

# NEWS LINE



Citizens Electric Corporation's monthly publication

SEPTEMBER 2017

877-876-3511/www.CECMO.com

## Tell us what you think

Our annual Member Satisfaction Survey gives you, our member — owners, the chance to tell us how we're doing and provide us with feedback about current issues.

Ten members will be randomly

selected to win a \$100 Visa gift card by returning a completed survey. Surveys must be submitted to P.O. Box 368, Perryville, MO 63775 by Nov. 1, 2017. Limit one survey per household.

All surveys and comments will

be reviewed, in their entirety, by Citizens' management and board of directors. Learning how you rate our services helps us measure our performance and make improvements where possible.

Enter to win a  
**\$100 Visa Gift Card!**  
[www.CECMO.com](http://www.CECMO.com)

### Enter to win a \$100 Visa gift card!

CEC does not share personal information with outside parties.

Name \_\_\_\_\_

Service Address \_\_\_\_\_

Home Phone \_\_\_\_\_

Mail Address (if different) \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

#### 1. What age group best fits the adults living in your household?

- a. 18-35
- b. 36-55
- c. 56-64
- d. 65 or over

#### 2. If you invested in any energy efficiency improvements within the past year, what were they? (select all that apply)

- a. Upgraded heating or cooling system
- b. Upgraded to Energy Star LED lighting
- c. Increased insulation
- d. Installed new windows
- e. N/A
- f. Other \_\_\_\_\_

#### 3. Did Power Moves® incentives influence you in making energy efficient purchases?

- a. Yes
- b. No
- c. N/A

#### 4. National data suggest that Prepaid Metering participants reduce their electric consumption by 5%-15% annually. What has been your experience?

- a. I do not participate in Prepaid Metering
- b. Less than 5%
- c. Between 5%-15%
- d. More than 15%
- e. I have not seen any savings

#### 5. Do you follow CEC on Facebook?

- a. Yes
- b. No
- c. I was not aware of a CEC Facebook page, but I plan to now
- d. I don't use Facebook

#### 6. How aware are you that CEC functions as a not-for-profit cooperative and returns capital credits to members?

- a. Very aware
- b. Somewhat aware
- c. Not aware

#### 7. What is your main source of local news and information? Please identify. (select all that apply)

- a. Television \_\_\_\_\_
- b. Radio \_\_\_\_\_
- c. Newspaper \_\_\_\_\_
- d. Social Media \_\_\_\_\_
- e. Other \_\_\_\_\_

#### 8. Should CEC offer economic development assistance to area businesses to retain existing jobs and/or create new jobs?

- a. Yes
- b. No
- c. Not sure

**9. How likely would you be to purchase power at a rate that would allow you to pay less for power used early in the morning or late at night?**

- a. Likely
- b. Not likely
- c. Possibly....If it saves me money
- d. I need more information

**10. Do you plan to participate in CEC's SharedSolar offering?**

- a. Yes
- b. No
- c. I need more information

**11. My primary interest in SharedSolar is:**

- a. Economic
- b. Environmental
- c. Both a & b
- d. I am not interested in SharedSolar
- e. I have not heard of SharedSolar

**12. If you contacted CEC's Member Services recently, what was the reason for the call, visit or email?**

(select all that apply)

- a. Made a payment
- b. Billing question
- c. Reported an outage
- d. Apply for service
- e. Tree trimming
- f. N/A
- g. Other \_\_\_\_\_

**On a scale of 1-5, with 1 being very dissatisfied and 5 being very satisfied, how would you rank your satisfaction with Citizens Electric?**

**13. If you reported an outage during the past year, how satisfied were you with CEC's response time?**

Very dissatisfied	2	Satisfied	4	Very satisfied
1		3		5

**15. If a CEC employee or contractor worked on your property this past year, how satisfied were you?**

Very dissatisfied	2	Satisfied	4	Very satisfied
1		3		5

**16. If you interacted with a CEC employee this past year, how satisfied were you?**

Very dissatisfied	2	Satisfied	4	Very satisfied
1		3		5

**17. How satisfied are you with the reliability of your electrical service?**

Very dissatisfied	2	Satisfied	4	Very satisfied
1		3		5

**18. How satisfied are you with the affordability of your electrical service?**

Very dissatisfied	2	Satisfied	4	Very satisfied
1		3		5

**Thank you for taking the time to complete this brief survey. Do you have any additional suggestions or comments you would like to add?** \_\_\_\_\_

\_\_\_\_\_

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