NORTH CAROLINA WASTEWATER/GROUNDWATER LABORATORY CERTIFICATION (NC WW/GW LC)  
CUSTOMER SERVICE SURVEY

To improve our service to you and to maintain the quality of the laboratory inspection process, we request that you complete the following survey. Your comments are important to us. An electronic version of this form and a more in-depth program evaluation form may be found on the North Carolina Division of Water Resources, Water Sciences website at [http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch/application-forms-0](http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch/application-forms-0).

Please return this survey by any one method listed to:

Jennifer Seaver, Administrative Specialist – jennifer.seaver@ncdenr.gov  
DEQ/DWR/WSS Chemistry Laboratory  
1623 Mail Service Center  
Raleigh, NC 27699-1623  
Facsimile (919) 733-6241

Please provide the NC WW/GW LC with your evaluation by rating the following performance areas. Comments are appreciated for any items rated Poor or Fair; as well as, for items rated Excellent (space is provided on the bottom of this form). Please use the following rating scale for each applicable auditor in the Auditor Performance section of the survey:

0 - No Evaluation (use if an item is not applicable to your laboratory), 1 – Poor, 2- Fair, 3- Good, 4- Very Good, 5 - Excellent.

<table>
<thead>
<tr>
<th>Performance Area</th>
<th>Michael Cumbus</th>
<th>Todd Crawford</th>
<th>Jason Smith</th>
<th>Tonja Springer</th>
<th>Beth Swanson</th>
<th>Anna Ostendorff</th>
<th>Jill Puff</th>
<th>Tom Halvosa</th>
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<tbody>
<tr>
<td>1. The auditor interacted with your staff in a courteous and professional manner.</td>
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<td>2. The auditor was familiar with certification rules, procedures and requirements.</td>
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<td>3. The auditor provides valuable technical assistance.</td>
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<td>4. There is an adequate mechanism for the certified laboratory community to provide input into NC WW/GW LC policy/program development.</td>
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<td>5. The program provides adequate outreach/training opportunities to the certified laboratory community.</td>
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<td>6. Overall, how would you rate our customer service?</td>
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Type of Laboratory (please circle one):  
- Field  
- Municipal  
- Field Commercial  
- Commercial: in state  
- Industrial  
- Commercial: out-of-state

Have you accessed the North Carolina WW/GW Laboratory Certification Program website at: [http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch](http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch) ?  
YES or NO

How would you rate the website? (0-no evaluation, 1-poor, 2-fair, 3-good, 4-very good, 5-excellent) _______________________

Additional comments including reasons for Poor, Fair or Excellent ratings or ways in which the program or auditor’s performance may be improved (you may attach additional pages as necessary).

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Thank you for taking the time to complete our survey. July 2021