

WaterOne

Setting the standard of utility excellence

Q — 2025 4th Quarter Results Quarterly Customer Satisfaction Survey **Submitted to WaterOne**

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December 2025



Contents

Executive Summary 1

Section 1: Charts and Graphs 3

Section 2: Tabular Data 31

Section 3: Survey Instrument 52

WaterOne 4th Quarter 2025 Survey

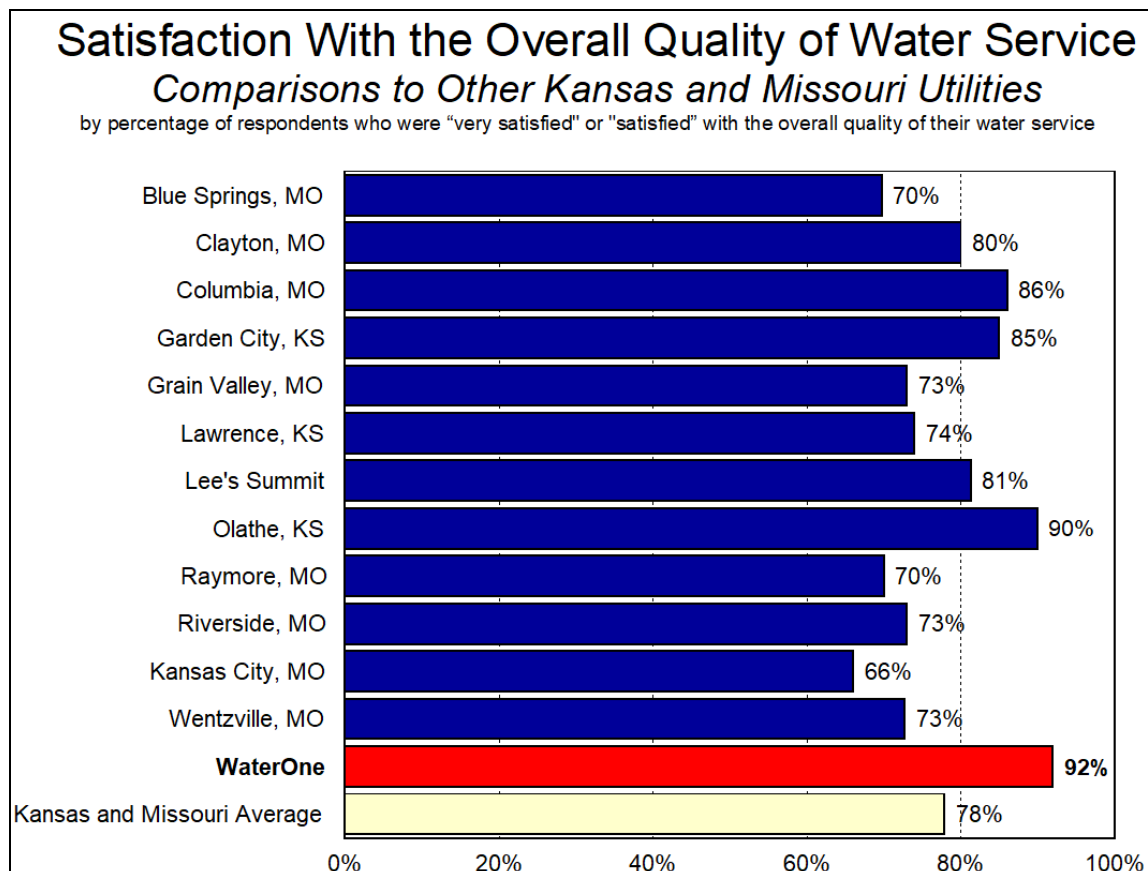
Methodology of the Fourth Quarter 2025 Findings for WaterOne

ETC Institute conducted the fourth of WaterOne's 2025 quarterly surveys in October and November of 2025. 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.

The four-page survey was administered by mail and online to a random sample of households in Johnson County. One-hundred sixty-two (162) households completed the survey. The results for the random sample of 162 households have a 95% level of confidence with a precision of at least +/- 7.7%.

