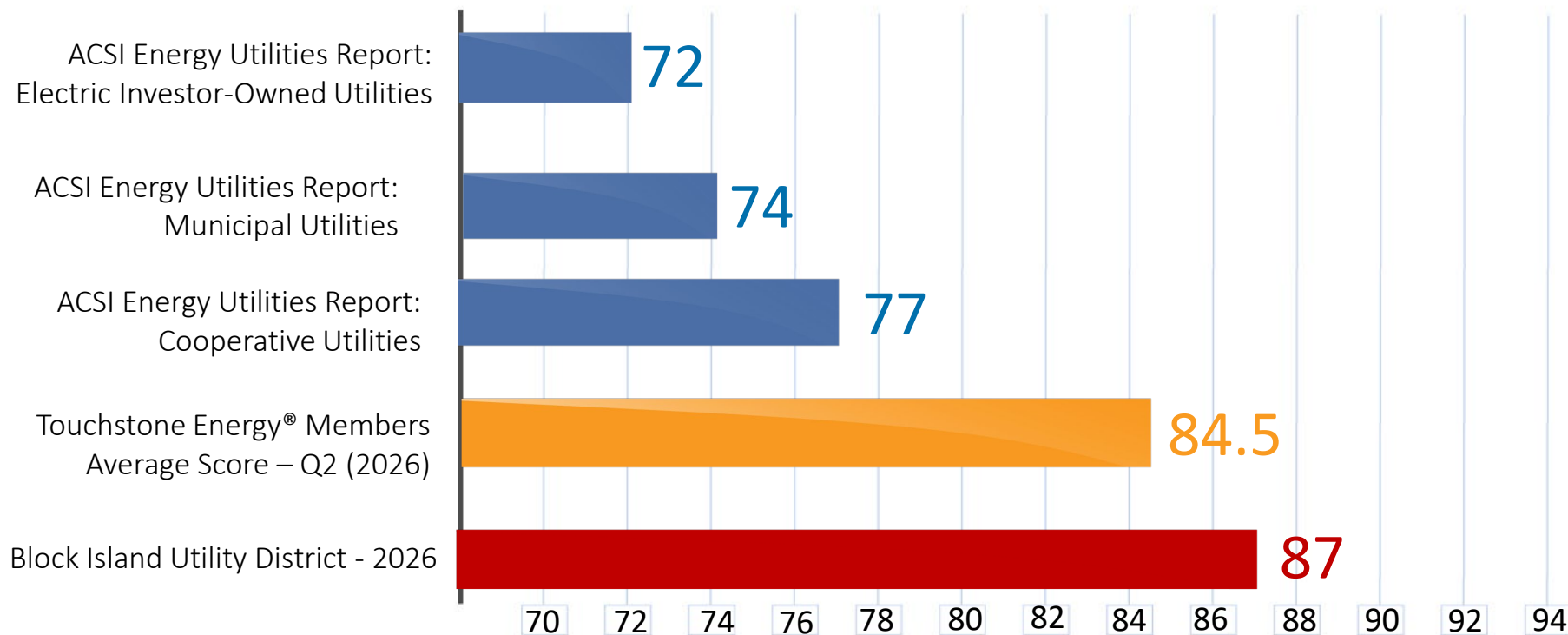


Touchstone Energy® Cooperatives that actively measure their customer satisfaction outperformed the average co-op by 7.5 points in Q2 (2026). Block Island Utility District scored 10 points higher than the average.

2026 ACSI® Energy Utilities Report Scores by Type

ACSI Energy Utilities Report:
Cooperative Energy Utilities*

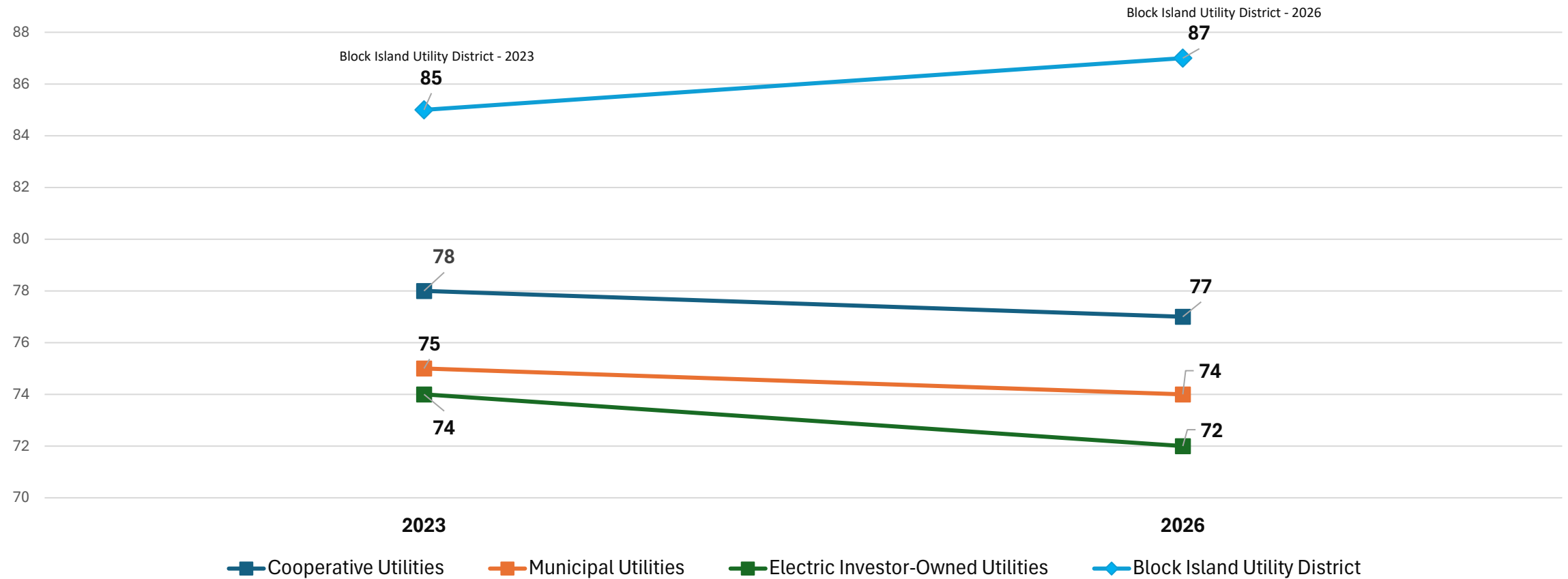
Quartile Scores	
25th	71
50th	77
75th	80



*The Quartile Scores are for internal use only and must not be shared publicly.



Historical Comparison of Energy Utility ACSI® Scores



Data reported from annual [ACSI Energy Utilities Sector Reports](#)



2025 Average ACSI Scores by Co-op Region.

2025 CUSTOMER SATISFACTION INDEX (ACSI®)





2025 Average ACSI® Scores by Co-op Size.

CO-OP SIZE	LOWEST SCORE	AVERAGE	HIGHEST SCORE	NUMBER OF CO-OPS
SMALL	67	85.3	94	25
MEDIUM	69	85.2	94	64
LARGE	56	84.3	94	71
VERY LARGE	62	84.9	97	48

**A total of 208 cooperatives received ACSI scores in 2025.
Count does not include cooperatives and affiliates receiving ACSI scores for broadband.*