



**COMPLETE SURVEY
REPORT - FATE POWER
SWITCH AUGUST-
OCTOBER 2017**



273 PARTICIPANTS
WERE SENT THE SURVEY

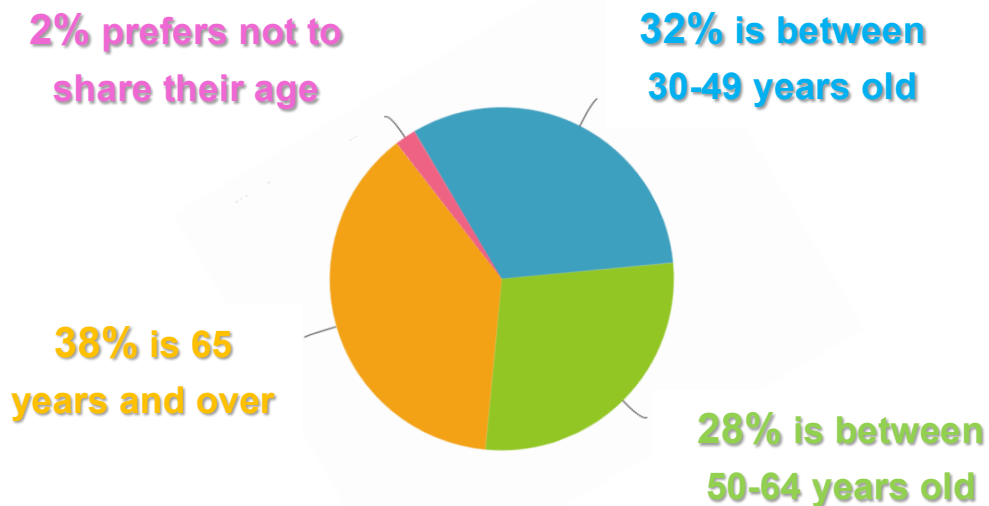


57 PARTICIPANTS
RESPONDED AND
COMPLETED THE SURVEY

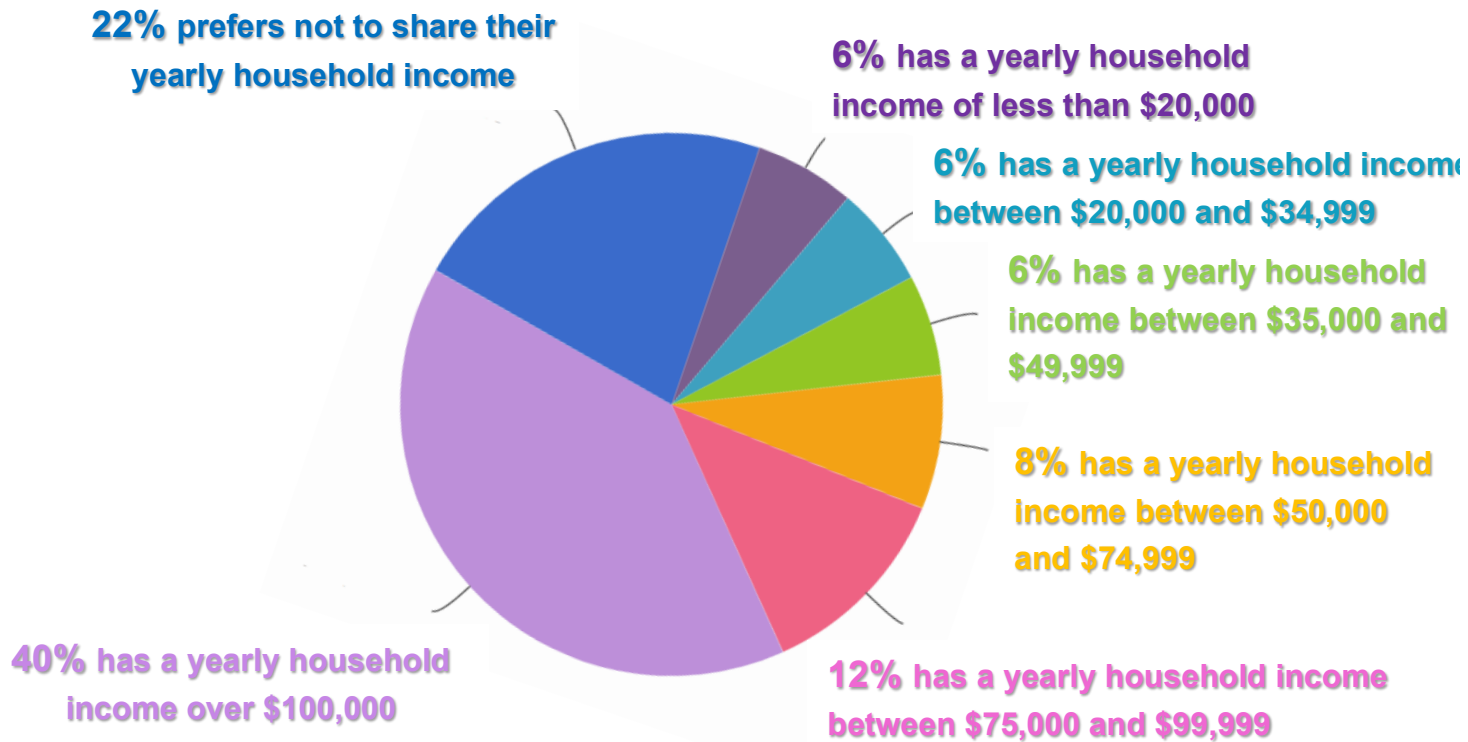
**RESPONDENTS GAVE THE FATE POWER SWITCH PROGRAM
AN OVERALL RATING OF 4 OUT OF 5 STARS**



