

Customer Survey

Name: _____
Address: _____
Phone: _____ **Email:** _____

1. What is your impression of Capital Region Water?

	Very Unfavorable	Neutral	Favorable
	□ 1 □ 2	□ 3	□ 4 □ 5

2. As a CRW customer, how important is:

	Not Important	Neutral	Very Important
Efficiently using resources through sustainable solutions	□ 1 □ 2	□ 3	□ 4 □ 5
Promoting water conservation	□ 1 □ 2	□ 3	□ 4 □ 5
Making smart financial decisions	□ 1 □ 2	□ 3	□ 4 □ 5
Keeping you informed about issues related to your water service	□ 1 □ 2	□ 3	□ 4 □ 5
Providing drinking water that tastes good	□ 1 □ 2	□ 3	□ 4 □ 5
Providing reliable service without interruption	□ 1 □ 2	□ 3	□ 4 □ 5
Providing programs to help lower income households pay their water bill	□ 1 □ 2	□ 3	□ 4 □ 5
Keeping water and sewer rates affordable	□ 1 □ 2	□ 3	□ 4 □ 5
Providing responsive customer service	□ 1 □ 2	□ 3	□ 4 □ 5
Investing in community greening projects to manage stormwater	□ 1 □ 2	□ 3	□ 4 □ 5
Providing drinking water that is safe to drink	□ 1 □ 2	□ 3	□ 4 □ 5

3. As a customer, how do you think Capital Region Water performs in:

	Very Poorly	Neutral	Very Well
Keeping water and sewer rates affordable	□ 1 □ 2	□ 3	□ 4 □ 5
Providing reliable service without interruption	□ 1 □ 2	□ 3	□ 4 □ 5
Keeping you informed about issues related to your water service	□ 1 □ 2	□ 3	□ 4 □ 5
Promoting water conservation	□ 1 □ 2	□ 3	□ 4 □ 5
Providing drinking water that tastes good	□ 1 □ 2	□ 3	□ 4 □ 5
Providing responsive customer service	□ 1 □ 2	□ 3	□ 4 □ 5
Making smart financial decisions	□ 1 □ 2	□ 3	□ 4 □ 5
Efficiently using resources through sustainable solutions	□ 1 □ 2	□ 3	□ 4 □ 5
Investing in community greening projects to manage stormwater	□ 1 □ 2	□ 3	□ 4 □ 5
Providing drinking water that is safe to drink	□ 1 □ 2	□ 3	□ 4 □ 5
Providing programs to help lower income households pay their water bill	□ 1 □ 2	□ 3	□ 4 □ 5

4. Anything else you would like to share?