

2014 Aqua Ohio Water Company

Beechcrest Area

Portage County

Customer Survey

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Survey Overview

Description

Staff issued a customer survey in October 2013 to 500 randomly selected customers of the Beechcrest 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 (86% Fair to Excellent) and generally satisfied with the Company's customer service (88% of the 29 respondents that called the Company reported their calls were promptly answered and 82% deemed they were answered in a professional manner).

Respondent Metrics

Respondents:	<u>91</u>
Surveys Mailed:	<u>500</u>
Percent Surveys Returned	<u>18.2%</u>

Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Survey Respondents *
1	Excellent	5	5.49%
2	Good	47	51.65%
3	Fair	26	28.57%
4	Poor	9	9.89%
5	Unsatisfactory	4	4.40%
6	No Response	0	
	Total Survey Responses	91	100.00%

2. I would rate my water pressure as:

		Count	% of Total Survey Respondents *
1	Excellent	7	7.69%
2	Good	37	40.66%
3	Fair	26	28.57%
4	Poor	16	17.58%
5	Unsatisfactory	5	5.49%
6	No Response	0	
	Total Survey Responses	91	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	17	18.68%
2	Rarely	41	45.05%
3	Occasionally	24	26.37%
4	Often	6	6.59%
5	Frequently	3	3.30%
6	No Response	0	
	Total Survey Responses	91	100.00%

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

		Count	% of Total Survey Respondents *
1	Nothing	55	60.44%
2	Softener	21	23.08%
3	Whole House Filter	8	8.79%
4	Point-of-Use Treatment Device	16	17.58%
5	No Response	3	3.30%
	Total Survey Responses	103	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Survey Respondents **
1	Yes	33	39.29%
2	No	51	60.71%
3	No Response	7	
	Totals	91	

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

6. Promptly Answered?:

		Count	% of Total Survey Respondents **
1	Yes	29	87.88%
2	No	3	9.09%
3	Not Applicable	51	
4	No Response	8	
	Totals	91	

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

7. Professional Manner?:

		Count	% of Total Survey Respondents **
1	Yes	27	81.82%
2	No	5	15.15%
3	Not Applicable	51	
4	No Response	8	
	Totals	91	

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

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

		Count	% of Total Survey Respondents **
1	No Response	0	
2	Rude Service	4	80.00%
3	Slow Service	0	
4	Did not fix problem	2	40.00%
5	Called several times	0	
6	Other	0	
7	Not Applicable	85	
	Totals	91	

*** 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	52	
2	Excellent	5	16.67%
3	Good	11	36.67%
4	Fair	6	20.00%
5	Poor	6	20.00%
6	Unsatisfactory	2	6.67%
7	No Response	9	
	Totals	91	
	Totals less "No Such Experience" and "No Responses" **	30	100.00%

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

		Count	% of Total Survey Respondents *
1	No such experience	58	
2	Excellent	3	13.64%
3	Good	8	36.36%
4	Fair	4	18.18%
5	Poor	7	31.82%
6	Unsatisfactory	0	
7	No Response	11	
	Totals	91	
	Totals less "No Such Experience" and "No Responses" **	22	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	59.34%
2	Electric	49	53.85%
3	Phone	18	19.78%
4	Cable	19	20.88%
5	Water	39	42.86%
6	Sewer	23	25.27%
7	None	18	19.78%
8	No Response	7	7.69%
	Totals	227	

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

		Count	Issues per Respondents w/Comments (%) **
1	Billing or General Customer Service	2	4.44%
2	Cloudy	2	4.44%
3	Color	3	6.67%
4	Corrosion, Fixtures or Appliances	3	6.67%
5	General Quality	1	2.22%
6	Hardness	4	8.89%
7	High Rates	3	6.67%
8	Mineral Deposits	1	2.22%
9	Muddy Water	1	2.22%
10	Multiple Main Breaks / Outages	9	20.00%
11	Odor - Chlorine	3	6.67%
12	Other	7	15.56%
13	Outage Notifications	8	17.78%
14	Particles / Sediment in Water	1	2.22%
15	Positive Comment	13	28.89%
16	Pressure (High)	1	2.22%
17	Pressure (Low)	12	26.67%
18	Pressure (Varies to Much)	1	2.22%
19	Restoration	1	2.22%
20	Taste	2	4.44%
21	Won't Drink Water	3	6.67%
22	Follow-Up Needed	23	51.11%
	Totals	104	
	Respondents with No Comments	46	50.55%
	Respondents with Comments **	45	49.45%