

## Voice of the Customer

### Customer Satisfaction Survey

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#### SEW-10103 Swafield and Bradfield S101A

Dear Customer,

As you are aware we are working in your village installing a first time sewer.

Whether you are directly or indirectly affected by our work I would really appreciate it if you could spare a few minutes to let us know your thoughts on how we are doing.

We are continually looking for ways to improve and I'd be grateful if you could complete this brief survey and return it to us in the pre-paid envelope provided.

Please use the comments boxes to let us know of any other issues or areas you feel we are doing well, or areas we need to improve on. All of this feedback is invaluable and will help us form our plans for work in the future. If you have any specific questions about this work and would like a direct response please provide your contact details in the relevant box provided overleaf.

Thank you in advance for your help and assistance.

Yours faithfully

Charlotte Worthington

Customer Service Co-ordinator  
Anglian Water @one Alliance

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Not Applicable
How satisfied were you with the information you received before the work began?						
How satisfied are you with the letters you received?						
How satisfied are you with the attitude and manner of our workers on site?						
How satisfied are you with the quality of the work?						
How satisfied are you that you are being kept fully informed during our works?						
Taking everything into account how satisfied are you with the way are handling the work?						

**Please note any further comments overleaf and return in the pre-paid envelope provided**

1. Are you affected directly (e.g sewer connection) or indirectly (e.g. traffic diversion, road closure)?

2. In relation to this work what, if anything are we doing well?

3. What, if anything could we be doing better?

4. What else could we do?

5. Further comments:

If you have a specific question and would like us to get in touch, please provide your contact details below:

Name:

Address:

Telephone number:

Email: