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SEP 0.4 2025

#### www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Overall

Courteous

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) Billboard Newspaper Friend 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** 4 Dissatisfied Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From** Matches <u>\_\_\_3</u> \_\_\_4 5 6 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **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 telephone representative on the following: Very Poor **Excellent** 

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor									
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. 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? Yes (SKIP TO Q.16) No (CONTINUE)									
<b>1</b> 4b.	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									
	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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17.	Please rate Western New York Plumbing on the following:									
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	Comments:									
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1.	Where have you  Newspape Google Other			about \ riend sed us			Billbo			.Y)		
						OVE	RALL					
2.	Considering ever with our most re	ything f cent plu	from you Imbing	ur initial repair?	call to	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<b>□</b> 1	_2	3	<u></u> 4	<u></u> 5	□6	7	<u> </u>	9	10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	id this r	epair se	ervice m	eet you	r expect	ations?	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair s	service.	How w	rell did V	WNY Plu	mbing o	compare 7	e with ye	our idea	l?	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely ar	e you to	use WN	NY Plum	bing the	next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plun	nbing S	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u> </u>	2	3	<u></u> 4	5	<b>□</b> 6	7	<b>8</b>	<u> </u>	□10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po	-	<u>sentativ</u>	e on the	e followi	ng:				Excellent	
	Overall	□ 1	2	3	4	5	<b>□</b> 6	7	8	9	<b>1</b> 10	
	Courteous	<u></u> 1	2	3	4	5	<u>6</u>	7	8	9	☐19	
	Knowledgeable	<b>□</b> 1	2	□ 3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	8	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING									
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	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         10           Knowledgeable         1         2         3         4         5         6         7         8         9         10									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain	]								
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	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc									
	Comments:									
-		=								
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# WAYPLUMBING

SEP 0 4 2025

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1.	Where have you  Newspape Google Other	r 🔲 Fi	about WNY Pluriend sed us Before	Billbo			()		
		Van Hiller		<b>OVERALL</b>					
2.	Considering every with our most red			the completior	of the re	pair, ho	w satist	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	7	8	<u> </u>	<b>X</b> 10	Extremely Satisfied
3.	To what extent di Fell Far Below Your Expectations	d this repair se	rvice meet you	r expectations	? 	8	<u> </u>	<b>½</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did V	VNY Plumbing		with yo	ur idea	l? ☑10	Matches Your Ideal
5.	How likely or unli	kely are you to	use WNY Plum	bing the next	time you	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	<b>□</b> 3 <b>□</b> 4	<b>□</b> 5 <b>□</b> 6	7	<b>□</b> 8	<u> </u>	10	Definitely Will Use Next Time
6.	How likely or unli	ikely are you to	recommend W	NY Plumbing S	Services 1	to a frier	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	□5 □6	7	8	<u> </u>	<b>10</b>	Definitely Will Recommend
7.	Please rate the te	elephone repres	sentative on the	e following:				Excellent	
	Overall	<b>□1 □</b> 2	□3 □4	□5 □6	7	8	9	<b>1</b> 0	
	Courteous	<b>□</b> 1 <b>□</b> 2	□3 □4	<b>□</b> 5 <b>□</b> 6	7	8	9	<u> </u>	
	Knowledgeable	□1 □2	□3 □4	□5 □6	7	<b>□</b> 8	<u> </u>	<u> </u>	(OVFR)

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	Knowledgeable $\Box 1 \Box 2 \Box 3 \Box 4 \Box 5 \Box 6 \Box 7 \Box 8 \Box 9 \overline{10}10$											
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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 9 710  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!											
	Commonto											
-	Quickly + will great gality.											
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1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend sed us Before	Billbo			()		
				<b>OVERALL</b>					的是在自己是
2.	Considering ever with our most re			the completion	of the re	pair, ho	w satisfi	ed or dissa	tisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	□5 □6	_7	8	<u> </u>	<b>⊠</b> 10	Extremely Satisfied
3.	To what extent d	id this repair se	rvice meet you	r expectations	?				
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	□5 □6	7	8	<u> </u>	<b>1</b> 0	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	VNY Plumbing	compare	with yo	ur ideal'	?	
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5.	How likely or unl	likely are you to	use WNY Plum	bing the next t	ime you r	need plu	umbing	service?	
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u>	_7	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend W	NY Plumbing S	Services to	o a frier	nd?		
	Definitely Will Not Recommend	□1 □2	☐3 ☐4	<b>□</b> 5 <b>□</b> 6	_7	8	<u>9</u>	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repres	sentative on the	following:					
		Very Poor			_			Excellent	
	Overall	<u> </u>	<u>3</u> 4	<b>□</b> 5 <b>□</b> 6	∐7	8	9	<b>⊠</b> 10	
	Courteous	□1 □2	□3 □4	□5 □6	7	8	9	<b>⊠</b> 10	

