

You could win \$50 for telling us about you!

In order to provide the best service possible, we want to know more about you and the way your family uses electricity and related services. Please complete the following questions and return to CEC no later than December 1, 2010. **The survey is also available online at www.cecmo.com.** Five winners will be randomly selected to win \$50 each before Christmas.

Circle your responses and indicate "N/A" if none of the options apply. When the appropriate answer is "Other" please fill in the blank. Be assured Citizens Electric does not provide personal information to anyone outside the Corporation.

1. How long have you been receiving electric service from Citizens Electric?
 - a. Less than 1 year
 - b. 1 - 5 years
 - c. 5 - 10 years
 - d. More than 10 years
2. Which of the following best describes how you view your relationship with Citizens Electric?
 - a. As a member
 - b. As an owner
 - c. As a customer
 - d. Other _____
3. Which age category best fits the adults living in your home?
 - a. 18 - 34
 - b. 35 - 49
 - c. 50 - 64
 - d. 65+
4. Which of the following is the best description of your home?
 - a. Single-family conventional construction
 - b. Manufactured or mobile
 - c. Multi-family (apartment, condo, etc.)
 - d. Other _____
5. How old is your home?
 - a. Less than 5 years
 - b. 5 - 10
 - c. 11 - 20
 - d. More than 20
6. What is your primary heating source?
 - a. Electricity
 - b. Natural gas
 - c. Propane
 - d. Other _____
7. If you selected electricity, which type of electric heating do you have?
 - a. Forced-air furnace
 - b. Air-source heat pump
 - c. Ground-source heat pump
 - d. Other _____
8. What type of air conditioner do you have?
 - a. Central air
 - b. Heat Pump
 - c. Window unit (1-2)
 - d. More than 2 window units
 - e. N/A
9. How many refrigerators and freezers do you have in your home?
 - a. 1 refrigerator
 - b. 1 refrigerator and 1 freezer
 - c. 2 refrigerators
 - d. Other _____
10. What type of water heater do you have?
 - a. Electric (tank up to 55 gals.)
 - b. Natural Gas
 - c. Propane
 - d. Other _____
11. During the past year, what changes have you made to lower your energy costs?
 - a. Lifestyle habits (turning off electronics and lights, adjusting temperature on thermostat etc.)
 - b. Made home improvements (sealing, insulating, new windows, etc.)
 - c. Replaced heating and cooling system
 - d. Other: _____

12. During the past year, what changes have you made that increased your usage?
 a. Room addition b. More people living in home c. Added pool or hot tub d. Other _____
13. Did you take advantage of CEC's rebate, energy audit or refrigerator/freezer recycling programs in 2010?
 a. Yes b. No c. I wasn't aware of the programs
14. If you have contacted CEC within the past year, what was the reason?
 a. Pay bill c. Report outage e. Other _____
 b. Billing question d. Field services
15. How do you prefer to pay your electric bill?
 a. By mail c. Auto Pay e. By phone
 b. In person d. Drop box f. Online
16. By what method do you prefer to pay?
 a. Check c. Credit/Debit Card e. Other _____
 b. Cash d. Electronic banking
17. How often do you visit a CEC office?
 a. Monthly b. More than 6 times per year c. Less than 6 times per year d. Never
18. Which CEC office do you visit?
 a. Perryville b. Ste. Genevieve c. Altenburg d. N/A
19. If you have ever visited CEC's website, what was your primary reason for going to the site?
 a. Pay online b. View publications c. News updates d. Other _____
20. How likely would you be to check for CEC updates through a social network (like Facebook or Twitter) if available?
 a. Very likely b. Maybe c. Not likely d. N/A
21. When would be the best time for you to attend an energy-efficiency seminar or member meeting?
 a. Daytime b. Evening c. Saturday d. Would not attend
22. Based on your experience with CEC within the past year, how would you rate your satisfaction level?
 a. Very satisfied b. Satisfied c. Not satisfied d. N/A

Thank you for taking the time to complete this brief survey. Be assured that every survey will be reviewed in its entirety. Please provide additional comments.

Enter to win \$50.00

Member Name _____ CEC Account # _____

Home Phone Number _____ Cell Phone Number _____
 (at least one phone number is required)

Other Phone contact _____

Email address _____