

Sandelwood Water Company 2005 Customer Survey Results

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7. Professional Manner?:	Error! Bookmark not defined.
8. If you marked "No" for Professional Manner, please explain:	Error! Bookmark not defined.

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Survey Overview

Description

Staff issued a customer survey in December 2005 to 68 customers. The survey issued was to measure the customer perceptions regarding the water quality and customer service provided by the water company. The ___ returned surveys reflected the customers are generally satisfied with their water quality and marginally satisfied with the company's customer service.

Instructions Provided To Respondents

The Public Utilities Commission of Ohio's Service Monitoring and Enforcement Department is conducting a survey to identify customer perceptions regarding the water quality and customer service provided by Sandelwood Water Company. Please keep your responses relative to the service you have received since June 2001.

Respondent Metrics

Respondents: 29
First Response: 12/29/2005 10:34 AM
Last Response: 2/16/2006 09:18 AM

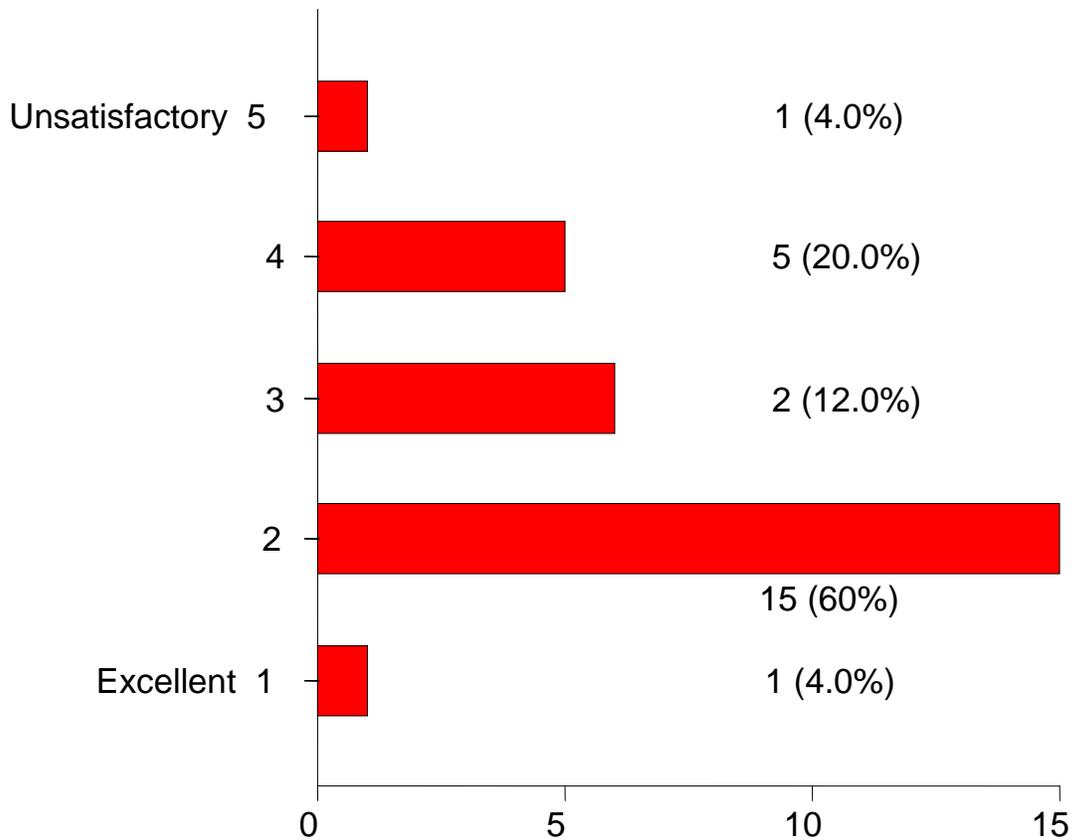
Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