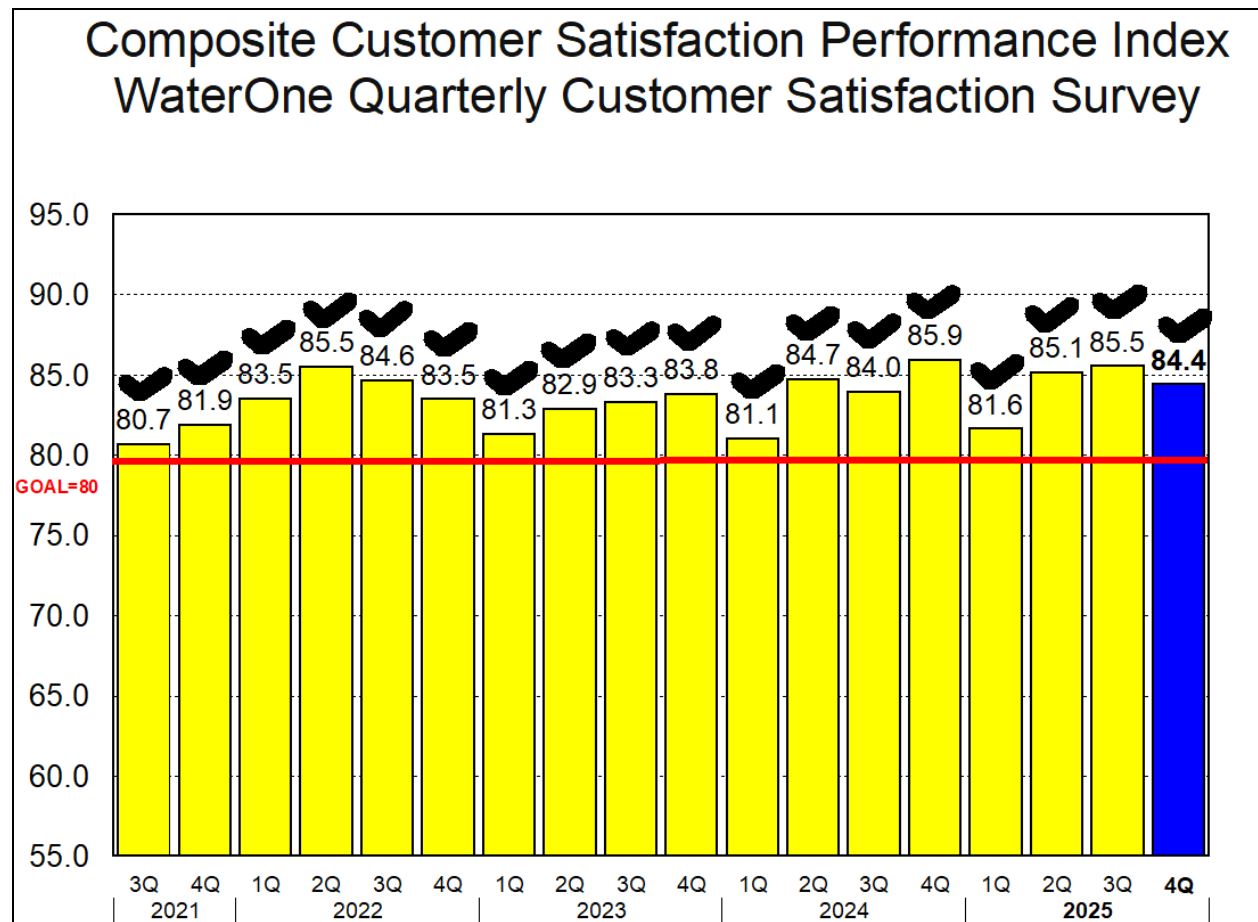
Major Findings

The overall quality of WaterOne water services was rated at 92% satisfaction, which was the same as the 3rd quarter of 2025. It is the highest satisfaction rating in the Kansas/Missouri Region. WaterOne's satisfaction ratings were also 14% higher than the Kansas/Missouri Regional average.

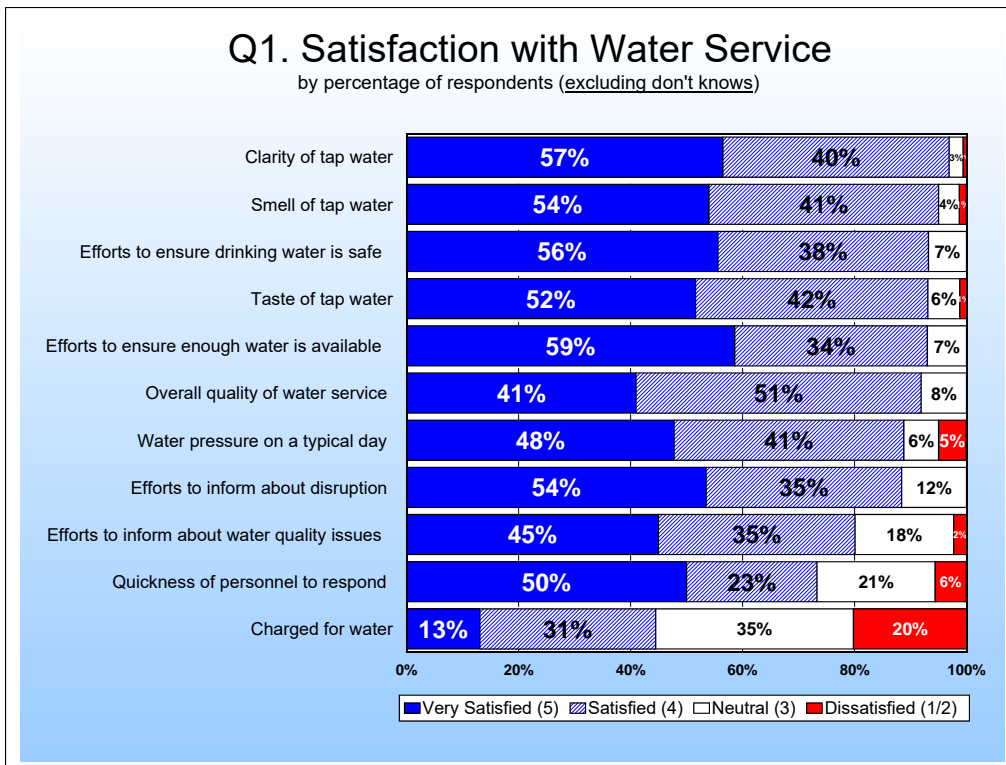
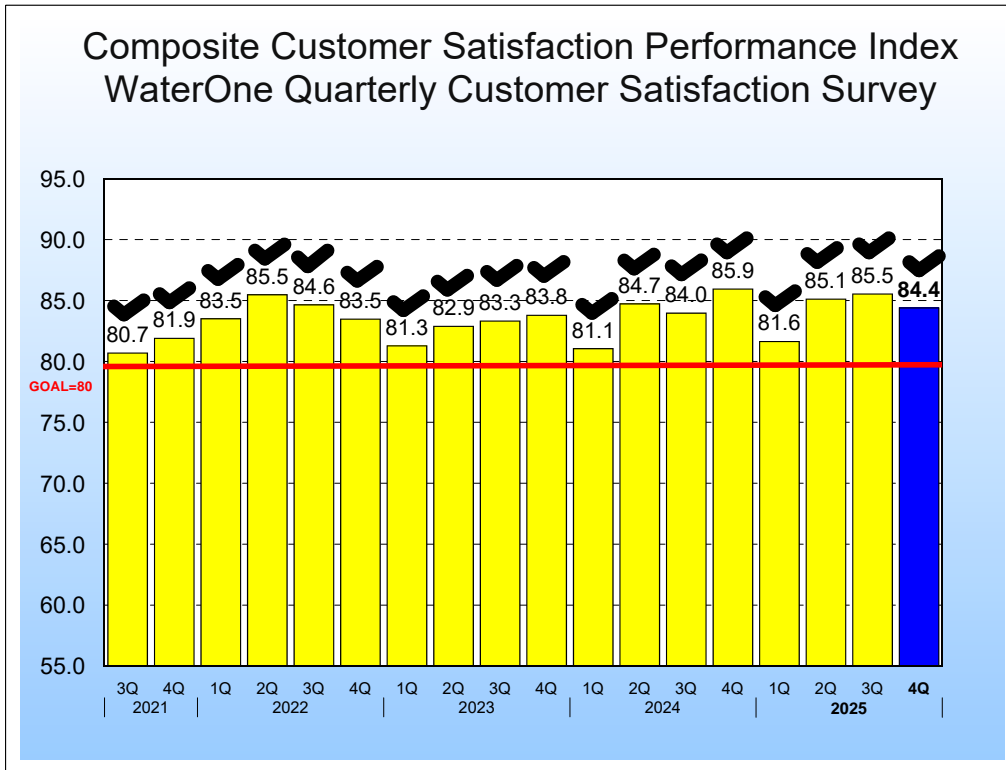


Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses have been excluded to facilitate valid comparisons with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

The Customer Satisfaction Performance Index (CSPI) chart is below. The chart shows the current quarter’s index is 84.4. The index was 4.4 points above the goal ratings of 80.0, and was 1.1 points lower than the third quarter of 2025. Note: The methodology for how the CSPI was calculated is located on the first page of Section 2 (Tabular Data) of this report.

