

**2014 Aqua Ohio Water Company
Customer Survey**

Ashtabula Area System

Ashtabula County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to 1,183 randomly selected customers of the Ashtabula Area Water System to obtain the customer perceptions regarding the water quality and customer service provided by Aqua Ohio Water Company since the Company acquired the system in June 2012. The returned surveys reflected the customers are generally satisfied with their water quality (92% Fair to Excellent) and generally satisfied with the Company's customer service (83% of the 30 respondents that called the Company reported their calls were promptly answered and 80% deemed they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents * : 120
Surveys Mailed: 1,183
Percent Surveys Returned 10.1 %

Ashtabula Area Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Survey Respondents *
1	Excellent	18	15.00%
2	Good	77	64.17%
3	Fair	16	13.33%
4	Poor	6	5.00%
5	Unsatisfactory	2	1.67%
6	No Response	1	0.83%
	Total	120	100.00%

2. I would rate my water pressure as:

		Count	% of Total Survey Respondents *
1	Excellent	19	15.83%
2	Good	68	56.67%
3	Fair	20	16.67%
4	Poor	11	9.17%
5	Unsatisfactory	0	
6	No Response	2	1.67%
	Total	120	100.00%

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

		Count	% of Total Survey Respondents *
1	Never	46	38.33%
2	Rarely	56	46.67%
3	Occasionally	13	10.83%
4	Often	2	1.67%
5	Frequently	1	0.83%
6	No Response	2	1.67%
	Total	120	100.00%

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

		Count	% of Total Survey Respondents *
1	Nothing	97	80.83%
2	Softener	2	1.67%
3	Whole House Filter	4	3.33%
4	Point-of-Use Treatment Device	15	12.50%
5	No Response	5	4.17%
	Total	123	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Survey Responses **
1	Yes	30	28.30%
2	No	76	71.70%
3	No Response	14	
	Total	120	

*** Per sum of Yes and No responses only*

6. Promptly Answered?:

		Count	% of Total Survey Responses **
1	Yes	25	83.33%
2	No	5	16.67%
3	Not Applicable	76	
4	No Response	14	
	Total	120	

*** Per number of "Yes" responses to question 5 only*

7. Professional Manner?:

		Count	% of Total Survey Responses **
1	Yes	24	80.00%
2	No	6	20.00%
3	Not Applicable	76	
4	No Response	14	
	Total	120	

*** Per number of "Yes" responses to question 5 only*

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

		Count	% of Total Survey Responses **
1	No Response	1	16.67%
2	Rude Service	2	33.33%
3	Slow Service	1	16.67%
4	Did not fix problem	1	16.67%
5	Called several times	0	
6	Other	4	66.67%
7	Not Applicable	112	
	Total	121	

*** Per sum of number of "No" responses to question 7 only*

Section - Section 3

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

		Count	% of Total Survey Respondents *
1	No such experience	89	74.17%
2	Excellent	5	4.17%
3	Good	8	6.67%
4	Fair	3	2.50%
5	Poor	0	
6	Unsatisfactory	4	3.33%
7	No Response	11	9.17%
	Total	120	100.00%

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

		Count	% of Total Survey Respondents *
1	No such experience	94	78.33%
2	Excellent	5	4.17%
3	Good	5	4.17%
4	Fair	1	0.83%
5	Poor	0	
6	Unsatisfactory	1	0.83%
7	No Response	14	11.67%
	Total	120	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 Survey Respondents **
1	Gas	54	45.00%
2	Electric	49	40.83%
3	Phone	31	25.83%
4	Cable	15	12.50%
5	Water	39	32.50%
6	Sewer	26	21.67%
7	None	34	28.33%
8	No Response	13	10.83%
	Total	261	
	Respondents with Comments **	107	89.17%

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

		Count	Issues per Respondents with Comments (%) **
1	Billing or General Customer Service	7	16.28%
2	Bi-Monthly Billing (for)	2	4.65%
3	Cloudy	1	2.33%
4	General Quality	1	2.33%
5	Hardness	2	4.65%
6	High Rates	8	18.60%
7	Line Insurance	1	2.33%
8	Odor - (other than Chlorine)	2	4.65%
9	Odor - Chlorine	3	6.98%
10	Other	7	16.28%
11	Particles in Water	1	2.33%
12	Outage Notifications	2	4.65%
13	Positive Comment	10	23.26%
14	Pressure (Low)	5	11.63%
15	Pressure (Varies to Much)	1	2.33%
16	Restoration	1	2.33%
17	Taste	17	39.53%
18	Wants Deduct Sewer Meter	1	2.33%
19	Won't Drink Water	2	4.65%
20	Follow-Up Needed	18	41.86%
	Total Survey Responses	165	
	Respondents with No Comments	77	64.17%
	Respondents with Comments **	43	35.83%