

FEB 0 2 2022

www.wnyplumbing.com

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dedi	would like to that icated to providing wer this important	g quality	/ service	ig winy e. In ord	Plumbl der to h	ng the ( elp us ir	opportu nprove	nity to our qua	service llity of s	the plu ervice t	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other		F	l about ' riend Ised us			Billbo			LY)		
						ONE	RALL					
2.	Considering ever with our most re	rything 1 cent plu	from you umbing	ur initial repair?	call to	the com	pletion	of the r	epair, ho	ow satis	sfied or diss	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	5	<u></u> 6	7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied
3.	To what extent d	lid this r	epair se	ervice m	eet you	r expect	tations?	ı				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	<u>6</u>		8	<u> </u>	<b>×</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plu	mbing o	compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal	1	2	3	4	5	□6	7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	2	3	4	<u></u> 5	<u></u> 6	7	8	<u> </u>	<b>×</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recomr	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the te			sentativ	e on the	followin	ng:					
	Overvall	Very Po									Excellent	
	Overall	1	<u>2</u>	<u>3</u>	<u> </u> 4	<u></u> 5	∐6 —	∐7 —	<u> </u>	∐9	<b>×</b> 10	
	Courteous	∐1 —	2	3	<u></u> 4	5	6	<b>∐</b> 7	8	9	<b>×</b> 10	
	Knowledgeable	1	2	□3	4	<u></u> 5	<u> </u>	7	8	9	<b>1</b> 0	(OVED) \

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1 2 3 4 5 6 7 8 9 10  Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called  Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Did Not
	Explanation of Repair
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other Allows Me To prop Asea For Repairs Work
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b. 16.	If a part had to be ordered, did we keep you informed about status?  Yes Not applicable  How satisfied or dissatisfied were you with the time needed to complete the repair?
10.	Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10  Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!
	Comments:  Worked very well with home owner explained everything  worked at our Convenience. Mike was our Tech,  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





4425 Walden Avenue Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper  Friend  Billboard  Google  Used us Before  Logo on Truck  Other		
	OVERALL		
2.	Considering everything from your initial call to the completion of the repair, how sawith our most recent plumbing repair?	itisfied or diss	atisfied were you
	Extremely Dissatisfied 1 2 3 4 5 6 7 8	9 10	Extremely Satisfied
3.	To what extent did this repair service meet your expectations?		
	Fell Far Below Your Expectations  1 2 3 4 5 6 7 8	9 🗌 10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your id	deal?	
	Very Far From Your Ideal         1         2         3         4         5         6         7         8	9 🗌 10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumb	ing service?	
	Definitely Will Not Use Next Time 1 2 3 4 5 6 7 8	9 🗌 10	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?		
	Definitely Will Not	9 🗌 10	Definitely Will Recommend
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor	Excellent	
	Overall	9 10	
	Courteous	9 🔲 10	
	Knowledgeable	9 🗌 10	(OVER) Q

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor
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10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment?  Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:
	Professionalism  Very Poor  Excellent  Description of the content
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness
-	Comments:  2 defforat Service Calls Appoints. 2 was great  The Other Weamplete  If you would like us to call you, please fill in your telephone nu  THANKYOU FOR YOUR HELP! Please return ided.



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4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important		e. In order	to help ι	ıs improve	our qual	ity of se	rvice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other	r 🔲 F	d about WN riend Jsed us B		Billbo			<b>Y)</b>		
				0	VERALL					
2.	Considering ever with our most re	ything from yo cent plumbing	our initial ca repair?	all to the	completion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	□1 □2	□3 [	<b></b> 4 <b></b>	<b>]</b> 5 <b>□</b> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice mee	et your ex	pectations	?				
	Fell Far Below Your Expectations	12	<u></u> 3 [	4	<b>]</b> 5 <b>□</b> 6	7	8	9	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service	. How well	l did WNY	' Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	12	<u></u> 3 [	4	<b>]</b> 5 <b>□</b> 6	<b>□</b> 7	8	9	<b>1</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	o use WNY	Plumbin	g the next t	ime you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 [	4	]5 <b>[</b> ]6	_7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recomme	end WNY	Plumbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	3	4	5 🗆 6	_7	8	<u></u> 9	<b>⅓</b> 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	esentative o	on the fol	lowing:					
		Very Poor							Excellent	
	Overall	1 2	☐ 3 [	4	5 6	7	8	9	✓ 10	
	Courteous	<u> </u>	Пз [	4	<b>]</b> 5 <b> </b> 6	7	8	9	<b>É</b> 10	
	Knowledgeable	□1 □2	□з [	<b>]</b> 4 [	<b>]</b> 5 <b> </b> 6	7	□8	<u> </u>	<b>1</b> 0	(OVER)