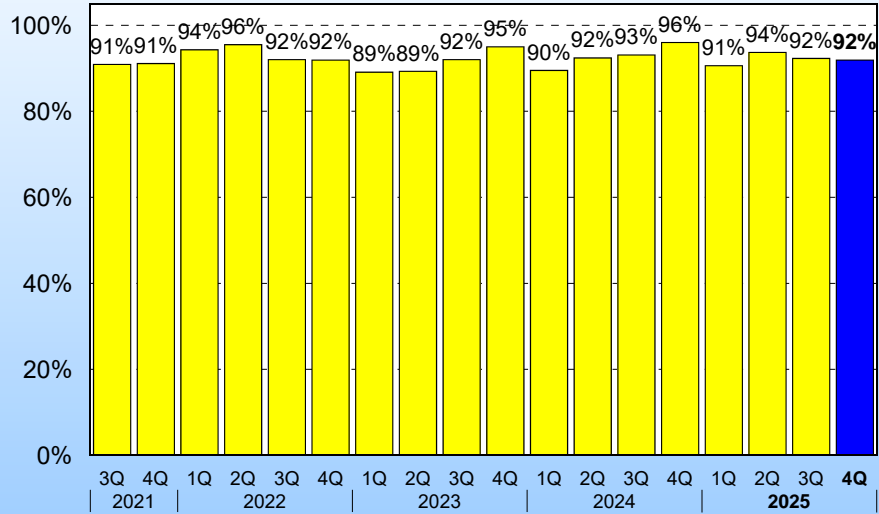


Section 1: Charts and Graphs



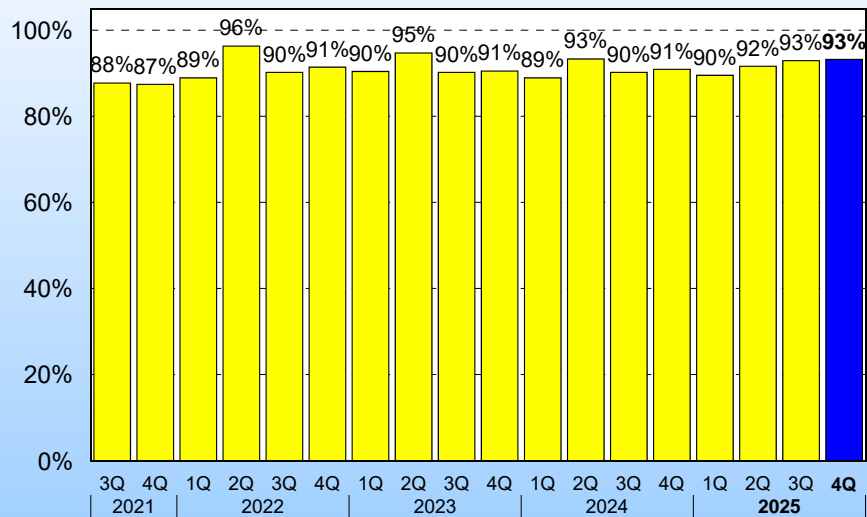
Satisfaction with Quality of Service

by percentage of respondents (excluding don't knows)



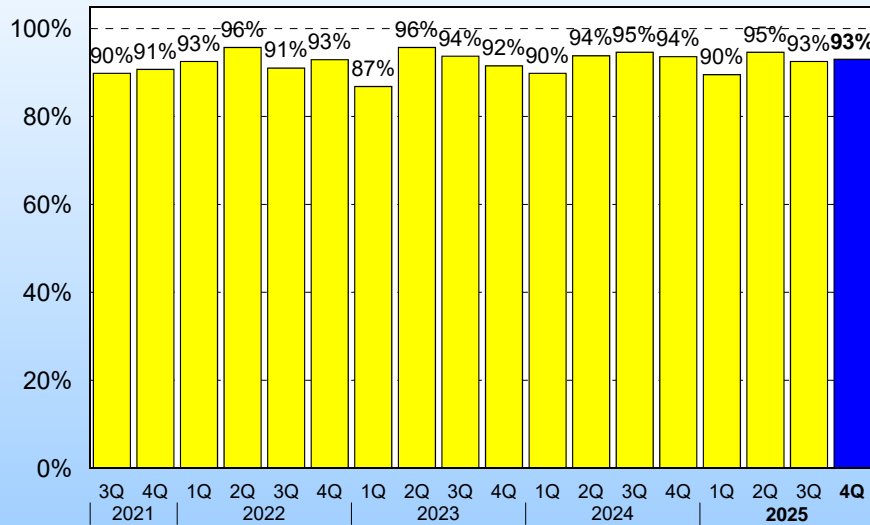
Satisfaction with Safe Drinking Water

by percentage of respondents (excluding don't knows)



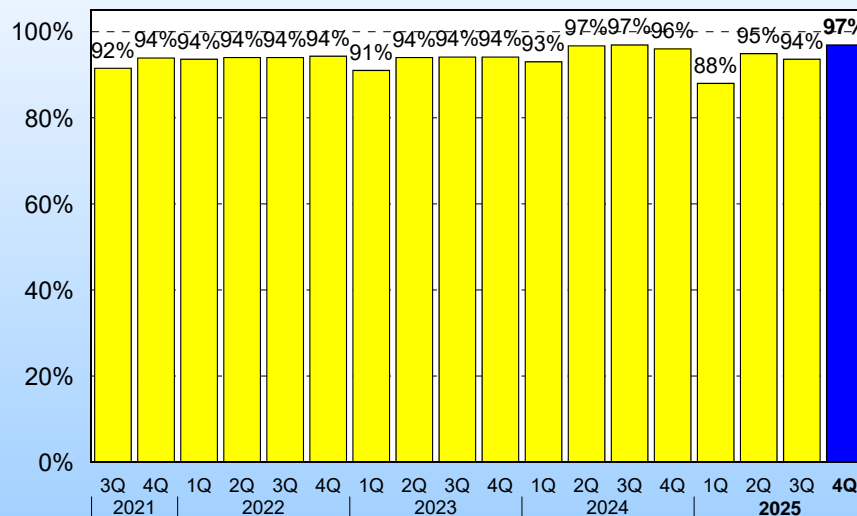
Satisfaction with Enough Drinking Water

by percentage of respondents (excluding don't knows)