AGE



YEARLY HOUSEHOLD INCOME



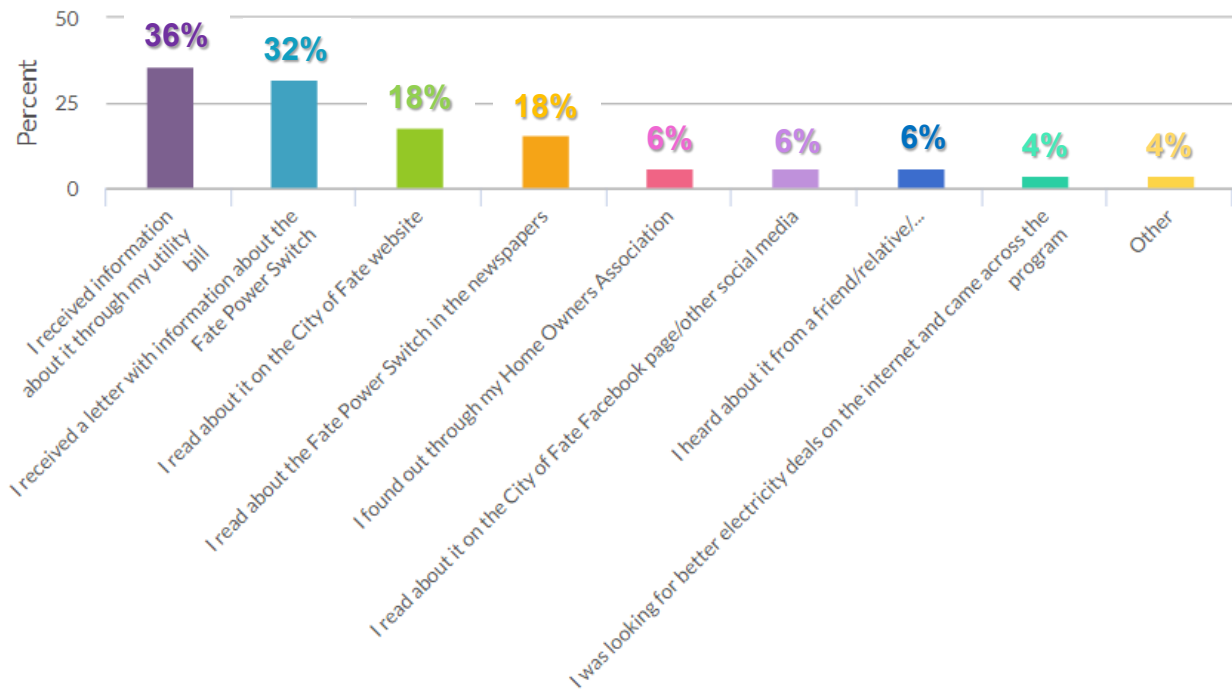
LANGUAGE PREFERENCE

98% prefers to speak/read English

2% prefers to speak/read Spanish



FOUND OUT ABOUT FATE POWER SWITCH (MAX 3)



