

**2014 Aqua Ohio Water Company**

**Tiffin District**

**Customer Survey**

**Seneca County**

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## Survey Overview

### Description

Staff issued a customer survey in October 2013 to 735 randomly selected customers of the Tiffin District in Seneca 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 (96% Fair to Excellent) and generally satisfied with the Company's customer service (77% of the 13 respondents that called the Company reported their calls were promptly answered and 92% deemed they were answered in a professional manner).

### Respondent Metrics

Total Responses Received \*: 92  
Surveys Mailed: 735  
Percent Surveys Returned 12.5%

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## Tiffin District in Seneca County Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	17	18.48%
2	Good	55	59.78%
3	Fair	16	17.39%
4	Poor	2	2.17%
5	Unsatisfactory	2	2.17%
6	No Response	0	
	Total Survey Responses	92	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	22	23.91%
2	Good	58	63.04%
3	Fair	10	10.87%
4	Poor	1	1.09%
5	Unsatisfactory	1	1.09%
6	No Response	0	
	Total Survey Responses	92	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	50	54.35%
2	Rarely	30	32.61%
3	Occasionally	11	11.96%
4	Often	1	1.09%
5	Frequently	0	
6	No Response	0	
	Total Survey Responses	92	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	56	60.87%
2	Softener	23	25.00%
3	Whole House Filter	2	2.17%
4	Point-of-Use Treatment Device	14	15.22%
5	No Response	0	
	Total Survey Responses	95	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	13	14.77%
2	No	75	85.23%
3	No Response	4	
	Totals	92	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	10	76.92%
2	No	3	23.08%
3	Not Applicable	75	
4	No Response	4	
	Totals	92	

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

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	12	92.31%
2	No	1	7.69%
3	Not Applicable	75	
4	No Response	4	
	Totals	92	

*\*\* 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	100.00%
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	0	
7	Not Applicable	91	
	Totals	92	

*\*\* 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	70	
2	Excellent	4	57.14%
3	Good	2	28.57%
4	Fair	1	14.29%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	15	
	Totals	92	
	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	73	
2	Excellent	1	25.00%
3	Good	2	50.00%
4	Fair	1	25.00%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	15	
	Totals	92	
	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	41	44.57%
2	Electric	29	31.52%
3	Phone	25	27.17%
4	Cable	13	14.13%
5	Water	24	26.09%
6	Sewer	19	20.65%
7	None	27	29.35%
8	No Response	11	11.96%
	Totals	189	

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

		Count	Issues per Respondents with Comments (%) **
1	No Comment	67	
3	Bi-Monthly Billing (against)	1	4.00%
4	Bi-Monthly Billing (for)	3	12.00%
13	General Quality	1	4.00%
14	Hardness	1	4.00%
15	High Rates	16	64.00%
16	Line Insurance	1	4.00%
18	Mineral Deposits	1	4.00%
23	Odor - Chlorine	1	4.00%
24	Other	3	12.00%
27	Positive Comment	4	16.00%
31	Residue-Sediment	3	12.00%
32	Restoration	2	8.00%
34	Taste	3	12.00%
36	Won't Drink Water	3	12.00%
37	Follow-Up Needed	5	20.00%
	Totals	115	
	Respondents with No Comments	67	72.83%
	Respondents with Comments **	25	27.17%