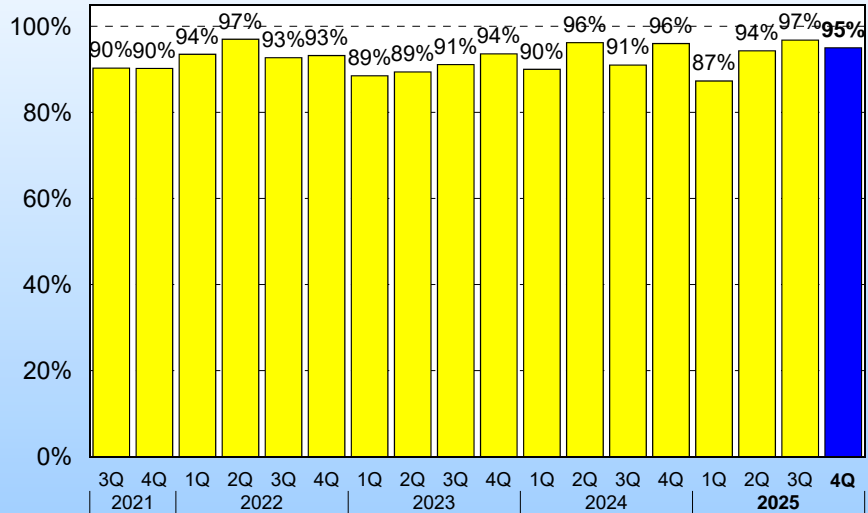
Satisfaction with Clarity of Tap Water

by percentage of respondents (excluding don't knows)



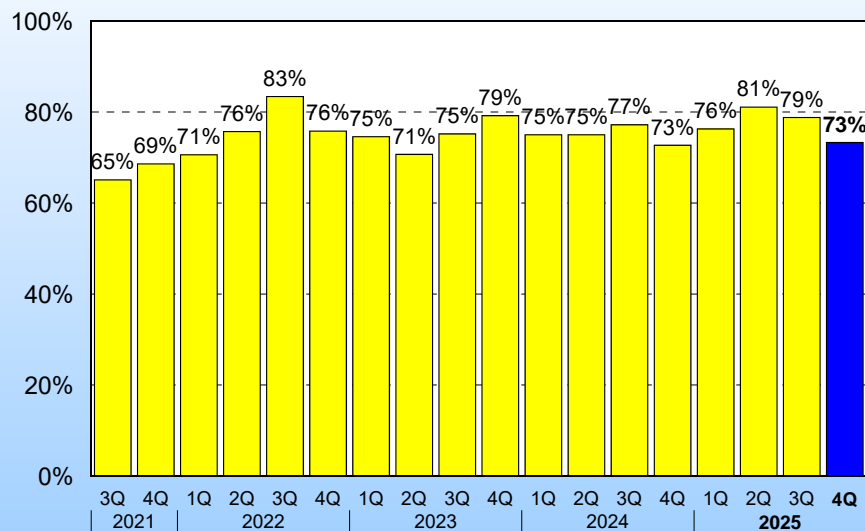
Satisfaction with Smell of Tap Water

by percentage of respondents (excluding don't knows)



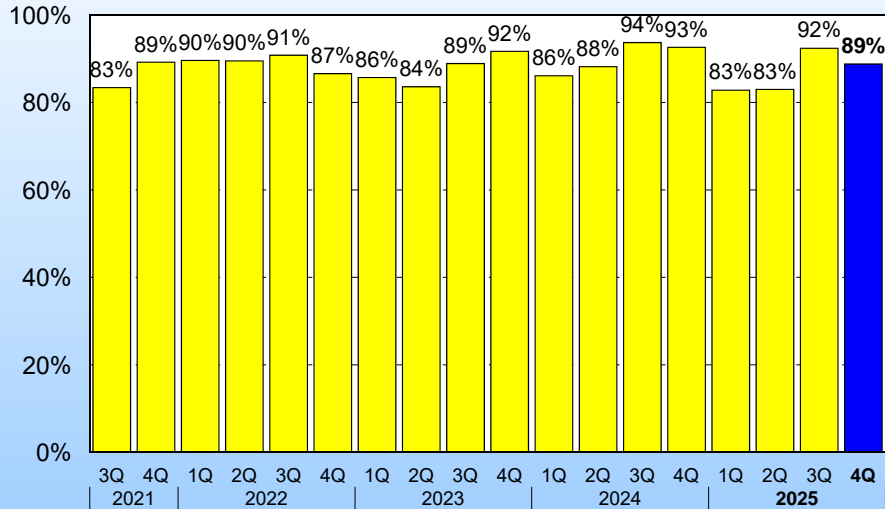
Satisfaction with Response of Personnel

by percentage of respondents (excluding don't knows)



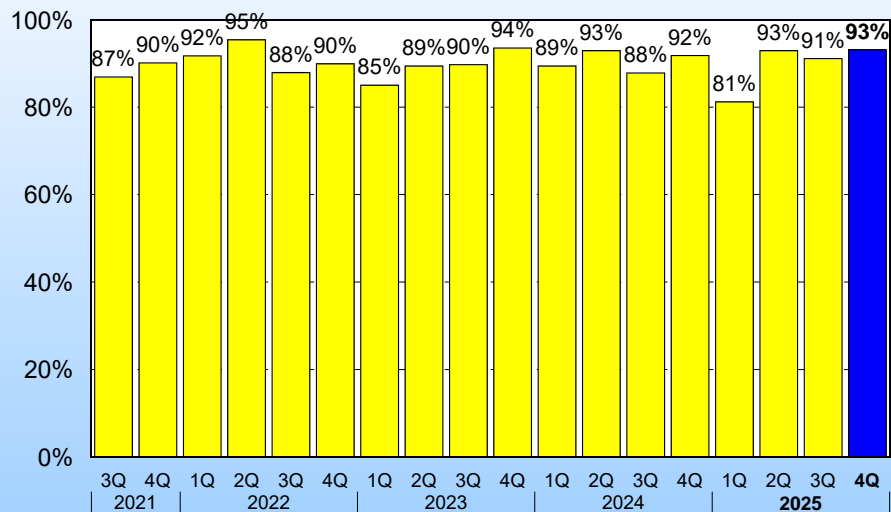
Satisfaction with Water Pressure

by percentage of respondents (excluding don't knows)



