

**2016 Aqua Ohio Water Company
Customer Survey**

Masury System

Trumbull County

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Survey Overview

Description

Staff issued a customer survey in March 2016 to 500 randomly selected customers of the Aqua Ohio Inc. Masury Water System in Trumbull County to obtain the customer perceptions regarding the water quality and customer service provided by the Company since August 31, 2014. The returned surveys reflected the customers are generally satisfied with their water quality (95.5% Fair to Excellent) and generally satisfied with the Company's customer service (81.2% of the 16 respondents that called the Company felt their calls were promptly answered and 87.5% felt they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents *: 66
Surveys Mailed: 500
Percent Surveys Returned 13.2 %

Masury Area Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	10	15.15%
2	Good to Excellent	0	
3	Good	41	62.12%
4	Fair to Good	0	
5	Fair	12	18.18%
6	Poor to Fair	0	
7	Poor	2	3.03%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	0	
10	No Response	1	1.52%
	Total Survey Responses	66	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	21	31.82%
2	Good to Excellent	0	
3	Good	29	43.94%
4	Fair to Good	0	
5	Fair	13	19.70%
6	Poor to Fair	0	
7	Poor	1	1.52%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	1	1.52%
10	No Response	1	1.52%
	Total Survey Responses	66	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	45.45%
2	Rarely	27	40.91%
3	Occasionally	6	9.09%
4	Often	2	3.03%
5	Frequently	1	1.52%
6	No Response	0	
	Total Survey Responses	66	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	48	72.73%
2	Softener	0	
3	Whole House Filter	4	6.06%
4	Point-of-Use Treatment Device	12	18.18%
5	No Response	3	4.55%
	Total Survey Responses	67	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	16	26.23%
2	No	45	73.77%
3	No Response	5	
	Totals	66	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	13	81.25%
2	No	3	18.75%
3	Not Applicable	45	
4	No Response	5	
	Totals	66	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	14	87.50%
2	No	1	6.25%
3	Not Applicable	45	
4	No Response	6	
	Totals	66	

**** 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	1	100.00%
4	Did not fix problem	0	
5	Called several times	0	
6	Other	0	
7	Not Applicable	65	
	Totals	67	

**** 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	49	38.46%
2	Excellent	5	38.46%
3	Good	4	30.77%
4	Fair	4	30.77%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	4	30.77%
	Totals	66	100.00%
	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	50	36.36%
2	Excellent	4	36.36%
3	Good	4	36.36%
4	Fair	3	27.27%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	5	27.27%
	Totals	66	100.00%
	Total less "No Such Experience" and "No 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 Responses Received *
1	Gas	30	45.45%
2	Electric	19	28.79%
3	Phone	12	18.18%
4	Cable	8	12.12%
5	Water	36	54.55%
6	Sewer	13	19.70%
7	None	12	18.18%
8	No Response	9	13.64%
	Totals	139	100.00%

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

		Count	% of Total Responses Received *
1	No Comment	41	62.12%
2	Color	1	1.52%
3	General Quality	3	4.55%
4	High Rates	4	6.06%
5	Lead & Other Contaminant Concerns	3	4.55%
6	Multiple Main Breaks / Outages	1	1.52%
7	Other	3	4.55%
8	Outage Notifications	1	1.52%
9	Positive Comment	5	7.58%
10	Pressure (Low)	1	1.52%
11	Rusty Water (to much iron)	1	1.52%
12	Taste and Odor / Chlorine	2	3.03%
13	Taste and Odor / General	3	4.55%
14	Wants Deduct Sewer Meter	1	1.52%
15	Won't Drink Water	3	4.55%
16	Follow-Up Needed	2	3.03%
	Totals	75	113.64%