

# Samoa - Electric Power Corporation Customer Satisfaction Survey 2014

**Samoa Bureau of Statistics, Electric Power Corporation**

Report generated on: May 26, 2025

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## Identification

### SURVEY ID NUMBER

WSM-SBS-EPCCSS-2014-v1

### TITLE

Electric Power Corporation Customer Satisfaction Survey 2014

### ABBREVIATION OR ACRONYM

EPCCSS 2014

### TRANSLATED TITLE

Suesuega mo i latou o loo faaogaina le eletise, 2014

### COUNTRY

| Name  | Country code |
|-------|--------------|
| Samoa | WSM          |

### STUDY TYPE

Service Provision Assessments [hh/spa]

### SERIES INFORMATION

The Samoa Bureau of Statistics (SBS) conducted the Electric Power Corporation's (EPC) Customer Satisfaction Survey in February 26th 2014. This is the first time EPC conducted such survey.

### ABSTRACT

The EPC-Customer Satisfaction Survey 2014 collected information to obtain and establish a baseline for customer's satisfaction on the EPC services and to identify the areas of the corporation's services that need improvement. The CSS results are planned to provide updated information to design new strategies for improving the services of the corporation. The overall outcome of the CSS 2014 is to assist and recommend relevant strategies to improve and upgrade the service of the EPC to its clients. The Customer Satisfaction Survey 2014 was conducted on the domestic or household level as well as all the other types of customers registered with the corporation.

### KIND OF DATA

Sample survey data [ssd]

### UNIT OF ANALYSIS

EPC customers such as domestic, commercial, school, religion, government, industrial, hotels

## Version

### VERSION DESCRIPTION

v.1: cleaned data anonymized, available for public use

### VERSION DATE

2014-04-08

## Scope

### NOTES

The scope of the survey consists of:

- Section A: the type of meters the customers used, the service provided by EPC to pay bills and buy cash power units, and reasons why the customers were not satisfied with the service given by the EPC.
- Section B: management of complaints lodged with the corporation and satisfaction of service provided.
- Section C: perception of the customers of the EPC service, and ranking of the mediums that the public used to get EPC public awareness.

- Section D: comments about areas for improvement of EPC service.

#### TOPICS

| Topic       | Vocabulary |
|-------------|------------|
| Electricity | World Bank |

## Coverage

#### GEOGRAPHIC COVERAGE

National Regional

#### UNIVERSE

EPC users or customers

## Producers and sponsors

#### PRIMARY INVESTIGATORS

| Name                       | Affiliation                       |
|----------------------------|-----------------------------------|
| Samoa Bureau of Statistics | Government Ministry               |
| Electric Power Corporation | Government-controlled corporation |

#### FUNDING AGENCY/SPONSOR

| Name                       | Abbreviation | Role           |
|----------------------------|--------------|----------------|
| Electric Power Corporation | EPC          | Funding        |
| Samoa Bureau of Statistics | SBS          | Shared funding |

#### OTHER IDENTIFICATIONS/ACKNOWLEDGMENTS

| Name                                  | Affiliation | Role   |
|---------------------------------------|-------------|--|
| Ministry of Finance - Budget Division | MoF-BD      | Processing of payment for survey resources to the suppliers and personnel salaries using government finance systems. |

## Sampling

#### SAMPLING PROCEDURE

There were seven types of customers, namely: domestic, commercial, religion, school, government, hotel and industrial in the EPC frame or their list of population which was given to SBS for sampling selection. It took several months for both parties to sort the list of registered customers with the corporation especially the domestic clients, so that they can be easily searched and identified during the field work or data collection period, therefore the SBS offered it list of households as part of domestic customers for the EPC to avoid the delay with the survey timeframe.

The total number of households with SBS was 26,205 which were counted from the latest census of population and housing 2011. Out of that total households with SBS, 25,262 or 96percent of households were with electricity. The total number of customers proposed by the corporation was about 200 in which 100 from the domestic and 80 from the other types of customers, however to accommodate the non response cases, the SBS increased the sample size to 250 in which 150 were from household or domestic customers and 100 from other types of customers.

#### Household/domestic sample

The sample of domestic customers for the CSS 2014 was drawn from the master sample frame of the list of occupied households compiled in the most recent Population and Housing Census 2011. The sample size was based on a 95 percent confidence interval of  $\pm 5$  percent margin of error. This means that if the survey found that 50 percent of respondents were

satisfied with induction meter services of EPC, we could be 95 percent sure of getting the same result had we interviewed everyone in the population give or take 5 percent. An 80 percent response rate and a design-effect of 1.2 was used to allow for clustering of the complex design. After taking into account all those features, it resulted in the required sample size of 150 selected households.

In national statistical surveys, the region of Apia Urban Area (AUA) represented the urban population while the regions of North West Upolu (NWU), Rest of Upolu (ROU) and Savaii represented the rural population. Therefore in order to achieve the sample size of 150 for the domestic customers, a representative probability sample of households was selected in two stages.

The first stage involved the selection of clusters or enumeration area (EAs) from the master sample frame using stratified systematic sampling with probability proportional to size. A total of 30 primary sampling units or clusters were selected in which 6 clusters were from the urban areas and 24 clusters were selected from the rural areas. The design did not allow for replacement of clusters or households.

In the second stage, a total of 5 households were selected from each cluster using systematic equal probability selection. Normally an updated household listing from selected clusters could have been done to select 5 households. However, due to the delay in sorting of customers list and it was towards the end of the year, and the fact that the census 2011 was just completed in the previous three years, it was seen not necessary to conduct a fresh household listing which would have taken SBS another two months to carry out causing delay to the survey.

#### Other Types of Customers

The sample for the CSS other types of customers such as commercial, religion, school, government, hotel and industrial was drawn from the master sample frame of the list of all the 3767 customers registered with the EPC . The commercial type has 2587 customers, religion with 751 customers, school with 229 customers, governments with 118 customers, hotels with 75 customers and industries with 47 customers .The sample size was based on a 95 percent confidence interval of  $\pm 5$  percent margin of error, assuming an 80 percent response rate. To achieve a representative probability sample, the systematic method was used to select the 100 customers of other 6 types apart from the domestic customers.

#### RESPONSE RATE

A total of 150 households were selected to represent the domestic customers and 139 households were occupied during the field work period. Of the occupied households only 133 were successfully interviewed resulting in a household response rate of 95.7 percent. The 6 households which were selected but not able to answer the questionnaire because of they had no access to electricity during the survey period; most of them were in the island of Savaii.

For other types of EPC customers in which 100 were selected, only 97 customers were found during the survey period. From these customers, 94 were able to complete the survey while the others were no longer operating due to the following reasons: one was destroyed by tsunami, another changed its customer type, and the last was not in the location previously identified in the list of sample respondents.

This is explained in the final analytical report.

#### WEIGHTING

Given the complex sampling design used to control survey costs, sampling weights are routinely used in probability sampling to compensate for unequal probabilities of selection and adjustments for non-coverage of the population and non-response. The weights will ensure that the sample is representative of the national and regional population. The sampling weight for each household is the inverse of its overall selection probability with correction for non-response. Once those complex design features are compensated for, then weights can be used in the estimation of the population characteristics of interest and the sampling errors of the survey estimates. Unweighted numbers will be used to report response rates but all other survey estimates and precision will be based on weighted numbers. Therefore, the final CSS 2014 weighted number of households arrived at was 26,209 households of which 21 percent were urban households, and 79 percent were rural households.

The sample for the CSS other types of customers such as commercial, religion, school, government, hotel and industrial was drawn from the master sample frame of the list of all the 3767 customers registered with the EPC . The commercial type has 2587 customers, religion with 751 customers, school with 229 customers, governments with 118 customers, hotels with 75 customers and industries with 47 customers .

The sample size was based on a 95 percent confidence interval of  $\pm 5$  percent margin of error, assuming an 80 percent response rate. To achieve a representative probability sample, the systematic method was used to select the 100 customers of other 6 types of non-domestic customers. The final weight for EPC other types of customers was 3759.

Please refer to the final analytical report.

## Data collection

### DATES OF DATA COLLECTION

| Start      | End        |
|------------|------------|
| 2014-02-26 | 2014-03-26 |

### DATA COLLECTION MODE

Face-to-face [f2f]

### SUPERVISION

Two senior staffs of the Census and survey division were working as supervisors and team leaders during the field work in two teams of 4 part timers in each team. Each team had their own van to cover their selected areas. The supervisors' role include the following:

- coordinate field data collection activities
- supplies of resources such as household lists, maps, questionnaires and other stationeries
- assist with any difficulties or problems with the selected customers.