OTHER

“Nextdoor App”

“Watchdog article in Dallas Morning News”



PARTICIPANT AWARENESS

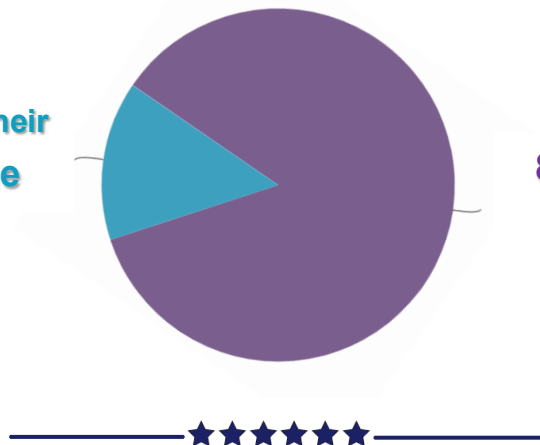
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I participated in the program because I think I'm overpaying for my electricity. Count	1	3	9	18	18

THE ROLE OF THE CITY

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
It is good that my city organizes the Texas Power Switch, to help citizens save money on their electric bills. Count	2	0	4	19	24
I participated in the program because my city supports it. Count	1	4	25	11	8
The city should organize additional opportunities of the Texas Power Switch in the future. Count	2	0	7	19	21
The fact that the city is organizing this program for their residents contributes to their positive image. Count	1	1	4	23	20

PERSONAL OFFER VISIT

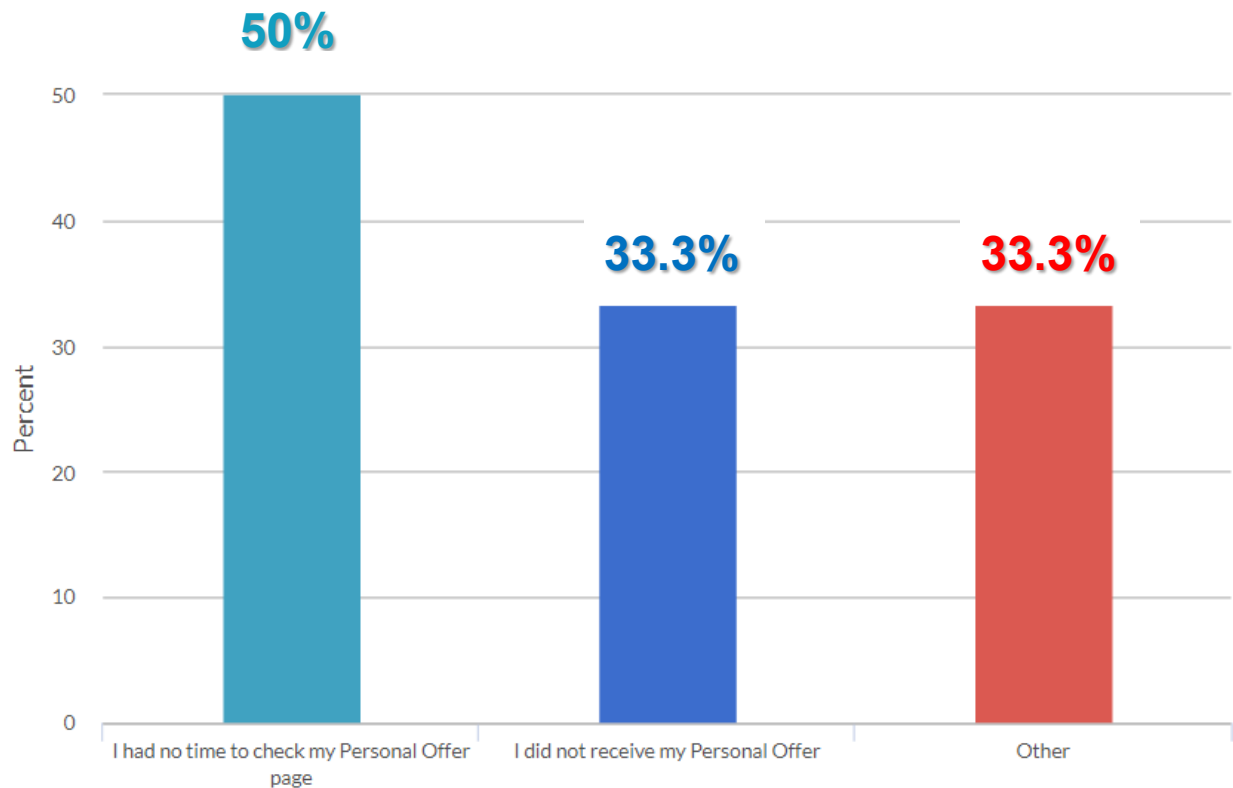
**14.6% did not visit their
Personal Offer page**