Section - Section 1

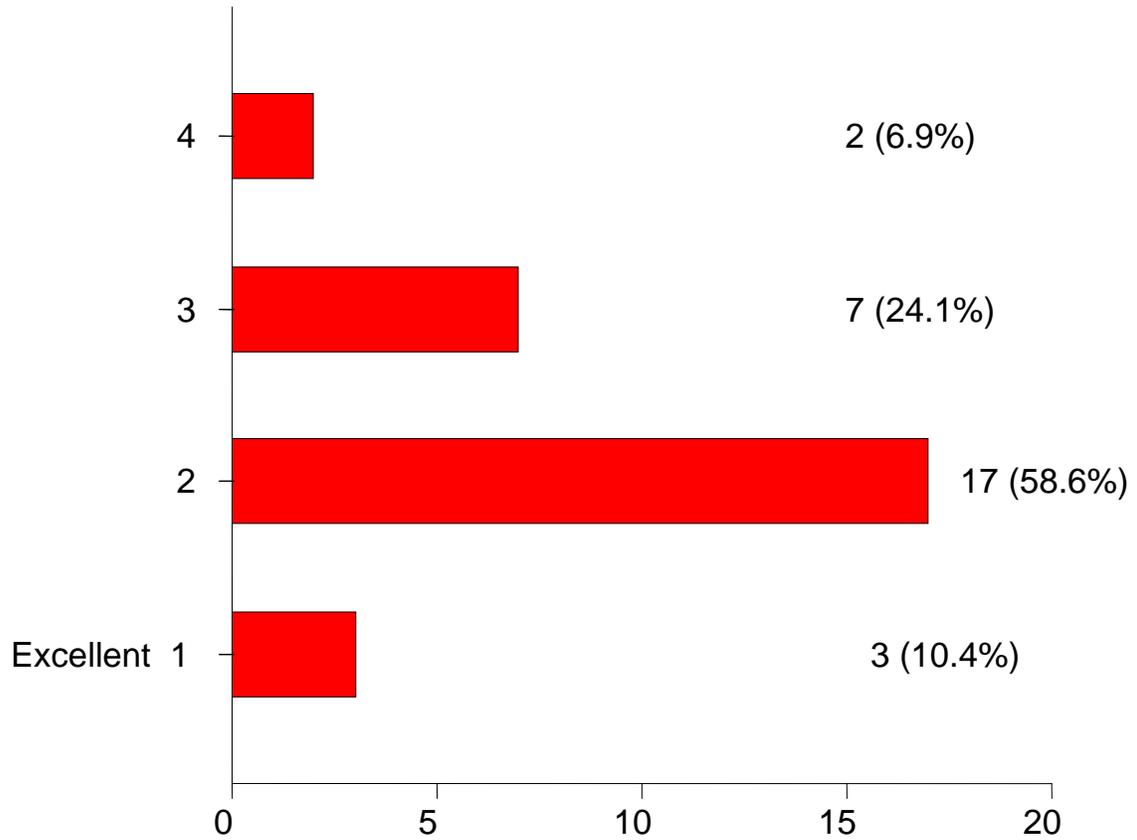
1. I would rate my overall water quality as:

Mean: 2.64



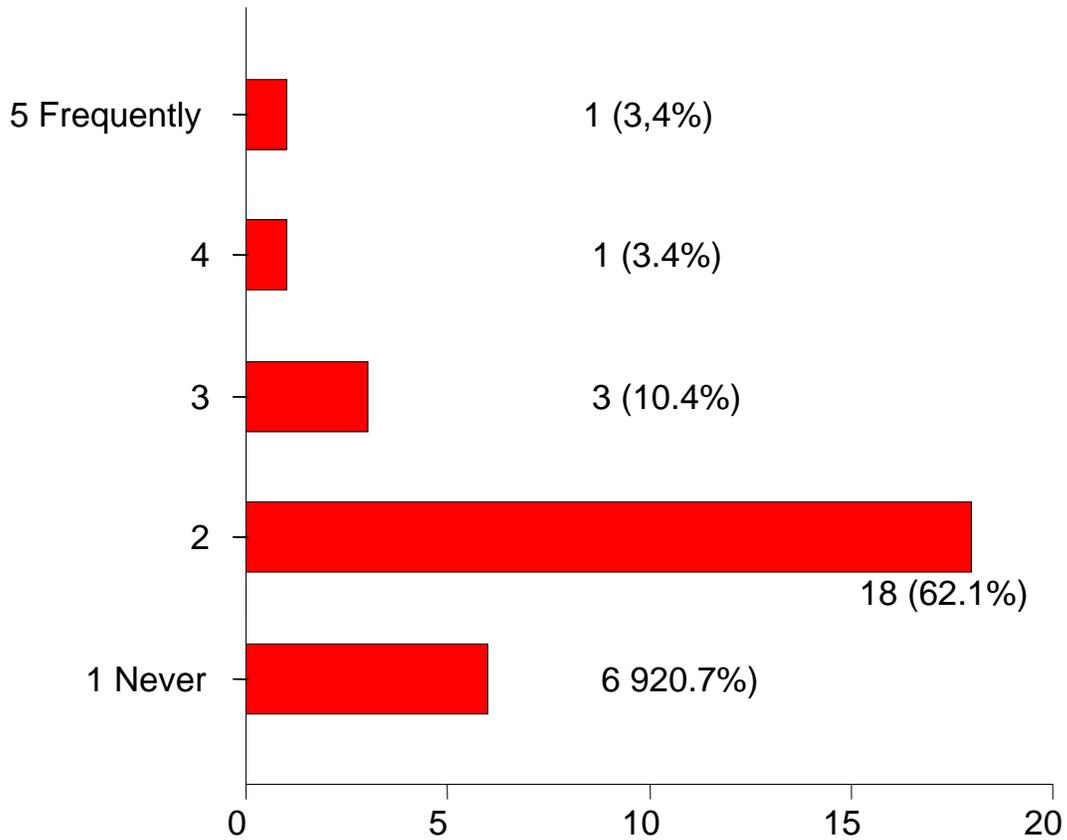
2. I would rate my water pressure as:

Mean: 2.28



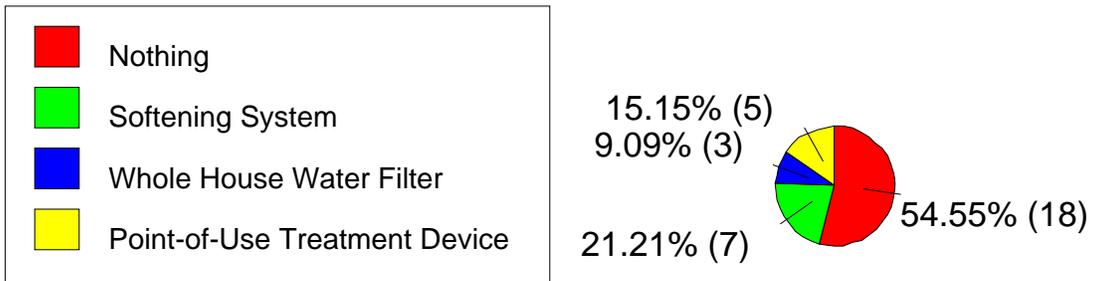
3. How often do you experience discolored water during normal operations? (excluding flushing/main break occasions, etc.)

