

2014 Aqua Ohio Water Company

Imperial Biscayne System

(Mansfield Area)

Customer Survey

Richland County

Published: March 19, 2014

Contents

Survey Overview.....	3
Description.....	3
Instructions Provided To Respondents.....	3
Respondent Metrics.....	3
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).....	5
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 221 customers of the Imperial Biscayne System in the Mansfield Area of 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 (79% Fair to Excellent) and generally satisfied with the Company's customer service (81% of the 31 respondents that called the Company reported their calls were promptly answered and 74% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *: 61
Surveys Mailed: 221
Percent Surveys Returned 29.9%

Imperial Biscayne 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	2	3.03%
2	Good	24	36.36%
3	Fair	26	39.39%
4	Poor	7	10.61%
5	Unsatisfactory	6	9.09%
6	No Response	1	1.52%
	Total	66	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	6	9.09%
2	Good	29	43.94%
3	Fair	20	30.30%
4	Poor	6	9.09%
5	Unsatisfactory	4	6.06%
6	No Response	1	1.52%
	Total	66	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	5	7.58%
2	Rarely	13	19.70%
3	Occasionally	23	34.85%
4	Often	12	18.18%
5	Frequently	11	16.67%
6	No Response	2	3.03%
	Total Survey Responses	66	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	16	24.24%
2	Softener	36	54.55%
3	Whole House Filter	22	33.33%
4	Point-of-Use Treatment Device	15	22.73%
5	No Response	4	6.06%
	Total Survey Responses	93	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	31	46.97%
2	No	25	37.88%
3	No Response	10	15.15%
	Totals	66	100.00%
<i>** Per sum of Yes and No responses only</i>			

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	25	80.65%
2	No	6	19.35%
3	Not Applicable	25	
4	No Response	10	
	Totals	66	
<i>** Per number of "Yes" responses to question 5 only</i>			

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	23	74.19%
2	No	7	22.58%
3	Not Applicable	25	
4	No Response	11	
	Totals	66	
<i>** Per number of "Yes" responses to question 5 only</i>			

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

		Count	% of Total Responses Received **
1	No Response	4	57.14%
2	Rude Service	1	14.29%
3	Slow Service	0	
4	Did not fix problem	4	57.14%
5	Called several times	1	14.29%
6	Other	1	14.29%
7	Not Applicable	56	
	Totals	67	

** 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	35	
2	Excellent	3	17.65%
3	Good	9	52.94%
4	Fair	2	11.76%
5	Poor	3	17.65%
6	Unsatisfactory	0	
7	No Response	14	
	Totals	66	
	Total less "No Such Experience" and "No Responses" **	17	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	40	
2	Excellent	3	25.00%
3	Good	6	50.00%
4	Fair	2	16.67%
5	Poor	1	8.33%
6	Unsatisfactory	0	
7	No Response	15	
	Totals	67	
	Total less "No Such Experience" and "No Responses" **	12	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	41	62.12%
2	Electric	36	54.55%
3	Phone	18	27.27%
4	Cable	9	13.64%
5	Water	13	19.70%
6	Sewer	27	40.91%
7	None	6	9.09%
8	No Response	10	15.15%
	Totals	160	

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

		Count	% of Total Surveys Returned
1	No Comment	21	
2	Color	8	17.78%
3	Corrosion, Fixtures or Appliances	4	8.89%
4	Does not like paying for new connection	1	2.22%
5	Dry Skin	1	2.22%
6	Flat Rate Against (wants meter)	6	13.33%
7	General Quality	7	15.56%
8	High Rates	14	31.11%
9	No or Little Notification of Biscayne Construction Project	4	8.89%
10	Odor - Chlorine	2	4.44%
11	Other	9	20.00%
12	Outage Notifications	3	6.67%
13	Particles / Sediment in Water	1	2.22%
14	Positive Comment	5	11.11%
15	Pressure (Low)	5	11.11%
16	Pressure (Varies to Much)	1	2.22%
17	Residue-Sediment	2	4.44%
18	Restoration	3	6.67%
19	Rusty Water (to much iron)	5	11.11%
20	Wants Deduct Sewer Meter	1	2.22%
21	Won't Drink Water	3	6.67%
22	Follow-Up Needed	20	44.44%
	Totals	126	
	Respondents with No Comments	21	31.82%
	Respondents with Comments **	45	68.18%