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent	
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11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1	
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Very Poor  Trustworthiness	
	Comments:	
-		
1	f you would like us to call you, please fill in your telephone number: ()	



Mike Hunger.
www.wnyplumbing.com

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dedi		quality										ur home. We are e take a minute to
1.	Where have you Newspape Google Other		F	about V riend sed us			Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most re				call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this re	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	_2	3	4	<u></u> 5	<u></u> 6	<b>□</b> 7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	ervice.	How w	ell did V	VNY Plur	mbing o	ompare	with yo	our idea	l? ,	
	Very Far From Your Ideal	1	2	3	4	<u></u> 5	<u>6</u>	<b>□</b> 7	8	9	10	Matches Your Ideal
5.	How likely or unli	ikely are	you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<b>∑</b> 10	Definitely Will Use Next Time
6.	How likely or unli	ikely are	you to	recomn	nend W	NY Plum	bing Se	ervices 1	to a friei	nd?		
	Definitely Will Not Recommend	1	_2	<u></u> 3	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone	e repres	sentative	e on the	followir	na:					
		Very Po			_		3				Excellent	
	Overall	1	2	□3	<u></u> 4	5	<u>6</u>	7	8	9	№10	
	Courteous	<u> </u>	2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	■8	<u></u> 9	X 10	
	Knowledgeable	$\Box_{4}$			$\Box_{4}$		Пс	$\square_{7}$		$\Box_{\circ}$	Mar.	

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 7 10  Exceller	nt
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called	t
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes \ \tag{No}	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent	
	Professionalism	
	Knowledgeable	
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explai	
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	. If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Satisfied	-
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments:	
-		
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	







