

NEWSLINE



SEPTEMBER 2019

Citizens Electric Corporation's monthly publication

877-876-3511/www.CECMO.com

Tell us what you think

Our annual Member Satisfaction Survey gives you 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 after completing a survey. Surveys must be submitted online or to P.O. Box 368, Perryville, MO 63775 by Nov. 1, 2018. Limit one survey per household.

All surveys and comments will be reviewed by Citizens' management and board of directors to help us measure our performance and make improvements where possible.

Enter to win a \$100 Visa gift card!

CEC does not share personal information with outside parties.

Name on account _____	Service address _____
Home phone _____	Zip code _____
Cell phone _____	Mailing address (if different) _____
Name of individual completing survey _____	Email address _____
Age _____ Gender _____	Type of member: Residential _____ C&I _____

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

- a. 18-24
- b. 25-34
- c. 35-45
- d. 45-54
- e. 55-64
- f. 65 or over

2. What is your primary heating source?

- a. Heat pump
- b. Geothermal
- c. Natural gas/Propane
- d. Electric resistance
- e. Wood
- f. Other

3. What rebates are you aware CEC offers?

(select all that apply)

- a. Not aware of rebates
- b. Air source heat pumps
- c. Geothermal heat pumps
- d. Dual fuel/hybrid heat pumps
- e. Ductless mini split
- f. Heat pump water heaters
- g. Residential pool pump

4. Do you follow CEC on Facebook?

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

5. 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

6. What is your main source of local news and information? (select all that apply)

- a. KGMO
- b. KTJJ
- c. KBDZ
- d. KSGM
- e. KREI
- f. KZIM
- g. Cashbook Journal
- h. Republic Monitor
- i. Ste. Genevieve Herald
- j. Sun Times News
- k. Electronic device
- l. None of the above

7. Should CEC offer financial assistance to area businesses to retain existing jobs and/or create new jobs?

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

8. How likely would you be to run certain appliances at different times of day if that would allow you to pay less for power?

- a. Likely
- b. Not likely
- c. Not sure

Enter to win a
\$100 Visa Gift Card!
www.CECMO.com

9. To what degree do you think the peak hour usage raises the cost of electricity we purchase from our wholesale power supplier?

- a. It has a significant impact on electric costs
- b. It has some impact on electric costs
- c. It has no impact on electric costs
- d. Unaware of impact on electric costs

10. I would be willing to pay \$19.99 per month for a community solar program to receive kilowatt-hour credits on my monthly electric bill

- a. Definitely yes
- b. Probably
- c. Probably not
- d. Definitely no

11. How likely are you to buy an electric vehicle in the next 5 year?

- a. Definitely yes
- b. Probably
- c. Probably not
- d. Definitely no

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 Satisfied Very satisfied
 1 2 3 4 5

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

Very dissatisfied Satisfied Very satisfied
 1 2 3 4 5

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

Very dissatisfied Satisfied Very satisfied
 1 2 3 4 5

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

Very dissatisfied Satisfied Very satisfied
 1 2 3 4 5

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

Very dissatisfied Satisfied Very satisfied
 1 2 3 4 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? _____
