



Form F8.2.1A – Customer Satisfaction Survey

January 13, 2014

Thank you for your order. Northeast Power Systems, Inc. (NEPSI) values your feedback and we are always working to continually improve our products and services. Please complete our survey and return it back to us via email to sales@nepsi.com or by fax to (518) 792-5767.

Considering your experience with NEPSI, please rate your satisfaction by answering the questions listed below. Leave blank if not applicable. Indicate any additional information in the comments section at the end of this form.		Extremely Un-happy Extremely Happy				
		1	2	3	4	5
1	Timeliness of Quote / Proposal					
2	Completeness of Quote / Proposal					
3	Price of Equipment or Service					
4	Timeliness of Design Submittal					
5	Completeness of Design Submittal					
6	On-Time Delivery					
7	Equipment Quality / Performance Level					
8	Instructions Complete and Helpful					
9	Technical Assistance / Customer Service					
10	The NEPSI Website (www.nepsi.com)					
11	Overall Satisfaction					

Would you recommend NEPSI to your colleagues?

Yes

No

<p><i>Please Provide any Additional Comments You May Have, or Indicate Areas You Think Need Improvement</i></p>	
Company Name:	Your Name and Today's Date:
Job Name / Location:	Your Phone Number: