

WHITE RIVER MUNICIPAL WATER DISTRICT

Customer Survey

We at White River Municipal Water District are searching for ways to improve service to our customers. You can help by completing and returning this survey. Please base your answers on your most recent visit or conversation with the District.

Initial Impression (Telephone Contact)

1. What was the name of the District representative? _____
2. Was the employee respectful, polite and courteous? _____
3. If an appointment was made was it handled efficiently? _____
4. Was the appointment scheduled in a timely manner? _____
5. Do you have any comments or suggestions? _____

Service Appointment

1. What was the name of the District employee? _____
2. How was the promptness of the District employee? _____
3. Was he/she respectful, polite and courteous? _____
4. If an explanation was given for a problem, was it clear and understandable? _____
5. Do you feel the work was performed efficiently? _____
6. Do you have any additional comments or suggestions? _____

The information you provide will be kept confidential and strictly used to enable improved performance regarding customer service. You may submit the survey by mail, our drop box or by contacting me by e-mail. Thank you for your participation!

Tom Fulton
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