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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedic		quality service							ur home. We are e take a minute to
1.	Where have you  Newspaper Google Other	r	riend Ised us Before	Billbo			<b>(1)</b>		
				OVERALL					
2.	Considering ever with our most red	ything from yo cent plumbing	ur initial call to repair?	the completior	of the re	epair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	_1 _2	□3 □4	□5 □6	7	8	9	10	Extremely Satisfied
3.	To what extent di	id this repair so	ervice meet you	r expectations	?				
	Fell Far Below Your Expectations	□1 □2	□3 □4	<u></u>	7	8	9	<b>1</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did \	WNY Plumbing	compare	with yo	ur idea	l?	
	Very Far From Your Ideal	☐1 ☐2	□3 □4	<u></u> 5 <u>6</u>	7	8	<u> </u>	<b>X</b> 10	Matches Your Ideal
5.	How likely or unli	ikely are you to	use WNY Plum	bing the next	time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 4	□5 □6	7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	NY Plumbing S	Services	to a frier	nd?		
	Definitely Will Not Recommend	<u> </u>	<u>3</u> 4	□5 □6	7	8	<u> </u>	<b>1</b> 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	esentative on the	e following:				Excellent	
	Overall	1 2	<u>3</u> <u>4</u>	□5 □6	<u> </u>	<u> </u>	<u> </u>	<b>X</b> 10	
	Courteous	1 2	□ 3 □ 4	□5 □6	7	<u> </u>	9	10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 ☒10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two days after I called  The day after I called  Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Med. Thurs. Fri. Sat. X No particular day
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12.	Were you contacted by phone to confirm the appointment? Yes \sum No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:
	Very Poor         Excellent           Professionalism         □ 1         □ 2         □ 3         □ 4         □ 5         □ 6         □ 7         □ 8         □ 9         ☒ 10
	Knowledgeable
	Explanation of Renair 1 2 2 14 15 16 17 19 10 10 Not
14a.	The second secon
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
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16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 210  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 210  Please check this box if you will also use an online rating service, Thank you!
- e	Comments:  Tealled after hours to say my sump pumb was dying. I was their first appointment the very next lay! How do you boat that?  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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1.	Where have you Newspape Google Other	er 🔲 F	d about WN\ Friend Jsed us Be		Billboa			Y)		
				OVE	RALL					
2.	Considering ever with our most re			I to the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	3	<b>]</b> 4 <b>□</b> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet	your expec	tations?					
	Fell Far Below Your Expectations	□1 □2	<u></u> 3 [	4 5	<b>□</b> 6	7	8	9	10	Far Exceeded Your Expectations
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	Very Far From Your Ideal	1 2	<u></u> 3 [	<b>4 5</b>	6	7	8	9	<u> </u>	Matches Your Ideal
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	Definitely Will Not Use Next Time	□1 □2	<u> </u>	<b>]</b> 4 <b>□</b> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you t	o recommer	d WNY Plun	nbing Se	ervices 1	to a friei	nd?		
	Definitely Will Not Recommend	<u> </u>	<u></u> 3 [	4 🔲 5	□6	<u> </u>	8	9	<b>\(\sigma\)</b> 10	Definitely Will Recommend
7.	Please rate the t	elephone repre	<u>esentative</u> or	n the followi	ng:				Excellent	
	Overall	□1 □2	Пз Г	]4	<b>П</b> 6	$\square_7$	<b>□</b> 8	П9	□ <sub>10</sub>	
	Courteous	$\Box_1 \Box_2$		$\frac{1}{4}$ $\frac{1}{5}$	<u></u> 6	7	8	☐ <sub>9</sub>	<u>10</u>	
	Knowledgeable	1 2	<u></u> 3 <u></u>	]4	□6		□8	<u></u> 9	☐10 ☐10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called
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	Knowledgeable
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14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
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17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness
(	Comments:
-	
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dedi	would like to thar cated to providing ver this important	g quality se	giving WNY rvice. In ord	Plumbin er to he	g the op Ip us im	pportun prove d	nity to s our qual	ervice t ity of se	he plun rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
1.	Where have you Newspape Google Other		eard about \ Friend  Used us			Billboa			<b>Y)</b>		
					OVER	ALL					
2.	Considering ever with our most re	ything fron cent plumb	n your initial ping repair?	call to t	he comp	oletion (	of the re	epair, ho	w satisf	ied or dissa	atisfied were you
	Extremely Dissatisfied	□1	2 3	<u>4</u>	<u></u> 5	<u></u> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this repa	air service m	eet your	expecta	ations?	<u> </u>	<b>□</b> 8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair serv	vice. How w	ell did W	/NY Plun	nbing c	ompare	with yo	our ideal	10	Matches Your Ideal
5.	How likely or unl	ikely are yo	ou to use WN	IY Plumb	oing the	next tir	ne you	need pli	umbing	service?	
	Definitely Will Not Use Next Time	□1	2  3	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	<u> </u>	<u>9</u>	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	ou to recomr	nend WI	NY Plumi	bing Se	rvices t	o a frier	nd?		
	Definitely Will Not Recommend	1 [	2  3	<u></u> 4	<u></u> 5	<b>□</b> 6	<u> </u>	8	<u></u> 9	10	Definitely Will Recommend
7.	Please rate the te	elephone re Very Poor		e on the	followin	g:				Excellent	
	Overall	1	]2	<u></u> 4	<u></u>	<u> </u> 6	<b>□</b> 7	8	9	<b>1</b> 10	
	Courteous	<u> </u>	]2	4	<u></u> 5 [	<u> </u> 6	<b>□</b> 7	8	9	<del>1</del> 10	
	Knowledgeable	1	]2	<u></u> 4	<u></u> 5 [	6	7	8	<u>9</u>	<b>1</b> 0	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  The day after I called  Three days after I called  Three days after I called								
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment?								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Professionalism  Very Poor  Excellent  Professionalism  1								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other								
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order								
15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent								
	Trustworthiness  Standing Behind Their Work  Please check this box if you will also use an online rating service, Thank you!								
	Comments: WAS CREAT— COST WAS TOO HIGH BUT PRIBABLY EQUAL TO OTHER PUMBERS  If you would like us to call you, please fill in your telephone number: ()								
="	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								





(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? **Extremely** Extremely 15 18 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** 3 14 5 Your Ideal Your Ideal 5. How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? **Definitely Will Not Definitely Will Use Next Time Use Next Time** How likely or unlikely are you to recommend WNY Plumbing Services to a friend? 6. **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor** Excellent Overall Courteous

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor 1 2 3 4 5 6 7 8 9 10	xcellent						
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called The day after I called Three days after I called Three days after I called Three days after I called							
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day							
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time							
12.	Were you contacted by phone to confirm the appointment? Yes No							
	QUESTIONS ABOUT THE REPAIR ITSELF							
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent							
	Professionalism							
	Knowledgeable							
	Evolunation of Renair    4    0    0    4      5    6    7    0    0    10	Did Not Explain						
14a.	Did we complete the repair on our first trip to your home?							
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other							
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order							
15b.								
16.		Extremely Satisfied						
	QUESTIONS ABOUT WNY PLUMBING CO.							
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind Their Work  1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!							
_	Comments:  If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provide	d						





(OVER)

