



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
A	Water Supply					
	1 Treated water quality of supply					
	2 Continuity of supply					
	3 Pressure of supply					
	4 Overall Reliability of supply					
B	Service Provision					
	1 Effectiveness, Efficiency & Promptness of service provision					
	2 Fairness in service provision					
	3 Courtesy & care in service provision					
C	Affordability					
	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.