STEGE SANITARY DISTRICT

SERVICE EVALUATION

www.stegesan.org

The Stege Sanitary District (District) is responsible for operating and maintaining sanitary sewer mains in El Cerrito, Kensington, and a portion of the Richmond Annex. We provide 24-hour emergency service to residents within our service area whenever they experience problems with their sewer system: Our records indicate that you recently used this service.

7500 SCHMIDT LANE
EL CERRITO, CA 94530
SERVICE DATE: 01/01/2023

Your comments and suggestions for improvement are encouraged and welcomed. Please take the time to check the appropriate boxes below that best describes the service provided to you and return this survey in the enclosed stamped envelope. Your feedback is greatly appreciated and will be used to improve the quality of our service in the future.

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED
1. Overall, how satisfied were you with the service received?	❑	❑	❑	❑
2. How satisfied were you with the time it took us to respond to your request?	❑	❑	❑	❑
3. Were you satisfied with your ability to reach us by phone?	❑	❑	❑	❑
4. The phone (or office) representative you spoke with				
....handled the request to your satisfaction	❑	❑	❑	❑
....was courteous	❑	❑	❑	❑
....was helpful	❑	❑	❑	❑
5. If a District representative came to your home, that representative				
....handled the request to your satisfaction	❑	❑	❑	❑
....was courteous	❑	❑	❑	❑
....was helpful	❑	❑	❑	❑

HOW CAN WE IMPROVE SERVICE TO YOU?

_____

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WOULD YOU LIKE TO BE CONTACTED? If so, please email us at **staff@stegesan.org**, call **(510) 524-4668**, or complete the following information:

Name: _____ Daytime Phone: (_____) _____

The best time to call is between _____ and _____