

**2013 Aqua Ohio Water Company
Customer Survey**

**Struthers Division
Mahoning County**

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Survey Overview

Description

Staff issued a customer survey in January 2013 to 1,500 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 299 returned surveys reflected the customers are generally satisfied with their water quality (81.9% Fair to Excellent) and generally satisfied with the company's customer service (89.5% of the 75 respondents that called the company felt their calls were promptly answered and 86.8% 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 randomly selected customers to identify their perceptions regarding the water quality and customer service provided by the Struthers Division of the Aqua Ohio Water Company. 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>299</u>
Surveys Mailed:	<u>1,500</u>
Percent Surveys Returned	<u>19.9%</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	29	9.70%	9.86%
2	Good	123	41.14%	41.84%
3	Fair	93	31.10%	31.63%
4	Poor	37	12.37%	12.59%
5	Unsatisfactory	12	4.01%	4.08%
6	No Response	5	1.67%	
	Total Responses	299	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	60	20.07%	20.13%
2	Good	161	53.85%	54.03%
3	Fair	55	18.39%	18.46%
4	Poor	14	4.68%	4.70%
5	Unsatisfactory	8	2.68%	2.68%
6	No Response	1	0.33%	
	Total Responses	299	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	111	37.12%	38.01%
2	Rarely	118	39.46%	40.41%
3	Occasionally	46	15.38%	15.75%
4	Often	15	5.02%	5.14%
5	Frequently	2	0.67%	0.68%
6	No Response	7	2.34%	
	Total Responses	299	100.00%	100.00%

* Total Responses less "No Response"

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	184	61.54%	60.13%
2	Softener	44	14.72%	14.38%
3	Whole House Filter	21	7.02%	6.86%
4	Point-of-Use Treatment Device	57	19.06%	18.63%
5	No Response	14	4.68%	
	Total Responses	320		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	76	25.42%	26.95%
2	No	206	68.90%	73.05%
3	No Response	17	5.69%	
	Total Responses	299	100.00%	100.00%

* Total Responses less "No Response"

6. Promptly Answered?:

		Count	% of Total Surveys Returned	% Question #5 - 'Yes' Responses *
1	Yes	68	22.74%	89.47%
2	No	8	2.68%	10.53%
3	Not Applicable	206	68.90%	
4	No Response	17	5.69%	
	Total Responses	299	100.00%	100.00%

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

7. Professional Manner?:

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses *
1	Yes	66	22.07%	86.84%
2	No	10	3.34%	13.16%
3	Not Applicable	204	68.23%	
4	No Response	19	6.35%	
	Total Responses	299	100.00%	100.00%

* Total Responses less "Not Applicable" and "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	18	6.02%	
2	Rude Service	2	0.67%	18.18%
3	Slow Service	1	0.33%	9.09%
4	Did not fix problem	5	1.67%	45.45%
5	Called several times	0		
6	Other	3	1.00%	27.27%
7	Not Applicable	269	89.97%	
	Total Responses	298		100.00%

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

Section - Section 3

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses **
1	No such experience	199	66.56%	75.09%
2	Excellent	20	6.69%	7.55%
3	Good	29	9.70%	10.94%
4	Fair	13	4.35%	4.91%
5	Poor	2	0.67%	0.75%
6	Unsatisfactory	2	0.67%	0.75%
7	No Response	34	11.37%	
	Total Responses	299	100.00%	100.00%

* Total Responses less "No Response"

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

	Response Type	Responses	% Responses to Total Surveys Returned	% Responses to Total Responses **
1	No such experience	223	74.58%	85.77%
2	Excellent	7	2.34%	2.69%
3	Good	24	8.03%	9.23%
4	Fair	6	2.01%	2.31%
5	Poor	0		
6	Unsatisfactory	0		
7	No Response	39	13.04%	
	Total Responses	299	100.00%	100.00%

* Total Responses less "No Response"

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	147	49.16%	22.04%
2	Electric	118	39.46%	17.69%
3	Phone	85	28.43%	12.74%
4	Cable	49	16.39%	7.35%
5	Water	113	37.79%	16.94%
6	Sewer	107	35.79%	16.04%
7	None	48	16.05%	7.20%
8	No Response	33	11.04%	
	Total Responses	700		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	159	53.18%	
2	Billing or General Customer Service Concerns	6	2.01%	2.79%
3	Color	6	2.01%	2.79%
4	Cloudy Water	3	1.00%	1.40%
5	Damage to Fixtures and/or Appliances	45	15.05%	20.93%
6	General Quality	13	4.35%	6.05%
7	Hardness	33	11.04%	15.35%
8	High Pressure	1	0.33%	0.47%
9	High Rates	10	3.34%	4.65%
10	Low Pressure	9	3.01%	4.19%
11	Odor (other than Chlorine)	7	2.34%	3.26%
12	Odor (Chlorine)	5	1.67%	2.33%
13	Other	21	7.02%	9.77%
14	Mineral Deposits	1	0.33%	0.47%
15	Particles in Water	1	0.33%	0.47%
16	Positive Comment	15	5.02%	6.98%
17	Rusty Water	0		
18	Taste	18	6.02%	8.37%
19	Deduct meter/ summer sewer rates	6	2.01%	2.79%
20	Won't Drink Water	3	1.00%	1.40%
21	Follow-up needed	12	4.01%	5.58%
	Total Responses	374		100.00%

* Total Responses less "No Comment" Responses

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3	Color	6	2.01%	2.79%
4	Cloudy Water	3	1.00%	1.40%
5	Damage to Fixtures and/or Appliances	45	15.05%	20.93%
6	General Quality	13	4.35%	6.05%
7	Hardness	33	11.04%	15.35%
8	High Pressure	1	0.33%	0.47%
9	High Rates	10	3.34%	4.65%
10	Low Pressure	9	3.01%	4.19%
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14	Mineral Deposits	1	0.33%	0.47%
15	Particles in Water	1	0.33%	0.47%
16	Positive Comment	15	5.02%	6.98%
17	Rusty Water	0		
18	Taste	18	6.02%	8.37%
19	Deduct meter/ summer sewer rates	6	2.01%	2.79%
20	Won't Drink Water	3	1.00%	1.40%
21	Follow-up needed	12	4.01%	5.58%
	Total Responses	374		100.00%

* Total Responses less "No Comment" Responses