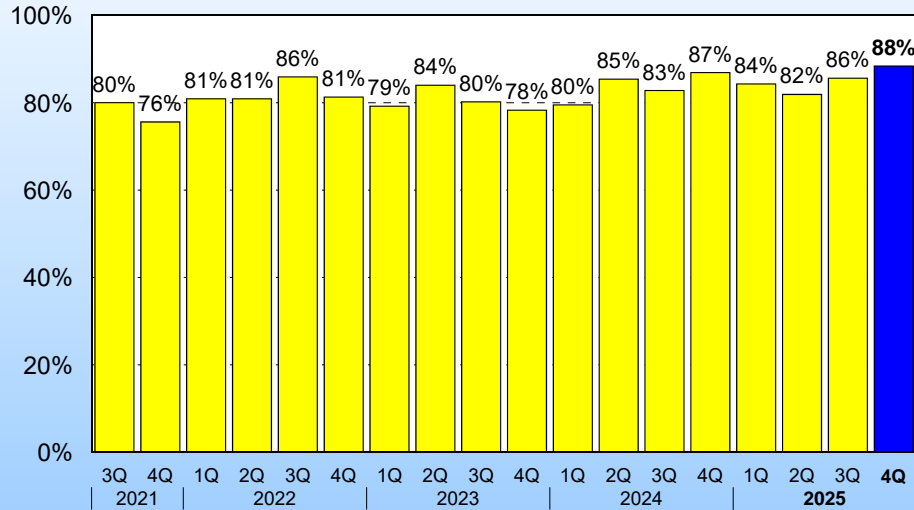
Satisfaction with Taste of Tap Water

by percentage of respondents (excluding don't knows)



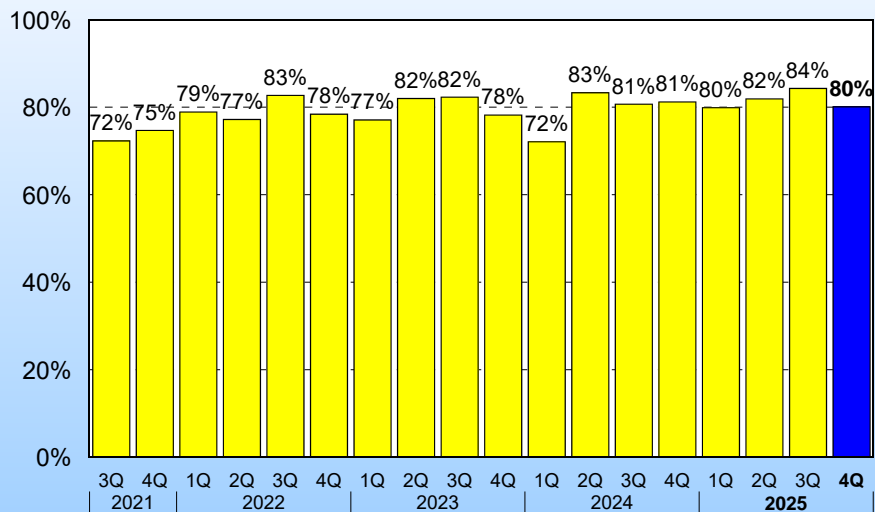
Satisfaction with Efforts to Inform About Disruption

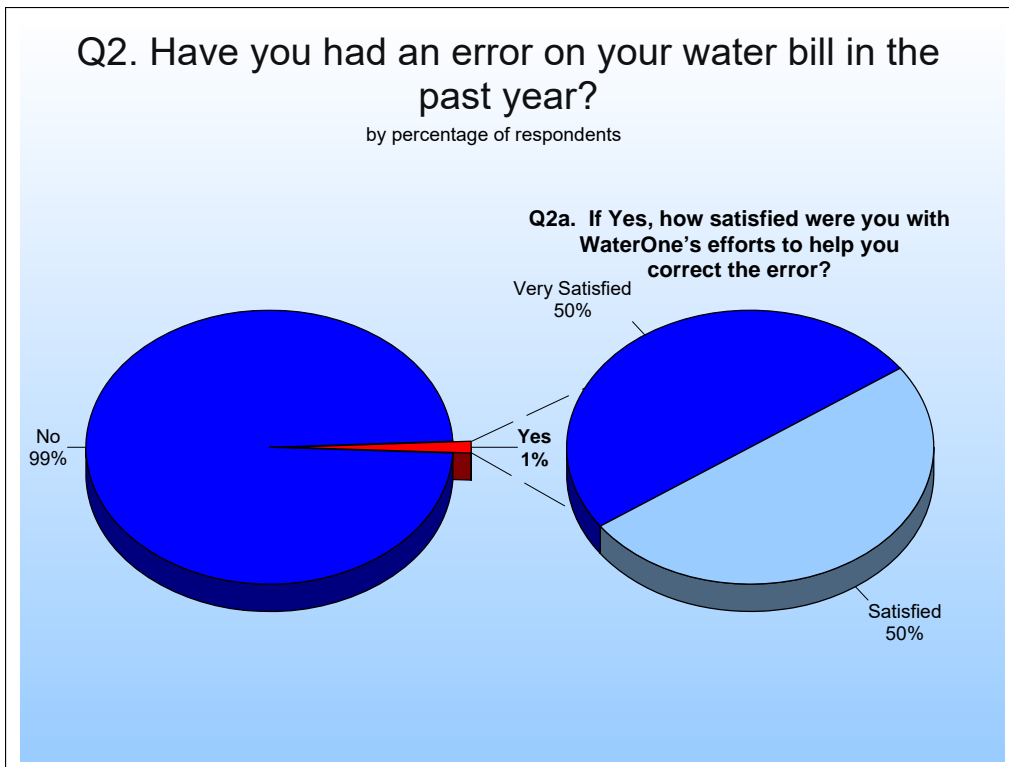
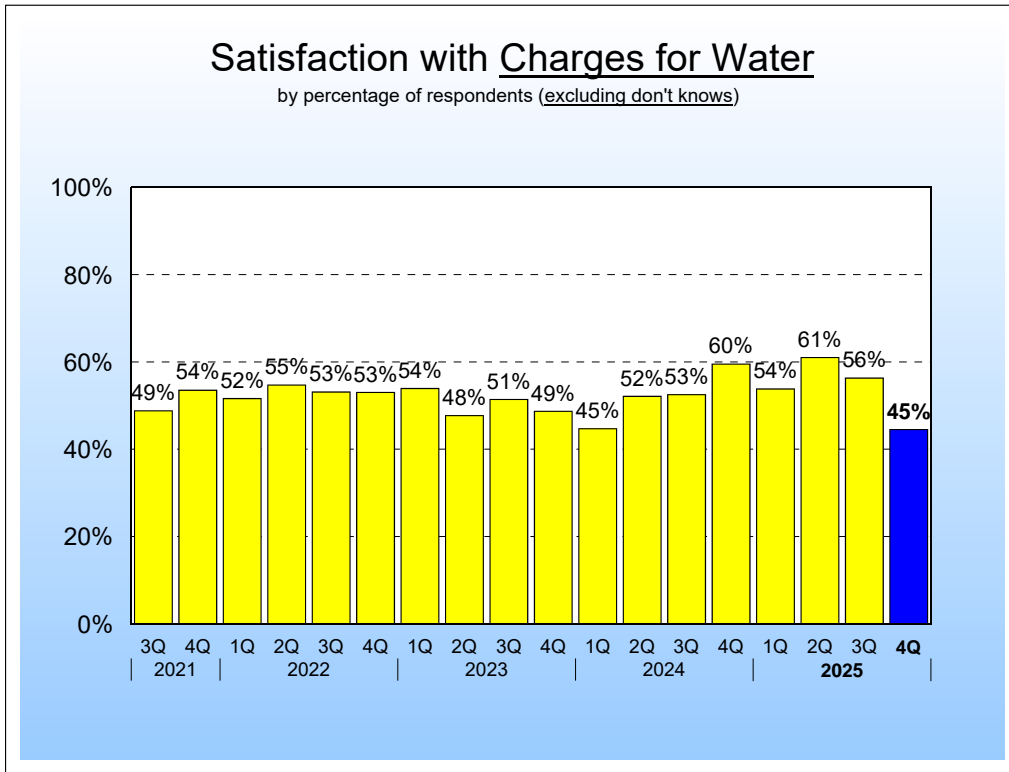
by percentage of respondents (excluding don't knows)