### DATA COLLECTION NOTES

Training, fieldwork and data processing

A total of eight enumerators were recruited to assist two senior staffs in the conducting of the CSS 2014 on the field. The training was conducted for two full-days before the pre-test. The questionnaire was pre-tested among the SBS senior staffs.

The purpose of the pre-test was for the hired enumerators to gain interviewing skills both in English and Samoan, gain experience in filling out the questionnaire during the face-to-face interviews, gain experience in coding after the interviews, as well as learning how to approach different types of respondents, young and old, employed or not. Lessons learned were used to finalize the questionnaire contents and enumerators instructions before the actual data collection fieldwork.

The actual fieldwork started in February 26th to March 11th. The call backs or repeated visits were made afterwards for another three weeks from March 12-26th. The coding of closed-ended questions was done during the interviews but the coding for the open-questions in each section of the questionnaire was a bigger challenge which took two weeks for the full-time staffs to summarize into major issues. After coding, the computer data program was created using CSPro 5 software for data entry. After testing the program, the data entry was conducted in one week (March 24th-28th). The data editing, cleaning and weighting of the data took another two weeks (April 1st-11th) to complete, leaving three weeks (April 14th - May 02nd) to analyse and write the analysis report to meet the deadline.

### DATA COLLECTORS

| Name                   | Abbreviation | Affiliation                |
|------------------------|--------------|----------------------------|
| Census and survey team | SBS-CT       | Samoa Bureau of Statistics |
| Hired enumerators      | HEnm         | Samoa Bureau of Statistics |

## Questionnaires

### QUESTIONNAIRES

A structured English questionnaire was prepared by the EPC team to collect the feedback from the corporation's customers. However, SBS made some improvements in terms of instructions between questionnaire sections in order to make the interviewing flow properly from beginning to end. The questionnaire was also translated into the Samoan language to complement the English questionnaire so that the interpretation of questions by the field enumerators was consistent in the field. A cover page of the questionnaire was also developed so that selected customer's identifications were clearly noted. The options for the survey status were also listed to account for non-coverage of EPC customers during the fieldwork.

The Survey Questionnaire consists of four sections with a cover page in the beginning for the Identification of selected households and other types of customers. Section A has seven questions about the type of meters the customers used and the service provided by EPC to pay bills and buy cash power units, and open questions to state some reasons why the customers were not satisfied with the service given by the EPC, areas of paying of electricity bills and selling cash power units. Section B contains five questions on the management of complaints lodged to the corporation and the satisfaction of

service provided. Section C asked two types of questions in which one was a rating question on the perception of the customers of the EPC service, and the second was a ranking question of the mediums that the public used to get EPC public awareness. Section D was open for the customers to list any of their comments about the service of EPC for improvement.

## Data Processing

### DATA EDITING

After coding, the computer data program was created using CSPro 5 software for data entry. After testing the program, the data entry was conducted in one week (March 24th-28th). The data editing, cleaning and weighting of the data took another two weeks (April 1st-11th) to complete, leaving three weeks (April 14th - May 2nd) to analyse and write the analysis report to meet the deadline.

Data editing was done using writing option in CSPro 5.0.

## Data Appraisal

### ESTIMATES OF SAMPLING ERROR

Any survey will be affected by sampling errors and non-sampling errors. The latter is difficult to measure but can be greatly reduced by the application of high quality survey management, efficient field supervisions, skilful enumerators, good control of data coding and data processing, sufficient resources, etc. Sampling errors are usually calculated using relevant sampling estimation formulae and computer programs. For the CSS 2014, the variance formula for complex design was used to calculate sampling errors. Dr Ren Ruilin of ICF Macro developed specific sampling error estimation templates in Excel for use by developing countries like Samoa where expensive computer programs like SAS could not be purchased. The Excel templates used the Taylor linearization method of variance estimation for survey estimates like means and proportions. The design effect (DEFT) for each estimate was also calculated whereby a DEFT value of 1.0 indicates that the complex design used was just as efficient as the simple random sampling and a value more than 1 indicates an increase in sampling error due to the design and vice versa. In addition, the confidence limits of 95 percent can also be estimated for each variable which provides the range of values for which the true value falls.

Details of sampling errors are presented in the sampling errors appendix of the report.

## Access policy

### CONTACTS

| Name  | Affiliation | Email                       |
|---|-------------|-----------------------------|
| ACEO-Census and survey division                   | SBS         | malaefono.taua@sbs.gov.ws   |
| Principal Statistician-Census and survey division | SBS         | taiaopo.faumuina@sbs.gov.ws |

### CONFIDENTIALITY

All information is protected under the Statistics Act 1971

### ACCESS CONDITIONS

The EPC microdata is available for distribution as licensed-use files. Please contact the identified contact persons to request for the dataset.

Conditions for use of licensed datasets are:

- 1.The data and other materials provided by the Samoa Bureau of Statistics (SBS) will not be redistributed or sold to other individuals, institutions, or organizations without the written agreement of the SBS and Electric Power Corporation.
- 2.The data will be used for statistical and scientific research purposes only. They will be used solely for reporting of aggregated information or the development of statistical models, and not for investigation of specific individuals or organizations.
- 3.No attempt will be made to re-identify respondents, and no use will be made of the identity of any person or establishment discovered inadvertently. Any such discovery would immediately be reported to the SBS and EPC
- 4.No attempt, without prior approval, will be made to produce links among datasets provided by the SBS, or among data from the SBS and other datasets that could identify individuals or organizations, nor for destroying the business operations

of individuals or organizations.

5. Any books, articles, conference papers, theses, dissertations, reports, or other publications that employ data obtained from the SBS will cite the source of data in accordance with the Citation Requirement provided with the dataset.

6. An electronic copy of all reports and publications based on the requested data will be sent to the SBS and EPC

7. The original collector of the data, the SBS, and the relevant funding agencies bear no responsibility for use of the data or for interpretations or inferences based upon such uses.

8. The primary and other researchers who will be involved in using the data must be identified.

9. The researchers' organization must be identified as must a suitable representative of the organization who must be a signatory to the license.

10. The intended use of the data including a list of expected outputs and the organization's dissemination policy must be identified.

11. A formal agreement must be signed that the files will not be shared beyond the boundaries of the organization. In the case of a blanket agreement where it is agreed that the data can be used broadly within the receiving organization in a secure manner, the receiving organization must demonstrate a capacity to manage the data files in a secure manner (with an identified individual assigned formal responsibility for doing so) and each additional new user be made aware of the terms and conditions that apply to the data files. This must be achieved by having the users sign an affidavit. Where a blanket agreement exists and data security procedures are in place, it will not be necessary for the users to destroy the data after use is complete.

#### CITATION REQUIREMENTS

Samoa Bureau of Statistics, Electric Power Corporation Customer Satisfaction Survey 2014, version 1 of the public use dataset (April 2014), [www.sbs.gov.ws](http://www.sbs.gov.ws)

#### ACCESS AUTHORITY

| Name                    | Affiliation | Email  | URL                  |
|-------------------------|-------------|--|----------------------|
| Government Statistician | SBS         | <a href="mailto:info.stats@sbs.gov.ws">info.stats@sbs.gov.ws</a> | <a href="#">Link</a> |

## Disclaimer and copyrights

#### DISCLAIMER

The user of the data acknowledges that Samoa Bureau of Statistics and Electric Power Corporation bear no responsibility for use of the data or for interpretations or inferences based upon such uses.

A Memorandum of Understanding between Samoa Bureau of Statistics and Electric Power Corporation was signed on February 6th 2014, for conducting the Customer Satisfaction Survey 2014 to collect feedback on the services provided by EPC to all its clients. All information and data obtained, interpreted and presented in the Report to EPC belong to EPC. Any organization that wish to use the CSS data may use it upon obtaining written approval of EPC.

