



NEWS RELEASE
FOR IMMEDIATE RELEASE
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AUSTIN UTILITIES' to Mail Customer Surveys

AUSTIN, Minn.— Austin Utilities is launching a new study to obtain feedback from their residential and commercial customers to measure overall levels of satisfaction with the services and programs provided. The survey will also capture customer needs and perceptions regarding communication. Feedback from customers will be obtained quarterly through a standard questionnaire that will be mailed to a random group of customers.

The surveys take about 5 minutes to complete and customers will have the option to complete the survey online. Once surveys are completed, all data will be analyzed and reviewed by Q Market Research. Austin Utilities will share the results of the study with their customers on an annual basis.

Austin Utilities would like to thank our customers in advance for taking the time to complete and return a survey if one is delivered to their home or business. As part of this study, Austin Utilities will focus on these key areas:

1. Overall satisfaction
2. Reliability of the power, water and other services provide
3. Ease of doing business with Austin Utilities.
4. Austin Utilities' quality of service to customers
5. Customer concerns – what they care about and don't care about
6. Fee for service opportunities
7. Communication with Austin Utilities

Austin Utilities is a municipal utility serving approximately 12,300 electric customers, 10,300 natural gas customers, and 9000 water customers. Their mission is to offer utility products and services in a safe, reliable and responsible manner in order to enhance the quality of life in our community. Austin Utilities' Board of Commissioners are elected by the consumer-owners of Austin to represent their best interest. For more information on Austin Utilities visit their website at www.austinutilities.com.

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