Mean: 2.07



4. I currently utilize in my home (check all that apply):

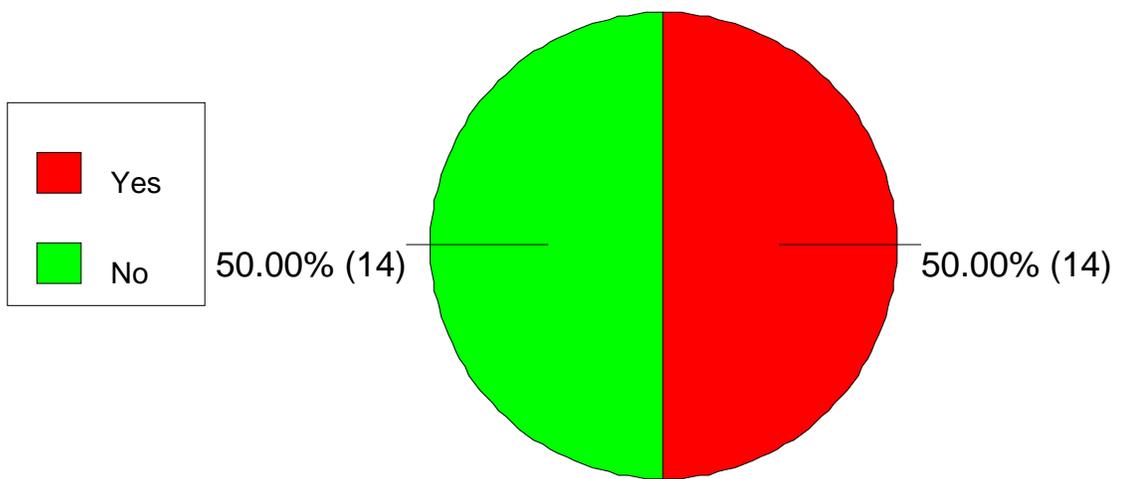
Mean: 1.85



Section - Section 2

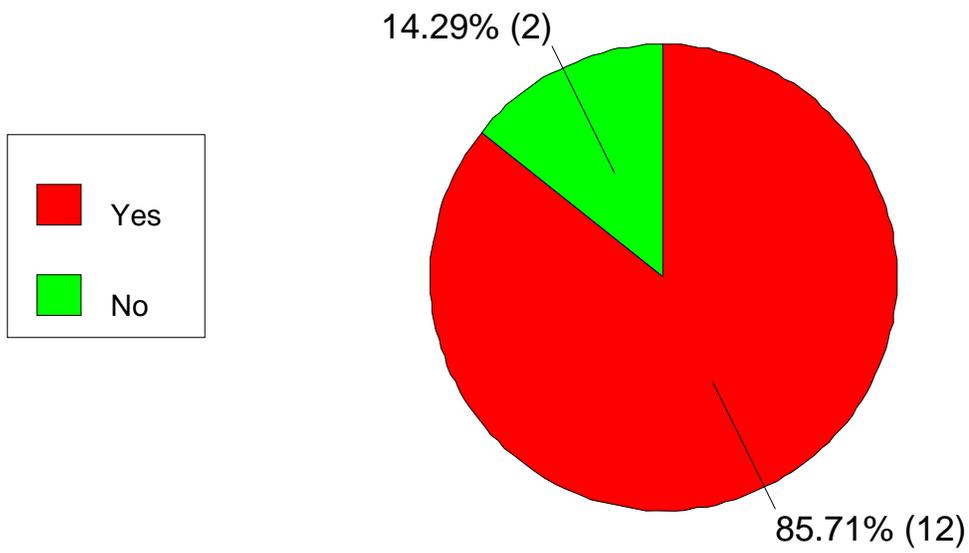
5. Did you call the Company?:

Mean: 1.50



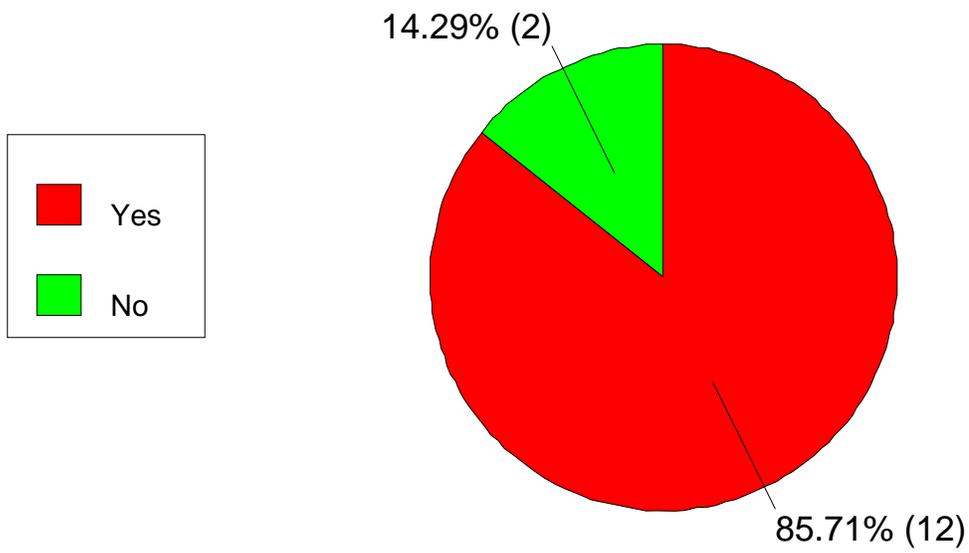
6. Promptly Answered?:

Mean: 1.14



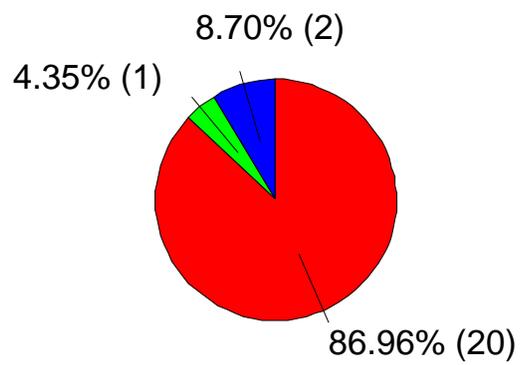
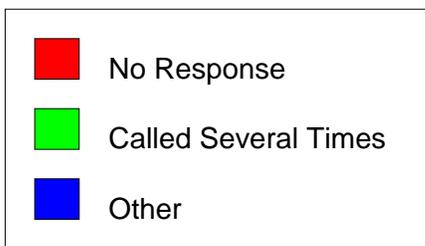
7. Professional Manner?:

Mean: 1.14



8. If you marked "No" for Professional Manner, please explain:

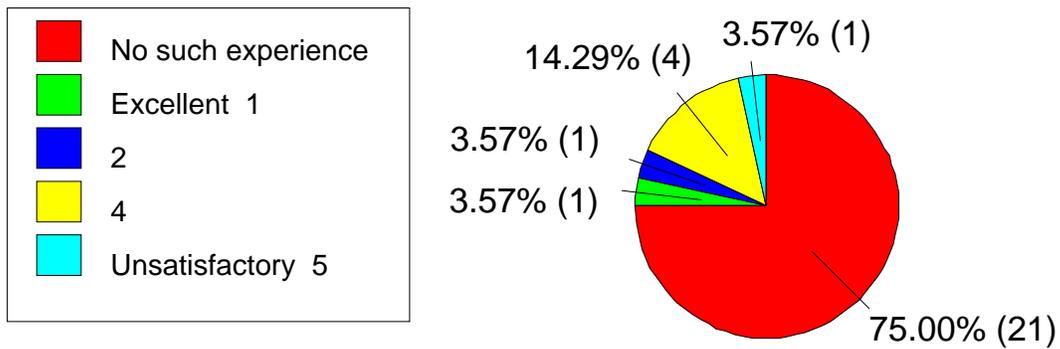
Mean: 1.61



Section - Section 3

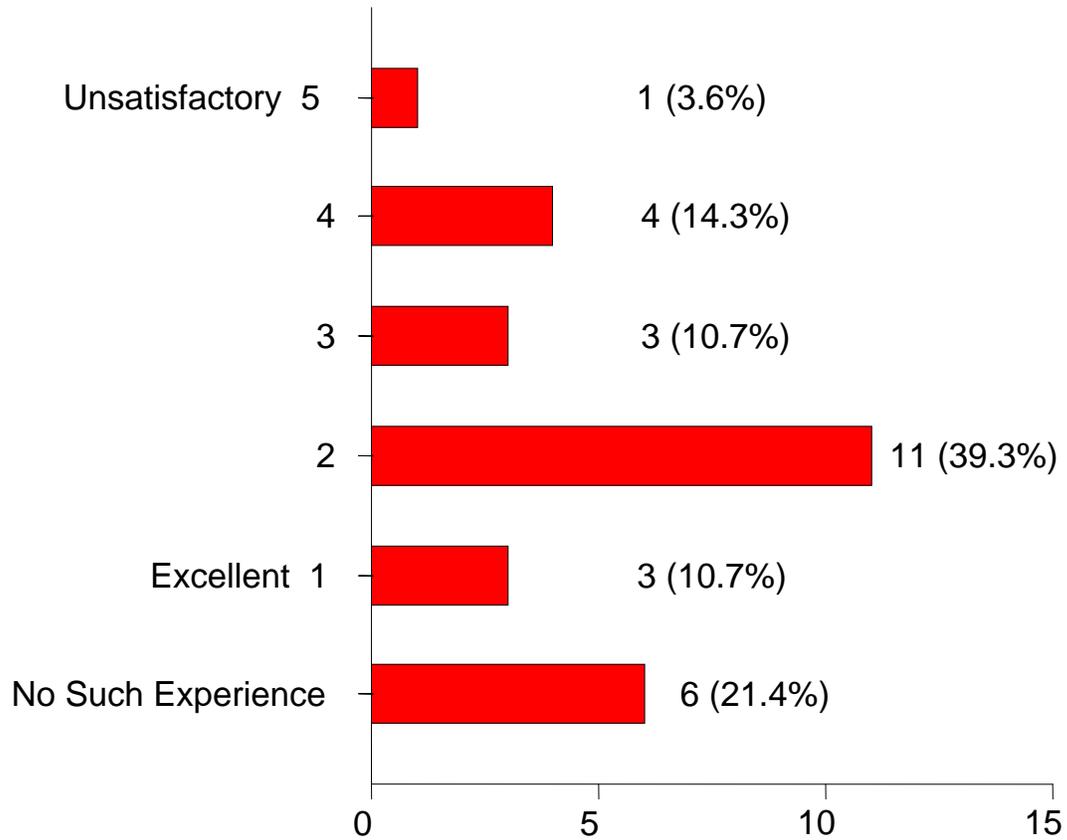
9. The Company's response time to service call requests (e.g., meter reread) is:

