

WaterOne Quarterly Customer Satisfaction Survey Results 4th Quarter 2011

FINAL Results

Prepared for

WaterOne

ETC Institute
725 West Frontier Circle
Olathe, Kansas
66061



January 2012

WaterOne Fourth Quarter Survey

Methodology of Fourth Quarter Findings for WaterOne

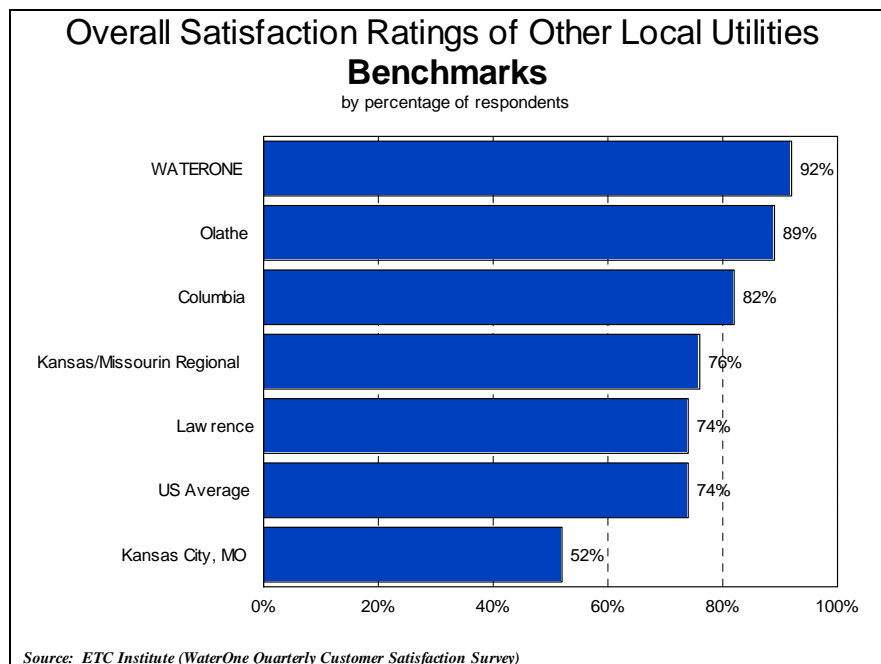
ETC Institute conducted the third of WaterOne's quarterly surveys during November and December of 2011. The survey was designed to gather input from key customer groups to help WaterOne objectively assess the quality of its service and to identify ways to serve customers better.

A four-page survey was administered by phone to a random sample of households in Johnson County. Two hundred and two (202) households completed the survey. The results for the random sample of 202 households have a 95% level of confidence with a precision of at least +/- 7%.

The survey findings for this third survey serves as a comparison to the baseline data established in April of 2011.

Major Finding

The overall quality of WaterOne water services was rated at 92% satisfaction. It is the highest satisfaction rating in the Kansas/Missouri Region.



Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Core Satisfaction Findings

Respondents “who had an opinion” were most satisfied with WaterOne’s efforts to ensure enough water is available (95%), with the clarity of their tap water (93%), and the overall quality of water services (92%) .

Fourth Quarters Service Ratings

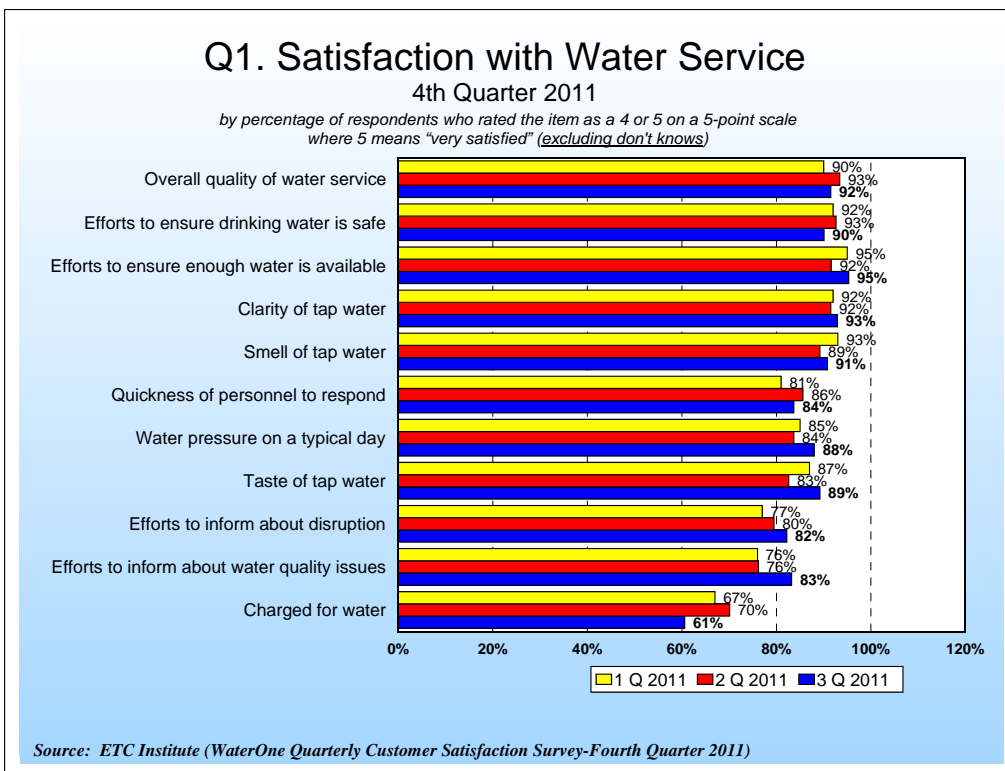
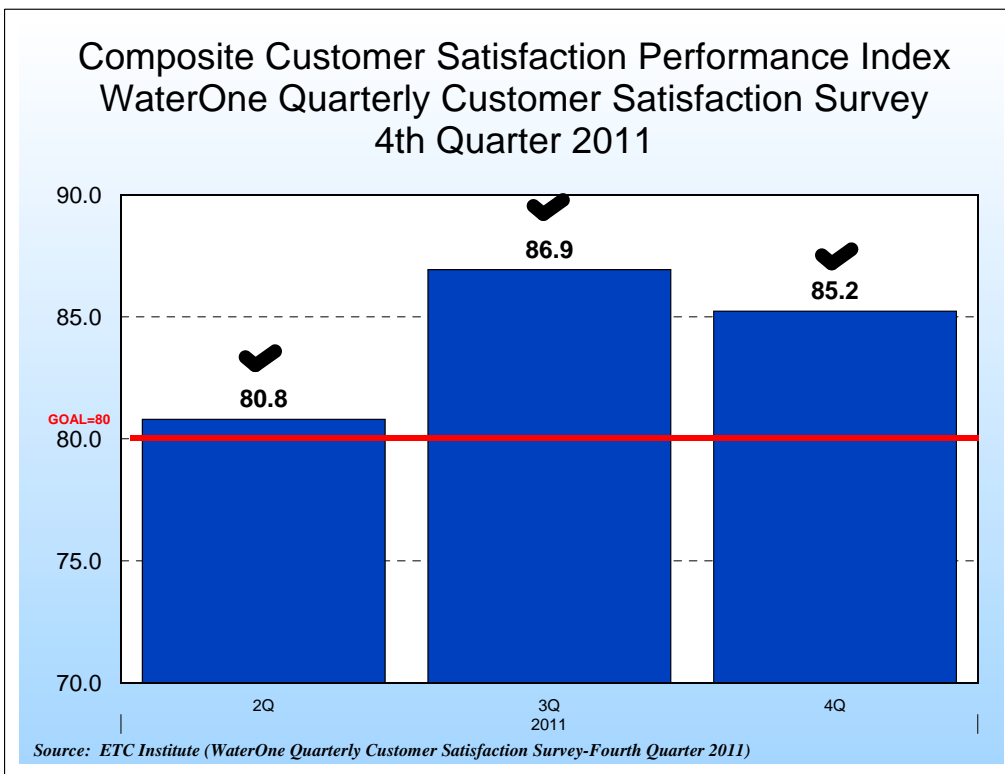
Various service issues were rated. The following are results for the fourth quarter:

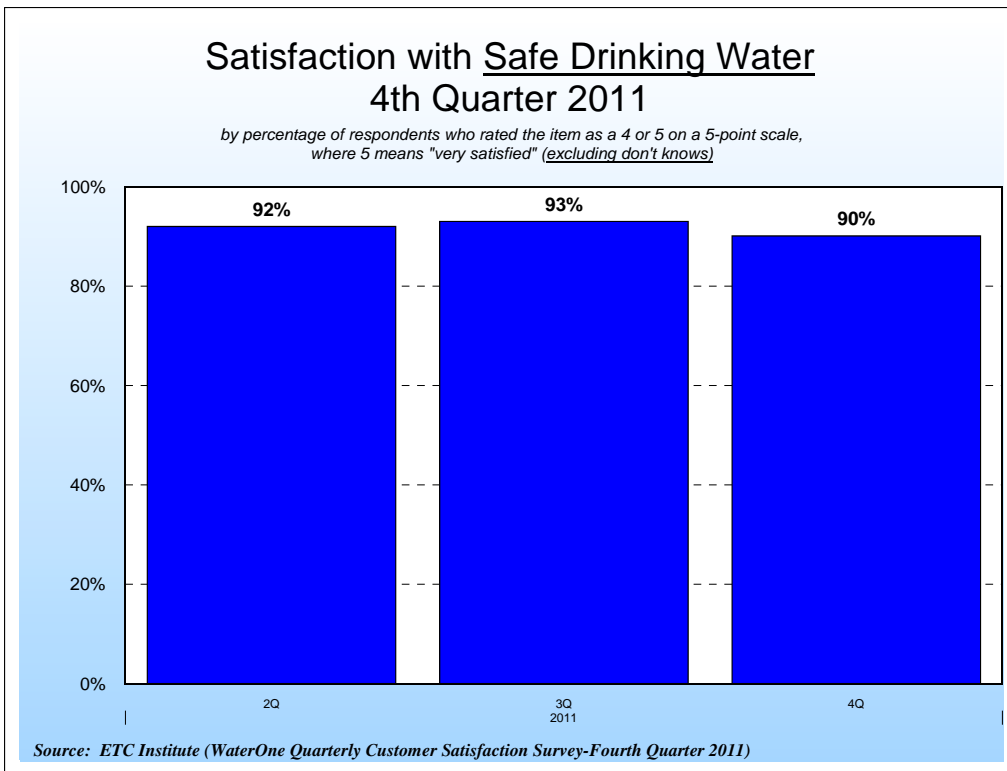
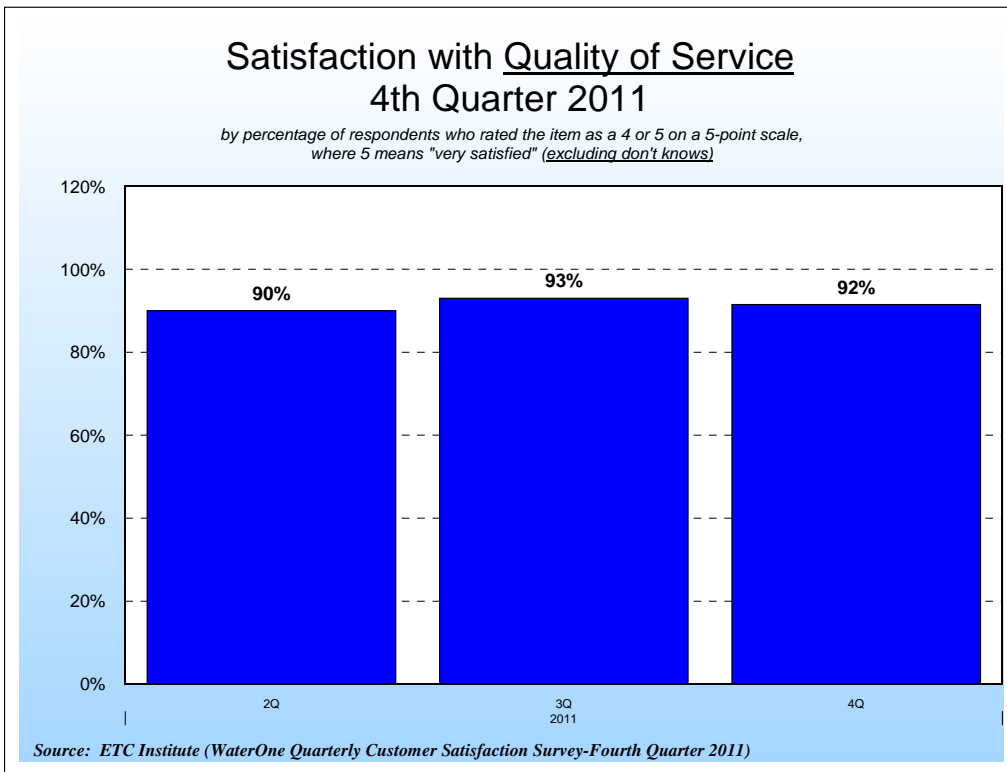
- 4% had an error on their water bill, and of those, 57% had the issue resolved to their satisfaction.
- 2% had their service turned off for not paying a bill, and of those, none were satisfied with WaterOne’s efforts to inform them in advance.
- 11% experienced a planned disruption to their water service and 91% were satisfied with WaterOne’s effort to inform them about the planned disruption, and 100% felt that the amount of time that they went without water was reasonable.
- 12% had called WaterOne with a question, problem or complaint, and of those “who had an opinion”, 92% were satisfied with the length of time it took to contact the right person, and 92% said they were treated courteously by WaterOne personnel.

