

Questions on a scale of 1-5, 1 being poor or not likely, 5 being excellent or very likely

	1	2	3	4	5	Total
2.) Please rate your overall satisfaction with the service you receive from DCEC.	3	3	21	120	281	428
3.) DCEC is responsive to members' needs/concerns and conducts itself in a professional matter.	4	6	29	119	268	426
4.) DCEC provides a good value to the co-op members.	5	6	63	107	246	427
5.) DCEC is a good steward of the environment.	4	7	69	133	213	426
6.) DCEC provides reliable electric service.	3	4	35	133	251	426
9.) Lengthy DCEC power outages (more than 5 minutes) are infrequent.	12	19	85	124	184	424
11.) How well do you think DCEC compares with the ideal utility company?	4	10	73	176	161	424
12.) If you could choose from more than one electric company or organization how likely is it that it would be DCEC?	7	7	48	99	264	425
13.) If you have had contact with DCEC's office personnel in the past 3 months, how would you rate your experience?	3	4	75	83	243	408
15.) If you have had contact with DCEC's field personnel in the past 3 months, how would you rate your experience, using a scale of 1 to 5, 1 is poor and 5 is excellent?	7	1	106	79	179	372
17.) How confident are you that DCEC's Board is well prepared to address future utility challenges?	4	11	87	174	149	425
21.) How do you rate DCEC on informing and communicating with you as a member?	5	7	66	170	178	426
22.) Being a member of a co-op that is owned by its members is important to me.	6	4	55	94	267	426
23.) DCEC takes an active role in the community.	4	4	82	153	172	415
24.) If DCEC offered on-bill financing with low interest rates how likely would you be to take advantage of on-bill financing to purchase energy efficient appliances such as hot water heaters, solar electric energy panels, geothermal heating/cooling, or energy efficiency improvements to your home?	98	32	93	93	104	420
25.) If DCEC offered 20% reduced rates during off-peak hours, 10:00 p.m. – 6:00 a.m., as an incentive to lower your on peak energy usage, how likely are you to participate in a program by shifting energy usage to be during the off-peak hours? Please note that the program will require a higher daytime energy rate.	133	44	80	60	105	422
26.) If DCEC's current sources of electricity are 90% renewable, how important is it to you for DCEC to increase its renewable energy purchases from 90% of the total closer to 100% of the total?	42	19	109	120	126	416

<b>1.) Which of the following categories includes your age?</b>	<b>Responses</b>	<b>Total</b>
Under 30	5	
31 - 45	53	
46 - 65	227	
Over 65	144	<b>429</b>
<b>7.) Which of the following is your preferred method of payment?</b>	<b>Responses</b>	
Mail	125	
Online	160	
Automated Bank Draft (EFT)	88	
Credit/Debit Card/Check by Phone	51	<b>424</b>
<b>8.) Your experience with SmartHub online application to access information about your account including payments and usage has been</b>	<b>Responses</b>	
A Poor Experience	6	
A Fair Experience	33	
A Good Experience	141	
An Excellent Experience	66	
I Have Not Used It	175	<b>421</b>
<b>10.) Compared to neighboring utilities, would you say your electric rates are higher, about the same or lower than other utilities?</b>	<b>Responses</b>	
Higher	37	
About the Same	165	
Lower than Other Utilities	222	<b>424</b>
<b>18.) If you read the Catskill Hi-Line, DCEC's newsletter, what is your opinion of it?</b>	<b>Responses</b>	
Don't Read It	0	
No Opinion	54	
Needs Improvement	0	
Somewhat Like It	118	
I Like It	189	<b>361</b>
<b>19.) If you do not read DCEC's newsletter please give a reason why.</b>	<b>Responses</b>	
No Interest	14	
No Opinion	1	
No Time	32	
Other	34	<b>81</b>
<b>20.) Which of the following is your preferred method for DCEC to communicate important co-op business to you?</b>	<b>Responses</b>	
Newsletter	126	
Bill Inserts	60	
Email	212	
Newspaper	3	
DCEC Website	19	
Social Media (i.e. facebook, twitter, etc.)	5	<b>425</b>
<b>27.) If DCEC had the opportunity to buy local renewable energy (i.e. solar, wind), how much more would you be willing to pay for that energy compared to what DCEC normally pays in the wholesale energy market?</b>	<b>Responses</b>	
None	208	
Up to 5% More	91	

10% More	75	
20% More	21	
30% More	15	<b>410</b>
<b>28.) Your most preferred way of reducing DCECs impact on our natural environment?</b>	<b>Responses</b>	
Increase efficiency of energy use within my own service location	60	
Renewable energy production (i.e. solar, wind) at my own service location	86	
Renewable energy production (i.e. solar, wind) operated by DCEC not at my service location	54	
I don't have a preferred method	216	<b>416</b>