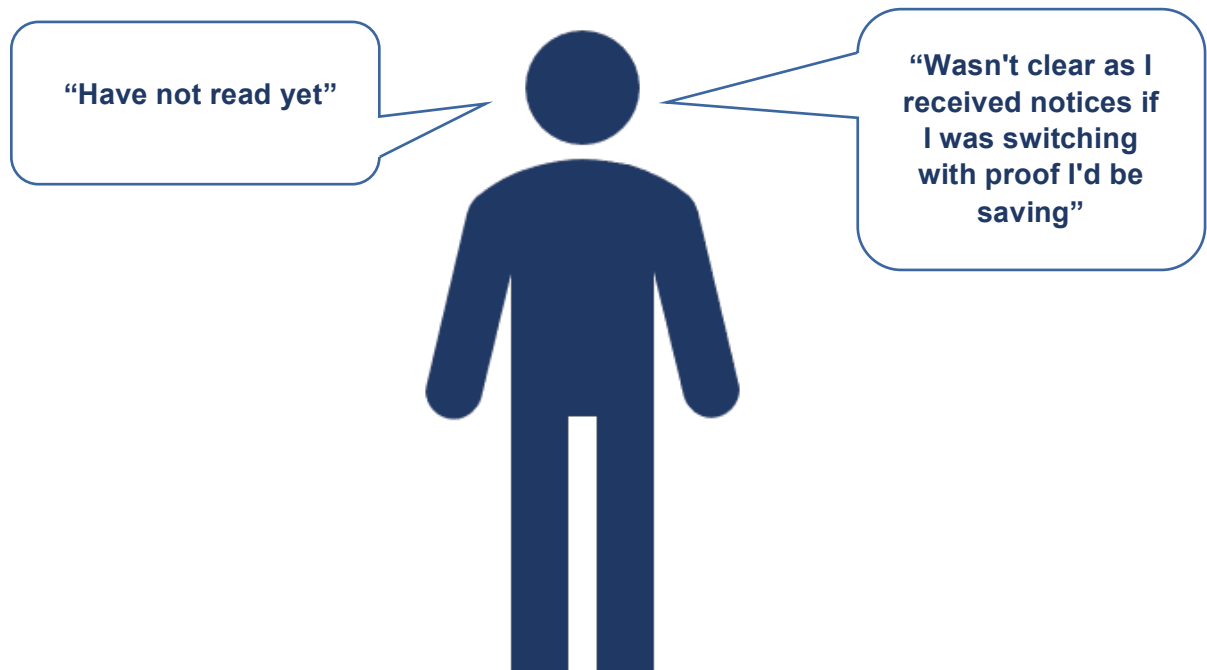
**85.4% did visit their
Personal Offer page**



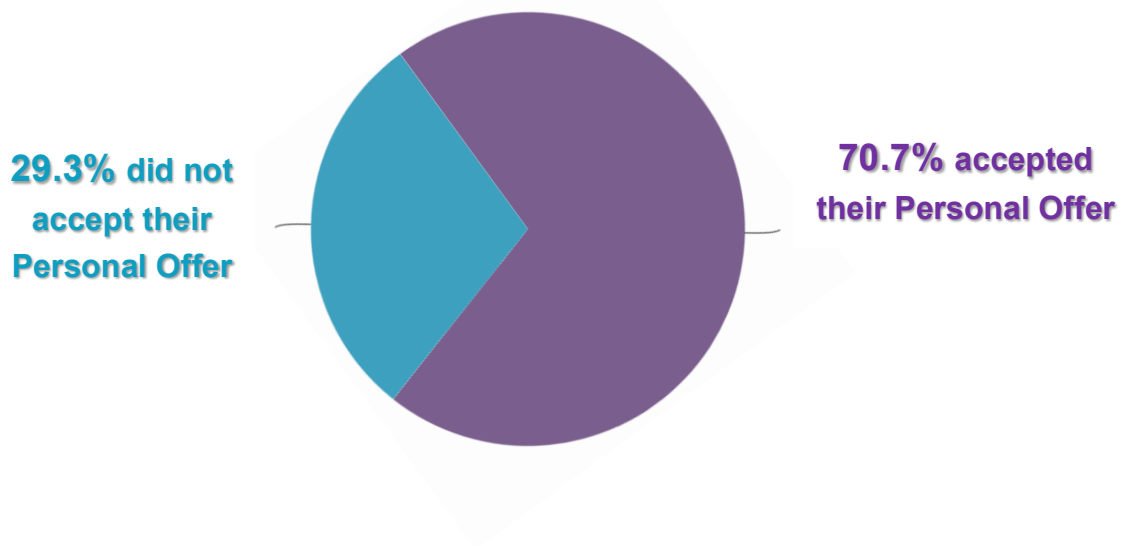
WHY NOT VISITED PERSONAL OFFER PAGE (MAX 2)



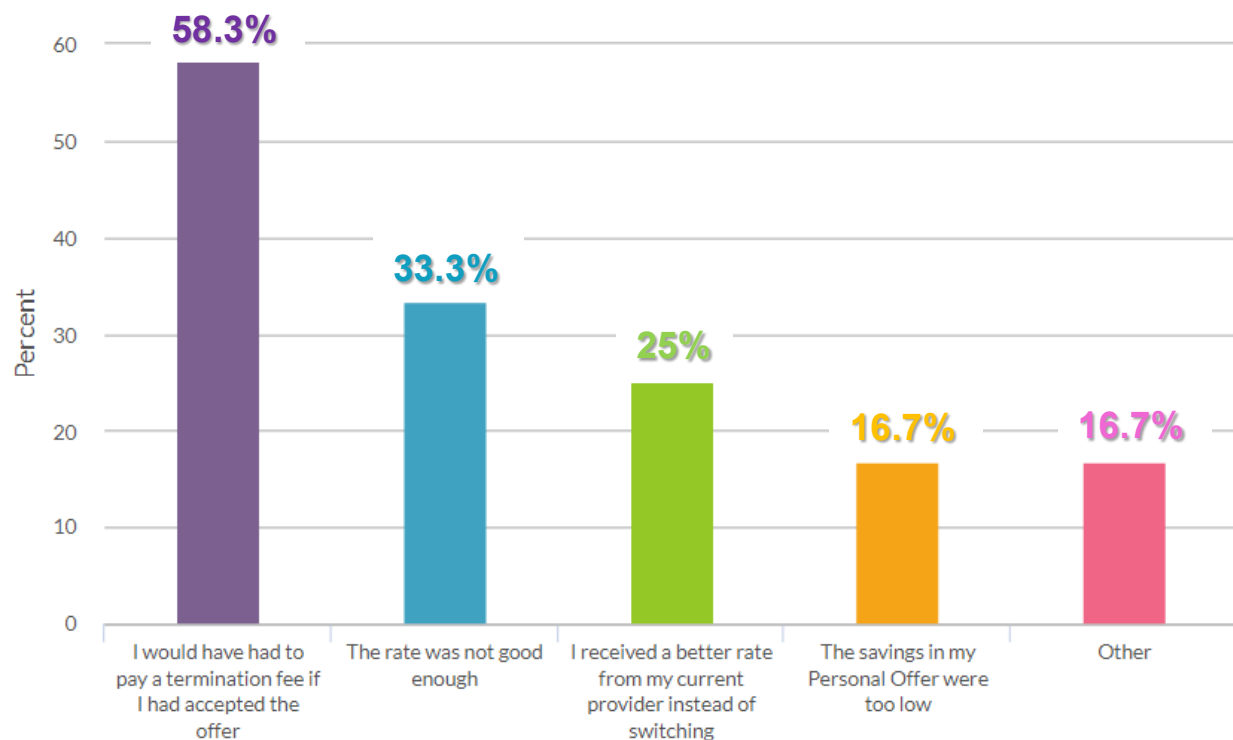
OTHER



ACCEPTED PERSONAL OFFER



WHY PARTICIPANTS DID NOT ACCEPT OFFER (MAX 2)

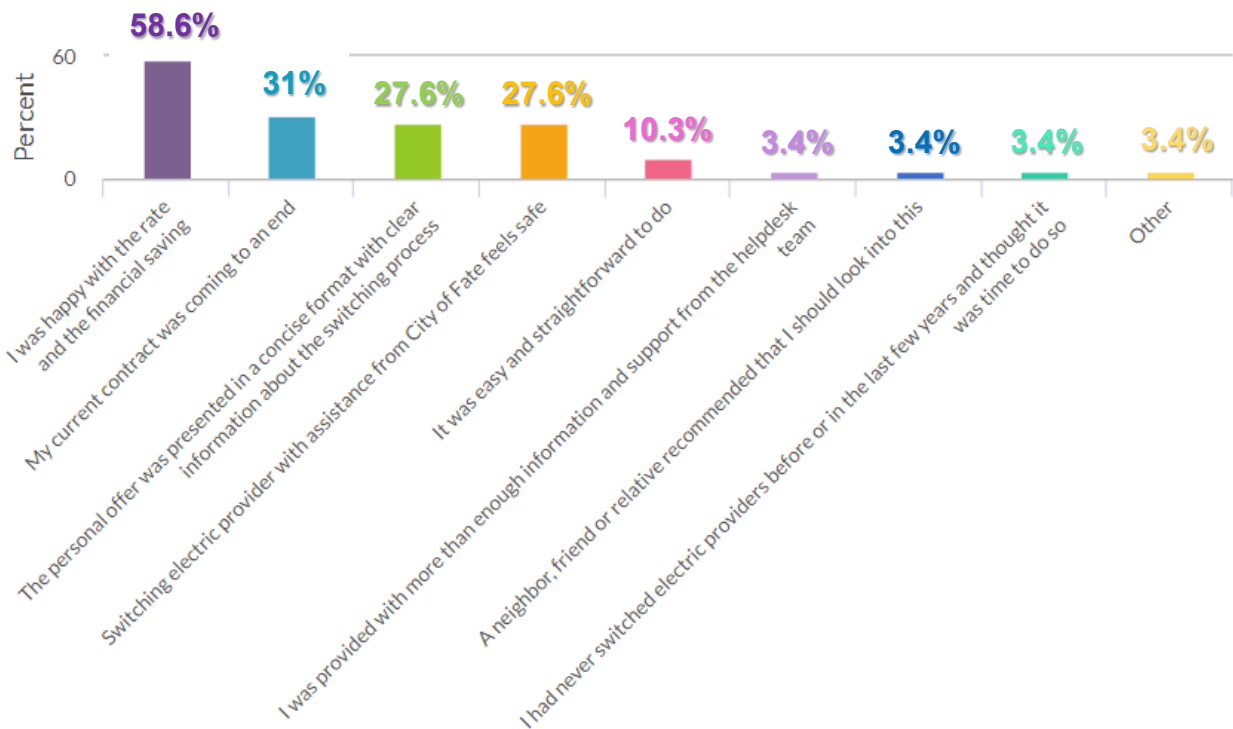


OTHER

"In a contract with another provider until March"

"Only one reason"

WHY PARTICIPANTS ACCEPTED OFFER (MAX 2)



OTHER

"Pricing was transparent, unlike the competition"