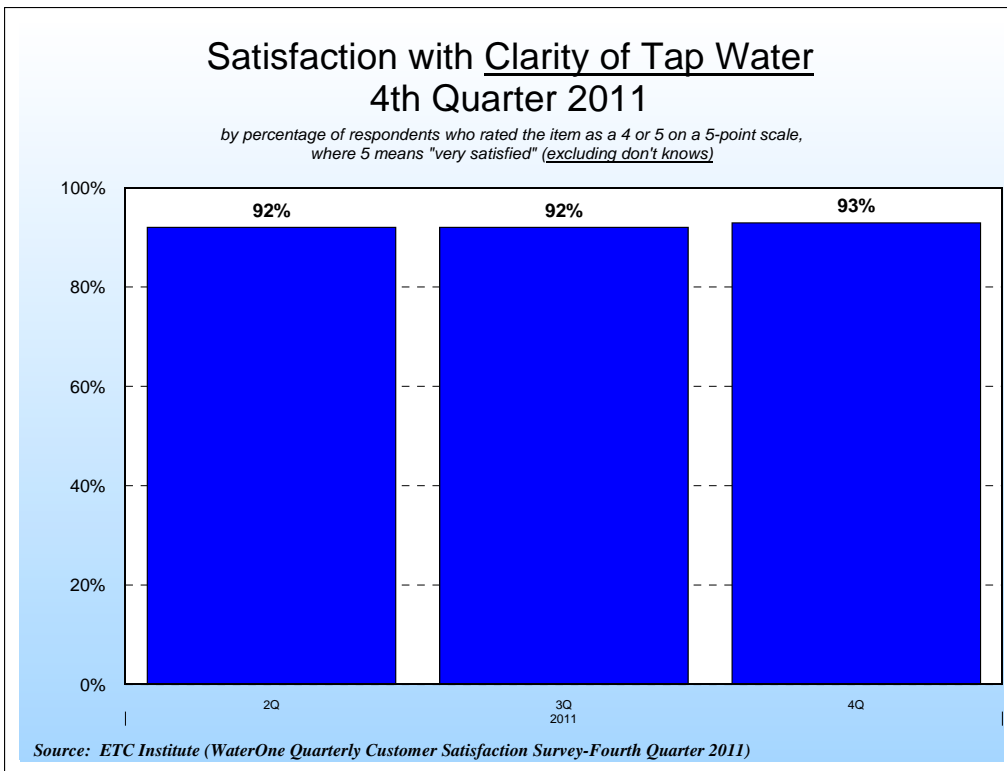
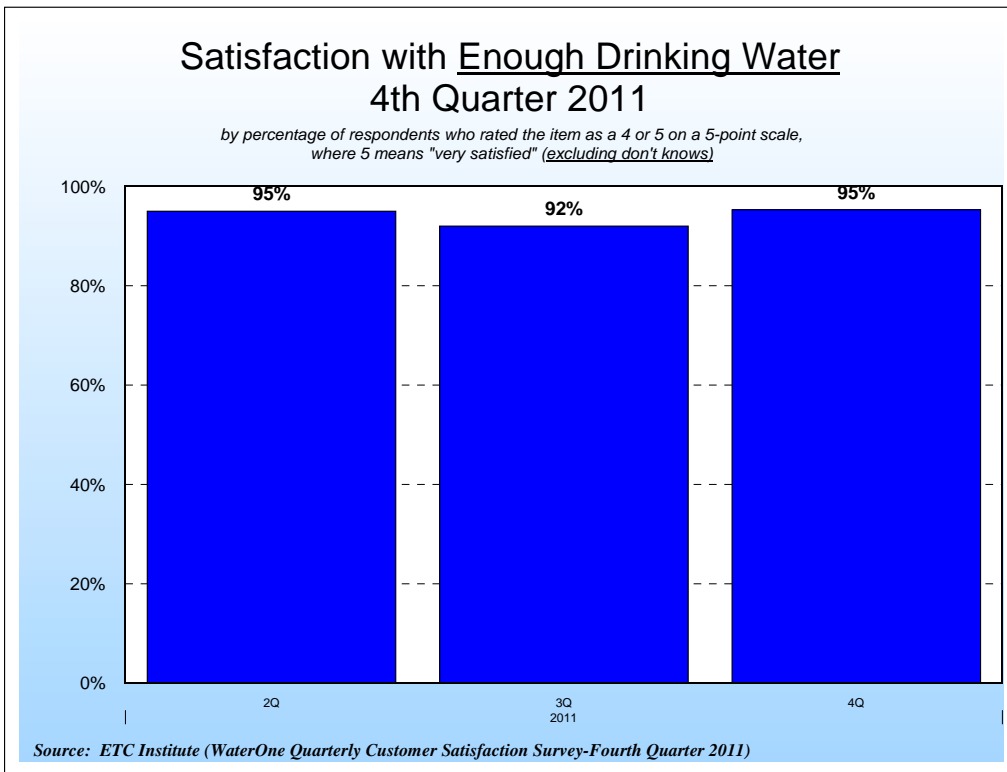
How WaterOne Rates Alongside Other Utilities

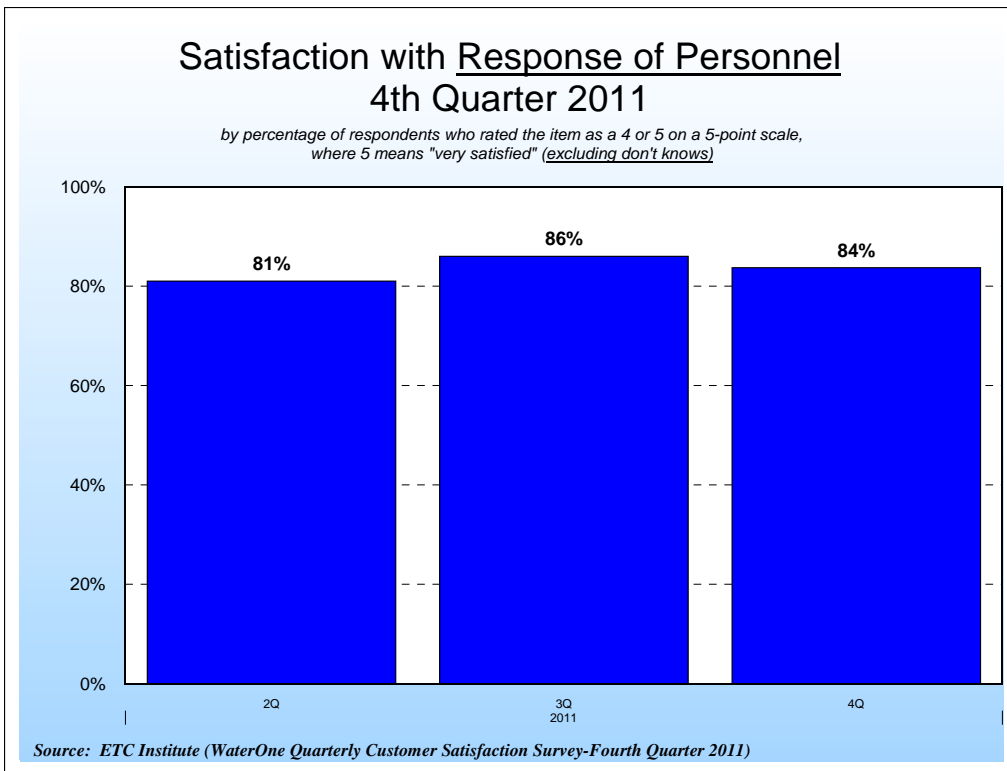
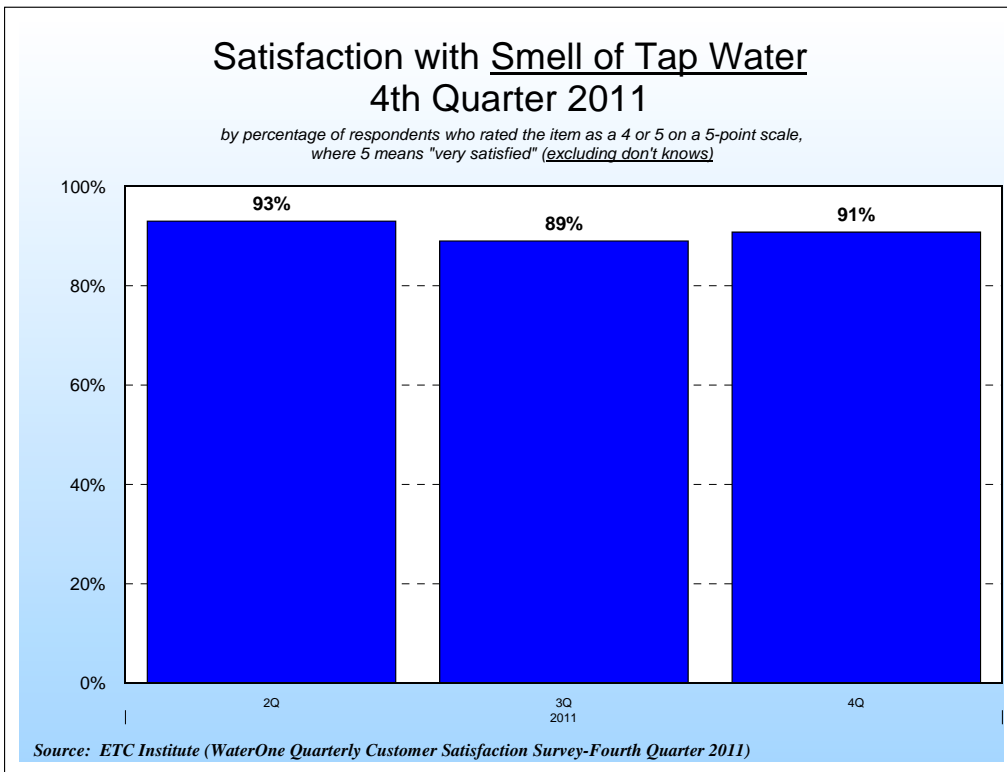
At 92%, WaterOne rated higher in reliability than any other utility, including the Electric Company, the Long Distance Telephone Company, and the Internet Service Provider.

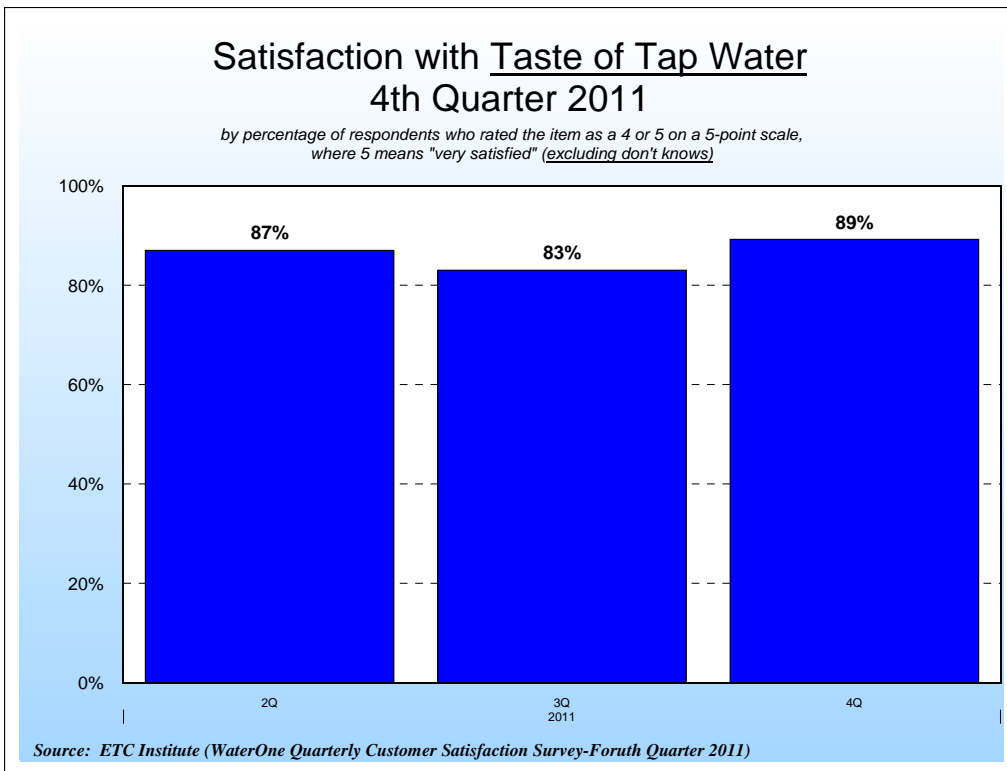
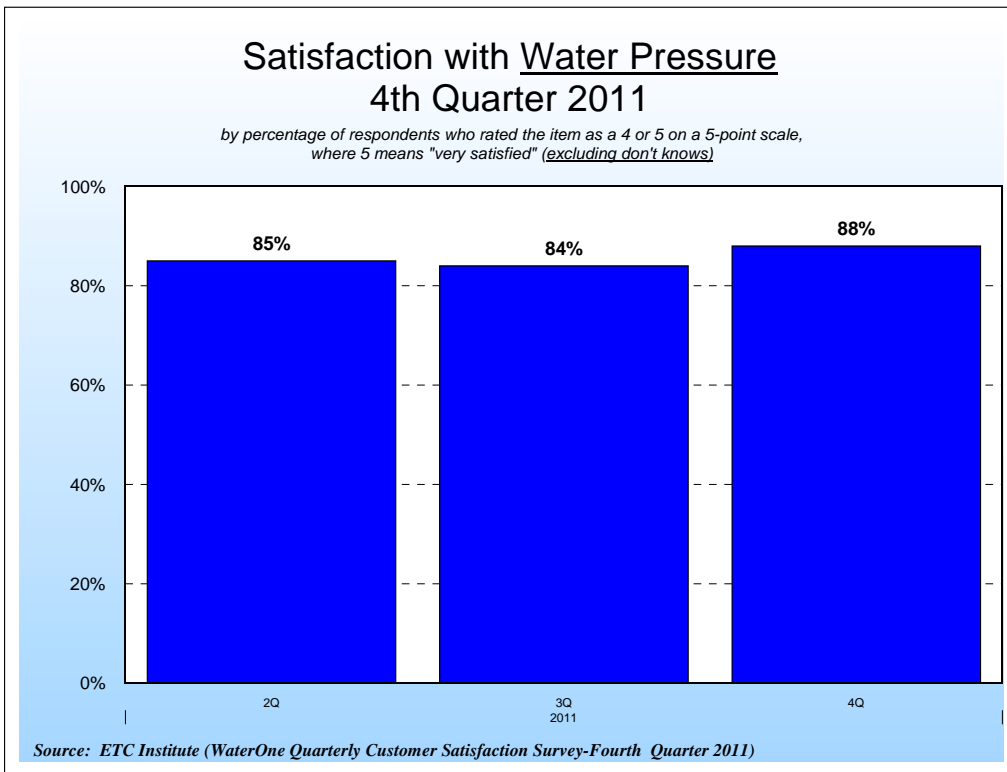
Section 1:
Charts and Graphs





