We strive to provide professional quality service in a friendly and responsive manner.

The Lake Havasu City **Customer Service Team** manages the billing for utility services provided by the city - water, sewer, and trash. In addition, Customer Service processes and records all payments made to the city.

Your thoughts are important to us. We would like to know the satisfaction level you received from our services and welcome your ideas on how to make improvements for the future.

Please take a few moments to complete this survey and return it to City Hall.

Thank you and we look forward to serving you again soon.

Gayle Whittle
Finance Director

Richard Kaffenberger
City Manager

For More Information

Customer Service
Lake Havasu City
2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403-5950

Contact Numbers
(928) 453-4146 Telephone
(928) 855-5327 Fax
(888) 546-4146 Toll Free
(928) 855-3945 TDD

Web Site
www.lhcaz.gov

Email
yarnoc@lhcaz.gov

FIN-45, 11/10/06

Lake Havasu City

How Did We Do?

Customer Survey

Finance Department
Customer Service Team

Prepared by:
Lake Havasu City
2330 McCulloch Blvd. N.
Lake Havasu City, AZ 86403-5950

www.lhcaz.gov

1. Please state the nature of your contact.

- ☐ Establish new utility service
- ☐ Billing questions
- ☐ Change to existing service
- ☐ Billing dispute
- ☐ Payment on account
- ☐ Other (specify)_____

2. Please state your method of contact.

- ☐ Phone
- ☐ Walk-in
- ☐ Mail

3. Which categories best describe you?

- ☐ Home Owner
- ☐ Renter
- ☐ Business Owner
- ☐ Contractor
- ☐ Developer
- ☐ Home Builder
- ☐ Realtor
- ☐ Other (specify)_____

4. Was the process adequately explained to you prior to application?

☐ Yes ☐ No

5. Was the Team friendly and helpful?

☐ Yes ☐ No

6. Did you receive accurate information from the Team?

☐ Yes ☐ No

If no, please explain:

_____

_____

7. Were your phone calls returned within 24 hours?

☐ Yes ☐ No

8. Were regulations and guidelines applied fairly and consistently? ☐ Yes ☐ No

9. Were issues resolved in a timely and professional manner? ☐ Yes ☐ No

10. Were the reasons for decisions adequately explained to you? ☐ Yes ☐ No

11. Were service schedules met? ☐ Yes ☐ No

12. Please rate the level of service you received from the Customer Service Team:

Service at Counter	☐ Excellent	☐ Good	☐ Fair	☐ Poor	☐ NA
Phone Call	☐ Excellent	☐ Good	☐ Fair	☐ Poor	☐ NA
Explanation of Services	☐ Excellent	☐ Good	☐ Fair	☐ Poor	☐ NA
Resolution of Disputes	☐ Excellent	☐ Good	☐ Fair	☐ Poor	☐ NA
Explanation of Billing	☐ Excellent	☐ Good	☐ Fair	☐ Poor	☐ NA

13. How would you describe the overall level of service you received from Customer Service?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ NA

14. What can we do to provide you with better service in the future?

_____

_____

_____

_____

15. Are there any Team members who deserve special recognition? If so, list name and reason:

_____

_____

_____

_____

16. Please provide the following information (optional):

Name _____

Company _____

Address _____

Phone Number _____

I would appreciate a call: ☐ Yes ☐ No

Regarding: _____

_____

_____

Please Return this Survey to Lake Havasu City Hall.