California Environmental Protection Agency
Customer Service Survey

One of Cal/EPA’s objectives is to provide superior levels of customer service. Your feedback telling us what is going well and what needs improvement is essential to our success in our efforts to better serve you. Please take a moment to complete this survey. Thank you for your feedback. — Agency Secretary

Circle the service provider:
Office of the Secretary  Department of Pesticide Regulation
Air Resources Board  Department of Toxic Substances Control
Environmental Health Hazard Assessment
State Water Resources Control Board
Regional Water Quality Control Boards: R1 R2 R3 R4 R5 R6 R7 R8 R9
Subunit (Optional): __________________________________________

Date Submitted: __________________

What was the nature of your contact with us? (Please check only one box)

☑ General Information  ☐ Problem Resolution  ☐ Technical Assistance
☑ Permitting/Licensing Assistance  ☐ Other: ___________

Check (✓) As Appropriate

<table>
<thead>
<tr>
<th>Statements</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>No Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff was courteous and helpful.</td>
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<td>Staff provided complete, accurate information to you.</td>
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<td>A timely response was provided.</td>
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<td>My overall experience was positive.</td>
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Please complete the section below if your contact with us involved permitting/licensing/registration assistance.

The regulations were understandable.
The application instructions were understandable.
The permit/license/registration terms and conditions were understandable.

Please indicate the name(s) of any staff person you would like to commend: _______________________
Comments:_________________________________________________________________________________

If you feel we fell short in meeting your service expectations, please describe the situation, including name of the staff person involved and the date the incident occurred: ____________________________________________

As a result of your experience with us, what service-related improvements can you recommend? ___________

Contact Information (Optional):
Your Name: 
Email: 
Daytime Phone: 
Street: 
City: 
State:  Zip:
The energy challenge facing California is real. Every California needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demands and cut your energy costs, see our Web Site at http://www.calepa.ca.gov