

**2016 Aqua Ohio Water Company  
Customer Survey**

**Seneca System**  
(Lake Erie Division)

**Williams County**

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## Survey Overview

### Description

Staff issued a customer survey in March 2016 to all customers of the Seneca Water System to obtain the customer perceptions regarding the water quality and customer service provided by Aqua Ohio Water Company since the Company the system was last surveyed in June 2012. The returned surveys reflected the customers are generally satisfied with their water quality (89% Fair to Excellent) and generally satisfied with the Company's customer service (50% of the 4 respondents that called the Company felt their calls were promptly answered and 75% felt they were answered in a professional manner).

### Respondent Metrics

Total Survey Respondents \*: 46  
Surveys Mailed: 263  
Percent Surveys Returned 17.5 %

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## Seneca Water System Survey Results

### Section – Section 1

#### 1. I would rate my overall water quality as:

		Count	% of Total Responses Received *
1	Excellent	7	15.22%
2	Good to Excellent	0	
3	Good	27	58.70%
4	Fair to Good	0	
5	Fair	7	15.22%
6	Poor to Fair	0	
7	Poor	1	2.17%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	3	6.52%
10	No Response	1	2.17%
	Total Survey Responses	46	100.00%

**2. I would rate my water pressure as:**

		Count	% of Total Responses Received *
1	Excellent	7	15.22%
2	Good to Excellent	0	
3	Good	27	58.70%
4	Fair to Good	0	
5	Fair	9	19.57%
6	Poor to Fair	0	
7	Poor	3	6.52%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	0	
10	No Response	0	
	Total Survey Responses	46	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	19	41.30%
2	Rarely	19	41.30%
3	Occasionally	5	10.87%
4	Often	2	4.35%
5	Frequently	0	
6	No Response	1	2.17%
	Total Survey Responses	46	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	13	28.26%
2	Softener	19	41.30%
3	Whole House Filter	8	17.39%
4	Point-of-Use Treatment Device	11	23.91%
5	No Response	3	6.52%
	Total Survey Responses	54	

**Section - Section 2**

**5. Did you call the Company?:**

		Count	% of Total Responses Received **
1	Yes	4	9.76%
2	No	37	90.24%
3	No Response	5	
	Totals	46	

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



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

		Count	% of Total Responses Received **
1	No such experience	31	<del>66.67%</del>
2	Excellent	0	
3	Good	0	
4	Fair	2	66.67%
5	Poor	1	33.33%
6	Unsatisfactory	0	
7	No Response	12	<del>33.33%</del>
	Totals	46	<del>100.00%</del>
	Total less "No Such Experience" and "No Responses" **	3	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	8	17.39%
2	Electric	14	30.43%
3	Phone	8	17.39%
4	Cable	0	
5	Water	14	30.43%
6	Sewer	0	
7	None	13	28.26%
8	No Response	11	23.91%
	Totals	68	<del>100.00%</del>

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

		Count	% of Total Responses Received *
1	No Comment	19	41.30%
2	Corrosion, Fixtures or Appliances	2	4.35%
3	Flat Rate Wants	1	2.17%
4	General Quality	3	6.52%
5	Hardness	4	8.70%
6	High Rates	11	23.91%
7	Other	2	4.35%
8	Positive Comment	9	19.57%
9	Pressure (Low)	2	4.35%
10	Taste and Odor / Chlorine	4	8.70%
11	Taste and Odor / General	1	2.17%
12	Won't Drink Water	2	4.35%
	Totals	60	130.43%

\* or inadequate