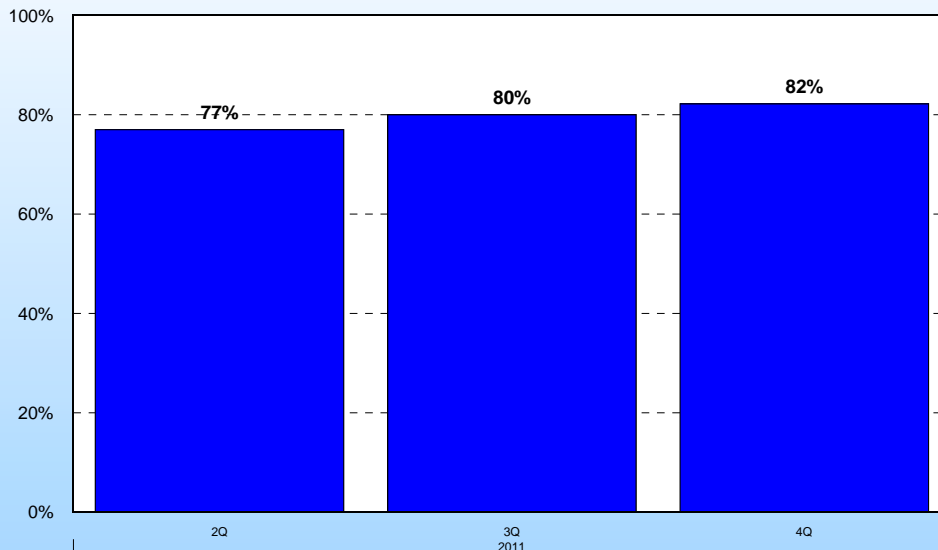






Satisfaction with Efforts to Inform About Disruption 4th Quarter 2011

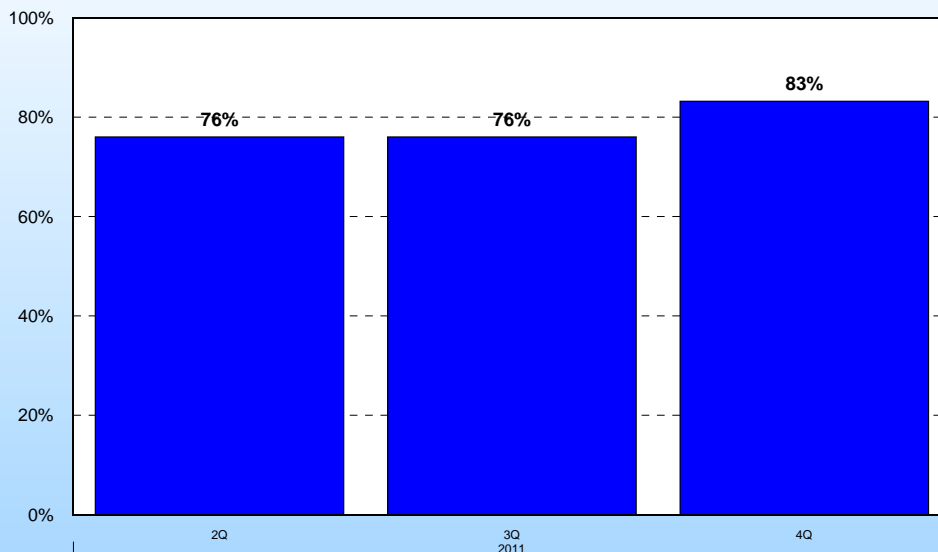
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means "very satisfied" (excluding don't knows)



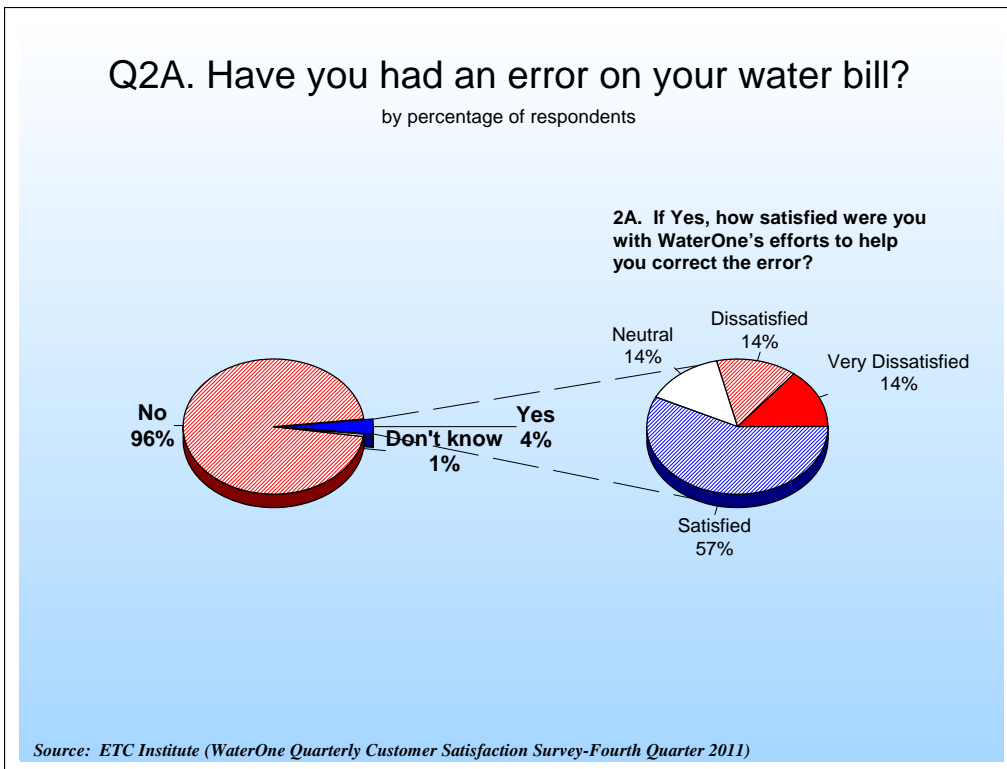
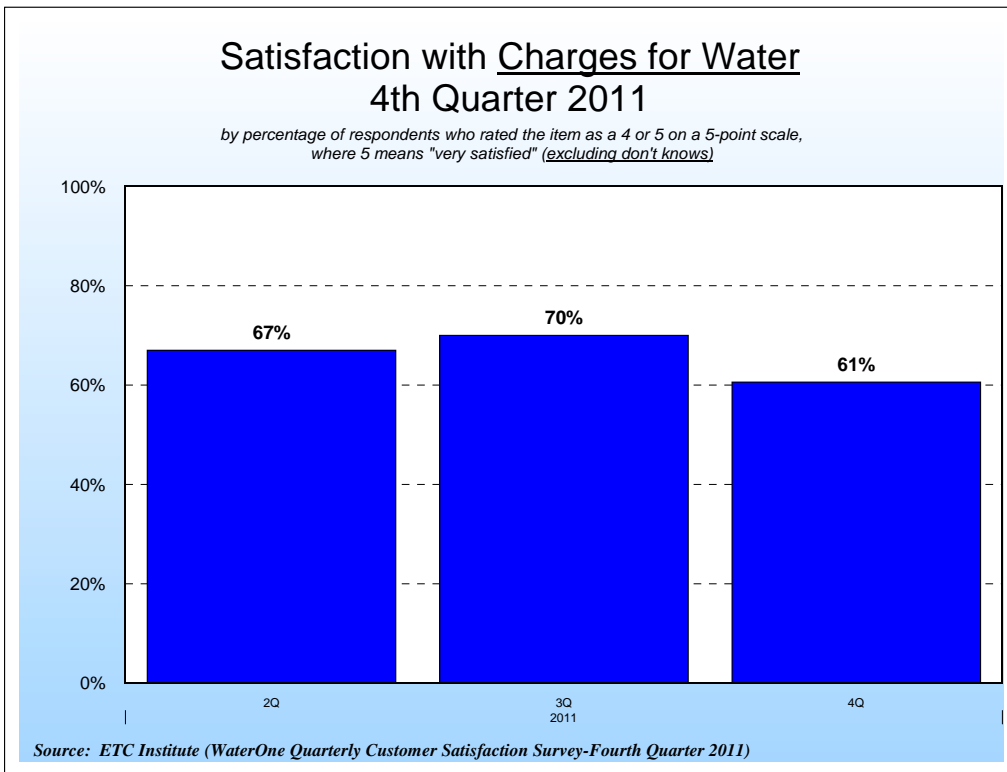
Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

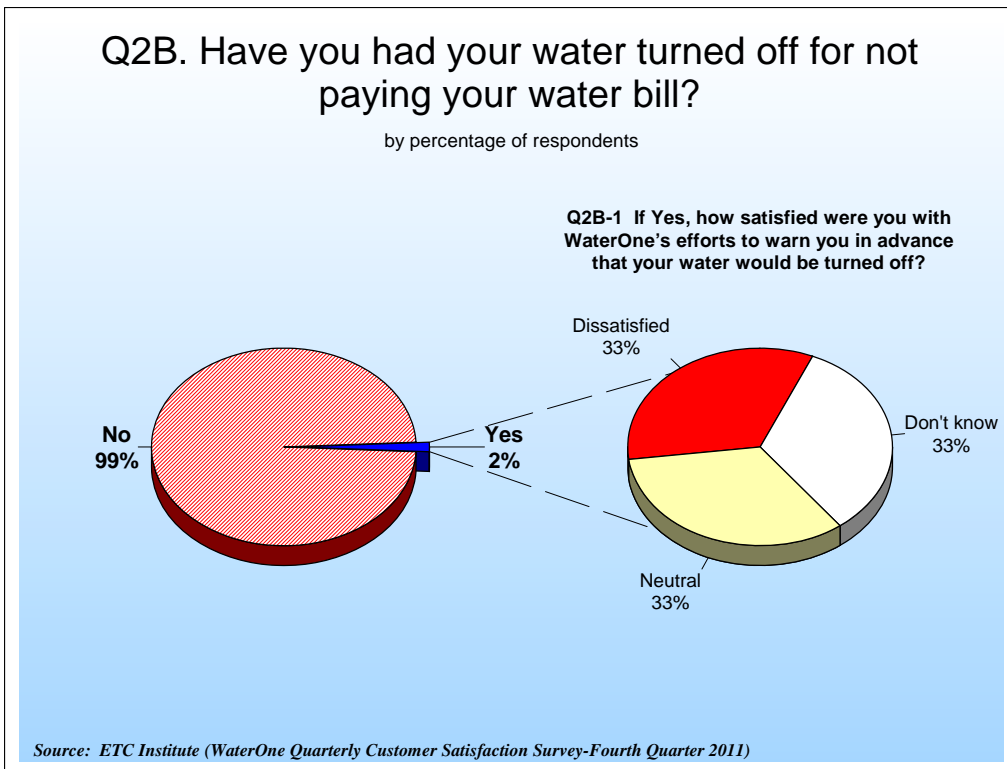
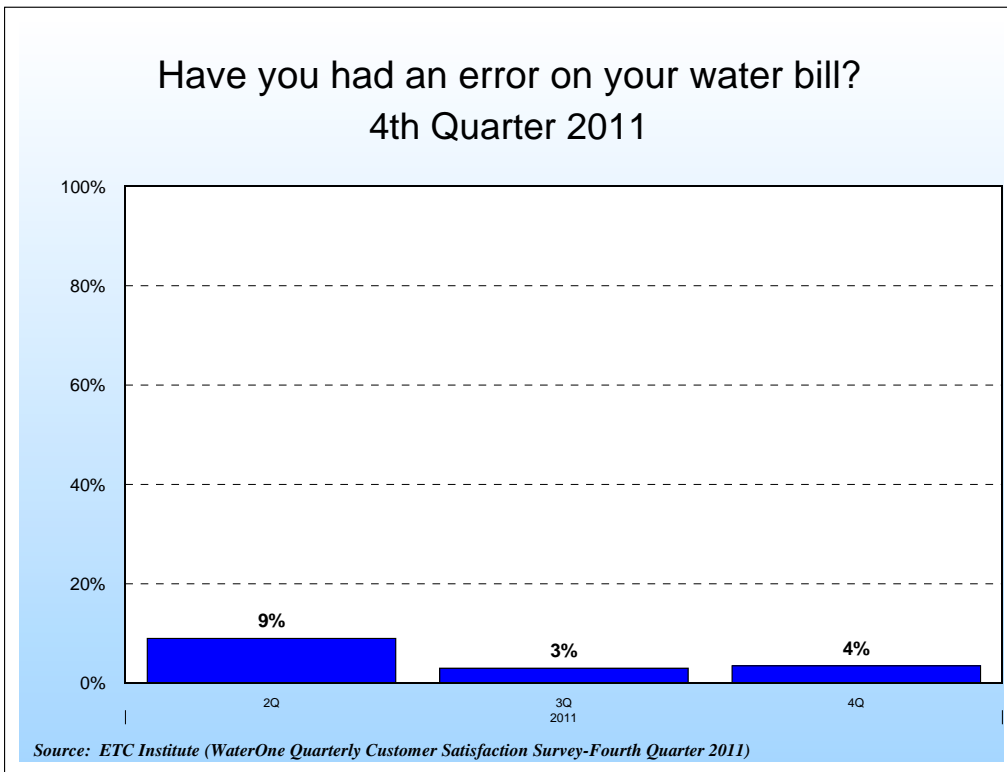
Satisfaction with Efforts to Inform About Water Quality 4th Quarter 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale, where 5 means "very satisfied" (excluding don't knows)

