

Citizens' Electric Co. Customer Service Survey – 2020

In an effort to ensure the best possible service to our customers, Citizens' Electric Co. asks that you complete the following survey and return it along with your electric bill. You may also mail the survey to Citizens' Electric, Lewisburg, PA. 17837, deliver it to our office at 1775 Industrial Blvd. in Lewisburg or fax it to (570) 524-5887.

Please circle one of the following ratings to each question below:

- | | | |
|---------------------------------------|--------------------------|--------------------------|
| 1. Very Satisfied | 4. Somewhat Dissatisfied | 7. Did not Call or Visit |
| 2. Somewhat Satisfied | 5. Very Dissatisfied | |
| 3. Neither Satisfied nor Dissatisfied | 6. Don't know | |

PART A. Contact with a Citizens' Electric Customer Service Representative (CSR)

- How satisfied were you with the ease of contacting Citizens' Electric Company?
1 2 3 4 5 6 7
- How courteous was the customer service representative with whom you spoke?
1 2 3 4 5 6 7
- How knowledgeable was the customer service representative with whom you spoke?
1 2 3 4 5 6 7
- How satisfied were you with the way in which the customer service representative handled your question?
1 2 3 4 5 6 7
- As a result of your contact with Citizens' Electric Company, did anyone from our company make a visit to your home or property? YES NO (Please circle one)

If you answered Yes to question 5, please answer questions 6-10 in Part B., otherwise go to question 11

PART B. Contact with Citizens' Electric Field Representative

- Were the visit and/or required work completed in a timely manner?
1 2 3 4 5 6 7
- How courteous was the field representative who visited your home or property?
1 2 3 4 5 6 7
- How knowledgeable was the field representative who visited your home or property?
1 2 3 4 5 6 7
- How respectful of your property was the field representative who visited your home or property?
1 2 3 4 5 6 7
- Thinking about the field representative, how satisfied were you with how they handled the visit to your home or property?
1 2 3 4 5 6 7

PART C. Overall Rating

- Considering all aspects of Citizens' Electric Company, how satisfied are you with the quality of services provided by Citizens' Electric Company?
1 2 3 4 5 6 7
- If you indicated that you were somewhat dissatisfied or very dissatisfied with your interaction with Citizens' Electric Company, would you like someone from our office to contact you about this?

YES _____ Phone Number _____ NO _____ (Please check one)

- Do you have any other questions or comments you would like addressed?

Name: _____
(Optional)

Address: _____
(Optional)