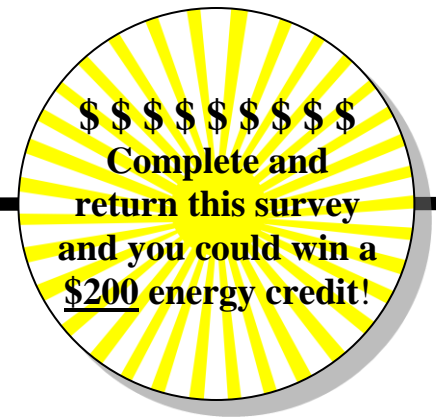


# Member Survey 2016



Shelby Energy Cooperative

A Touchstone Energy Cooperative 



Please take a moment to inform us by completing and returning this survey. The information you provide will help us in planning services and programs to meet our members' needs. A drawing for three (3) \$200 electric bill credits will be held from all completed surveys. One (1) \$200 bill credit will be awarded for each of Shelby Energy's three (3) districts. In order to be eligible for the drawing, completed surveys must be received no later than **August 31, 2016**. *Entries are limited to one survey per member.*

What is your experience or knowledge regarding the following Energy Efficiency Programs that are provided to Shelby Energy members? (Using a scale of 1 to 5 where "1" means "never heard of the program" and "5" means "participating in the program".)

- |                                     |                            |
|-------------------------------------|----------------------------|
| a. SimpleSaver Program              | a. <a href="#">Details</a> |
| b. Button-Up Weatherization Program | b. <a href="#">Details</a> |
| c. Touchstone Energy Home Program   | c. <a href="#">Details</a> |
| d. Heat Pump Retrofit Program       | d. <a href="#">Details</a> |

Which of the following methods do you prefer when paying your monthly electric bill? (Using a scale of 1 to 5 where "1" means "least preferred" and "5" means "most preferred".)

- |  |                            |
|--|----------------------------|
| a. Mail in payment   | a. <a href="#">Details</a> |
| b. Payment by telephone with a customer service representative | b. <a href="#">Details</a> |
| c. Online payment  | c. <a href="#">Details</a> |
| d. Automatic bank draft payment                                | d. <a href="#">Details</a> |
| e. In office or remote payment center                          | e. <a href="#">Details</a> |

What type of media do you prefer Shelby Energy to use when communicating updates to members on programs, events, outages, etc.? (Using a scale of 1 to 5 where "1" means "least preferred" and "5" means "most preferred".)

- |  |                            |
|--|----------------------------|
| a. Shelby Energy website                     | a. <a href="#">Details</a> |
| b. Email or text                             | b. <a href="#">Details</a> |
| c. Social media such as Facebook and Twitter | c. <a href="#">Details</a> |
| d. Telephone                                 | d. <a href="#">Details</a> |

Rate the following statements concerning your electric cooperative. (Using a scale from 1 to 5 where "1" means "strongly disagree" and "5" means "strongly agree"), how would you rate Shelby Energy on the following:

- |  |                            |
|--|----------------------------|
| a. Provides reliable service                     | a. <a href="#">Details</a> |
| b. Responds timely to outages and service issues | b. <a href="#">Details</a> |
| c. Efficiently maintains right-of-way            | c. <a href="#">Details</a> |
| d. Provides services with value                  | d. <a href="#">Details</a> |

ON THE LAST FOUR QUESTIONS, PLEASE RATE ON A SCALE OF “1” THROUGH “10”. PLEASE CIRCLE YOUR CHOICE.

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

[Details](#)

To what extent has Shelby Energy Cooperative fallen short of your expectations or exceeded your expectations? Using a 10-point scale on which “1” means “falls short of your expectations” and “10” means “exceeds your expectations”.

[Details](#)

Imagine the ‘ideal’ utility company. How well do you think Shelby Energy Cooperative compares with that ideal utility company? Please use a 10-point scale on which “1” means “not very close to the ideal” and “10” means “very close to the ideal” utility.

[Details](#)

Assume that you could choose from among more than one utility company. Using a 10-point scale on which “1” means “very unlikely” and “10” means “very likely”, how likely is it that you would choose Shelby Energy Cooperative again?

[Details](#)

*If you rated any of these last four questions with a score of “5” or lower, would you please share your concern(s) or reason(s) so that we might be better able to serve you?*

**Additional Comments**

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**About You**

Name (Please Print) \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

E-mail \_\_\_\_\_ Account Number \_\_\_\_\_

***Thank you for taking time to complete this survey.***

**Only completed surveys will be eligible for the drawing for one (1) of three (3) \$200 energy credits.**  
Shelby Energy Cooperative employees, directors, and their immediate families are not eligible to participate in this drawing.



# Shelby Energy Annual Survey Results

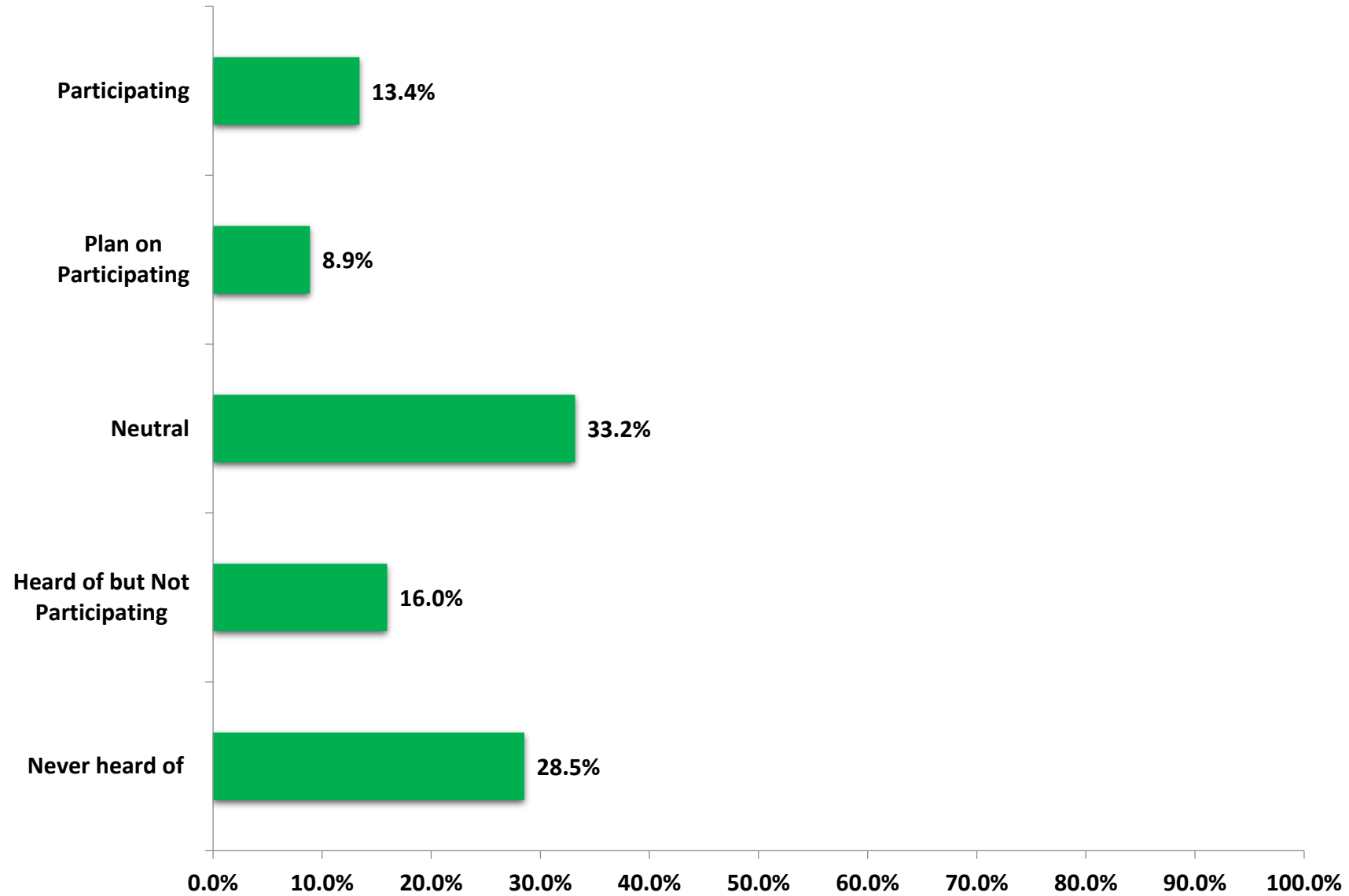
October 2016

# Background

- We developed this survey to gather information from members to learn how we can better serve them and address any issues brought to our attention through the survey.
- In July 2016, 12,553 surveys were sent to members with their monthly bills.
- Response Rate = 10.58% (1,326 returned surveys).
- This data was then used to gather member satisfaction ratings to be used in the American Consumer Satisfaction Index (ACSI).

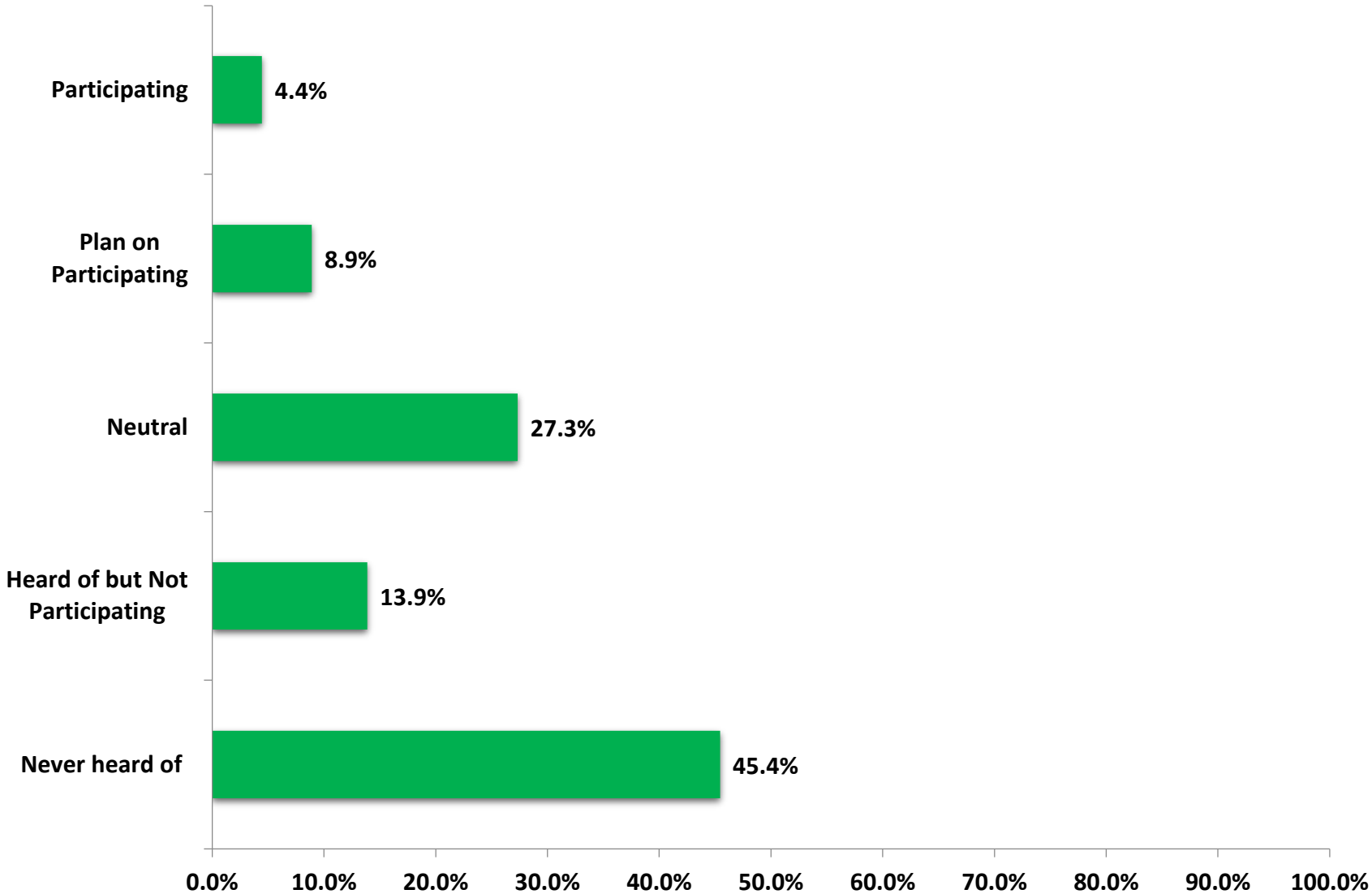
# Member SimpleSaver Program Knowledge

[return to survey](#)



