



• 13625 River Road • Luling, LA • 70070 • www.pedalvalve.com • 1-800-431-3668 • 985-785-0082 (fax) •

# IT Specialist

## Customer Service

IT Specialist Name: Jude Chaisson

One of the final tasks of our project is to have you (the customer) assess the technical performance and level of customer service from our IT Staff. We want to make sure that you and future customers receive the best support in the industry. If there's anything that we can do better, please let us know. Upon completion, this document should be emailed, snail-mailed, or faxed directly to our main office. All of our contact information is listed in the header above.

Please respond with a number between 1 and 5 for the items below, 1 being the worst, 5 being the best possible rating.

1 = bad	2 = not good	3 = fair	4 = good	5 = excellent
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1.	IT Specialist attendance and promptness for scheduled appointments and meetings:	① ② ③ ④ ●
2.	Availability of IT Specialist during project (was he/she available as much as necessary?):	① ② ③ ④ ●
3.	IT Specialist ability to upload meter data before the route is loaded for meter reading by meter readers:	① ② ③ ④ ●
4.	IT Specialist commitment to completing routes and initiating signoffs on a timely basis:	① ② ③ ④ ●
5.	Ability and proficiency of IT Specialist to help accurately solve issues related to the meter project:	① ② ③ ④ ●+
6.	Overall knowledge of IT Specialist as it relates to water meters and AMR technology:	① ② ③ ④ ●
7.	IT Specialist sense of urgency (speed of response) to answer questions related to the meter installation:	① ② ③ ④ ●
8.	Manners and courtesy of IT Specialist:	① ② ③ ④ ●
9.	Professional appearance of IT Specialist (dress, hair, makeup, jewelry...etc):	① ② ③ ④ ●
10.	Please rate your overall experience of the IT Specialist assigned to this project:	① ② ③ ④ ●



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Additional notes/comments...how did we do in your words? In all sincerity, the City of Nacogdoches would not have been able to handle the I.T. side of the AMR project if Jude would have not been here. He was instrumental in the success of this project!

Pam Curbow  
Signature

2/11/09  
Date

Pam Curbow  
Name (please print)

Accounting/Utility Billing  
Position Manager