

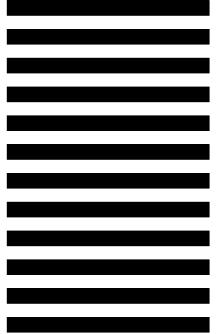


**CHARLOTTE**

CHARLOTTE-MECKLENBURG  
UTILITY DEPARTMENT



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 4112 CHARLOTTE NC

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER SATISFACTION SURVEY  
CHARLOTTE - MECKLENBURG UTILITY DEPARTMENT  
5100 BROOKSHIRE BLVD  
CHARLOTTE NC 28216-9949



Please complete and return this card or complete  
the survey online at [www.cmutilities.com](http://www.cmutilities.com).



**Customer Comment Card**

CHARLOTTE-MECKLENBURG  
UTILITY DEPARTMENT

**CHARLOTTE**



**The City of Charlotte is committed to meeting customer expectations for outstanding service. Please share your comments about your water and wastewater service experience with CMUD and drop this card in the mail.**

*Please tape (not staple) this survey closed before mailing.*

What method of contact describes your interaction with CMUD staff:

Phone  E-mail  Letter  In Person

**Please rate your most recent experience with CMUD.**

My request was satisfied.  **Great**  **Good**  **Poor**

The service request was not resolved today, but I received the information needed to take the next steps.

The Utilities staff person was courteous and professional.

The requested service was provided in a timely manner.

My experience with CMUD was:

Staff member who assisted you: \_\_\_\_\_

Additional comments about your experience: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I would like to discuss my situation further.  Yes  No

Your Name \_\_\_\_\_

Email (optional) \_\_\_\_\_

Telephone (optional) \_\_\_\_\_

Street \_\_\_\_\_ Zip \_\_\_\_\_

**For more about Charlotte-Mecklenburg Utility Department, please visit [www.cmutilities.com](http://www.cmutilities.com). For more information about the City of Charlotte visit [www.charmeck.org](http://www.charmeck.org). Phone 311 or 704-336-7400.**