



Pine Bluff Wastewater Utility

Customer Satisfaction Survey

Serving Our Community while Protecting the Environment

Please take a moment to fill out our survey to help US serve YOU better!

Name: _____ Date: _____

Address: _____ Phone: (____) _____

1. The reason for your call to our office:

☐ Suspected Stoppage ☐ Locate Sewer Line ☐ Drainage ☐ High Water ☐ Leaks ☐ Cave-In
or some other issue _____

2. Did we solve your problem?

☐ Yes ☐ No ☐ Scheduled the repair for a later date

3. Did we respond quickly? How long after your call did you have to wait before we arrived?

☐ 10-20 minutes ☐ 30-45 minutes ☐ Longer

Please answer the following questions:

	YES	NO
A. Did our workers treat you fairly and respectfully?	<input type="radio"/>	<input type="radio"/>
B. Did our workers explain findings & answer your questions?	<input type="radio"/>	<input type="radio"/>
C. Are you satisfied with our service?	<input type="radio"/>	<input type="radio"/>
D. Did you call us immediately? If not, why did you wait?	<input type="radio"/>	<input type="radio"/>

How would you rate our service? ☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

Tell us about your experience with our field personnel team?

Please give us your comments, concerns or any feedback to help us improve our services: