

WE WANT YOUR FEEDBACK!



Nueces Electric Cooperative

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 2021 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.

What county is your NEC service in?

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

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

How long have you had service with NEC?

- Less than 1 year 1-2 years
 3-5 years 6-10 years
 11-15 years 16-20 years
 20+ years

To what extent has NEC fallen short of or exceeded your expectations? 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 exceeded or fallen short of your expectations?

1 2 3 4 5 6 7 8 9 10

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

- Prepaid Electricity
 Broadband Internet
 Home/Business Energy Audits
 Distributed Generation (wind turbines, panels, generators, etc.)
 Time of Use Rates (low cost evenings/weekends)
 View hourly usage on computer/mobile device
 Choose your payment due date
 Electric Vehicle Charging

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

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

(CONTINUED ON BACK)

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 access	1	2	3	4	5
Easy 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

Using a 10-point scale, how would you rate your level of satisfaction with communications from NEC (i.e. bill inserts, e-mails, Texas Co-op Power Magazine, social media, etc)?

1 2 3 4 5 6 7 8 9 10

What content would you like to learn or see more of?

- Community Initiatives (Youth Programs, Co-op Connections Card, Operation Round-Up, Member Features, Christmas Decorating Contest)
- Power Usage Alerts
- Level Billing
- Recipes
- Energy Efficiency

Other: _____

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

Using a 10-point scale, how willing would you be to let NEC adjust your web-enabled thermostat a couple of degrees during peak demand periods (summer/winter) to help hold down electric rates?

1 2 3 4 5 6 7 8 9 10

Using a 10-point scale, 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

OPTIONAL: Please indicate your gender.

Male Female

OPTIONAL: Please indicate your age group.

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

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

**Mail with your bill
OR
send separately to:
Nueces Electric Cooperative
14353 Cooperative Ave
Robstown, TX 78380**