

**2016 Aqua Ohio Water Company
Customer Survey**

Mentor Area System
(Lakeshore West)

Lake County

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Survey Overview

Description

Staff issued a customer survey in March 2016 to 2000 randomly selected customers of the Mentor Area Water System to obtain the customer perceptions regarding the water quality and customer service provided by Aqua Ohio Water Company since June 18, 2012. The returned surveys reflected the customers are generally satisfied with their water quality (96% Fair to Excellent) and generally satisfied with the Company's customer service (83% of the 82 respondents that called the Company felt their calls were promptly answered and 84% felt they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents *: 371
Surveys Mailed: 2000
Percent Surveys Returned 18.6 %

Mentor Area Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	101	27.22%
2	Good to Excellent	3	0.81%
3	Good	223	60.11%
4	Fair to Good	2	0.54%
5	Fair	26	7.01%
6	Poor to Fair	0	
7	Poor	8	2.16%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	0	
10	No Response	8	2.16%
	Total Survey Responses	371	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	108	29.11%
2	Good to Excellent	3	0.81%
3	Good	191	51.48%
4	Fair to Good	3	0.81%
5	Fair	48	12.94%
6	Poor to Fair	0	
7	Poor	14	3.77%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	1	0.27%
10	No Response	3	0.81%
	Total Survey Responses	371	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	221	59.57%
2	Rarely	115	31.00%
3	Occasionally	23	6.20%
4	Often	4	1.08%
5	Frequently	2	0.54%
6	No Response	6	1.62%
	Total Survey Responses	371	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	279	75.20%
2	Softener	5	1.35%
3	Whole House Filter	6	1.62%
4	Point-of-Use Treatment Device	70	18.87%
5	No Response	15	4.04%
	Total Survey Responses	375	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	82	24.77%
2	No	249	75.23%
3	No Response	40	
	Totals	371	

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

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	68	82.93%
2	No	11	13.41%
3	Not Applicable	249	
4	No Response	43	
	Totals	371	

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

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	69	84.15%
2	No	11	13.41%
3	Not Applicable	249	
4	No Response	42	
	Totals	371	

*** 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	2	18.18%
3	Slow Service	2	18.18%
4	Did not fix problem	3	27.27%
5	Called several times	0	
6	Other	5	45.45%
7	Not Applicable	360	
	Totals	372	

*** 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	246	66.31%
2	Excellent	21	31.82%
3	Good	30	45.45%
4	Fair	7	10.61%
5	Poor	4	6.06%
6	Unsatisfactory	4	6.06%
7	No Response	59	17.25%
	Totals	371	100.00%
	Total less "No Such Experience" and "No Responses" **	66	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	282	76.01%
2	Excellent	5	19.23%
3	Good	16	61.54%
4	Fair	3	11.54%
5	Poor	0	
6	Unsatisfactory	2	7.69%
7	No Response	63	23.47%
	Totals	371	100.00%
	Total less "No Such Experience" and "No Responses" **	26	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	196	52.83%
2	Electric	146	39.35%
3	Phone	60	16.17%
4	Cable	21	5.66%
5	Water	218	58.76%
6	Sewer	110	29.65%
7	None	50	13.48%
8	No Response	42	11.32%
	Totals	843	100.00%

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

		Count	% of Total Responses Received *
1	No Comment	262	70.62%
2	Billing or General Customer Service	2	0.54%
3	Black Particles/Stains	2	0.54%
4	Cloudy	1	0.27%
5	Color	1	0.27%
6	Fluoride Issues	1	0.27%
7	General Quality	2	0.54%
8	High Rates	18	4.85%
9	Lead and Other Contaminants Concerns	4	1.08%
10	Line Insurance	1	0.27%
11	Local Office	1	0.27%
12	Odor - (other than Chlorine)	7	1.89%
13	Other	19	5.12%
14	Particles / Sediment in Water	2	0.54%
15	Positive Comment	33	8.89%
16	Pressure (High)	2	0.54%
17	Pressure (Low)	12	3.23%
18	Pressure (Varies to Much)	1	0.27%
19	Residue-Sediment	1	0.27%
20	Restoration	4	1.08%
21	Rusty Water (to much iron)	1	0.27%
22	Taste and Odor / Chlorine	6	1.62%
23	Taste and Odor / General	9	2.43%
24	Wants Deduct Sewer Meter	1	0.27%
25	Won't Drink Water	3	0.81%
26	Follow-Up Needed	10	2.70%
	Totals	406	109.43%

* or inadequate