



## New Conversion Survey

Dear Member:

It is our goal to provide you with high quality service that consistently meets or exceeds your expectations. In order to monitor our progress, it is important that we receive feedback from you in regards to your most recent electric service request. Please complete the brief survey and forward the results in the attached postage paid envelope.

### During your most recent service request:

**Were you treated courteously and professionally?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Did you receive clear explanation of our conversion procedures?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Do you feel our Line Design Technician was knowledgeable and courteous?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Was your service request completed in a reasonable time?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Are you satisfied with the quality of work provided by our Contractor related to the installation of your new connection?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Do you feel our Line crew was courteous and the job site was left clean?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

**Is your overall rating of the cooperative positive thus far?**

(Worst) 1 2 3 4 5 6 7 8 9 10 (Best)

### Additional comments:

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**Would you like to be contacted for follow up discussions? If so please provide the following information.**

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

*Thank you for your participation.*