

Customer Service Report

- yes no Was our office staff helpful and courteous?
- yes no Were we on-time to your appointment?
- yes no Did you see the red carpet?
- yes no Was our technician neat, clean & courteous?
- yes no Does anyone in your home suffer from allergies?
- yes no Do you have to dust often?
- yes no Do you ever have a damp/musty odor in your home?
- yes no Would you like to receive a discount on today's call? (ask Technician)

Which rooms in the house are the least comfortable?

All are ok.

Is system noise objectionable?

No

What is your typical electric bill?

Summer 80-120 Winter 7250 last winter.

What is your typical gas/oil bill?

Summer 0 Winter unknown was < 100.00 in the past.

What do you **NOT** like about your present heating and cooling system?

It works fine - it was just on every 15 minutes last winter, even when set at 65°.

Additional comments:

Excellent customer service. Kevin is very polite and courteous. He even let my son "help" as an assistant.

Please rate our service on a scale of 1 – 10 with 10 being the highest:

1 2 3 4 5 6 7 8 9 10

Email Address: _____

Name B Bull

Address E-town, KY 42701

Phone _____

Kevin

Date: 6-5-14