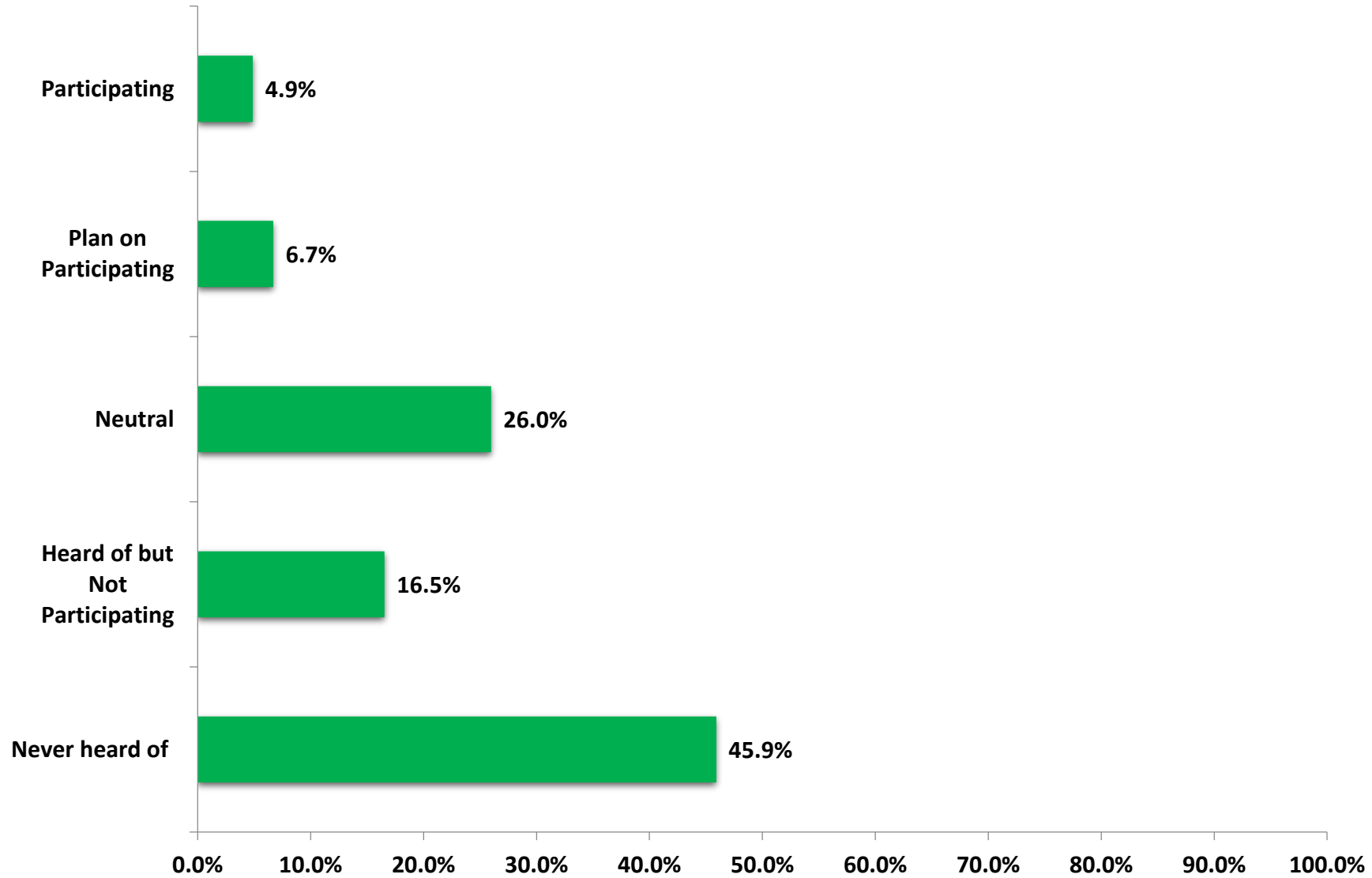
# Member Button-Up Program Knowledge

[return to survey](#)



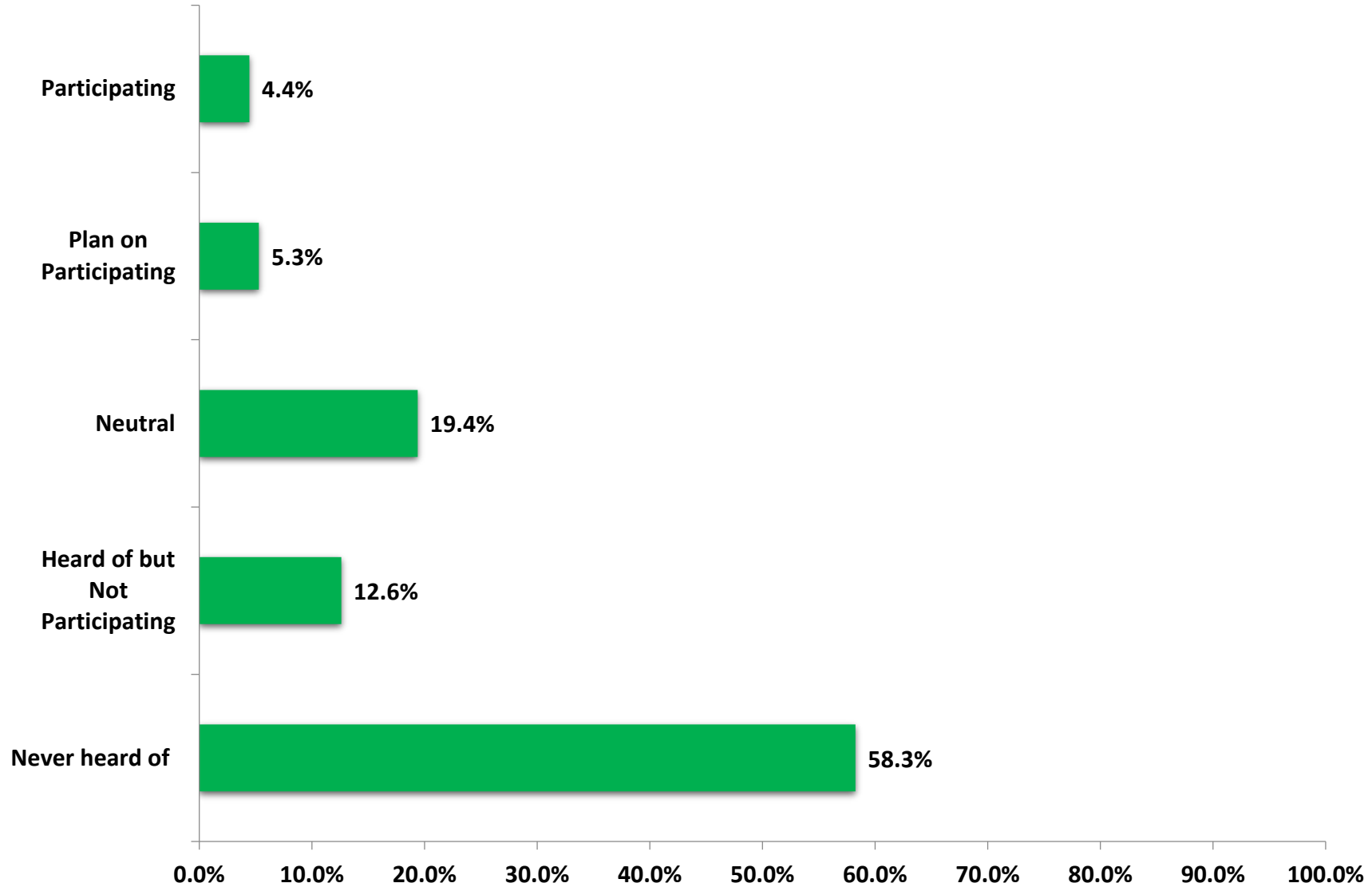
# Member TSE Home Program Knowledge

[return to survey](#)



# Member HeatPump Retrofit Program Knowledge

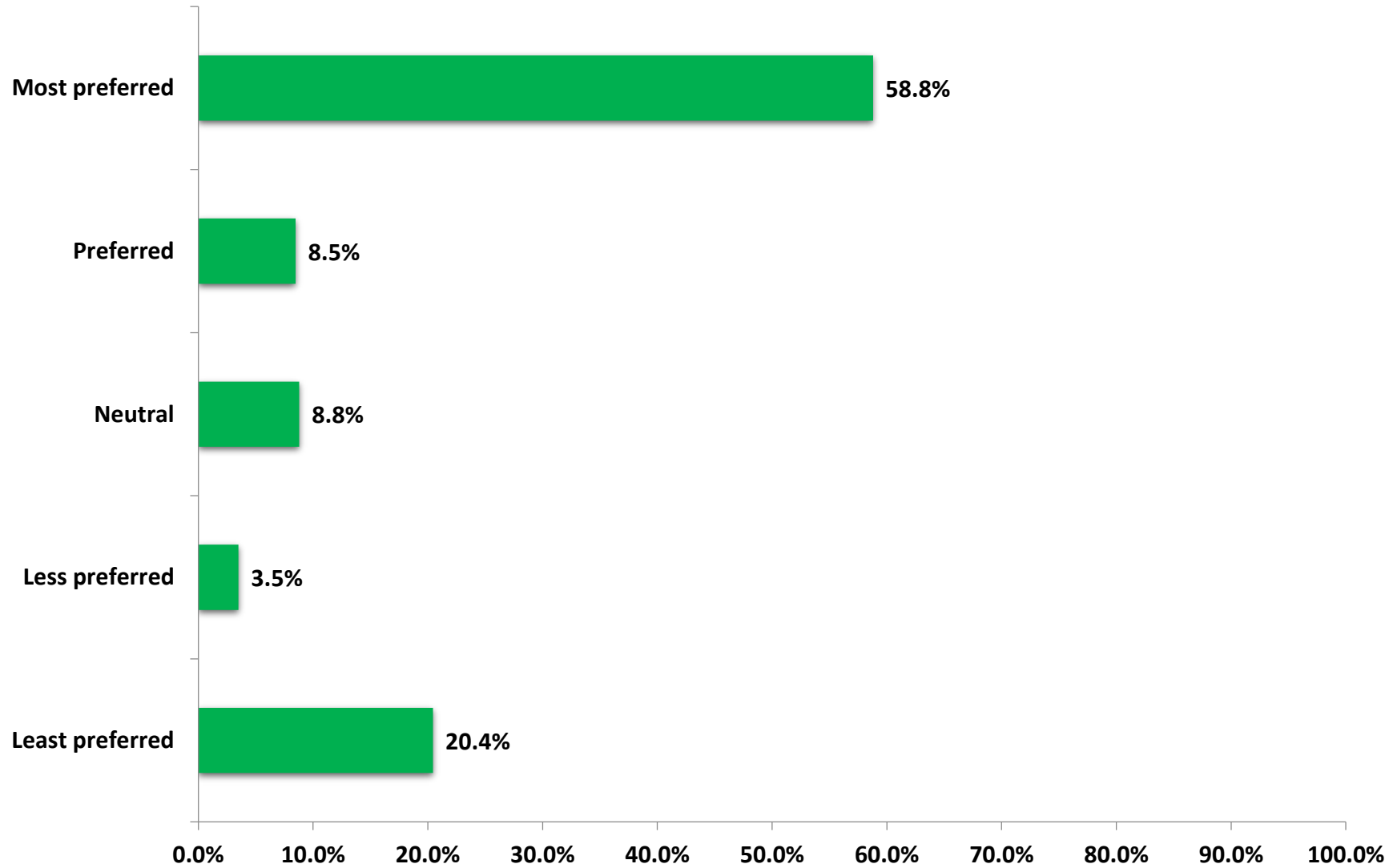
[return to survey](#)





