

**2014 Aqua Ohio Water Company**

**Greenridge System**

(Mansfield Area)

**Customer Survey**

**Richland County**

***Published: February 25, 2014***

## Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics .....	3
Greenridge System 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) .....	6
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 167 customers of the Greenridge System in the Mansfield Area 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 (100% Fair to Excellent) and generally satisfied with the Company's customer service (100% of the 6 respondents that called the Company reported their calls were promptly answered and 100% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received \*: 32  
Surveys Mailed: 167  
Percent Surveys Returned 19.2%

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## Greenridge System Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	4	12.50%
2	Good	19	59.38%
3	Fair	9	28.13%
4	Poor	0	
5	Unsatisfactory	0	
6	No Response	0	
	Total	32	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	2	6.25%
2	Good	19	59.38%
3	Fair	6	18.75%
4	Poor	2	6.25%
5	Unsatisfactory	2	6.25%
6	No Response	1	3.13%
	Total	32	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	10	31.25%
2	Rarely	21	65.63%
3	Occasionally	1	3.13%
4	Often	0	
5	Frequently	0	
6	No Response	0	
	Total	32	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	23	71.88%
2	Softener	5	15.63%
3	Whole House Filter	2	6.25%
4	Point-of-Use Treatment Device	2	6.25%
5	No Response	2	6.25%
	Total	34	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	6	22.22%
2	No	21	77.78%
3	No Response	5	
	Total	32	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	6	100.00%
2	No	0	
3	Not Applicable	21	
4	No Response	5	
	Total	32	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	6	100.00%
2	No	0	
3	Not Applicable	21	
4	No Response	5	
	Total	32	

*\*\* 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	0	
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	0	
7	Not Applicable	32	
	Total	32	

*\*\* 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	24	
2	Excellent	1	25.00%
3	Good	1	25.00%
4	Fair	2	50.00%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	4	
	Total	32	
	Total less "No Such Experience" and "No Responses"	4	100.00%

*\*\**

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

		Count	% of Total Responses Received *
1	No such experience	26	
2	Excellent	0	
3	Good	1	100.00%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	5	
	Total	32	
	Total less "No Such Experience" and "No Responses"	1	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	12	37.50%
2	Electric	15	46.88%
3	Phone	7	21.88%
4	Cable	3	9.38%
5	Water	6	18.75%
6	Sewer	11	34.38%
7	None	8	25.00%
8	No Response	4	12.50%
	Total	66	

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

		Count	Issues per Respondents with Comments (%) **
1	Bi-Monthly Billing (for)	1	12.50%
2	High Rates	6	75.00%
3	Pressure (Low)	2	25.00%
4	Follow-Up Needed	3	37.50%
	Totals	12	
	Respondents with No Comments	24	75.00%
	Respondents with Comments **	8	25.00%