



Heating Oil Technical Assistance Program Customer Survey

PO Box 40930 • Olympia, Washington 98504-0930
(360) 407-0520 or (800) 822-3905 • FAX (360) 407-0509 • www.plia.wa.gov

We strive to provide high quality customer service to our customers. Please share your experience with our Heating Oil Technical Assistance Program (HOTAP). Your feedback will help us improve our program.

Your response is anonymous; however, we welcome additional feedback. Please contact Kim.Bzotte@plia.wa.gov regarding any specific issue.

1. How did you learn about the Pollution Liability Insurance Agency (PLIA) Heating Oil Technical Assistance Program? (Please mark all that apply.)

- Realtor
- Homeowner's insurance
- Neighbor
- Oil supplier
- Tank removal contractor
- Environmental consultant
- Internet search
- Other: _____

2. Was the HOTAP Application easy to complete?

- Yes
- No

If No, what suggestion(s) do you have to make the application more "user friendly"?

3. Was this your first experience conducting an environmental cleanup?

- Yes
- No

4. Who was the environmental consultant or service provider who completed your cleanup?

Comments about your environmental consultant or service provider:



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For the following questions, the 1 to 5 scale reflects 1 as “not at all satisfied,” and 5 as “very satisfied.”

5. What is your satisfaction with your overall experience with the HOTAP.

1 2 3 4 5

6. What is your satisfaction working with the environmental consultant or service provider who conducted your cleanup.

1 2 3 4 5

7. What is your satisfaction working with PLIA.

1 2 3 4 5

Please share with us any challenges you encountered during the heating oil cleanup process.

Please offer any suggestions or improvements to HOTAP.

For any additional questions about this survey or HOTAP, you may contact Kimberly Bzotte at Kim.Bzotte@plia.wa.gov.

Please submit the survey either by email to Kim.Bzotte@plia.wa.gov or mail to PLIA at PO Box 40930, Olympia, WA 98504-0930.