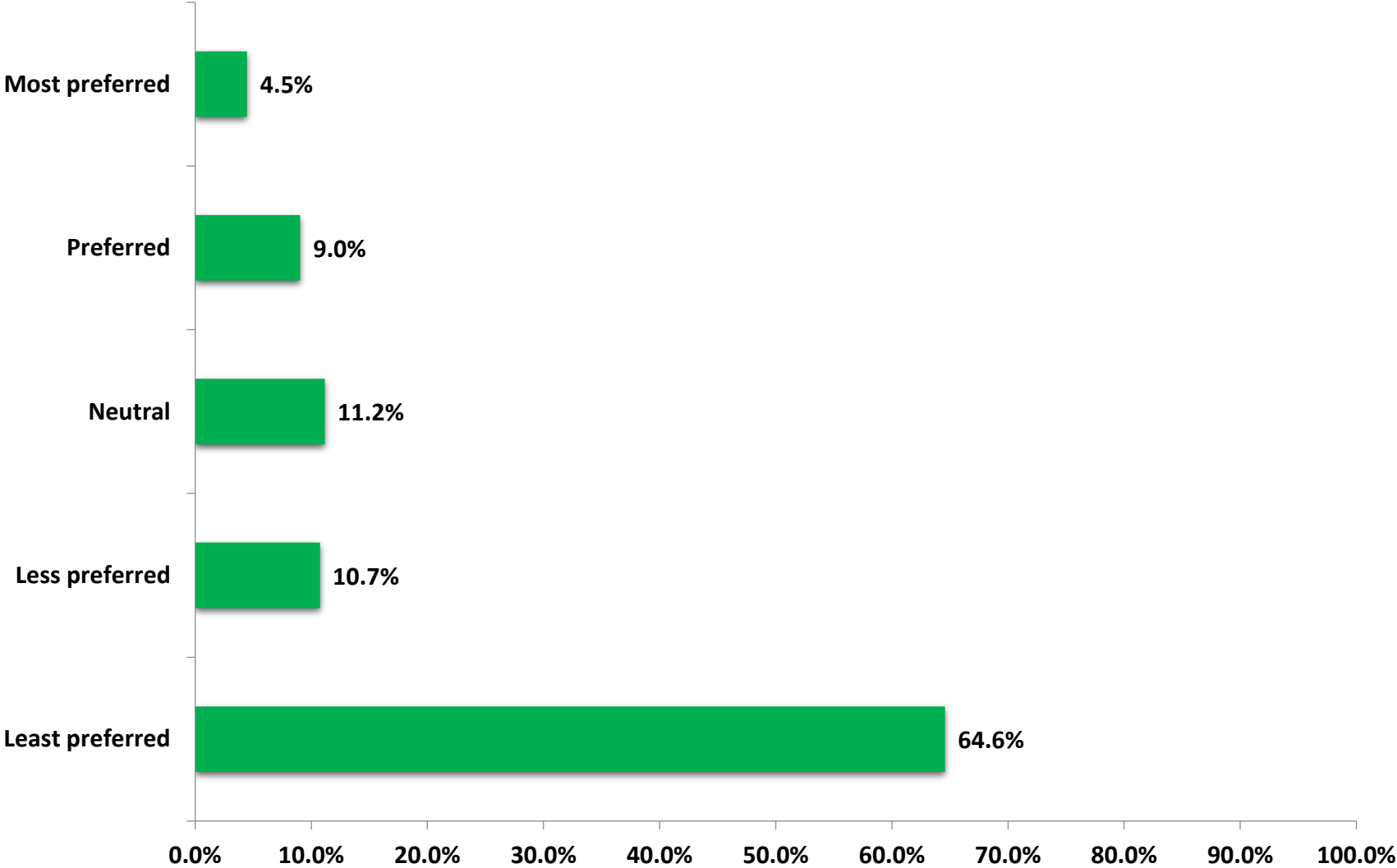
# Mail In Payment

[return to survey](#)



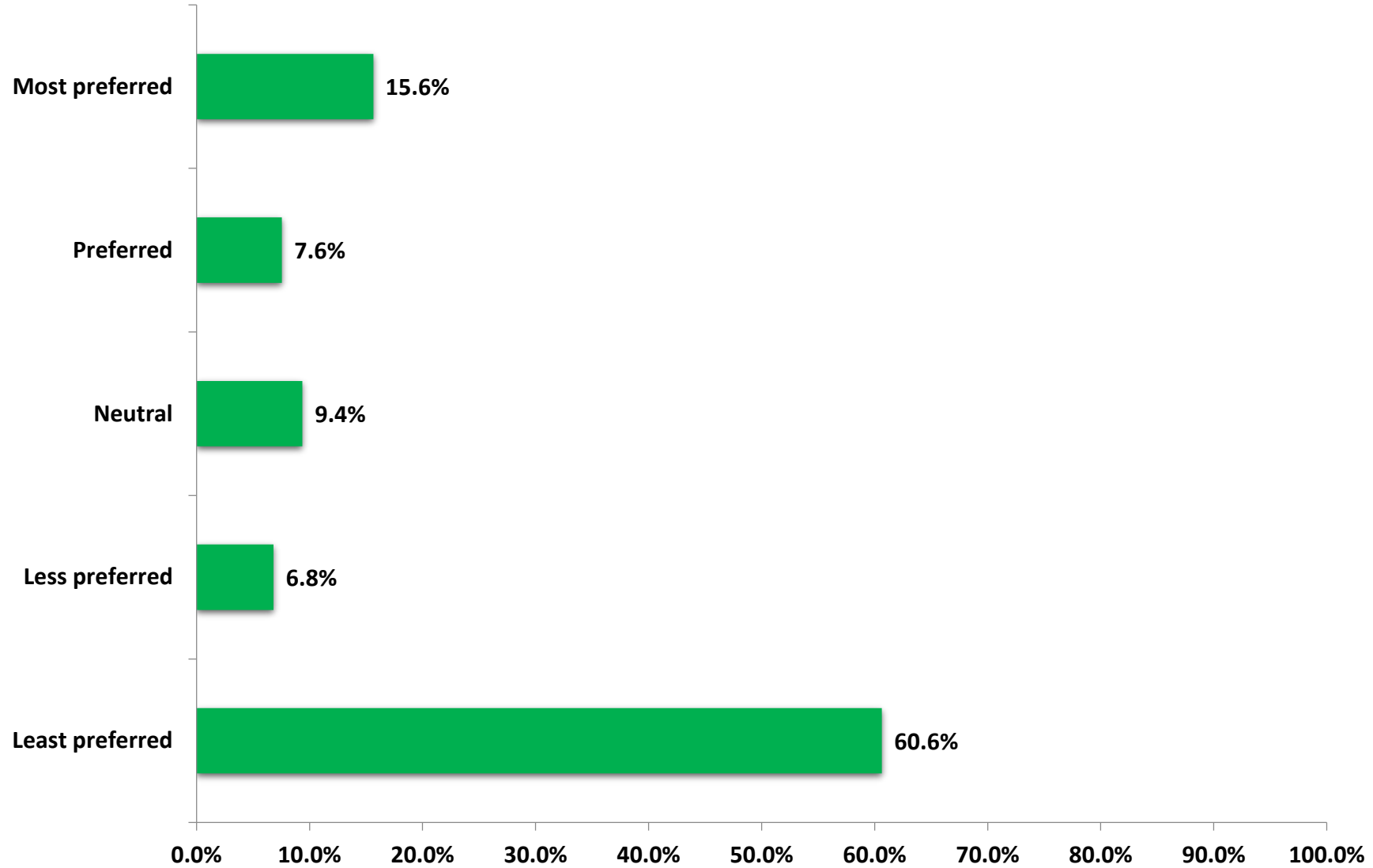
# Payment Made Over Telephone with CSR

[return to survey](#)



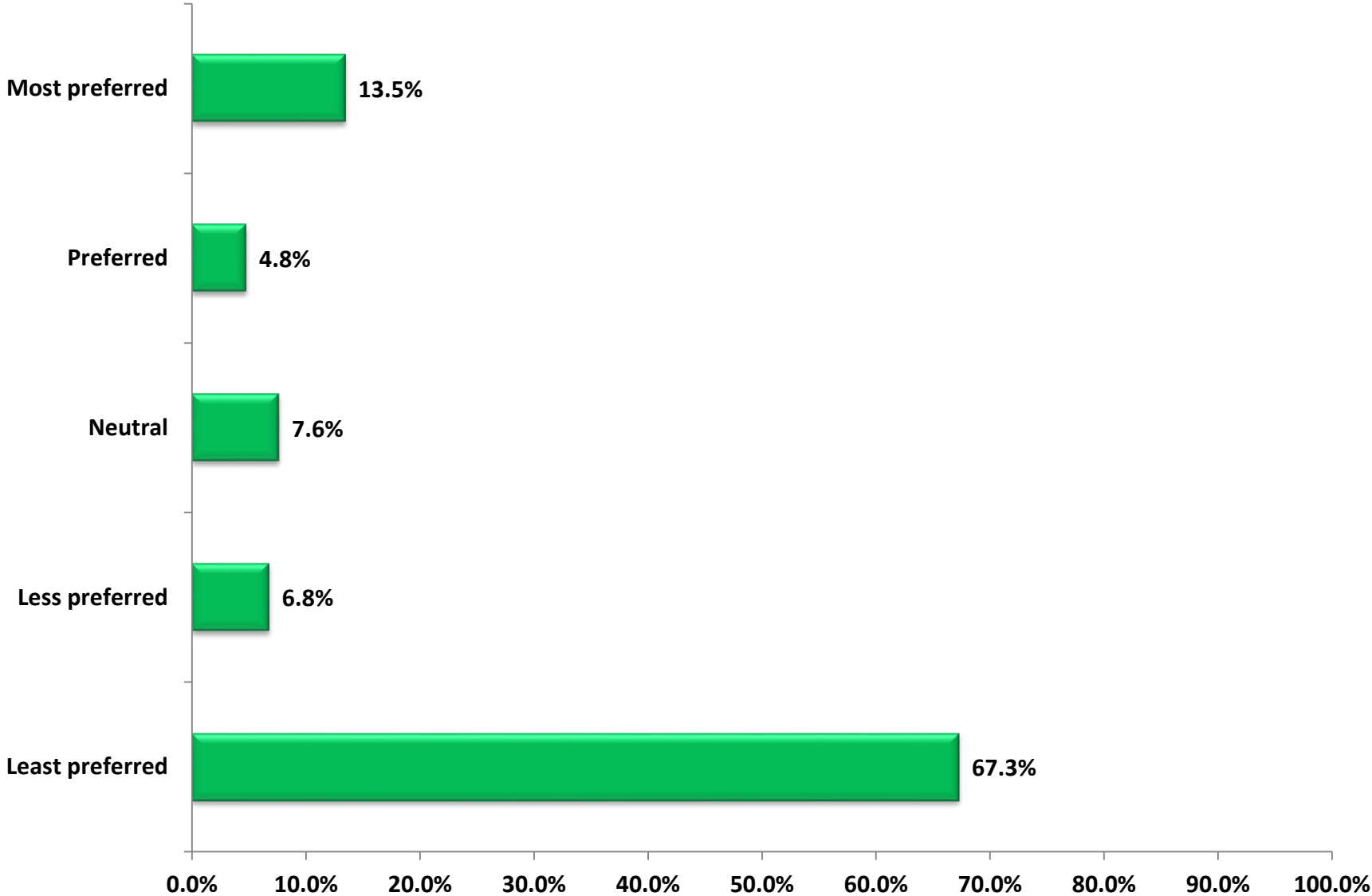
# Payment made on Shelby Energy website

[return to survey](#)



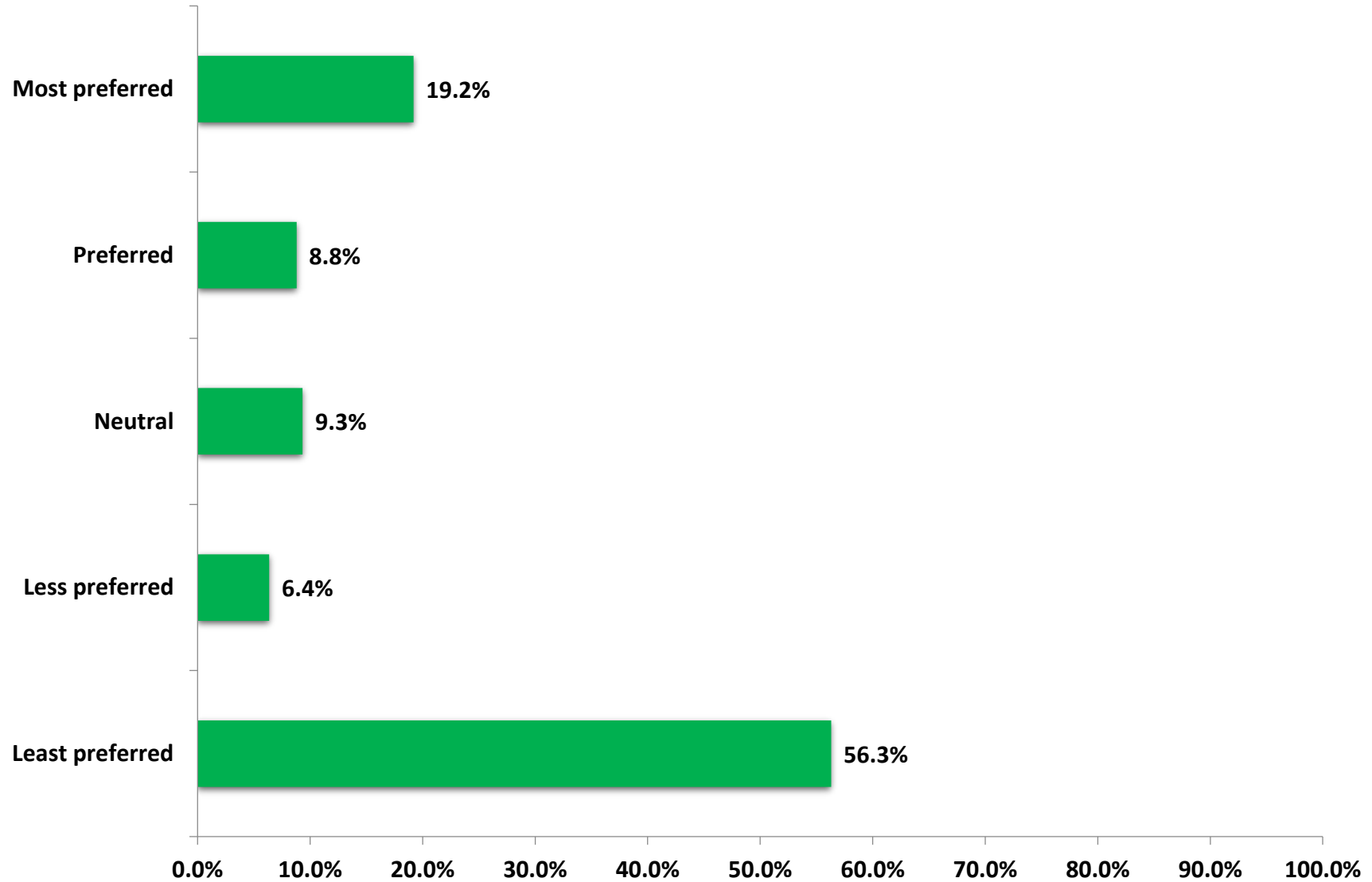
# Bank Draft Payment

[return to survey](#)



