

Q.1 Hello, my name is _____. I am calling to see how well ([ANSWER TO Q. 39]) has been helping you for the past year. Would you please help me with this?

- [ANSWER TO Q. 31]
- [ANSWER TO Q. 32]
- [ANSWER TO Q. 33]
- [ANSWER TO Q. 34]
- [ANSWER TO Q. 35]
- [ANSWER TO Q. 36], [ANSWER TO Q. 37]

Add Info: [ANSWER TO Q. 38]
 Utility: [ANSWER TO Q. 39]
 Account Rep: [ANSWER TO Q. 40]

Changed Information: [ANSWER TO Q. 30]

- Yes 1
- No 2
- Change Information .. 3

Q.2 Please verify the utility that serves this facility

Q.3 Please verify the spelling of your name

Q.4 During the past year, did the overall customer service you received from [ANSWER TO Q. 2]

- Improve substantially .. 1
- Improve 2
- Stay the same 3
- Decline 4
- Decline substantially ... 5
- Don't Know / Refused . 6

Q.5 Using a scale from 1 - 10 where 1 *Completely Dissatisfied* and 10 is *Completely Satisfied*, please rate [ANSWER TO Q. 2] on the following statements concerning the reliability of electric power

(11 = Don't Know / Refused)

- Keeping unplanned outages to a minimum _____
- Keeping the number of outages lasting less than 1 minute to a minimum _____
- Coordinating planned outages with your operations _____
- Restoring power in a timely manner _____
- Being easy to reach to report an outage _____
- Easy to get information during an outage _____
- Overall satisfaction with the reliability of electric power _____

Q.6 How many times during the past 12 months did you lose power due to unplanned outages?
(11 = Don't Know / Refused)

ask as open-ended, 0 is Zero times, 1 is 1 time, 10 is 10+ times etc. ____

Q.7 In addition to an actual interruption of electric power, you may experience power quality problems that could affect sensitive electronic devices. Examples of power quality problems include voltage surges, spikes and dips. Using the same 1 - 10 scale where 1 is Very Dissatisfied and 10 is Very Satisfied, please rate [ANSWER TO Q. 2] on the following statements concerning power quality
(11 = Don't Know / Refused)

Keeping the number of power quality disturbances to a minimum ____
Providing technical assistance to solve power quality problems ____
Overall satisfaction with the power quality ____

Q.8 Using the same 1 - 10 scale, please rate [ANSWER TO Q. 2] on the following statements concerning energy efficiency
(11 = Don't Know / Refused)

Providing information to make energy efficiency decisions ____
Providing information on new electro-technologies ____
Providing technical assistance to make your company more energy efficient ____
Overall satisfaction with your utility's efforts to make you energy efficient ____

Q.9 Now I am going to read you a few statements concerning the price of electricity, rate schedules and billing. Please use the same 1 - 10 scale to rate [ANSWER TO Q. 2] on each of the following
(11 = Don't Know / Refused)

Providing billing statements that are easy to understand ____
Issuing accurate bills ____
Providing prices that are competitive with other suppliers ____
Offering different rate options to best fit your needs ____
Working hard to control costs to keep rates down in the future ____
Providing assistance to help reduce your energy costs ____
Overall satisfaction with the price you pay for electricity ____

Q.10 What is the name of the person who calls or visits you from [ANSWER TO Q. 2]

Q.11 How many times in the past year has [ANSWER TO Q. 10] (your acct mgr) initiated a contact with you?
(11 = Don't Know / Refused)

Ask as open ended, 0 is Zero times, 5 is 5 times, 10 is 10+ times, etc ____

Q.12 How many times a past year would you like your account manager to contact you?
(11 = Don't Know / Refused)

Ask as open ended, 0 is Zero times, 5 is 5 times, 10 is 10+ times, etc ____

Q.13 Using a scale from 1 - 10 where 1 is *Very Dissatisfied* and 10 is *Very Satisfied*, please rate [ANSWER TO Q. 10] (your acct rep) on the following statements (11 = Don't Know / Refused)

- Being easy to get in touch with _____
- Responding promptly to your questions and concerns _____
- Making recommendations to help resolve your problems _____
- Understanding how your business operates _____
- Treating you as a valued business partner _____
- Communicating topics that are important to your business _____
- Having the authority to resolve issues without higher approval _____

Q.14

Overall satisfaction with the performance of your account manager _____

Q.15 Joint Planning is an exercise between two companies to understand your needs and to develop steps to meet your expectations. Did your account manager meet with you during the past 12 months to jointly create one of these customer service plans?