Mean: 1.86



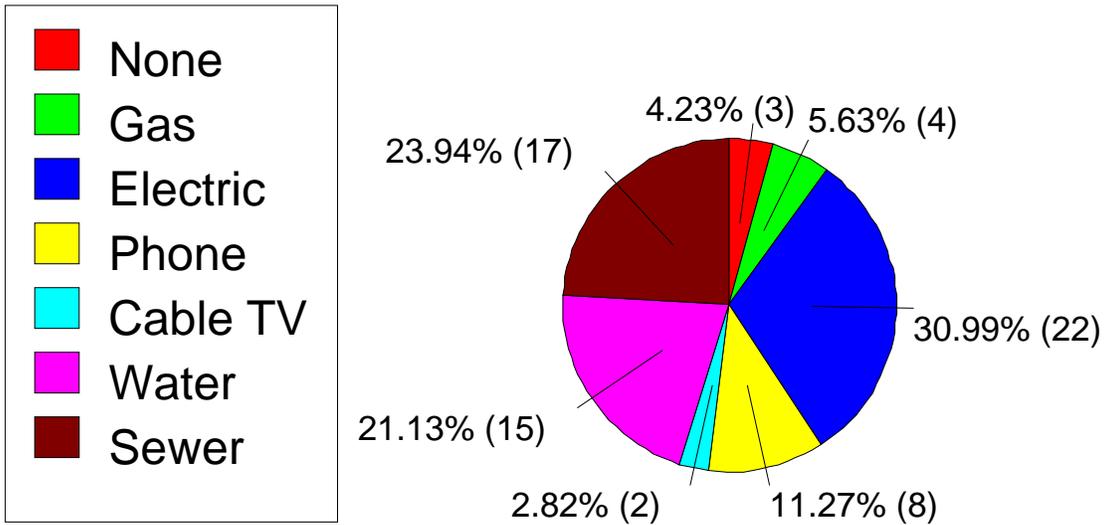
10. The Company's response time to emergencies (e.g., main break) is:

Mean: 2.96



11. In your community, which utility rates do you consider reasonable for the service currently received? (check all that apply)

Mean: 4.62



12. Please express any comments or suggestions about your water service:

Mean: 6.14

