LG&E and KU Services Company
Residential Service Center Transaction Survey
Phone Study

INTRO

May I speak with **[CONTACT NAME]**?

Hello, this is **[INSERT INTERVIEWER NAME]** calling from Bellomy Research on behalf of **[LG&E, Kentucky Utilities]**. On **[INSERT DATE]** someone called **[LG&E, KU]** and we are conducting a short 3 minute survey to gather customer feedback about that call.
(IF NECESSARY: We are not selling anything, we would just like your opinions on your interaction with **[LG&E, Kentucky Utilities]**.)

SCREENERS

S1. Are you the person who called **[LG&E, KU]**?

1. Yes **[SKIP TO S2]**
2. No
98. (do not read) Don't know **[STANDARD TERMINATE]**

[IF S1 = 2]

S1a. May I please speak with the correct person?

1. Yes **[REPEAT INTRODUCTION]**
2. Not available **[SCHEDULE CALL BACK]**
3. No **[STANDARD TERMINATE]**

[LOOP TWICE]

S2. Do you or anyone in your household currently work for PPL, LG&E, Kentucky Utilities, or ODP?

1. Yes **[CUSTOM TERMINATE]**
2. No
98. Don't know **[STANDARD TERMINATE]**

[IF S2=1 THEN SAY "Unfortunately you do not qualify for this survey because you or someone in your household works for the utility this survey is being conducted for. **(IF NEEDED:** Your opinions are valued but could bias the survey results due to this relationship.**)** Thank you for your time and please have a nice day/evening.**"]**

S3. Have you completed a survey related to service for your residence in the past three months?

1. Yes **[CUSTOM TERMINATE]**
2. No
98. Don't know **[STANDARD TERMINATE]**

[IF S3=1 THEN SAY "We apologize for contacting you so soon after completing another survey. Thank you for your time and please have a nice day/evening.**"]**

PHONE AGENT CONTACT

Q1_NEW. On a scale of 1 to 5 where 5 means "completely satisfied" and 1 means "not satisfied at all", how satisfied were you with the overall contact experience?
(IF NEEDED: If you placed more than one call on that date, please think about the last call in which you spoke with a representative.)

Completely satisfied				Not satisfied at all	(DNR) Don't know
5	4	3	2	1	98

[ASK IF Q1_NEW=1-3]

Q1a. Why did you give this rating? **[OPTIONAL]**
[CAPTURE VERBATIM]
[INSERT BACK BUTTON]

INTERVIEWER NOTE: If customer says they meant to give a different rating, use back button to change to appropriate score.

Q4A_NEW. Using a 5 point scale where 5 means "completely satisfied" and 1 means "not satisfied at all", how satisfied were you with the representative on their overall handling of the call?

Completely satisfied				Not satisfied at all	(DNR) Don't know
5	4	3	2	1	98

Q11. What was the main reason for your contact? (Do not read list, read only within topics to clarify if needed)

INTERVIEWER NOTE: If customer mentions billing, account balance, meter, pay arrangements, or disconnection of service, please confirm if reason fits in a category prior to selecting "Other."
INTERVIEWER NOTE: If customer says "bill pay" then ASK: "Did you have any questions or concerns about your bill that caused you to call in to pay?" Please select the appropriate category or include additional information in "Other."

START/STOP SERVICE

1. To start, transfer or stop service - excluding new construction
2. To start service for new construction

BILLING

3. A billing dispute

4. A high bill

12. To check your account balance

74. To check your due date

75. To check your usage / get usage history

76. Meter reading error

PAYMENT

5. A payment issue such as non-receipt of a payment

77. To work out payment arrangements

78. Inquire about potential disconnection of service

73. Reconnection of service due to non-payment

79. Verify payment / pledge

RATES

80. Price / Rate options

CHANGE IN ACCOUNT

6. A change in account information

OUTAGE

9. To report a street light or outdoor light problem

81. To report lights flickering

82. To report momentary outages (less than 5 minutes)

10. To report a power outage

83. To follow-up on a power outage

PROGRAM REQUEST

70. To enroll in or request information about the Solar Share program

84. To enroll in or request information about Advanced Meter Early Adoption Program

OTHER

7. Other (specify) _____

98. (do not read) Don't know

Q2_NEW. Was your issue resolved or transaction completed in one contact with **[LG&E/KU]**?

1. Yes
2. No
98. Don't know

[ASK IF Q2_NEW = 2 or 98]

Q2A_NEW. Why do you say **[IF Q2_NEW = 2 "**your issue was not resolved or transaction was not completed in one contact**", IF Q2_NEW = 98 "**you don't know**"]**? **[OPTIONAL]**

[CAPTURE VERBATIM]
[INSERT BACK BUTTON]
[ADD TO BOTTOM OF SCREEN]
INTERVIEWER NOTE: If customer says their issue was resolved or transaction was completed in one contact, use back button to change.

Q21. How easy was it for you to complete this interaction? (Read list)

5. Very easy
4. Easy
3. Neither easy nor difficult
2. Difficult, or
1. Very difficult

Q27 When calling into **[LG&E, KU]**, you may have been given the option to provide your phone number and receive a call back instead of waiting on the phone. Were you given this option?

1. Yes
2. No
98. Don't know

[ASK IF Q27=1]

Q28 Did you provide your phone number to receive the call back?

1. Yes
2. No
98. Don't know

[ASK IF Q28=1]

Q29 Did you receive a call back from **[LG&E, KU]**?

1. Yes
2. No
98. Don't know

Q25 Did you try to email **[LG&E, KU]** before calling?

1. Yes
2. No

98. Don't know

[ASK IF Q25=1]

Q26 How many times did you email **[LG&E, KU]** before calling?

[ACCEPT NUMBER]

CLOSING

[STANDARD CLOSING]

[LG&E, KU] has recently seen an increase in scams targeting their customers. **[LG&E, KU]** will never call, email or text demanding immediate payment. If you receive one of these messages, end the interaction and do not provide any personal or financial information. Those are all the questions I have for you today. Thank you for your participation and have a nice day/evening.

[STANDARD TERMINATE]

[LG&E, KU] has recently seen an increase in scams targeting their customers. **[LG&E, KU]** will never call, email or text demanding immediate payment. If you receive one of these messages, end the interaction and do not provide any personal or financial information. Unfortunately, you do not qualify for this study. We really appreciate your interest and sincerely hope that you will agree to participate in future studies. Thank you for your time and please have a nice day/evening.

[ADD TO BOTTOM OF EACH SCREEN]

INTERVIEWER NOTE: If the respondent says that they <u>currently</u> smell gas, have a gas leak or have a power line down, then say the following: "We've been asked by **[LG&E, KU]** to tell you that you should call them immediately about this situation, because it could be a real safety issue and it needs to be looked into right away. If you have a pencil, here's the Safety Number to call at **[LG&E:** 502-589-1444**, KU/ODP:** 800-981-0600**]**. Please call them right away."