

2014 Aqua Ohio Water Company

Madison System

(Mansfield Area)

Customer Survey

Richland County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to all 303 customers of the Madison System in the Mansfield area (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 (88% Fair to Excellent) and generally satisfied with the Company's customer service (100% of the 4 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 *: 17
Surveys Mailed: 303
Percent Surveys Returned 5.6%

Madison System in the Mansfield Area (Richland County) Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	2	11.76%
2	Good	8	47.06%
3	Fair	5	29.41%
4	Poor	1	5.88%
5	Unsatisfactory	1	5.88%
6	No Response	0	
	Total Survey Responses	17	100.00%

2. I would rate my water pressure as:

		Count	% of Total Surveys Returned
1	Excellent	3	17.65%
2	Good	7	41.18%
3	Fair	5	29.41%
4	Poor	1	5.88%
5	Unsatisfactory	1	5.88%
6	No Response	0	
	Total Survey Responses	17	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	3	17.65%
2	Rarely	8	47.06%
3	Occasionally	5	29.41%
4	Often	0	
5	Frequently	1	5.88%
6	No Response	0	
	Total Survey Responses	17	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	8	47.06%
2	Softener	1	5.88%
3	Whole House Filter	4	23.53%
4	Point-of-Use Treatment Device	3	17.65%
5	No Response	2	11.76%
	Total Survey Responses	18	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	4	25.00%
2	No	12	75.00%
3	No Response	1	
	Totals	17	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	4	100.00%
2	No	0	
3	Not Applicable	12	
4	No Response	1	
	Totals	17	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	4	100.00%
2	No	0	
3	Not Applicable	12	
4	No Response	1	
	Totals	17	

*** 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	17	
	Totals	17	

*** 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	12	
2	Excellent	1	50.00%
3	Good	0	
4	Fair	1	50.00%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	3	
	Totals	17	
	Total less "No Such Experience" and "No Responses" **	2	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	14	
2	Excellent	0	
3	Good	0	
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	3	
	Totals	17	
	Total less "No Such Experience" and "No Responses" **	0	

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	7	41.18%
2	Electric	9	52.94%
3	Phone	3	17.65%
4	Cable	0	
5	Water	5	29.41%
6	Sewer	2	11.76%
7	None	5	29.41%
8	No Response	1	5.88%
	Totals	32	

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

		Count	% of Respondents with Comments **
1	No Comment	11	
2	Bi-Monthly Billing (for)	1	16.67%
3	Color	1	16.67%
4	General Quality	1	16.67%
5	Hardness	2	33.33%
6	Odor - (other than Chlorine)	1	16.67%
7	Other	1	16.67%
8	Particles / Sediment in Water	1	16.67%
9	Positive Comment	1	16.67%
10	Pressure (Low)	1	16.67%
11	Residue-Sediment	1	16.67%
12	Restoration	1	16.67%
13	Follow-Up Needed	1	16.67%
	Totals	13	
	Respondents with No Comments	11	64.71%
	Respondents with Comments **	6	35.29%