

## Transaction Satisfaction Survey

Q1. When you contacted the electric company about that service request on or around [CONTACT DATE], did you go to the electric company office in person or did you talk with them by phone?

Q2. Did you need to contact the electric company more than once about your request?

Q3. Did you have any difficulty reaching the right person to handle your request once your call was answered?

Q4. Thinking back to when you first called the electric company, was your call put on hold?

Q5. Did you get through to an electric company representative the first time you called, or did you call more than once before talking to a representative?

Q6. You called the electric company during the weekday. Was calling during the weekday okay for you, or would it have been better for you if you could have called at some other time?

Q7. If you wanted to call some other time, when would you have preferred to call? Please tell us weekdays or on the weekend, and what time or time period. Which one would be the best for you?

Q8. Did someone at the electric company say that you would be called back about your request?

Q9. Did someone at the electric company call you back about your request?

Q10. Overall, how would you rate the way the electric company representative HANDLED YOUR REQUEST OR CONCERN? Please use a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

Q11. Why did you give that rating?

Q11a. Other Specify (Q11)

Q12. How would you rate the representative's overall ATTITUDE? Please use a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

Q13. Why did you give that rating?

Q14. Having the knowledge to answer all your questions.

Q15. Being willing to work with you to satisfy any special needs you may have.

Q16. Taking enough time to handle your request.

Q17. Did the representative you spoke with tell you about other products and services the electric company offers?

Q18. What were they? What type of service?

Q19. As far as you know, did anyone from the electric company visit your location in order to answer your request?

Q19a. As far as you know, was your location visited more than one time in order to answer your request?

Q20. Did you have any contact with any individual who visited your location from the electric company either in person, by mail, or by phone?

Q21. Considering how your request was handled in total, that is from the time you contacted the electric company until your service was completed, how would you rate the service you received from the electric company? Please use a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

Q22. Has the service been completed to your satisfaction?

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- Q23. Would you like the electric company to contact you on this matter?
- Q24. When an electric company representative calls, who should they ask for?
- Q25. On what day would you like to be contacted? What would be the best day to reach you?
- Q26. And what would be a good time to reach you?
- Q27. Should they call you at this number or at another telephone number?
- Q27a. What other number should they call?
- Q28. Utility companies provide service in a variety of ways, including installation, billing, providing power, repair service, and many other aspects of customer service. On a scale from 1 to 5, where 1 is very dissatisfied and 5 means very satisfied, how satisfied are you with the service you receive from the electric company?
- Q29. Were you born in Hawaii? IF NO: How many years have you lived in Hawaii?
- Q30. And how many years have you lived at your present address?
- Q31. What is the zip code for your address?
- Q32. Is your age . . .
- Q33. What is your ethnic background, please?
- Q34. Do you own or rent your home?
- Q35. And do you live in an apartment or condominium, a townhouse or duplex, or a single family house?
- Q36. Finally, please think now about your experience with this survey. How would you rate this survey experience overall, from start to finish? Please use a 5 point scale, with 5 = excellent and 1 = poor, and please feel free to rate it honestly.
- Q37. Why do you give that rating?
- Q38. Sex of respondent