

**2016 Aqua Ohio Water Company
Customer Survey**

Mohawk Area System

Carroll County

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| 12. Please express any comments or suggestions about your water service: | 7 |

Survey Overview

Description

Staff issued a customer survey in March 2016 to 250 randomly selected customers of the Mohawk Area 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 January 2015. The returned surveys reflected the customers are generally satisfied with their water quality (97% Fair to Excellent) and generally satisfied with the Company's customer service (73% of the 30 respondents that called the Company felt their calls were promptly answered and 67% felt they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents *: 72
Surveys Mailed: 250
Percent Surveys Returned 28.8 %

Mohawk Area Survey Results

Section – Section 1

1. I would rate my overall water quality as:

| | | Count | % of Total Responses Received * |
|----|------------------------|-------|---------------------------------|
| 1 | Excellent | 11 | 15.28% |
| 2 | Good to Excellent | 0 | |
| 3 | Good | 50 | 69.44% |
| 4 | Fair to Good | 0 | |
| 5 | Fair | 9 | 12.50% |
| 6 | Poor to Fair | 0 | |
| 7 | Poor | 0 | |
| 8 | Unsatisfactory to Poor | 0 | |
| 9 | Unsatisfactory | 0 | |
| 10 | No Response | 2 | 2.78% |
| | Total Survey Responses | 72 | 100.00% |

2. I would rate my water pressure as:

| | | Count | % of Total Responses Received * |
|----|------------------------|-------|---------------------------------|
| 1 | Excellent | 18 | 25.00% |
| 2 | Good to Excellent | 0 | |
| 3 | Good | 44 | 61.11% |
| 4 | Fair to Good | 0 | |
| 5 | Fair | 7 | 9.72% |
| 6 | Poor to Fair | 0 | |
| 7 | Poor | 1 | 1.39% |
| 8 | Unsatisfactory to Poor | 0 | |
| 9 | Unsatisfactory | 1 | 1.39% |
| 10 | No Response | 1 | 1.39% |
| | Total Survey Responses | 72 | 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 | 27 | 37.50% |
| 2 | Rarely | 36 | 50.00% |
| 3 | Occasionally | 7 | 9.72% |
| 4 | Often | 1 | 1.39% |
| 5 | Frequently | 0 | |
| 6 | No Response | 1 | 1.39% |
| | Total Survey Responses | 72 | 100.00% |

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

| | | Count | % of Total Responses Received * |
|---|-------------------------------|-------|---------------------------------|
| 1 | Nothing | 36 | 50.00% |
| 2 | Softener | 27 | 37.50% |
| 3 | Whole House Filter | 7 | 9.72% |
| 4 | Point-of-Use Treatment Device | 14 | 19.44% |
| 5 | No Response | 1 | 1.39% |
| | Total Survey Responses | 85 | 100.00% |

Section - Section 2

5. Did you call the Company?:

| | | Count | % of Total Responses Received ** |
|---|-------------|-------|----------------------------------|
| 1 | Yes | 30 | 45.45% |
| 2 | No | 36 | 54.55% |
| 3 | No Response | 6 | 8.97% |
| | Totals | 72 | 100.00% |

** Per sum of Yes and No responses only

6. Promptly Answered?:

| | | Count | % of Total Responses Received ** |
|---|----------------|-------|----------------------------------|
| 1 | Yes | 22 | 73.33% |
| 2 | No | 6 | 20.00% |
| 3 | Not Applicable | 36 | |
| 4 | No Response | 8 | |
| | Totals | 72 | |

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

7. Professional Manner?:

| | | Count | % of Total Responses Received ** |
|---|----------------|-------|----------------------------------|
| 1 | Yes | 20 | 66.67% |
| 2 | No | 8 | 26.67% |
| 3 | Not Applicable | 35 | |
| 4 | No Response | 9 | |
| | Totals | 72 | |

*** 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 | 25.00% |
| 3 | Slow Service | 2 | 25.00% |
| 4 | Did not fix problem | 2 | 25.00% |
| 5 | Called several times | 0 | |
| 6 | Other | 2 | 25.00% |
| 7 | Not Applicable | 65 | |
| | Totals | 73 | |

*** Per sum of number of "No" responses to question 7 only*

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

| | | Count | % of Total Responses Received * |
|----|-------------------------------------|-------|---------------------------------|
| 1 | No Comment | 44 | 61.11% |
| 2 | Billing or General Customer Service | 3 | 4.17% |
| 3 | Corrosion, Fixtures or Appliances | 1 | 1.39% |
| 4 | General Quality | 2 | 2.78% |
| 5 | Hardness | 1 | 1.39% |
| 6 | High Rates | 6 | 8.33% |
| 7 | Other | 5 | 6.94% |
| 8 | Positive Comment | 7 | 9.72% |
| 9 | Pressure (Low) | 1 | 1.39% |
| 10 | Taste and Odor / Chlorine | 1 | 1.39% |
| 11 | Taste and Odor / General | 1 | 1.39% |
| 12 | Won't Drink Water | 1 | 1.39% |
| 13 | Follow-Up Needed | 1 | 1.39% |
| 14 | Against Availability Charge | 9 | 12.50% |
| | Totals | 83 | 115.28% |

* or inadequate