



Member Feedback Survey

Lakeland Power Co-op's Member Feedback Survey is an important tool used to ensure the level of service we are providing is meeting the needs and expectations of our membership. This survey allows us to gather feedback on the past year and provides our members an opportunity to share any questions or concerns. We encourage you to complete the feedback survey and return by April 1, 2023.

All forms returned by April 1, 2023 will be entered in a draw to win 1 of 3 power credits (1 -\$100 and 2 -\$50).

Return By: Mail: Box 1497 Vegreville, AB T9C 1S6
Email: acctinfo@lakelandrea.ca
Fax: (780) 632-6116
Drop off at office or leave in drop box outside front door

Member Name: _____ Account #: _____

1. Please mark the box that corresponds to your age bracket. If your service is registered to more than one member, please check the appropriate age bracket for each member.

20 – 24	25 – 29	30 – 34	35 – 39	40 – 44	45 – 49
50 – 54	55 – 59	60 – 64	65 – 69	70 – 74	75 +

2. If you called or visited our office within the past 12 months, how satisfied were you with the service you received?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

3. If you called or visited our office within the past 12 months, how satisfied were you with the response time?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

4. If you had contact with our field personnel on your property within the past 12 months, how satisfied were you with the service you received?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

5. If you experienced a power outage during regular business hours within the past 12 months, how satisfied were you with our service?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

6. If you experienced a power outage after regular business hours within the past 12 months, how satisfied were you with our after-hours call center service?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

7. If you experienced a power outage within the past 12 months, how satisfied were you with the response time?

☐ Satisfied ☐ Dissatisfied ☐ No Experience

8. Lakeland Power Co-op provides reliable electricity.

☐ Agree ☐ Disagree

9. Lakeland Power Co-op provides good service to their members.

☐ Agree ☐ Disagree

10. Lakeland Power Co-op has a good reputation in the community.

☐ Agree ☐ Disagree

11. Are you satisfied with the overall service from Lakeland Power Co-op?

☐ Yes ☐ No

12. How likely are you to speak positively about Lakeland Power Co-op?

☐ Highly Likely ☐ Highly Unlikely

13. Would you be interested in displaying a "Proud Lakeland Power Co-op Member" sign on your property?

☐ Yes ☐ No

14. If we require further information, may we contact you about your responses?

☐ Yes ☐ No

15. Which Lakeland Power Co-op service area do you live in?

☐ Barich ☐ Derwent ☐ Hilliard ☐ Lavoy ☐ Martins ☐ Peno ☐ Veg West

16. Additional comments or specific experiences:

Thank you for taking the time to complete these questions. Your feedback is very important to us.