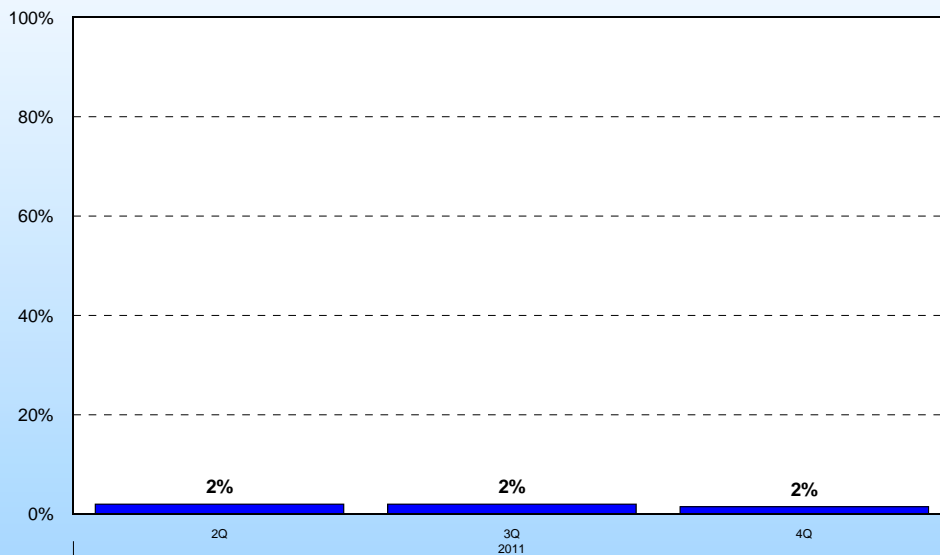


Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)





Have you had your water turned off for not paying a bill? 4th Quarter 2011

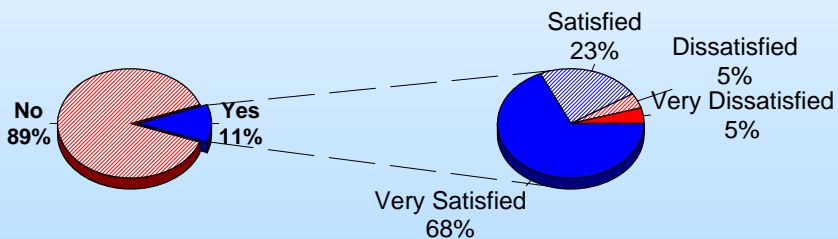


Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

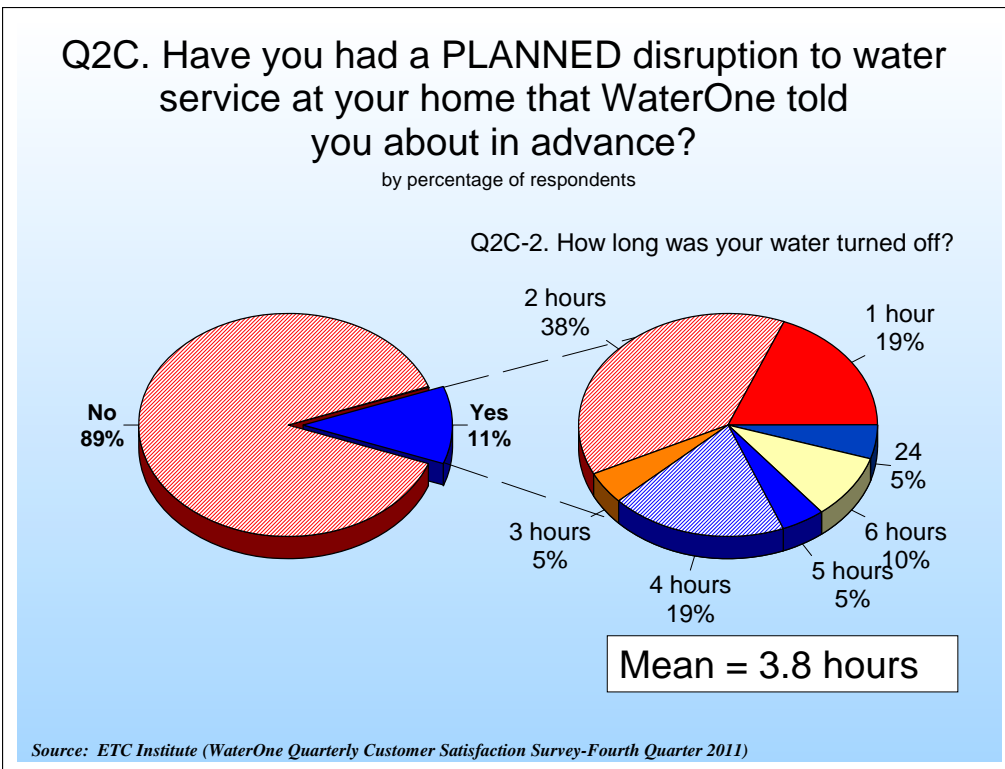
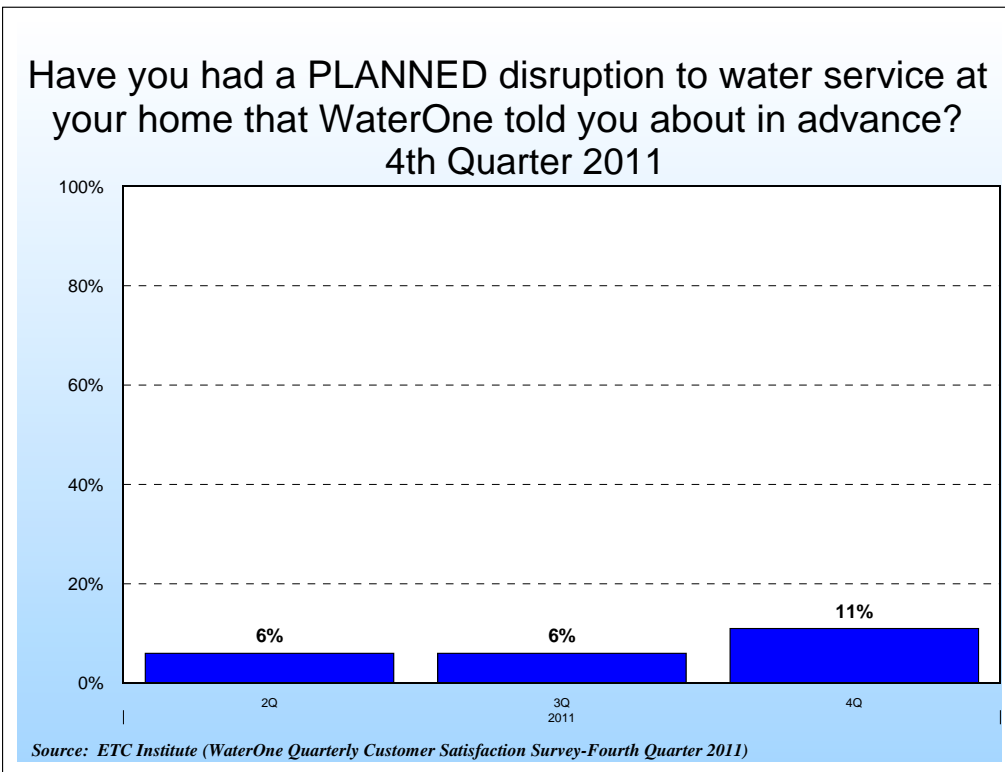
Q2C. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

by percentage of respondents

Q2C-1. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?

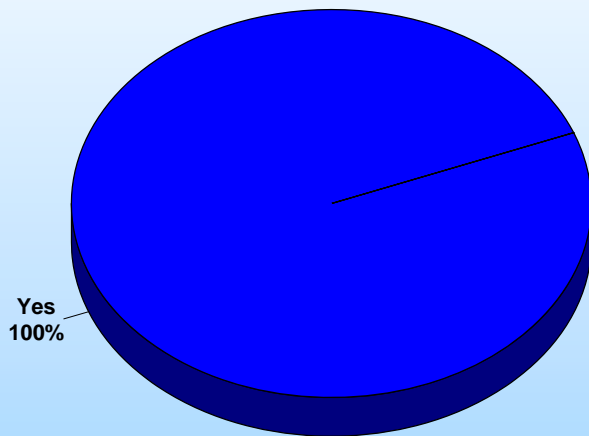


Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)



Q2C-3. Was that a reasonable amount of time to be without water?

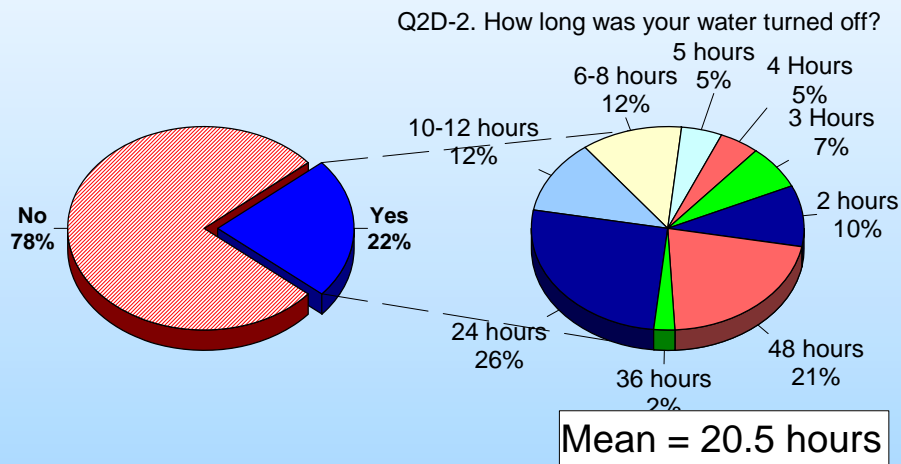
by percentage of respondents who had a planned disruption to water service



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

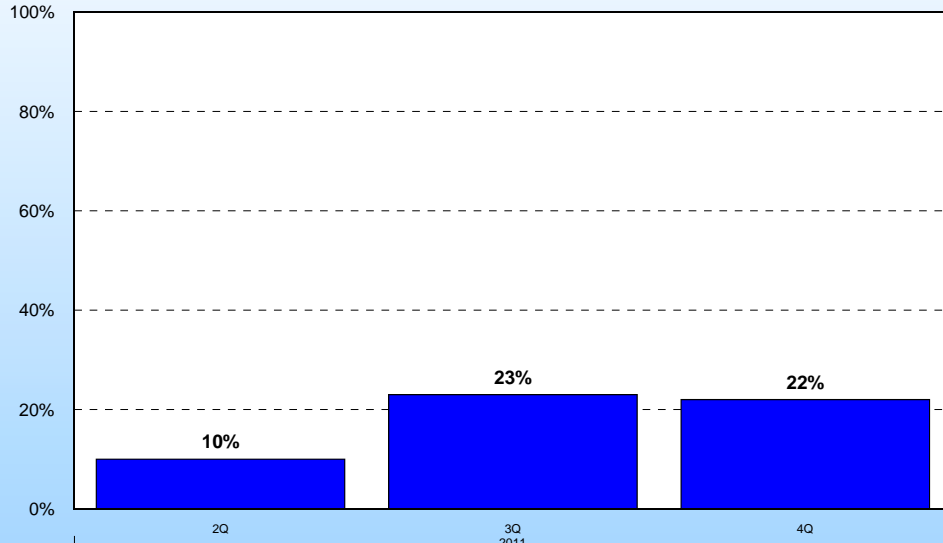
Q2D. Have you had an UNPLANNED disruption to water service at your home that was caused by a MAIN BREAK?

by percentage of respondents



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

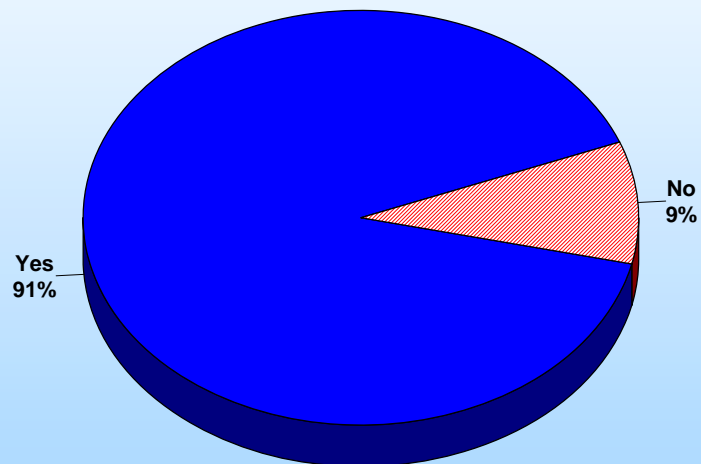
Have you had an UNPLANNED disruption to water service at your home that was caused by a MAIN BREAK?
4th Quarter 2011



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q2D-3. Do you think WaterOne restored your water service in a reasonable amount of time?

