

2014 Aqua Ohio Water Company

Aurora East Area

Portage County

Customer Survey

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Contents

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

Survey Overview

Description

Staff issued a customer survey in October 2013 to all customers of the Aurora East Area water system in Portage County 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 (91% Fair to Excellent) and generally satisfied with the Company's customer service (90% of the 10 respondents that called the Company reported their calls were promptly answered and 90%** deemed they were answered in a professional manner).

*** The 10th customer submitted no response to how professional the response by the Company was to their call.*

Respondent Metrics

Respondents: 32
Surveys Mailed: 303
Percent Surveys Returned* 10.6%

Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Survey Respondents *
1	Excellent	3	9.38%
2	Good	15	46.88%
3	Fair	11	34.38%
4	Poor	1	3.13%
5	Unsatisfactory	2	6.25%
6	No Response	0	
	Total Survey Responses	32	100.00%

2. I would rate my water pressure as:

		Count	% of Total Survey Respondents *
1	Excellent	2	6.25%
2	Good	15	46.88%
3	Fair	9	28.13%
4	Poor	5	15.63%
5	Unsatisfactory	1	3.13%
6	No Response	0	0.00%
	Total Survey Responses	32	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	6	18.75%
2	Rarely	15	46.88%
3	Occasionally	6	18.75%
4	Often	4	12.50%
5	Frequently	0	
6	No Response	1	3.13%
	Total Survey Responses	32	100.00%

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

		Count	% of Total Survey Respondents *
1	Nothing	20	62.50%
2	Softener	2	6.25%
3	Whole House Filter	2	6.25%
4	Point-of-Use Treatment Device	8	25.00%
5	No Response	3	9.38%
	Total Survey Responses	35	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Survey Responses **
1	Yes	10	33.33%
2	No	20	66.67%
3	No Response	2	
	Totals	32	

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

6. Promptly Answered?:

		Count	% of Total Survey Responses **
1	Yes	9	90.00%
2	No	1	10.00%
3	Not Applicable	20	
4	No Response	2	
	Totals	32	

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

7. Professional Manner?:

		Count	% of Total Survey Responses **
1	Yes	9	90.00%
2	No	0	
3	Not Applicable	20	
4	No Response	3	
	Totals	32	

*** 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	0	
2	Rude Service	0	
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	0	
7	Not Applicable	32	100.00%
	Totals	32	100.00%

*** 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	17	53.13%
2	Excellent	4	12.50%
3	Good	3	9.38%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	1	3.13%
7	No Response	7	21.88%
	Totals	32	100.00%

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

		Count	% of Total Survey Respondents *
1	No such experience	20	62.50%
2	Excellent	2	6.25%
3	Good	1	3.13%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	9	28.13%
	Totals	32	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	14	43.75%
2	Electric	14	43.75%
3	Phone	9	28.13%
4	Cable	3	9.38%
5	Water	11	34.38%
6	Sewer	8	25.00%
7	None	10	31.25%
8	No Response	3	9.38%
	Totals	72	

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

		Count	% of Total Survey Respondents *
1	No Comment	21	65.63%
2	Color	1	3.13%
3	High Rates	1	3.13%
4	Odor - (other than Chlorine)	2	6.25%
5	Other	2	6.25%
6	Positive Comment	1	3.13%
7	Pressure (Low)	4	12.50%
8	Taste	1	3.13%
9	Wants Deduct Sewer Meter	2	6.25%
10	Follow-Up Needed	5	15.63%
	Totals	40	