

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 in the self-addressed and stamped envelope.

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SURVEY QUESTIONS

1. Based on your experience, how satisfied are you 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?  
 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 service level:  
 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 rank your feeling of the importance of the following (7 being the highest, 1 being the lowest):  
 Water quality  
 Water reliability  
 Additional water supply  
 Protection of the watershed  
 Cost of water  
 24-hour emergency response  
 Security of water supply and quality
  
6. Please provide any comments you may have concerning the Amador Water Agency or the issues above:

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Thank you for your feedback.

Jim Abercrombie  
General Manager