

*We Want To Serve You Better!
Please Take A Minute To*

Fill In Our Survey

Customer Service Rating

Was your phone call answered promptly?

Please circle 1

Poor Fair Good Excellent Outstanding

Was our customer service representative knowledgeable and eager to help?

Circle 1
Poor Fair Good Excellent Outstanding

Was your issue, question, or need met on your initial contact?

Check one

Yes ___ No ___

If your issue required a call back to resolve, were you contacted as promptly as expected?

Circle 1

Poor Fair Good Excellent Outstanding

Were you able to get an appointment in the time frame you desired?

Circle 1
Poor Fair Good Excellent Outstanding

Please rate your overall level of satisfaction when you called or visited our office?

Circle 1
Poor Fair Good Excellent Outstanding

Fuel Delivery

How would you rate our drivers: friendly, courteous, considerate?

Circle 1
Poor Fair Good Excellent Outstanding

How was our driver's respect for your property and landscaping?

Circle 1
Poor Fair Good Excellent Outstanding

How would you rate our delivery ticket... informative and easy to understand?

Circle 1

Poor Fair Good Excellent Outstanding

How would you rate your overall experience with our delivery service?

Circle 1
Poor Fair Good Excellent Outstanding

Service & Installation

Was our service technician on time? *Circle 1*

Poor Fair Good Excellent Outstanding

Rate our service technician: polite, professional & eager to please.

Circle 1
Poor Fair Good Excellent Outstanding

Was the work area left neat and clean?

Circle 1
Poor Fair Good Excellent Outstanding

How respectful was our service technician of your home and property?

Circle 1
Poor Fair Good Excellent Outstanding

Rate our technician's knowledge about your job

Circle 1
Poor Fair Good Excellent Outstanding

How satisfied were you with your completed job?

Circle 1
Poor Fair Good Excellent Outstanding

How would you rate your overall experience with our service department?

Circle 1
Poor Fair Good Excellent Outstanding

What Are We Missing?

Are there any products or services which we do not offer that you wish we would?

Please tell us what.

www.RiceEnergy.net

Orange, Shelburne Falls, Greenfield

413 773-3693

Invoices & Statements

Rate our invoices, do they have the detailed information you need?

Circle 1
Poor Fair Good Excellent Outstanding

Rate our invoices: clear, easy to understand

Circle 1
Poor Fair Good Excellent Outstanding

Rate our month end statements, which reference the individual invoices

Circle 1
Poor Fair Good Excellent Outstanding

How would you rate our billing overall?

Circle 1
Poor Fair Good Excellent Outstanding

Please offer any suggestions or concerns on these or other issues:



Just fill in the information below, fold, tape and drop this pre-stamped survey in the mail!

Information below is not required to return the survey.

Name _____

Street _____

Town _____ Zip _____

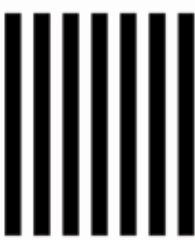
Phone # _____

Email: _____

Thank You for Your Time!



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