

WE WANT YOUR FEEDBACK!



Please complete and mail in the below form (front and back) to let us know how we are doing! You may instead take this survey online on our website at nueceselectric.org. We greatly appreciate your opinions for our 2023 Member Satisfaction Survey. Your feedback will help us evaluate the value of our membership offerings to ensure we're providing the best professional and technical support to all NEC members. Without the active involvement and commitment of our members, NEC would not be the successful cooperative it is today. Please circle, highlight, or check mark your answers.

1) What county is your NEC service in?

- Nueces Jim Wells
 Kleberg/Kenedy Live Oak/McMullen
 Duval Other: _____

2) How long have you had service with NEC?

- Less than 1 year 1 -5 years
 6-10 years 11-15 years
 16-20 years 20 + years

3) What service would you like to see NEC provide that we do not already provide. Select all that apply.

- Broadband Internet
 Electric Vehicle Charging
 Time of Use Rates (lower rates for non-peak electricity use)
 Load Management (manage the amount of electricity you are using at any one time)
 Distributed Generation (grid tied solar panels, wind, battery storage, etc.)
 Backup Generators
 Battery Storage
 Home/Business Energy Audits

4) Please consider all your experiences to date with NEC.

Using a 10-point scale on which **1** means "very dissatisfied" and **10** means "very satisfied". How satisfied are you with Nueces Electric Cooperative?

1 2 3 4 5 6 7 8 9 10

5) 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 fallen short of or exceeded your expectations?

1 2 3 4 5 6 7 8 9 10

6) Imagine an ideal utility company. How well do you think NEC 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," how close to ideal is Nueces Electric Cooperative?

1 2 3 4 5 6 7 8 9 10

7) 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? Using a 10-point scale on which **1** means "very unlikely" and **10** means "very likely," how likely is it that it would be Nueces Electric Cooperative again?

1 2 3 4 5 6 7 8 9 10

8) Using a 10-point scale, on which **1** means "not willing" and **10** means "very willing". How willing would you be to let NEC manage your electric water heater or central heating/cooling system for a few minutes each hour during peak demand periods (summer/winter) to help hold down your electric rates?

1 2 3 4 5 6 7 8 9 10

(CONTINUED ON BACK)

9) 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 vehicle?

1 2 3 4 5 6 7 8 9 10

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

Provides reliable service 1 2 3 4 5

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 good outage response 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

Supports our community 1 2 3 4 5

11) 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 (bill inserts, e-mails, Texas Co-op Power Magazine, website, social media, etc.)?

1 2 3 4 5 6 7 8 9 10

12) What content would you like to see more of in the monthly magazine? Select all that apply.

- Youth Programs (Youth Tour, Scholarships, Safety Demonstrations, Field Trips, etc.)
- Operation Round Up
- Member Features
- Tips for Managing My Electric Bill
- Recipes
- Energy Efficiency
- Billing Options
- Home/Business Safety
- Community News
- Financial Information
- Member Contests
- Surge Protection Information
- Critical Chronic Care Registry
- Other: _____

13) Please share any suggestions you have for NEC to better communicate with you.

14) OPTIONAL: Please indicate your gender.

- Male
- Female

15) OPTIONAL: Please indicate your age group.

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

16) Please share any suggestions you have for improving your service and membership with NEC.
