



22 October 2018

**MEMORANDUM No. 2018-066**

**TO : ALL ELECTRIC COOPERATIVES**

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

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With reference to Memorandum No. 2018-062 dated September 20, 2018, the National Electrification Administration (NEA) commissioned **CONTACT-ASIA SERVICES, INC. (CASI) RESEARCH** to conduct a Customer Satisfaction Survey for Performance Year 2017 to help us determine how well we are achieving our objectives and satisfying customers' expectations through superior performance and service with integrity and professionalism.

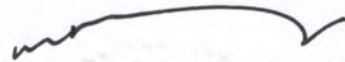
Your feedback as to your NEA experience is important in enabling this Agency to continually provide you excellent customer service. May we then reiterate our request for the participation of the EC's General Manager, Board President, Institutional Manager, Finance Services Manager and Technical Services Manager in the survey.

This survey will be done through computer-aided telephone interview. We hope to finish it by October 2018. Currently, CASI has been experiencing some difficulties in reaching the target respondents thus, may we earnestly request for updated email addresses and contact numbers of the target respondents.

Kindly send them to Corporate Communications and Social Marketing Office (CCSMO) through [pao\\_nea@yahoo.com](mailto:pao_nea@yahoo.com). CCSMO, as NEA Team-partner of CASI Research, will coordinate with your office concerning this matter.

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