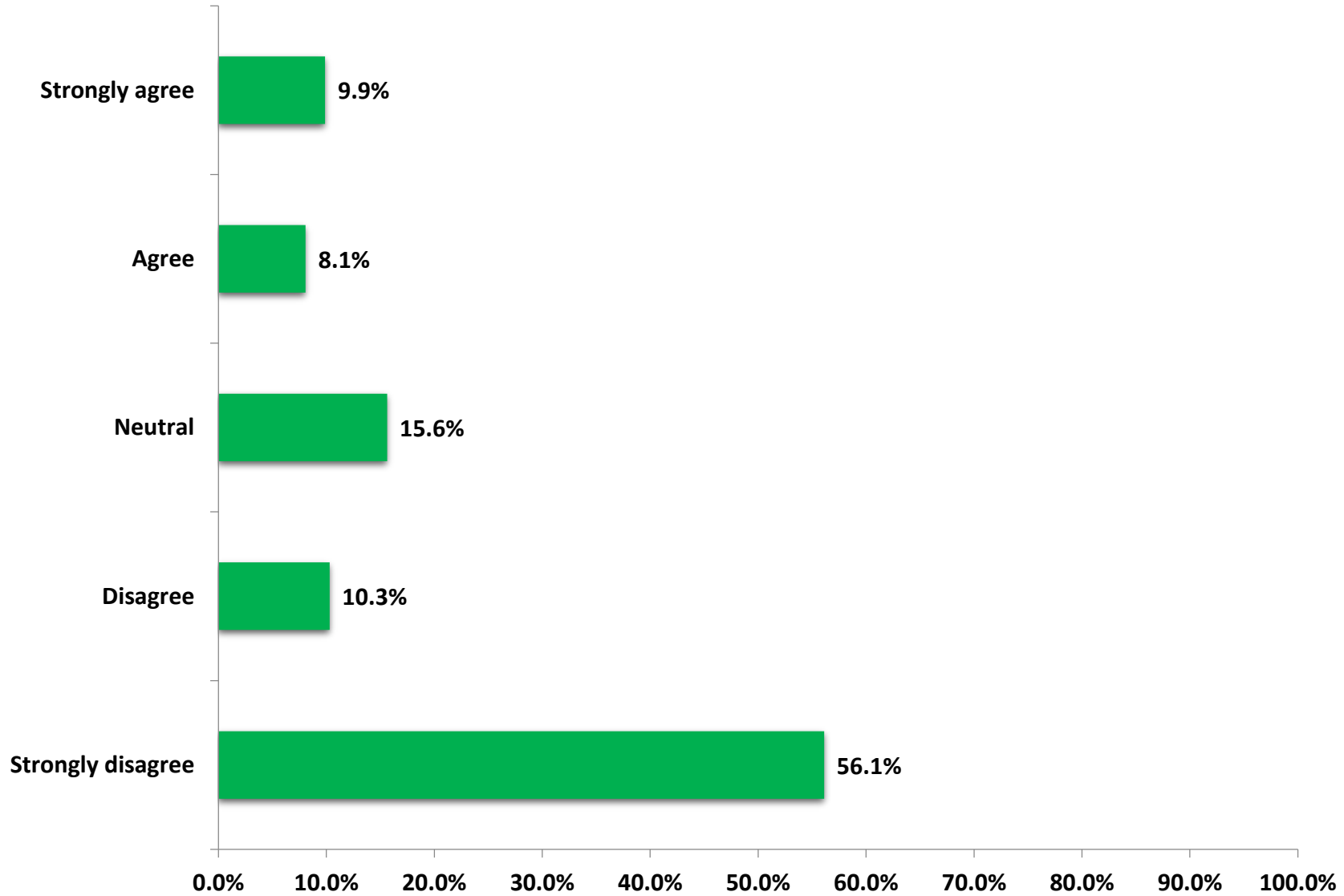
# Payment in Office or Remote Payment Center

[return to survey](#)



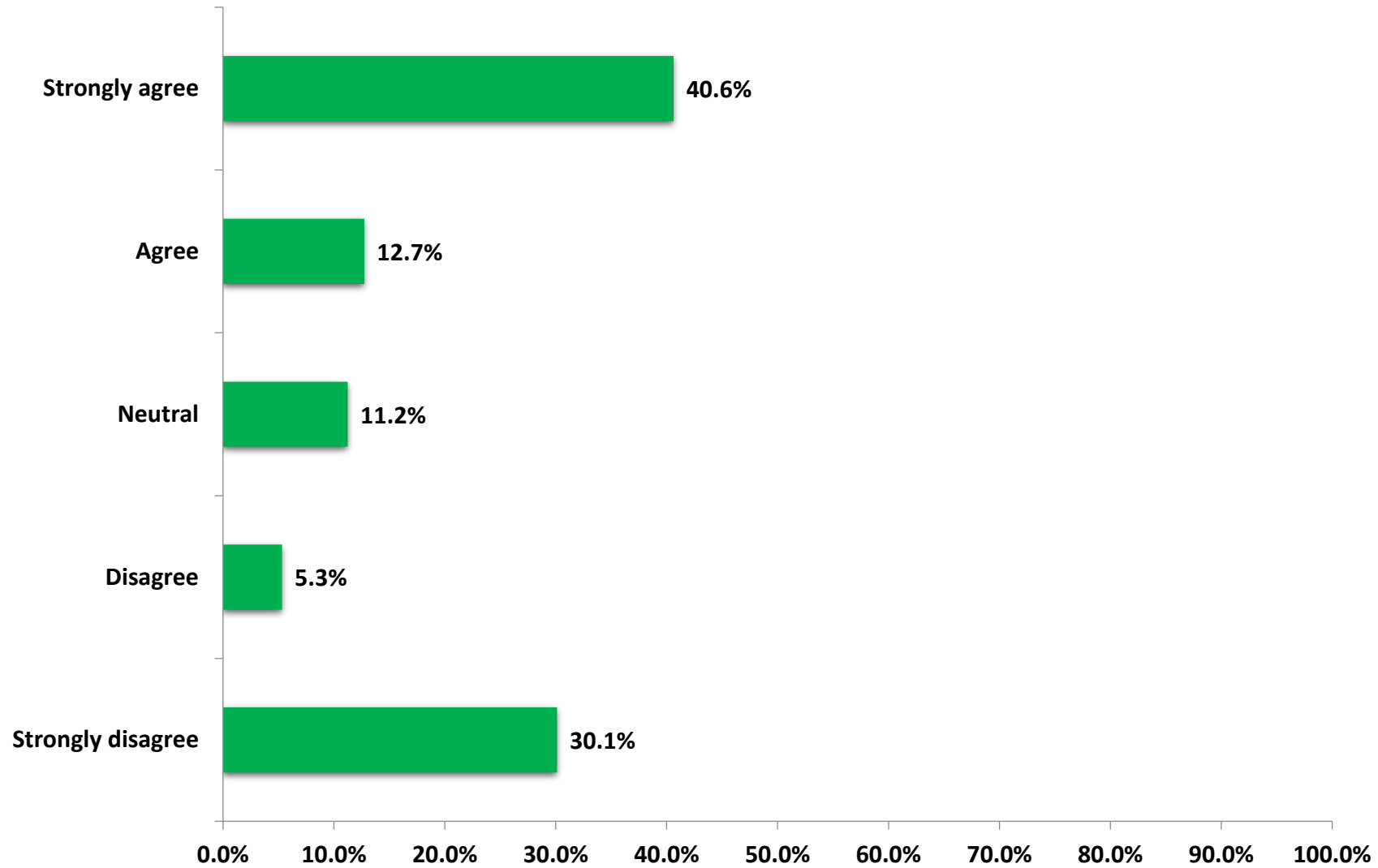
## Receive Information by Shelby Energy Website

[return to survey](#)



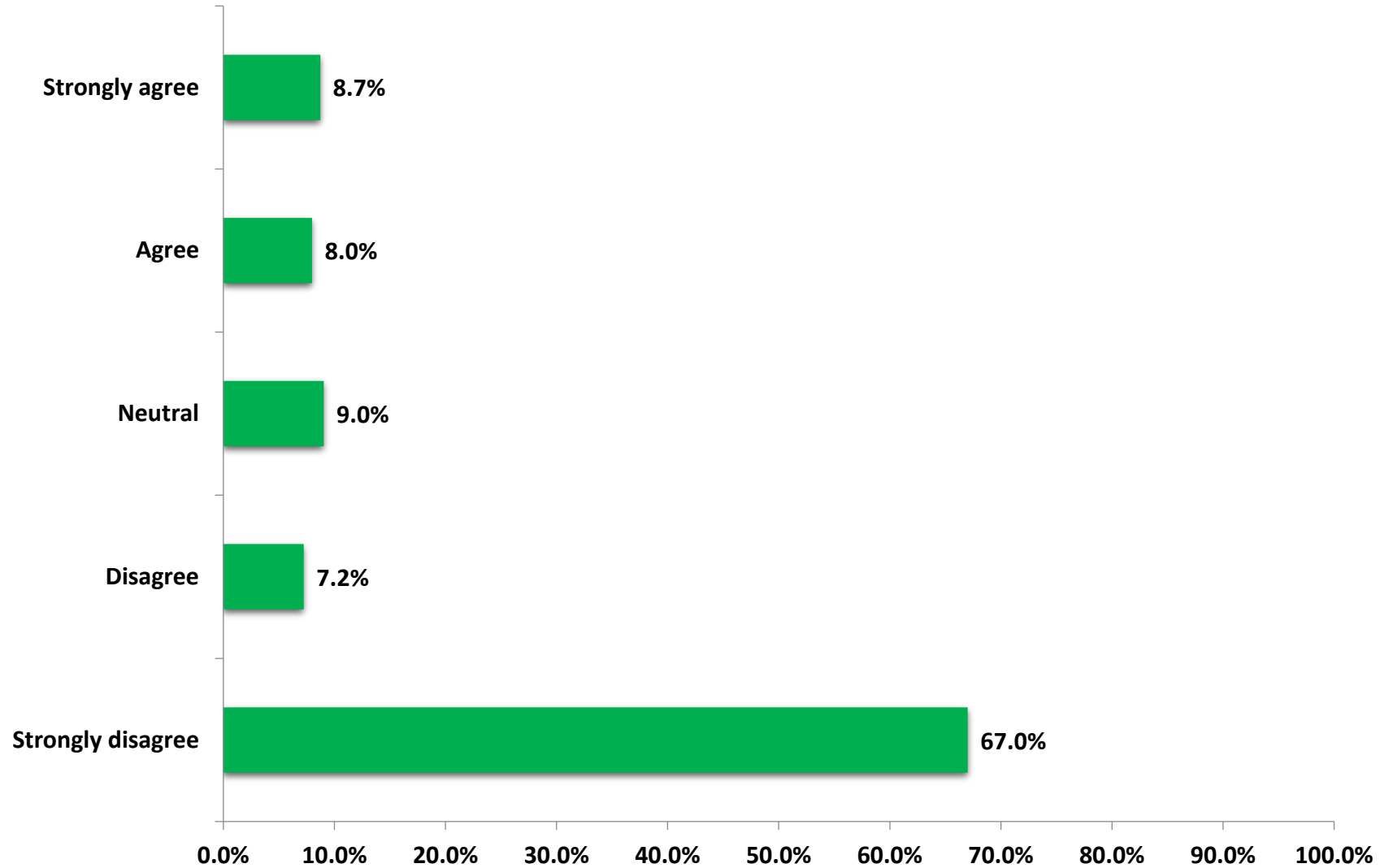
## Receive Information by Email or Text Message

[return to survey](#)



