

AMADOR WATER AGENCY
CUSTOMER SERVICE REPORT CARD

The Amador Water Agency strives to provide excellent customer service while providing clean, safe, reliable water to our customers at reasonable rates. To help us continually improve service, the Agency would like to hear from our customers. Please take a few minutes to complete this survey and return it to us. Thank you.

SURVEY QUESTIONS

1. Based on your experience, how satisfied are you overall with the water service provided to you?
 Very Satisfied Satisfied Dissatisfied

2. If you have telephoned the Agency, are phone calls answered promptly and professionally?
 Very Satisfied Satisfied Dissatisfied Have not called

3. In comparison to other utility companies' service levels (such as gas, electric, telephone, propane, etc.), is the Agency's field service level:
 Excellent Very Good Average Poor

4. In comparison to other utility companies' rates (such as gas, electric, telephone, propane, etc.), the Agency's rates are:
 Very Reasonable Reasonable Unreasonable

5. Please indicate your feeling of the most important item from the following (more than one may apply):

<input type="checkbox"/> Water quality	<input type="checkbox"/> Cost of water
<input type="checkbox"/> Water reliability	<input type="checkbox"/> Security of water supply and quality
<input type="checkbox"/> Additional water supply	<input type="checkbox"/> 24-hour emergency response
<input type="checkbox"/> Protection of the watershed	

6. Please indicate your preferred method to receive information from/about the Amador Water Agency (more than one may apply):

<input type="checkbox"/> TSPN (TV)	<input type="checkbox"/> Ledger Dispatch	<input type="checkbox"/> AWA Website
<input type="checkbox"/> Hometown (Radio)	<input type="checkbox"/> AWA Newsletter	<input type="checkbox"/> Other _____

7. Please provide any comments you may have concerning the Amador Water Agency or the issues above:

Thank you for your feedback.

Gene Mancebo
General Manager