

**2014 Aqua Ohio Water Company**

**Sites Lake System**

**(Mansfield Area)**

**Customer Survey**

**Richland County**

***Published: March 24, 2014***

## Contents

|  |   |
|--|---|
| Survey Overview.....   | 3 |
| Description.....   | 3 |
| Respondent Metrics .....   | 3 |
| Sites Lake System in the Mansfield Area of Richland 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 all 137 customers of the Sites Lake 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 June 2012. The returned surveys reflected the customers are generally satisfied with their water quality (xx% Fair to Excellent) and generally satisfied with the Company's customer service (xx% of the xx respondents that called the Company reported their calls were promptly answered and xx% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received \*: 30  
Surveys Mailed: 137  
Percent Surveys Returned 21.9%

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## Sites Lake 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              | 3     | 10.00%                          |
| 2 | Good                   | 17    | 56.67%                          |
| 3 | Fair                   | 9     | 30.00%                          |
| 4 | Poor                   | 0     |                                 |
| 5 | Unsatisfactory         | 1     | 3.33%                           |
| 6 | No Response            | 0     |                                 |
|   | Total Survey Responses | 30    | 100.00%                         |

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

|   |                        | Count | % of Total Responses Received * |
|---|------------------------|-------|---------------------------------|
| 1 | Excellent              | 5     | 16.67%                          |
| 2 | Good                   | 18    | 60.00%                          |
| 3 | Fair                   | 7     | 23.33%                          |
| 4 | Poor                   | 0     |                                 |
| 5 | Unsatisfactory         | 0     |                                 |
| 6 | No Response            | 0     |                                 |
|   | Total Survey Responses | 30    | 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     | 20.00%                          |
| 2 | Rarely                 | 15    | 50.00%                          |
| 3 | Occasionally           | 8     | 26.67%                          |
| 4 | Often                  | 0     |                                 |
| 5 | Frequently             | 1     | 3.33%                           |
| 6 | No Response            | 0     |                                 |
|   | Total Survey Responses | 30    | 100.00%                         |

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

|   |                               | Count | % of Total Responses Received * |
|---|-------------------------------|-------|---------------------------------|
| 1 | Nothing                       | 17    | 56.67%                          |
| 2 | Softener                      | 6     | 20.00%                          |
| 3 | Whole House Filter            | 5     | 16.67%                          |
| 4 | Point-of-Use Treatment Device | 5     | 16.67%                          |
| 5 | No Response                   | 0     |                                 |
|   | Total Survey Responses        | 33    |                                 |

**Section - Section 2**

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

|   |             | Count | % of Total Responses Received ** |
|---|-------------|-------|----------------------------------|
| 1 | Yes         | 12    | 44.44%                           |
| 2 | No          | 15    | 55.56%                           |
| 3 | No Response | 3     |                                  |
|   | Totals      | 30    |                                  |

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

**6. Promptly Answered?:**

|   |                | Count | % of Total Responses Received ** |
|---|----------------|-------|----------------------------------|
| 1 | Yes            | 10    | 83.33%                           |
| 2 | No             | 2     | 16.67%                           |
| 3 | Not Applicable | 15    |                                  |
| 4 | No Response    | 3     |                                  |
|   | Totals         | 30    |                                  |

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

**7. Professional Manner?:**

|   |                | Count | % of Total Responses Received ** |
|---|----------------|-------|----------------------------------|
| 1 | Yes            | 11    | 91.67%                           |
| 2 | No             | 1     | 8.33%                            |
| 3 | Not Applicable | 15    |                                  |
| 4 | No Response    | 3     |                                  |
|   | Totals         | 30    |                                  |

*\*\* 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                | 1     | 100.00%                          |
| 7 | Not Applicable       | 29    |                                  |
|   | Totals               | 30    |                                  |

*\*\* 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                                    | 18    |                                  |
| 2 | Excellent   | 1     | 16.67%                           |
| 3 | Good  | 3     | 50.00%                           |
| 4 | Fair  | 0     |                                  |
| 5 | Poor  | 0     |                                  |
| 6 | Unsatisfactory  | 2     | 33.33%                           |
| 7 | No Response   | 6     |                                  |
|   | Totals  | 30    |                                  |
|   | Total less "No Such Experience" and "No Responses" ** | 6     | 100.00%                          |

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

|   |   | Count | % of Total Responses Received ** |
|---|---|-------|----------------------------------|
| 1 | No such experience                                    | 20    |                                  |
| 2 | Excellent   | 1     | 25.00%                           |
| 3 | Good  | 1     | 25.00%                           |
| 4 | Fair  | 0     |                                  |
| 5 | Poor  | 1     | 25.00%                           |
| 6 | Unsatisfactory  | 1     | 25.00%                           |
| 7 | No Response   | 6     |                                  |
|   | Totals  | 30    |                                  |
|   | 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         | 0     |                                 |
| 2 | Electric    | 12    | 40.00%                          |
| 3 | Phone       | 6     | 20.00%                          |
| 4 | Cable       | 3     | 10.00%                          |
| 5 | Water       | 14    | 46.67%                          |
| 6 | Sewer       | 11    | 36.67%                          |
| 7 | None        | 5     | 16.67%                          |
| 8 | No Response | 5     | 16.67%                          |
|   | Totals      | 56    |                                 |

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

|    |                                     | Count | Issues per Respondents with Comments (%) ** |
|----|-------------------------------------|-------|---|
| 1  | No Comment                          | 18    |   |
| 2  | Billing or General Customer Service | 1     | 8.33%                                       |
| 3  | Color                               | 1     | 8.33%                                       |
| 4  | Corrosion, Fixtures or Appliances   | 1     | 8.33%                                       |
| 5  | Dry Skinn                           | 1     | 8.33%                                       |
| 6  | General Quality                     | 1     | 8.33%                                       |
| 7  | Odor - Chlorine                     | 3     | 25.00%                                      |
| 8  | Other                               | 4     | 33.33%                                      |
| 9  | Outage / Flushing Notifications     | 1     | 8.33%                                       |
| 10 | Positive Comment                    | 3     | 25.00%                                      |
| 11 | Restoration                         | 1     | 8.33%                                       |
| 12 | Rusty Water (to much iron)          | 1     | 8.33%                                       |
| 13 | Follow-Up Needed                    | 7     | 58.33%                                      |
|    | Totals                              | 43    |   |
|    |                                     |       |   |
|    | Respondents with No Comments        | 18    | 60.00%                                      |
|    | Respondents with Comments **        | 12    | 40.00%                                      |