## Receive Information by Social Media

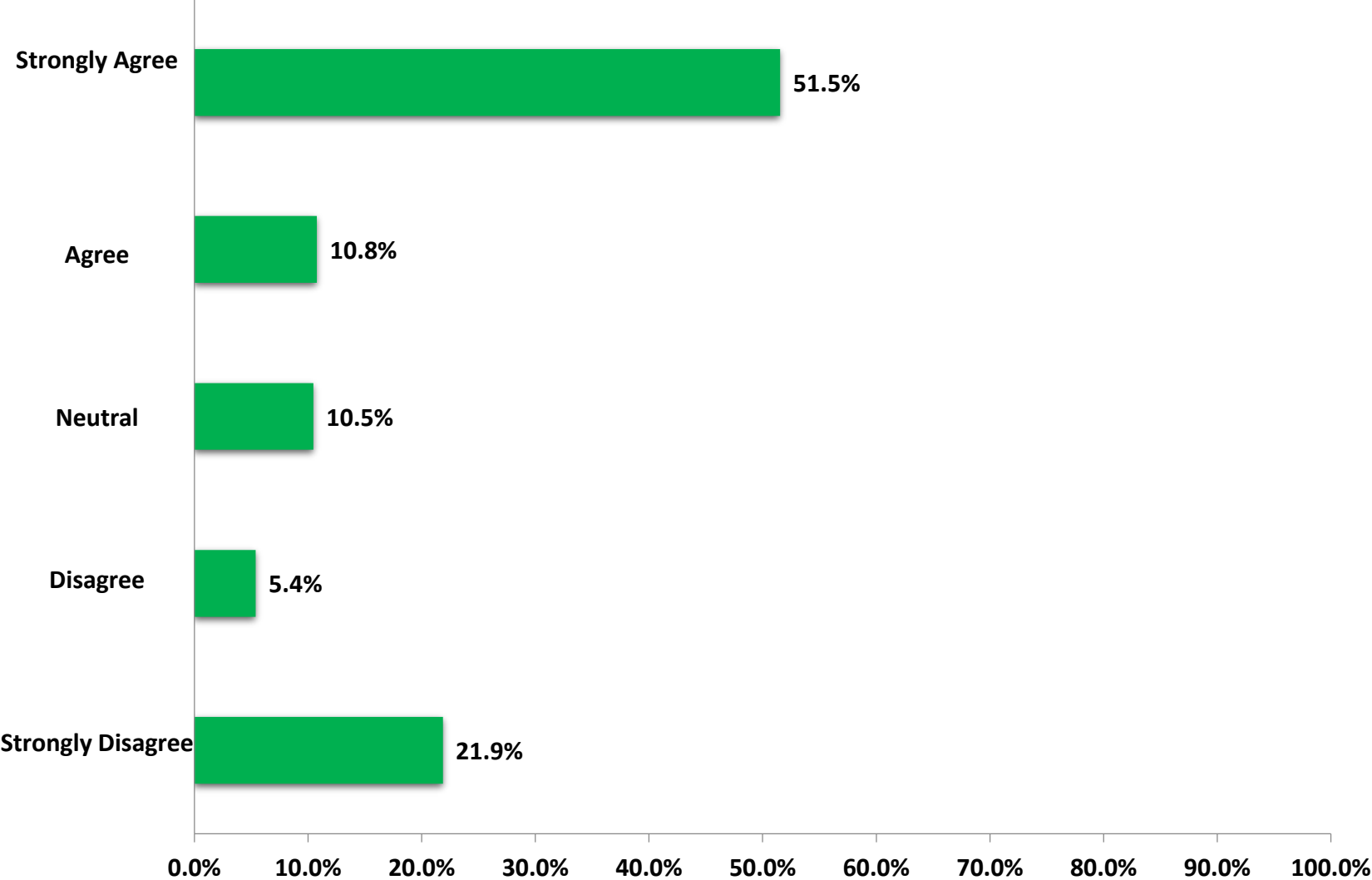
[return to survey](#)



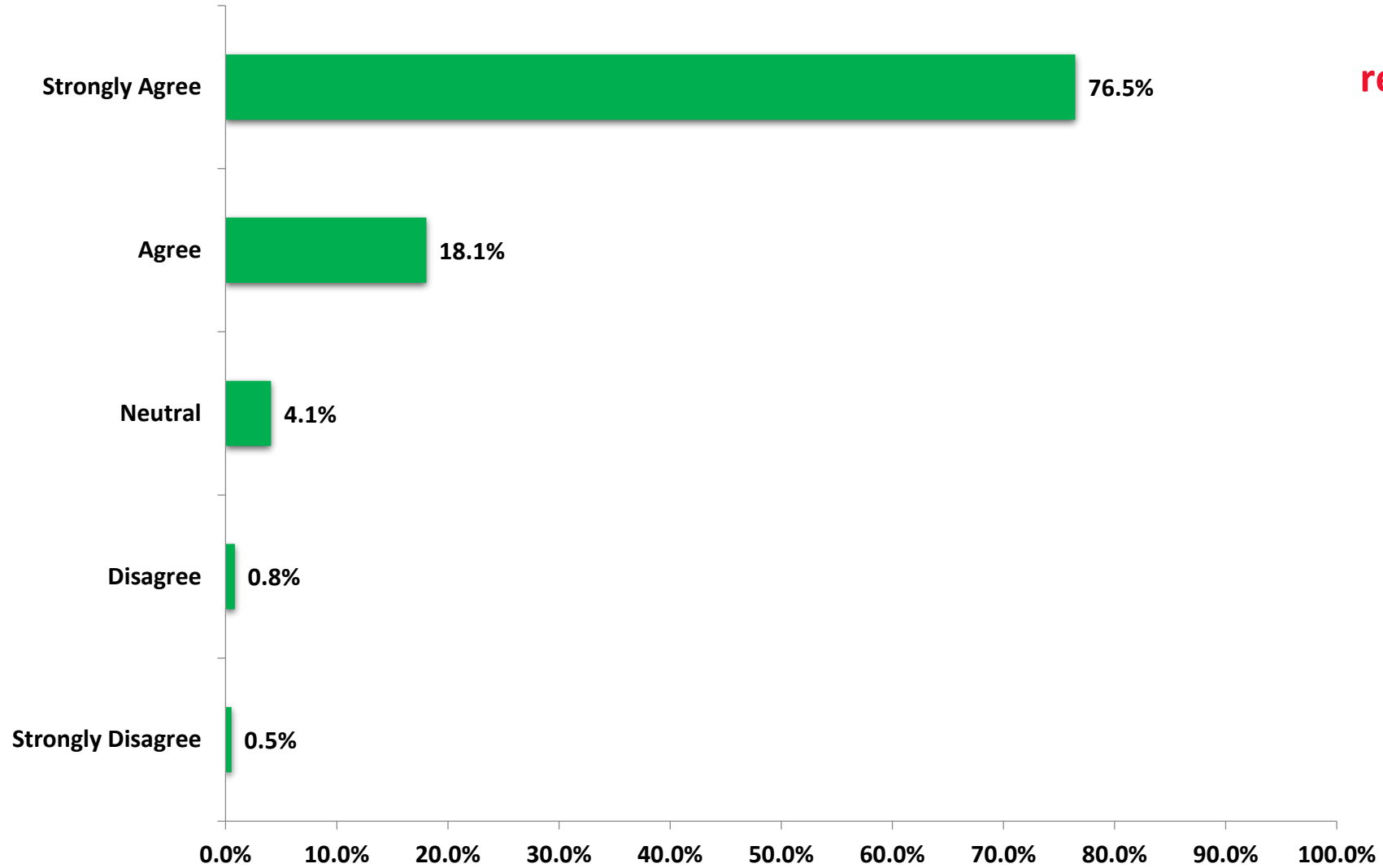


# Receive Information by Telephone

[return to survey](#)

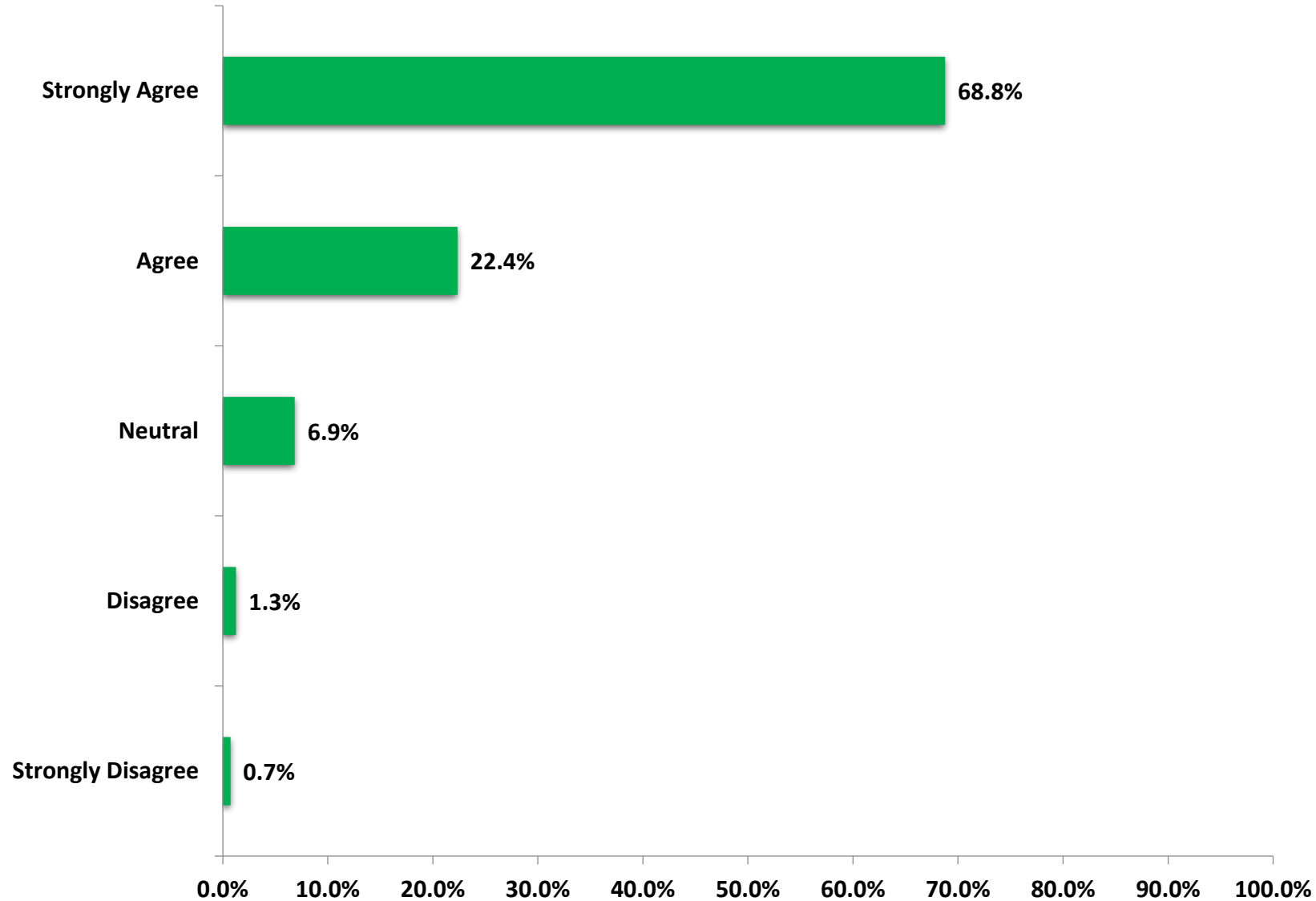


## Provides Reliable Service



[return to survey](#)

