

**STATE ENERGY AND WATER REGULATORY COMMISSION**  
**Sofia 1000, 8-10 Dondukov blvd, tel. 935 96 13**

**ENQUIRY SHEET**

**Consumer evaluation (feedback) of the services provided  
by the State Energy and Water Regulatory Commission**

<b>A. Using the services</b>				
1	Have you ever sought the services of SEWRC?	Yes	No	No opinion
<b>B. Quality of the information provided</b>				
1	Is it easy to find information on SEWRC and the services which the administration provides to consumers?	Yes	No	No opinion
2	Is the access to the services convenient for you?	Yes	No	No opinion
3	Is the written information provided by SEWRC understandable and clear to you?	Yes	No	No opinion
4	Are the oral explanations given by the officers in their contacts with you complete and precise?	Yes	No	No opinion
<b>C. Officers' attitude to the consumers of energy and water supply and sewerage services</b>				
1	Do the officers treat you kindly and respectfully?	Yes	No	No opinion
2	Do the officers understand your problems and questions?	Yes	No	Don't know
<b>D. The atmosphere in which the services are provided</b>				
1	Are the opening hours for accepting citizens convenient?	Yes	No	No opinion
2	Is the atmosphere at reception suitable for a free and easy conversation?	Yes	No	No opinion
<b>E. Priorities and improvements</b>				
	Which aspect of service do you think needs improvement? <i>(please underline)</i>			
a	Access to information			
b	Quantity and quality (clarity, accuracy and thoroughness) of the information provided			
c	Officers' attitude			
d	Other <i>(please write here)</i> .....			
<b>E. You use the services provided by SEWRC in the sphere of <i>(please underline)</i></b>				
<b>-electricity supply</b>				
<b>-heat supply</b>				
<b>-gas supply</b>				
<b>-water supply and sewerage</b>				
<b>F. You are a consumer of energy and/or water supply and sewerage services for <i>(please underline)</i></b>				
<b>-household needs</b>				
<b>-industrial needs</b>				
<b>-social and administrative needs</b>				