



BOARD BULLETIN

Member Survey Results Report From President Steve Rau

In May and early June of 2012, ECI REC hired a firm to conduct a telephone survey of our members. Overall, the Board was pleased to find that from 2009 to 2012, ECI REC's overall satisfaction ranking increased from 83.2% to an 83.8%. We would like to thank the 400 members who took the time to answer our survey questions. The information we received will help us serve you better. More results are reported below.

ECI REC member-consumer satisfaction (percent of respondents that gave at least 8 out of 10)

- 70% are satisfied that ECI REC fulfills expectations
- 75% believe ECI REC compares favorably to an "ideal" utility
- 78% would choose ECI REC as their electricity provider again

Use of ECI's online tools:

- 81% are not likely to use social media (Facebook, Twitter, mobile phone app) with ECI REC
- 29% are aware of ECI's Facebook page
- 16% have used the Outage Map
- 12% have used Energy Audit or Calculator tools via ECI REC's Web site

Top five most important duties of ECI REC, according to members (on a scale of 1-10):



How well ECI REC performs in the top five important duties, according to members:

