

NEWS LINE



SEPTEMBER 2016

Citizens Electric Corporation's monthly publication

877-876-3511/www.CECMO.com

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 us with feedback about current issues.

Ten members will be randomly

selected to win a \$100 Visa gift card by returning a survey. Surveys must be submitted to P.O. Box 368, Perryville, MO 63775 by Nov. 1, 2016. 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



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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 appliances
- 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. How likely are you to participate in Prepaid Metering, allowing you to pay through various options while having your deposit waived?

- a. Likely
- b. Not likely
- c. I already participate
- d. I need more information

5. How likely would you be to purchase power from a CEC solar garden?

- a. Likely
- b. Not Likely
- c. I need more information

6. 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

7. In April, 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. (select all that apply)

- a. I attend the meeting and/or vote
- b. I am too busy to attend
- c. I am not interested
- d. I am not aware of the meeting
- e. I would be interested in e-voting
- f. Other _____

8. 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

9. 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

10. 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

11. 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

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?

14. 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

15. 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

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

Very dissatisfied				Satisfied				Very satisfied
1		2		3		4		5

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

Very dissatisfied				Satisfied				Very satisfied
1		2		3		4		5

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

Very dissatisfied				Satisfied				Very satisfied
1		2		3		4		5

12. How likely are you to participate in PowerShift? This program offers a \$75 annual credit for allowing CEC to temporarily interrupt power to air conditioners and water heaters during peak times.

- a. Likely
- b. Not likely
- c. I already participate
- d. I need more information

13. 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 _____

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