

YOU HAVE A VOICE...

WITH NUECES ELECTRIC CO-OP

One of the best things about being a member of a non-profit electric cooperative is that when you speak, the company listens. As a member-owner, the co-op's only goal is to serve you in the best way possible for a reasonable cost. When you have a complaint, we want to know about it. AND we want to change the way we do business if it means we can serve you and other co-op members better in the future.

The information you provide on this form, goes directly to the Chief Compliance Officer of the co-op. So, please be specific and include as much detail as possible. We use the information we receive on these forms to track and identify areas in need of system improvements. Feel free to attach additional pages/information if you feel it's necessary. Your feedback on this form is VERY valuable to us.

Cooperative Member & Account Information (to be completed by NEC personnel)

Member Name _____ Account # _____
Co-op Meter # _____ Co-op Map Location _____
Co-op Substation # _____ Co-op Feeder # _____

Contact Person & Complaint Location Information

Member Name _____
Person Filing Complaint (if different from member name) _____
Phone: Home _____ Mobile _____ Work _____
County _____ Town _____
Service Location Address: _____

Complaint Details

Type of Complaint: (check all that apply)

- Outage Frequency Outage Duration Low voltage High voltage Power surges
 Personnel Problem getting new service Service Delay Security Light Installation/ maintenance Other

Description of Events/ Incident—Be as specific as possible and attach additional sheets if needed
(include duration, dates, number of occurrences, exactly what happened and other comments.)

Date ____ / ____ / ____ Signature _____

Please complete and return this form as soon as possible. Again, thank you for taking the time to file this information with your co-op's management. It will receive very serious consideration in our efforts to serve you better.
Return by fax to: 361-387-4139 or mail to: NEC, 14353 Cooperative Ave, Robstown, Texas 78380