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

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1.4	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         1         2         3         4         5         6         7         8         9         ✓ 10									
	Explanation of Repair	Did Not Explain								
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2.	Considering ever with our most re			call to the c	ompletion	of the re	epair, hov	w satisf	ied or dissa	atisfied were you
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	Definitely Will Not Use Next Time	□1 □	2	<b>4</b>	5 🗌 6	_7	<u> </u>	<u> </u>	X 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are yo	ou to recomn	nend WNY F	lumbing S	ervices	to a frien	nd?		
	Definitely Will Not Recommend	_1 _	2	_4 _	5 🗌 6	7	8	9	<b>1</b> 0	Definitely Will Recommend
7.	Please rate the t	elephone re Very Poor	<u>epresentative</u>	on the follo	owing:				Excellent	
	Overall	<b>□</b> 1 □		П <sub>4</sub> Г	5 6	$\prod_{7}$	8	□9	10	
	Courteous		$\begin{bmatrix} 1 & 1 & 3 \\ 1 & 1 & 3 \end{bmatrix}$		5				10	

□1 □2 □3 □4 □5 □6 □7 □8 □9 □10

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17.	Please rate Western New York Plumbing on the following:											
	Trustworthiness  In the image of the image o											
	Comments: Extremely knowledgezble and friendly!											
	Very pleasant experience!											
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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thar cated to providing ver this important	quality serv	ving WNY ice. In ord	Plumbir ler to he	ng the o Ip us im	pportur prove o	nity to s our qual	ervice t ity of se	the plun ervice to	nbing in yo you, pleas	our home. We are e take a minute to
1.	Where have you  Newspape Google Other		ard about \ Friend Used us			Billboa			<b>Y)</b>		
					OVE	RALL					
2.	Considering ever with our most re			call to t	he com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	⊠10	Extremely Satisfied
3.	To what extent d	id this repair	service m	eet you	expect	ations?					
	Fell Far Below Your Expectations	□1 □	2	<u> </u>	<b>□</b> 5	<b>□</b> 6	7	8	<u> </u>	<b>10</b>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servi	ce. How w	ell did V	VNY Plui	mbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	_1 _	2	4	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	☑10	Matches Your Ideal
5.	How likely or unl	likely are you	to use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<b>□1</b> □	2 🔲 3	<b>4</b>	<b>□</b> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	☑10	Definitely Will Use Next Time
6.	How likely or unl	likely are you	ı to recomi	mend W	NY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □	2	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u></u> 9	<b>10</b>	Definitely Will Recommend
7.	Please rate the <u>t</u>	elephone rep Very Poor	resentativ	e on the	followi	ng:				Excellent	
	Overall	1 2	2 🔲 3	<b>4</b>	<u></u> 5	<b>□</b> 6	<b>□</b> 7	<b>□</b> 8	<u> </u>	<b>⊠</b> 10	
	Courteous		2	<u></u> 4	5	 6	7	 8	 9	<u></u> 10	

 $\square$ 1  $\square$ 2  $\square$ 3  $\square$ 4  $\square$ 5  $\square$ 6  $\square$ 7  $\square$ 8  $\square$ 9  $\boxtimes$ 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 ☐ 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. 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?								
<b>1</b> 4b.	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?								
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  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: My plumber, tyler, was very professional + skelled in his job and my needs								
	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

Courteous

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) X Friend Billboard Newspaper Used us Before Logo on Truck Google 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** 4 5 6 **Dissatisfied** Satisfied To what extent did this repair service meet your expectations? 3. **Fell Far Below** Far Exceeded 2 3 4 5 6 **Your Expectations** Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** | |5 6 3 | 4 Your Ideal Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **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** 5 Recommend Recommend Please rate the telephone representative on the following: 7. **Excellent Very Poor Overall** 

