

## How are we doing?

This questionnaire is designed to gather information about the effectiveness of Thames Water [Wholesale Service Offering](#) (WSO) and [Wholesale Tariff Document](#) (WTD) as well as obtain a better understanding of your priorities.

Retailer:..... Name:..... Job title:.....

Please answer the following questions by clicking in the appropriate box and comment where required.

### Service communication

<i>How would you describe the clarity of the service description?</i>			
<input type="checkbox"/> Very Poor	<input type="checkbox"/> Poor	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good

<i>How would you describe the clarity of the charges?</i>			
<input type="checkbox"/> Very Poor	<input type="checkbox"/> Poor	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good

<i>Who uses our Wholesale Service Offering in your organisation? (please respond with job titles e.g. key account manager, customer service agent)</i>
1) 2) 3) 4) 5)

<i>Who uses our Wholesale Tariff Document in your organisation? (please respond with job titles e.g. key account manager, customer service agent)</i>
1) 2) 3) 4) 5)

<i>Would more simplified documentation in addition to WSO and WTD help you?</i>			
<input type="checkbox"/> No, WSO and WTD work very well.	<input type="checkbox"/> Yes, a simplified version of WSO with the high level service steps would be helpful.	<input type="checkbox"/> Yes, a simplified version of WTD with the less text focusing on the tariffs would be helpful.	<input type="checkbox"/> Yes, a simplified version of WSO with the high level service steps WTD with the less text focusing on the tariffs would be helpful.

<i>Where do you rank our Service Offering among the Wholesalers you do business with?</i>				
<input type="checkbox"/> Bottom	<input type="checkbox"/> Below average	<input type="checkbox"/> Average	<input type="checkbox"/> Above average	<input type="checkbox"/> Top
Who is your front runner? .....				

<i>Where do you rank our Tariff Document among the Wholesalers you do business with?</i>				
<input type="checkbox"/> Bottom	<input type="checkbox"/> Below average	<input type="checkbox"/> Average	<input type="checkbox"/> Above average	<input type="checkbox"/> Top
Who is your front runner? .....				



