

Citizens' Electric Co. Customer Service Survey – 2009

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, P.O. Box 551, Lewisburg, PA. 17837, deliver it to our office at 1775 Industrial Blvd. in Lewisburg or fax it to (570) 524-5887.

Please choose one of the following ratings for each question that appears below:

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

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

1. How satisfied were you with the ease of contacting Citizens' Electric Company? _____
2. How courteous was the customer service representative with whom you spoke? _____
3. How knowledgeable was the customer service representative with whom you spoke? _____
4. How satisfied were you with the way in which the customer service representative handled your question? _____
5. 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 _____

If you answered Yes to question 5, continue to question 6 in Part B, otherwise go to question 10 in Part C.

Part B. Contact with a Citizens' Electric Field Representative

6. Were the visit and/or required work completed in a timely manner? _____
7. How courteous was the field representative who visited your home or property? _____
8. How knowledgeable was the field representative who visited your home or property? _____
9. How satisfied were you with how the field representative handled the visit to your home or property? _____

Part C. Overall Rating

10. Considering all aspects of this recent contact with Citizens' Electric Company, how satisfied were you with the quality of services provided by Citizens' Electric Company? _____
11. 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 _____

12. Do you have any other questions or comments that you would like addressed?

Name: _____ Address: _____
(Optional) (Optional)