



2019 Annual Member Feedback

Thank you for taking the time to complete these questions as you are helping Lakeland REA Ltd. to be able to provide better service and knowledge to its members. Responding to member's needs and opinions is important and we encourage you to complete the feedback form and return by April 1, 2019. **All forms returned by April 1, 2019 will be entered in a draw to win 1 of 3 power credits (1 -\$100 and 2 -\$50).**

1. Member Name: _____ Account #: _____

2. Please check the appropriate box that corresponds to your age bracket. *If your service is registered to more than one member, please check the appropriate age bracket for each member. If both members are in the same age bracket, simply check the age bracket twice.*

<input type="checkbox"/> 20-24	<input type="checkbox"/> 25-29	<input type="checkbox"/> 30-34	<input type="checkbox"/> 35-39	<input type="checkbox"/> 40-44	<input type="checkbox"/> 45-49
<input type="checkbox"/> 50-54	<input type="checkbox"/> 55-59	<input type="checkbox"/> 60-64	<input type="checkbox"/> 65-69	<input type="checkbox"/> 70-75	<input type="checkbox"/> 76 and older

Service

3. If you called or visited our office within the past 12 months, how satisfied were you with the service you received?

Satisfied Dissatisfied No Experience

4. If you called or visited our office within the past 12 months, how satisfied were you with the response time?

Satisfied Dissatisfied No Experience

5. If you had contact with our field personnel on your property within the past 12 months, how satisfied were you with the service you received?

Satisfied Dissatisfied No Experience

Power Outages

6. If you experienced a power outage during regular business hours within the past 12 months, how satisfied were you with our service?

Satisfied Dissatisfied No Experience

7. If you experienced a power outage after regular business hours within the past 12 months, how satisfied were you with our after-hours call center service?

Satisfied Dissatisfied No Experience

8. If you experienced a power outage within the past 12 months, how satisfied were you with the response time?

Satisfied Dissatisfied No Experience

Meetings/Information Sessions

9. Preference for Annual General Meeting

- Wednesday Thursday Saturday

10. Are periodic information sessions with the Board important to you?

- Yes No

Overall Satisfaction

11. Lakeland REA Ltd. provides reliable electricity.

- Agree Disagree

12. Lakeland REA Ltd. provides good service to their members.

- Agree Disagree

13. Lakeland REA Ltd. has a good reputation in the community.

- Agree Disagree

14. Are you satisfied with your overall service from Lakeland REA Ltd.?

- Yes No

15. If we require further information, may we contact you about your responses?

- Yes No

16. Would you like Lakeland REA Ltd. to conduct this survey in the future?

- Yes No

Which Lakeland REA Ltd. service area do you live in?

Barich	Derwent	Hilliard	Lavoy	Martins	Peno	Veg West
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Additional comments or specific experiences:

Thank you for taking the time to complete these questions. Your feedback is very important to us.