

WATER AUTHORITIES



Get the most out of your customer satisfaction survey

If your Authority is going to conduct customer satisfaction surveys this year, we're here to help.

We can conduct your surveys by telephone, mail, or email. Let our team provide a professional survey and report.

Learn more from your customers:

- Satisfaction
- Services Provided
- Billing
- Communications



Looking to improve your survey score? We can help with that, too.

We can assist in your score improvement with our additional professional research and consultative services.

RMS has experience working with New York Water Authorities.

Contact Krista Russo, Client Coordinator, at KristaR@RMSresults.com or call 315.635.9802 ext. 209 if we can help with your customer satisfaction survey or help improve your scores.

RMS SERVICES



COMMUNITY
SURVEYS



IN-DEPTH
INTERVIEWS



DATA ANALYSIS
& IMPROVEMENT



ONLINE
FOCUS GROUPS

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Ask. Listen. Solve.