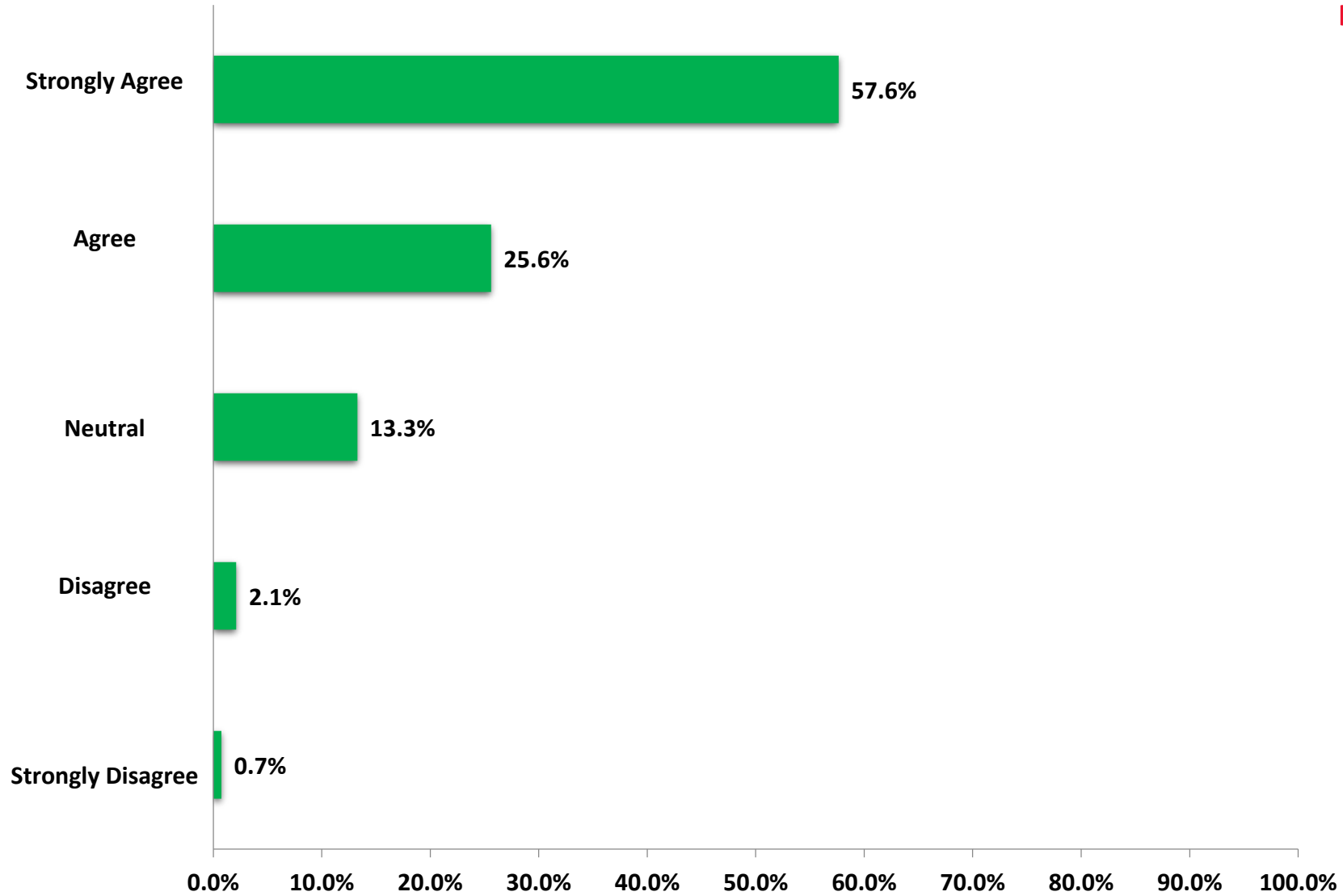
## Responds Timely to Outages and Service Issues



[return to survey](#)

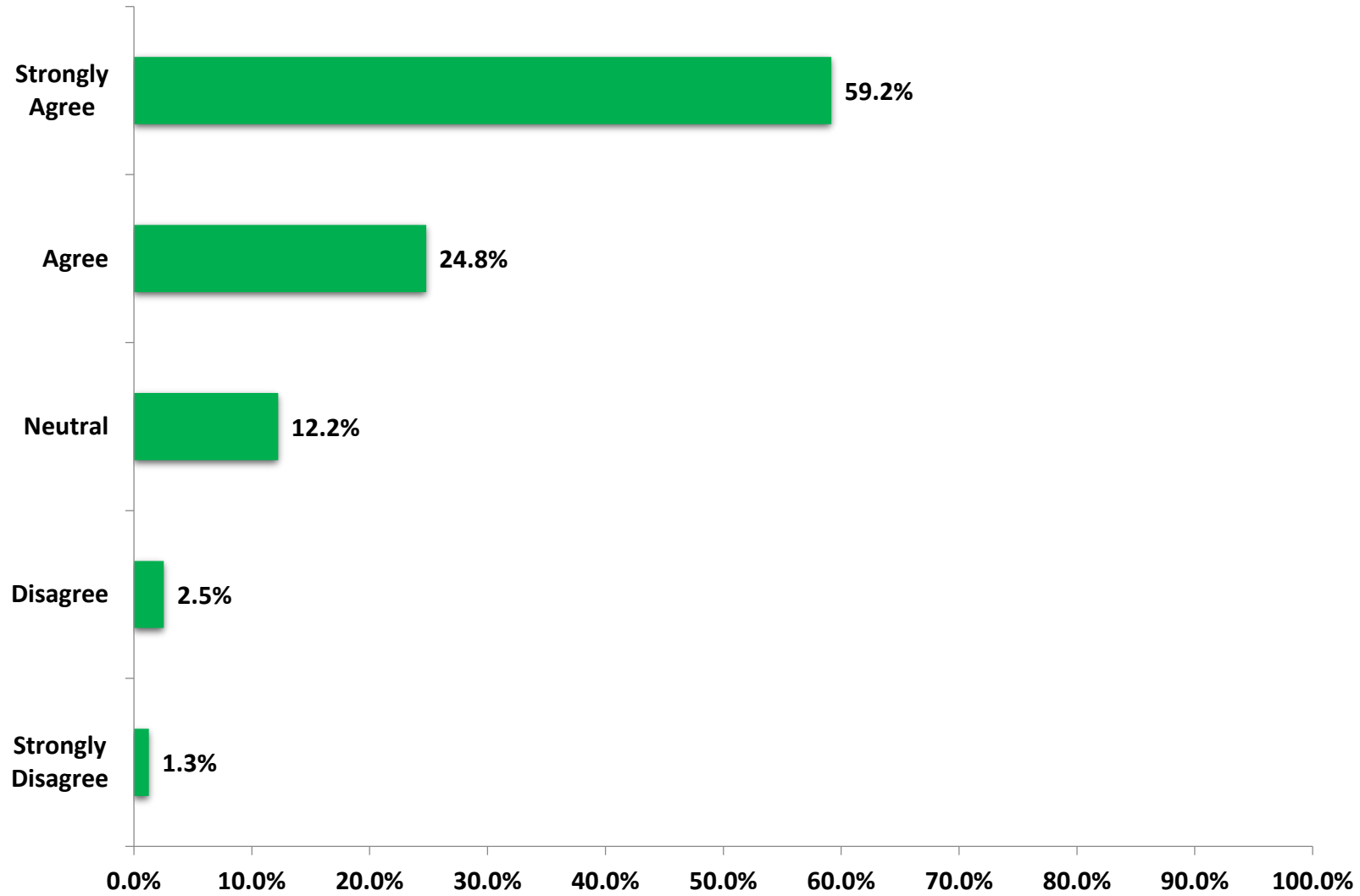
# Maintains Right-of-Way

[return to survey](#)



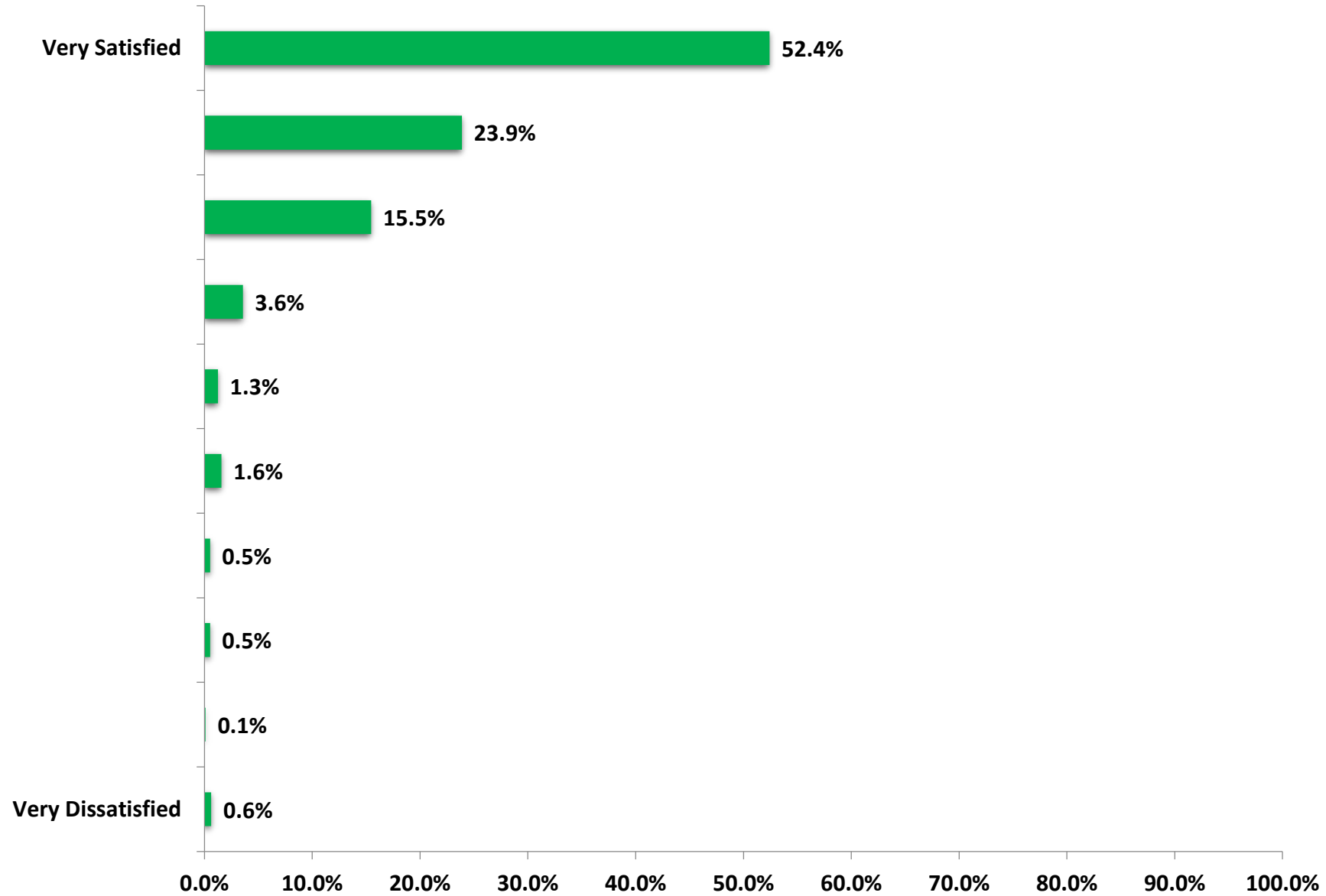
# Provides Service with Value

[return to survey](#)



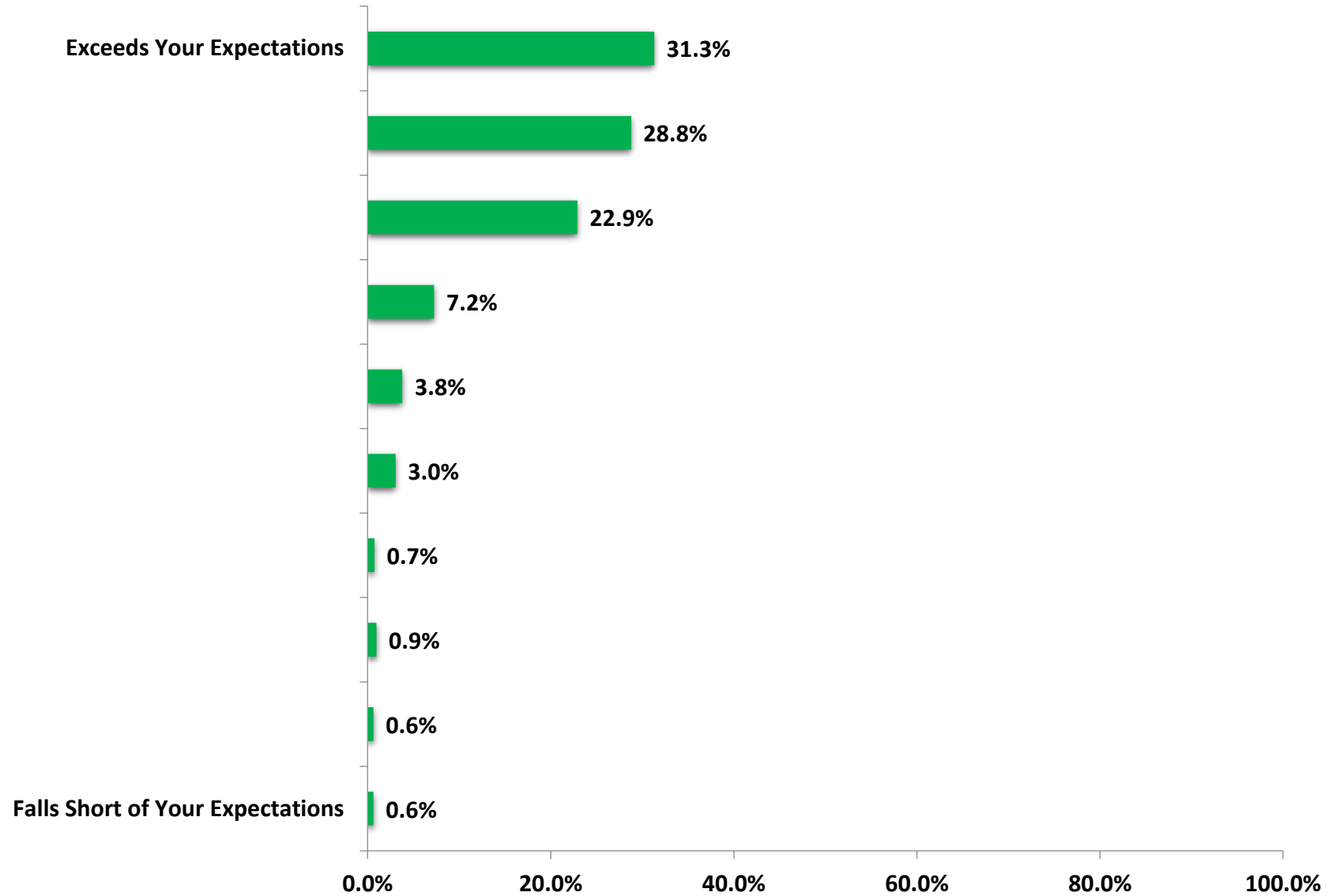
# How Satisfied Are You With Shelby Energy Cooperative?

