

Important Phone Survey in May is NOT a Scam Call

In our effort to better serve you, Continental Divide will conduct a brief, random telephone survey in May with a small sample of our members. Participants will be selected randomly, the survey will last only a few minutes, and all answers will be kept strictly confidential.

Continental Divide only receives a summary of the results including any comments or suggestions members make. This survey will provide us with feedback on a variety of areas related to the co-op's overall performance, including service reliability, outage restoration and problem resolution. **This is not a sales call, and you will not be asked to provide any personal or financial information.**

At the conclusion of the survey, Continental Divide will receive an American Customer Satisfaction Index (ACSI) score which will allow the co-op to compare its performance to other rural electric cooperatives, municipal electric companies and investor-owned utilities throughout the country and implement necessary improvements.