



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 with an opportunity to share any questions or concerns. We encourage you to complete the feedback survey and return by April 1, 2026.

All forms returned by April 1, 2026 will be entered in a draw to win 1 of 3 power credits (1 -\$250 and 2 -\$100).

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.

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|---------|---------|---------|---------|---------|---------|
| 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

