

2014 Aqua Ohio Water Company

Worthington Hills System

Franklin County District

Customer Survey

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Survey Overview

Description

Staff issued a customer survey in October 2013 to 500 randomly selected customers of the Worthington Hills System of 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 (68% Fair to Excellent) and generally satisfied with the Company's customer service (85% of the 24 respondents that called the Company reported their calls were promptly answered and 79% deemed they were answered in a professional manner).

Respondent Metrics

Total Responses Received *:	<u>110</u>
Surveys Mailed:	<u>500</u>
Percent Surveys Returned	<u>22.0%</u>

Worthington Hills 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	5	4.55%
2	Good	42	38.18%
3	Fair	28	25.45%
4	Poor	19	17.27%
5	Unsatisfactory	13	11.82%
6	No Response	3	2.73%
	Total Survey Responses	110	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	16	14.55%
2	Good	59	53.64%
3	Fair	25	22.73%
4	Poor	6	5.45%
5	Unsatisfactory	2	1.82%
6	No Response	2	1.82%
	Total Survey Responses	110	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	30	27.27%
2	Rarely	55	50.00%
3	Occasionally	16	14.55%
4	Often	3	2.73%
5	Frequently	3	2.73%
6	No Response	3	2.73%
	Total Survey Responses	110	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	56	50.91%
2	Softener	20	18.18%
3	Whole House Filter	16	14.55%
4	Point-of-Use Treatment Device	28	25.45%
5	No Response	4	3.64%
	Total Survey Responses	124	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	28	28.28%
2	No	71	71.72%
3	No Response	11	
	Totals	110	

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	24	85.71%
2	No	2	7.14%
3	Not Applicable	71	
4	No Response	13	
	Totals	110	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	22	78.57%
2	No	5	17.86%
3	Not Applicable	71	
4	No Response	12	
	Totals	110	

*** 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	20.00%
3	Slow Service	0	
4	Did not fix problem	2	40.00%
5	Called several times	0	
6	Other	1	20.00%
7	Not Applicable	106	
	Totals	110	

*** 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	74	
2	Excellent	5	38.46%
3	Good	6	46.15%
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	2	15.38%
7	No Response	24	
	Totals	111	
	Total less "No Such Experience" and "No Responses" **	13	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	80	
2	Excellent	3	42.86%
3	Good	2	28.57%
4	Fair	1	14.29%
5	Poor	0	
6	Unsatisfactory	1	14.29%
7	No Response	23	
	Totals	110	
	Total less "No Such Experience" and "No Responses" **	7	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	73	66.36%
2	Electric	45	40.91%
3	Phone	32	29.09%
4	Cable	13	11.82%
5	Water	20	18.18%
6	Sewer	11	10.00%
7	None	8	7.27%
8	No Response	16	14.55%
	Totals	218	

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

		Count	Issues per Respondents with Comments (%) **
1	Billing or General Customer Service	2	2.74%
2	Chloramination Issue	1	1.37%
3	Color	1	1.37%
4	Corrosion, Fixtures or Appliances	19	26.03%
5	General Quality	12	16.44%
6	Hardness	21	28.77%
7	High Rates	19	26.03%
8	Mineral Deposits	15	20.55%
9	Muddy Water	1	1.37%
10	Multiple Main Breaks / Outages	1	1.37%
11	Odor - (non-specific or other than Chlorine)	3	4.11%
12	Odor - Chlorine	1	1.37%
13	Other	5	6.85%
14	Outage Notifications	1	1.37%
15	Particles / Sediment in Water	1	1.37%
16	Positive Comment	5	6.85%
17	Pressure (Low)	1	1.37%
18	Residue-Sediment	4	5.48%
19	Rusty Water (to much iron)	1	1.37%
20	Soft	1	1.37%
21	Taste	16	21.92%
22	Wants Deduct Sewer Meter	3	4.11%
23	Won't Drink Water	6	8.22%
24	Follow-Up Needed	20	27.40%
	Totals	197	
	Respondents with No Comments	37	33.64%
	Respondents with Comments **	73	66.36%