#### COPYRIGHT

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## Metadata production

#### DDI DOCUMENT ID

DDI-WSM-SBS-EPCCSS-2014-v1

#### PRODUCERS

| Name             | Abbreviation | Affiliation | Role                |
|------------------|--------------|-------------|---------------------|
| Taiaopo Faumuina | TF           | SBS         | Study documentation |

#### DATE OF METADATA PRODUCTION

2014-04-28

#### DDI DOCUMENT VERSION

Version 1-clean data anonymized, ready for public use

**Data Dictionary**

| <b>Data file</b>   | <b>Cases</b> | <b>Variables</b> |
|--------------------|--------------|------------------|
| <b>EPC-DataSet</b> | 250          | 57               |





**Data file: EPC-DataSet**

Cases: 250

Variables: 57

**Variables**

| ID   | Name         | Label   | Question   |
|------|--------------|---|--|
| V55  | REGION       | Region  | What is the region of residence/location   |
| V56  | DISTRICT     | District  | What is the district of residence/location   |
| V57  | VILLAGE      | Village   | What is the village of residence/location?   |
| V58  | EA           | EA  | What is the EA of residence/location?  |
| V59  | XGPS         | GPS   | What is the GPS number of the selected household   |
| V60  | DW_NO        | Dwelling Number   | What is the number of the selected customer  |
| V61  | WEIGHT       | Weight  |  |
| V63  | HTYPE        | What type of consumer are you?  | What type of meter are you using?  |
| V71  | INT_STATUS   | Survey Status   | Circle the status of the survey as listed  |
| V90  | Q1           | 1. What type of meter are you using?  | What type of meter are you using?  |
| V91  | Q2           | 2. Which of the following services do you usually use for paying your bills?                        | Which of the following services do you usually use for paying your bills?                        |
| V92  | Q3           | 3. Are you satisfied with that service?   | Are you satisfied with that service?   |
| V93  | Q3_SPEC      | 3. If no explain why  | If no explain why  |
| V94  | Q4           | 4. Is your Induction meter read on a 30day/monthly basis?   | Is your Induction meter read on a 30day/monthly basis?   |
| V95  | Q5           | 5. Are you satisfied with that service?   | Are you satisfied with that service?   |
| V96  | Q5_SPEC      | 5. If no explain why  | If the answer is NO explain why  |
| V97  | Q6           | 6. Which of the following services do you usually use for buying your pre-paid units or cash power? | Which of the following services do you usually use for buying your pre-paid units or cash power? |
| V98  | Q7           | 7. Are you satisfied with that service?   | Are you satisfied with that service?   |
| V99  | Q7_SPEC      | 7. If no explain why  | If the answer is NO explain why  |
| V100 | Q8           | 8. Did you lodge a complaint with the Corporation in the last 5 years?                              | Did you lodge a complaint with the Corporation in the last 5 years?                              |
| V101 | Q9           | 9. What was your recent complaint about?  | What was your recent complaint about?  |
| V102 | Q10          | 10. How did you lodge your complaint?   | How did you lodge your complaint?  |
| V103 | Q11          | 11. How long did it take for EPC to resolve your complaint  | How long did it take for EPC to resolve your complaint   |
| V104 | Q12          | 12. Were you satisfied with the response from EPC?  | Were you satisfied with the response from EPC?   |
| V105 | Q12_SPEC     | 12. If no explain why   | If the answer is NO explain why  |
| V106 | Q13_1_A      | 13_1_a. Telephone Services  | What are your views of the telephone services?   |
| V107 | Q13_1_A_SPEC | 13_1. Telephone - Why   | Explain your reasons of ratings for telephone services   |
| V108 | Q13_1_E      | 13_1_e. Face to face  | What are your views of face to face service?   |
| V109 | Q13_1_E_SPEC | 13_1_e. Face to face - Why  | Explain reasons of your ratings for face to face service   |
| V110 | Q13_2        | 13_2. Supply of Electricity   | What are your views of supply of electricity services?   |
| V111 | Q13_2_SPEC   | 13_2_. Supply of Electricity - Why  | Explain reasons of your ratings for supply of electricity services                               |
| V112 | Q13_3        | 13_3_. Fault Service  | What are your views of fault services?   |

| ID   | Name       | Label  | Question   |
|------|------------|--|--|
| V113 | Q13_3_SPEC | 13_3_Fault Service - Why   | Explain reasons of your ratings for fault services .           |
| V114 | Q13_4      | 13_4. Tree Clearing Services                                       | What are your views of tree clearing services?                 |
| V115 | Q13_4_SPEC | 13_4_Tree Clearing Services- Why                                   | Explain reasons of your ratings for tree clearing services     |
| V116 | Q14_1A     | 14_1a. Samoa Observer  | What is your ranking for Samoa Observer?                       |
| V117 | Q14_1B     | 14_1b. Savali  | What is your ranking for Samoa Observer?                       |
| V118 | Q14_1C     | 14_1c. Newsline  | What is your ranking for Newsline newspaper?                   |
| V119 | Q14_1D     | 14_1d. Iniini Samoa  | What is your ranking for Iniini Samoa?                         |
| V120 | Q14_2A     | 14_2a. Talofa FM   | What is your ranking for Talofa FM?                            |
| V121 | Q14_2B     | 14_2b. Radio FM 98.1   | What is your ranking for Radio FM98.1?                         |
| V122 | Q14_2C     | 14_2c. Radio 2AP   | What is your ranking for Radio 2AP?                            |
| V123 | Q14_2D     | 14_2d. Shower of Blessings   | What is your ranking for Shower of Blessings?                  |
| V124 | Q14_3A     | 14_3a. EPC Website   | What is your ranking for EPC website?                          |
| V125 | Q14_3B     | 14_3b. EPC Email   | What is your ranking of EPC email?                             |
| V126 | Q14_4A     | 14_4a. TV1   | What is your ranking for TV1?                                  |
| V127 | Q14_4B     | 14_4b. TV3   | What is your ranking for TV3?                                  |
| V128 | Q14_4C     | 14_4c. EFKS TV   | What is your ranking for EFKS TV?                              |
| V129 | Q14_4D     | 14_4d. Kingdom TV  | What is your ranking for Kingdom TV?                           |
| V130 | Q15        | 15. Are you satisfied with EPC'S delivery of its public awareness? | Are you satisfied with EPC's delivery of its public awareness? |
| V131 | Q15_SPEC   | 15. If no explain why  | If NO explain why  |
| V132 | Q16        | 16. Any further comments?  | Do you have any further comments?                              |
| V133 | Q16_1      | 16. Comment 1  | Other comments 1   |
| V134 | Q16_2      | 16. Comment 2  | Other comments 2   |
| V135 | Q16_3      | 16. Comment 3  | Other comments 3   |
| V136 | Q16_4      | 16. Comment 4  | Other comments 4   |
| V137 | Q16_5      | 16. Comment 5  | Other comments 5   |

Total: 57



**REGION: Region****Data file: EPC-DataSet****Overview**

Valid: 250    Invalid:    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Write the Code of the selected Region from the household list provided

## LITERAL QUESTION

What is the region of residence/location

## CATEGORIES

| Value | Category         |
|-------|------------------|
| 1     | Apia Urban Area  |
| 2     | North West Upolu |
| 3     | Rest of Upolu    |
| 4     | SAVAII           |

**DISTRICT: District****Data file: EPC-DataSet****Overview**

Valid: 250    Invalid:    Minimum: 1    Maximum: 47  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Write the Code of the selected district from the household list provided

## LITERAL QUESTION

What is the district of residence/location

## CATEGORIES

| Value | Category         |
|-------|------------------|
| 1     | Vaimauga East    |
| 2     | Vaimauga West    |
| 3     | Faleata East     |
| 4     | Faleata West     |
| 5     | Sagaga le Falefa |
| 6     | Sagaga le Usoga  |
| 7     | Safata           |

|    |                       |
|----|-----------------------|
| 8  | Siumu                 |
| 9  | Aana Alofi 1          |
| 10 | Aana Alofi 2          |
| 11 | Aana Alofi 3          |
| 12 | Falelatai & Samatau   |
| 13 | Lefaga & Faleseela    |
| 14 | Aiga i le Tai         |
| 15 | Falealili             |
| 16 | Lotofaga              |
| 17 | Lepa                  |
| 18 | Aleipata itupa i Luga |
| 19 | Aleipata itupa i Lalo |
| 20 | Anoamaa East          |
| 21 | Anoamaa West          |
| 22 | Vaa o Fonoti          |
| 23 | Gagaemauga I          |
| 24 | Gagaemauga II         |
| 30 | Faasaleleaga I        |
| 31 | Faasaleleaga II       |
| 32 | Faasaleleaga III      |
| 33 | Faasaleleaga IV       |
| 34 | Gagaemauga I          |
| 35 | Gagaemauga II         |
| 36 | Gagaemauga III        |
| 37 | Gagaifomauga I        |
| 38 | Gagaifomauga II       |
| 39 | Gagaifomauga III      |
| 40 | Vaisigano East        |
| 41 | Vaisigano West        |
| 42 | Falealupo             |
| 43 | Alataua West          |
| 44 | Salega                |
| 45 | Palauli West          |
| 46 | Palauli le Falefa     |
| 47 | Satuipate             |
| 48 | Palauli East          |

**VILLAGE: Village****Data file: EPC-DataSet****Overview**

Valid: 246    Invalid: 4    Minimum: 1    Maximum: 50  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Write the Code of the selected village from the household list

## LITERAL QUESTION

What is the village of residence/location?

