



Date: \_\_\_\_\_ Interviewer: \_\_\_\_\_

Comments:

Cati ID: \_\_\_\_\_ Record #: \_\_\_\_\_

## BHE Electric Utility Study 2026 (NV Energy)

v1.1

Company Name _____
Division Name _____
Address _____
City _____ State/Province _____ Zip/Postal Code _____
Contact Name (Mr. / Ms.) _____
Title _____ Direct Line/Ext (_____) _____
Main Line (_____) _____ Email _____

**Introduction:** Good morning/afternoon, this is \_\_\_\_\_ from Mastio. We are calling on behalf of (*NV Energy*), they are looking for feedback regarding their services over the past year. Do you have time right now to go through the questions?

**Please verify the name of the electric utility that serves your facility.**

\_\_\_\_\_

**1. If you had a choice of electricity suppliers, how likely would you be to recommend (*NV Energy*) to a friend or colleague? (1-10 scale, with 10 being the most likely.)**

\_\_\_\_\_

**2. How many times during the past 12 months did you lose power due to unplanned outages?**

\_\_\_\_\_ times in the last 12 months

These next few sections will allow you to rate your satisfaction with (NV Energy) on a series of attributes. You will also be asked to rate the importance of each attribute to you as a utility customer. We use a scale from 1 to 10, with 10 being highly satisfied and 1 being very dissatisfied.

**Satisfaction Scale**

*1=Very Dissatisfied 5=Average 10=Highly Satisfied or N/A=Not Applicable*

**Importance Scale**

*1=Not Important at All 5=Average Importance 10=Critically Important*

**3. Concerning the reliability of electric power, please rate the reliability at this site on the following:**

Comparative Parameters		NV Energy	Importance
Company:			
<b>Reliability</b>			
1.	Keeps unplanned outages to a minimum.		
2.	Keeps the number of outages lasting less than one minute to a minimum.		
3.	Restores power in a timely manner.		
4.	Easy to reach to report an outage.		
5.	Easy to get information from during an outage.		
6.	Overall satisfaction with the reliability of electric power.		NA

**4. In addition to an actual interruption of electric power, you may experience power quality problems that could affect sensitive electronic devices. Examples of power quality problems include voltage surges, spikes, and dips. Please rate your utility on the following:**

Comparative Parameters		NV Energy	Importance
Company:			
<b>Power Quality</b>			
7.	Keeps the number of power quality disturbances to a minimum.		
8.	Provides technical assistance to solve power quality problems.		
9.	Overall satisfaction with power quality.		NA

5. We would like you to rate your utility on the energy management services they provide for improving your business’s energy efficiency. Please rate your satisfaction with your utility on the following:

Comparative Parameters		NV Energy	Importance
Company:			
<b>Energy Efficiency</b>			
10.	Provides technical assistance to help you make energy efficiency decisions.		
11.	Overall satisfaction with efforts to make your company energy efficient. Probe 7 or below.		NA

6. (A-11) What can (NV Energy) do or provide to support your company’s energy efficiency goals?

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7. Please rate your utility on the following statements concerning the price of electricity, rate schedules, and billing:

Comparative Parameters		NV Energy	Importance
Company:			
<b>Price</b>			
12.	Bills are easy to understand.		
13.	Bills are accurate.		
14.	Provides prices that are competitive compared to other electric suppliers.		
15.	Offers different rate options to best fit your needs.		
16.	Works hard to control their costs to keep your rates down in the future.		
17.	Overall satisfaction with the price you pay for electricity.		NA