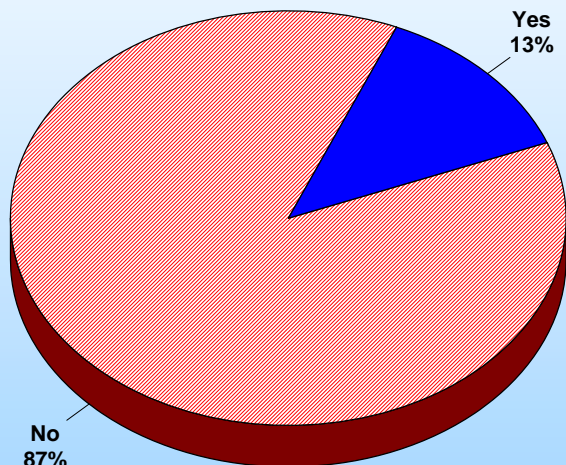
by percentage of respondents who had an unplanned water disruption



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q2E. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

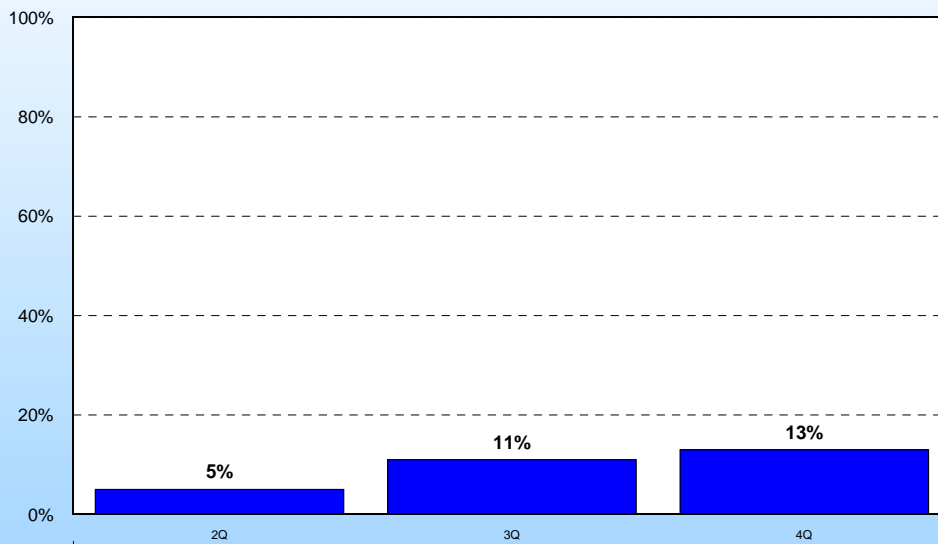
by percentage of respondents



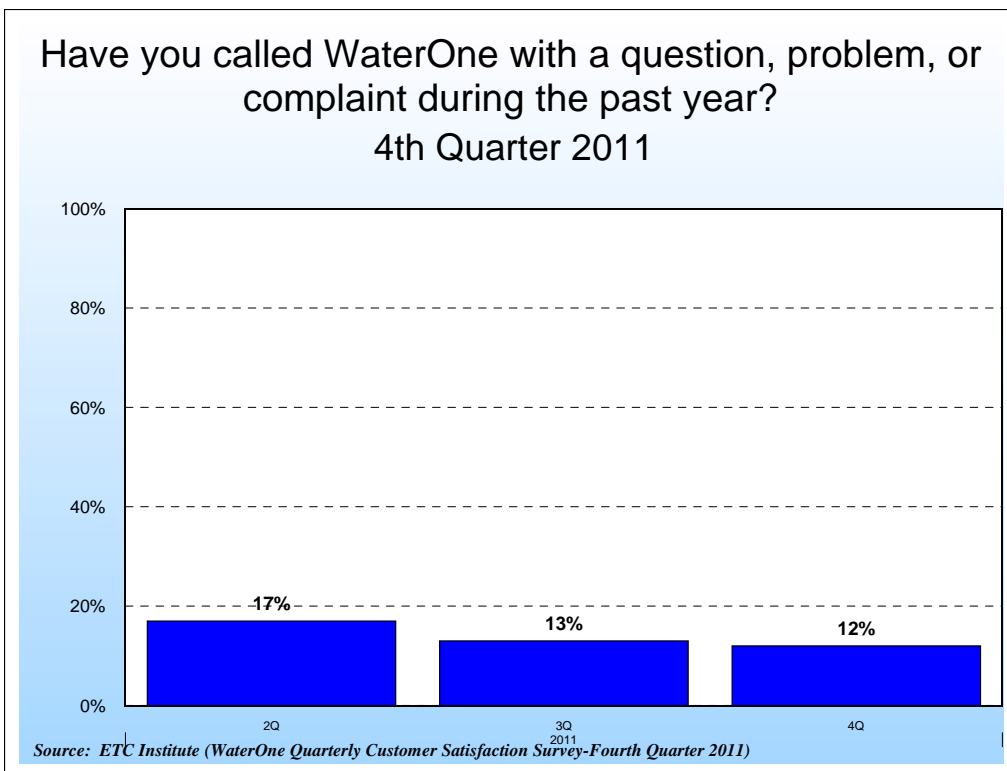
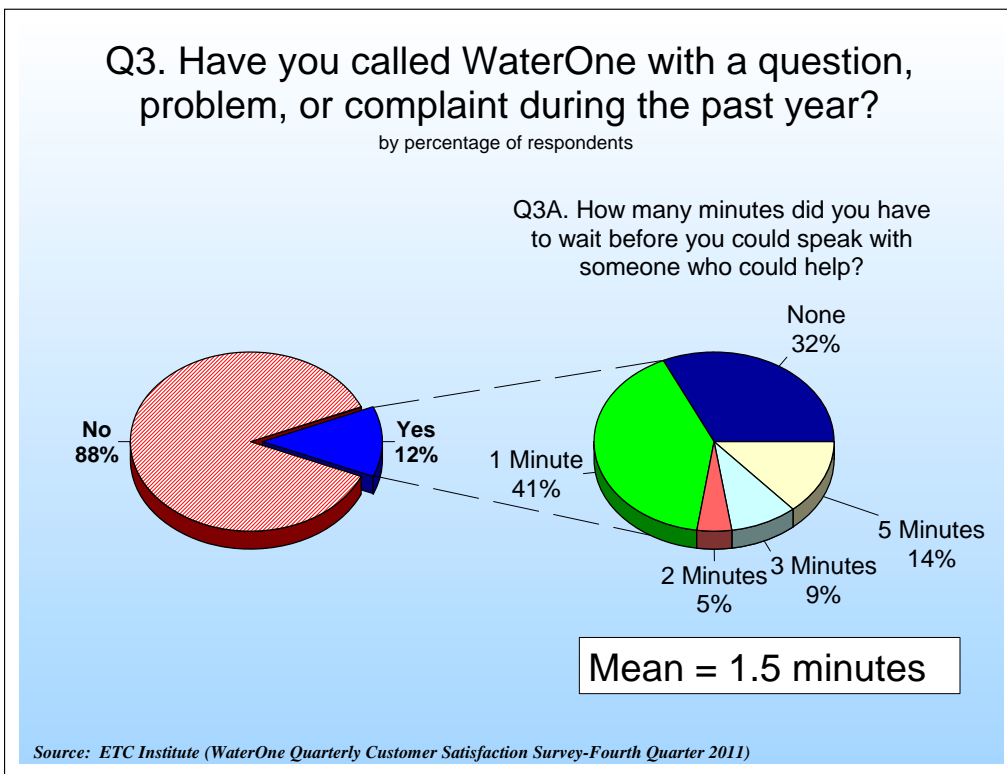
Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

4th Quarter 2011

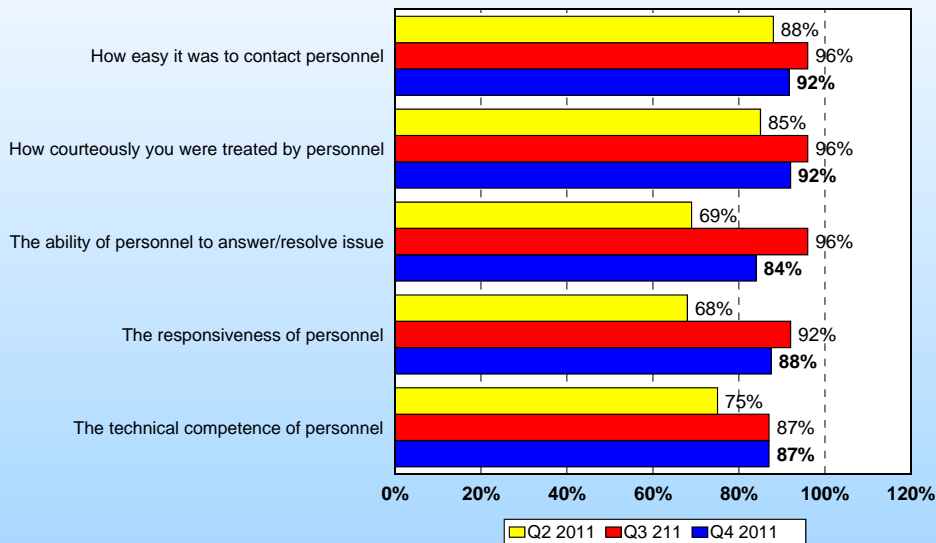


Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)



Q3B-Q3F. Overall Satisfaction with WaterOne Employee Customer Service

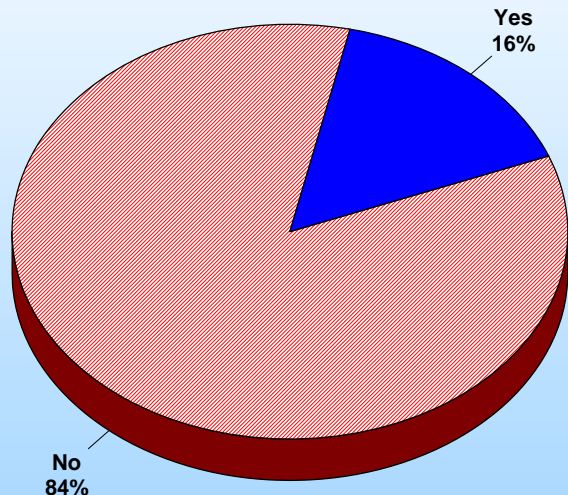
by percentage of respondents who had called WaterOne during the past year with a complaint (excluding don't knows)



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q4. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

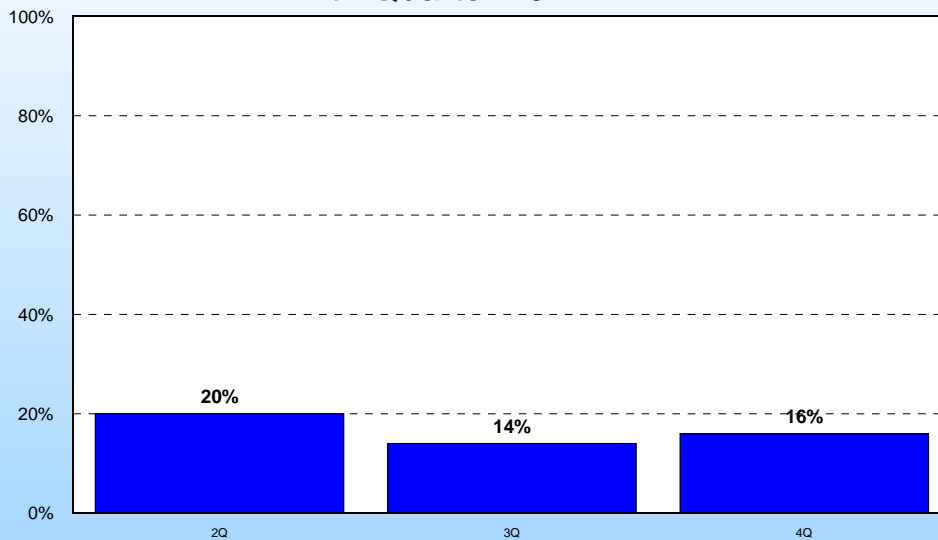
by percentage of respondents



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

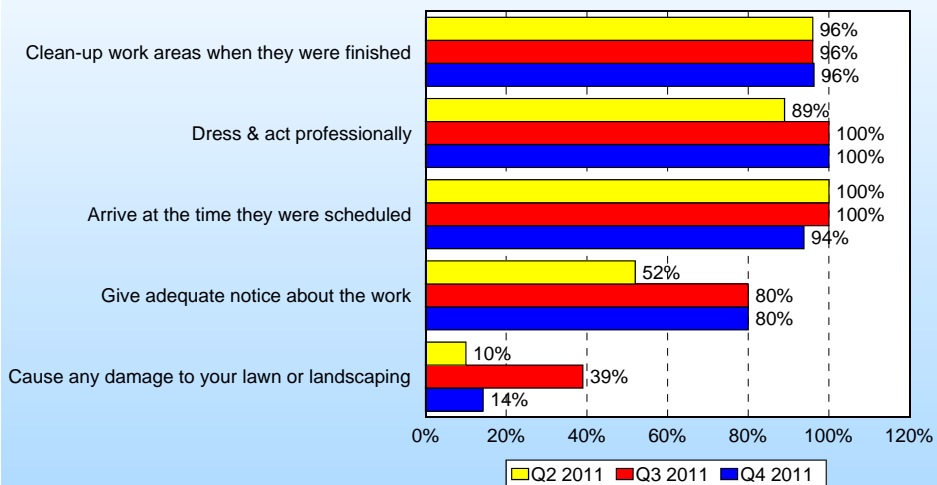
4th Quarter 2011



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q4A-Q4E. Did the employee who came to your house or did work in your neighborhood:

by percentage of respondents who had a WaterOne employee visit their home or neighborhood during the past year

