



GBRA Lab Customer Feedback Form

Please let us know how we may better serve you by completing our feedback questionnaire.

What service did you request from the GBRA Lab?

- Well testing
- Routine testing
- Sampling
- Other _____
- Permit testing
- Bacteria testing
- Water quality testing

What customer type most closely describes you?

- Municipality or utility
- Public water system
- Private well owner
- Real estate company
- Other _____
- Consulting firm
- Oil and gas company
- Water bottler
- Laboratory

When was your most recent visit?

- Past week
- Past month
- Past year

Please rate the following questions by circling the number that best describes your experience.

*Very Satisfied - 5 Satisfied - 4 Neutral - 3 Unsatisfied - 2
Very Unsatisfied - 1 Not Applicable - NA*

How satisfied were you with the service you received? 5 4 3 2 1 N/A

How satisfied were you with the knowledge of the staff who helped you? 5 4 3 2 1 N/A

How satisfied were you with the amount of time it took to complete your request?... 5 4 3 2 1 N/A

How satisfied were you with the cost of your request?..... 5 4 3 2 1 N/A

How satisfied were you with the ease of use and readability of the lab report? 5 4 3 2 1 N/A

How would you rate your experience with the GBRA Lab? 5 4 3 2 1 N/A

How did you find out about the GBRA Lab? _____

Is there a particular person you would like to recognize? Please give their name and how they excelled? _____

Do you have any suggestions or comments for how the GBRA Lab could serve you better? _____

Guadalupe-Blanco River Authority
800-413-4130 ♦ www.gbra.org

933 East Court Street, Seguin, Texas 78155