



SOUTHSIDE ELECTRIC COOPERATIVE

Dear Member:

It is our goal to provide you with high quality service that consistently meet or exceed 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? Yes No

Did you receive clear explanation of our service connection procedures? Yes No

Did you have to contact the Cooperative after meeting with the staking technician concerning your new service? Yes No

 If so, was your inquiry handled adequately? Yes No

Was your service request completed in a reasonable time? Yes No

Are you satisfied with the quality of work related to your recent service request? Yes No

Is your overall rating of the cooperative positive thus far? Yes No

Additional comments:

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.