

**2014 Aqua Ohio Water Company**

**Blacklick Area**

(Franklin County District)

**Customer Survey**

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## Survey Overview

### Description

Staff issued a customer survey in October 2013 to 500 randomly selected customers of the Blacklick Area of the Franklin County District 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 not satisfied with their water quality (40% Fair to Excellent) and generally satisfied with the Company's customer service (70% of the respondents that called the Company reported their calls were promptly answered and 70% deemed they were answered in a professional manner).

Please note that this survey was conducted before the Company completed construction of new membrane filtration system estimated to be on-line by the end of March 2014 and intended to address the issues of hardness and general water quality.

### Respondent Metrics

Total Responses Received \*: 82  
Surveys Mailed: 500  
Percent Surveys Returned 16.4%

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## Blacklick Area Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	3	3.66%
2	Good	16	19.51%
3	Fair	14	17.07%
4	Poor	19	23.17%
5	Unsatisfactory	30	36.59%
6	No Response	0	
	Total Responses Received	82	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	11	13.41%
2	Good	37	45.12%
3	Fair	19	23.17%
4	Poor	10	12.20%
5	Unsatisfactory	4	4.88%
6	No Response	1	1.22%
	Total Responses Received	82	100.00%

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

		Count	% of Total Responses Received *
1	Never	22	26.83%
2	Rarely	20	24.39%
3	Occasionally	18	21.95%
4	Often	12	14.63%
5	Frequently	8	9.76%
6	No Response	2	2.44%
	Total	82	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	31	37.80%
2	Softener	43	52.44%
3	Whole House Filter	9	10.98%
4	Point-of-Use Treatment Device	15	18.29%
5	No Response	1	1.22%
	Total	99	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	33	44.00%
2	No	42	56.00%
3	No Response	7	
	Total	82	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	23	69.70%
2	No	8	24.24%
3	Not Applicable	42	
4	No Response	9	
	Total	82	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	23	69.70%
2	No	6	18.18%
3	Not Applicable	42	
4	No Response	11	
	Total	82	

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

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

		Count	% of Total Responses Received **
1	No Response	0	
2	Rude Service	2	33.33%
3	Slow Service	0	
4	Did not fix problem	3	50.00%
5	Called several times	0	
6	Other	1	16.67%
7	Not Applicable	76	
	Total	82	

*\*\* 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 Responses Received **
1	No such experience	50	
2	Excellent	7	35.00%
3	Good	4	20.00%
4	Fair	5	25.00%
5	Poor	1	5.00%
6	Unsatisfactory	3	15.00%
7	No Response	12	
	Total	82	
	** Total less "No Such Experience" and "No Responses"	20	100.00%

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

		Count	% of Total Responses Received *
1	No such experience	61	
2	Excellent	5	62.50%
3	Good	1	12.50%
4	Fair	0	
5	Poor	2	25.00%
6	Unsatisfactory	0	
7	No Response	13	
	Total	82	
	** Total less "No Such Experience" and "No Responses"	8	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 Responses Received *
1	Gas	42	51.22%
2	Electric	33	40.24%
3	Phone	15	18.29%
4	Cable	19	23.17%
5	Water	10	12.20%
6	Sewer	4	4.88%
7	None	18	21.95%
8	No Response	9	10.98%
	Total	150	

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

		Count	Issues per Respondents with Comments (%) **
1	Billing or General Customer Service	3	5.36%
2	Cloudy	2	3.57%
3	Corrosion, Fixtures or Appliances	13	23.21%
4	General Quality	14	25.00%
5	Hardness	23	41.07%
6	High Rates	29	51.79%
7	No Comment	26	46.43%
8	Odor - (other than Chlorine)	2	3.57%
9	Odor - Chlorine	4	7.14%
10	Other	8	14.29%
11	Outage Notifications	1	1.79%
12	Particles / Sediment in Water	5	8.93%
13	Positive Comment	4	7.14%
14	Restoration	3	5.36%
15	Taste	7	12.50%
16	Won't Drink Water	13	23.21%
17	Follow-Up Needed	26	46.43%
	Totals	183	
	Respondents with No Comments	26	31.71%
	Respondents with Comments **	56	68.29%