Kentucky Power Customer Experience Survey

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	○	○	○	○	○
2. Reliability of your electric service	○	○	○	○	○
3. Your utility's efforts to make your company energy efficient	○	○	○	○	○
4. Your utility's efforts to be a good corporate citizen in your community	○	○	○	○	○
5. Your utility's efforts to provide electric service that is worth what you pay for	○	○	○	○	○

For the next five questions, please rate how your _account manager or assigned contact at Kentucky Power_ performed relative to your expectations?

	Needs major improvement	Needs improvement	Satisfactory	Consistently good	Excellent
1. How would you rate the overall performance of your account manager/assigned contact from your electric utility?	○	○	○	○	○
2. Is your account manager/assigned contact easy to get in touch with?	○	○	○	○	○
3. Does your account manager/assigned contact treat you as a valued business partner?	○	○	○	○	○
4. Does your account manager/assigned contact provide solutions to meet your needs?	○	○	○	○	○
5. Does your account manager/assigned contact communicate topics that are important to your business?	○	○	○	○	○

Please provide any feedback you may have regarding things Kentucky Power and/or account manager are doing well.

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

What new products or services do you want to see Kentucky Power offer in the next few years?

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

Survey Software Powered by **QuestionPro**