



## HANNIBAL BOARD OF PUBLIC WORKS

---

**ELECTRIC, WATER AND WASTEWATER**

3 INDUSTRIAL LOOP DRIVE  
PO BOX 1589  
HANNIBAL, MISSOURI 63401-1589  
573-221-8050  
[www.hannibalbpw.org](http://www.hannibalbpw.org)



Contact: Kari Goodman  
Tel: (573) 231-7116  
Email: [kgoodman@hannibalbpw.org](mailto:kgoodman@hannibalbpw.org)

PRESS RELEASE  
FOR IMMEDIATE RELEASE

### **HBPW to perform Customer Satisfaction Surveys**

February 8, 2018 - Hannibal, MO – The Hannibal Board of Public Works is providing an opportunity for customers to share their thoughts with the utility later this month through a telephone survey. The Board has hired GreatBlue Research, Inc. to conduct a customer satisfaction survey for residential and commercial customers on water service and water quality issues.

The survey will consist of approximately twenty (20) questions and should take customers less than ten (10) minutes to complete. The responses, as well as customer information, will remain anonymous and confidential.

“Customer Satisfaction Surveys are a great way for us to hear from a large portion of our customers at once,” say Public Relations Coordinator, Kari Goodman. “It’s important for us to know how satisfied our customers are so that we, as a utility, can prioritize their needs.”

Goodman says that previous surveys conducted by the HBPW have focused on customers overall attitude on the utility’s communication, employees, services, and customer service. However, this survey will mainly focus on water service and water quality issues.

The Hannibal Board of Public Works has performed Customer Satisfaction Surveys since 2010. This will be the first time they have conducted customer satisfaction surveys for commercial and industrial customers. Telephone surveys will be conducted February 12<sup>th</sup> – 23<sup>rd</sup>. Customers are also welcome to visit the utility website at [www.hannibalbpw.org](http://www.hannibalbpw.org) and complete an online survey, which will be active February 12<sup>th</sup>-23<sup>rd</sup>.

If you have any questions regarding the customer satisfaction survey, please contact Kari Goodman at (573) 221-8050 ext 6016.

###