DEEOIC Script/Prompt Language - September 2021

Prior to connecting to a Resource Center Employee:

Your feedback is important to us. Please press 1 to complete a customer experience survey following this call.

Survey Introduction:

"Thank you for agreeing to take our survey! All questions are based on a 1-5 scale. 1 is strongly agree, 2 is agree, 3 is neutral, 4 is disagree, 5 is strongly disagree. Please do not respond on the basis of your satisfaction with the outcome of a claim, but rather the customer service you received today. The OMB control number for this collection is 1218-0276 and expires on June 30, 2024. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. Collection of this information is authorized by OMB. The obligation to respond to this collection is voluntary. We estimate it takes about 4 minutes to complete.

Energy Program

| 1. | I am satisfied | with the | service I | received | from [| DEEOIG |
|----|----------------|----------|-----------|----------|--------|--------|
| | | | | | | |

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- · Disagree (4)
- Strongly disagree (5)

2. This interaction increased my trust in DEEOIC.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- Disagree (4)
- Strongly disagree (5)

3. My need was addressed.

- Strongly agree (1)
- Agree (2)
- Neutral (3)
- · Disagree (4)

| | • | Strongly agree (1) | | |
|----|-----------|--|--|--|
| | | Agree (2) | | |
| | | Neutral (3) | | |
| | • | Disagree (4) | | |
| | • | Strongly disagree (5) | | |
| 5. | This call | is call took a reasonable amount of time to complete. | | |
| | • | Strongly agree (1) | | |
| | | Agree (2) | | |
| | | Neutral (3) | | |
| | | Disagree (4) | | |
| | | Strongly disagree (5) | | |
| 6. | I was tre | reated fairly. | | |
| | | Strongly agree (1) | | |
| | | Agree (2) | | |
| | | Neutral (3) | | |
| | | Disagree (4) | | |
| | | Strongly disagree (5) | | |
| 7. | The repr | he representative was committed to solving my problem. | | |
| | • | Strongly agree (1) | | |
| | • | Agree (2) | | |
| | • | Neutral (3) | | |
| | • | Disagree (4) | | |
| | • | Strongly disagree (5) | | |
| | | | | |

Strongly disagree (5)

4. It was easy to get my questions answered or my needs met.