

Timestamp	Where do you live?	Do you have an electricity connection?	Which type of electric meter do you have?	Do you have any power cuts if yes, how many hours/day?	In case of Powercuts,How do you know the information about powercuts?	Are you informed, if there are any charges/units of electricity?	Do you think there are any delays of billing due to the person who come to your house for billing?	Are there any delays in repairing the electricity connections?	How much time does it take for a response from electricity department for your complaint?	Do you think you could save electricity if you get daily alerts about your Usage?	How do you pay your current bill?	Do you wait in long queues to pay your bill?	What do you think about your electricity bill?	Do you switch off your mains when you are out of station?	Do you think any changes are needed in the billing procedure and customer service?	Name	Place	Contact Number
31/08/2013 01:32:30	City	Yes	Digital	Yes	News Paper	No	No	Yes		1 Yes	Cash	Yes	>₹2000	No	Yes			
02/09/2013 13:26:23	Village	Yes	Analog		8 No information	No	Yes	Yes		2 Yes	Cash	Yes	<Rs. 500	No	Yes			
02/09/2013 13:29:55	Town	Yes	Digital		3 No information	No	Yes	Yes		2 Yes	E-seva	Yes	in between Rs. 1000 and Rs.500 in between Rs. 1000 and Rs.500	No	Yes			
02/09/2013 13:31:26	City	Yes	Digital		4 News Paper	No	Yes	Yes		3 definitely	E-seva	Yes	in between Rs. 1000 and Rs.500	No	Yes			
02/09/2013 17:40:11	City	Yes	Digital	No	News Paper	Yes	No	No		1 Yes	E-seva	No	in between Rs. 1000 and Rs.500 in between Rs. 2000 and Rs.1000	Yes	No	Gowthami	hyderabad	8374734521
02/09/2013 18:39:44	City	Yes	Digital	2hrs	News Paper	No	No	No		1 Yes	Cash	Yes	in between Rs. 1000 and Rs.500 in between Rs. 2000 and Rs.1000	No	Yes	K Avinash Reddy	Hyderabad	7694939339
02/09/2013 19:22:56	City	Yes	Analog	No	News Paper	Yes	No	No		1 Yes	Cash	No	in between Rs. 1000 and Rs.500 in between Rs. 2000 and Rs.1000	No	No	Aditya Nandagiri	Karimnagar	9505009699
02/09/2013 19:23:26	City	Yes	Digital		3 News Paper	Yes	No	No		4 Yes	E-seva	Yes	in between Rs. 1000 and Rs.500	Yes	No	vishnu surya	nellore	9035192580
02/09/2013 19:24:06	Town	Yes	Digital		4 News Paper	Only if we enquire	Yes	Yes		10 Yes	E-seva	Yes	in between Rs. 1000 and Rs.500	No	Yes daily alerts for knowing consumption per day	Venkatesh	Nellore	9160873608
02/09/2013 19:27:16	City	Yes	Digital	No	News Paper	No	No	Yes		8 Yes	Cash	Yes	in between Rs. 2000 and Rs.1000 in between Rs. 1000 and Rs.500	Yes	No	Harsha Vardhan	hyderabad	8801761599
02/09/2013 19:29:34	Town	Yes	Digital		2 News Paper	Yes	No	No		1 Yes	E-seva	No	in between Rs. 1000 and Rs.500	No	No	surekha.M	Nellore	8500393413
02/09/2013 19:31:29	Town	Yes	Digital		2 News Paper	Yes	No	No		1 Yes	E-seva	No	in between Rs. 1000 and Rs.500	No	No	surekha.M	Nellore	8500393413
02/09/2013 19:35:35	Village	Yes	Digital		4 No information	No	Yes	Yes		5 Yes	Through Bill Collector	No	in between Rs. 1000 and Rs.500	No	Yes	rahul	chintalamori	9505556783
02/09/2013 19:39:36	City	Yes	Digital		2 News Paper	news papers	Yes	Yes		3 Yes	E-seva	Yes	in between Rs. 1000 and Rs.500	No	Yes	Shravan Kumar	Hyderabad	8125698171