[return to survey](#)



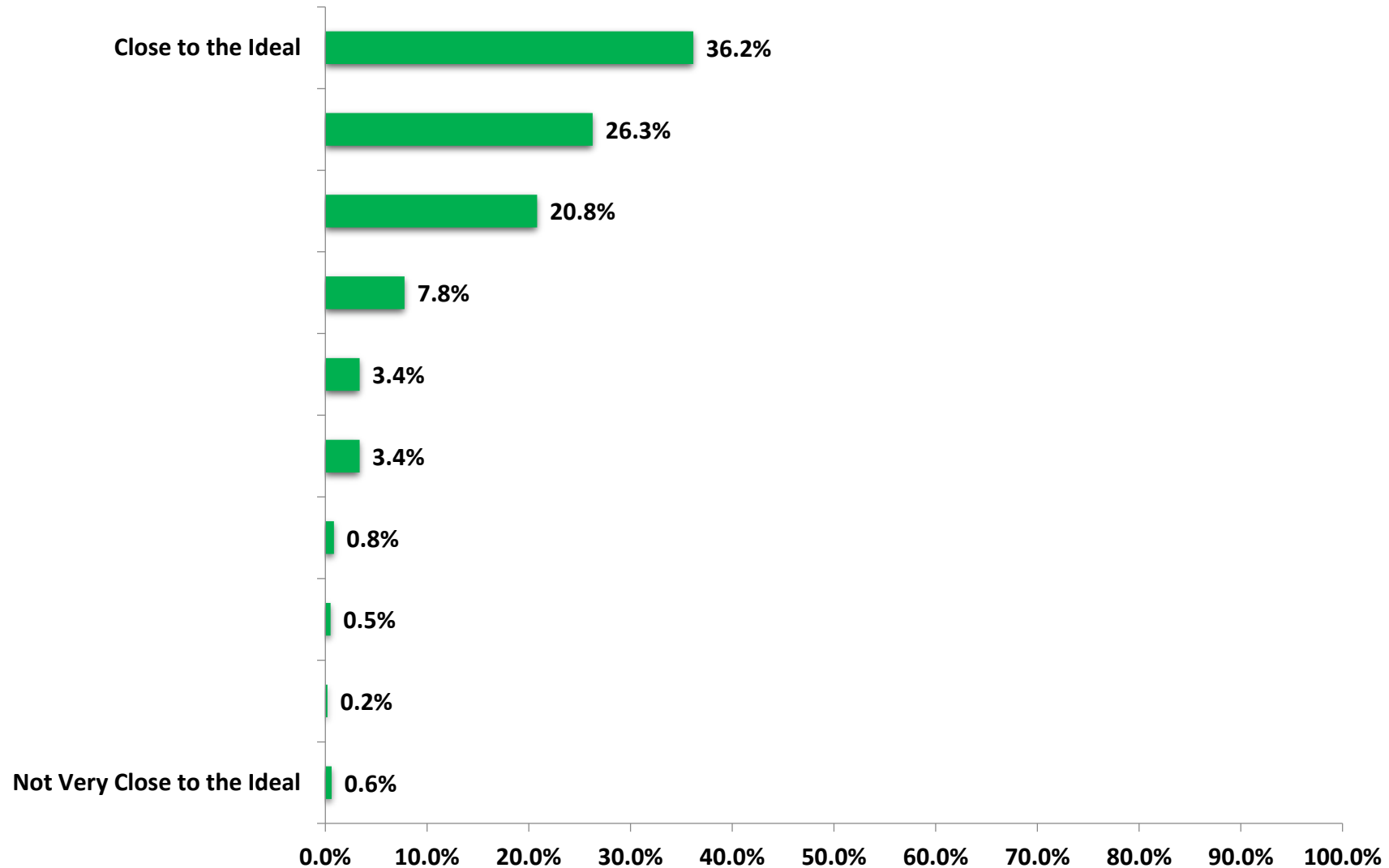
# To What Extent Has Shelby Energy Fallen Short of Your Expectations or Exceeded Your Expectations?

[return to survey](#)



# How Well Do You Think Shelby Energy Cooperative Compares With The Ideal Utility Company?

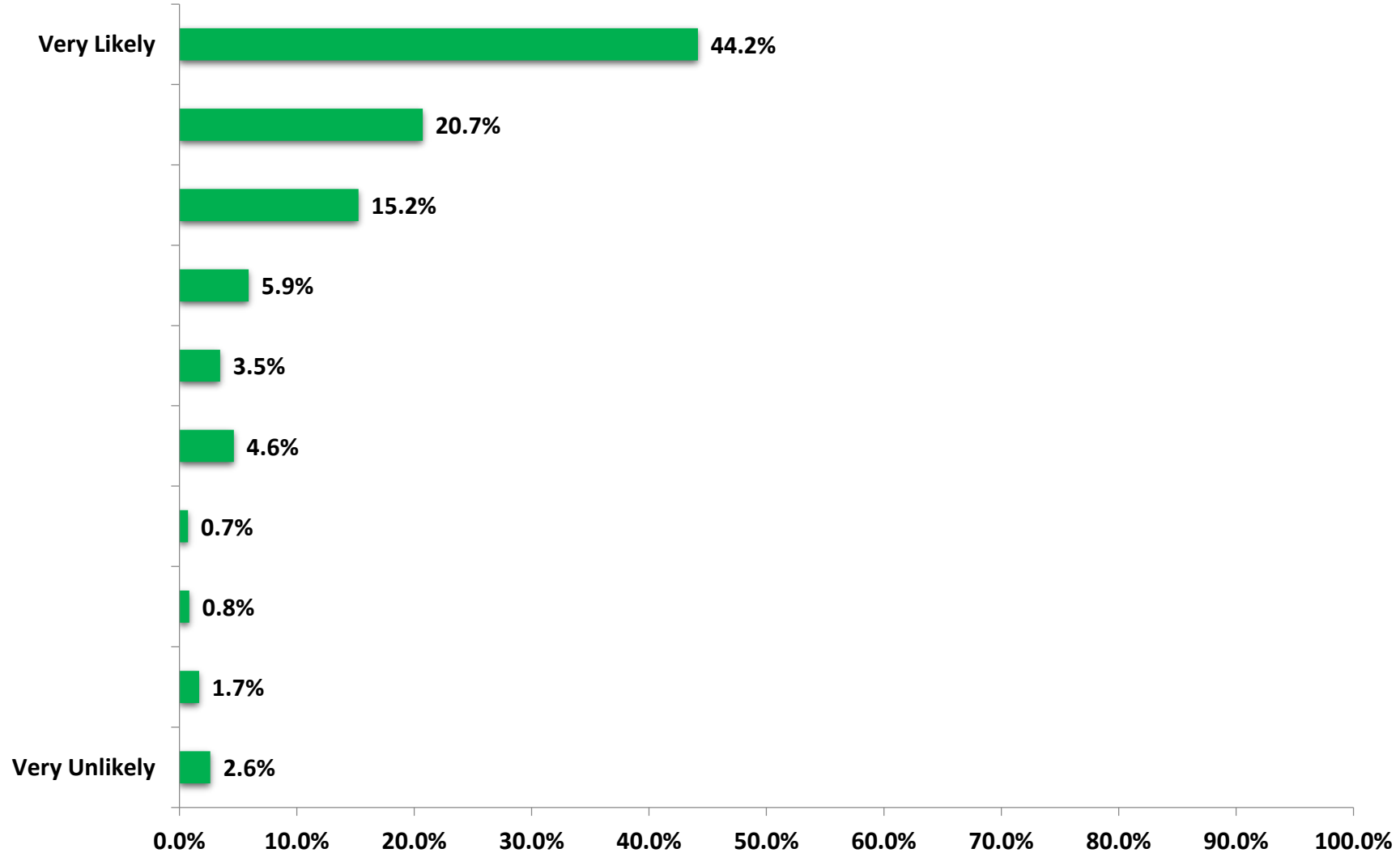
[return to survey](#)





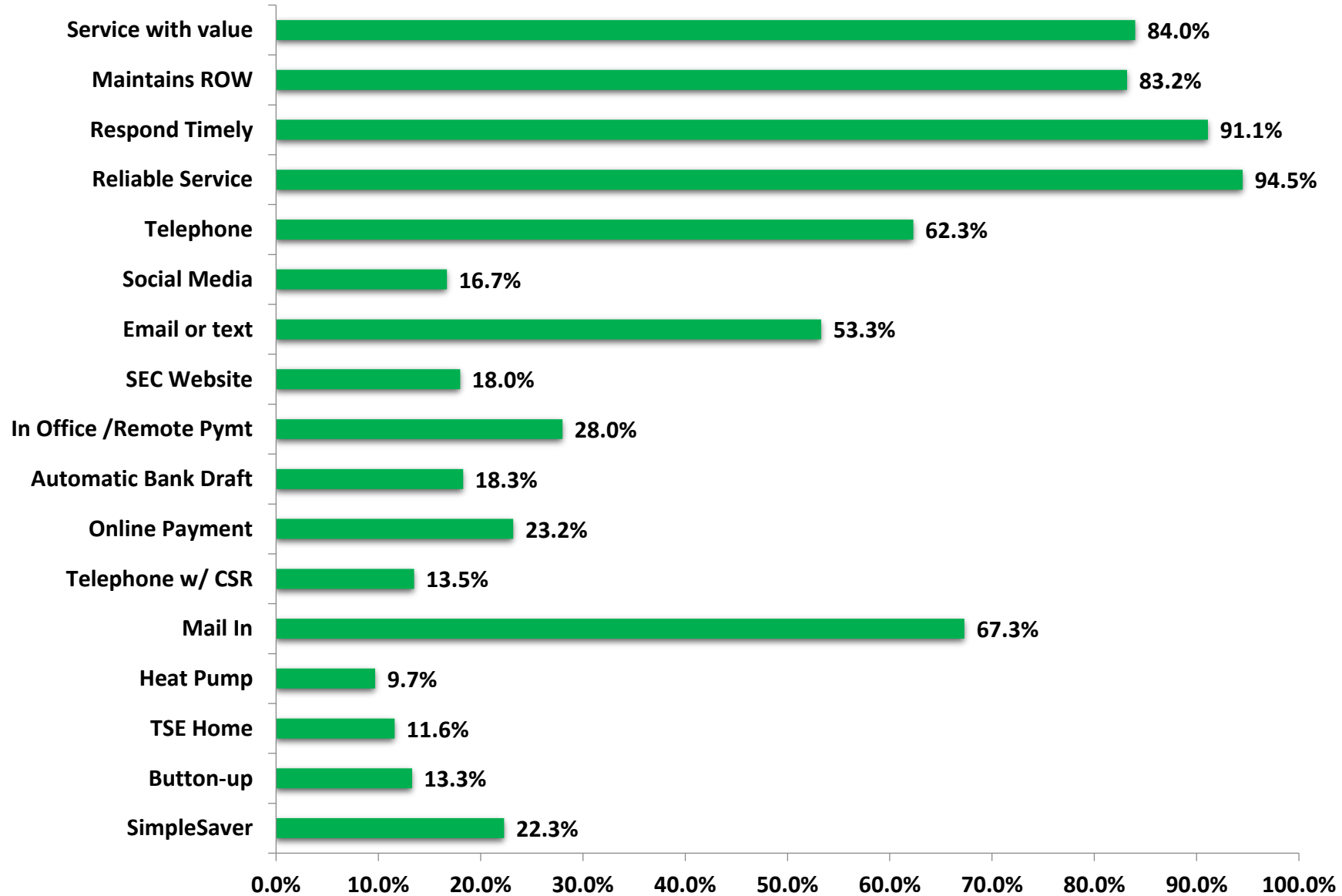
# If given a choice of utility companies, how likely is it that you would choose Shelby Energy Cooperative again?

