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## **NEWS RELEASE:**

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### ***Ozburn Electrical Contractors Zeros In On Customer Satisfaction***

Ozburn Electrical Contractors, owned by Terry Ozburn, a lifelong resident of Newton County, and wife Patricia, was recognized for outstanding customer satisfaction in the Nexstar™ Customer Satisfaction Audit (CSA) program. Nexstar is a St. Paul, Minnesota-based organization that promotes customer-oriented business conduct.

The CSA was performed by an independent market research firm to identify factors that influence how customers perceive household service and repair firms. Factors were narrowed to; workmanship, promptness/dependability, customer relations, price and overall satisfaction.

Ozburn Electrical Contractors ranked tenth from a total of 156 similar Nexstar member firms across the country and Canada who participated in the survey. Each company submitted a random sampling of 200 customers who were contacted by the market research firm and asked to rate their service firm. Responses were measured on a scale of 0 to 10 (10 highest) in a detailed series of questions about service performance and their level of satisfaction.

Ozburn Electrical Contractors received a combined rating of 9.01 out of 10 possible. "Customer service is paramount to staying in business," says Greg Niemi, president of Nexstar. "We teach our members to view service to customers over a lifetime, not as individual sales. That means good customer satisfaction is key to keeping each customer coming back. We know the winners of our Customer Satisfaction Audit have this practice down pat."

Ozburn Electrical Contractors has been an electrical service provider for 20 years, serving residential, commercial, and industrial customers in Newton, Rockdale, Henry, Morgan, Walton, Jasper, Putnam, Green, DeKalb, Fulton and Gwinnett Counties. For more information or to schedule an appointment, call: (770) 784-1618 or visit their website at: [www.ozelec.com](http://www.ozelec.com).