## CATEGORIES

| Value | Category        |
|-------|-----------------|
| 1     | Vailoa          |
| 2     | Vaitoomuli      |
| 3     | Faala           |
| 4     | Moasula         |
| 5     | Puleia          |
| 6     | Papa            |
| 7     | Tafua           |
| 8     | Sagone          |
| 9     | Tapueleele      |
| 10    | Vaiola          |
| 11    | Vaiaata         |
| 12    | Vaiafai         |
| 13    | Vaisaulu        |
| 14    | Lalomalava      |
| 15    | Safua           |
| 16    | Sapoe           |
| 17    | Ululoloa        |
| 18    | Tuanaimato West |
| 19    | Maluafofua      |
| 20    | Malifa          |
| 21    | Lelata          |
| 22    | Leifiifi        |
| 23    | Motootua        |
| 24    | Leufisa         |
| 25    | Tanugamanono    |
| 26    | Papauta         |

|    |               |
|----|---------------|
| 27 | Vailima       |
| 28 | Avele         |
| 29 | Letava        |
| 30 | Vaoala        |
| 31 | Tiapapata     |
| 32 | Afiamalu East |
| 33 | Afiamalu West |
| 34 | Apia          |
| 35 | Tauese        |
| 36 | Tufuiopa      |
| 37 | Lalovaea      |
| 38 | Palisi        |
| 39 | Matafele      |
| 40 | Mulivai       |
| 41 | Tuloto        |
| 42 | Togafuafua    |
| 43 | Taufusi       |
| 44 | Alamagoto     |
| 45 | Vaimea        |
| 46 | Fugalei       |
| 47 | Saleufi       |
| 48 | Savalalo      |
| 49 | Sogi          |
| 50 | Mulinuu       |
| 51 | Aai o Fiti    |
| 99 |               |

**EA: EA****Data file: EPC-DataSet****Overview**

Valid: 167    Invalid: 83    Minimum: 1    Maximum: 6  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Write Code of the selected EA for domestic customers but for other types of customers write 99

## LITERAL QUESTION

What is the EA of residence/location?



## CATEGORIES

| Value | Category        |
|-------|-----------------|
| 1     | Faaala-1        |
| 2     | Faaala-2        |
| 3     | Faaala-3        |
| 4     | Faaala-4        |
| 5     | Faaala-5        |
| 6     | Sataua-6        |
| 7     | Matavai-7       |
| 8     | Matavai-8       |
| 9     | Matavai-9       |
| 10    | Matavai-10      |
| 11    | Leauvaa-11      |
| 12    | Fasito'o Uta-12 |
| 13    | Faleasiu-13     |
| 99    |                 |

**XGPS: GPS****Data file: EPC-DataSet****Overview**

Valid: 153 Invalid: 97

Type: Discrete Width: 6 Range: - Format: character

**Questions and instructions**

## QUESTION PRETEXT

Write the Code of the selected GPS from the household list for domestic customers, for other customers write 999999

## LITERAL QUESTION

What is the GPS number of the selected household

**DW\_NO: Dwelling Number****Data file: EPC-DataSet****Overview**

Valid: 250 Invalid: Minimum: 1 Maximum: 115

Type: Discrete Width: 3 Range: - Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Write the Code of the selected customer from the household/other customers list provided

#### LITERAL QUESTION

What is the number of the selected customer

### **WEIGHT: Weight**

Data file: EPC-DataSet

#### Overview

Valid: 250 Invalid: Minimum: 7.8 Maximum: 218.4 Mean: 135.106 Standard deviation: 79.045  
Type: Continuous Decimal: 1 Width: 4 Range: - Format: Numeric

### **HTYPE: What type of consumer are you?**

Data file: EPC-DataSet

#### Overview

Valid: 250 Valid (weighted): 33776.5 Invalid: Invalid (weighted): Minimum: 1 Maximum: 7  
Type: Discrete Width: 1 Range: - Format: Numeric

#### Questions and instructions

#### QUESTION PRETEXT

Circle the appropriate answer

#### LITERAL QUESTION

What type of meter are you using?

#### CATEGORIES

| Value | Category   |
|-------|------------|
| 1     | Domestic   |
| 2     | Commercial |
| 3     | Religion   |
| 4     | School     |
| 5     | Government |
| 6     | Industry   |
| 7     | Hotel      |

### **INT\_STATUS: Survey Status**

Data file: EPC-DataSet

#### Overview

Valid: 250 Invalid: Minimum: 1 Maximum: 9 Mean: 1.56 Standard deviation: 1.814  
Type: Discrete Width: 1 Range: - Format: Numeric

## Questions and instructions

### LITERAL QUESTION

Circle the status of the survey as listed

### CATEGORIES

| Value | Category                          |
|-------|-----------------------------------|
| 1     | Completed                         |
| 2     | Partially Completed               |
| 3     | Call Back of Postponed            |
| 4     | Refused                           |
| 5     | Household away >month             |
| 6     | Vacant                            |
| 7     | Building destroyed (Cyclone Evan) |
| 8     | Destroyed (Other Reasons)         |
| 9     | No Electricity                    |

## Q1: 1. What type of meter are you using?

Data file: EPC-DataSet

### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle the appropriate code

### LITERAL QUESTION

What type of meter are you using?

### CATEGORIES

| Value   | Category         |
|---------|------------------|
| 1       | Induction Meter  |
| 2       | Prepayment Meter |
| 3       | No Meter         |
| Sysmiss |                  |

### QUESTION POST TEXT

If 1 is circled answer Q2-Q5 BUT if 2 is circled go/skip to Q6

**Q8: 8. Did you lodge a complaint with the Corporation in the last 5 years?****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Circle the appropriate code

## LITERAL QUESTION

Did you lodge a complaint with the Corporation in the last 5 years?

## CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

## QUESTION POST TEXT

If code 1 is circled answer Q9-Q12 but if code 2 is circled go to Q13

**Q2: 2. Which of the following services do you usually use for paying your bills?****Data file: EPC-DataSet****Overview**

Valid: 61    Valid (weighted): 5754.8    Invalid: 189    Invalid (weighted): 28021.7    Minimum: 1    Maximum: 6  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Circle the appropriate code

## LITERAL QUESTION

Which of the following services do you usually use for paying your bills?

## CATEGORIES

| Value | Category         |
|-------|------------------|
| 1     | EPC-Sogi         |
| 2     | EPC-Vaitele      |
| 3     | EPC- Salelologa  |
| 4     | Western Union    |
| 5     | Samoa Post       |
| 6     | Banking Services |

Sysmiss

**Q3: 3. Are you satisfied with that service?****Data file: EPC-DataSet****Overview**

Valid: 61   Valid (weighted): 5754.8   Invalid: 189   Invalid (weighted): 28021.7   Minimum: 1   Maximum: 2  
 Type: Discrete   Width: 1   Range: -   Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Circle the appropriate code

## LITERAL QUESTION

Are you satisfied with that service?

## CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

**Q3\_SPEC: 3. If no explain why****Data file: EPC-DataSet****Overview**

Valid: 3   Valid (weighted): 137.9   Invalid: 247   Invalid (weighted): 33638.6   Minimum: 2   Maximum: 2  
 Type: Discrete   Width: 1   Range: -   Format: Numeric

**Questions and instructions**

## LITERAL QUESTION

If no explain why

## CATEGORIES

| Value   | Category   |
|---------|--|
| 2       | Took so long to serve sometimes by EPC-office Sogi |
| Sysmiss |  |

**Q4: 4. Is your Induction meter read on a 30day/monthly basis?****Data file: EPC-DataSet**

**Overview**

Valid: 61    Valid (weighted): 5754.8    Invalid: 189    Invalid (weighted): 28021.7    Minimum: 1    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Circle the appropriate code

## LITERAL QUESTION

Is your Induction meter read on a 30day/monthly basis?

## CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

**Q5: 5. Are you satisfied with that service?**

**Data file: EPC-DataSet**

**Overview**

Valid: 61    Valid (weighted): 5754.8    Invalid: 189    Invalid (weighted): 28021.7    Minimum: 1    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## LITERAL QUESTION

Are you satisfied with that service?

## CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

## QUESTION POST TEXT

After answering Q5 go to Q8

**Q5\_SPEC: 5. If no explain why**

**Data file: EPC-DataSet**

**Overview**

Valid: 9    Valid (weighted): 824.1    Invalid: 241    Invalid (weighted): 32952.4    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

If the answer is NO explain why

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Induction meter is very expensive need to switch to C/Power again                      |
| 2       | Reading meter is not in monthly basis this leads to burden with bill piling up         |
| 3       | Meter reading employees are not doing their job well                                   |
| 4       | Poor and delay of service eg-delivering of invoices to the account after meter reading |
| Sysmiss |  |

## Q6: 6. Which of the following services do you usually use for buying your pre-paid units or cash power?

Data file: EPC-DataSet

### Overview

Valid: 166    Valid (weighted): 24212.4    Invalid: 84    Invalid (weighted): 9564.1    Minimum: 1    Maximum: 5  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle the appropriate code

### LITERAL QUESTION

Which of the following services do you usually use for buying your pre-paid units or cash power?

### CATEGORIES

| Value   | Category                 |
|---------|--------------------------|
| 1       | EPC-Sogi                 |
| 2       | EPC- Vaitele             |
| 3       | EPC- Salelologa          |
| 4       | NBS Ezibank (text)       |
| 5       | NBS MPOS at Retail shops |
| Sysmiss |                          |

## Q7: 7. Are you satisfied with that service?

Data file: EPC-DataSet

### Overview

Valid: 166    Valid (weighted): 24212.4    Invalid: 84    Invalid (weighted): 9564.1    Minimum: 1    Maximum: 2

Type: Discrete Width: 1 Range: - Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle the appropriate code

### LITERAL QUESTION

Are you satisfied with that service?

### CATEGORIES

| Value   | Category                     |
|---------|------------------------------|
| 1       | Yes                          |
| 2       | No                           |
| 3       | Never aware of EPC programme |
| Sysmiss |                              |

## Q7\_SPEC: 7. If no explain why

Data file: EPC-DataSet

### Overview

Valid: 22 Valid (weighted): 3069.3 Invalid: 228 Invalid (weighted): 30707.2 Minimum: 1 Maximum: 4  
Type: Discrete Width: 1 Range: - Format: Numeric

## Questions and instructions

### LITERAL QUESTION

If the answer is NO explain why

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Cash Power service is no longer 24hrs                                    |
| 2       | Poor availability of cash power most of the times                        |
| 3       | Cash power units should be sold at least one of the village retail shops |
| 4       | Problems with entering of cash power units sometimes                     |
| 9       | Not stated   |
| Sysmiss |  |

## Q9: 9. What was your recent complaint about?

Data file: EPC-DataSet

### Overview

Valid: 39 Valid (weighted): 4404.7 Invalid: 211 Invalid (weighted): 29371.8 Minimum: 1 Maximum: 19  
Type: Discrete Width: 2 Range: - Format: Numeric



## Questions and instructions

### QUESTION PRETEXT

Circle appropriate answer

### LITERAL QUESTION

What was your recent complaint about?

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Problems with cash power faults-blank screen                               |
| 2       | Problems with Electric Post in front of house                              |
| 3       | Power supply was very weak   |
| 4       | Assets destroyed due to sudden power shut down                             |
| 5       | Switching meter type from induction to prepay meter                        |
| 6       | Service was not fairly done among customers                                |
| 7       | Expensive Reconnection fee   |
| 8       | Expensive of surcharge fee   |
| 9       | Delay in service after cyclone   |
| 10      | Safety of high voltage close by  |
| 11      | Problems with induction meter bills  |
| 12      | Need of sub-meter for business   |
| 13      | Overcharge of bills  |
| 15      | Cash Power Units   |
| 16      | Incompletion of job requested only put on electric post but no light       |
| 17      | Consider after hours problems with electric power esp with companies       |
| 18      | Problems with under-ground lines which caused fire and damages to submeter |
| 19      | Expensive cost of electric post for school compound                        |
| Sysmiss |  |

## Description

### UNIVERSE

Customers who lodged a complaint

## Q10: 10. How did you lodge your complaint?

Data file: EPC-DataSet

### Overview

Valid: 39    Valid (weighted): 4404.7    Invalid: 211    Invalid (weighted): 29371.8    Minimum: 1    Maximum: 3  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle appropriate answer

### LITERAL QUESTION

How did you lodge your complaint?

### CATEGORIES

| Value   | Category  |
|---------|-----------|
| 1       | Writing   |
| 2       | Phone     |
| 3       | In Person |
| Sysmiss |           |

## Description

### UNIVERSE

Customers who lodged a complaint

## Q11: 11. How long did it take for EPC to resolve your complaint

Data file: EPC-DataSet

### Overview

Valid: 39   Valid (weighted): 4404.7   Invalid: 211   Invalid (weighted): 29371.8   Minimum: 1   Maximum: 11  
 Type: Discrete   Width: 2   Range: -   Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle appropriate answer

### LITERAL QUESTION

How long did it take for EPC to resolve your complaint

### CATEGORIES

| Value | Category             |
|-------|----------------------|
| 1     | 1-2 weeks            |
| 2     | 3-4 weeks            |
| 3     | 1 day                |
| 4     | 2 months             |
| 5     | 4 months             |
| 6     | 2-4 days             |
| 7     | 1year                |
| 8     | Never respond at all |

|         |                  |
|---------|------------------|
| 9       | More than a year |
| 10      | 6 months         |
| 11      | 2 years          |
| Sysmiss |                  |

## Description

### UNIVERSE

Customers who lodged a complaint

## Q12: 12. Were you satisfied with the response from EPC?

Data file: EPC-DataSet

### Overview

Valid: 39   Valid (weighted): 4404.7   Invalid: 211   Invalid (weighted): 29371.8   Minimum: 1   Maximum: 2  
 Type: Discrete   Width: 1   Range: -   Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Circle appropriate answer

### LITERAL QUESTION

Were you satisfied with the response from EPC?

### CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

## Description

### UNIVERSE

Customers who lodged a complaint

## Q12\_SPEC: 12. If no explain why

Data file: EPC-DataSet

### Overview

Valid: 13   Valid (weighted): 1379.4   Invalid: 237   Invalid (weighted): 32397.1   Minimum: 1   Maximum: 4  
 Type: Discrete   Width: 1   Range: -   Format: Numeric

## Questions and instructions

### LITERAL QUESTION

If the answer is NO explain why

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | No clear explanation given of surcharge fees                     |
| 2       | Poor service provide -eg-took long to wait for complaints lodged |
| 3       | Unclear solution of complaint lodged                             |
| 4       | Incompletion of duties done                                      |
| 9       | Not stated   |
| Sysmiss |  |

## Q13\_1\_A: 13\_1\_a. Telephone Services

Data file: EPC-DataSet

### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

### LITERAL QUESTION

What are your views of the telephone services?

### CATEGORIES

| Value   | Category              |
|---------|-----------------------|
| 1       | Excellent             |
| 2       | Average               |
| 3       | Poor                  |
| 4       | Don't Know\Never Used |
| Sysmiss |                       |

## Q13\_1\_A\_SPEC: 13\_1. Telephone - Why

Data file: EPC-DataSet

### Overview

Valid: 108    Valid (weighted): 13138.6    Invalid: 142    Invalid (weighted): 20637.9    Minimum: 1    Maximum: 10  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

Explain your reasons of ratings for telephone services

#### CATEGORIES

| Value   | Category  |
|---------|---|
| 1       | Quick and good respond                            |
| 2       | Polite and respect the public                     |
| 3       | Sometimes too long to answer                      |
| 4       | Too many transfers                                |
| 5       | Quick respond but slow in the implementation part |
| 6       | Need improvement with service                     |
| 7       | Never answer the phone when call for assistance   |
| 8       | Rude and impolite on phone                        |
| 9       | Never follow on their promises                    |
| 10      | No clear explanation of problems reported         |
| Sysmiss |   |

### Q13\_1\_E: 13\_1\_e. Face to face

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

### LITERAL QUESTION

What are your views of face to face service?

