



Survey for Town of Hague Sewer District Residents

Hague's sewer system helps protect Lake George and our other natural resources. The Town's goal is to provide you, as a sewer district resident, with the best possible service while also operating and maintaining our system cost-effectively. Please take a few minutes to complete our survey to help us understand how we can serve you even better going forward. If you would like an individual response to any of your comments, please be sure to include your contact info in the "Comments" field.

This survey is also available to be filled out online at:

<http://townofhague.org/departments/wastewater-treatment-plant/2018-sewer-district-survey/>

If you prefer to use this paper version, please complete and mail by June 1, 2018 to:

Town of Hague
P.O. Box 509
Hague, NY 12836

Please circle your answer

1. How well do you understand where the money you pay for your sewer service is spent?

I understand it very well

I feel that I know as much about it as I want to know

I don't have a clue

Comments:

2. The Town of Hague owns and maintains homeowners' sewer pumps. Do you know that, should your pump fail through normal wear and tear, the town will replace it free of charge to you?

Yes

No

Comments:

- 3. Would you be interested in participating in a tour of the plant to learn more about how Hague's sewer system works? If so, please be sure to include your contact info in the 'Comments' field.**

Definitely would

Probably would

Probably would not

Definitely would not

Comments:

- 4. Overall, how satisfied are you with the service provided by our wastewater treatment plant staff?**

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

I have never needed customer service

Comments:

- 5. If you have had a particularly positive experience with our staff, we would like to hear about it. If you have suggestions for improvements, we would also like to hear those. Please use the box below for your comments.**