

**2014 Aqua Ohio Water Company**

**Harpcrest System**  
(Mansfield)

**Customer Survey**

**Richland County**

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## Survey Overview

### Description

Staff issued a customer survey in October 2013 to all 321 customers of the Harprest System of the Mansfield Area in Richland 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 (86% Fair to Excellent) and generally satisfied with the Company's customer service (75% of the 12 respondents that called the Company reported their calls were promptly answered and 58% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received \*: 62  
Surveys Mailed: 321  
Percent Surveys Returned 19.3%

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## Harprest System in the Mansfield Area Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	9	14.52%
2	Good	28	45.16%
3	Fair	16	25.81%
4	Poor	6	9.68%
5	Unsatisfactory	3	4.84%
6	No Response	0	
	Total Survey Responses	62	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	11	17.74%
2	Good	28	45.16%
3	Fair	19	30.65%
4	Poor	3	4.84%
5	Unsatisfactory	1	1.61%
6	No Response	0	
	Total Survey Responses	62	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	15	24.19%
2	Rarely	27	43.55%
3	Occasionally	14	22.58%
4	Often	4	6.45%
5	Frequently	1	1.61%
6	No Response	1	1.61%
	Total Survey Responses	62	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	40	64.52%
2	Softener	13	20.97%
3	Whole House Filter	3	4.84%
4	Point-of-Use Treatment Device	9	14.52%
5	No Response	1	1.61%
	Total Survey Responses	66	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	12	21.05%
2	No	45	78.95%
3	No Response	5	
	Totals	62	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	9	75.00%
2	No	2	16.67%
3	Not Applicable	45	
4	No Response	6	
	Totals	62	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	7	58.33%
2	No	3	25.00%
3	Not Applicable	45	
4	No Response	7	
	Totals	62	

*\*\* 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	66.67%
3	Slow Service	1	33.33%
4	Did not fix problem	0	
5	Called several times	0	
6	Other	1	33.33%
7	Not Applicable	59	
	Totals	63	

*\*\* 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	43	
2	Excellent	2	22.22%
3	Good	4	44.44%
4	Fair	2	22.22%
5	Poor	0	
6	Unsatisfactory	1	11.11%
7	No Response	10	
	Totals	62	
	Total less "No Such Experience" and "No Responses" **	9	100.00%

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

		Count	% of Total Responses Received *
1	No such experience	45	
2	Excellent	2	33.33%
3	Good	2	33.33%
4	Fair	1	16.67%
5	Poor	1	16.67%
6	Unsatisfactory	0	
7	No Response	11	
	Totals	62	
	Total less "No Such Experience" and "No Responses" **	6	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	24	38.71%
2	Electric	17	27.42%
3	Phone	12	19.35%
4	Cable	7	11.29%
5	Water	12	19.35%
6	Sewer	28	45.16%
7	None	11	17.74%
8	No Response	6	9.68%
	Totals	117	

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

		Count	% of Total Responses Received *
1	Billing or General Customer Service	3	10.00%
2	Bi-Monthly Billing (against)	1	3.33%
3	Cloudy	1	3.33%
4	Color	1	3.33%
5	Corrosion, Fixtures or Appliances	1	3.33%
6	Dry Skin	1	3.33%
7	General Quality	4	13.33%
8	Hardness	3	10.00%
9	High Rates	13	43.33%
10	Line Insurance	1	3.33%
11	Local Office	1	3.33%
12	No Comment	32	106.67%
13	Odor - Chlorine	1	3.33%
14	Other	7	23.33%
15	Particles / Sediment in Water	3	10.00%
16	Pressure (Low)	6	20.00%
17	Restoration	1	3.33%
18	Taste	2	6.67%
19	Wants Deduct Sewer Meter	1	3.33%
20	Won't Drink Water	3	10.00%
21	Follow-Up Needed	8	26.67%
	Totals	94	
	Respondents with No Comments	32	51.61%
	Respondents with Comments **	30	48.39%