

**2016 Aqua Ohio Water Company  
Customer Survey**

**Shepherd Hills System**  
(Lake Erie Division)

**Summit County**

*Published: June 1, 2016*

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## Survey Overview

### Description

Staff issued a customer survey in March 2016 to all customers of the Shepherd Hills Water System to obtain the customer perceptions regarding the water quality and customer service provided by Aqua Ohio Water Company since the system was last surveyed in June 2012. The returned surveys reflected the customers are generally satisfied with their water quality (87% Fair to Excellent) and generally satisfied with the Company's customer service (74% of the 23 respondents that called the Company felt their calls were promptly answered and 61% felt they were answered in a professional manner).

### Respondent Metrics

Total Survey Respondents \*: 83  
Surveys Mailed: 394  
Percent Surveys Returned 21.1 %

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## Shepherd Hills Area Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	10	12.05%
2	Good to Excellent	0	
3	Good	47	56.63%
4	Fair to Good	0	
5	Fair	15	18.07%
6	Poor to Fair	0	
7	Poor	7	8.43%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	2	2.41%
10	No Response	2	2.41%
	Total Survey Responses	83	100.00%

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

		Count	% of Total Responses Received *
1	Excellent	14	16.87%
2	Good to Excellent	1	1.20%
3	Good	41	49.40%
4	Fair to Good	0	
5	Fair	20	24.10%
6	Poor to Fair	0	
7	Poor	5	6.02%
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	1	1.20%
10	No Response	1	1.20%
	Total Survey Responses	83	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	24	28.92%
2	Rarely	40	48.19%
3	Occasionally	14	16.87%
4	Often	3	3.61%
5	Frequently	1	1.20%
6	No Response	1	1.20%
	Total Survey Responses	83	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	45	54.22%
2	Softener	14	16.87%
3	Whole House Filter	11	13.25%
4	Point-of-Use Treatment Device	19	22.89%
5	No Response	0	
	Total Survey Responses	89	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	23	30.26%
2	No	53	69.74%
3	No Response	7	
	Totals	83	

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

**6. Promptly Answered?:**

		Count	% of Total Responses Received **
1	Yes	17	73.91%
2	No	5	21.74%
3	Not Applicable	53	
4	No Response	8	
	Totals	83	
<i>** Per number of "Yes" responses to question 5 only</i>			

**7. Professional Manner?:**

		Count	% of Total Responses Received **
1	Yes	14	60.87%
2	No	6	26.09%
3	Not Applicable	53	
4	No Response	10	
	Totals	83	
<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	1	16.67%
3	Slow Service	1	16.67%
4	Did not fix problem	2	33.33%
5	Called several times	0	
6	Other	2	33.33%
7	Not Applicable	77	
	Totals	83	
<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	55	
2	Excellent	2	10.53%
3	Good	4	21.05%
4	Fair	5	26.32%
5	Poor	4	21.05%
6	Unsatisfactory	4	21.05%
7	No Response	9	
	Totals	83	
	Total less "No Such Experience" and "No Responses" **	19	100.00%

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

		Count	% of Total Responses Received **
1	No such experience	65	<del>20.00%</del>
2	Excellent	1	20.00%
3	Good	1	20.00%
4	Fair	1	20.00%
5	Poor	1	20.00%
6	Unsatisfactory	1	20.00%
7	No Response	13	<del>20.00%</del>
	Totals	83	<del>20.00%</del>
	Total less "No Such Experience" and "No Responses" **	5	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	39	46.99%
2	Electric	31	37.35%
3	Phone	18	21.69%
4	Cable	5	6.02%
5	Water	40	48.19%
6	Sewer	9	10.84%
7	None	11	13.25%
8	No Response	14	16.87%
	Totals	167	<del>20.00%</del>

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

		Count	% of Total Responses Received *
1	No Comment	51	61.45%
2	Cloudy	1	1.20%
3	General Quality	6	7.23%
4	Hardness	3	3.61%
5	High Rates	8	9.64%
6	Lead Concerns	1	1.20%
7	Mineral Deposits	1	1.20%
8	Other	5	6.02%
9	Positive Comment	5	6.02%
10	Pressure (Low)	2	2.41%
11	Residue-Sediment	1	1.20%
12	Taste and Odor / Chlorine	2	2.41%
13	Taste and Odor / General	7	8.43%
14	Wants Deduct Sewer Meter	1	1.20%
15	Won't Drink Water	2	2.41%
16	Follow-Up Needed	1	1.20%
17	Would Like Some Fire Hydrants	1	1.20%
18	Never Sees A Water Quality Report	2	2.41%
	Totals	100	<del>20.00%</del>