



We Welcome Your Comments!

Here at Florida Governmental Utility Authority, we want to hear from you regarding your customer service experience with us. Please take a moment to provide your opinion on the quality of service you received.

On a scale of 1 to 5 where 1 represents extremely satisfied and 5 represents extremely dissatisfied, please circle the appropriate answer to the following:

Recalling the most recent contact with the FGUA Customer Service Center;

1) How would you rate the representative's ability to assist you?

1 2 3 4 5

2) How would you rate the representative's courtesy?

1 2 3 4 5

3) How would you rate the representative's ability to resolve your issue or assist with your need?

1 2 3 4 5

4) How would you rate your overall level of satisfaction for the service you received?

1 2 3 4 5

5) Was the customer service office clean and well maintained?

1 2 3 4 5

Comments:

Thank you very much for your time.

Sincerely,

Florida Governmental Utility Authority