Satisfaction with Efforts to Inform About Water Quality

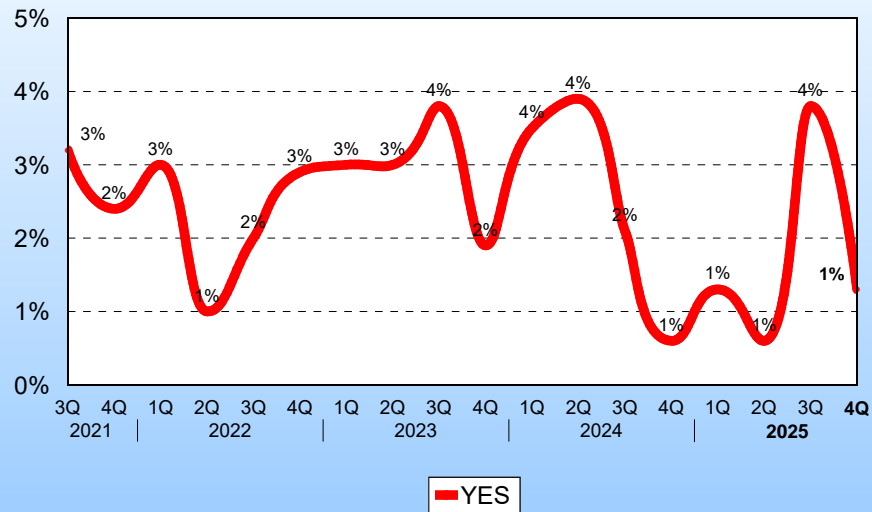
by percentage of respondents (excluding don't knows)





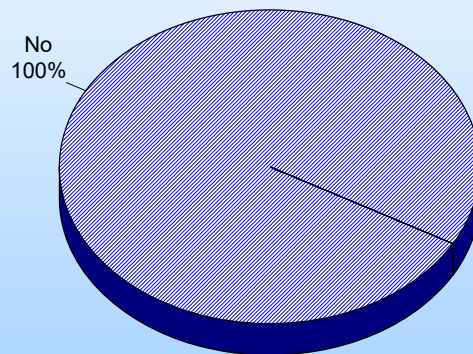
Q2. Have you had an error on your water bill?

by percentage of respondents



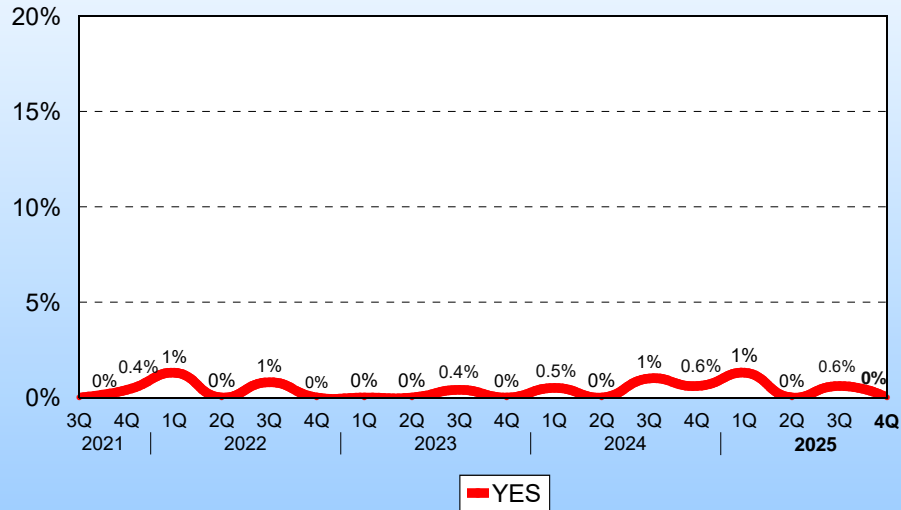
Q3. Have you had your water turned off for not paying a bill in the past year?

by percentage of respondents



Q3. Have you had your water turned off for not paying a bill in the past year?

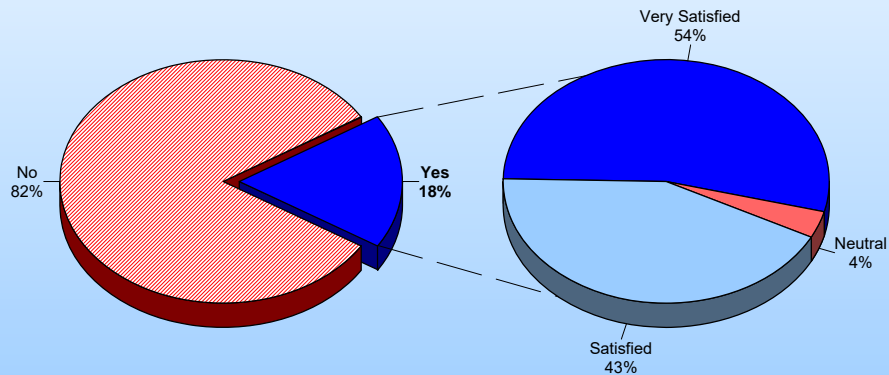
by percentage of respondents



Q4. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

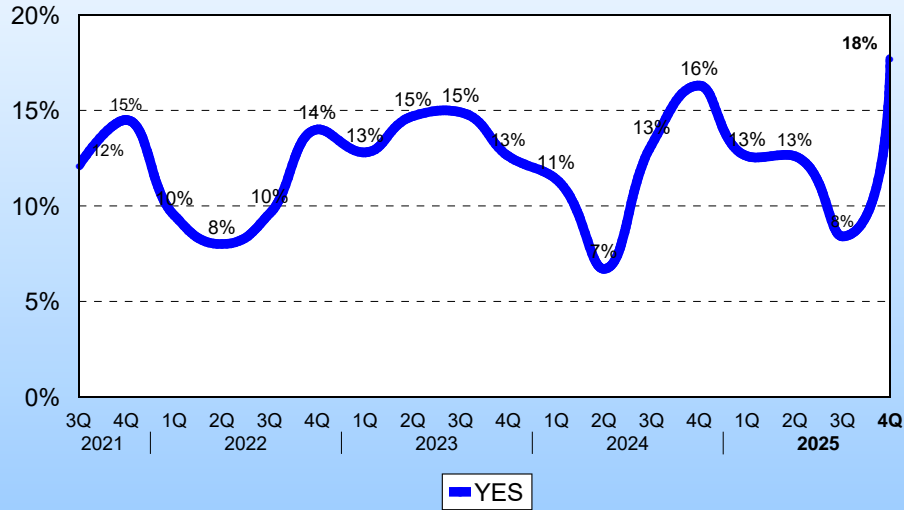
by percentage of respondents

Q4a. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?



Q4. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

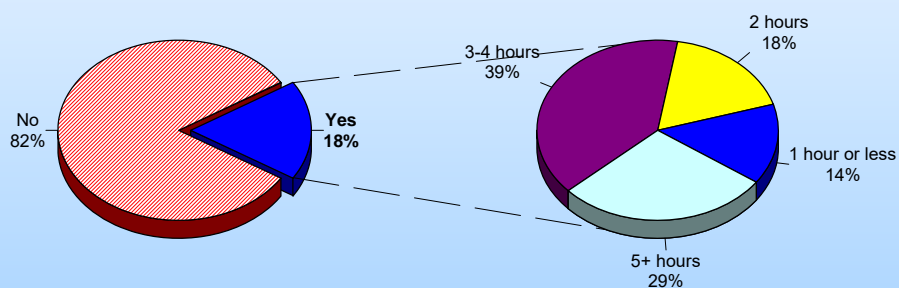
by percentage of respondents



Q4. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

by percentage of respondents

Q4c. How long was your water turned off?

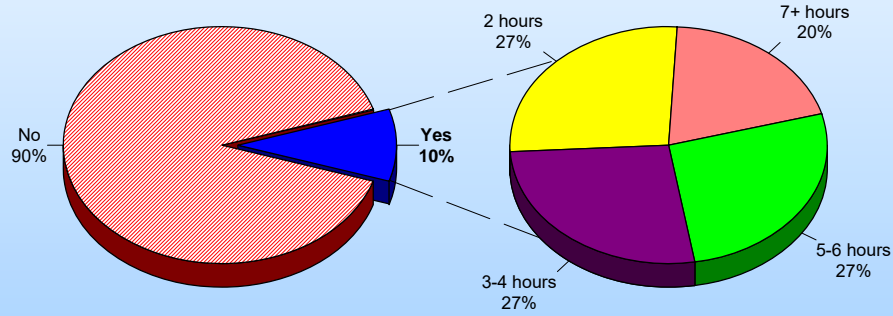


Mean = 4.25 hours

Q5. Have you had an UNPLANNED disruption to water service at your home that was caused by a main break?

by percentage of respondents

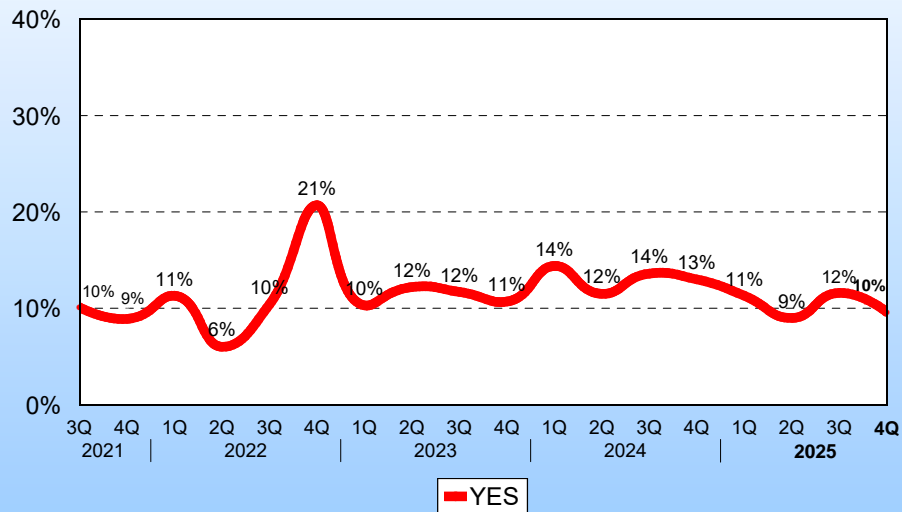
Q5a. How long was your water turned off?



Mean = 5.07 hours

Q5. Have you had an UNPLANNED disruption to water service at your home that was caused by a main break?

