

# Utility Reliability Feedback Survey

Dear Valued Customer,

We appreciate your continued support and are committed to providing you with reliable utility services. To enhance our operations, we are conducting a survey to gather feedback on our service reliability.

Your feedback is critical for us to improve. Please take a moment to answer the following questions:

1. How would you rate the reliability of our utility services? (1 - Poor, 5 - Excellent)
2. Have you experienced any outages in the past 12 months? (Yes/No)
3. If yes, how satisfied were you with our response to the outage? (1 - Very Dissatisfied, 5 - Very Satisfied)
4. What suggestions do you have to improve our utility reliability?

Please submit your responses by **[Insert Deadline]**. Your feedback will help us serve you better.

Thank you for your time!

Sincerely,  
[Your Company Name]  
[Your Contact Information]