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Customer Satisfaction Questionnaire – 2016 Construction Season

To help us ensure that our standard of customer care exceeds expectations wherever possible, we would be grateful if you could complete this Customer Satisfaction Questionnaire and return to our office by fax, email, mail, or in person.

Please tick the appropriate box to indicate your degree of satisfaction.

Topic	Excellent	Good	Satisfactory	Poor	Very Poor	Comments/Improvement Suggestions
ADMINISTRATIVE STAFF: How do you rate our administrative professionalism and knowledge in dealing with you?						
INFORMATION: How do you rate the information and communication you were provided?						
SERVICE STAFF: How do you rate our service staff's professionalism, knowledge and quality of work?						
SUB-CONTRACTOR: How do you rate our subcontractor's professionalism, knowledge and quality of work?						
TIMELINESS: How do you rate our commitment to meeting your timing expectations?						
POST CONSTRUCTION CLEAN-UP: How do you rate our post construction clean-up process?						
OVERALL: How do you rate Yellowhead Gas Co-op?						
VALUE: How do you rate the value of the service you paid for?						

Please identify any outstanding deficiencies or concerns you may have in relation to the natural gas construction performed on your property. If there are no outstanding concerns, please sign below and return.

I/we have no concerns and hereby release and discharge Yellowhead Gas Co-op Ltd. and its servants, agents, employees, contractors, successors, and assigns from any further claim regarding the natural gas construction and clean-up performed on my property in 2015.

Signed: _____

Date: _____

Print: _____

Legal: _____