02/09/2013 19:42:22	Town	Yes	Digital	No	News Paper	No	Yes	No		7 No	Cash	No	>Rs.2000	No	No	Shubham	Rawatsar	9479846312
02/09/2013 19:43:37	Town	Yes	Analog	No	News Paper	No	Yes	Yes		3 Yes	E-seva	Yes	<Rs.500	Yes	No	Sush	Kerala	8129458533
02/09/2013 19:43:45	Town	Yes	Digital	3*4	No information	Yes	No	No		1 Yes	E-seva	mostly no	<Rs.500	No	do u hav any?	srihari	Tanuku	8827946832
02/09/2013 19:43:55	Town	Yes	Digital		1 No information	Yes	Yes	Yes		5 Yes	Cash	Yes	in between Rs. 1000 and Rs.500 in between Rs. 1000 and Rs.500	No	Yes	Nilish Bhagat	BALAGHAT(M.P.)	9899168591
02/09/2013 19:49:36	City	Yes	Digital	No	News Paper	No	No	No		1 Yes	E-seva	No	in between Rs. 1000 and Rs.500	No	No	pradeep	hyderabad	9894341329
02/09/2013 19:53:26	City	Yes	Digital	No	News Paper	Yes	No	No		4 Yes	On-line	No	in between Rs. 2000 and Rs.1000	No	No	srujana vikram kumar	Hyderabad	9666347449
02/09/2013 20:07:04	Town	Yes	Analog	16 hours	No information	news papers	Yes	they never came		10 Yes	Cash	Yes	<Rs.500	Yes	Yes	vikram kumar jaiswal	zamania	9479639843
02/09/2013 20:11:12	City	Yes	Analog		3 News Paper	No	Yes	Yes		2 Yes	E-seva	Yes	>Rs.2000	Yes	Yes	marri rohlit	vijavada	9884299459
02/09/2013 20:12:08	Town	Yes	Digital		6 No information	Yes	No	Yes		10 Yes	E-seva	No	in between Rs. 1000 and Rs.500 in between Rs. 2000 and Rs.1000	Yes	No	David	bhimili	8686149203
02/09/2013 20:13:12	City	Yes	Digital	No	News Paper	Yes	No	Yes		5 Yes	Cash	No	in between Rs. 1000 and Rs.500	Yes	No	vikram	jaipur	8962717546
02/09/2013 20:15:16	City	Yes	Analog		1 No information	Yes	No	No		1 Yes	E-seva	Yes	in between Rs. 1000 and Rs.500	No	No	jaya krishna	hyderabad	8547678524
02/09/2013 20:21:35	Village	Yes	Analog		2 No information	No	Yes	Yes		10 Yes	On-line	No	in between Rs. 1000 and Rs.500	Yes	Yes	krishna kumar bharath kumar	ishurwara sagar m. p.	9899091589
02/09/2013 20:27:55	City	Yes	Digital	No	News Paper	No	No	No		5 Yes	Cash	No	<Rs.500	Yes	No	kurnool		7382225855
02/09/2013 21:29:43	City	Yes	Digital	No	News Paper	Yes	No	No		2 Yes	E-seva	No	in between Rs. 1000 and Rs.500	No	No	Manish K Prabhakar Reddy	hyderabad	9989098370
02/09/2013 22:19:15	City	Yes	Digital	No	News Paper	By Newspaper or Tv	No	Yes		2 Yes	Through Bill Collector	No	<Rs.500	No	Yes		Hyderabad	9676444929
02/09/2013 23:29:26	City	Yes	Digital	6 hours per day sometimes mainly during summer	News Paper	Yes	No	Yes		3 Yes	Cash(at Electricity Dept.)	Yes	>Rs.2000	No	yes	anurag tamia	jabalpur	9425863815
02/09/2013 23:42:35	City	Yes	Digital		News Paper	Yes	Yes	Yes		3 Yes	On-line	No	>Rs.2000	No	No	maheedhar	hyderabad	8008527060
02/09/2013 23:43:03	City	Yes	Digital		1 News Paper	Yes	No	Yes		3 Yes	E-seva	Yes	in between Rs. 2000 and Rs.1000	No	yes yes,service should be fast	somnadh	hyderebad	9542931713
02/09/2013 23:44:52	City	Yes	Digital		4 No information	No	Yes	Yes		2 Yes	E-seva	Yes	600	No	No	Hemanth A PHANI KUMAR REDDY	Hyderabad	9700970993
02/09/2013 23:53:05	City	No	Digital	No	No information	No	Yes	Yes		7 Yes	Cash(at Electricity Dept.)	Yes	in between Rs. 1000 and Rs.500	Yes	No		Tirupati	8500546185
03/09/2013 02:51:28	City	Yes	Digital	No	News Paper	Yes	No	No		1 Yes	On-line	No	>Rs.2000	No	No	prudhvi	Hyderabad	9479747147
