Town of Ponoka Launches New Online Customer Service Program

(April 15, 2020 – Ponoka, Alberta) – The Town of Ponoka is launching a new online Customer Service Request Program that will help to raise the bar even higher on the quality and efficiency of service it provides when responding to customer service requests.

“Providing quality service is a key part of the Town’s organizational philosophy and corporate culture,” said Albert Flootman, Chief Administrative Officer for the Town of Ponoka. “We are constantly looking for ways of doing things better and more efficiently across the organization. This new program is another tool to help us achieve that goal,” he said.

How it Works

The new program invites Ponoka citizens who have customer service requests to fill out a brief Service Request Form on the Town website at www.ponoka.ca – or they can phone the Town Office where staff will help fill out the form for them.

“The form only takes a few minutes to complete. It simply requires a short description of their service request along with the resident’s name, phone number and email where applicable. Providing contact information allows Town staff to reach out to residents for any additional follow up questions or information that may be needed to act on their service request,” explained Flootman.

When submitting a service request, citizens will also have the option of uploading photos or other documents that may be helpful in providing additional detail about their request.

New Program Tracks Service Requests

The new Customer Service Request Program makes it easy for citizens to track their service requests. Once their request is submitted, the new program automatically delivers the request directly to the Town Department responsible for acting on it. Citizens then immediately receive a confirmation email with a customer service tracking number notifying them once their request has been delivered and action on the request has been initiated.

Citizens will also receive an immediate status update once the action being taken on their request has been successfully completed. Service requests can include:

- Bylaw Enforcement questions and service requests
• Reporting potholes on Town roadways
• Questions about curbside waste collection or reporting missed pickups
• Street lights that have burned out
• Any other questions or concerns residents may wish to report

After-hours emergency service requests for water, sewer, electrical or Public Works matters should continue to be directed to the following after-hours emergency phone numbers: Water/Sewer (403-783-0142); Electrical (403-783-0143); and Public Works (403-783-0142).

“Our main goal with this new program is to streamline the Town’s handling of customer service requests, resulting in a more responsive and time efficient process that we ultimately hope will provide increased customer satisfaction,” said Flootman.

To submit a service request, please follow the link below:

https://form.foreaction.cloud/submit/ponoka

For Media Inquiries:

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