

**2014 Aqua Ohio Water Company**

**Lake White System**

**Customer Survey**

**Pike County**

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## Survey Overview

### Description

Staff issued a customer survey in October 2013 to all 407 customers of the Lake White System in Pike 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 (75% Fair to Excellent) and generally satisfied with the Company's customer service (64% of the 22 respondents that called the Company reported their calls were promptly answered and 73% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received *:	<u>73</u>
Surveys Mailed:	<u>407</u>
Percent Surveys Returned	<u>17.9%</u>

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## Lake White System in Pike County Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	3	4.11%
2	Good	25	34.25%
3	Fair	27	36.99%
4	Poor	12	16.44%
5	Unsatisfactory	5	6.85%
6	No Response	1	1.37%
	Total Survey Responses	73	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	8	10.96%
2	Good	41	56.16%
3	Fair	17	23.29%
4	Poor	4	5.48%
5	Unsatisfactory	2	2.74%
6	No Response	1	1.37%
	Total Survey Responses	73	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	6	8.22%
2	Rarely	26	35.62%
3	Occasionally	22	30.14%
4	Often	10	13.70%
5	Frequently	7	9.59%
6	No Response	2	2.74%
	Total Survey Responses	73	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	34	46.58%
2	Softener	23	31.51%
3	Whole House Filter	6	8.22%
4	Point-of-Use Treatment Device	13	17.81%
5	No Response	3	4.11%
	Total Survey Responses	79	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	22	33.85%
2	No	43	66.15%
3	No Response	8	
	Totals	73	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	14	63.64%
2	No	7	31.82%
3	Not Applicable	43	
4	No Response	9	
	Totals	73	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	16	72.73%
2	No	3	13.64%
3	Not Applicable	43	
4	No Response	11	
	Totals	73	

*\*\* 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	0	
4	Did not fix problem	2	66.67%
5	Called several times	0	
6	Other	0	
7	Not Applicable	69	
	Totals	73	

\*\* 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	46	
2	Excellent	5	33.33%
3	Good	5	33.33%
4	Fair	3	20.00%
5	Poor	2	13.33%
6	Unsatisfactory	0	
7	No Response	12	
	Totals	73	
	Total less "No Such Experience" and "No Responses" **	15	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	49	
2	Excellent	2	16.67%
3	Good	4	33.33%
4	Fair	4	33.33%
5	Poor	0	
6	Unsatisfactory	2	16.67%
7	No Response	13	
	Totals	74	
	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	24	32.88%
2	Electric	30	41.10%
3	Phone	17	23.29%
4	Cable	13	17.81%
5	Water	16	21.92%
6	Sewer	14	19.18%
7	None	19	26.03%
8	No Response	9	12.33%
	Totals	142	

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

		Count	% of Respondents with Comments **
1	No Comment	40	
2	Billing or General Customer Service	4	12.12%
3	Cloudy	1	3.03%
4	Color	4	12.12%
5	Corrosion, Fixtures or Appliances	1	3.03%
6	General Quality	6	18.18%
7	Hardness	2	6.06%
8	High Rates	14	42.42%
9	Line Insurance	1	3.03%
10	Multiple Main Breaks / Outages	1	3.03%
11	Odor - (non-specific or other than Chlorine)	5	15.15%
12	Other	9	27.27%
13	Particles / Sediment in Water	2	6.06%
14	Positive Comment	3	9.09%
15	Pressure (High)	1	3.03%
16	Pressure (Low)	1	3.03%
17	Residue-Sediment	1	3.03%
18	Rusty Water (to much iron)	3	9.09%
19	Taste	3	9.09%
20	Won't Drink Water	3	9.09%
21	Follow-Up Needed	10	30.30%
	Totals	115	
	Respondents with No Comments	40	54.79%
	Respondents with Comments **	33	45.21%