




Survey Results -- Overview

General Inquiry, Q1

SPP Request Management System Survey (GI Q1, 2019)			
Respondents:	20 displayed, 20 total	Status:	Closed
Launched Date:	01-03-2019	Closed Date:	04-09-2019
Display:	<input type="text" value="Display all pages and questions"/>		<input type="button" value="Manage Filters"/>

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		0	0%
Satisfied		3	15%
Very Satisfied		17	85%
Total Respondents			20

2. Resolved?			
		Response Total	Response Percent
Yes		20	100%
No		0	0%
Total Respondents			20

3. Improve Comment			
No responses were entered for this question.			
Total Respondents			0
(skipped this question)			20

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	15% (3)	85% (17)	20
b. Exhibiting professionalism	0% (0)	0% (0)	5% (1)	95% (19)	20
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	10% (2)	90% (18)	20
d. Delivering a timely solution	0% (0)	5% (1)	5% (1)	90% (18)	20
e. Delivering a high-quality solution	0% (0)	0% (0)	15% (3)	85% (17)	20
Total Respondents					100

5.	Anything else you'd like to share about your service experience?	Full Response
1.	Kim does a great job for us. We are lucky to have her. Tom	VIEW
2.	Sherry is outstanding.	VIEW
3.	I really appreciate how much effort they put into helping me with this, especially considering we realized fairly quickly that the issue was on my end.	VIEW
4.	As always, Lorie is very knowledgeable and helpful :)	VIEW
5.	Don Martin facilitated my solution. Don is always very helpful and knowledgeable. He is fantastic as a customer service rep. Thank you for asking!	VIEW
6.	Lorie Bailey is so professional and goes above and beyond her line of customer service. She is very knowledgeable and extremely patient.	VIEW
7.	Lori is always so helpful!	VIEW
8.	Brad always does a great job for us! Thanks.	VIEW
9.	The request system worked very well. All replies were very quick.	VIEW
10.	The temporary password provided in the ticket didn't work, but I was subsequently able to regain access using the normal "forgot password" process.	VIEW
11.	Thank you very much.	VIEW
12.	Actually I figured out the problem myself. However, SPP support has always been excellent.	VIEW

Survey Results -- Overview

No 1st Call General Inquiry, Q1

SPP Request Management System Survey (NFCQ1, 2019)

Respondents: 60 displayed, 60 total

Status: Closed

Launched Date: 01-03-2019

Closed Date: 04-09-2019

Display:

[Manage Filters](#)

1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		1	2%
Satisfied		10	17%
Very Satisfied		49	82%
Total Respondents		60	

2. Resolved?		Response Total	Response Percent
Yes		60	100%
No		0	0%
Total Respondents		60	

3. Improve Comment		Full Response
1.	N/A	VIEW
2.	It took a while for the request to get to the right person, but once it reached Ty Ebsen, he was able to quickly help us resolve it.	VIEW

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	2% (1)	13% (8)	85% (51)	60
b. Exhibiting professionalism	0% (0)	0% (0)	8% (5)	92% (55)	60
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	3% (2)	8% (5)	88% (53)	60
d. Delivering a timely solution	3% (2)	3% (2)	8% (5)	85% (51)	60
e. Delivering a high-quality solution	0% (0)	3% (2)	10% (6)	87% (52)	60
Total Respondents					300