03/09/2013 07:35:44	Village	Yes	Analog		14 No information	No	No	Yes		4 Yes	Cash(at Electricity Dept.)	Yes	<Rs.500	No	i dont know	dinesh	ettimadai, coimbatore dist	7418512267
03/09/2013 07:37:45	City	Yes	Digital	No	News Paper	Yes	No	Yes		3 Yes	E-seva	Yes	>Rs.2000	Yes	No	sai naveen	nellore	7418512269
03/09/2013 08:10:21	City	Yes	Digital	No	TV(Television)	No	Yes	No		2 Yes	Cash(at Electricity Dept.)	Yes	>Rs.2000	No	No	d.raghawa chary	hydera bad	9849597270
03/09/2013 10:38:24	Town	Yes	Digital		2 No information	Yes	No	Yes			Cash(at Electricity Dept.)	Yes	in between Rs. 2000 and Rs.1000	Yes	No	rohan barve	Chattisgarh	9589346766
03/09/2013 10:48:35	City	Yes	Analog	3-4 hours per 2 to 3 days	News Paper	Yes	No	Yes		1 Yes	Cash(at Electricity Dept.)	Yes	in between Rs. 1000 and Rs.500	Yes	No	Anish Agarwal	Beawar	7597725376
03/09/2013 10:51:32	City	Yes	Digital		4 TV(Television)	No	Yes	Yes		3 Yes	Cash(at Electricity Dept.)	Yes	in between Rs. 2000 and Rs.1000	Yes	Number of billing counters should be increased so as to avoid long queue.	Ankit Kumar Sahu	Allahabad	9754221972
03/09/2013 11:07:04	Village	Yes	None		14 No information	Yes	Yes	Yes		5 Yes	Cash(at Electricity Dept.)	No	<Rs.500	Yes	No	Durgesh	Lucknow,UTTAR PRADSH,	8960763019
03/09/2013 11:11:35	City	Yes	Digital	1-4	No information	Yes	No	Yes		7 Yes	Cash(at Electricity Dept.)	sometimes long are there	in between Rs. 2000 and Rs.1000	No	No	PIYUSH PANDEY	INDIA	+918349873264

Timestamp	Where do you live?	Do you have an electricity connection?	Which type of electric meter do you have?	Do you have any power cuts if yes, how many hours/day?	In case of Powercuts,How do you know the information about powercuts?	Are you informed, if there are any changes in the charges/units of electricity?	Do you think there are any delays of billing due to the person who come to your house for billing?	Are there any delays in repairing the electricity connections?	How much time does it take for a response from electricity department for your complaint?	Do you think you could save electricity if you get daily alerts about your Usage?	How do you pay your current bill?	Do you wait in long queues to pay your bill?	What do you think about your electricity bill?	Do you switch off your mains when you are out of station?	Do you think any changes are needed in the billing procedure and customer service?	Name	Place	Contact Number
03/09/2013 11:12:22	City	Yes	Digital	7	Phone/SMS	Yes	No	Yes	1	Yes	Cash(at Electricity Dept.)	Yes	in between Rs. 1000 and Rs.500	Yes	Complaints should be taken seriously and immediate steps should be taken	Ishan Tiwari	Kanpur	8953882820
03/09/2013 11:12:29	City	Yes	Digital	10	News Paper	No	Yes	Yes	7	Yes	Cash(at Electricity Dept.)	Yes	>Rs.2000	Yes	No	chandrakant	etawah	8349873227
03/09/2013 11:13:03	City	Yes	Digital	10	News Paper	No	Yes	Yes	7	Yes	Cash(at Electricity Dept.)	Yes	>Rs.2000	Yes	No	chandrakant	etawah	8349873227
03/09/2013 11:13:08	City	Yes	Digital	No	No information	Yes	Yes	No	2	Yes	Cash(at Electricity Dept.)	Yes	in between Rs. 1000 and Rs.500	No	No	Abhishek Achanta	Nagpur	9503551607