

2014 Aqua Ohio Water Company

Lake Darby System

(Franklin County District)

Customer Survey

Published: March 20, 2014

Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics	3
Lake Darby System in the Franklin County District 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 500 randomly selected customers of the Lake Darby System of the Franklin County 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 (66% Fair to Excellent) and generally satisfied with the Company's customer service (84% of the 19 respondents that called the Company reported their calls were promptly answered and 79% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *:	<u>79</u>
Surveys Mailed:	<u>500</u>
Percent Surveys Returned	<u>15.8%</u>

Lake Darby System in 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	6	7.59%
2	Good	20	25.32%
3	Fair	26	32.91%
4	Poor	18	22.78%
5	Unsatisfactory	7	8.86%
6	No Response	2	2.53%
	Total Survey Responses	79	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	13	16.46%
2	Good	40	50.63%
3	Fair	22	27.85%
4	Poor	3	3.80%
5	Unsatisfactory	0	
6	No Response	1	1.27%
	Total Survey Responses	79	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	27	34.18%
2	Rarely	29	36.71%
3	Occasionally	21	26.58%
4	Often	2	2.53%
5	Frequently	0	
6	No Response	0	
	Total Survey Responses	79	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	36	45.57%
2	Softener	25	31.65%
3	Whole House Filter	8	10.13%
4	Point-of-Use Treatment Device	17	21.52%
5	No Response	0	
	Total Survey Responses	86	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	19	25.00%
2	No	57	75.00%
3	No Response	3	
	Totals	79	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	16	84.21%
2	No	3	15.79%
3	Not Applicable	57	
4	No Response	3	
	Totals	79	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	15	78.95%
2	No	4	21.05%
3	Not Applicable	57	
4	No Response	3	
	Totals	79	

*** 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	1	25.00%
3	Slow Service	0	
4	Did not fix problem	1	25.00%
5	Called several times	0	
6	Other	2	50.00%
7	Not Applicable	75	
	Totals	79	

*** 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	58	
2	Excellent	1	8.33%
3	Good	5	41.67%
4	Fair	5	41.67%
5	Poor	1	8.33%
6	Unsatisfactory	0	
7	No Response	9	
	Totals	79	
	Total less "No Such Experience" and "No Responses" **	12	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	68	
2	Excellent	0	
3	Good	1	33.33%
4	Fair	2	66.67%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	8	
	Totals	79	
	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	30	37.97%
2	Electric	31	39.24%
3	Phone	19	24.05%
4	Cable	19	24.05%
5	Water	4	5.06%
6	Sewer	5	6.33%
7	None	21	26.58%
8	No Response	6	7.59%
	Totals	135	

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

		Count	% of Respondents with Comments **
1	No Comments	21	
2	Billing or General Customer Service	3	5.17%
3	Cloudy	1	1.72%
4	Color	1	1.72%
5	Corrosion, Fixtures or Appliances	7	12.07%
6	Dry Skin	1	1.72%
7	General Quality	7	12.07%
8	Hardness	13	22.41%
9	High Rates	41	70.69%
10	Odor - Non Specific or Other Than Chlorine	5	8.62%
11	Odor - Chlorine	1	1.72%
12	Other	3	5.17%
13	Particles / Sediment in Water	2	3.45%
14	Positive Comment	4	6.90%
15	Residue-Sediment	3	5.17%
16	Taste	5	8.62%
17	Wants Deduct Sewer Meter	5	8.62%
18	Won't Drink Water	3	5.17%
19	Follow-Up Needed	12	20.69%
	Totals	138	
	Respondents with No Comments	21	26.58%
	Respondents with Comments **	58	73.42%