5. Anything else you'd like to share about your service experience?	Full Response
1. Sonya, Cory, and Kim did a nice job working together to get our LMS and RMS issues solved.	VIEW
2. Great service today on time sensitive issue with being able to login into system.	VIEW
3. RTO markets can be complex and the Customer Support experience shouldn't be. Brad & SPP are distinctive in my relative experience and for that I'm truly grateful.	VIEW
4. None	VIEW
5. Great support service, as usual! Thanks, Shane	VIEW
6. Great job by Sonya! Not only did she take care of my request, but pointed out a couple of other related steps that needed to be taken care of.	VIEW
7. Excellent and rapid response to my inquiry.	VIEW
8. Lorie Bailey is so professional and goes above and beyond her line of customer service. She is very knowledgeable and extremely patient. She always follows up to make sure there is no issues as she is aware I am a new LSA. I truly appreciate her taking the time and sharing her energy and time and talent. Thank you!	VIEW
9. Jena rocks!	VIEW
10. Great experience.	VIEW
11. SPP support is perfect as usual. Thanks to Julia Sites!	VIEW
12. Kimberly Woods was very responsive and addressed my concern quickly.	VIEW
13. Perfect. Thanks!	VIEW
14. First answer was not on the mark but the follow-up answer was on point and answered all my questions.	VIEW
15. Kimberly Woods and Drew McGilvray accommodated a request to schedule a call with NorthWestern's Staff to address some specific questions regarding a wind project. Once again, both Kimberly and Drew went the extra mile and addressed our questions in a timely manner. On behalf of NorthWestern, we want to thank both Dew and Kimberly, as well as Sonya Hall, for always delivering a superior customer experience.	VIEW
16. Consider all of the people this issue touched from beginning to end it was a very efficiently handled solution and others were very pleased on this end. Thanks! Rich Small	VIEW
17. Lorie Bailey must keep really good sticky notes because she remembered a RMS ticket I put in too soon and notified me as soon as the role became available to add. Thank you!	VIEW
18. Once Angie took over this ticket, we were able to come to a quick resolution.	VIEW
19. Brad Johnston continues to provide great customer service in a timely manner.	VIEW
20. Great service and support.	VIEW
21. Keep up the great work.	VIEW
22. Thanks for all the help.	VIEW
23. I wanted to thank Lorie Bailey for her assistance with routing my question to the correct department and the follow-up to ensure my question was answered.	VIEW
24. great job thank you very much!	VIEW
25. I am currently corresponding with all of the ISOs in the US about similar topics, and I have received the most prompt and helpful customer service from you all. Thank you so much!	VIEW
26. We are so grateful for your help!	VIEW

Survey Results -- Overview

Project Inquiry, Q1

SPP Request Management System Survey (PRJQ1, 2019)

Respondents: 34 displayed, 34 total

Status: Open

Launched Date: 04-09-2019

Closed Date: 04-09-2019

Display:

[Manage Filters](#)

1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Satisfied	7	21%
Very Satisfied	27	79%
Total Respondents		34

2. Resolved?

	Response Total	Response Percent
Yes	34	100%
No	0	0%
Total Respondents		34

3. Improve Comment

No responses were entered for this question.	
Total Respondents	0
(skipped this question)	
	34

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	18% (6)	82% (28)	34
b. Exhibiting professionalism	0% (0)	0% (0)	6% (2)	94% (32)	34
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	15% (5)	85% (29)	34
d. Delivering a timely solution	0% (0)	3% (1)	9% (3)	88% (30)	34
e. Delivering a high-quality solution	0% (0)	0% (0)	15% (5)	85% (29)	34
Total Respondents					170

5.	Anything else you'd like to share about your service experience?	Full Response
1.	Nikki and Angie tag teamed my RMS ticket and resolved it the same day it was submitted, great customer service ladies!	VIEW
2.	We weren't really able to test that the issue had been resolved until after NPPD data had been submitted for the 2019 Resource Adequacy request on February 15 of 2019. This is a pretty significant amount of time for the development of a solution, since we initially identified the issue on November 30, 2018.	VIEW
3.	I am getting awesome support from SPP. Thank you all!	VIEW
4.	Lorie Bailey is the best! She always responds in a timely manner, always answers your questions completely, always follow up, and always delivers great customer service. It's always a pleasure working with Lorie. Thanks, JP	VIEW
5.	Sonya provided great customer support and assisted with clearing up some confusion we had.	VIEW
6.	Thank you for your prompt reply. RMS ticket opened and closed in a half hour!	VIEW
7.	I worked with Rob Wheeler to obtain the requested information. As always he was a pleasure to work with and addressed all of my questions and needs.	VIEW
8.	The issue with the EDST identified in this RMS ticket has been included in a list of fixes to be implemented before the next submission window opens next fall, so technically it has not yet been resolved.	VIEW