

March, 2015.

Customer Satisfaction Survey

Dear Customer,

In our endeavour to improve our services to you, we request your honest opinion in responding to the survey questions below. Please tick or circle your answer.
Thank You.

Name: _____ Meter/Account No. _____

(optional)

Address: _____ Phone Contact: _____

Email: _____

1. How reliable is the supply of water to your property when compared to the same time last year?

- Extremely reliable
 Very reliable
 Moderately reliable
 Slightly reliable
 Not at all reliable

2. Are you satisfied with the quality of water supplied?

- Extremely satisfied
 Very satisfied
 Moderately satisfied
 Slightly satisfied
 Not at all satisfied

3. Are you satisfied with the Water Pressure?

- Extremely satisfied
 Very satisfied
 Moderately satisfied
 Slightly satisfied
 Not at all satisfied

4. How responsive is the Water Authority to complaints?

- Extremely responsive
 Very responsive
 Moderately responsive
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4. How responsive is the Water Authority to complaints?

- Extremely responsive
 Very responsive
 Moderately responsive
 Slightly responsive
 Not at all responsive

5. How well do the customer service representatives at the Water Authority serve your queries?

- Extremely well Very well Moderately well
 Slightly well Not at all well

6. Are you satisfied with the information communicated on Water Shutdown plans and other general notices?

- Extremely satisfied Slightly satisfied Neither satisfied nor dissatisfied
 Slightly dissatisfied Extremely dissatisfied

7. Are you satisfied with the accuracy of your water bill?

- Extremely satisfied Slightly satisfied Neither satisfied nor dissatisfied
 Slightly dissatisfied Extremely dissatisfied

8. Do you like the bill payment options being provided?

- Like a great deal Like a little Neither like nor dislike
 Dislike a little Dislike a great deal

9. Overall, do you like the Water Authority, neither like nor dislike it, or dislike it?

- Like a great deal Like a little Neither like nor dislike
 Dislike a little Dislike a great deal

10. How can we improve your level of satisfaction to any of the above attributes? Please make any useful comment or suggestion.

End

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