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	nk you for giving WNY Plumbing the opportunity to service the plumbing ing quality service. In order to help us improve our quality of service to you, plate to you, plate to you, plate to you.	your home. We are ease take a minute to					
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper Friend Billboard  Google Used us Before Logo on Truck  Other							
		OVERALL						
2.	Considering ever with our most re	rything from your initial call to the completion of the repair, how satisfied or decent plumbing repair?	lissatisfied were you					
	Extremely Dissatisfied	□1 □2 □3 □4 □5 □6 □7 □8 <b>□</b> 9 □10	Extremely Satisfied					
3.		did this repair service meet your expectations?						
	Fell Far Below Your Expectations	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8 $\cancel{\square}$ 9 $\square$ 10	Far Exceeded Your Expectations					
4.		I repair service. How well did WNY Plumbing compare with your ideal?						
	Very Far From Your Ideal	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8 $\square$ 9 $\square$ 10	Matches Your Ideal					
5.	How likely or unl	likely are you to use WNY Plumbing the next time you need plumbing service	?					
	Definitely Will Not Use Next Time	□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10	Definitely Will Use Next Time					
6.	How likely or unl	likely are you to recommend WNY Plumbing Services to a friend?						
	Definitely Will Not Recommend	□1 □2 □3 □4 □5 □6 □7 □8 ☑9 □10	Definitely Will Recommend					
7.	Please rate the <u>t</u>	telephone representative on the following:						
		Very Poor Exceller	nt					
	Overall	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8 $\square$ 9 $\square$ 10						
	Courteous	$\square$ 1 $\square$ 2 $\square$ 3 $\square$ 4 $\square$ 5 $\square$ 6 $\square$ 7 $\square$ 8 $\square$ 9 $\square$ 10						

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\overline{\square}$ 9  $\square$ 10

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor  1
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called Two days after I called The day after I called Three days after I called  Because we had fo wait for
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home?
14b.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days, Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness
<u>]</u>	Comments:  Ne re pleased with service. We understood timing to get 75 gal tank in Pleasant, knowledgable technician.  If you would like us to call you, please fill in your telephone number: ()
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.





to

(OVER)



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ALL'ID'S

4425 Walden Avenue Lancaster, NY 14086

	cated to providing ver this important			e. In ord	ler to he	elp us in	nprove	our qual	lity of se	ervice to	you, pleas	e take a minute
1.	Where have you Newspape Google Other		F	about \ riend sed us			Billbo			Y)		
						OVE	RALL					
2.	Considering ever with our most re				call to	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were yo
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	6	7	8	9	<b>1</b> 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	tations?	7	<b>□</b> 8	<u></u> 9	<b>⊠</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing (	compare	e with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	5	☐ <sub>6</sub>	7	8	9	<b>X</b> 10	Matches Your Ideal
5.	How likely or unl	ikely ard	e you to	use WN	IY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u>2</u>	3	<u></u> 4	<u></u> 5	<u></u> 6	7	<u> </u>	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely ard	e you to	recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	3	<u>4</u>	<u></u> 5	□6	7	8	9	<b>×</b> 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po		sentativ	e on the	followi	ng:				Excellent	
	Overall	1 <sub>1</sub>	$\square_2$	$\square_3$	$\square_4$	$\square_5$	$\Box_6$	7	П8	П9	<b>×</b> 10	
	Courteous	 □₁		$\square_3$	$\square_{4}$	<u></u> □5	☐ <sub>6</sub>		8		× 10	
	Knowledgeable										<b>⊠</b> 10	

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are

	QUESTIONS ABOUT SCHEDULING						
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10  Excellent						
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called						
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day						
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time						
12.	Were you contacted by phone to confirm the appointment? Yes No						
	QUESTIONS ABOUT THE REPAIR ITSELF						
13.	Please rate the <u>service technician</u> on the following:  Very Poor  Excellent						
	Professionalism						
	Knowledgeable □1 □2 □3 □4 □5 □6 □7 □8 □9 ☑10						
	Evaluation of Renair	$\neg$					
	Explain .						
14a.		×					
140.	b. If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other						
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order						
15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable						
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1						
	QUESTIONS ABOUT WNY PLUMBING CO.						
17.	Please rate Western New York Plumbing on the following:  Very Poor  Trustworthiness  1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	-					
	Comments:						
-		_					
i	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.	_					





