

**2016 Aqua Ohio Water Company  
Customer Survey**

**Tomahawk Area System**  
(Lake Erie Division)

**Columbiana County**

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## Contents

Survey Overview.....	3
Description.....	3
Respondent Metrics .....	3
Tomahawk Area Survey Results.....	3
Section – Section 1 .....	3
1. I would rate my overall water quality as: .....	3
2. I would rate my water pressure as: .....	4
3. How often do you experience discolored water during normal operations? (excluding flushing/main break occasions, etc.) .....	4
Section - Section 2 .....	4
5. Did you call the Company?: .....	4
6. Promptly Answered?: .....	5
7. Professional Manner?: .....	5
8. If you marked "No" for Professional Manner, please explain: .....	5
Section - Section 3 .....	5
9. The Company's response time to service call requests (e.g., meter reread) is:.....	5
10. The Company's response time to emergencies (e.g., main break) is:.....	6
11. In your community, which utility rates do you consider reasonable for the service currently received? (check all that apply) .....	6
12. Please express any comments or suggestions about your water service: .....	6

## Survey Overview

### Description

Staff issued a customer survey in March 2016 to all customers of the Tomahawk 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 (91% Fair to Excellent) and generally satisfied with the Company's customer service (75% of the 4 respondents that called the Company felt their calls were promptly answered and 100% felt they were answered in a professional manner).

### Respondent Metrics

Total Survey Respondents \*: 44  
Surveys Mailed: 177  
Percent Surveys Returned 24.9 %

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## Tomahawk Area Survey Results

### Section – Section 1

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

		Count	% of Total Responses Received *
1	Excellent	11	25.00%
2	Good to Excellent	0	
3	Good	25	56.82%
4	Fair to Good	0	
5	Fair	4	9.09%
6	Poor to Fair	0	
7	Poor	1	2.27%
8	Unsatisfactory to Poor	1	2.27%
9	Unsatisfactory	0	
10	No Response	2	4.55%
	Total Survey Responses	44	100.00%

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

1	Excellent	14	31.82%
2	Good to Excellent	1	2.27%
3	Good	25	56.82%
4	Fair to Good	0	
5	Fair	3	6.82%
6	Poor to Fair	0	
7	Poor	0	
8	Unsatisfactory to Poor	0	
9	Unsatisfactory	0	
10	No Response	1	2.27%
	Total Survey Responses	44	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	14	31.82%
2	Rarely	20	45.45%
3	Occasionally	8	18.18%
4	Often	0	
5	Frequently	0	
6	No Response	2	4.55%
	Total Survey Responses	44	100.00%

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

		Count	% of Total Responses Received *
1	Nothing	24	54.55%
2	Softener	8	18.18%
3	Whole House Filter	4	9.09%
4	Point-of-Use Treatment Device	8	18.18%
5	No Response	1	2.27%
	Total Survey Responses	45	

**Section - Section 2**

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

		Count	% of Total Responses Received **
1	Yes	4	10.26%
2	No	35	89.74%
3	No Response	5	
	Totals	44	

*\*\* 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	38	<del>90.91%</del>
2	Excellent	0	
3	Good	0	
4	Fair	0	
5	Poor	0	
6	Unsatisfactory	0	
7	No Response	6	<del>13.64%</del>
	Totals	44	<del>100.00%</del>
	Total less "No Such Experience" and "No Responses" **	0	

**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	2	4.55%
2	Electric	11	25.00%
3	Phone	5	11.36%
4	Cable	2	4.55%
5	Water	27	61.36%
6	Sewer	3	6.82%
7	None	12	27.27%
8	No Response	6	13.64%
	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	27	61.36%
2	Availability Charge	1	2.27%
3	Flat Rate Wants	1	2.27%
4	High Rates	3	6.82%
5	Odor - (other than Chlorine)	1	2.27%
6	Odor - Chlorine	1	2.27%
7	Other	3	6.82%
8	Positive Comment	10	22.73%
9	Taste	2	4.55%
10	Won't Drink Water	1	2.27%
11	Follow-Up Needed	1	2.27%
	Totals	51	<del>100.00%</del>