	QUESTIONS ABOUT SCHEDULING							
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor							
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							
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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.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b.	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							
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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:  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:							
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1	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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Knowledgeable

dedic	would like to than cated to providing wer this important	quality servi	ving WNY Plum ce. In order to	nbing the o help us in	opportuni nprove ou	ty to s ur quali	ervice t ty 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		rd about WNY Friend Used us Bef	ore	Billboa Logo o	rd		Υ)		
		100		OVE	RALL					
2.	Considering ever with our most red			to the com	pletion o	f the re	pair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied		2	4	<u> </u>	<b>□</b> 7	8	<u> </u>	<b>×</b> 10	Extremely Satisfied
3.	To what extent d	id this repair	service meet y	our expec	tations?					
	Fell Far Below Your Expectations	_12	2	4 5	<u> </u>	7	8	9	10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair servic	e. How well di	d WNY Plu	mbing co	mpare	with yo	our idea	l?	
	Very Far From Your Ideal		2	4 5	□ 6	7	8	9	<b>1</b> 0	Matches Your Ideal
5.	How likely or unl	ikely are you	to use WNY Pl	umbing the	e next tim	ne you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	_1	2 3	4 🔲 5	<b>□</b> 6	7	8	9	<b>1</b> 0	Definitely Will Use Next Time
6.	How likely or unl	ikely are you	to recommend	I WNY Plur	nbing Se	rvices 1	o a frie	nd?		
	Definitely Will Not Recommend	_1	2 3 5	4	<b>□</b> 6	7	8	<u> </u>	10	Definitely Will Recommend
7.	Please rate the te	elephone rep Very Poor	<u>resentative</u> on	the follow	ing:				Excellent	
	Overall	1 2	2 3 0	4 🔲 5	<b>□</b> 6	7	8	<u> </u>	<b>10</b>	
	Courteous	$\square_1$ $\square_2$	$2 \square_3 \square$	4	П <sub>6</sub>	7	8	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 Poor  1							
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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 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.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) WO (CONTINUE)							
<b>1</b> 4b.	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 2 3 4 5 6 7 8 9 10  Extremely Satisfied							
La.	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 provided.							





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4425 Walden Avenue Lancaster, NY 14086

dedi		quality service						ur home. We are e take a minute to
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Billbo		-		
				<b>OVERALL</b>				
2.	Considering ever with our most re	rything from you cent plumbing	ur initial call to trepair?	the completion	of the repa	air, how satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> <u>4</u>	<b>□</b> 5 <b>□</b> 6	<b>□</b> 7 [	8	<u>  10</u>	Extremely Satisfied
3.	To what extent d	id this repair se	ervice meet you	r expectations'	?			
	Fell Far Below Your Expectations	□1 □2	☐3 ☐4	□5 □6	<u> </u>	<b>□</b> 8 <b>◯</b> 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well did V	NNY Plumbing	compare v	vith your idea	l?	
	Very Far From Your Ideal	□1 □2	☐3 ☐4	□5 □6	<u> </u>	8 🗌 9	<b>⊠</b> 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY Plum	bing the next t	ime you ne	eed plumbing	service?	
	Definitely Will Not Use Next Time	□1 □2	3 4	□5 □6	<u> </u>	8 🗌 9	<u>V</u> 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	<b>□</b> 7 [	8 🔲 9	<u> </u>	Definitely Will Recommend
7.	Please rate the to	elephone repre Very Poor	sentative on the	e following:			Excellent	
	Overall	$\square_1$ $\square_2$	□3 □4	□5 □6	□7 「	8 🔲 9	<b>1</b> 10	
	Courteous		□3 □4	□5 □6	7	8 9	<u></u>	
	Knowledgeable	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	□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							
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  The day after I called							
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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 service technician on the following:							
	Very Poor         Excellent           Professionalism         1         2         3         4         5         6         7         8         9         ₹10							
	Knowledgeable							
	Explanation of Repair 1 2 3 4 5 6 7 8 9 510 Explain							
14a.	Did we complete the repair on our first trip to your home?							
<b>1</b> 4b.	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  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?							
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  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:							
-								
	f 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)



SEP 15 2025

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4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

dedi	would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in yocated to providing quality service. In order to help us improve our quality of service to you, pleas wer this important survey.	
1.	Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)  Newspaper	
	OVERALL	
2.	Considering everything from your initial call to the completion of the repair, how satisfied or disservith our most recent plumbing repair?	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 ideal?	
	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 plumbing service?	
	Definitely Will Not Use Next Time	Definitely Will Use Next Time
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?	
	Pefinitely Will Not	Definitely Will Recommend
7.	Please rate the telephone representative on the following:	
	Very Poor Excellent	
	Overall 1 2 3 4 5 6 7 8 9 10	

