

City of Sheffield Lake Service Department

4750 Richelieu Ave.
Sheffield Lake, Ohio 44054

How can we improve?

Please take a moment to help us improve your experience with the Sheffield Lake Service Department. When you're done, please drop the questionnaire in the night drop at the front of the building.

How often do you typically walk in for service?

- ☐ Once a month
- ☐ Once every 6 months
- ☐ Once a year
- ☐ Never (mail payment)

How often do you request assistance relating to your water service ?

- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

How long did you wait for assistance?

- ☐ Immediate service
- ☐ Less than 1 minute
- ☐ 1 to 3 minutes
- ☐ More than 3 minutes

How would you rate the staff?

- ☐ Friendly and helpful
- ☐ Average
- ☐ Varies on each visit
- ☐ Poor service

How would you rate response time for emergency service? (water main break, sewer back-up, etc.)

- ☐ Immediate response time
- ☐ Generally quick response time
- ☐ Not usually quick to respond
- ☐ Poor response time

How often are the clerks able to fully answer your questions?

- ☐ Always
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

How long did you wait for a response for an error in billing?

- ☐ Less than 1 day
- ☐ 1 to 3 days
- ☐ 3 to 5 days
- ☐ More than 5 days

Was the building clean and inviting?

- ☐ Yes
- ☐ No

Additional Comments

About You (optional)

Name E-mail
Address Phone
City, State, ZIP
Code

Thank you for your participation!