

Customer Satisfaction Survey 2011

As part of our commitment to Customer Service, in March of this year we publicised our desire to involve the residents of Stoke on Trent in our annual survey to gauge how satisfied the public are with the service provided by our company.

This involved us placing a half page advert in the local paper, The Evening Sentinel, and a local Business 'Focus' magazine. Via these publications, we encouraged people to visit our website and complete a short questionnaire regarding the new street lighting and the standard of it's maintenance regime. There was also the added incentive of a prize draw in which participants completing the questionnaire could win a meal for two.

After the closing date we collated all the information & results and we were very disappointed to find that we had only received one completed form – which was submitted by a member of the Local Authority. This person wishes to remain anonymous and has requested that the value of the meal be donated to SSE's adopted local charity ARCH.

We did receive two phone calls from members of the public who had viewed the advert and contacted us to express their satisfaction with the installation of the new street lighting – but we did not receive completed surveys from these individuals.

With this effort made on our behalf to involve the public we will now strive to gain this information by other means from a section of local residents in the very near future.

Your views on our street lighting

SSE Contracting working in partnership with Stoke on Trent City Council are responsible for replacing and maintaining almost 40,000 illuminated street lights, bollards and signs across the City.

If you spot a faulty street light let us know by visiting our website or contacting us on:

www.lightsoninstoke.co.uk

or contacting us on:

0800 328 7709



WORKING IN PARTNERSHIP WITH



As part of our commitment to excellent customer service, we are carrying out a customer satisfaction survey and would like you to comment on the service we provide. Visit our website and complete the Street Lighting Questionnaire by 25th March 2011 and you will automatically be entered into our free prize draw with chance to win a meal for two at the Plough in Etruria*.

*Full terms and conditions are available on our website.