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	QUESTIONS ABOUT SCHEDULING	
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	Excellent
9.	What day was your service scheduled for? ("X" ALL THAT APPLY)  Same day I called	er 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  Very Poor  Excellent  Professionalism  1	
	Knowledgeable	Did Not
*	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	
	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	
	If a part had to be ordered, did we keep you informed about status?  Yes No Not applicable  Not applicable	
16.	How satisfied or dissatisfied were you with the time needed to complete the repair?  Extremely  Dissatisfied  2	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 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!	e e
-	f 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 ploy	Plumbing eneds envaerd





SEP 16 2025

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dedi	would like to thar cated to providing ver this important	quality service	ng WNY Plumb e. In order to h	ing the o ielp us im	pportur prove o	nity to sour qual	ervice t ity of se	the plunervice to	nbing 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 P riend Ised us Befo		Billboa			Y)		
				OVEF	RALL					
2.	Considering ever with our most re	rything from yo cent plumbing	ur initial call to repair?	the com	pletion	of the re	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	<u>3</u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>□</b> 10	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair so	ervice meet yo	ur expect	ations?	7	<u>8</u>	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service.	How well did		mbing o	compare	e with you	our idea	l? <b>\(\big \)10</b>	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	likely are you to	use WNY Plur	mbing the	next ti	me you	need pl	umbing	service?	Definitely Will Use Next Time
6.	How likely or unl	likely are you to	recommend \	WNY Plum	nbing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	□1 □2	□3 □4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<u> </u>	Definitely Will Recommend
7.	Please rate the t	elephone repre Very Poor	<u>sentative</u> on th	ne followii	ng:				Excellent	
	Overall	□1 □2	☐3 ☐4	5	<b>□</b> 6	7	<b>×</b> 8	9	<u> </u>	
	Courteous	<u> </u>	<u>3</u> 4	5	<u>6</u>	7	<b>×</b> 8	9	<u> </u>	
	Knowledgeable	□1 □2	☐3 ☐4	<u></u> 5	<u></u> 6	7	<b>8</b>	<b>Ø</b> 9	<u> </u>	(OVFR)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor								
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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  Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness  \$\begin{array}{c ccccccccccccccccccccccccccccccccccc								
	Comments:								
-									
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Courteous

Knowledgeable

dedic	cated to providing	quality	service	g WNY . In ord	Plumbir er to he	ng the o Ip us im	pportur prove o	nity to s our qual	ervice t	he plur rvice to	nbing in yo you, pleas	ur home. We are e take a minute to
answ <b>1.</b>	wer this important Where have you Newspape Google Other	ı seen o	r heard	about V riend sed us			Billboa			Y)		
						OVER	RALL					
2.	Considering ever with our most re	rything t cent plu	from you Imbing I	ır initial epair?	call to t	the com	pletion	of the re	epair, ho	w satis	fied or dissa	atisfied were you
	Extremely Dissatisfied	<u> </u>	2	3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	9	10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	1	2	3	<u>4</u>	<u></u> 5	<u> </u>	7	8	9	<b>≥</b> 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair	service.	How w	ell did V	VNY Plui	nbing o	compare	with yo	our idea	l?	
	Very Far From Your Ideal	1	2	3	<u></u> 4	<u></u> 5	□6	7	8	<u> </u>	≥10	Matches Your Ideal
5.	How likely or unl	likely ar	e you to	use WN	IY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	_2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	⊠10	Definitely Will Use Next Time
6.	How likely or unl	likely ar	e you to	recomr	nend W	NY Plum	bing Se	ervices	to a frie	nd?		
	Definitely Will Not Recommend	<u></u> 1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	<b>□</b> 7	8	<u> </u>	<b>⊠</b> 10	Definitely Will Recommend
7.	Please rate the t	elephor Very P		sentativ	e on the	followi	ng:				Excellent	
	Overall	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<b>6</b>	7	8	9	<b>⊠</b> 10	

