



## Thank You for Being a Fred's Energy Customer!

We have built our business on customer satisfaction and are always looking for ways to improve upon our service to you. We are now in our 50th year and once again are looking for your input. Please take a few minutes to fill out this survey and provide any comments or concerns below. As a thank you for your time, your name will be entered into a monthly drawing, all year long, for a chance to **WIN a Fred's Energy \$50.00 gift certificate.\***

*Please note: your name and contact information is only required if you would like to be entered into the drawing. Drawing to take place the last day of every month and winners will be notified. \*Gift certificate is good for products or services from Fred's Energy – not redeemable for cash. Thank you for your participation!*

### Please rate Fred's Energy:

#### PHONE SUPPORT

- How was your phone conversation when you called the office?
- Was the person you spoke with knowledgeable and courteous?
- Were they able to take care of all your needs?

#### SERVICE

- Was the service technician neat and clean in appearance?
- Did the technician wear protection on his feet when walking through your home?
- Did the technician explain the results of the service call?
- Did the technician leave the work space around the service area neat and clean?
- Do you feel the technician was efficient and completed the work in a timely manner?
- Was the technician knowledgeable and professional?

#### FUEL DELIVERIES

- Are the drivers courteous and respectful of your property?

#### SUMMARY

- Overall, how would you rate Fred's Energy?
- Would you recommend Fred's Energy to a neighbor or friend?  yes  no
- Do you have any other comments, questions or concerns? *Please explain:*

	GREAT	GOOD	POOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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## CallFred's.com

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt./Suite: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Thank You!** Your input is extremely valuable to us so that we can provide the highest quality service possible.

Thank you again for choosing Fred's Energy – *you've got a friend!*