

Customer Satisfaction Survey FAQs

Take the survey: you2.us/suburban

We want your feedback!

- SouthWest Water Company is partnering with MaritzCX to research and gather your feedback to improve our services.

How to take the survey:

- Click on the link above (you2.us/suburban) to access the site.
- Locate your account number at the top, right-hand corner of your bill.
- Enter your account number, starting with 00, as the password.



About the survey:

- It takes around 10 minutes to complete.
- The survey will be conducted from August 1 to September 17.
- All data and information will remain anonymous unless you've provided an email or phone number to follow up any concerns.
- The survey is broken up into seven sections: overall satisfaction, billing and payment process, water quality, communications, promotions, customer service and demographics.

About the sweepstakes:

- Every customer who fully completes the survey will have a chance to be entered to win a \$500 check.
- The winner will be chosen randomly, by a third party vendor, from the list of customers that have completed the survey.
- Participant will be notified by email and/or phone, and will have 72 hours to accept the prize.
- Prize will be fulfilled 8-10 weeks after the winner is confirmed.

We look forward to hearing from you! The information you provide will be used only in conjunction with other survey responses to improve the service we provide to our customers. It is important to respond quickly as the opportunity to participate is only available for a limited time through September 17, 2017.

If you experience issues with the link above, please contact the support desk at: WaterSurveyHelp@maritzcx.com.

MaritzCX is conducting this survey on behalf of SouthWest Water Company. We are committed to protecting your privacy. To review MaritzCX privacy statement please go to this link: maritzcx.com/privacy-policy/

For a copy of the sweepstakes rules, please go to this link: survey7.maritzcx.com/c4212a54/d9634/official_rules/