

2014 Aqua Ohio Water Company

Huber Ridge

(Franklin County District)

Customer Survey

Franklin County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to 500 randomly selected customers of the Huber Ridge Area of the Franklin 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 satisfied with their water quality (86% Fair to Excellent) and generally satisfied with the Company's customer service (68% of the 28 respondents that called the Company reported their calls were promptly answered and 68% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *:	<u>84</u>
Surveys Mailed:	<u>500</u>
Percent Surveys Returned	<u>16.8%</u>

Huber Ridge Area of the Franklin County District Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	4	4.76%
2	Good	29	34.52%
3	Fair	39	46.43%
4	Poor	11	13.10%
5	Unsatisfactory	1	1.19%
6	No Response	0	
	Total Survey Responses	84	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	13	15.48%
2	Good	43	51.19%
3	Fair	20	23.81%
4	Poor	6	7.14%
5	Unsatisfactory	1	1.19%
6	No Response	1	1.19%
	Total Survey Responses	84	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	21	25.00%
2	Rarely	41	48.81%
3	Occasionally	17	20.24%
4	Often	4	4.76%
5	Frequently	1	1.19%
6	No Response	0	
	Total Survey Responses	84	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	51	60.71%
2	Softener	4	4.76%
3	Whole House Filter	5	5.95%
4	Point-of-Use Treatment Device	17	20.24%
5	No Response	8	9.52%
	Total Survey Responses	85	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	28	35.00%
2	No	52	65.00%
3	No Response	4	
	Totals	84	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	19	67.86%
2	No	8	28.57%
3	Not Applicable	52	
4	No Response	5	
	Totals	84	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	19	67.86%
2	No	6	21.43%
3	Not Applicable	52	
4	No Response	7	
	Totals	84	

*** 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	1	16.67%
2	Rude Service	4	66.67%
3	Slow Service	0	
4	Did not fix problem	1	16.67%
5	Called several times	1	16.67%
6	Other	3	50.00%
7	Not Applicable	76	
	Totals	86	
<i>** Per sum of number of "No" responses to question 7 only</i>			

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	71	
2	Excellent	1	11.11%
3	Good	6	66.67%
4	Fair	1	11.11%
5	Poor	0	
6	Unsatisfactory	1	11.11%
7	No Response	4	
	Totals	84	
	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	74	
2	Excellent	2	66.67%
3	Good	1	33.33%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	7	
	Totals	84	
	Total less "No Such Experience" and "No Responses" **	3	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	48	57.14%
2	Electric	48	57.14%
3	Phone	32	38.10%
4	Cable	27	32.14%
5	Water	11	13.10%
6	Sewer	9	10.71%
7	None	15	17.86%
8	No Response	7	8.33%
	Totals	197	

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

		Count	% of Total Surveys Returned
1	Billing or General Customer Service	1	1.72%
2	Chloramination Issue	1	1.72%
3	Color	2	3.45%
4	Corrosion, Fixtures or Appliances	2	3.45%
5	Dry Skin	1	1.72%
6	General Quality	9	15.52%
7	Hardness	4	6.90%
8	High Rates	46	79.31%
9	Mineral Deposits	1	1.72%
10	No Comment	26	44.83%
11	Odor - (other than Chlorine)	1	1.72%
12	Other	6	10.34%
13	Outage Notifications	1	1.72%
14	Particles / Sediment in Water	3	5.17%
15	Positive Comment	2	3.45%
16	Pressure (Low)	1	1.72%
17	Pressure (Varies to Much)	1	1.72%
18	Rusty Water	1	1.72%
19	Taste	4	6.90%
20	Won't Drink Water	5	8.62%
21	Follow-Up Needed	11	18.97%
	Totals	129	
	Respondents with No Comments	26	30.95%
	Respondents with Comments **	58	69.05%