

2014 Aqua Ohio Water Company

Imperial Bryonaire

(Mansfield Area)

Customer Survey

Richland County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to all 153 customers of the Imperial Bryonaire 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 (83% Fair to Excellent) and generally satisfied with the Company's customer service (93% of the 17 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 *:	<u>36</u>
Surveys Mailed:	<u>153</u>
Percent Surveys Returned	<u>23.5%</u>

Imperial Bryonaire 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	6	16.67%
2	Good	19	52.78%
3	Fair	5	13.89%
4	Poor	4	11.11%
5	Unsatisfactory	0	
6	No Response	2	5.56%
	Total Survey Responses	36	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	5	13.89%
2	Good	19	52.78%
3	Fair	6	16.67%
4	Poor	4	11.11%
5	Unsatisfactory	1	2.78%
6	No Response	1	2.78%
	Total Survey Responses	36	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	8	22.22%
2	Rarely	14	38.89%
3	Occasionally	7	19.44%
4	Often	5	13.89%
5	Frequently	1	2.78%
6	No Response	1	2.78%
	Total Survey Responses	36	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	13	36.11%
2	Softener	11	30.56%
3	Whole House Filter	9	25.00%
4	Point-of-Use Treatment Device	6	16.67%
5	No Response	1	2.78%
	Total Survey Responses	40	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	14	45.16%
2	No	17	54.84%
3	No Response	5	
	Totals	36	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	13	92.86%
2	No	1	7.14%
3	Not Applicable	17	
4	No Response	5	
	Totals	36	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	14	100.00%
2	No	0	
3	Not Applicable	17	
4	No Response	5	
	Totals	36	

*** 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	36	
	Totals	36	

*** 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	22	
2	Excellent	2	33.33%
3	Good	2	33.33%
4	Fair	2	33.33%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	8	
	Totals	36	
	Total less "No Such Experience" and "No Responses" **	6	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	2	66.67%
3	Good	1	33.33%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	8	
	Totals	37	
	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	13	36.11%
2	Electric	12	33.33%
3	Phone	12	33.33%
4	Cable	7	19.44%
5	Water	12	33.33%
6	Sewer	12	33.33%
7	None	6	16.67%
8	No Response	5	13.89%
	Totals	79	

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

		Count	% of Respondents with Comments **
1	No Comment	17	
2	Billing or General Customer Service	1	5.26%
3	Cloudy	2	10.53%
4	Color	3	15.79%
5	General Quality	1	5.26%
6	Hardness	1	5.26%
7	High Rates	7	36.84%
8	Line Insurance	1	5.26%
9	Other	6	31.58%
10	Particles / Sediment in Water	1	5.26%
11	Positive Comment	2	10.53%
12	Pressure (High)	1	5.26%
13	Pressure (Low)	3	15.79%
14	Won't Drink Water	1	5.26%
15	Follow-Up Needed	4	21.05%
	Totals	51	
	Respondents with No Comments	17	47.22%
	Respondents with Comments **	19	52.78%