#### CATEGORIES

| Value   | Category              |
|---------|-----------------------|
| 1       | Excellent             |
| 2       | Average               |
| 3       | Poor                  |
| 4       | Don't know/Never Used |
| Sysmiss |                       |

**Q13\_1\_E\_SPEC: 13\_1\_e. Face to face - Why****Data file: EPC-DataSet****Overview**

Valid: 122    Valid (weighted): 14780.1    Invalid: 128    Invalid (weighted): 18996.4    Minimum: 1    Maximum: 13  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

**Questions and instructions**

## LITERAL QUESTION

Explain reasons of your ratings for face to face service

## CATEGORIES

| Value   | Category  |
|---------|---|
| 1       | Very good service especially with facial expression and appearance                                      |
| 2       | Always give chance to any requests given  |
| 3       | Great explanation of problems faced   |
| 4       | Sometimes took long to serve  |
| 5       | Facial expression sometimes are tough   |
| 6       | Unsafe implementation of their jobs especially linesmen   |
| 7       | Need improvement of service especially meter readers  |
| 8       | Only good when face to face but never put request into practised  |
| 9       | Impoliteness of meter readers   |
| 10      | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it |
| 11      | Need clear explanation of survey conducted by EPC-team  |
| 12      | Took long to serve  |
| 13      | Impoliteness of meter readers   |
| Sysmiss |   |

**Q13\_2: 13\_2. Supply of Electricity****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

## LITERAL QUESTION

What are your views of supply of electricity services?

## CATEGORIES

| Value   | Category              |
|---------|-----------------------|
| 1       | Excellent             |
| 2       | Average               |
| 3       | Poor                  |
| 4       | Don't know\Never Used |
| Sysmiss |                       |

### Q13\_2\_SPEC: 13\_2\_. Supply of Electricity - Why

Data file: EPC-DataSet

#### Overview

Valid: 219    Valid (weighted): 28912.5    Invalid: 31    Invalid (weighted): 4864    Minimum: 1    Maximum: 12  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

#### Questions and instructions

##### LITERAL QUESTION

Explain reasons of your ratings for supply of electricity services

##### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Hardly any power shut down most of the times                                     |
| 2       | Always informed public of power shut down  |
| 3       | Quick respond when problems with supply of electricity is needed                 |
| 4       | Good service with availability of cash power every time                          |
| 5       | Power shut down and never been informed  |
| 6       | Never informed power shut down in advanced                                       |
| 7       | Power supply sometimes weak and can be noted with the noisy with refrigerators   |
| 8       | Sometimes it took long for power to be restored                                  |
| 9       | Public awareness of power shut down should be in advanced                        |
| 10      | EPC should consider commercial customers with the areas they locate transformers |
| 11      | Power is always off and destroy household assets eg. refrigerator                |
| 12      | Public awareness with the power shut down is very poor                           |
| Sysmiss |  |

### Q13\_3: 13\_3\_. Fault Service

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### QUESTION PRETEXT

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

### LITERAL QUESTION

What are your views of fault services?

### CATEGORIES

| Value   | Category              |
|---------|-----------------------|
| 1       | Excellent             |
| 2       | Average               |
| 3       | Poor                  |
| 4       | Don't know/Never Used |
| Sysmiss |                       |

## Q13\_3\_SPEC: 13\_3\_Fault Service - Why

Data file: EPC-DataSet

### Overview

Valid: 117    Valid (weighted): 14922.4    Invalid: 133    Invalid (weighted): 18854.1    Minimum: 1    Maximum: 12  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

Explain reasons of your ratings for fault services .

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Quick and good respond when needed   |
| 2       | Well repairing of destroyed assets   |
| 3       | Cash power available most of the times   |
| 4       | Sometimes hardly informed of power shut down                                     |
| 5       | Sometimes quick but sometimes slow in service                                    |
| 6       | Not all the employees are well performed on field                                |
| 7       | Sometimes low power supply   |
| 8       | Never respond with problems given with lights reported                           |
| 9       | Poor and so delay with sevice  |
| 10      | Need improvement with public awareness of this service                           |
| 11      | Never attended with problems reported but keep referring to customers eletrician |
| 12      | Power was so low which leads damages to business assets                          |
| Sysmiss |  |



**Q13\_4: 13\_4. Tree Clearing Services****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions****QUESTION PRETEXT**

Put ratings of 1 for excellent, 2 for Average, 3 for Poor and 4 for Dont know/never used in appropriate box provided

**LITERAL QUESTION**

What are your views of tree clearing services?

**CATEGORIES**

| Value   | Category              |
|---------|-----------------------|
| 1       | Excellent             |
| 2       | Average               |
| 3       | Poor                  |
| 4       | Don't know\Never Used |
| Sysmiss |                       |

**Q13\_4\_SPEC: 13\_4\_Tree Clearing Services- Why****Data file: EPC-DataSet****Overview**

Valid: 90    Valid (weighted): 13036.6    Invalid: 160    Invalid (weighted): 20739.9    Minimum: 1    Maximum: 8  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions****LITERAL QUESTION**

Explain reasons of your ratings for tree clearing services

**CATEGORIES**

| Value | Category   |
|-------|--|
| 1     | Very good service always clean up every rubbish from tree cutting                    |
| 2     | Always inform public in advance before doing their job                               |
| 3     | Only picked up some of the rubbish but household cleaned up the rest                 |
| 4     | Sometimes delay with cutting down of trees   |
| 6     | Never clean up what they cut down  |
| 7     | Never took note of some tree branches that need to be cut down on high voltage lines |

|         |   |
|---------|---|
| 8       | Never inform in advance of cutting down trees |
| Sysmiss |   |

### Q14\_1A: 14\_1a. Samoa Observer

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

#### Questions and instructions

##### QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

##### LITERAL QUESTION

What is your ranking for Samoa Observer?

##### CATEGORIES

| Value   | Category                   |
|---------|----------------------------|
|         | never read a newspaper     |
| 1       | Being the most read        |
| 2       | Being the second most read |
| 3       | Being the third most read  |
| 4       | Being the least read       |
| Sysmiss |                            |

### Q14\_1B: 14\_1b. Savali

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

#### Questions and instructions

##### QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

##### LITERAL QUESTION

What is your ranking for Samoa Observer?

##### CATEGORIES

| Value   | Category                   |
|---------|----------------------------|
|         | never read a newspaper     |
| 1       | Being the most read        |
| 2       | Being the second most read |
| 3       | Being the third most read  |
| 4       | Being the least read       |
| Sysmiss |                            |

### Q14\_1C: 14\_1c. Newsline

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

#### Questions and instructions

##### QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

##### LITERAL QUESTION

What is your ranking for Newsline newspaper?

##### CATEGORIES

| Value   | Category                   |
|---------|----------------------------|
|         | never read a newspaper     |
| 1       | Being the most read        |
| 2       | Being the second most read |
| 3       | Being the third most read  |
| 4       | Being the least read       |
| Sysmiss |                            |

### Q14\_1D: 14\_1d. Iniini Samoa

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

#### Questions and instructions

##### QUESTION PRETEXT

Which print mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least read of (0) never read a newspaper

#### LITERAL QUESTION

What is your ranking for Iniini Samoa?

#### CATEGORIES

| Value   | Category                   |
|---------|----------------------------|
|         | never read a newspaper     |
| 1       | Being the most read        |
| 2       | Being the second most read |
| 3       | Being the third most read  |
| 4       | Being the least read       |
| Sysmiss |                            |

### Q14\_2A: 14\_2a. Talofa FM

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

#### Questions and instructions

#### QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

#### LITERAL QUESTION

What is your ranking for Talofa FM?

#### CATEGORIES

| Value   | Category                          |
|---------|-----------------------------------|
|         | E le faafofoga i se leitio        |
| 1       | Being the most listened to        |
| 2       | Being the second most listened to |
| 3       | Being the third most listened to  |
| 4       | Being the least listened to       |
| Sysmiss |                                   |

### Q14\_2B: 14\_2b. Radio FM 98.1

Data file: EPC-DataSet

#### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4

Type: Discrete Width: 1 Range: - Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

## LITERAL QUESTION

What is your ranking for Radio FM98.1?

## CATEGORIES

| Value   | Category                          |
|---------|-----------------------------------|
|         | E le faafofoga i se leitio        |
| 1       | Being the most listened to        |
| 2       | Being the second most listened to |
| 3       | Being the third most listened to  |
| 4       | Being the least listened to       |
| Sysmiss |                                   |

**Q14\_2C: 14\_2c. Radio 2AP**

Data file: EPC-DataSet

**Overview**

Valid: 227 Valid (weighted): 29967.2 Invalid: 23 Invalid (weighted): 3809.3 Minimum: Maximum: 4

Type: Discrete Width: 1 Range: - Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

## LITERAL QUESTION

What is your ranking for Radio 2AP?

