



**SIBU WATER BOARD**

**CUSTOMER SATISFACTION SURVEY 2014**

Dear Customer

Please let us hear from you on our Value/Service Delivery to help us improve and better meet your needs and expectations.

For each of the Value/Service Delivery Items below, please indicate the level of your satisfaction by ticking a score against each one of the Items. The score ranges from the highest of 5 (most satisfied) to the lowest of 1 (least satisfied).

		Least satisfied				Most satisfied
		1	2	3	4	5
<b>A</b>	<b>Water Supply</b>					
	1 Treated water quality of supply					
	2 Continuity of supply					
	3 Pressure of supply					
	4 Overall Reliability of supply					
<b>B</b>	<b>Service Provision</b>					
	1 Effectiveness, Efficiency & Promptness of service provision					
	2 Fairness in service provision					
	3 Courtesy & care in service provision					
<b>C</b>	<b>Affordability</b>					
	1 Affordability of water supply					

SWB Consumer

Account No. : \_\_\_\_\_

Handphone No. : \_\_\_\_\_

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

Telephone No. : \_\_\_\_\_(H)

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

: \_\_\_\_\_(O)

: \_\_\_\_\_

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

: \_\_\_\_\_

Date of Feedback: : \_\_\_\_\_

All information collected in this survey is strictly for the use of Water Supply Authorities and Ministry of Public Utilities only and the closing date will be on **31 December 2014**.

Thank you for your valued feedback.