8. Who is your account manager with (NV Energy)? (From respondent)

\_\_\_\_\_

9. Are you satisfied with how often you are contacted by your account manager?

Yes (skip to 11)       No

10. If no: How often would you like to be contacted?

\_\_\_\_\_  
\_\_\_\_\_

11. How do you rate your account manager from your utility in the following areas?

Comparative Parameters		NV Energy	Importance
Company:			
<b>Account Management</b>			
18.	Easy to contact.		
19.	Easy to do business with.		
20.	Responds promptly to questions and concerns.		
21.	Makes recommendations to help resolve your problems.		
22.	Treats you as a valued business partner. <b>Probe 7 or below.</b>		
23.	Has authority to resolve issues without getting higher approval.		
24.	Follows up to ensure the issue was resolved.		
25.	Demonstrates flexibility when handling your individual needs.		
26.	Overall performance of your representative.		NA

12. (A-22) What can (NV Energy) do to make you feel like a more valued business partner?

\_\_\_\_\_  
\_\_\_\_\_

13. What subjects/areas would you like to be kept up to date with by your Key Account Manager?

\_\_\_\_\_  
\_\_\_\_\_

**14. During the past year, did the overall customer service you received from your utility:**

- Improve Substantially
- Improve
- Stay the Same
- Decline
- Decline Substantially

Comparative Parameters		NV Energy	Importance
<b>Company:</b>			
Overall Value			
<b>27.</b>	How do you rate the value you receive from the utility in terms of the actual product they deliver, that is – electricity?		NA

**15. Please rate the image of your utility on the following:**

Comparative Parameters		NV Energy	Importance
<b>Company:</b>			
Image			
<b>28.</b>	Their employees actively engage in their local communities.		
<b>29.</b>	Utility is honest and trustworthy. <b>Probe 7 or below</b>		
<b>30.</b>	They help attract new business to the state and support economic development activities.		
<b>31.</b>	Overall image of the utility. <b>Probe 7 or below</b>		NA

**16. (A-29) What can (NV Energy) do to improve your trust in them?**

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**17. (A-31) What can (NV Energy) do to improve its image?**

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**18. Please rate (NV Energy) on the following:**

Comparative Parameters		NV Energy	Importance
<b>Company:</b>			
<b>Sustainability</b>			
<b>32.</b>	Provides support and assistance to help you meet your sustainability goals.		
<b>33.</b>	Provides innovative approaches to support your business needs.		
<b>34.</b>	Pursues new technologies to plan for the future.		
<b>35.</b>	Supports emissions reductions with a strategic approach.		
<b>36.</b>	Shows concern for the environment.		
<b>37.</b>	Provides a reliable and resilient grid through investment in infrastructure and updates.		
<b>38.</b>	Overall satisfaction with the way the utility is approaching sustainability. <b>Probe 7 or below</b>		<b>NA</b>

**19. (A-38) What can (NV Energy) do to increase your satisfaction with their approach to sustainability?**

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**Construction Design – NV Energy, Specific Contacts Only**

**20. In the past 12 months, have you had a new construction or expansion project with NV Energy?**

Yes     No (skip to 22)

**21. If yes: Using the 1 to 10 scale, how would you rate your overall experience with the process?  
(10=excellent to 1=poor)**

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22. Regarding overall service, please rate your utility on the following: **Key Attribute**

Comparative Parameters		NV Energy	Importance
Company:			
<b>Overall Satisfaction</b>			
<b>39.</b>	Overall satisfaction with the full package of services provided? <b>Probe All</b>		<b>NA</b>

23. (A-39) What is the single most important reason why you gave the rating of \_\_\_\_ to (NV Energy) for “Overall satisfaction of the full package of services provided”?

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24. Do you have any additional comments to share with (NV Energy)?

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25. The information we have collected during this interview will be used in aggregate form to provide overall reports and conclusions. (NV Energy) has a genuine interest in improving their services. Being able to contact you to address any concerns is of utmost importance. Mastio will provide your name and your company’s answers to (NV Energy). Your responses will be utilized to customize services for you and your organization.

If the respondent says they do not want their name and/or company name provided, the interviewer states:  
**You have the option to opt out of revealing your name and company name.**

Opt Out

**Thank you for your time and input!!!**