



The Public Utilities Commission wants to serve you better & appreciates your taking the time to complete this survey.

Control Number

{number}

0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

Office Use Only

INSTRUCTIONS

You may take this survey on-line by entering the control number (to the right) at www.survey.utexas.edu/puc. The control number is not associated with you but is used to insure valid responses. You are not required to answer all items. If an item does not apply, leave it blank. If you take the paper version, please use a No. 2 **PENCIL ONLY**, fill circles completely, and erase stray marks. Please, fold completed survey with address information displayed on the outside. Return postage is paid.

CORRECT: ● INCORRECT: ☑ ☒ ☓ ☔

I am a

- ① Male
- ② Female

My age (in years)

- ① Under 18
- ② 18 - 30
- ③ 31 - 45
- ④ 46 - 59
- ⑤ 60 or older

I have lived in Texas . .

- ① 1 year or less
- ② 2 - 5 years
- ③ 6 years or more
- ④ I do not live in Texas

My race/ethnicity

- ① African-American
- ② Hispanic-American
- ③ Anglo-American
- ④ Asian-American
- ⑤ Other

Over the past 12 months, the number of contacts I have had with this agency.

- ① 1
- ② 2 - 5
- ③ 5 +

Indicate (in years) how long you have been interacting with this agency.

- ① 1 or less
- ② 2 - 5
- ③ 5 +

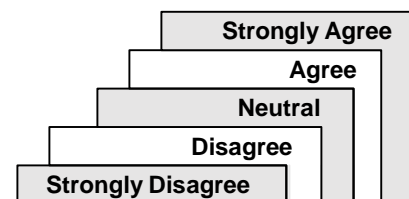
Indicate the category which best describes you:

- ① Electric Service Provider or Potential Provider
- ② Telecommunications Provider or Potential Provider
- ③ Law Firm
- ④ Consultant
- ⑤ Utility Consumer
- ⑥ Public Interest Group
- ⑦ Other

First 3 digits of home Zip Code

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

Please complete and return this survey by: April 21, 2000



The facility was clean.	① ② ③ ④ ⑤
This facility was orderly and easy to find your way around.	① ② ③ ④ ⑤
The facility was accessible.	① ② ③ ④ ⑤
Staff members were knowledgeable and demonstrated a willingness to offer assistance.	① ② ③ ④ ⑤
Staff members interacted in a personal and professional manner.	① ② ③ ④ ⑤
Staff members identified themselves.	① ② ③ ④ ⑤
Overall, I am satisfied with my experience.	① ② ③ ④ ⑤
The web site was easy to use and well organized.	① ② ③ ④ ⑤
The web site contained clear and accurate information on events, services, and contact information.	① ② ③ ④ ⑤
My telephone call, e-mail, or letter inquiry was routed to the proper person.	① ② ③ ④ ⑤
My telephone call, letter or e-mail inquiry was answered in a reasonable amount of time.	① ② ③ ④ ⑤
Printed brochures or written material provided thorough and accurate information.	① ② ③ ④ ⑤
My inquiry to the agency was addressed in a reasonable manner.	① ② ③ ④ ⑤
This organization makes it easy to give suggestions or to make a complaint.	① ② ③ ④ ⑤