

Your opinion is important to us. Please help us maintain our high standard of quality service by answering the following questions. Return it to our office and receive an instant \$5 rebate on today's service. *Please rate your satisfaction on the following:*

- | | Completely Satisfied | Satisfied | Unsatisfied | Completely Unsatisfied |
|-------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 1. Our phone representative | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. How the work was performed | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Our employee appearance | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Our employee attitude | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Of these 4 satisfaction ratings, which one is the most important to you? All 4

Made for a great experience.

Did our employee(s) protect your flooring from tools, etc.? Yes No

Did our employee(s) wear protective shoe coverings? Yes No

The price was... more than expected about right less than expected

Would you use us again? Yes ✓ No Maybe

Would you refer us to a friend? Yes ✓ No Maybe

Additional Remarks Wonderful service!

Absolutely

I thank you!

May we use your name as a reference? Yes No

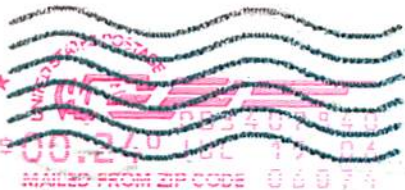
Do you have any recommendations as to how we can improve our service to you in the future?

Customer Name: Melanie East

Date: 8/30/11

LAST HARTFORD CT 061
99 Fiddlehead Farms
Center
06019

PLEASE INCLUDE YOUR RETURN ADDRESS



Hart Electric Residential Services
381 Governor's Highway
South Windsor, CT 06074

