**Результаты опроса
«Анкетирование потребителей для оценки качества оказываемых услуг и обслуживания»**

* 1. **Лицо, заполнившее анкету**

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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=2&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 5 (100%) | Физическое лицо |
|  | 0 (0%) | Юридическое лицо |

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* 1. **Укажите наиболее удобный для Вас способ взаимодействия с АО «Облкоммунэнерго»:**

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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=3&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | Лично (в Центре обслуживания клиентов) |
|  | 1 (20%) | Через Интернет-приемную |
|  | 1 (20%) | При помощи электронной почты |
|  | 0 (0%) | По телефону |

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* 1. **По каким вопросам Вы обращались в АО «Облкоммунэнерго»**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=4&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 2 (40%) | Технологическое присоединение |
|  | 2 (40%) | Передача электрической энергии |
|  | 2 (40%) | Плановые и аварийные отключения |
|  | 2 (40%) | Прочее |
|  | 1 (20%) | Коммерческий учет электроэнергии |
|  | 0 (0%) | Дополнительный платные услуги |

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* 1. **По пятибалльной шкале оцените качество обслуживания при решении Вашего вопроса**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=5&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | 5 |
|  | 2 (40%) | 1 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень качества энергоснабжения Вашего домовладения (помещения и пр.)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=6&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 4 (80%) | 5 |
|  | 1 (20%) | 1 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень безопасности энергоснабжения Вашего домовладения (помещения и пр.)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=7&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | 5 |
|  | 1 (20%) | 4 |
|  | 1 (20%) | 1 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень оперативности сотрудников АО «Облкоммунэнерго» при устранении причин перерывов в электроснабжении Вашего домовладения (помещения и пр.)**

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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=8&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | 5 |
|  | 2 (40%) | 1 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень открытости и доступности информации о деятельности АО «Облкоммунэнерго»**

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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=9&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 2 (40%) | 5 |
|  | 2 (40%) | 1 |
|  | 1 (20%) | 3 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень профессиональной грамотности сотрудников АО «Облкоммунэнерго»**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=10&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | 5 |
|  | 2 (40%) | 1 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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* 1. **По пятибалльной шкале оцените уровень вежливости и клиентоориентированности сотрудников АО «Облкоммунэнерго»**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| http://xn--90aeftehaiaddgy2b5k.xn--p1ai/bitrix/components/bitrix/voting.result/draw_chart.php?qid=11&dm=150 |

|  |  |  |
| --- | --- | --- |
|  | 3 (60%) | 5 |
|  | 2 (40%) | 1 |
|  | 0 (0%) | 4 |
|  | 0 (0%) | 3 |
|  | 0 (0%) | 2 |

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