[return to survey](#)



## Combined percentage of scores 4 or 5 on 5 point scale

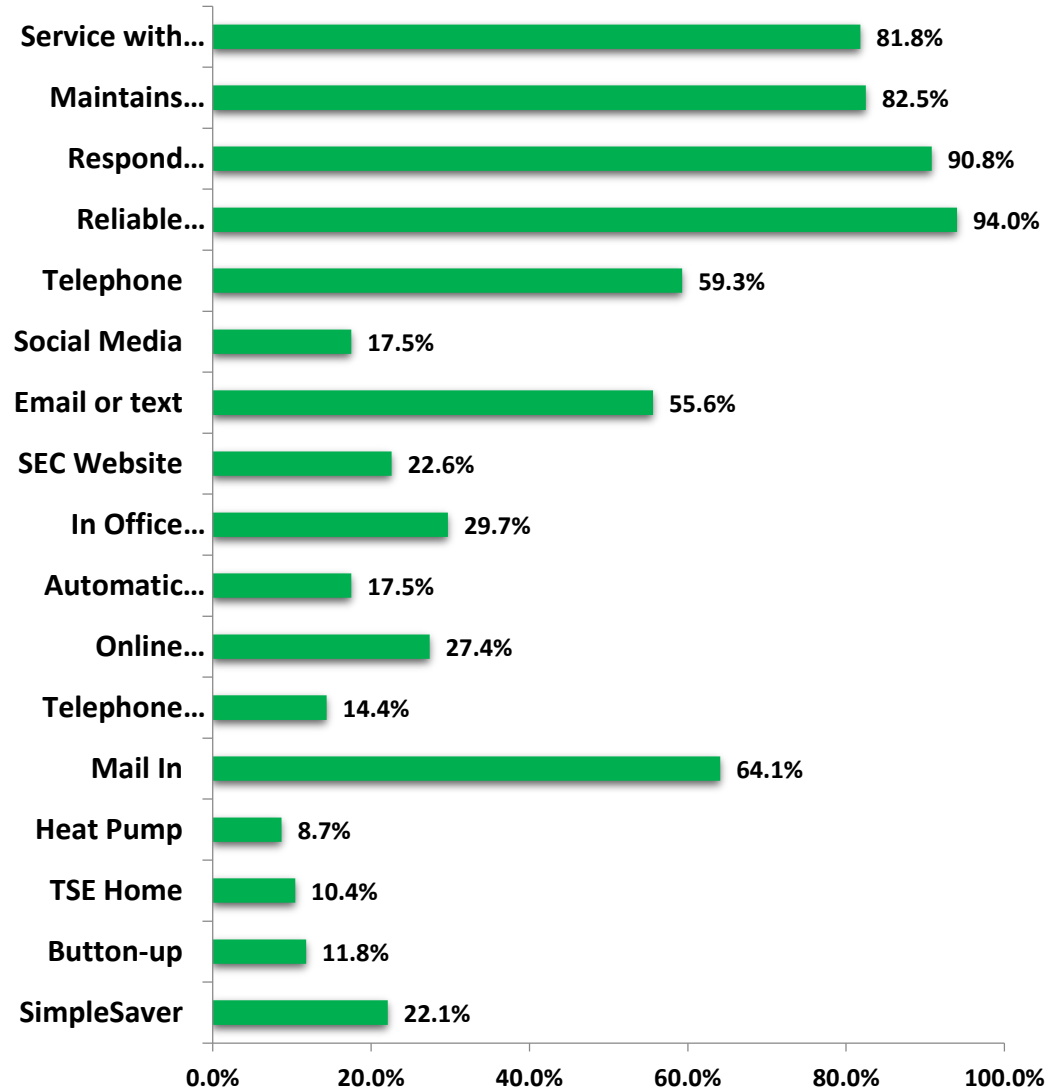
[return to survey](#)



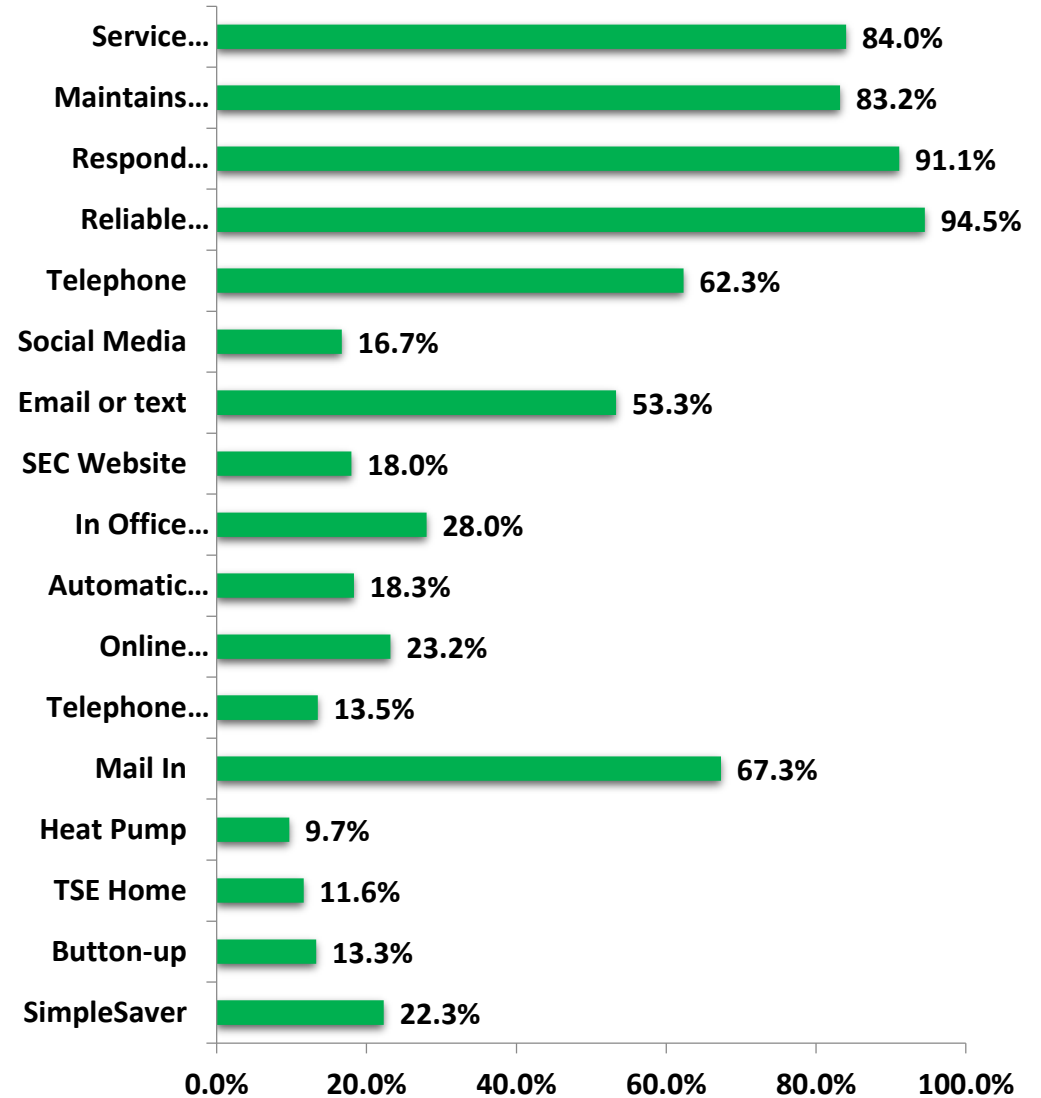
# 2015/2016 Comparison

[return to survey](#)

Combined percentage of scores 4 or 5 on 5 point scale  
2015

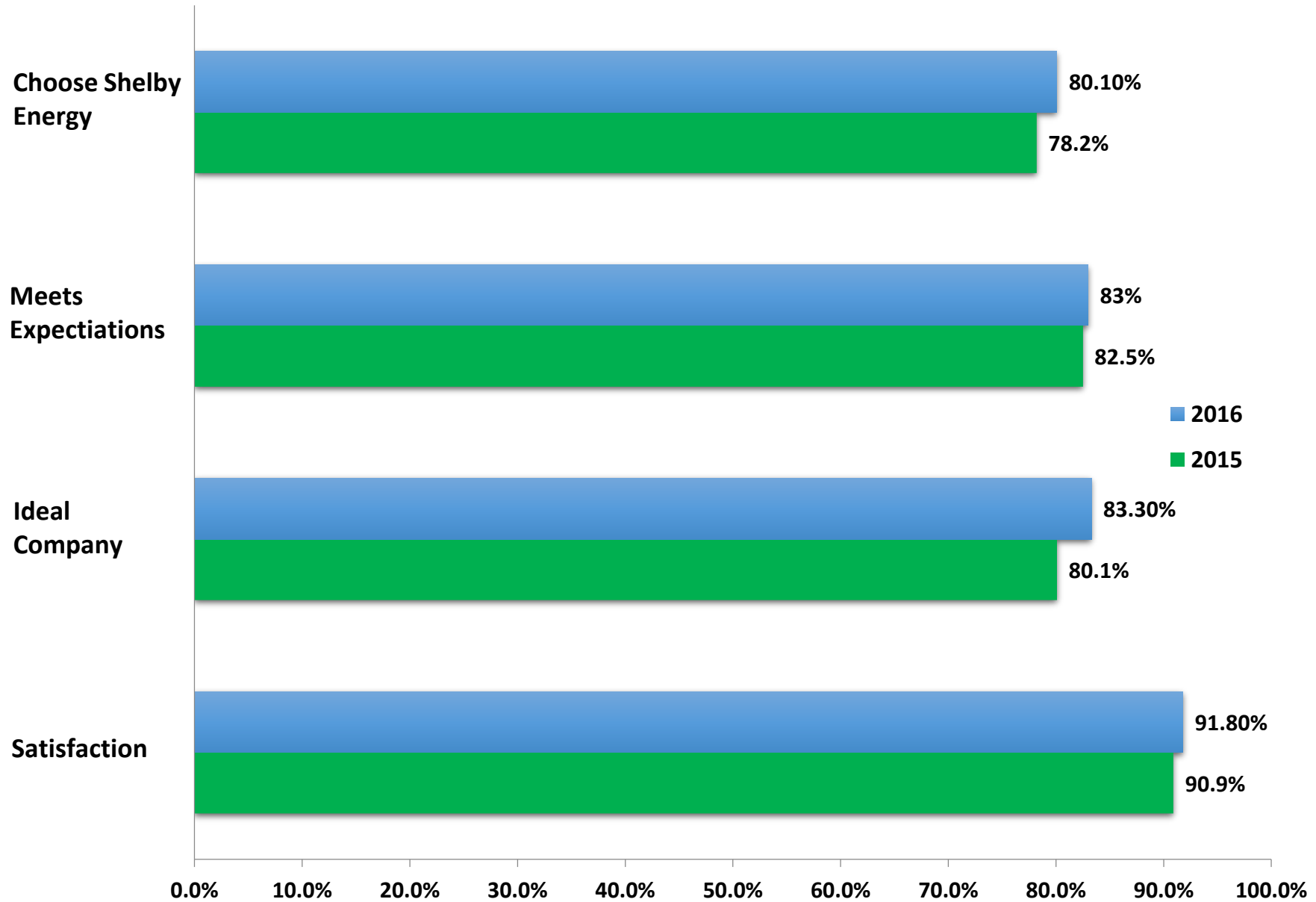


Combined percentage of scores 4 or 5 on 5 point scale  
2016



# Combined percentage of scores 8 or higher on 10 point scale

[return to survey](#)



# Overview of Comments

- **17% of members who returned their survey provided additional comments. (230 surveys)**
- **In general, there were positive comments concerning member satisfaction with reliability and customer service.**
- **Most of the negative comments were concerning 3<sup>rd</sup> party fee for online or phone payments, high bills and right-of-way issues.**
- **The comments reveal that a growing number of members have knowledge of or interest in the programs that Shelby Energy offers.**

# Annual Survey Return Rate History

- **2016 Annual Survey:**

12,533 surveys were sent out and 1,326 were returned. A 10.58% return rate.

- **2015 Annual Survey:**

12,411 surveys were sent out and 1,363 were returned or a 10.98% return rate.

- **2014 Annual Survey:**

12,764 surveys were sent out and 1,422 were returned or a 11.14% return rate.

# American Customer Satisfaction Index (ACSI)

- 250 randomly selected surveys were submitted to ACSI for scoring on September 6, 2016.
- The 2016 second quarter rating for “investor-owned” utilities in the United States was 72. Average rating for other Touchstone Energy Cooperatives for this same time period was 76.
- The response rate provided enough data to establish a satisfaction rating of .
- Shelby Energy’s ACSI score history is as follows:  
2013 - 81%    2014 - 82%    2015 - 86%    2016 - 86%