

Member Survey 2019



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 **September 6, 2019**. *Entries are limited to one survey per member.*

What is your experience or knowledge regarding the following programs offered 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. 1 2 3 4 5 |
| b. Button-Up Weatherization Program | b. 1 2 3 4 5 |
| c. Touchstone Energy Home Program | c. 1 2 3 4 5 |
| d. Heat Pump Retrofit Program | d. 1 2 3 4 5 |
| e. Cooperative Solar Program | e. 1 2 3 4 5 |

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. 1 2 3 4 5 |
| b. Payment by telephone – automated or with a representative | b. 1 2 3 4 5 |
| c. Online payment | c. 1 2 3 4 5 |
| d. Automatic bank draft payment | d. 1 2 3 4 5 |
| e. In office or remote payment center | e. 1 2 3 4 5 |

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. 1 2 3 4 5 |
| b. Email or text | b. 1 2 3 4 5 |
| c. Social media such as Facebook and Twitter | c. 1 2 3 4 5 |
| d. Telephone | d. 1 2 3 4 5 |

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. 1 2 3 4 5 |
| b. Responds timely to outages and service issues | b. 1 2 3 4 5 |
| c. Efficiently maintains right-of-way | c. 1 2 3 4 5 |

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? 1 2 3 4 5 6 7 8 9 10

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”. 1 2 3 4 5 6 7 8 9 10

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. 1 2 3 4 5 6 7 8 9 10

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? 1 2 3 4 5 6 7 8 9 10

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

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.