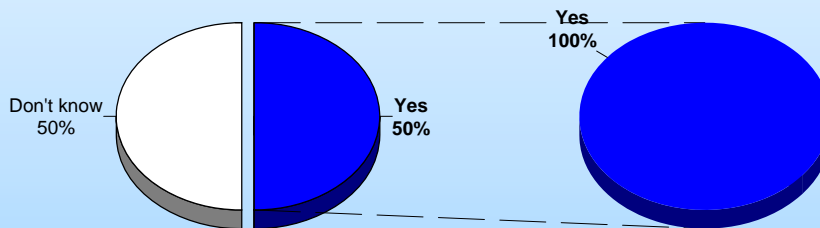


Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q4D. Did the WaterOne employee who came to your house/neighborhood cause any damage to your lawn or landscaping?

by percentage of respondents

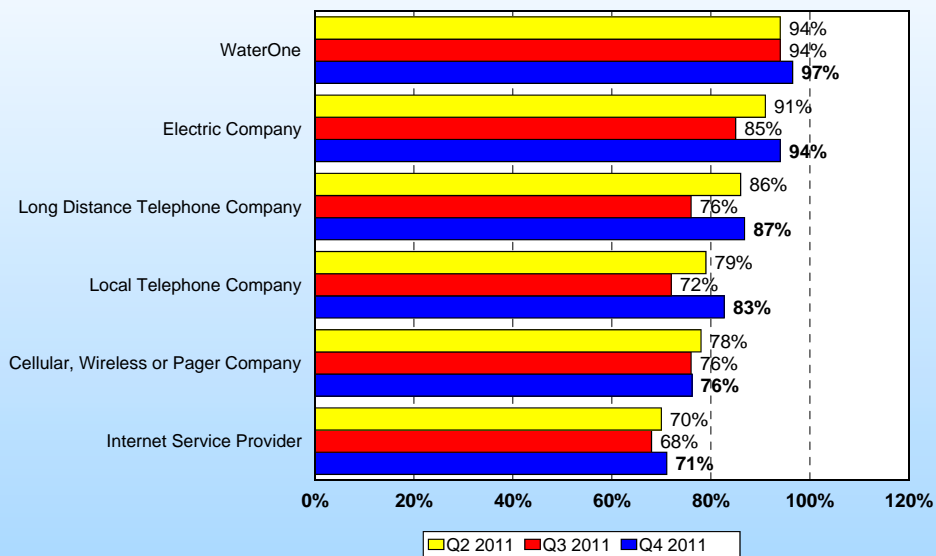
Q4F. Did they repair your lawn or landscaping in a manner that was acceptable to you?



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q5A-Q5F. Ratings of the Reliability of Various Utilities

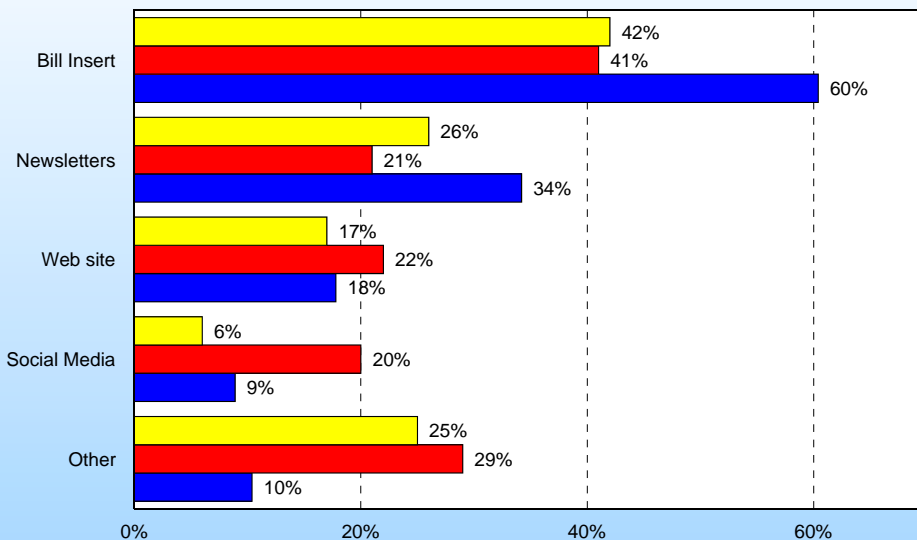
by percentage of respondents who rated the item on a scale from 1 to 5, where a 5 meant "always reliable" (excluding not applicable)



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

Q6. How would you prefer to receive information from utilities that serve you?

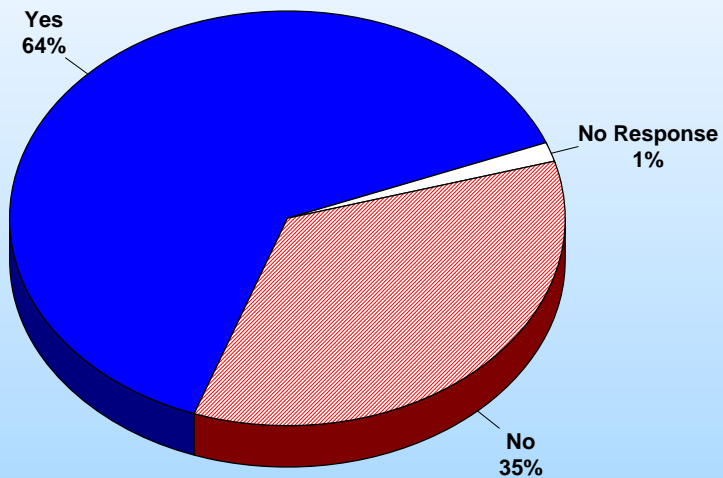
by percentage of respondents



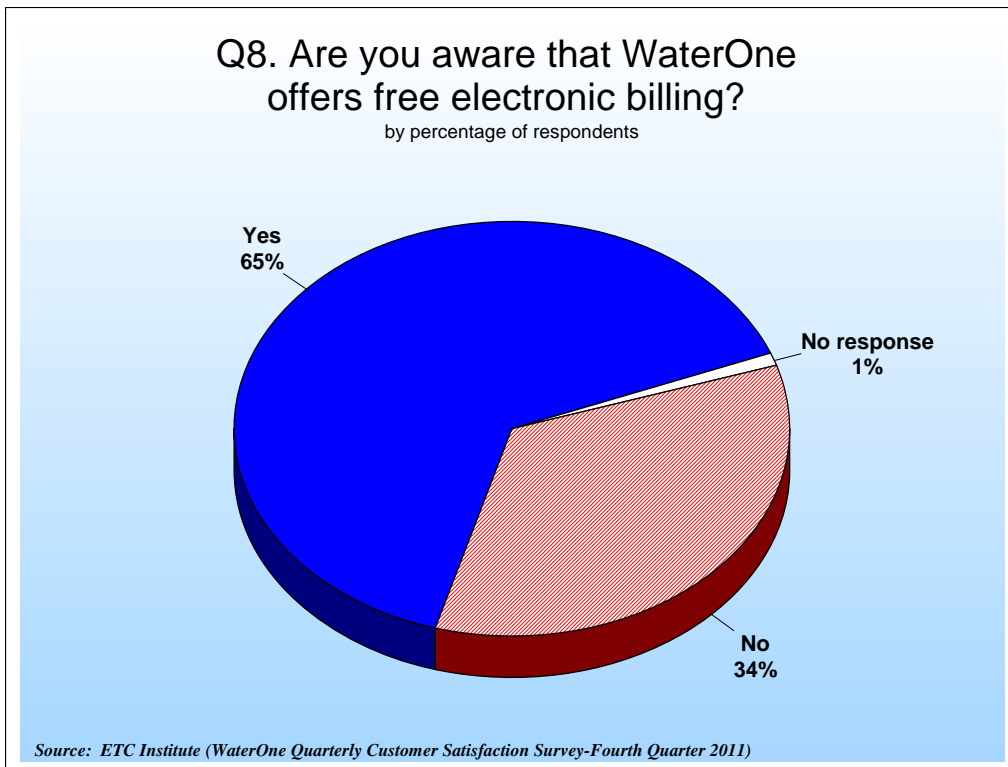
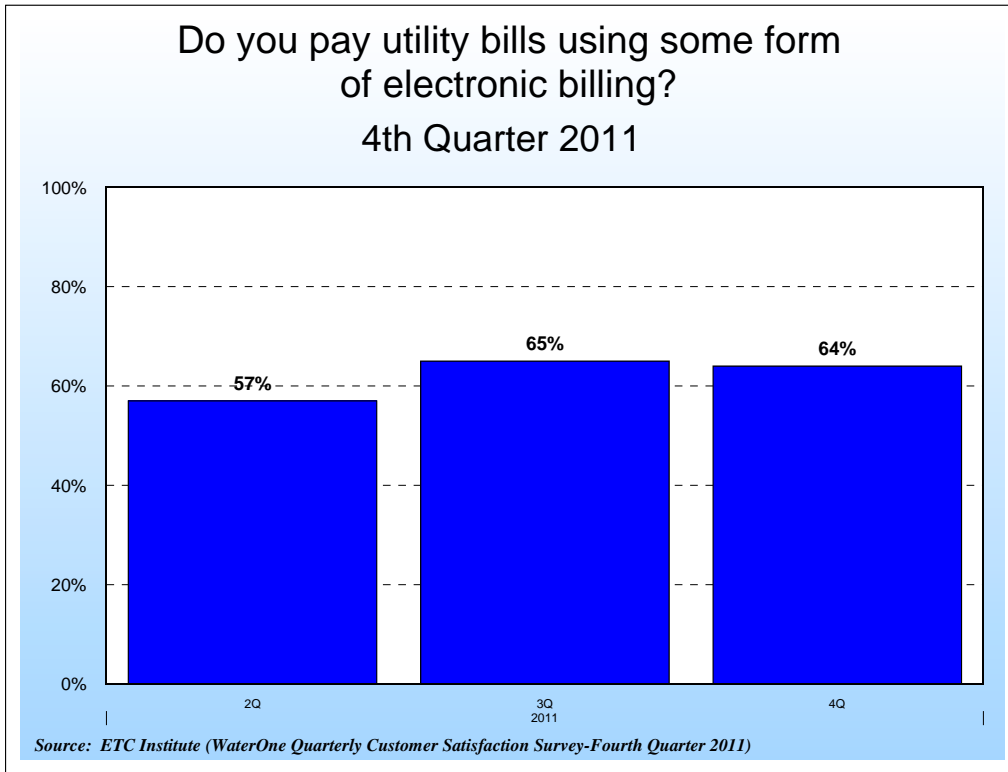
Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)

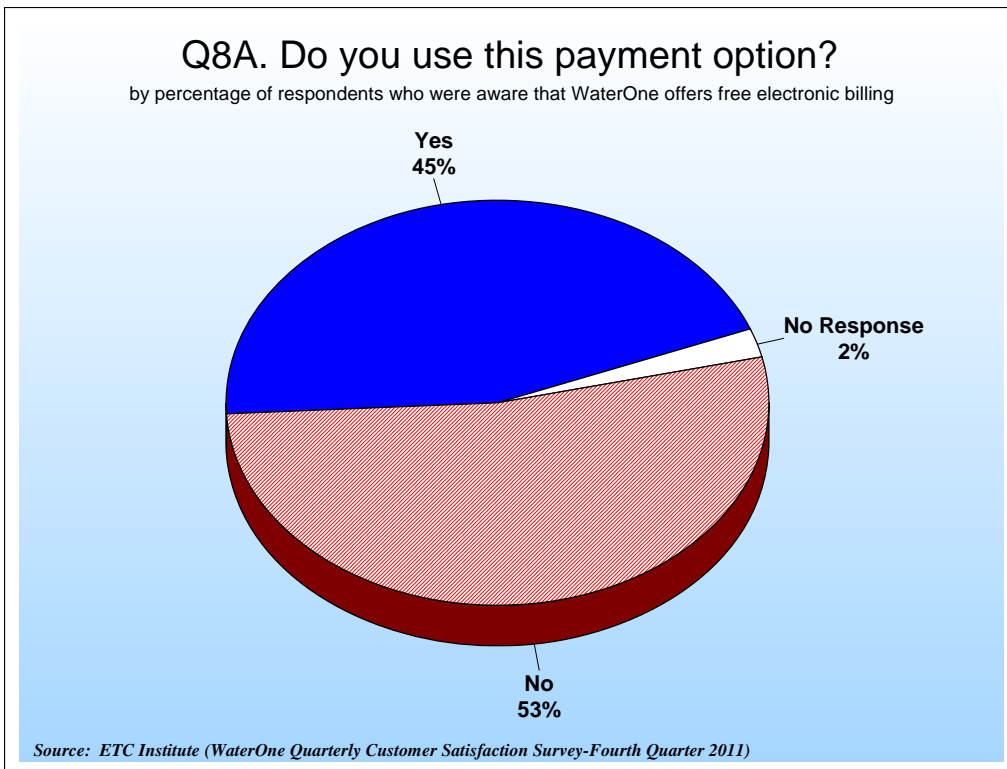
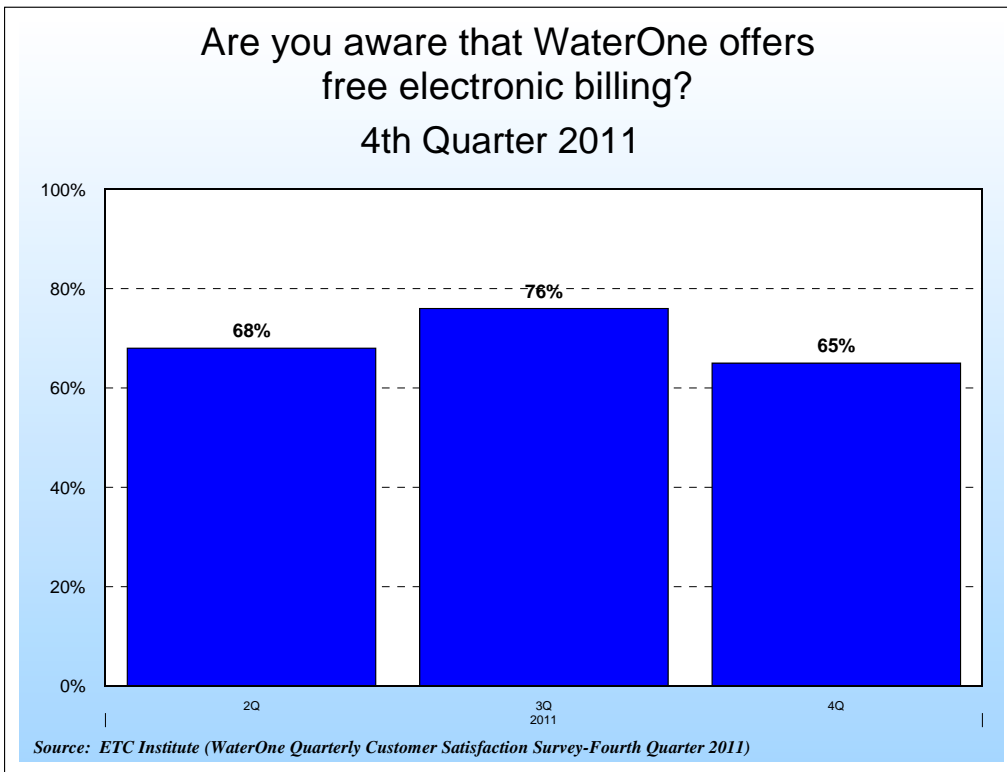
Q7. Do you pay utility bills using some form of electronic billing?

