

Survey: Key/Managed Account Survey FALL 2014

AEP CUSTOMER SURVEY - FALL 2014

Welcome to the AEP Customer Satisfaction Survey

Please provide the name of your account manager at AEP.

Please provide the name of your company or organization.

Please provide your name and title and/or position.

For the following five questions, please rate how your electric utility performed relative to your expectations.

| | Needs major improvement | Needs improvement | Satisfactory | Consistently good | Excellent |
|--|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Overall performance of your electric utility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Reliability of your electric service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Your utility's efforts to make your company energy efficient | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Your utility's efforts to be a good corporate citizen in your community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Your utility's efforts to provide electric service that is worth what you pay for | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

For the next five questions, please rate how your account manager performed relative to your expectations?

| | | | | | |
|--|-------------|-------|--------------|--------------|-----------|
| | Needs major | Needs | Satisfactory | Consistently | Excellent |
|--|-------------|-------|--------------|--------------|-----------|

improvement improvement

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. How would you rate the overall performance of your account manager from your electric utility? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Is your account manager easy to get in touch with? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Does your account manager treat you as a valued business partner? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Does your account manager provide solutions to meet your needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Does your account manager communicate topics that are important to your business? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please provide any feedback you may have regarding things your electric utility and/or account manager are doing well.

Please provide any feedback you may have regarding things your utility and/or account manager might improve upon.

Thank you for completing this short survey. Your input is greatly appreciated. Please click on the FINISH button below to exit this survey.