

CUSTOMER SURVEY FORM

PERSONAL DETAILS

Name:

RESIDENTIAL ADDRESS

Section: Lot: Street: Suburb:

Town/City: Province:

CONTACT DETAILS

Phone: Mobile: Email address:

Postal Address:

METER DETAILS (Circle where appropriate)

1. Customer Type: **Industrial / General Supply / Domestic**

2. Meter Type: **Easipay / Credit Meter**

3. Phase: **One Phase / Three Phase**

4. What name is the meter allocated under?

5. Does that name belong to the tenant of the property?

6. Are you experiencing any problems with the meter and if so, what is the problem?

7. Have you reported the problem and has it been fixed?

8. If you are a Credit Meter Customer, are you receiving your bills on time? **Yes / No**

9. Do you have any problems or disputes in relation to the bills?

10. How would you like to see PNG Power improve its billing service to you?

ELECTRICITY PROBLEMS

1. Have you had any problems with electricity supply to your Premises? **Yes / No**

2. Was the problem with the meter, service line, distribution line to your area?

3. How did you report the matter? Circle where appropriate

Calling the Call Centre / Email / Social Media / Personally reported to the office

4. How many times have you reported this problem?
5. Is it an ongoing problem?
6. How long did it take before PNG Power staff responded to your call?
7. How long did it take before the problem was fixed?

ILLEGAL CONNECTION

1. Do you know of anyone who is using power illegally? **Yes / No**
2. If Yes, are you able to provide us the details of the person or the location of the illegal connection below?
3. Was it a PNG Power staff / Contractor or an Individual involved in the illegal connection?
4. Are you able to give the date, time and if a PNG Power vehicle was used to carry out the illegal connection, please insert below?
Date: Time: PNG Power Vehicle Registration:
5. Do you know the name of the PNG Power staff, the Contractor or the individual involved? If so, please provide the name here.
6. Do you know of people who are using Extension cords to get power from another house to their house? If so are you able to provide details?

NATIONAL CALL CENTRE (Circle where appropriate)

1. Do you know about the PNG Power Call Centre? **Yes / No**
2. Do you know the PNG Power Call Centre Numbers? **Yes / No**
3. Have you ever called the PNG Power Call Centre? **Yes / No**
4. What was the matter you contacted the Call Centre in relation to?
5. Were the staff at the Call Centre helpful? **Yes / No**
6. How long did it take before your problem was solved?
7. Did the Call Centre staff follow up to check if your problem was solved?
8. How would you rate the service at the Call Centre out of 10? **/10**

NEW CONNECTIONS

1. Have you ever applied for a new connection to your property?
2. How long did it take before your property was connected?
3. If the connection took longer than you expected, what was the reason given?

4. Were you informed about the delay in time or you had to follow up to be advised?

5. Did an Inspector come to your property to inspect the wiring before electricity supply was connected?

6. Did you have to pay the inspector extra money for lunch etc...? **Yes / No**

7. Does everyone in the area where you live have access to electricity supply? **Yes / No**

8. If No, then would you know why they do not have electricity connected to their houses?

RURAL ELECTRIFICATION

1. Do you have electricity in your village? **Yes /No**

2. If no, Would you like to have electricity supply connected to your village? **Yes / No**

What is your village?

District:

Electorate:

Province:

Nearest Electricity supply point:

3. Do you know how to get electricity connected to your village? **Yes / No**

ELECTRICITY SERVICES

1. How would you like to see PNG Power improve its services to you?

2. How would you rate PNG Power's Customer Service out of 10? /10

For more information, contact PNG Power Customer Advocacy on Phone: 324 3110, through email customeradvocacy@pngpower.com.pg or send a message through the PNG Power Facebook page