

Reliability of electric service	()	()	()	()	()	()
Restoration of power after an outage	()	()	()	()	()	()
Overall member service	()	()	()	()	()	()

Co-op Membership / Ownership / Identity Questions

3) I have participated in the following activities:

- Attend annual meeting
- Vote in annual board of directors election
- Attend monthly board meetings
- Project PAL (provide financial support for Project PAL or receive a grant)
- Participate in the Ambassadors Grassroots Program
- Participate in the Youth Scholarship Program
- Attend public community meetings
- Support M.O.R.E. (member owned renewable energy)
- Other: _____
- None of the above

Why have you not participated in any of these activities?

- Did not know they existed
- Not relevant
- Do not have time
- Not interested
- Other: _____

How do you get the information you need to vote in the director elections each year?

- Newspaper/news blogs
- Ballot sent by direct mail
- OPALCO website
- Email newsletter "Co-op Connector"
- Word of mouth
- Other: _____

What would make you more likely to vote?

4) How important is it to you that OPALCO is a Co-op instead of a for-profit corporation?

- Very Important Important Neutral Not Important It Does Not Matter To Me Not Applicable

Communication / Online Resources Questions

5) Which of the following communication methods do you use to stay connected with OPALCO?

- OPALCO website
- Email newsletter "Co-op Connector"
- Social media
- SmartHub (eBill)
- Bill inserts
- Newspapers
- Local news blogs
- Word of mouth
- Public meetings
- Fliers/community boards
- OPALCO annual report
- Other: _____

Which of the following parts of the OPALCO website do you use?

- Pay bill
- Read news articles
- Get rebate forms and info
- Get outage info
- Look for jobs
- Read Energy Services blog "Sharing the Load"
- Learn about energy efficiency
- Contact OPALCO staff
- Read monthly board packets on the OPALCO website
- Other: _____

What content in the annual report publication is of most value to you?

- Financial reporting
- Stories about staff
- Stories about members
- Photos
- Co-op accomplishments
- Energy efficiency information
- Power supply and rates
- Broadband/Internet service information
- Other: _____

6) Which of the following topics would you like to hear OPALCO address at public/community meetings?

- Energy efficiency and conservation
- Local renewable energy
- Power supply issues and rates
- Electrical safety
- Broadband/Internet service

- Legislative issues and public policy
- Co-op governance and policies
- Co-op finances
- Other: _____

7) How effective is OPALCO in keeping you informed?

- Very Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective
- Not Applicable

What more would you like your Co-op to do?

Billing & Rates Questions

8) How do you typically pay your OPALCO bill?

- SmartHub (eBill)
- Autopay – OPALCO automatically pulls payment from my checking or credit card account
- Online banking through my own bank
- Pay by calling the OPALCO offices during business hours
- Mailing a paper bill or dropping it off at our office/dropbox
- Other: _____

9) How satisfied are you with this method of payment?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Not Applicable

Energy Efficiency / Conservation Questions

10) Have you participated in OPALCO energy efficiency rebates?

- Yes
- No
- Not Applicable

Why have you not used OPALCO rebates?

Which OPALCO rebates have put money back in your pocket?

- Appliances (clothes washer, refrigerator/freezer)
- Insulation (duct sealing, air sealing, window replacement)
- Heat pumps (ducted and ductless)
- Water heater
- Other: _____

11) How much is your average monthly bill during our peak winter time?

- Less than \$100
- \$100-\$150
- More than \$150
- I do not know

12) What percentage of your energy bill do you think you could save from energy efficiency improvements?

- 0% - 20%
- 20% - 40%
- 40% - 60%
- over 60%
- I do not know

What would motivate you to participate?

How much more would you be willing to pay to support it?

13) As energy costs cause rates to rise, how likely are you to consider practicing the following strategies to reduce energy waste?

	Likely	Neutral	Unlikely	I Do Not Know	I Already Did This
Get a Home Snapshot Energy Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upgrade energy efficiency and use OPALCO's rebates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Monitor energy usage with SmartHub to conserve electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Switch out old light-bulbs for efficient CFLs or LEDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue current practices/no change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14) How satisfied are you overall at our effort towards energy efficiency and renewable energy programs?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Very Dissatisfied
 Not Applicable

Internet Service Questions

15) How satisfied are you with your current Internet service?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Very Dissatisfied
 Not Applicable

16) How important are the following:

	Very Important	Important	Neutral	Not Important	It Does Not Matter To Me	Not Sure
Download speed (streaming Netflix, photos, etc.)	()	()	()	()	()	()
Upload speed (sending large files, photos, etc.)	()	()	()	()	()	()
Unlimited Internet (large usage volume)	()	()	()	()	()	()
Reliability (getting your promised service 24/7)	()	()	()	()	()	()
Customer care (24/7 human problem solving)	()	()	()	()	()	()

17) Which of the following statements is most true for you:

- I want OPALCO to be my Internet Service Provider (ISP)
- I prefer to have other ISPs deliver my Internet service
- OPALCO should provide their infrastructure to other ISPs/resellers
- OPALCO should both be an ISP and provide infrastructure to resellers
- I don't use the Internet
- None of the above

18) Which of the following services would you be interested in?

- Internet service only
- Internet and voice (phone) services
- Internet and television services
- Internet, voice and television services
- None of the above

Trust

19) OPALCO has high integrity.

- Strongly Agree Agree Neutral Disagree Strongly Disagree
- Not Applicable

20) I can depend on OPALCO to do the right thing.

- Strongly Agree Agree Neutral Disagree Strongly Disagree
- Not Applicable

21) I trust OPALCO to run efficiently.

- Strongly Agree Agree Neutral Disagree Strongly Disagree
- Not Applicable

22) How satisfied are you with OPALCO?

- Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
 Not Applicable

23) What is the primary reason for your score?

24) Have additional comments, concerns, ways for us to improve? Let us know!

Demographic Questions

25) Do you live full-time in San Juan County?

- Yes
 No

How many months do you reside in San Juan County?

- Less than 3 months
 3-6 months
 More than 6 months
 Other: _____

26) What island is your co-op membership on?

- San Juan Island
- Lopez Island
- Orcas Island
- Other: _____

27) What is your work status?

- Work outside the home
- Work at home
- Student
- Retired
- Not actively working
- Other: _____

28) What year were you born?

29) What is your gender?

- Female
- Male
- Prefer Not To Answer

30) What is your household income?

- Less than \$20,000
- \$20,000-\$35,000
- \$35,000-\$50,000
- \$50,000-\$75,000

- \$75,000-\$100,000
- Greater than \$100,000

31) How many children live in your household?

32) May we follow up with you to address any issues you raised?

- Yes
- No

Email address

33) What is your account number?

Your account number is necessary to apply the \$5 credit to your bill for completing the survey. It can be found by logging in to [SmartHub](#) or by calling 376-3500 M-F between 8am – 4:30pm. Please note that survey data is anonymous. Account numbers are tied only to the \$5 credit and to eliminate duplicate survey responses.

Thank You!
