



Customer Satisfaction Survey

Your feedback is important for us to improve. Please answer each question by checking the box(es) which most closely represent your opinion. We appreciate your honesty and cooperation. Return the completed form to your G&W Representative.

- 1) What products have you purchased from G&W?
- Distribution Switchgear
 - Distribution Reclosers
 - Distribution Cable Terminations and/or Splices
 - Transmission Cable Terminations and/or Joints
 - Current Limiting Protectors
 - EPOX junctions and/or Encapsulated Fuses

- 2) What are the three most important reasons you continue to do business with G&W?
- Product Quality
 - On Time Delivery
 - Service Responsiveness
 - Customized Solutions
 - Competitive Pricing
 - Technical Assistance

3) Rate your satisfaction level for each of the following categories (5 being the highest):

Product Quality

- 1 2 3 4 5

Comments: _____

On Time Delivery

- 1 2 3 4 5

Comments: _____

Service Responsiveness

- 1 2 3 4 5

Comments: _____

Customized Solutions

- 1 2 3 4 5

Comments: _____

Competitive Pricing

- 1 2 3 4 5

Comments: _____

Technical Assistance

- 1 2 3 4 5

Comments: _____

- 4) How do you feel G&W's overall performance compares to its competition?
- Better than
 - Same as
 - Poorer than

Please explain your answer: _____

- 5) Would you recommend G&W to others?
- Yes No

6) What suggestions for improvement would you recommend which would increase the value you receive as a customer?

Company Name: _____

Company Address: _____

State: _____ **Zip:** _____

Phone: _____ **E-mail:** _____

Prepared By: _____

Title: _____ **Date:** _____

Please select: IOU Municipal Co-op
 Industrial Contractor Distributor Other