




Your Touchstone Energy® Cooperative 

HAVE WE GIVEN YOU GOOD SERVICE? MEMBER AND CUSTOMER SERVICE FEEDBACK FORM

To help us improve the quality of our service or to let us know what we are doing well, please complete the form and mail it to:

PSREC
73233 State Route 70
Portola, CA 96122

OR hand it to our counter staff at the PSREC office:

Plumas-Sierra REC
73233 State Route 70
Portola, CA 96122
Phone: (530) 832-4261

Please select whichever applies:

Compliment

Suggestion

Complaint

Customer Information:

Name:

Phone:

Address:

Email:

.....

Account:

Check one or more of the following items with which your matter is concerned:

<input type="checkbox"/> Billing	<input type="checkbox"/> Reconnection	<input type="checkbox"/> Appointment Scheduling
<input type="checkbox"/> Customer Service	<input type="checkbox"/> Telecom Equipment	<input type="checkbox"/> Meter Reading
<input type="checkbox"/> Service Changes	<input type="checkbox"/> Damaged Equipment	<input type="checkbox"/> Geo
<input type="checkbox"/> Disconnection	<input type="checkbox"/> Installation	<input type="checkbox"/> Other

Details of Issue (please attach copies of relevant documents):

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.....
.....
.....

Name of Area/Staff member responsible (if known):

IF YOU ARE MAKING A COMPLAINT:

Date of Occurrence:/...../..... Approx. Time of Occurrence:

If you spoke with someone by phone, what number did you call?

Have you previously contacted us about this matter?

Yes/No (please provide details)

What outcome are you seeking?

Signature:

Date:

**If confidential, mail directly to: Bob Marshall, General Manager
73233 State Route 70, Portola, CA 96122**