

**2013 Water Company Name**

**Customer Survey**

**Defiance County**

***Published: May 14, 2013***

## Contents

Survey Overview.....	3
Description.....	3
Instructions Provided To Respondents.....	3
Respondent Metrics.....	3
Survey Results.....	4
Section – Section 1.....	4
1. I would rate my overall water quality as:.....	4
2. I would rate my water pressure as:.....	4
3. How often do you experience discolored water during normal operations? (excluding flushing/main break occasions, etc.).....	4
4. I currently utilize in my home (check all that apply):.....	5
Section - Section 2.....	5
5. Did you call the Company?:.....	5
6. Promptly Answered?:.....	5
7. Professional Manner?:.....	5
8. If you marked "No" for Professional Manner, please explain:.....	6
Section - Section 3.....	6
9. The Company's response time to service call requests (e.g., meter reread) is:.....	6
10. The Company's response time to emergencies (e.g., main break) is:.....	6
11. In your community, which utility rates do you consider reasonable for the service currently received? (check all that apply).....	6
12. Please express any comments or suggestions about your water service:.....	7

## **Survey Overview**

### **Description**

Staff issued a customer survey in January 2013 to 194 customers. The survey issued was to measure the customer perceptions regarding the water quality and customer service provided by the water company. The 49 returned surveys reflected the customers are generally satisfied with their water quality (87.8% Fair to Excellent) and generally satisfied with the company's customer service (80.0% of the 10 respondents that called the company felt their calls were promptly answered and 100.0% 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 of customers to identify their perceptions regarding the water quality and customer service provided by Christi Water Systems, Inc. Please keep your responses relative to the service you have received since January 1, 2010. Please complete and return the survey by February 22, 2013.

### **Respondent Metrics**

Respondents:	<u>49</u>
Surveys Mailed:	<u>194</u>
Percent Surveys Returned	<u>25.3 %</u>

## Survey Results

### Section – Section 1

#### 1. I would rate my overall water quality as:

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Excellent	4	8.16%	8.33%
2	Good	25	51.02%	52.08%
3	Fair	14	28.57%	29.17%
4	Poor	2	4.08%	4.17%
5	Unsatisfactory	3	6.12%	6.25%
6	No Response	1	2.04%	
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No Response"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Excellent	12	24.49%	24.49%
2	Good	26	53.06%	53.06%
3	Fair	10	20.41%	20.41%
4	Poor	1	2.04%	2.04%
5	Unsatisfactory	0		
6	No Response	0		
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No Response"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Never	15	30.61%	31.25%
2	Rarely	25	51.02%	52.08%
3	Occasionally	5	10.20%	10.42%
4	Often	1	2.04%	2.08%
5	Frequently	2	4.08%	4.17%
6	No Response	1	2.04%	
	Total Responses	49	100.00%	100.00%

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Nothing	30	61.22%	60.00%
2	Softener	3	6.12%	6.00%
3	Whole House Filter	2	4.08%	4.00%
4	Point-of-Use Treatment Device	15	30.61%	30.00%
5	No Response	0		
	Total Responses	50		100.00%

\* Total Responses less "No Response"

**Section - Section 2**

**5. Did you call the Company?:**

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Yes	10	20.41%	26.32%
2	No	28	57.14%	73.68%
3	No Response	11	22.45%	
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No Response"

**6. Promptly Answered?:**

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Yes	8	16.33%	80.00%
2	No	2	4.08%	20.00%
3	Not Applicable	28	57.14%	
4	No Response	11	22.45%	
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No Response" and "Not Applicable"

**7. Professional Manner?:**

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Yes	10	20.41%	100.00%
2	No	0		
3	Not Applicable	28	57.14%	
4	No Response	11	22.45%	
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No Response"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	No Response	11	22.45%	
2	Rude Service	0		
3	Slow Service	0		
4	Did not fix problem	1	2.04%	100.00%
5	Called several times	0		
6	Other	0		
7	Not Applicable	37	75.51%	
	Total Responses	49		100.00%

**Section - Section 3**

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

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

1	No such experience	41	83.67%	
2	Excellent	1	2.04%	50.00%
3	Good	1	2.04%	50.00%
7	No Response	6	12.24%	
	Total Responses	49	100.00%	100.00%

\* Total Responses less "No such experience" and less "No Responses"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Gas	26	53.06%	25.74%
2	Electric	22	44.90%	21.78%
3	Phone	14	28.57%	13.86%
4	Cable	8	16.33%	7.92%
5	Water	13	26.53%	12.87%
6	Sewer	12	24.49%	11.88%
7	None	6	12.24%	5.94%
8	No Response	5	10.20%	
	Total Responses	106		100.00%

\* Total Responses less "No Response"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	No Comment	26	53.06%	
2	Billing or General Customer Service	4	8.16%	8.51%
3	Color	1	2.04%	2.13%
4	Cloudy	0		
5	Corrosion	0		
6	Damage to Fixtures and/or Appliances	1	2.04%	2.13%
7	General Quality	4	8.16%	8.51%
8	Hardness	0		
9	High Rates	11	22.45%	23.40%
10	Low Pressure	0		
11	No Local Call Center / Emergency Number	0		
12	Odor - (other than Chlorine)	3	6.12%	6.38%
13	Odor - Chlorine / Chemicals	0		
14	Other	4	8.16%	8.51%
15	Mineral Deposits	0		
16	Particles in Water	0		
17	Positive Comment	4	8.16%	8.51%
18	Residue/Spots	1	2.04%	2.13%
19	Restoration	0		
20	Rusty Water	1	2.04%	2.13%
21	Service Line Insurance	0		
22	Taste	2	4.08%	4.26%
23	Wants Deduct Sewer Meter	0		
24	Won't Drink Water	5	10.20%	10.64%
25	Follow-Up Recommended	6	12.24%	12.77%
	Total Responses (*)	73		100.00%

\* Total Responses less "No Comment" Responses