## CATEGORIES

| Value   | Category                          |
|---------|-----------------------------------|
|         | E le faafofoga i se leitio        |
| 1       | Being the most listened to        |
| 2       | Being the second most listened to |
| 3       | Being the third most listened to  |
| 4       | Being the least listened to       |
| Sysmiss |                                   |

**Q14\_2D: 14\_2d. Shower of Blessings****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which radio stations do you usually get public awareness from EPC?

Please rank from (1)-being the most heard of to (4)being the least heard of (0) never listen to radios

## LITERAL QUESTION

What is your ranking for Shower of Blessings?

## CATEGORIES

| Value   | Category                          |
|---------|-----------------------------------|
|         | E le faafofoga i se leitio        |
| 1       | Being the most listened to        |
| 2       | Being the second most listened to |
| 3       | Being the third most listened to  |
| 4       | Being the least listened to       |
| Sysmiss |                                   |

**Q14\_3A: 14\_3a. EPC Website****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which online mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most accessed/seen of to (4)being the least accessed/seen (0) never read used online media

## LITERAL QUESTION

What is your ranking for EPC website?

## CATEGORIES

| Value | Category                                |
|-------|---|
|       | Do not visit any EPC's website or email |
| 1     | Being the most visited                  |
| 2     | Being the least visited                 |

Sysmiss

**Q14\_3B: 14\_3b. EPC Email****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which online mediums do you usually get public awareness from EPC?

Please rank from (1)-being the most accessed/seen of to (4)being the least accessed/seen (0) never read used online media

## LITERAL QUESTION

What is your ranking of EPC email?

## CATEGORIES

| Value   | Category                                |
|---------|---|
|         | Do not visit any EPC's website or email |
| 1       | Being the most visited                  |
| 2       | Rarely visited                          |
| Sysmiss |   |

**Q14\_4A: 14\_4a. TV1****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which television stations do you usually get public awareness from EPC?

Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

## LITERAL QUESTION

What is your ranking for TV1?

## CATEGORIES

| Value | Category               |
|-------|------------------------|
|       | Do not watch any tv    |
| 1     | Being the most watched |

|         |                               |
|---------|-------------------------------|
| 2       | Being the second most watched |
| 3       | Being the third most watched  |
| 4       | Being the least watched       |
| Sysmiss |                               |

**Q14\_4B: 14\_4b. TV3****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which television stations do you usually get public awareness from EPC?

Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

## LITERAL QUESTION

What is your ranking for TV3?

## CATEGORIES

| Value   | Category                      |
|---------|-------------------------------|
|         | Do not watch any tv           |
| 1       | Being the most watched        |
| 2       | Being the second most watched |
| 3       | Being the third most watched  |
| 4       | Being the least watched       |
| Sysmiss |                               |

**Q14\_4C: 14\_4c. EFKS TV****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which television stations do you usually get public awareness from EPC?

Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

## LITERAL QUESTION

What is your ranking for EFKS TV?



## CATEGORIES

| Value   | Category                      |
|---------|-------------------------------|
|         | Do not watch any tv           |
| 1       | Being the most watched        |
| 2       | Being the second most watched |
| 3       | Being the third most watched  |
| 4       | Being the least watched       |
| Sysmiss |                               |

**Q14\_4D: 14\_4d. Kingdom TV****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum:    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

**Questions and instructions**

## QUESTION PRETEXT

Which televisions stations do you usually get public awarenes from EPC?

Please rank from (1)-being the most seen/heard of to (4)being the least seen (0) never watched TV

## LITERAL QUESTION

What is your ranking for Kingdom TV?

## CATEGORIES

| Value   | Category                      |
|---------|-------------------------------|
|         | Do not watch any tv           |
| 1       | Being the most watched        |
| 2       | Being the second most watched |
| 3       | Being the third most watched  |
| 4       | Being the least watched       |
| Sysmiss |                               |

**Q15: 15. Are you satisfied with EPC'S delivery of its public awareness?****Data file: EPC-DataSet****Overview**

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 3  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

Are you satisfied with EPC's delivery of its public awareness?

### CATEGORIES

| Value   | Category                                   |
|---------|--|
| 1       | Yes  |
| 2       | No   |
| 3       | Do not know of any EPC's awareness program |
| Sysmiss |  |

## Q15\_SPEC: 15. If no explain why

Data file: EPC-DataSet

### Overview

Valid: 12    Valid (weighted): 2144.7    Invalid: 238    Invalid (weighted): 31631.8    Minimum: 1    Maximum: 4  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

If NO explain why

### CATEGORIES

| Value   | Category   |
|---------|--|
| 1       | Sometimes power shut down but never informed   |
| 2       | Hardly seen some of the awareness programmes by EPC  |
| 3       | Awareness programmes are not inline with what are been practised                               |
| 4       | Need improvement of service in the areas of informing public in advance before power shut down |
| Sysmiss |  |

## Q16: 16. Any further comments?

Data file: EPC-DataSet

### Overview

Valid: 227    Valid (weighted): 29967.2    Invalid: 23    Invalid (weighted): 3809.3    Minimum: 1    Maximum: 2  
 Type: Discrete    Width: 1    Range: -    Format: Numeric

## Questions and instructions

### LITERAL QUESTION

Do you have any further comments?

## CATEGORIES

| Value   | Category |
|---------|----------|
| 1       | Yes      |
| 2       | No       |
| Sysmiss |          |

**Q16\_1: 16. Comment 1****Data file: EPC-DataSet****Overview**

Valid: 175    Valid (weighted): 23007    Invalid: 75    Invalid (weighted): 10769.5    Minimum: 1    Maximum: 32  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

**Questions and instructions**

## LITERAL QUESTION

Other comments 1

## CATEGORIES

| Value | Category  |
|-------|---|
| 1     | Cost of C/Power units is very expensive   |
| 2     | Everything is ok with EPC-Service   |
| 3     | Should sell cards for cash power again in retail shops  |
| 4     | Public should always be informed/advised of power shut down   |
| 5     | High need of Tree Clearing Service  |
| 6     | Need availability of NBS-MPOS service in every village for cash power                                   |
| 7     | Need clear explanation of EPC-Cash Power survey by EPC-Staff  |
| 8     | Consider extra charges by other retail shops for buying cash power units to non-village customers       |
| 9     | Need to carefully considered publics complaints   |
| 10    | Need more lights beside the road  |
| 11    | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it |
| 12    | All hholds should be switched to Cash Power   |
| 13    | Favouritism and never give chance of unrelated pple   |
| 14    | Induction meter is very expensive   |
| 15    | Need monthly basis with meter reading to avoid problems of expensive in paying of bills                 |
| 16    | Need clear explanation of surcharges fees   |
| 17    | Need strong power supply esp with Commercial Customers  |
| 18    | Surcharge fee is very expensive   |
| 19    | Need 24hrs of service esp Vaitele branch  |
| 20    | EPC should go back to Induction meter instead of prepay meter   |
| 21    | Poor public awareness in areas of switching from Induction to Prepaid meter                             |

|         |  |
|---------|--|
| 22      | Public awareness should be posted on the internet  |
| 23      | Need emergencies branches around the country   |
| 24      | Poor management  |
| 25      | High speed of EPC vehicles on the road   |
| 26      | EPC should have a facebook page  |
| 27      | Need lights withing every school/church compounds  |
| 28      | Problems with cash power units   |
| 29      | Consistencies with cash power units cost anytime of the month  |
| 30      | Need more EPC-vehicles for Asau district   |
| 31      | Inspection for replacement of rotten electric post and lights at least once a month  |
| 32      | Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity |
| Sysmiss |  |

## Description

UNIVERSE

Q9-Q12\_SPEC\_Customers who lodged a complaint

### Q16\_2: 16. Comment 2

Data file: EPC-DataSet

#### Overview

Valid: 175    Valid (weighted): 23007    Invalid: 75    Invalid (weighted): 10769.5    Minimum:    Maximum: 31  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

