

2018 Triennial Survey FAQs

During the next few weeks, Boone Electric will be sponsoring a survey that is conducted every three years to measure the quality of service provided to you, our member. This survey will ask several questions about your satisfaction and energy usage with the cooperative.

In this random survey of members, a mixture of online and telephone interviews will be conducted. You may be sent an email invitation to participate in the survey OR you may be sent a postcard in the mail inviting you to participate. Members may also be randomly selected to complete a telephone interview.

What is the timeframe for when the member interview will take place?

Member interviews will take place starting Oct. 2, 2018. The contact center works with the interview teams and new groups of cooperatives starting on Tuesday with the goal of completing the group by the following Monday. Of course, no interviews are conducted on Sunday. They will be conducting calls Monday-Friday from 5:00 pm until 9:00 pm and on Saturday from 10:00 am to 5:00 pm.

Why did a "virus attack warning" message display on my computer screen?

If you see a "virus attack warning" message on your computer screen during the online interview it may be that your security settings on your web browser, firewall or virus protection software is set at the highest setting for maximum protection. Each computer user has the ability to adjust those slightly so that these messages do not display as frequently during surveys such as ours. Rest assured that there are no viruses or malware embedded in the survey.

For members who are asked to participate in the telephone interview, who will be calling?

The call center educates their employees to say they are calling on behalf of the local electric cooperative. They use the proper name of the cooperative. For example: "Good evening Mr/Ms _____. I am calling on behalf of Boone Electric Cooperative."

Can the Caller ID display the name of my cooperative for those that participate in the telephone interview?

Because of character limits, the caller ID system has been customized to display "Electric Co Op" in the text field. The phone number will be displayed as 336-354-0501, which is the number assigned to the call center.

Where is the call center located?

North Carolina

How long is the survey?

The phone interview is estimated to be 11 minutes. The online version will probably take less time to complete.

Why does the telephone interviewer sound different?

Because of certain dialects, accents and phone service quality (cellular vs land), each call may have unique characteristics. This is very common among telephone surveys. Each team member at the call center has been instructed to speak clearly and slowly to ensure cooperative members understand them. Periodic call audits are conducted to address any issues that arise.

Why did they only ask me a few questions?

Because of the age stratification process, some age segments are complete with the exception of obtaining ACSI scores. Therefore, some members are asked the questions related to this score and their age range for verification purposes.