

2014 Aqua Ohio Water Company

Marion District

Customer Survey

Marion County

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Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics	3
Marion District in Marion County 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 1500 randomly selected customers of the Marion District in Marion 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 (91% Fair to Excellent) and generally satisfied with the Company's customer service (85% of the 27 respondents that called the Company reported their calls were promptly answered and 85% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *:	<u>148</u>
Surveys Mailed:	<u>1500</u>
Percent Surveys Returned	<u>9.9%</u>

Marion District in Marion County Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	18	12.16%
2	Good	87	58.78%
3	Fair	30	20.27%
4	Poor	8	5.41%
5	Unsatisfactory	4	2.70%
6	No Response	1	0.68%
	Total Survey Responses	148	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	24	16.22%
2	Good	84	56.76%
3	Fair	29	19.59%
4	Poor	9	6.08%
5	Unsatisfactory	1	0.68%
6	No Response	1	0.68%
	Total Survey Responses	148	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	61	41.22%
2	Rarely	61	41.22%
3	Occasionally	22	14.86%
4	Often	3	2.03%
5	Frequently	1	0.68%
6	No Response	0	
	Total Survey Responses	148	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	108	72.97%
2	Softener	13	8.78%
3	Whole House Filter	5	3.38%
4	Point-of-Use Treatment Device	19	12.84%
5	No Response	6	4.05%
	Total Survey Responses	151	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	27	20.15%
2	No	107	79.85%
3	No Response	14	
	Totals	148	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	23	85.19%
2	No	4	14.81%
3	Not Applicable	107	
4	No Response	14	
	Totals	148	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	23	85.19%
2	No	3	11.11%
3	Not Applicable	107	
4	No Response	15	
	Totals	148	

*** 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	33.33%
2	Rude Service	0	
3	Slow Service	0	
4	Did not fix problem	1	33.33%
5	Called several times	0	
6	Other	1	33.33%
7	Not Applicable	145	
	Totals	148	

** 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	106	
2	Excellent	3	14.29%
3	Good	13	61.90%
4	Fair	2	9.52%
5	Poor	1	4.76%
6	Unsatisfactory	2	9.52%
7	No Response	21	
	Totals	148	
	Total less "No Such Experience" and "No Responses" **	21	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	114	
2	Excellent	3	27.27%
3	Good	5	45.45%
4	Fair	2	18.18%
5	Poor	0	
6	Unsatisfactory	1	9.09%
7	No Response	23	
	Totals	148	
	Total less "No Such Experience" and "No Responses" **	11	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	82	55.41%
2	Electric	65	43.92%
3	Phone	34	22.97%
4	Cable	17	11.49%
5	Water	50	33.78%
6	Sewer	45	30.41%
7	None	27	18.24%
8	No Response	17	11.49%
	Totals	337	

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

		Count	Issues per Respondents with Comments (%) **
1	No Comment	101	
2	Billing or General Customer Service	3	6.38%
3	Bi-Monthly Billing (against)	1	2.13%
4	Bi-Monthly Billing (for)	2	4.26%
5	Chloramination Issue	4	8.51%
6	Dry or Sensitive Skin	2	4.26%
7	General Quality	4	8.51%
8	Hardness	4	8.51%
9	High Rates	12	25.53%
10	Local Office	2	4.26%
11	Odor - (non-specific or other than Chlorine)	1	2.13%
12	Odor - Chlorine	2	4.26%
13	Other	8	17.02%
14	Particles / Sediment in Water	2	4.26%
15	Positive Comment	5	10.64%
16	Pressure (Low)	4	8.51%
17	Taste	6	12.77%
18	Wants Deduct Sewer Meter	1	2.13%
19	Won't Drink Water	6	12.77%
20	Follow-Up Needed	14	29.79%
	Totals	184	
	Respondents with No Comments	101	68.24%
	Respondents with Comments **	47	31.76%