

Lake Apopka Natural Gas District

1320 Winter Garden-Vineland Rd
Winter Garden, FL 34787
Phone (407)656-2734 Fax(407)656-9371

E-MAIL:custsvc@langd.org

Customer Service Survey

In evaluation your most recent experience with Lake Apopka Natural Gas District, How satisfied were you with:

	<u>Very Satisfied / Satisfied</u>		<u>Dissatisfied / Very Dissatisfied</u>	
1. The time taken to answer the telephone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Handling of call transfers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Being able to reach the person you needed to speak to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Response time to any voice-mail messages left?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The staff being courteous, helpful and friendly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The time taken to deal with and respond to your query?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The level of knowledge of the staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall, how would you rate your experiences with LANGD?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments or suggestions:

Please list your name, address and phone number if you would like more information regarding our residential customer rebate program.

Name: _____

Address: _____

Phone Number _____

Optional Below

Account Number _____

THANK YOU

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