



## Member Feedback Survey

Lakeland REA's Member Feedback Survey is an important tool used to ensure the level of service we are providing is meeting the needs and expectations of our membership. This survey allows us to gather feedback on the past year and provides our members an opportunity to share any questions or concerns. We encourage you to complete the feedback survey and return by July 6, 2022.

**All forms returned by July 6, 2022, will be entered in a draw to win 1 of 3 power credits (1 -\$100 and 2 -\$50).**

**Return By:** Fax: (780) 632-6116  
Mail: Box 1497 Vegreville, AB T9C 1S6  
Email: acctinfo@lakelandrea.ca

Member Name: \_\_\_\_\_ Account #: \_\_\_\_\_

1. Please mark the 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.

20 – 24	25 – 29	30 – 34	35 – 39	40 – 44	45 – 49
50 – 54	55 – 59	60 – 64	65 – 69	70 – 74	75 +

2. 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

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

Satisfied       Dissatisfied       No Experience

4. 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

5. 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

6. 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

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

Satisfied       Dissatisfied       No Experience

8. Lakeland REA provides reliable electricity.

Agree       Disagree

9. Lakeland REA provides good service to their members.

- Agree  Disagree

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

- Agree  Disagree

11. Are you satisfied with the overall service from Lakeland REA Ltd.?

- Yes  No

12. How likely are you to speak positively about Lakeland REA Ltd.?

- Highly Likely  Highly Unlikely

13. Have you used your Member Benefit card?

- Yes  No

14. How often have you used your Member Benefit Card?

- 1- 5 times per month  6 - 10 times a month  11 or more times a month

15. What businesses in your area would you like to see as a Member Benefit Partner?

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

- Yes  No

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

- Barich  Derwent  Hilliard  Lavoy  Martins  Peno  Veg West

18. Additional comments or specific experiences:

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