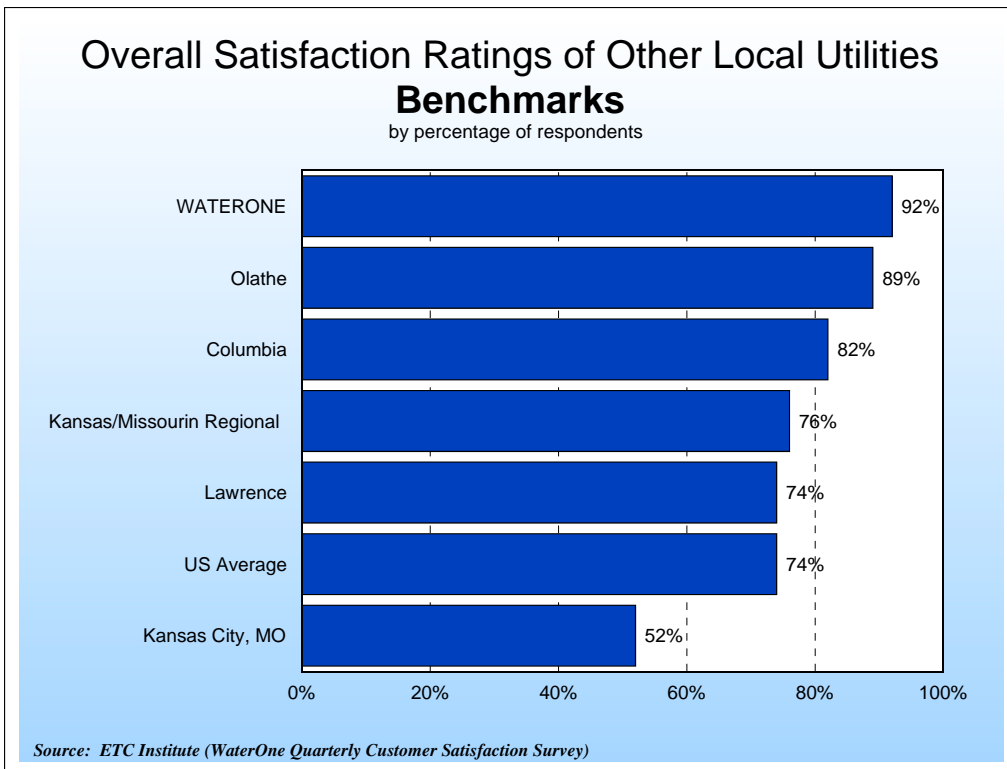
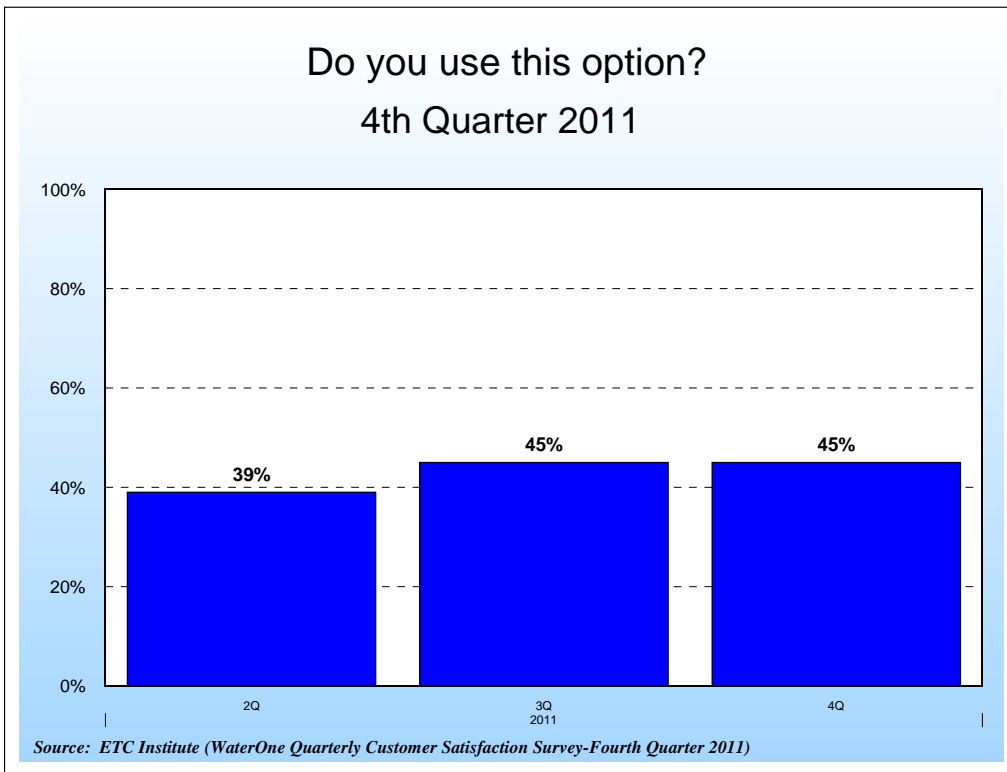
by percentage of respondents



Source: ETC Institute (WaterOne Quarterly Customer Satisfaction Survey-Fourth Quarter 2011)







Section 2:
Tabular Data

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q1a-k How satisfied are you with :

(N=202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q1a. How satisfied are you with water pressure on a typical day	55.0%	32.2%	9.4%	1.0%	1.5%	1.0%
Q1b. How satisfied are you with the taste of your tap water	50.0%	35.6%	6.9%	2.0%	1.5%	4.0%
Q1c. How satisfied are you with the smell of your tap water	58.9%	29.2%	7.4%	1.0%	0.5%	3.0%
Q1d. How satisfied are you with the clarity of your tap water	61.4%	29.7%	5.4%	1.0%	0.5%	2.0%
Q1e. How satisfied are you with efforts to ensure your water is safe to drink	51.5%	20.3%	6.9%	0.5%	0.5%	20.3%
Q1f. How satisfied are you with efforts to ensure there is an adequate water supply	58.9%	21.3%	2.0%	0.5%	1.5%	15.8%
Q1g. How satisfied are you with efforts to keep you informed about water quality	45.0%	26.2%	8.4%	5.0%	1.0%	14.4%
Q1h. How satisfied are you with efforts to keep you informed about service disruptions	45.5%	23.3%	9.4%	3.5%	2.0%	16.3%
Q1i. How satisfied are you with how quickly personnel respond to your requests	28.7%	11.9%	6.9%	0.5%	0.5%	51.5%
Q1j. How satisfied are you with what you are charged for water	25.2%	31.2%	21.8%	8.9%	5.9%	6.9%
Q1k. How satisfied are you with the overall quality of your water service	53.0%	37.6%	7.4%	0.5%	0.5%	1.0%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q Q1a-k How satisfied are you with : (Without Don't Know)

(N=202)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. How satisfied are you with water pressure on a typical day	55.5%	32.5%	9.5%	1.0%	1.5%
Q1b. How satisfied are you with the taste of your tap water	52.1%	37.1%	7.2%	2.1%	1.5%
Q1c. How satisfied are you with the smell of your tap water	60.7%	30.1%	7.7%	1.0%	0.5%
Q1d. How satisfied are you with the clarity of your tap water	62.6%	30.3%	5.6%	1.0%	0.5%
Q1e. How satisfied are you with efforts to ensure your water is safe to drink	64.6%	25.5%	8.7%	0.6%	0.6%
Q1f. How satisfied are you with efforts to ensure there is an adequate water supply	70.0%	25.3%	2.4%	0.6%	1.8%
Q1g. How satisfied are you with efforts to keep you informed about water quality	52.6%	30.6%	9.8%	5.8%	1.2%
Q1h. How satisfied are you with efforts to keep you informed about service disruptions	54.4%	27.8%	11.2%	4.1%	2.4%
Q1i. How satisfied are you with how quickly personnel respond to your requests	59.2%	24.5%	14.3%	1.0%	1.0%
Q1j. How satisfied are you with what you are charged for water	27.1%	33.5%	23.4%	9.6%	6.4%
Q1k. How satisfied are you with the overall quality of your water service	53.5%	38.0%	7.5%	0.5%	0.5%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q2a Have you had an error on your water bill?

Q2a. Have you had an error on your water bill	Number	Percent
Yes	7	3.5 %
No	194	96.0 %
No response	1	0.5 %
Total	202	100.0 %

Q2a1 IF YES: How satisfied were you with WaterOne's efforts to help you correct the error?

Q2a1. How satisfied were you with efforts to help you correct the error	Number	Percent
Satisfied	4	57.1 %
Neutral	1	14.3 %
Dissatisfied	1	14.3 %
Very Dissatisfied	1	14.3 %
Total	7	100.0 %

Q2b Have you had your water turned off for not paying a bill?

Q2b. Have you had your water turned off for not paying a bill	Number	Percent
Yes	3	1.5 %
No	199	98.5 %
Total	202	100.0 %

Q2b1 IF YES: How satisfied were you with WaterOne's efforts to inform you in advance that your water would be turned off if you did not pay your bill?

Q2b1. How satisfied were you with efforts to inform you the water would be turned off	Number	Percent
Neutral	1	33.3 %
Dissatisfied	1	33.3 %
Don't know	1	33.3 %
Total	3	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q2c Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

Q2c. Have you had a planned disruption to service that you were told about in advance	Number	Percent
Yes	22	10.9 %
No	180	89.1 %
Total	202	100.0 %

Q2c1 IF YES: How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?

Q2c1. How satisfied were you with efforts to inform you about the planned disruption	Number	Percent
Very Satisfied	15	68.2 %
Satisfied	5	22.7 %
Dissatisfied	1	4.5 %
Very Dissatisfied	1	4.5 %
Total	22	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q2c2 IF YES to Q2c: How long was your water turned off (in hours)?

<u>Q2c2. How long was your water turned off</u>	<u>Number</u>	<u>Percent</u>
01	4	19.0 %
02	8	38.1 %
03	1	4.8 %
04	4	19.0 %
05	1	4.8 %
06	2	9.5 %
24	1	4.8 %
Total	21	100.0 %

Q2c2 IF YES to Q2c: How long was your water turned off (in hours)?

Q2c2. How long was your water turned off

Minimum = 1

Maximum = 24

Mean = 3.8

Median = 2

Q2c3 IF YES to Q2c: Was that a reasonable amount of time to be without water?

<u>Q2c3. Was that a reasonable amount of time to be without water</u>	<u>Number</u>	<u>Percent</u>
Yes	22	100.0 %
Total	22	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q2d Have you had an UNPLANNED disruption to water service at your residence that was caused by a MAIN BREAK?

Q2d. Have you had an unplanned disruption to water service caused by a main break	Number	Percent
Yes	45	22.3 %
No	157	77.7 %
Total	202	100.0 %

Q2d1 IF YES to Q2d: How long was your water service disrupted (in hours)?

Q2d1. How long was your water service disrupted	Number	Percent
02	4	9.5 %
03	3	7.1 %
04	2	4.8 %
05	2	4.8 %
06	1	2.4 %
08	4	9.5 %
10	1	2.4 %
12	4	9.5 %
24	11	26.2 %
36	1	2.4 %
48	9	21.4 %
Total	42	100.0 %

Q2d1 IF YES to Q2d: How long was your water service disrupted (in hours)?

Q2d1. How long was your water service disrupted

Minimum = 2

Maximum = 48

Mean = 20.5

Median = 18

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q2d2 IF YES to Q2d: Do you think WaterOne restored your water service in a reasonable amount of time?

Q2d2. Do you think water service was restored in a reasonable amount of time	Number	Percent
Yes	39	88.6 %
No	4	9.1 %
No response	1	2.3 %
Total	44	100.0 %

Q2e Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

Q2e. Have you had concerns about the safety of the drinking water in the past year	Number	Percent
Yes	25	12.4 %
No	169	83.7 %
No response	8	4.0 %
Total	202	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q3 Have you called WaterOne with a question, problem, or complaint during the past year?

Q3. Have you called WaterOne with a question, problem or complaint in the past year	Number	Percent
Yes	25	12.4 %
No	176	87.1 %
No response	1	0.5 %
Total	202	100.0 %

Q3a IF YES to Q3: On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you (in minutes)?

