

Customer Service Experience



Pine Bluff Wastewater Utility

1520 South Ohio Street

Pine Bluff, AR 71601

Phone: 870-535-6603

Fax: 870-535-6243

www.pbwastewater.com

Today's Date:

Customer Name:

Address:

Telephone:

Service Date:

**PBWU is interested in your opinion about our service.
Please take a moment to answer these questions about your experience.**

**What type of sewer-related problem did you have?
(Slow Drain, Toilet won't flush, Stoppage or Sewer Back-Up)**

Were the workers friendly and respectful to you? (Yes or No) Please explain.

**Did we solve your problem during the visit?
(Same day, Next day, Following week or Not sure)**

**Are you satisfied with the service you received? (Yes/No)
If not satisfied, why not?**

**Did the workers explain the problem to you?
(Ex: Mainline, Service Line, Homeowner Responsibility,
No Double Clean Out pipes at property line or other)**

**In what ways can we improve our services or our
response to you?**

**Do you feel that we responded to your situation in a
timely manner? (Yes or No)**

**Please share your opinion on how we can serve you
better.**