

**2014 Aqua Ohio Water Company
Customer Survey**

Walcrest System
(Mansfield Area)

Richland County

Published: February 20, 2014

Contents

Survey Overview.....	3
Description	3
Respondent Metrics.....	3
Walcrest 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
Section - Section 2.....	4
5. Did you call the Company?:.....	4
6. Promptly Answered?:.....	4
7. Professional Manner?:.....	5
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:.....	6
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 customers of the Mansfield Area – Walcrest Water System 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 (82% Fair to Excellent) and generally satisfied with the Company's customer service (100% of the 2 respondents that called the Company felt their calls were promptly answered and 100% felt they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents * : 11
Surveys Mailed: 42
Percent Surveys Returned 26.2 %

Walcrest Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Survey Respondents *
1	Excellent	1	9.09%
2	Good	3	27.27%
3	Fair	5	45.45%
4	Poor	1	9.09%
5	Unsatisfactory	1	9.09%
6	No Response	0	
	Total Survey Responses	11	100.00%

2. I would rate my water pressure as:

		Count	% of Total Survey Respondents *
1	Excellent	1	9.09%
2	Good	5	45.45%
3	Fair	4	36.36%
4	Poor	1	9.09%
5	Unsatisfactory	0	
6	No Response	0	
	Total Survey Responses	11	100.00%

3. How often do you experience discolored water during normal operations? (excluding flushing/main break occasions, etc.)

		Count	% of Total Survey Respondents *
1	Never	3	27.27%
2	Rarely	0	
3	Occasionally	5	45.45%
4	Often	2	18.18%
5	Frequently	1	9.09%
6	No Response	0	
	Total Survey Responses	11	100.00%

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

		Count	% of Total Survey Respondents *
1	Nothing	4	36.36%
2	Softener	7	63.64%
3	Whole House Filter	4	36.36%
4	Point-of-Use Treatment Device	0	
5	No Response	0	
	Total Survey Responses	15	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses **
1	Yes	2	20.00%
2	No	8	80.00%
3	No Response	1	
	Total Survey Responses	11	100.00%
<i>** sum of yes and no responses to question 5 only</i>			

6. Promptly Answered?:

		Count	% of Total Responses **
1	Yes	2	100.00%
2	No	0	
3	Not Applicable	8	
4	No Response	1	
	Total Survey Responses	11	100.00%
<i>** sum of yes and no responses to question 5 only</i>			

7. Professional Manner?:

		Count	% of Total Responses **
1	Yes	2	100.00%
2	No	0	
3	Not Applicable	8	
4	No Response	1	
	Total Survey Responses	11	100.00%
<i>** sum of yes and no responses to question 5 only</i>			

8. If you marked "No" for Professional Manner, please explain:

		Count	% of Total Responses **
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	0	
7	Not Applicable	11	
	Total Responses	11	
<i>** Number of "no" responses to question 7 only</i>			

Section - Section 3

9. The Company's response time to service call requests (e.g., meter reread) is:

		Count	% of Total Survey Respondents *
1	No such experience	6	54.55%
2	Excellent	0	
3	Good	1	9.09%
4	Fair	0	
5	Poor	1	9.09%
6	Unsatisfactory	1	9.09%
7	No Response	2	18.18%
	Total Survey Responses	11	100.00%

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

		Count	% of Total Survey Respondents *
1	No such experience	7	63.64%
2	Excellent	0	
3	Good	1	9.09%
4	Fair	0	
5	Poor	1	9.09%
6	Unsatisfactory	0	
7	No Response	2	18.18%
	Total 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 Survey Respondents *
1	Gas	7	63.64%
2	Electric	5	45.45%
3	Phone	4	36.36%
4	Cable	3	27.27%
5	Water	3	27.27%
6	Sewer	1	9.09%
7	None	2	18.18%
8	No Response	1	9.09%
	Total Survey Responses	26	

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

		Count	% of Total Survey Respondents *
1	No Comment	6	54.55%
2	Bi-Monthly Billing (for)	1	9.09%
3	High Rates	3	27.27%
4	Odor - (non-specific or other than Chlorine)	1	9.09%
5	Other	1	9.09%
6	Pressure (Low)	1	9.09%
7	Won't Drink Water	1	9.09%
8	Follow-Up Needed	2	18.18%
	Total Responses	16	