- Yes 1
- No 2
- Don't Know . 3

Q.16 How many times in the past year have you initiated contact with [ANSWER TO Q. 2] either over the phone or in person? (11 = Don't Know / Refused)

Ask as open ended, 0 is Zero Times, 5 is 5 Times, 10 is 10+ times _____

Q.17 Thinking about your previous contacts, please rate [ANSWER TO Q. 2] on the following, using a scale from 1 - 10 where 1 is *Very Dissatisfied* and 10 is *Very Satisfied* (11 = Don't Know / Refused)

- Being easy to get through to someone who can help you _____
- Responding promptly to your requests _____
- Providing solutions to meet your needs _____
- Is easy to do business with _____
- Following up later to see if the problem was resolved _____
- Having the flexibility to handle your individual needs _____
- Overall satisfaction with the way your contacts were handled _____

Q.18 Overall, how satisfied are you with the full package of electrical services provided by [ANSWER TO Q. 2]? (11 = Don't Know / Refused)

Using the same 1 - 10 Scale _____

Q.19 What is the single most important reason why you gave the response of [ANSWER TO Q. 18] to the previous question?

Q.20 Additional space if needed

Q.21 As a comparison question and using the same 1 - 10 scale, overall how satisfied are you with the full package of natural gas services provided by your supplier?
(11 = Don't Know / Refused)

..... _____

Q.22 Thinking about the price you pay for the service you receive: On a scale from 1 - 10 where 1 is Poor and 10 is Excellent, how would you rate [ANSWER TO Q. 2] on providing electric service that is worth what you pay for it?
(11 = Don't Know / Refused)

1 is Poor and 10 is Excellent _____

Q.23 As you are aware, some states have passed legislation allowing customers to choose their suppliers and "wheel" power to their premises. If you have the opportunity to choose another electric supplier for this location, how likely would your company be to switch suppliers? Would your company be...

- Very likely to switch 1
- Somewhat likely to switch 2
- Somewhat unlikely to switch . 3
- Very unlikely to switch 4
- Don't Know / Refused 5

Q.24 Using a scale from 1 - 10 with 1 meaning Very Unlikely to Switch and 10 meaning Very Likely to Switch, how likely would you be to switch from [ANSWER TO Q. 2] to another utility under the following scenarios...
(11 = Don't Know / Refused)

- Another utility offers comparable service at the same price _____
- Offers comparable service with a 2% reduction in price _____
- Comparable service with a 5% reduction in price _____
- Comparable service with a 10% reduction in price _____

Q.25 If another company were building a new manufacturing facility in your area and had a choice of electric suppliers, what recommendation would you give their management concerning getting service from [ANSWER TO Q. 2].
Would you...

- Recommend them highly 1
- Recommend them 2
- Recommend they proceed with caution . 3
- Not recommend them at all 4
- Don't Know / Refused 5

Q.26 Using a scale from 1 - 10 with 1 being *Poor* and 10 being *Excellent*, please rate the image of [ANSWER TO Q. 2] on the following statements
(11 = Don't Know / Refused)

- They have earned the respect of the business customer ____
- Employees actively support their local communities ____
- They refrain from deceptive business practices ____
- Their upper management can be trusted ____
- Shows concern for the environment ____
- Helps attract new business to the state ____
- Overall image of your electric utility ____

Q.27 The information you have provided today will be very useful to [ANSWER TO Q. 2]. Do I have permission to forward your individual responses to them?

- Yes . 1
- No ... 2

Q.28 For verification / quality control purposes, may I have your title please?

Q.29 Thank you for your time and opinions and have a wonderful day

Additional space if needed, not required
