



Empowering Lives with Hometown Service

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FOR IMMEDIATE RELEASE

Grand Valley Power's 5-Star Customer Service

February 2, 2017 – Grand Valley Power releases the results of its 2016 consumer follow-up surveys. These results demonstrate the exceptional dedication the workers have for the members.

Members were asked to rate the service planners in the following areas:

Service and assistance was provided in a timely manner. Yes **100%**

The service planner was knowledgeable and professional. Yes **100%**

Overall, rate the level of service provided. (1=poor, 5=excellent) 5 stars – **100%**

Members were asked to rate the linemen in the following areas:

Work was performed in a timely manner. Yes **100%**

Property was left clean of materials and debris. Yes **100%**

Overall, rate the level of service provided. (1=poor, 5=excellent) 5 stars – **91%** 4 stars – **9%**

Consumers who experienced an outage were asked the following questions:

Was the outage dealt with in a timely manner? Yes **98%**

How long did the outage last? <1 hour – **17%** 1-2 hours – **48%** >2 hours – **35%**

Out of 41 members who were asked to rate GVP's service, 39 members gave the highest rating possible. According to Tom Walch, CEO, "When it comes to service, our workers continue to go above and beyond what is required of them. Their commitment to providing 5-star service for our members truly sets us apart."

GRAND VALLEY RURAL POWER LINES, INC.

A Touchstone Energy® Cooperative 

Grand Valley Power is an equal opportunity provider and employer.