

# 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](http://nueceselectric.org). We greatly appreciate your opinions for our 2020 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 your answers.

### What county is your NEC service in?

Nueces                      Jim Wells  
Kleberg/Kenedy        Live Oak/McMullen  
Duval                        Other: \_\_\_\_\_

### 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

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

Prepaid Electricity  
Energy Efficiency Rebates  
Home/Business Energy Audits  
Distributed Generation (wind turbines, solar panels, generators, etc.)  
Time of Use Rates (low cost evenings/weekends)  
View hourly usage on computer/mobile device  
Choose your payment due date  
Receive outage notifications via text message

### 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

### 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

### 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

**Which methods of communication do you use to learn new information about NEC?**

Texas Co-op Power Magazine

NuecesElectric.org

Monthly bill insert

E-mail

Social Media (Facebook, Twitter)

Other: \_\_\_\_\_

**Using a 10-point scale, how willing would you be to let NEC adjust your web-enabled thermostat a couple of degree 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 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

**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 NEC to better communicate with you, or any additional content you would like to see from us:**

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**Please share any additional comments about being an NEC member, the reliability of your service, construction or member services:**

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