



MEMORANDUM **2022-27**

TO : ALL ELECTRIC COOPERATIVES

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

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, the NEA acquired the services of **MARKET RELEVANCE CORPORATION (MRC)** to conduct the Customer Satisfaction Survey for Performance Year 2021.

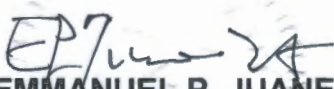
Should your Electric Cooperative (EC) be chosen as one of the respondents, through the statistical process being employed, we would like to request the General Manager or, in his/her absence, the Finance Services Manager or the Technical Services Manager to participate in the survey.

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.

The EC's feedback as to your NEA experience is important in enabling this Agency to continually provide you excellent customer service. Likewise, we respectfully ask you to accommodate the staff of MRC who will conduct the survey in order to meet the September 2022 deadline.

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.


EMMANUEL P. JUANEZA
 Administrator

NATIONAL ELECTRIFICATION
 ADMINISTRATION
 Office of the Administrator

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