

Huntsville Utilities is an equal opportunity residential utility service provider. We do not discriminate in the terms, conditions, or provision of services based on race, color, religion, sex, disability, familial status, or national origin. Huntsville Utilities es un proveedor de servicios residenciales públicos (electricidad, gas y agua) que ofrece igualdad de oportunidades. Nosotros no discriminamos en los términos, las condiciones, o las provisiones de nuestros servicios basados en la raza, religión, color, sexo, discapacidad, estado familiar u origen nacional.

For more information about your utilities visit [www.hsvutil.org](http://www.hsvutil.org)

Huntsville Utilities  Huntsville Utilities  Huntsville Utilities  Huntsville Utilities 



# 2018 Customer Satisfaction Survey Inside

*We would really love to hear from you!*

**Please Note:** This is NOT FOR SERVICE REQUESTS or other business correspondence. Please call 256-535-1200 and talk to one of our Customer Representatives if you have a service need.

*Want to share an opinion with us?*

---

---

---

---

---

---

---

---

# We really want to hear from you!

During May and June, Huntsville Utilities (HU) will conduct our annual Customer Satisfaction Survey. There are 3 ways to participate:

**Written Survey:** Complete this survey and drop in any payment drop box, include with your monthly payment, or drop off at any HU payment center. (Does not include Western Union or Bill Pay locations, only HU facilities or drop boxes.)

**Online Survey:** Complete this survey on HU's website ([www.hsvutil.org](http://www.hsvutil.org)) on your computer or scan the QR code below and complete on your smart phone.

**Telephone Survey:** During the month of June, HU will conduct a phone survey utilizing the same questions. Customers will be randomly selected.

Please check the appropriate boxes for your answers. For questions requiring a numeric answer, please circle the appropriate answer based upon this scale:

- 5- Very Satisfied
- 4- Satisfied
- 3- Neutral/Not Sure
- 2- Dissatisfied
- 1- Very Dissatisfied

1. How long have you been a customer with HU?

- |   |   |
|---|---|
| <input type="checkbox"/> Less than 1 year | <input type="checkbox"/> 11 to 20 years |
| <input type="checkbox"/> 1 to 5 years     | <input type="checkbox"/> 20+ years      |
| <input type="checkbox"/> 6 to 10 years    |   |

2. In your opinion, which of the following best describes HU's business structure?

- |  |   |
|--|---|
| <input type="checkbox"/> Private corporation         | <input type="checkbox"/> TVA-owned agency |
| <input type="checkbox"/> Not-for-profit organization | <input type="checkbox"/> Do not know      |
| <input type="checkbox"/> State-owned agency          |   |

3. How would you rate HU regarding the following items:

|                         | Circle One |   |   |   |   |
|-------------------------|------------|---|---|---|---|
| A) Overall reliability  | 5          | 4 | 3 | 2 | 1 |
| B) Outage response time | 5          | 4 | 3 | 2 | 1 |
| C) Outage frequency     | 5          | 4 | 3 | 2 | 1 |
| D) Overall efficiency   | 5          | 4 | 3 | 2 | 1 |

4. Which best describes the cost of your utilities?

- |   |   |
|---|---|
| <input type="checkbox"/> Below national average         | <input type="checkbox"/> Above national average |
| <input type="checkbox"/> Very close to national average | <input type="checkbox"/> Do not know            |

5. How satisfied are you with HU overall?

Circle one:      5                  4                  3                  2                  1

6. What type of energy is the most cost effective way to heat your home?

- |  |  |
|--|--|
| <input type="checkbox"/> Electric Heat Pump  | <input type="checkbox"/> Dual-Fuel Heat Pump |
| <input type="checkbox"/> Natural Gas Furnace | <input type="checkbox"/> Not Sure            |
| <input type="checkbox"/> Propane Furnace     |  |

7. Please indicate yes or no if you are familiar with the following services offered by HU:

- | Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | A) New Home Certification to State Energy Code                   |
| <input type="checkbox"/> | <input type="checkbox"/> | B) Educational presentations and field trips                     |
| <input type="checkbox"/> | <input type="checkbox"/> | C) On-site residential energy surveys                            |
| <input type="checkbox"/> | <input type="checkbox"/> | D) Incentives to convert electric or propane heat to natural gas |
| <input type="checkbox"/> | <input type="checkbox"/> | E) Customer generation programs                                  |
| <input type="checkbox"/> | <input type="checkbox"/> | F) Energy improvements for low income residents                  |

8. What is your residential zip code: \_\_\_\_\_

9. Please circle your gender:

Male      Female

10. Please select your age group in years:

- |                                |                                |                                    |
|--------------------------------|--------------------------------|------------------------------------|
| <input type="checkbox"/> 18-25 | <input type="checkbox"/> 36-45 | <input type="checkbox"/> 56 & Over |
| <input type="checkbox"/> 26-35 | <input type="checkbox"/> 46-55 |                                    |



Online  
Customer Survey