

**2016 Aqua Ohio Water Company
Customer Survey**

Norlick Place System
(Lake Erie Division)

Williams County

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Survey Overview

Description

Staff issued a customer survey in March 2016 to all the customers of the Norlick Place Water System to obtain the customer perceptions regarding the water quality and customer service provided by Aqua Ohio Water Company since the last system survey in June 2012. The returned surveys reflected the customers are generally satisfied with their water quality (91% Fair to Excellent) and generally satisfied with the Company's customer service (100% of the 11 respondents that called the Company felt their calls were promptly answered and 82% felt they were answered in a professional manner).

Respondent Metrics

Total Survey Respondents *: 34
Surveys Mailed: 115
Percent Surveys Returned 29.6 %

Norlick Place Survey Results

Section – Section 1

1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	1	2.94%
2	Good to Excellent	0	
3	Good	17	50.00%
4	Fair to Good	0	
5	Fair	13	38.24%
6	Poor to Fair	0	
7	Poor	3	8.82%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	0	
10	No Response	0	
	Total Survey Responses	34	100.00%

2. I would rate my water pressure as:

		Count	% of Total Responses Received *
1	Excellent	1	2.94%
2	Good to Excellent	0	
3	Good	11	32.35%
4	Fair to Good	0	
5	Fair	12	35.29%
6	Poor to Fair	0	
7	Poor	7	20.59%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	2	5.88%
10	No Response	1	2.94%
	Total Survey Responses	34	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	2	5.88%
2	Rarely	14	41.18%
3	Occasionally	11	32.35%
4	Often	6	17.65%
5	Frequently	1	2.94%
6	No Response	0	
	Total Survey Responses	34	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	2	5.88%
2	Softener	31	91.18%
3	Whole House Filter	7	20.59%
4	Point-of-Use Treatment Device	3	8.82%
5	No Response	0	
	Total Survey Responses	43	

Section - Section 2

5. Did you call the Company?:

		Count	% of Total Responses Received **
1	Yes	11	36.67%
2	No	19	63.33%
3	No Response	4	
	Totals	34	

6. Promptly Answered?:

		Count	% of Total Responses Received **
1	Yes	11	100.00%
2	No	0	
3	Not Applicable	19	
4	No Response	4	
	Totals	34	
<i>** Per number of "Yes" responses to question 5 only</i>			

7. Professional Manner?:

		Count	% of Total Responses Received **
1	Yes	9	81.82%
2	No	2	18.18%
3	Not Applicable	19	
4	No Response	4	
	Totals	34	
<i>** Per number of "Yes" responses to question 5 only</i>			

8. If you marked "No" for Professional Manner, please explain:

		Count	% of Total Responses Received **
1	No Response	0	
2	Rude Service	2	100.00%
3	Slow Service	0	
4	Did not fix problem	0	
5	Called several times	1	50.00%
6	Other	0	
7	Not Applicable	32	
	Totals	35	
<i>** Per sum of number of "No" responses to question 7 only</i>			

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	21	
2	Excellent	1	14.29%
3	Good	3	42.86%
4	Fair	2	28.57%
5	Poor	1	14.29%
6	Unsatisfactory	0	
7	No Response	6	
	Totals	34	
	Total less "No Such Experience" and "No Responses" **	7	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	24	
2	Excellent	1	16.67%
3	Good	3	50.00%
4	Fair	2	33.33%
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	4	
	Totals	34	
	Total less "No Such Experience" and "No Responses" **	6	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	11	32.35%
2	Electric	22	64.71%
3	Phone	10	29.41%
4	Cable	8	23.53%
5	Water	13	38.24%
6	Sewer	12	35.29%
7	None	3	8.82%
8	No Response	3	8.82%
	Totals	82	

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

		Count	% of Total Responses Received *
1	No Comment	15	44.12%
2	Billing or General Customer Service	1	2.94%
3	Color	2	5.88%
4	Corrosion, Fixtures or Appliances	1	2.94%
5	Flat Rate Wants	1	2.94%
6	General Quality	3	8.82%
7	Hardness	1	2.94%
8	High Rates	5	14.71%
9	Other	2	5.88%
10	Positive Comment	1	2.94%
11	Pressure (Low)	5	14.71%
12	Residue-Sediment	1	2.94%
13	Rusty Water (to much iron)	5	14.71%
14	Won't Drink Water	1	2.94%
15	Follow-Up Needed	2	5.88%
	Totals	46	

* or inadequate