Q3a. How many minutes did you have to wait to speak to someone who could help you	Number	Percent
00	7	31.8 %
01	9	40.9 %
02	1	4.5 %
03	2	9.1 %
05	3	13.6 %
Total	22	100.0 %

Q3a IF YES to Q3: On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you (in minutes)?

Q3a. How many minutes did you have to wait to speak to someone who could help you

Minimum = 0

Maximum = 5

Mean = 1.5

Median = 1

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q3b-f IF YES to Q3: How satisfied were you with how easy it was to contact WaterOne Services personnel?

(N=25)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q3b. How satisfied were you with how easy it was to contact service personnel	76.0%	12.0%	4.0%	0.0%	4.0%	4.0%
Q3c. How satisfied were you with how courteously you were treated by personnel	76.0%	16.0%	0.0%	4.0%	4.0%	0.0%
Q3d. How satisfied were you with the technical competence of WaterOne personnel	56.0%	24.0%	4.0%	4.0%	4.0%	8.0%
Q3e. How satisfied were you with the responsiveness of personnel to your request	64.0%	20.0%	4.0%	4.0%	4.0%	4.0%
Q3f. How satisfied were you with the ability of personnel to answer your question	64.0%	20.0%	8.0%	0.0%	8.0%	0.0%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q3b-f. IF YES to Q3: How satisfied were you with how easy it was to contact WaterOne Services personnel? (Without Don't Know)

(N=25)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3b. How satisfied were you with how easy it was to contact service personnel	79.2%	12.5%	4.2%	0.0%	4.2%
Q3c. How satisfied were you with how courteously you were treated by personnel	76.0%	16.0%	0.0%	4.0%	4.0%
Q3d. How satisfied were you with the technical competence of WaterOne personnel	60.9%	26.1%	4.3%	4.3%	4.3%
Q3e. How satisfied were you with the responsiveness of personnel to your request	66.7%	20.8%	4.2%	4.2%	4.2%
Q3f. How satisfied were you with the ability of personnel to answer your question	64.0%	20.0%	8.0%	0.0%	8.0%

Q3 IF NOT SATISFIED to Q3f, why?

DIDN'T KNOW RIGHT ANSWER

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q4 Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

Q4. Have any employees visited your home or worked in neighborhood in the past year	Number	Percent
Yes	32	15.8 %
No	170	84.2 %
Total	202	100.0 %

Q4a-f. IF YES to Q4: How satisfied were you with:

(N=32)

	Yes	No	Don't know
Q4a. Did the employees you observed give adequate notice about the work in your area	75.0%	18.8%	6.3%
Q4b. Did the employees you observed dress and act professionally	93.8%	0.0%	6.3%
Q4c. Did the employees you observed arrive at your home at the time scheduled	46.9%	3.1%	50.0%
Q4d. Did the employees you observed clean up their work areas when finished	81.3%	3.1%	15.6%
Q4e. Did the employees you observed cause any damage to your lawn or landscaping	12.5%	75.0%	12.5%
Q4f. Did they repair your lawn or landscaping in a manner that was acceptable to you	50.0%	0.0%	50.0%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q4a-f, IF YES to Q4: How satisfied were you with: (Without Don't Know)

(N=32)

	Yes	No
Q4a. Did the employees you observed give adequate notice about the work in your area	80.0%	20.0%
Q4b. Did the employees you observed dress and act professionally	100.0%	0.0%
Q4c. Did the employees you observed arrive at your home at the time scheduled	93.8%	6.3%
Q4d. Did the employees you observed clean up their work areas when finished	96.3%	3.7%
Q4e. Did the employees you observed cause any damage to your lawn or landscaping	14.3%	85.7%

Q4f IF YES to Q4e: Did they repair your lawn or landscaping in a manner that was acceptable to you?

Q4f. Did they repair your lawn or landscaping in a manner that was acceptable to you	Number	Percent
Yes	2	100.0 %
Total	2	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q5 Please rate each utility on its' reputation for reliability.

(N=202)

	Always Reliable	Usually Reliable	Often Reliable	Seldom Reliable	Never Reliable	Not Applicable
Q5a. How reliable is your electric company	58.9%	33.7%	4.5%	0.5%	1.0%	1.5%
Q5b. How reliable is your local telephone company	39.1%	31.7%	9.4%	2.5%	3.0%	14.4%
Q5c. How reliable is your Internet Service Provider	25.2%	38.1%	19.3%	4.0%	2.5%	10.9%
Q5d. How reliable is your long distance telephone company	37.6%	27.7%	7.4%	0.5%	2.0%	24.8%
Q5e. How reliable is your cellular, wireless or pager company	31.2%	37.1%	16.8%	3.5%	1.0%	10.4%
Q5f. How reliable is WaterOne	68.3%	27.2%	2.5%	0.0%	1.0%	1.0%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q5 Please rate each utility on its' reputation for reliability. (Without Not Applicable)

(N=202)

	<u>Always Reliable</u>	<u>Usually Reliable</u>	<u>Often Reliable</u>	<u>Seldom Reliable</u>	<u>Never Reliable</u>
Q5a. How reliable is your electric company	59.8%	34.2%	4.5%	0.5%	1.0%
Q5b. How reliable is your local telephone company	45.7%	37.0%	11.0%	2.9%	3.5%
Q5c. How reliable is your Internet Service Provider	28.3%	42.8%	21.7%	4.4%	2.8%
Q5d. How reliable is your long distance telephone company	50.0%	36.8%	9.9%	0.7%	2.6%
Q5e. How reliable is your cellular, wireless or pager company	34.8%	41.4%	18.8%	3.9%	1.1%
Q5f. How reliable is WaterOne	69.0%	27.5%	2.5%	0.0%	1.0%

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q6 How do you prefer to receive information from utilities that serve you?

Q6. How do you prefer to receive information from utilities that serve you	Number	Percent
Newsletters	69	34.2
Bill Insert	122	60.4
Web Site	36	17.8
Social Media	18	8.9
Other	21	10.4
No response	2	1.0
Total	268	

Q6 How do you prefer to receive information from utilities that serve you? (Without No Response)

Q6. How do you prefer to receive information from utilities that serve you	Number	Percent
Newsletters	69	34.2
Bill Insert	122	60.4
Web Site	36	17.8
Social Media	18	8.9
Other	21	10.4
Total	266	

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q7 Do you pay utility bills using some form of electronic payment?

Q7. Do you pay utility bills using some form of electronic payment	Number	Percent
Yes	129	63.9 %
No	70	34.7 %
No response	3	1.5 %
Total	202	100.0 %

Q7 Do you pay utility bills using some form of electronic payment? (Without No Response)

Q7. Do you pay utility bills using some form of electronic payment	Number	Percent
Yes	129	64.8 %
No	70	35.2 %
Total	199	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q8 Are you aware that WaterOne offers free electronic billing?

Q8. Are you aware that WaterOne offers free electronic billing	Number	Percent
Yes	131	64.9 %
No	69	34.2 %
No response	2	1.0 %
Total	202	100.0 %

Q8 Are you aware that WaterOne offers free electronic billing? (Without No Response)

Q8. Are you aware that WaterOne offers free electronic billing	Number	Percent
Yes	131	65.5 %
No	69	34.5 %
Total	200	100.0 %

Q8a IF YES to Q8, do you use this payment option?

Q8a. If yes, do you use this payment option	Number	Percent
Yes	59	45.0 %
No	69	52.7 %
No response	3	2.3 %
Total	131	100.0 %

Q8a IF YES to Q8, do you use this payment option? (Without No Response)

Q8a. If yes, do you use this payment option	Number	Percent
Yes	59	46.1 %
No	69	53.9 %
Total	128	100.0 %

2011 Fourth Quarter (Third Survey) WaterOne Survey Results

Q9 Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues?

Q9. Would you be willing to participate in future focus groups sponsored by WaterOne	Number	Percent
Yes	90	44.6 %
No	112	55.4 %
Total	202	100.0 %

Section 3:

Survey Instrument

Telephone Number: _____

Date: _____ Interviewer: _____

WaterOne Quarterly Customer Satisfaction Survey

This is _____ calling for WaterOne. WaterOne would like your opinion about the quality of service they provide. Do you have time to answer a few questions? The survey takes about 10 minutes.

If YES: continue

If NO: would there be a better time to call? Note date/time: DATE: _____ TIME: _____

Q1. I'll begin by asking you questions about your water service. How satisfied are you with:

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Water pressure on a typical day	5	4	3	2	1	9
(B) Taste of your tap water	5	4	3	2	1	9
(C) Smell of your tap water	5	4	3	2	1	9
(D) Clarity of your tap water	5	4	3	2	1	9
(E) Efforts by WaterOne to ensure your drinking water is safe to drink	5	4	3	2	1	9
(F) Efforts by WaterOne to ensure an adequate supply of water is available to meet the community's growing needs ...	5	4	3	2	1	9
(G) Efforts by WaterOne to keep you informed about water quality issues	5	4	3	2	1	9
(H) Efforts by WaterOne to keep you informed about disruptions to your water service	5	4	3	2	1	9
(I) How quickly WaterOne personnel respond to your requests	5	4	3	2	1	9
(J) What you are charged for water	5	4	3	2	1	9
(K) Overall quality of your water service	5	4	3	2	1	9

Q2. Please indicate if you have experienced any of the following situations related to your water service during the past year:

(A) **Have you had an error on your water bill** YES 1 NO 2

(A1) **IF YES:** How satisfied were you with WaterOne's efforts to help you correct the error?

- ___(5) Very satisfied
- ___(4) Satisfied
- ___(3) Neutral
- ___(2) Dissatisfied
- ___(1) Very Dissatisfied
- ___(9) Don't know

(B) **Have you had your water turned off for not paying a bill** YES 1 NO 2

(B1) **IF YES:** How satisfied were you with WaterOne's efforts to inform you in advance that your water would be turned off if you did not pay your bill?

- ___(5) Very satisfied
- ___(4) Satisfied
- ___(3) Neutral
- ___(2) Dissatisfied
- ___(1) Very Dissatisfied
- ___(9) Don't know

(C) **Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance** (excludes having service turned off for non-payment of water bill) YES 1 NO 2

(C1) **IF YES:** How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?

- ___(5) Very satisfied
- ___(4) Satisfied
- ___(3) Neutral
- ___(2) Dissatisfied
- ___(1) Very Dissatisfied
- ___(9) Don't know

(C2) **IF YES:** How long was your water turned off: _____ hours

(C3) **IF YES:** Was that a reasonable amount of time to be without water: (1) YES (2) No

YES NO

(D) **Have you had an UNPLANNED disruption to water service at your that was caused by a MAIN BREAK** 12

(D1) **IF YES:** How long was your water service disrupted: _____hours

(D2) **IF YES:** Do you think WaterOne restored your water service in a reasonable amount of time? (1) YES (2) NO

YES NO

(E) **Have you had concerns about the safety of the drinking water provided by WaterOne during the past year** 12

Q3. Have you called WaterOne with a question, problem, or complaint during the past year?
 ___(1) Yes [ask Questions A through F]
 ___(2) No [go to Q4 on next page]

Only IF YES to #3

(A) *On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?*
 _____ minutes

Overall, how satisfied were you with:

	Very				Very	Don't
	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Know</u>

(B) How easy it was to contact WaterOne Services personnel 5 4 3 2 1 9

(C) How courteously you were treated by WaterOne personnel 5 4 3 2 1 9

(D) The technical competence of WaterOne personnel 5 4 3 2 1 9

(E) The responsiveness of WaterOne personnel to your request 5 4 3 2 1 9

(F) The ability of WaterOne personnel to answer your question or resolve your issue..... 5 4 3 2 1 9

if not satisfied to F ask why? _____

Q4. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

___(1) Yes [ask Questions A through E] ___(2) No [go to Q5]

Did the employees you observed:

YES NO Don't Know

- (A) Give you adequate notice about the work that was being done in your area1..... 29
- (B) Dress and act professionally.....1..... 29
- (C) Arrive at your home at the time they were scheduled to arrive (if applicable)1..... 29
- (D) Clean-up their work areas when they were finished1..... 29
- (E) Cause any damage to your lawn or Landscaping.....1..... 29
- (F) IF YES to D: Did they repair your lawn or landscaping in a manner that was acceptable to you1..... 29

Q5. Next: I am going to read you a list of different types of utilities. Please rate each ones on its reputation for reliability using a scale of 1 to 5 where “5” means “Always Reliable” and 1 means “Never Reliable.”

	Always Reliable	Usually Reliable	Often Reliable	Seldom Reliable	Never Reliable	Not Applicable
(A) Your electric company.....	5.....	4.....	3.....	2.....	1.....	9
(B) Your local telephone company	5.....	4.....	3.....	2.....	1.....	9
(C) Your Internet Service Provider	5.....	4.....	3.....	2.....	1.....	9
(D) Your long Distance telephone company	5.....	4.....	3.....	2.....	1.....	9
(E) Your cellular, wireless or pager company	5.....	4.....	3.....	2.....	1.....	9
(F) WaterOne	5.....	4.....	3.....	2.....	1.....	9

Q6. How do you prefer to receive information from utilities that serve you? (check all that apply)

- ___(1) Newsletters ___(3) Web site ___(5) Other
- ___(2) Bill Insert ___(4) Social Media

Q7. Do you pay utility bills using some form of electronic payment? ___(1)Yes ___(2) No

Q8. Are you aware that WaterOne offers free electronic billing?

___(1) Yes (go to Q8a)___(2) No (go to Q9)

8a. If Yes, do you use this payment option? ___(1) Yes ___(2) No

Q9. Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues?

___(1) Yes ___(2) No

IF YES: What is your name: _____
 What is your phone number: _____

WaterOne Thanks You for Your Time - This Concludes the Survey.

RECORD SERVICE ADDRESS FROM CALL SHEET:

STREET: _____

CITY: _____ **ZIP:** _____