

2014 Aqua Ohio Water Company

Mohican System

(Mansfield Area)

Customer Survey

Richland County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to all 65 customers of the Mohican System in the Mansfield Area of 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 (92% Fair to Excellent) and generally satisfied with the Company's customer service (91% of the 10 respondents that called the Company reported their calls were promptly answered and 80% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *: 12
Surveys Mailed: 65
Percent Surveys Returned 18.5%

Mohican System in the Mansfield Area of Richland County Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	1	8.33%
2	Good	7	58.33%
3	Fair	3	25.00%
4	Poor	1	8.33%
5	Unsatisfactory	0	
6	No Response	0	
	Total Survey Responses	12	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	1	8.33%
2	Good	7	58.33%
3	Fair	3	25.00%
4	Poor	1	8.33%
5	Unsatisfactory	0	
6	No Response	0	
	Total Survey Responses	12	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	2	16.67%
2	Rarely	6	50.00%
3	Occasionally	3	25.00%
4	Often	1	8.33%
5	Frequently	0	
6	No Response	0	
	Total Survey Responses	12	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	7	58.33%
2	Softener	5	41.67%
3	Whole House Filter	0	
4	Point-of-Use Treatment Device	0	
5	No Response	0	
	Total Survey Responses	12	100.00%

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	10	90.91%
2	No	1	9.09%
3	No Response	1	
	Totals	12	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	7	70.00%
2	No	3	30.00%
3	Not Applicable	1	
4	No Response	1	
	Totals	12	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	8	80.00%
2	No	2	20.00%
3	Not Applicable	1	
4	No Response	1	
	Totals	12	

*** 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	50.00%
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	1	50.00%
7	Not Applicable	10	
	Totals	12	

*** 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	5	
2	Excellent	0	
3	Good	4	57.14%
4	Fair	2	28.57%
5	Poor	1	14.29%
6	Unsatisfactory	0	
7	No Response	0	
	Totals	12	
	Total less "No Such Experience" and "No Responses" **	7	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	4	
2	Excellent	0	
3	Good	2	25.00%
4	Fair	4	50.00%
5	Poor	2	25.00%
6	Unsatisfactory	0	
7	No Response	0	
	Totals	12	
	Total less "No Such Experience" and "No Responses" **	8	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	1	8.33%
2	Electric	5	41.67%
3	Phone	2	16.67%
4	Cable	1	8.33%
5	Water	0	
6	Sewer	0	
7	None	4	33.33%
8	No Response	1	8.33%
	Totals	14	

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

		Count	% Respondents with Comments **
1	No Comment	3	33.33%
2	Billing or General Customer Service	1	11.11%
3	Bi-Monthly Billing (against)	1	11.11%
13	General Quality	1	11.11%
15	High Rates	5	55.56%
23	Odor - Chlorine	1	11.11%
24	Other	1	11.11%
25	Outage Notifications	4	44.44%
37	Follow-Up Needed	4	44.44%
	Totals	21	
	Respondents with No Comments	3	25.00%
	Respondents with Comments **	9	75.00%