

## Hanover County Department of Public Utilities Service Survey

Dear Customer:

Hanover County Department of Public Utilities strives to provide excellent customer service. Your opinions are important to us. Please complete the survey below rating the quality of service you recently received and return the survey card to our office. You may also complete this survey online at [www.co.hanover.va.us/utilities](http://www.co.hanover.va.us/utilities).

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
<b>Customer Service- Reason for Call:</b>						
Call answered promptly.						
Agent was courteous and professional.						
Agent was well-trained and knowledgeable.						
Service was provided at the level expected.						
Overall experience was positive.						
<b>Field Service Visit - Reason for Field Service Visit:</b>						
Staff made contact promptly.						
Staff responded promptly.						
The work was completed promptly.						
The work was completed accurately.						
Staff cleaned up when complete.						
Staff was courteous and professional.						
Staff was well-trained and knowledgeable.						
Staff was respectful at my home/business.						
Staff explained work to be completed.						
Staff explained how long it would take.						
Overall experience was positive.						

**Additional Comments:** Please expand upon your assessment of any areas in which our service exceeded your expectations or could improve. We welcome your suggestions and will call you if necessary to discuss the results of this survey. Thank you for taking time to complete this survey. For questions or to provide additional information, call (804) 365-6024 or email [publicutilities@co.hanover.va.us](mailto:publicutilities@co.hanover.va.us).