

**Press information from:**  
**WAKEFIELD MUNICIPAL GAS & LIGHT DEPARTMENT**  
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(Wakefield, MA) – The Wakefield Municipal Gas & Light Department is conducting a residential customer survey to help gauge customer satisfaction, customer awareness of programs and services, and customer interests in helping determine future strategy. The random telephone survey will begin on October 1<sup>st</sup>.

Participants will be randomly selected for the survey which is being administered by GreatBlue Research. The caller will identify themselves as a representative of GreatBlue Research and their affiliation with the Wakefield Municipal Gas & Light Department. The survey will conclude when a pre-determined number of customers have participated.

In addition to questions about customer service, the survey also asks questions about the customer's understanding of public power, their interest in renewable energy and expanded energy efficiency programs, and the WMGLD response to outages, among other important questions.

“This survey is an opportunity for the WMGLD to not only understand how our customers feel about the services we provide, but to also understand what they perceive as important to the future needs of our ratepayers as we move forward,” General Manager Pete Dion said. “As a public power utility, it is important that we reiterate to our ratepayers that they have a voice in the decisions that we make. This survey is another way to accomplish that.”

"As always, our customers are encouraged to share feedback with us at any time directly or through our Board of Commissioners who can be reached via email addresses provided on our website," the General Manager added.

Customers will also be able to complete the survey online on the WMGLD website, [www.wmgld.com](http://www.wmgld.com), starting during the week of October 1<sup>st</sup>.

For information about the survey, or the services and programs offered by the WMGLD, please call 781-246-6363 or visit the website, [www.wmgld.com](http://www.wmgld.com).