

2014 Aqua Ohio Water Company

Timberbrook System

(Franklin County District)

Customer Survey

Franklin County

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Survey Overview

Description

Staff issued a customer survey in October 2013 to all 370 customers of the Timberbrook System in the Franklin County District 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 moderately satisfied with their water quality (67% Fair to Excellent) and generally satisfied with the Company's customer service (79% of the 19 respondents that called the Company reported their calls were promptly answered and 74% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *:	<u>73</u>
Surveys Mailed:	<u>270</u>
Percent Surveys Returned	<u>27.0%</u>

Timberbrook System in the Franklin County District Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	7	9.59%
2	Good	16	21.92%
3	Fair	26	35.62%
4	Poor	16	21.92%
5	Unsatisfactory	6	8.22%
6	No Response	2	2.74%
	Total Survey Responses	73	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	6	8.22%
2	Good	39	53.42%
3	Fair	21	28.77%
4	Poor	6	8.22%
5	Unsatisfactory	0	
6	No Response	1	1.37%
	Total Survey Responses	73	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	19	26.03%
2	Rarely	33	45.21%
3	Occasionally	12	16.44%
4	Often	4	5.48%
5	Frequently	2	2.74%
6	No Response	3	4.11%
	Total Survey Responses	73	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	7	9.59%
2	Softener	61	83.56%
3	Whole House Filter	13	17.81%
4	Point-of-Use Treatment Device	17	23.29%
5	No Response	0	
	Total Survey Responses	98	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	19	28.36%
2	No	48	71.64%
3	No Response	6	
	Totals	73	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	15	78.95%
2	No	3	15.79%
3	Not Applicable	48	
4	No Response	7	
	Totals	73	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	14	73.68%
2	No	4	21.05%
3	Not Applicable	48	
4	No Response	7	
	Totals	73	

*** 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	25.00%
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	0	
6	Other	3	75.00%
7	Not Applicable	69	
	Totals	73	

** 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	52	
2	Excellent	1	7.14%
3	Good	6	42.86%
4	Fair	1	7.14%
5	Poor	4	28.57%
6	Unsatisfactory	2	14.29%
7	No Response	7	
	Totals	73	
	Total less "No Such Experience" and "No Responses" **	14	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	60	
2	Excellent	0	
3	Good	2	40.00%
4	Fair	0	
5	Poor	2	40.00%
6	Unsatisfactory	1	20.00%
7	No Response	8	
	Totals	73	
	Total less "No Such Experience" and "No Responses" **	5	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	56.16%
2	Electric	23	31.51%
3	Phone	17	23.29%
4	Cable	15	20.55%
5	Water	12	16.44%
6	Sewer	3	4.11%
7	None	16	21.92%
8	No Response	5	6.85%
	Totals	132	

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

		Count	Issues per Respondents with Comments (%) **
1	No Comment	31	
2	Billing or General Customer Service	2	4.76%
3	Bi-Monthly Billing (for)	1	2.38%
4	Chloramination Issue	1	2.38%
5	Color	3	7.14%
6	Corrosion, Fixtures or Appliances	6	14.29%
7	General Quality	16	38.10%
8	Hardness	17	40.48%
9	High Rates	23	54.76%
10	Mineral Deposits	2	4.76%
11	Odor - (non-specific or other than Chlorine)	1	2.38%
12	Other	1	2.38%
13	Positive Comment	2	4.76%
14	Pressure (Low)	1	2.38%
15	Residue-Sediment	2	4.76%
16	Rusty Water (to much iron)	1	2.38%
17	Taste	4	9.52%
18	Wants Deduct Sewer Meter	1	2.38%
19	Won't Drink Water	5	11.90%
20	Follow-Up Needed	16	38.10%
	Totals	136	
	Respondents with No Comments	31	42.47%
	Respondents with Comments **	42	57.53%