



# NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1<sup>st</sup> Performance Governance System-Institutionalized National Government Agency"  
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Management System  
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10 June 2021

## MEMORANDUM No.2021-21

**T O : ALL ELECTRIC COOPERATIVES**

**SUBJECT : Conduct of Electric Cooperatives' Satisfaction Survey**

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The National Electrification Administration (NEA) is committed to exceed its customers' expectations through superior performance and serve the requirements of its customers with integrity and professionalism. To help us determine how well we are achieving our objectives, NEA commissioned **MARKET RELEVANCE CORPORATION (MRC)** to conduct a Customer Satisfaction Survey for Performance Year 2020.

Should you be tapped as one of the respondent-ECs, through the statistical process being employed, we would like to request the participation of the EC's General Manager or the Finance Services Manager and Technical Services Manager to participate in the survey.

Your feedback as to your NEA experience is important in enabling this Agency to continually provide you excellent customer service. We hope to finish the survey by September 2021, thus, we respectfully ask you to accommodate the staff of MRC who will conduct the survey in order to meet our deadline.

This survey will be done through computer-aided telephone interview. As such, the Corporate Communications and Social Marketing Office (CCSMO), as NEA Team-partner of MRC, may coordinate with your office concerning email addresses and contact numbers of the respondents.

Rest assured that your personal information and answers in the survey shall be treated with utmost confidentiality.

Your cooperation and assistance on this project is highly appreciated.

**EDGARDO R. MASONGSONG**  
Administrator

NATIONAL ELECTRIFICATION  
ADMINISTRATION  
Office of the Administrator



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