

Appendix № 3.2
to the Annual Report of IDGC of Centre
for 2019

Customer satisfaction survey in 2019:

Branch	Method	Survey item	Survey period	Those surveyed	Survey objective
A	1	2	3	4	5
Belgorodenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	1 797	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Belgorodenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	37	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Bryanskenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	217	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Bryanskenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	9	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Voronezhenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	2 917	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Voronezhenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	22	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Kostromaenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	167	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care

Kostromaenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	7	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Kurskenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	2 828	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Kurskenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	6	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Lipetskenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	1 157	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Lipetskenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	16	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Orelenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	1 577	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Orelenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	8	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Smolenskenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	3 532	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Smolenskenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	24	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Tambovenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	1045	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care

Tambovenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	18	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Tverenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	144	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Tverenergo	phone interview	customers of services of the branch	01.01.2019-31.12.2019	54	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Yarenergo	written questionnaire (including interactive polls)	customers of services of the branch	01.01.2019-31.12.2019	1 530	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care
Yarenergo	phone interview	customers of services of the branch	01.01.2018-31.12.2018	51	Determination of customer satisfaction level of quality of the service on electric energy transmission, grid connection, value-added services, quality of customer care