**□**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 Poor							
9.	What day was your service scheduled for? <b>("X" ALL THAT APPLY)</b> Same day I called  Two 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 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	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)							
<b>1</b> 4b	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 2 3 4 5 6 7 8 9 10 Satisfied  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!							
	The COST per hour seemed excessive that's why I picked 8 ON Live (16)							
	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	quality service	ng WNY Plumbing. In order to he	ng the opportu elp us improve	nity to se our qualit	ervice th ty of ser	ne plun vice to	nbing in yo you, pleas	our home. We are e take a minute to		
1.	Where have you  Newspape Google Other	er 🔲 F	about WNY Pluriend Ised us Before	Billbo			")				
				<b>OVERALL</b>							
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were with our most recent plumbing repair?							atisfied were you			
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u>	7	8	<u> </u>	<b>1</b> 0	Extremely Satisfied		
3.	To what extent di	id this repair se	ervice meet you	r expectations?	?			,			
	Fell Far Below Your Expectations	<b>□1 □</b> 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 yo	ur idea	l?			
	Very Far From Your Ideal	□1 □2	□3 □4	□5 □6	<b>□</b> 7	8	9	<b>1</b> 10	Matches Your Ideal		
5.	How likely or unl	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?									
	Definitely Will Not Use Next Time	□1 □2	□3 □4	<u></u>	<u> </u>	8	<u> </u>	<b>1</b> 0	Definitely Will Use Next Time		
6.	How likely or unlikely are you to recommend WNY Plumbing Services to a friend?										
	Definitely Will Not Recommend	□1 □2	<b>□</b> 3 <b>□</b> 4	□5 □6	7	8	<u> </u>	<b>X</b> 10	Definitely Will Recommend		
7.	Please rate the <u>telephone representative</u> on the following:  Very Poor  Excellent										
	Overall	□1 □2	□3 □4	<b>□</b> 5 <b>□</b> 6	7	<u> </u>	<u> </u>	<b>※</b> 10			
	Courteous	1 <u>2</u>	□3 □4	□5 □6	7	<u> </u>	<u> </u>	<b>X</b> 10			
	Knowledgeable	1 <u></u> 2	34	□5 □6	<b>□</b> 7	8	<u> </u>	<b>10</b>	(OVER)		

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience?  Very Poor	cellent							
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. Med. Fri. Sat. Mo 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 <u>service technician</u> on the following:								
	Professionalism  1 2 3 4 5 6 7 8 9 10								
	Knowledgeable	id Not							
	Evalenation of Danair    d	xplain							
14a.	. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
<b>1</b> 4b.	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								
	o. If a part had to be ordered, did we keep you informed about status?								
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 Standing Behind Their Work  Trustworthiness Standing Behind Their Work  Th								
	Comments: and always								
	Comments: good experience as always.  Very Reputable Company								
	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

dedi		quality										our home. We are e take a minute to
1.	Where have you  Newspape Google Other		F	riend	WNY Plu Before	Ď	Billbo			Y)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were y with our most recent plumbing repair?							atisfied were you				
	Extremely Dissatisfied	<b>□</b> 1	2	3	<u></u> 4	<u></u> 5	<u> </u>	_7	8	<u> </u>	<u>X</u> 10	Extremely Satisfied
3.	To what extent d	id this r	epair se	rvice m	eet you	r expect	ations?					
	Fell Far Below Your Expectations	<u> </u>	2	3	4	5	<u>6</u>	7	8	9	☑ 10	Far Exceeded Your Expectations
4.	Imagine an ideal	repair s	service.	How w	ell did V	VNY Plu	mbing o	compare	with yo	our idea	1?	
	Very Far From Your Ideal	_1	2	3	4	5	<u> </u>	7	8	9	<u>//</u> 10	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	<u></u> 1	2	Пз	<u></u> 4	<u></u> 5	<b>□</b> 6	7	□8	<u> </u>	10	Definitely Will Use Next Time
6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend?												
	Definitely Will Not Recommend	_1	<u> </u>	<u></u> 3	<u></u> 4	<u></u> 5	<b>□</b> 6	7	8	<u> </u>	<b>Á</b> 10	Definitely Will Recommend
7.	Please rate the t	elephon Very Po	•	sentativ	e on the	followi	ng:				Excellent	
	Overall		<u>2</u>	□3	<b>4</b>	<u></u> 5	<b>□</b> 6	7	□8	<u> </u>	×10	
	Courteous				$\square_{\Delta}$	□ <sub>5</sub>	П6	7	Па	Па	×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 1 2 3 4 5 6 7 8 9 10  Excellent	ellent								
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. Wed. Thurs. Fri. Sat. Mo 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	Not -								
	Emilandian of Dancia	plain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
<b>1</b> 4b.	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:									
	Trustworthiness  Standing Behind Their Work  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.										