

**2014 Aqua Ohio Water Company  
Lawrence County System  
Customer Survey**

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## Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics .....	3
Lawrence County System 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 Lawrence County System 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 (98% Fair to Excellent) and generally satisfied with the Company's customer service (80% of the 15 respondents that called the Company reported their calls were promptly answered and 67% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received *:	<u>48</u>
Surveys Mailed:	<u>500</u>
Percent Surveys Returned	<u>9.6%</u>

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## Lawrence County System Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	12	25.00%
2	Good	25	52.08%
3	Fair	10	20.83%
4	Poor	0	
5	Unsatisfactory	0	
6	No Response	1	2.08%
	Total	48	100.00%

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

		Count	% of Total Surveys Returned
1	Excellent	13	27.08%
2	Good	25	52.08%
3	Fair	3	6.25%
4	Poor	4	8.33%
5	Unsatisfactory	2	4.17%
6	No Response	1	2.08%
	Total	48	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	20	41.67%
2	Rarely	21	43.75%
3	Occasionally	5	10.42%
4	Often	1	2.08%
5	Frequently	0	
6	No Response	1	2.08%
	Total	48	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	38	79.17%
2	Softener	0	
3	Whole House Filter	0	
4	Point-of-Use Treatment Device	4	8.33%
5	No Response	6	12.50%
	Total Survey Responses	48	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	15	34.09%
2	No	29	65.91%
3	No Response	4	
	Totals	48	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	12	80.00%
2	No	3	20.00%
3	Not Applicable	29	
4	No Response	4	
	Totals	48	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	10	66.67%
2	No	4	26.67%
3	Not Applicable	30	
4	No Response	4	
	Totals	48	

*\*\* 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	25.00%
2	Rude Service	2	50.00%
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	2	50.00%
7	Not Applicable	44	
	Totals	49	

*\*\* 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	29	
2	Excellent	2	22.22%
3	Good	5	55.56%
4	Fair	1	11.11%
5	Poor	1	11.11%
6	Unsatisfactory	0	
7	No Response	10	
	Totals	48	
	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	33	
2	Excellent	1	25.00%
3	Good	1	25.00%
4	Fair	1	25.00%
5	Poor	1	25.00%
6	Unsatisfactory	0	
7	No Response	11	
	Totals	48	
	Total less "No Such Experience" and "No Responses" **	4	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	18	37.50%
2	Electric	18	37.50%
3	Phone	17	35.42%
4	Cable	18	37.50%
5	Water	19	39.58%
6	Sewer	13	27.08%
7	None	6	12.50%
8	No Response	8	16.67%
	Totals	117	

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

		Count	Issues per Respondents with Comments (%) **
1	No Comment	28	
2	Billing or General Customer Service	2	10.00%
3	Cloudy	2	10.00%
4	Color	1	5.00%
5	High Rates	4	20.00%
6	Odor - Chlorine	1	5.00%
7	Other	5	25.00%
8	Outage Notifications	1	5.00%
9	Positive Comment	5	25.00%
10	Pressure (High)	2	10.00%
11	Pressure (Low)	1	5.00%
12	Taste	1	5.00%
13	Follow-Up Needed	8	40.00%
	Totals	61	
	Respondents with No Comments	28	58.33%
	Respondents with Comments **	20	41.67%