

**2012 Columbia Mobile Home Park  
Customer Survey**

**Cuyahoga County**

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## Survey Overview

### Description

Staff issued a customer survey in May 2012 to 500 randomly selected customers. The survey issued was to measure the customer perceptions regarding the water quality and customer service provided by the water company. The 173 returned surveys reflected the customers are generally satisfied with their water quality (94.8% Fair to Excellent) and generally satisfied with the company's customer service (63.6% of the 11 respondents who called the company felt their calls were promptly answered and only 45.5% felt they were answered in a professional manner).

### 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 Columbia Mobile Home Park in Cuyahoga County. Please keep your responses relative to the service you have received since January 10, 2010.

### Respondent Metrics

Respondents:	<u>173</u>
Percent Surveys Returned	<u>34.6%</u>

## Survey Results

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

<b>Section - Section 1</b>
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### 1. I would rate my overall water quality as:

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Excellent	21	12.14%	12.35%
2	Good	105	60.69%	61.76%
3	Fair	38	21.97%	22.35%
4	Poor	3	1.73%	1.76%
5	Unsatisfactory	3	1.73%	1.76%
6	No Response	2	1.16%	
	Total Survey Responses	172	99.42%	100.00%

### 2. I would rate my water pressure as:

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Excellent	21	12.14%	12.28%
2	Good	86	49.71%	50.29%
3	Fair	47	27.17%	27.49%
4	Poor	15	8.67%	8.77%
5	Unsatisfactory	2	1.16%	1.17%
6	No Response	1	0.58%	
	Total Survey Responses	172	99.42%	100.00%

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

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Never	61	35.26%	35.67%
2	Rarely	75	43.35%	43.86%
3	Occasionally	27	15.61%	15.79%
4	Often	7	4.05%	4.09%
5	Frequently	1	0.58%	0.58%
6	No Response	1	0.58%	
	Total Survey Responses	172	99.42%	100.58%

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

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Nothing	153	88.44%	92.73%
2	Softener	0		
3	Whole House Filter	2	1.16%	1.21%
4	Point-of-Use Treatment Device	10	5.78%	6.06%
5	No Response	7	4.05%	
	Total Survey Responses	172	99.42%	100.00%

**Section - Section 2****5. Did you call the Company?:**

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Yes	11	6.36%	7.33%
2	No	139	80.35%	92.67%
3	No Response	21	12.14%	
	Totals	171	98.84%	100.00%

**6. Promptly Answered?:**

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Yes	7	4.05%	4.67%
2	No	4	2.31%	2.67%
3	Not Applicable	139	80.35%	92.67%
4	No Response	22	12.72%	
	Totals	172	99.42%	100.00%

**7. Professional Manner?:**

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Yes	5	2.89%	3.36%
2	No	5	2.89%	3.36%
3	Not Applicable	139	80.35%	93.29%
4	No Response	23	13.29%	
	Totals	172	99.42%	100.00%

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

		Count	% of Total Surveys Returned	% of Total Survey Responses **
1	No Response	21	12.14%	
2	Rude Service	1	0.58%	33.33%
3	Slow Service	0		
4	Did not fix problem	1	0.58%	33.33%
5	Called several times	0		
6	Other	1	0.58%	33.33%
7	Not Applicable	148	85.55%	
	Totals	172	99.42%	100.00%

**Section - Section 3****9. The Company's response time to service call requests (e.g., meter reread) is:**

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	No such experience	135	78.03%	90.60%
2	Excellent	3	1.73%	2.01%
3	Good	7	4.05%	4.70%
4	Fair	3	1.73%	2.01%
5	Poor	0		
6	Unsatisfactory	1	0.58%	0.67%
7	No Response	21	12.14%	
	Totals	170	98.27%	100.00%

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

1	No such experience	138	79.77%	92.62%
2	Excellent	0		
3	Good	6	3.47%	4.03%
4	Fair	3	1.73%	2.01%
5	Poor	0		
6	Unsatisfactory	2	1.16%	1.34%
7	No Response	21	12.14%	
	Totals	170	98.27%	100.00%

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

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	Gas	25	14.45%	6.61%
2	Electric	86	49.71%	22.75%
3	Phone	73	42.20%	19.31%
4	Cable	37	21.39%	9.79%
5	Water	54	31.21%	14.29%
6	Sewer	54	31.21%	14.29%
7	None	38	21.97%	10.05%
8	No Response	11	6.36%	2.91%
	Totals	378	218.50%	100.00%

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

		Count	% of Total Surveys Returned	% of Total Survey Responses *
1	No Comment	91	52.60%	48.15%
2	Billing or General Customer Service Concerns	0		
3	Color	1	0.58%	0.53%
4	Cloudy Water	1	0.58%	0.53%
5	Corrosion or discoloration of fixtures / appliances	3	1.73%	1.59%
6	General Quality	1	0.58%	0.53%
7	Hardness	0		
8	High Rates	40	23.12%	21.16%
9	Low Pressure	9	5.20%	4.76%
10	Odor (other than Chlorine)	0		
11	Odor (Chlorine)	2	1.16%	1.06%
12	Other	11	6.36%	5.82%
13	Mineral Deposits	0		
14	Particles in Water	0		
15	Positive Comment	17	9.83%	8.99%
16	Rusty Water	2	1.16%	1.06%
17	Taste	3	1.73%	1.59%
18	Deduct meter/ summer sewer rates	1	0.58%	0.53%
19	Won't Drink Water	7	4.05%	3.70%
20	Follow-up needed	0		
	Totals	189	109.25%	100.00%