



19 September 2018

MEMORANDUM No. 2018-062

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 a Customer Satisfaction Survey for Performance Year 2017.

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 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 October 2018 and thus, we respectfully ask that you send in your answers on or before October 20, 2018.

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 CASI Research, may coordinate with your office 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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