

2015 Aqua Ohio Water Company

Blacklick Area

(Franklin County District)

Special Update Customer Survey

July 2015

Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics	3
Blacklick Area Survey Results	3
Section 1	3
1. I would rate my overall water quality as:	3
2. I currently utilize in my home (check all that apply):.....	4
Section 2.....	4
3. Please express any comments or suggestions about your water service:	4

Survey Overview

Description

Aqua Ohio began operations in March 2014 of a reverse osmosis treatment system in its Blacklick water system. Therefore, Staff conducted this special survey in July 2015 to assess any changes in customer perceptions regarding water quality. The returned 2015 surveys reflected that 71% of the respondents found their water quality to be “Fair to Excellent” compared to the 40% reported in the survey conducted in 2014, prior to the installation of reverse osmosis treatment system. It should also be noted that 20% of the 2015 respondents reported using in house water softeners compared to 43% in the 2014 survey.

Respondent Metrics

Total Responses Received *: 42
Surveys Mailed: 500
Percent Surveys Returned 8.4%

Blacklick Area Survey Results

Section 1

1. I would rate my overall water quality as:

		2015 Survey		2014 Survey	
		Count	% of Total Survey Responses *	Count	% of Total Survey Responses *
1	Excellent	2	4.76%	3	3.7%
-	Good to Excellent	1	2.38%		0.0%
2	Good	15	35.71%	16	19.5%
-	Fair to Good	2	4.76%		0.0%
3	Fair	10	23.81%	14	17.1%
-	Poor to Fair	2	4.76%		0.0%
4	Poor	4	9.52%	19	23.2%
-	Unsatisfactory to Poor	0			0.0%
5	Unsatisfactory	6	14.29%	30	36.6%
6	No Response	0			0.0%
	Total Survey Responses *	42	100.00%	82	100.0%

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

		2015 Survey		2014 Survey	
		Count	% of Total Survey Responses *	Count	% of Total Survey Responses *
1	Nothing	28	63.64%	31	31.3%
2	Softener	9	20.45%	43	43.4%
3	Whole House Filter	1	2.27%	9	9.1%
4	Point	3	6.82%	15	15.2%
5	No Response	3	6.82%	1	1.0%
	Total Survey Responses *	44	100.00%	99	100.0%

Section 2

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

			2015 Survey Responses	
		Count	% of Total Surveys Returned	% of Total Survey Responses *
01	No Comment	12	28.57%	20.34%
02	Quality - Improved	10	23.81%	16.95%
03	Quality - No or Little Improvement	1	2.38%	1.69%
16	General Quality	2	4.76%	3.39%
17	Hardness	5	11.90%	8.47%
18	High Rates	12	28.57%	20.34%
26	Odor – Chlorine	2	4.76%	3.39%
29	Particles in Water / Sediment	1	2.38%	1.69%
32	Pressure (Low)	1	2.38%	1.69%
38	Wants Deduct Sewer Meter	1	2.38%	1.69%
39	Won't Drink Water	6	14.29%	10.17%
40	Follow-Up Needed	6	14.29%	10.17%
	Total Responses *	59	140.48%	100.00%