#### Questions and instructions

LITERAL QUESTION

Other comments 2

CATEGORIES

| Value | Category  |
|-------|---|
|       | None  |
| 1     | Cost of C/Power units is very expensive   |
| 2     | Everything is ok with EPC-Service   |
| 3     | Should sell cards for cash power again in retail shops  |
| 4     | Public shoud always be informed/advised of power shut down  |
| 5     | High need of Tree Clearing Service  |
| 6     | Need availability of NBS-MPOS service in every village for cash power                             |
| 7     | Need clear explanation of EPC-Cash Power survey by EPC-Staff                                      |
| 8     | Consider extra charges by other retail shops for buying cash power units to non-village customers |

|         |  |
|---------|--|
| 9       | Need to carefully considered publics complaints  |
| 10      | Need more lights beside the road   |
| 11      | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it                              |
| 12      | All hholds should be switched to Cash Power  |
| 13      | Favourtism and never give chance of unrelated pple   |
| 14      | Induction meter is very expensive  |
| 15      | Need monthly basis with meter reading to avoid problems of expensive in paying of bills  |
| 16      | Need clear explanation of surcharges fees  |
| 17      | Need strong power supply esp with Commercial Customers   |
| 18      | Surcharge fee is very expensive  |
| 19      | Need 24hrs of service esp Vaitele branch   |
| 20      | EPC should go back to Induction meter instead of prepay meter  |
| 21      | Poor public awareness in areas of switching from Induction to Prepaid meter  |
| 22      | Public awareness should be posted on the internet  |
| 23      | Need emergencies branches around the country   |
| 24      | Poor management  |
| 25      | High speed of EPC vehicles on the road   |
| 26      | EPC should have a facebook page  |
| 27      | Need lights withing every school/church compounds  |
| 28      | Problems with cash power units   |
| 29      | Consistencies with cash power units cost anytime of the month  |
| 30      | Need more EPC-vehicles for Asau district   |
| 31      | Inspection for replacement of rotten electric post and lights at least once a month  |
| 32      | Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity |
| Sysmiss |  |

### Q16\_3: 16. Comment 3

Data file: EPC-DataSet

#### Overview

Valid: 55    Valid (weighted): 7088.7    Invalid: 195    Invalid (weighted): 26687.8    Minimum:    Maximum: 31  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

#### Questions and instructions

LITERAL QUESTION

Other comments 3

CATEGORIES

| Value | Category |
|-------|----------|
|-------|----------|

|         |   |
|---------|---|
|         | No Comment  |
| 1       | Cost of C/Power units is very expensive   |
| 2       | Everything is ok with EPC-Service   |
| 3       | Should sell cards for cash power again in retail shops  |
| 4       | Public should always be informed/advised of power shut down   |
| 5       | High need of Tree Clearing Service  |
| 6       | Need availability of NBS-MPOS service in every village for cash power   |
| 7       | Need clear explanation of EPC-Cash Power survey by EPC-Staff  |
| 8       | Consider extra charges by other retail shops for buying cash power units to non-village customers                                     |
| 9       | Need to carefully consider public complaints  |
| 10      | Need more lights beside the road  |
| 11      | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it                               |
| 12      | All holds should be switched to Cash Power  |
| 13      | Favouritism and never give chance of unrelated people   |
| 14      | Induction meter is very expensive   |
| 15      | Need monthly basis with meter reading to avoid problems of expensive in paying of bills   |
| 16      | Need clear explanation of surcharges fees   |
| 17      | Need strong power supply esp with Commercial Customers  |
| 18      | Surcharge fee is very expensive   |
| 19      | Need 24hrs of service esp Vaitele branch  |
| 20      | EPC should go back to Induction meter instead of prepay meter   |
| 21      | Poor public awareness in areas of switching from Induction to Prepaid meter   |
| 22      | Public awareness should be posted on the internet   |
| 23      | Need emergency branches around the country  |
| 24      | Poor management   |
| 25      | High speed of EPC vehicles on the road  |
| 26      | EPC should have a facebook page   |
| 27      | Need lights withing every school/church compounds   |
| 28      | Problems with cash power units  |
| 29      | Inconsistencies with cash power units cost anytime of the month   |
| 30      | Need more EPC-vehicles for Asau district  |
| 31      | Inspection for replacement of rotten electric post and lights at least once a month   |
| 32      | Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of electricity |
| Sysmiss |   |

**Q16\_4: 16. Comment 4****Data file: EPC-DataSet**

## Overview

Valid: 11    Valid (weighted): 1555.2    Invalid: 239    Invalid (weighted): 32221.3    Minimum:    Maximum:  
 Type: Discrete    Width: 2    Range: -    Format: Numeric

## Questions and instructions

LITERAL QUESTION

Other comments 4

### CATEGORIES

| Value | Category  |
|-------|---|
|       | None  |
| 1     | Cost of C/Power units is very expensive   |
| 2     | Everything is ok with EPC-Service   |
| 3     | Should sell cards for cash power again in retail shops  |
| 4     | Public should always be informed/advised of power shut down   |
| 5     | High need of Tree Clearing Service  |
| 6     | Need availability of NBS-MPOS service in every village for cash power                                   |
| 7     | Need clear explanation of EPC-Cash Power survey by EPC-Staff  |
| 8     | Consider extra charges by other retail shops for buying cash power units to non-village customers       |
| 9     | Need to carefully considered publics complaints   |
| 10    | Need more lights beside the road  |
| 11    | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it |
| 12    | All holds should be switched to Cash Power  |
| 13    | Favouritism and never give chance of unrelated pple   |
| 14    | Induction meter is very expensive   |
| 15    | Need monthly basis with meter reading to avoid problems of expensive in paying of bills                 |
| 16    | Need clear explanation of surcharges fees   |
| 17    | Need strong power supply esp with Commercial Customers  |
| 18    | Surcharge fee is very expensive   |
| 19    | Need 24hrs of service esp Vaitele branch  |
| 20    | EPC should go back to Induction meter instead of prepay meter   |
| 21    | Poor public awareness in areas of switching from Induction to Prepaid meter                             |
| 22    | Public awareness should be posted on the internet   |
| 23    | Need emergencies branches around the country  |
| 24    | Poor management   |
| 25    | High speed of EPC vehicles on the road  |
| 26    | EPC should have a facebook page   |
| 27    | Need lights withing every school/church compounds   |
| 28    | Problems with cash power units  |
| 29    | Consistencies with cash power units cost anytime of the month   |

|         |  |
|---------|--|
| 30      | Need more EPC-vehicles for Asau district   |
| 31      | Inspection for replacement of rotten electric post and lights at least once a month  |
| 32      | Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity |
| Sysmiss |  |

## Q16\_5: 16. Comment 5

Data file: EPC-DataSet

### Overview

Valid: Valid (weighted): Invalid: 250 Invalid (weighted): 33776.5  
 Type: Discrete Width: 2 Range: - Format: Numeric

### Questions and instructions

LITERAL QUESTION

Other comments 5

CATEGORIES

| Value | Category  |
|-------|---|
|       | None  |
| 1     | Cost of C/Power units is very expensive   |
| 2     | Everything is ok with EPC-Service   |
| 3     | Should sell cards for cash power again in retail shops  |
| 4     | Public shoud always be informed/advised of power shut down  |
| 5     | High need of Tree Clearing Service  |
| 6     | Need availability of NBS-MPOS service in every village for cash power                                   |
| 7     | Need clear explanation of EPC-Cash Power survey by EPC-Staff  |
| 8     | Consider extra charges by other retail shops for buying cash power units to non-village customers       |
| 9     | Need to carefully considered publics complaints   |
| 10    | Need more lights beside the road  |
| 11    | Induction meter invoices should be carefully placed somewhere safe if no one is available to receive it |
| 12    | All hholds should be switched to Cash Power   |
| 13    | Favourtism and never give chance of unrelated pple  |
| 14    | Induction meter is very expensive   |
| 15    | Need monthly basis with meter reading to avoid problems of expensive in paying of bills                 |
| 16    | Need clear explanation of surcharges fees   |
| 17    | Need strong power supply esp with Commercial Customers  |
| 18    | Surcharge fee is very expensive   |
| 19    | Need 24hrs of service esp Vaitele branch  |
| 20    | EPC should go back to Induction meter instead of prepay meter   |



|         |  |
|---------|--|
| 21      | Poor public awareness in areas of switching from Induction to Prepaid meter  |
| 22      | Public awareness should be posted on the internet  |
| 23      | Need emergencies branches around the country   |
| 24      | Poor management  |
| 25      | High speed of EPC vehicles on the road   |
| 26      | EPC should have a facebook page  |
| 27      | Need lights withing every school/church compounds  |
| 28      | Problems with cash power units   |
| 29      | Consistencies with cash power units cost anytime of the month  |
| 30      | Need more EPC-vehicles for Asau district   |
| 31      | Inspection for replacement of rotten electric post and lights at least once a month  |
| 32      | Need EPC visits for checking of faults and other problems for every school to take note of affected properties because of eletricity |
| Sysmiss |  |

