**Section 411.305 Customer Survey Requirements**

a) The survey addresses the following topics:

1) Residential and non-residential screening;

2) Overall satisfaction;

3) Reliability performance;

4) Customer service performance;

5) Understanding of services;

6) Tree-trimming performance;

7) Billing; and

8) Demographics and firmographics.

b) The research objectives for these surveys are to provide the Commission with basic knowledge about:

1) Consumer understanding of electric delivery services and prices for residential, commercial and industrial consumers for each utility;

2) Consumer satisfaction with electric delivery services and reliability; and

3) Changes in understanding and satisfaction over time for residential and non-residential consumers and within subgroups.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)