



U.S. DEPARTMENT
of **ENERGY** | Southeastern Power
Administration

Customer Experience Survey

* Required

Overview

SEPA markets 3,365 megawatts of hydroelectric capacity from 22 Federal multipurpose projects, operated and maintained by the U.S. Army Corps of Engineers. You are receiving this survey as a point of contact for one or more of 471 public power customers across an eleven state service area.

OMB Control Number: 1910-5160

Expiration: 02/28/2026

Paperwork Reduction Act Burden Disclosure Statement

This data is being collected to gauge the level of customer satisfaction with services provided by the Southeastern Power Administration. The data you supply will be used to improve the customer service experience. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number. Submission of this data is voluntary.

Are you the correct person to contact for this survey?

☐ Yes

☐ No

If not, please add contact information for the appropriate person(s) to respond to this survey in the future and forward the survey link to them.

What was your total Net Energy for Load (kWh) served last year? *

The value must be a number

Please select one of the Organization types below for your organization *

- ☐ Public Body (municipal, state or Federal)
- ☐ Cooperative
- ☐ Umbrella Group (representing one or more customers)
- ☐ Other

How satisfied are you with your overall experience with the Southeastern Power Administration?

More detailed information may be provided further into the survey.

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How effective is the Southeastern Power Administration in meeting your organization's needs as a customer?

- ☐ Extremely effective
- ☐ Very effective
- ☐ Somewhat effective
- ☐ Neither effective nor ineffective
- ☐ Ineffective
- ☐ Very ineffective
- ☐ Extremely ineffective

Thinking back on your most recent interaction, how would you rate the professionalism of our overall customer service?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Extremely PoorExtremely High

Have you reviewed our 2024 Annual Report?

- ☐ Yes
- ☐ No
- ☐ I didn't know SEPA published an Annual Report

What information would you like to see included in SEPA's Annual Report going forward?

Have you been able to find information related to SEPA that you needed online?
(i.e. visited our website at <https://www.energy.gov/sepa/southeastern-power-administration> or other sources)

- ☐ Yes
- ☐ No
- ☐ N/A

How easy was it to find the information you were looking for?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not easy at allExtremely easy

What recommendations do you have to improve our online presence?

In the last 12 months, have you reached out with any questions or concerns related to your organization's contract with the Southeastern Power Administration? *

- ☐ Yes
- ☐ No

How satisfied were you with the response time of our Marketing Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How would you rate your satisfaction with the communication you received from our Marketing Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How would you rate the helpfulness of our Marketing Team?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Very Unhelpful

Extremely helpful

How satisfied were you with the resolution of your question or concern by the Marketing Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

What recommendations do you have to improve the service you received from our Marketing Team?

In the last 12 months, have you reached out with any questions or concerns related to near real-time operations? *

SEPA's Power Dispatch Operations Center coordinates weekly declarations of energy and hourly schedule profiles, as well as dispatches power from pump storage and conventional hydro plants on the upper Savannah River as an industry sanctioned energy Balancing Authority in accordance with North American Electric Reliability Corporation (NERC) standards.

- ☐ Yes
- ☐ No

How satisfied were you with the response time of our Dispatcher Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How would you rate your satisfaction with the communication you received from our Dispatcher Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

How would you rate the helpfulness of our Dispatcher Team?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Very Unhelpful

Extremely helpful

What recommendations do you have to improve the service you received from our Dispatcher Team?

In the last 12 months, have you received data from SEPA's Power Resources Team?

- ☐ Yes
- ☐ No

Do you find this data helpful?

- ☐ Yes
- ☐ No

What additional data or information would you like to receive from SEPA's Power Resources Team?

Would you like to receive data from SEPA's Power Resources Team?

☐ Yes

☐ No

In the last 12 months, have you reached out with any questions or concerns related to your organization's billed deliveries from SEPA? *

☐ Yes

☐ No

How satisfied were you with the response time of our Billing Team?

☐ Extremely satisfied

☐ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Dissatisfied

☐ Very dissatisfied

☐ Extremely dissatisfied

How would you rate your satisfaction with the communication you received from our Billing Team?

☐ Extremely satisfied

☐ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Dissatisfied

☐ Very dissatisfied

☐ Extremely dissatisfied

How would you rate the helpfulness of our Billing Team?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Very UnhelpfulExtremely helpful

How satisfied were you with the resolution of your question or concern by the Billing Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

What recommendations do you have to improve the service you received from our Billing Team?

In the last 12 months, have you reached out with any questions or concerns related to the payment of your organization's invoices? *

- ☐ Yes
- ☐ No

How satisfied were you with the response time of our Accounts Receivable Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How would you rate your satisfaction with the communication you received from our Accounts Receivable Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

How would you rate the helpfulness of our Accounts Receivable Team?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Very UnhelpfulExtremely helpful

How satisfied were you with the resolution of your question or concern by the Accounts Receivable Team?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Extremely dissatisfied

What recommendations do you have to improve the service you received from our Accounts Receivable Team?

What do you like most about being a customer of the Southeastern Power Administration?

What recommendations do you have to improve the overall service you receive from the Southeastern Power Administration?

If you would like to discuss your responses further, please email Amanda Adams at amanda.adams@sepa.doe.gov or phone at 706-213-3847.

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms