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FOR IMMEDIATE RELEASE  
May 2, 2024

## **MID launches customer satisfaction survey**

Modesto Irrigation District (MID) is conducting a digital survey among our residential and commercial electric customers. The purpose of the survey is to gather opinions of MID's customers so that we may better understand their overall outlook of MID, customer service and field service experiences, perceptions of MID's rates, preferred methods of communication and bill payment, satisfaction with power outage restoration, awareness of programs and services available, and interest in electric vehicles and time of use rates.

A link to the digital survey will be emailed to customers from **hello@greatblueresearch.com** or customers can participate by utilizing the link available on [MID's web site](#) through June 10.

We have partnered with [GreatBlue Research, Inc.](#) to conduct the survey and analyze the corresponding results. GreatBlue conducted MID's last customer survey in 2022 and has years of experience working with the publicly owned electric utilities in California as well as across the country.