

**REPORT
OF
A
SERVICE
PROBLEM**



Report of a Service Problem

Please complete the following form to report a service problem and print. The form should then be forwarded to the Office or used as a reference if you prefer to call us. (Phone: 978-568-8736, Fax: 978-562-1389.) Please call the Office at (978) 568-8736 for further information.

BASIC INFORMATION:

NAME: _____ **PHONE:** _____

SERVICE ADDRESS:

(Be sure to include apartment and building numbers.)

CUSTOMER PROBLEM PLEASE EXPLAIN THE TYPE OF PROBLEM THAT YOU HAVE BEEN EXPERIENCING:

HOW LONG HAS THIS BEEN GOING ON?

IS THIS THE FIRST TIME YOU ARE NOTIFYING THE DEPARTMENT? YES NO

IF NO, WHEN DID YOU NOTIFY THE DEPARTMENT?

HAVE WE CONTACTED YOU ABOUT THIS PROBLEM BEFORE? YES NO

WHAT IS THE BEST TIME OF DAY FOR YOU TO SEE OUR

REPRESENTATIVE?

Signature: _____ **Date:** _____

Print Name: