

**GO DIGITAL  
TO WIN AN iPad!**  
Take our survey online  
at [cecmo.com](http://cecmo.com).

## It pays to tell us what you think

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

Five members will be randomly

selected to win \$50 by returning a paper survey. **Members who complete the survey online at [cecmo.com](http://cecmo.com) will be entered in a drawing for an iPad!** Surveys must be submitted by Nov. 1,

2015. 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 \$50!

This information is required to be eligible for the \$50 drawing. Surveys completed online are eligible to win an iPad. Limit 1 survey per household. CEC does not share personal information with outside parties.

Name \_\_\_\_\_ Service Address \_\_\_\_\_  
Home Phone \_\_\_\_\_ Mail Address (if different) \_\_\_\_\_  
Cell Phone \_\_\_\_\_ Service Description (home, barn, business, etc.) \_\_\_\_\_  
Work Phone \_\_\_\_\_ Email \_\_\_\_\_

### 2015 MEMBER SATISFACTION SURVEY

**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. How many people live in your household?**

- a. 1-2
- b. 3-5
- c. 6 or more

**3. If you invested in any energy-efficiency improvements within the past year, what were they?**

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

**4. Did Power Moves incentives influence you in making energy efficient purchases?**

- a. Yes
- b. No

**5. What type of water heater do you have?**

- a. Electric standard tank
- b. Gas or propane tank
- c. Electric heat-pump (hybrid) water heater
- d. On demand or instant hot
- e. Other \_\_\_\_\_

**6. How likely are you to participate in Power-Shift, which offers a \$40 annual credit for allowing CEC to temporarily interrupt power to air conditioners and water heaters during peak times?**

- a. Likely
- b. Not likely
- c. Likely if the incentive was more
- d. I would like more information sent to me
- e. N/A

**7. How likely are you to participate in Prepaid Metering that allows you to pay when it is convenient for you?**

- a. Likely
- b. Not likely
- c. I already participate
- d. I would like more information sent to me
- e. N/A

**8. Do you follow CEC on Facebook?**

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

continued >>

**9. If you have experienced a power outage during the past year that lasted more than a minute, how satisfied were you with CEC's response time?**

- a. Very satisfied
- b. Satisfied
- c. Somewhat satisfied
- d. Dissatisfied
- e. N/A

**10. If a Citizens Electric employee or contractor performed work on your property during the past year, how satisfied were you with their performance?**

- a. Very satisfied
- b. Satisfied
- c. Somewhat satisfied
- d. Dissatisfied
- e. N/A

**11. How would you rate the reliability of your electric service?**

- a. Very reliable
- b. Reliable
- c. Somewhat reliable
- d. Unreliable

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

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

**13. If you interacted with Member Service during the past year, how satisfied were you with the way the CEC employee handled your issue?**

- a. Very satisfied
- b. Satisfied
- c. Somewhat satisfied
- d. Dissatisfied
- e. N/A

**14. Would you support Citizens Electric and Wabash Valley Power Association investing in a solar energy project?**

- a. Yes
- b. No
- c. Indifferent

**15. How aware are you that certain EPA regulations could increase power supply costs which make up 80% of your electric bill?**

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

**16. 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

**17. Each year CEC holds an Annual Meeting of Shareholders. This is an opportunity for members to learn about CEC and vote for the board of directors and bylaw changes. If you do not attend the meeting or vote in the election, which of these are the reason you don't?**

- a. I am not aware of the meeting
- b. I am too busy to attend
- c. I am not interested
- d. I attend and/or vote
- e. Other \_\_\_\_\_

**18. Should CEC offer economic development assistance to area businesses to maintain or create new jobs?**

- a. Yes
- b. No
- c. Maybe... as long as it will not increase my rate

**19. How would you rate the affordability of your electric service?**

- a. Very affordable
- b. Affordable
- c. Somewhat affordable
- d. Not affordable

**20. How likely would you be to participate in 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

**21. 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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