4425 Walden Avenue Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1.	Where have you  Newspape Google Other	r 🔲	rd about \ Friend Úsed us			Billboa			Y)	·	
					OVE	RALL					
2.	Considering ever with our most re			call to	the com	pletion	of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	1 2	2	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<u>/10</u>	Extremely Satisfied
3.	To what extent d	id this repair	service m	eet you	r expect	tations?					
	Fell Far Below Your Expectations	□1 □2	2	4	5	□6	7	<b>8</b>	<u> </u>	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servic	e. How w	ell did V	VNY Plu	mbing (	compare	e with yo	our idea	ıl?	
	Very Far From Your Ideal	<u> </u>	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	9	<u>/</u> 10	Matches Your Ideal
5.	How likely or unl	ikely are you	to use Wi	NY Plum	bing the	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	2	4	5	<b>□</b> 6	7	8	<u> </u>	<b>1</b> 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recom	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<u>/</u> 10	Definitely Will Recommend
7.	Please rate the t	elephone repr	<u>resentativ</u>	e on the	followi	ng:	14-			Excellent	
	Overall			$\square_{A}$	$\Box_{5}$	Пе	$\square_7$	Пв	<b>П</b> 9	10	
	Courteous			☐.	□-		<u></u>				
			3	<u> </u> 4	<u></u> 5	∐6 —	<u></u> 17	<u> </u> 8	<u></u> 9	110	
	Knowledgeable		3	4	5	6	<u></u> □7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor 1 2 3 4 5 6 7 8 9 10  Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following:  Very Poor  Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair?  Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely Dissatisfied  1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent
	Trustworthiness
	Comments:  [ Smooths I called because my toplet was running. I appreciated ]
-	Comments: It was the second time in 3 months I called because my toilet was running. I appreciated not being charged for labor on the second Visit.
	If you would like us to call you, please fill in your telephone number: ()  THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.



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dedi	would like to than cated to providing ver this important	g quality service	ng WNY Plumbi e. In order to h	ng the opporto elp us improve	unity to servi our quality o	ce the plum of service to	bing in yo you, pleas	our home. We are e take a minute to
1.	Where have you Newspape Google Other	er 📗 F	l about WNY Pl riend Jsed us Before	Billbo		PPLY)		
				OVERALL				
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the completion	of the repai	r, how satisfi	ed or diss	atisfied were you
	Extremely Dissatisfied	12	□3 □4	□5 □6	7	]8 🔲 9	10	Extremely Satisfied
3.	To what extent d	lid this repair se	ervice meet you	ır expectations	?			
	Fell Far Below Your Expectations	<u> </u>	<u>3</u> <u>4</u>	□5 □6		]8	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did	WNY Plumbing	compare wit	h your ideal'	?	
	Very Far From Your Ideal	<u> </u>	□3 □4	□5 □6	7	]8	10	Matches Your Ideal
5.	How likely or unl	likely are you to	use WNY Plum	nbing the next	ime you nee	d plumbing s	service?	
	Definitely Will Not Use Next Time	<u> </u>	□3 □4	□5 □6		]8 🔲 9	10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing S	Services to a	friend?		
	Definitely Will Not Recommend	<u> </u>	□3 □4	□5 □6	7	]8 🗌 9 🎾	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on the	e following:			Excellent	
	Overall	1 2	<u></u>	<u></u>		la 🔲9 /	10	
	Courteous	<u> </u>	☐3 ☐4	<u></u>		8 🔲 9	<b>1</b> 10	
	Knowledgeable	<u> </u>	□ 3 □ 4	□5 □6	□7	8 🔲 9	10	(OVED)

	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very 1 2 3 4 5 6 7 8 9 10	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called  Two days after I called  The day after I called  Three days after I called  Longer than three days after I called	I called
10.	Generally, on which one day of the week would you prefer service?  Sun. Mon. Wed. Thurs. Fri. Sat. No particular day	
11.	Generally, what time of day would you prefer service?  Morning Afternoon Evening (after 5p.m.) No particular time	
12.	Were you contacted by phone to confirm the appointment? Yes No	
	QUESTIONS ABOUT THE REPAIR ITSELF	
13.	Please rate the service technician on the following:  Very Poor Excellent	
	Professionalism  Very Poor  1 2 3 4 5 6 7 8 9 10	
	Knowledgeable	PM N-A
	Explanation of Repair         1         2         3         4         5         6         7         8         9         10	Did Not Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)	
14b.	If no, was it because? ("X" ALL THAT APPLY)  a part had to be ordered  the technician could not fix or determine the problem and needed assistance  the product failed again shortly after the first visit  the product needed to be replaced or the technician determined the product is unrepairable  Other	
15a.	Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order	
15b.		
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  1	Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.	
17.	Please rate Western New York Plumbing on the following:  Very Poor  Excellent	
	Trustworthiness 1 2 3 4 5 6 7 8 9 10  Standing Behind 1 2 3 4 5 6 7 8 9 10  Please check this box if you will also use an online rating service, Thank you!	
	Comments: Mank you for your quick service.	
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provides	ded.