



09 August 2017

MEMORANDUM No. 2017-024

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, NEA commissioned **CONTACT-ASIA SERVICES, INC. (CASI) RESEARCH** to conduct an Electric Cooperatives' Satisfaction Survey for Performance Year 2016.

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, Board President, Institutional Services Manager, 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 2017 and thus, we respectfully ask that you send in your answers on or before September 10, 2017.

This survey will be done electronically. As such, the Corporate Communication and Social Marketing Office (CCSMO), as NEA Team-partner of CASI Research, may coordinate with your offices concerning email addresses and contact numbers of the respondents.

Rest assured that your 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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