



**Important Survey, Please fill out and return.**

We want to know what you think. Please take a few minutes to give us feedback regarding our payment agencies. (Note: Please circle your responses below and return this survey to VCI).

1. Why do you use a payment agency to pay your bill?
  - a. Convenience (i.e., close to home, it's the one I've always used, etc.).
  - b. Do not have a checking account or credit card.
  - c. Avoid disconnection of service or restore disconnected service.
  - d. Other \_\_\_\_\_
  
2. If you were able to choose the date to make your payment, would you continue to use a payment agency to pay your VCI bills?
  - a. Yes \_\_\_\_\_
  - b. No \_\_\_\_\_
  
3. If you use a payment agency to pay your VCI bills, how important is having a payment agency available to pay your bills? (Please circle your answer below).

Not important			Very important
1	2	3	4
  
4. VCI provides cash payment locations for your convenience. Which of the three cash payment locations do you prefer?
  - a. Ace Cash Express (located in Ace Cash Express offices).
  - b. True-pay (located in some Seven-Eleven stores).
  - c. Moneygram (located in all Wal-Mart's, Albertson's, Long's Drugs, US Banks, Thriftway, and Red Apple).
  
5. In order for VCI to determine the most convenient billing cycle for our customers, please let us know when you receive income for the month.
  - a. On or around the 1st only.
  - b. On or around the 1st and the 15th.
  - c. On or around the 15th only.
  - d. Other \_\_\_\_\_

**Please return in the envelope with your VCI Payment.**

VCI Company  
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