



Date \_\_\_\_\_

Customer Satisfaction Survey  
Energy Assistance Program

Location \_\_\_\_\_

1. Overall, how satisfied are you with the Energy Assistance Services you received today?

- Extremely Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Extremely unsatisfied

2. Overall, how satisfied are you with the timeliness of the service you received today?

- Extremely Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Extremely unsatisfied

3. Overall, how satisfied are you with the friendliness of the staff that you received today?

- Extremely Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Extremely unsatisfied

4. If needed, how likely are you to use NWICA Energy Assistance Services again?

- Would Definitely
- Probably will not use again
- Neutral
- Would definitely not use

5. Would you recommend NWICA Energy Assistance Program Services to others?

- Definitely recommend
- Probably recommend
- Neutral
- Probably not recommend
- Definitely not recommend

What recommendations would you offer to improve the services you received today?

Thank you for your feedback.

