



Customer Satisfaction Survey



Reminder: You can take this survey online at www.burchoilssurvey.com.

How long have you been a customer? *(Please circle.)* less than 2 yrs. over 2 yrs. over 5 yrs. over 10 yrs.

Please rate the following:

	<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>poor</i>
the way we handle your phone calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the way our technicians respond to your service needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the way our drivers make your deliveries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ease of paying bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are you happy with the programs we offer? yes no

Do you have a service plan with us? yes no

Who provides your equipment service if we don't? _____.

Would you like us to follow up on any problem, question or issue now? *(Please state here.)*

How likely are you to recommend us to a friend, colleague or family member? *(Circle number that applies.)*

not likely			neutral				very likely		
1	2	3	4	5	6	7	8	9	10

To help us understand your home comfort needs, please complete the following items.

(If you are unsure, use your best guess.)

My heating system is: less than 10 yrs. old over 10 yrs. old over 20 yrs. old

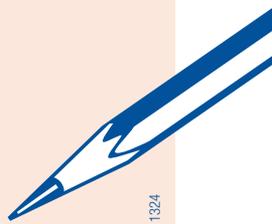
Do you have a central a/c system? yes no

My central a/c system is: less than 10 yrs. old over 10 yrs. old over 20 yrs. old

My water heater is fueled by: oil electricity natural gas propane

Please contact me about *(check all that apply):*

- tax credits and discounts for equipment upgrades
- a new oil heating system
- replacing my a/c system
- replacing my fuel tank
- a central air system tune-up for summer
- improving my indoor air quality
- an a/c service plan
- a heating service plan
- replacing my water heater
- the EZ Pay budget program
- automatic payments from my bank (EFT)



7949-11324

name: _____

phone: _____ best time to call: _____

address: _____

city: _____ state: _____ zip: _____

email (required): _____

All survey respondents will be entered in a drawing for \$500 worth of heating oil.* Contest winner will be notified by email.

(We would love for you to provide any additional comments on reverse side.)

No purchase necessary. A purchase will not improve your chance of winning. Completed survey must be received by 8/31/10. Winner will be selected at random on or about 9/1/10 by Burch Oil. Burch Oil decisions on all aspects of the contest are final. Entrants agree to be bound by contest rules. Winner will be notified by email and may be required to sign a Prize and Publicity Release within 10 days of receipt unless prohibited by law. Failure to comply when requested may result in disqualification and the selection of an alternate winner. No responsibility is assumed for lost, late, stolen or misdirected mail. All submissions become the property of Burch Oil. Employees of Burch Oil and their affiliates, subsidiaries, agencies and suppliers, and their immediate families, are not eligible. The following prize will be awarded: **\$500 worth of FREE heating oil.*** Odds depend upon number of entries received. Acceptance of prize implies consent to use name and photograph in promotional material without compensation. Any taxes and other expenses are the responsibility of winner. Void where prohibited by law. All federal, state and local regulations apply. Winner's name will be published in a future issue of our newsletter. ***All deliveries from Sept. 1–April 15 on automatic schedule.**

We'd love to hear from you!

Please use the space below to share additional comments/questions, or tell us about your own experiences with Burch Oil.

Seven horizontal lines for writing comments or questions.

Call us! (301) 373-2131
(800) 479-4120



Please place stamp here. Post office will not deliver without postage.



PO BOX 8
HOLLYWOOD MD 20636-0008



How are we doing?

Take our survey by 8/31/10 for a chance to

Win **\$500 worth of FREE heating oil!**

All deliveries from Sept. 1 – April 15 on automatic schedule.

Open here

To mail back:

1. Fold top and bottom panels in.
2. Fold in half and seal with tape.

Every day we focus on one thing—taking better care of our customers. If you would take a minute to let us know how you think we're doing, it would mean a lot. This is a family-owned business, and we guarantee we will pay attention to each and every response on the surveys that are returned.

To reward you, we will enter all of these surveys in a drawing for **\$500 worth of free heating oil.*** Just fill out the survey on the reverse side, fold it shut (see instructions above), put on a stamp and drop the survey in the mail. Or, take the survey online at www.burchoilsurvey.com and save the stamp! Return the survey by 8/31/10 to be entered in our drawing.

Thanks in advance for letting us know how we can take better care of you!

Sonny Burch



*All deliveries from Sept. 1–April 15 on automatic schedule.