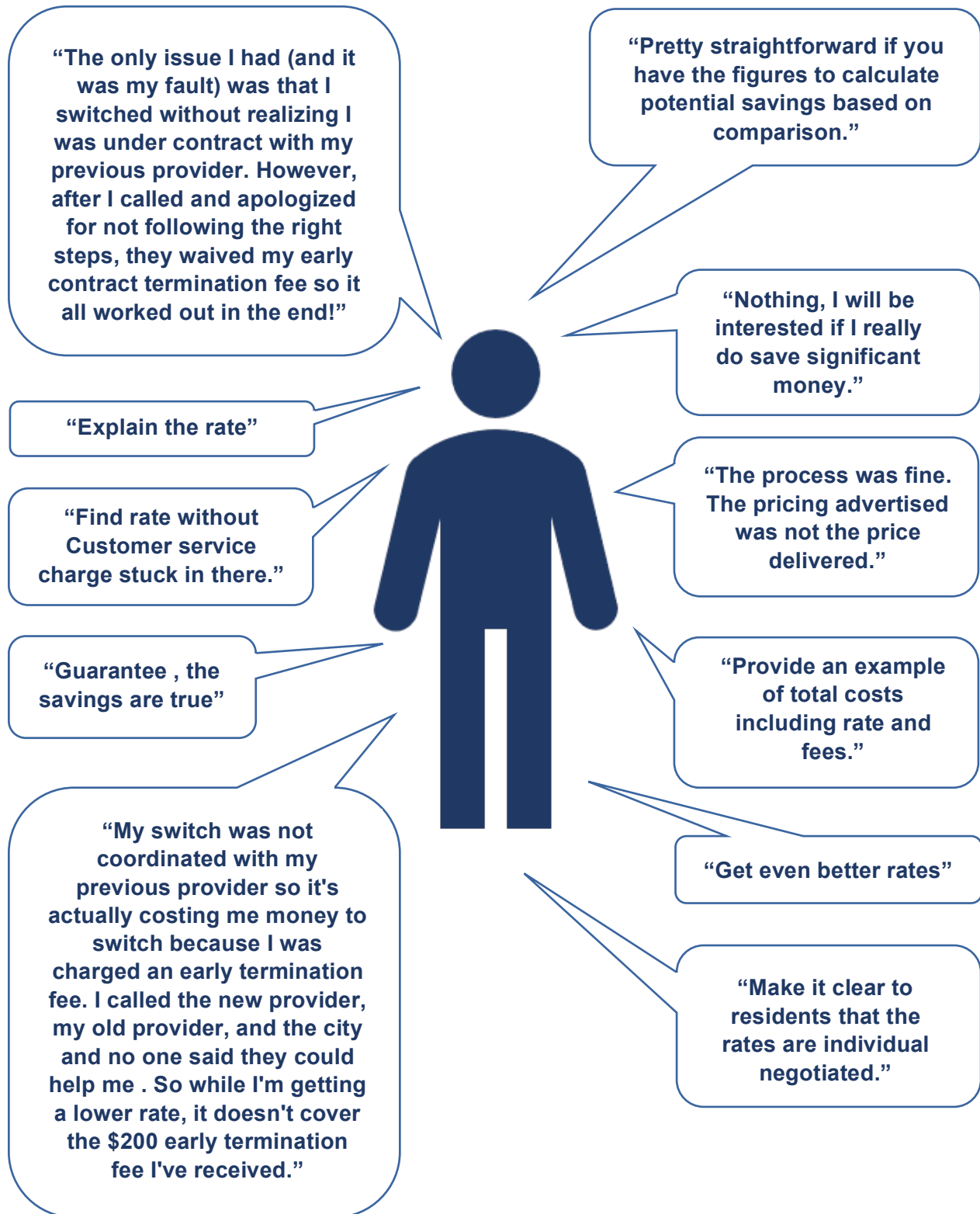


ACCEPTING AND SWITCHING PROCESS

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The process to accept the offer was clear to me. Count	0	1	0	18	10
The switching process after accepting the offer was clear to me. Count	1	0	0	16	12
There were no problems concerning the switch to Champion Energy. Count	3	0	1	12	13



SUGGESTIONS FOR ACCEPTING AND SWITCHING PROCESS



ADDITIONAL COMMENTS

“Thank you for letting Rockwall participate. Working through you made the whole process feel safe. So far, it has been wonderful. Champion provides great, timely information that TXU never did. We love the weekly usage updates. It almost makes me want to see our bills in the summer to see the savings. Keep up the good work for all of us!”

“The City of Fate Power switch made it simple to change electric providers. I had never changed providers before. Also I felt that the City of Fate Power Switch would be trustworthy. I plan to participate again next year, when my current plan expires.”

“I'm very glad we switched! Our bills have been considerably less expensive since switching companies!”

“My family was already with Champion for 5 years prior to the city offer... Champion was better than the others we checked out. Now, we are with an even better provider (lower rate) ...”

“I am still interested in switching....closer to my contract termination date.”

“My switch was not coordinated with my previous provider, which cost me money. While the rate is lower make sure you're not in contract or it could cost you money as well. Which makes it pointless to switch. “

“Last thing I clicked in an email wasn't clear of the next step, now I don't know if I've switched or what? My current company ends 1-8-18.”

“I like the program, and glad that I switched. I am trying to get the word out and let my friends and neighbors take advantage of the offer in the future.”

“Very glad that Fate participated in getting a better rate for my electricity. I hope this is an ongoing program with competitive rates.”

