



Customer Satisfaction Survey

How are we doing?

At ERG Power, we value your business. Your complete satisfaction with our products and/or service is extremely important to us. Please assist us in serving you better by completing this survey regarding your experience(s) with ERG Power. All information will be kept confidential. We are committed to providing superior products, quality and exceptional service to all of our customers.

1 – Very Satisfied 2 – Satisfied 3 – Neutral 4 – Dissatisfied 5 – Very Dissatisfied

Please rate the following:

	1	2	3	4	5
1. Your initial contact with ERG Power:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to meet your schedule:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to meet your cost objectives:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Availability of Technical staff to address concern:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Professionalism of our Customer Service personnel:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Availability of our Customer Service Staff:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Response Time to your request:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall Product Quality:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Overall Quality of your experience:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

** If we could change certain things to serve you better, what would they be? _____

**Additional Comments: _____

Providing the below information is Optional

Company Name: _____ Contact Name: _____

Email Address: _____