

WE WANT YOUR FEEDBACK!



Thank you for participating in the 2023 Member Satisfaction Survey. We greatly appreciate your opinion and want to assure you your response is confidential. Your feedback will help us evaluate the value of our membership offerings to ensure we're providing the best professional and technical support possible to all NEC Co-op Energy members. Without the active involvement and commitment of our members, NEC Co-op Energy would not be the successful cooperative it is today.

1) What area of Texas is your NEC Co-op Energy service in?

- | | |
|--|--|
| <input type="checkbox"/> Coastal Bend | <input type="checkbox"/> Rio Grande Valley |
| <input type="checkbox"/> Central Texas | <input type="checkbox"/> Houston/Victoria |
| <input type="checkbox"/> North Texas | <input type="checkbox"/> West Texas |
| <input type="checkbox"/> East Texas | <input type="checkbox"/> Other: _____ |

2) What is the Zip Code for your electric service location?

3) How long have you had service with us?

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Less than 1 year | <input type="checkbox"/> 1 -2 years |
| <input type="checkbox"/> 3-5 years | <input type="checkbox"/> 6-10 years |
| <input type="checkbox"/> 11-15 years | <input type="checkbox"/> 15 + years |

4) What service would you like to see NEC Co-op Energy provide, that we do not already provide. Select all that apply.

- ☐ Prepaid Electricity
- ☐ Energy Efficiency Rebates
- ☐ Time of Use Rates (rates for electricity based on the time of day)
- ☐ Other: _____

5) Using a 10-point scale, on which **1** means “not willing” and **10** means “very willing”, how willing would you be to participate in a Time of Use (TOU) rate where your electric rate could be higher during peak electricity demand times? For example: Monday-Friday from 2:00pm to 7:00pm, and much lower during off peak times?

1 2 3 4 5 6 7 8 9 10

6) Using a 10-point scale, on which **1** means “not willing” and **10** means “very willing”, how willing would you be to participate in a Demand Side Management (DSM) where you or NEC Co-op Energy could adjust your thermostat for your air conditioning or turn off your water heater for short periods of time during peak electricity demand?

1 2 3 4 5 6 7 8 9 10

7) Using a 10-point scale on which **1** means “falls short of your expectations” and **10** means “exceeds your expectations”, to what extent has NEC Co-op Energy fallen short of or exceeded your expectations?

1 2 3 4 5 6 7 8 9 10

8) Imagine an ideal utility company. How well do you think NEC Co-op Energy compares with that ideal utility company? Using a 10-point scale on which **1** means “not very close to the ideal” and **10** means “very close to the ideal.”

1 2 3 4 5 6 7 8 9 10

9) Assume that you could choose from among more than one utility delivery company. The next time you are going to choose a utility company, for instance if you purchase a new property, how likely is it that you would want it to be NEC Co-op Energy? Using a 10-point scale on which **1** means “very unlikely” and **10** means “very likely,” how likely is it that it would be NEC Co-op Energy again?

1 2 3 4 5 6 7 8 9 10

10) Please consider all your experiences to date with NEC Co-op Energy. Using a 10-point scale on which **1** means “very dissatisfied” and **10** means “very satisfied,” how satisfied are you with NEC Co-op Energy?

1 2 3 4 5 6 7 8 9 10

11) Using a 10-point scale, on which **1** means “very unlikely” and **10** means “highly likely”, how likely is it that your current or next car could be an electric or hybrid vehicle?

1 2 3 4 5 6 7 8 9 10

12) How likely are you to visit our office in Corpus Christi (5017 Saratoga Blvd. Unit 135, Corpus Christi, Texas 78413)? "**1**" means "very unlikely" and "**10**" means "very likely,"?

1 2 3 4 5 6 7 8 9 10

13) Using a 5-point scale on which **1** means “well below average” and **5** means “well above average,” how does NEC Co-op Energy rate on the following attributes?

| | | | | | |
|---|---|---|---|---|---|
| Delivers good value for the money | 1 | 2 | 3 | 4 | 5 |
| Is responsive to needs | 1 | 2 | 3 | 4 | 5 |
| Looks out for your best interests | 1 | 2 | 3 | 4 | 5 |
| Cares about its members | 1 | 2 | 3 | 4 | 5 |
| Is a name you can trust | 1 | 2 | 3 | 4 | 5 |
| Provides a plain and simple electric plan | 1 | 2 | 3 | 4 | 5 |
| Provides good customer service | 1 | 2 | 3 | 4 | 5 |
| Provides stable rates at lowest possible cost | 1 | 2 | 3 | 4 | 5 |
| Convenience of paying bill | 1 | 2 | 3 | 4 | 5 |
| Easy walk in and phone access | 1 | 2 | 3 | 4 | 5 |
| Is concerned about the environment | 1 | 2 | 3 | 4 | 5 |
| Has easy to understand bills | 1 | 2 | 3 | 4 | 5 |

14) Using a 10-point scale, on which **1** means “very dissatisfied” and **10** means “very satisfied”, how would you rate your level of satisfaction with communications from NEC Co-op Energy (bill inserts, e-mails, Texas Co-op Power Magazine, website, social media, etc.)?

1 2 3 4 5 6 7 8 9 10

15) What content from NEC Co-op Energy Communications would you like to see more of? Select all that apply.

- ☐ NEC Co-op Energy news/events
- ☐ Electrical Safety/Efficiency Tips
- ☐ Member-to-Member Assistance
- ☐ Veterans Credit
- ☐ Member Referral Program
- ☐ Community Support
- ☐ Member and Business Features
- ☐ Education/Information (bill explanation, setting up automatic payments, new technology, etc.)
- ☐ Other: _____

16) Please share any suggestions you have for NEC Co-op Energy to better communicate with you.

17) OPTIONAL: Please indicate your gender.

- ☐ Male
- ☐ Female

18) OPTIONAL: Please indicate your age group.

- ☐ 18-24 ☐ 25-34 ☐ 35-44
- ☐ 45-54 ☐ 55-64 ☐ 65+

19) Please share any suggestions you have for improving your service and membership with NEC Co-op Energy.