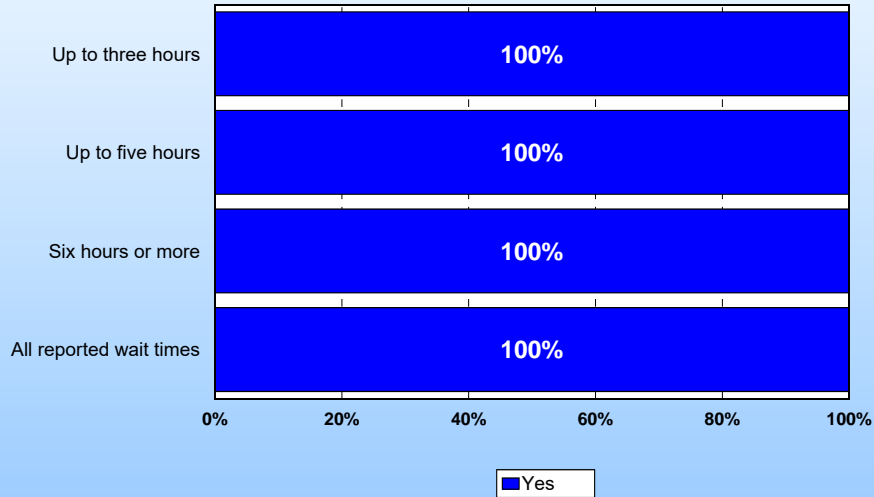
by percentage of respondents



Q5b. Do you think WaterOne restored your water service in a reasonable amount of time?

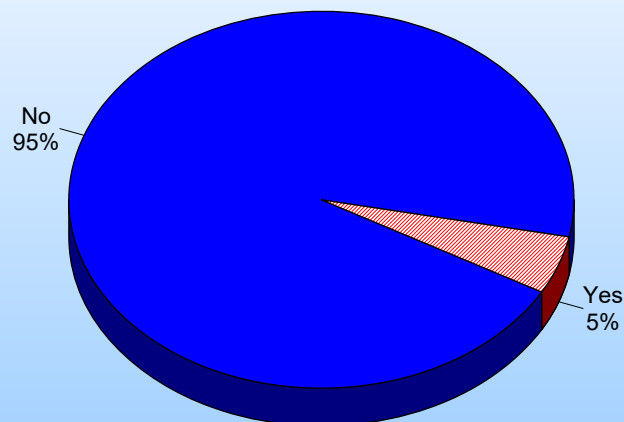
by percentage of respondents that had an UNPLANNED disruption to their water service (excluding not provided)

Reported Wait Time:



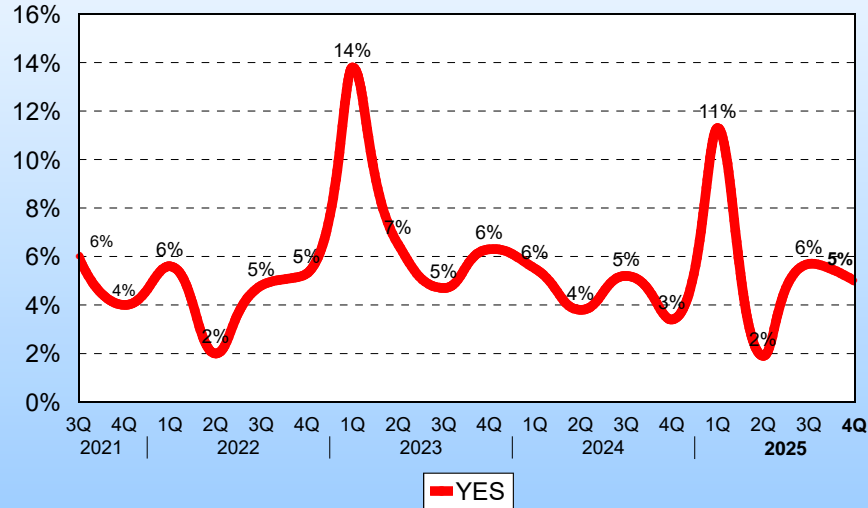
Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

by percentage of respondents



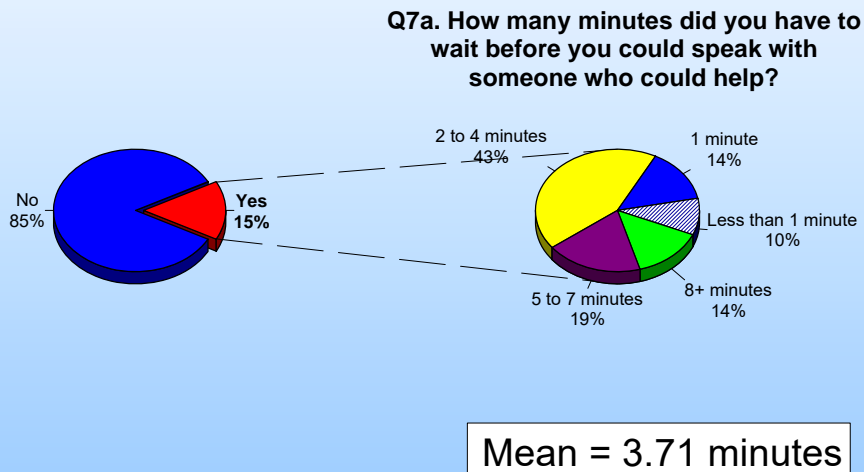
Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

by percentage of respondents



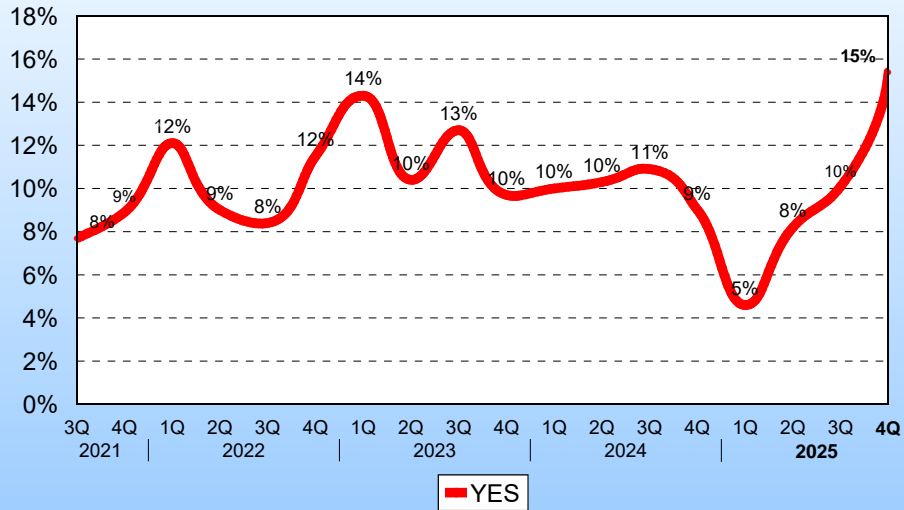
Q7. Have you called WaterOne with a question, problem, or complaint during the past year?

by percentage of respondents



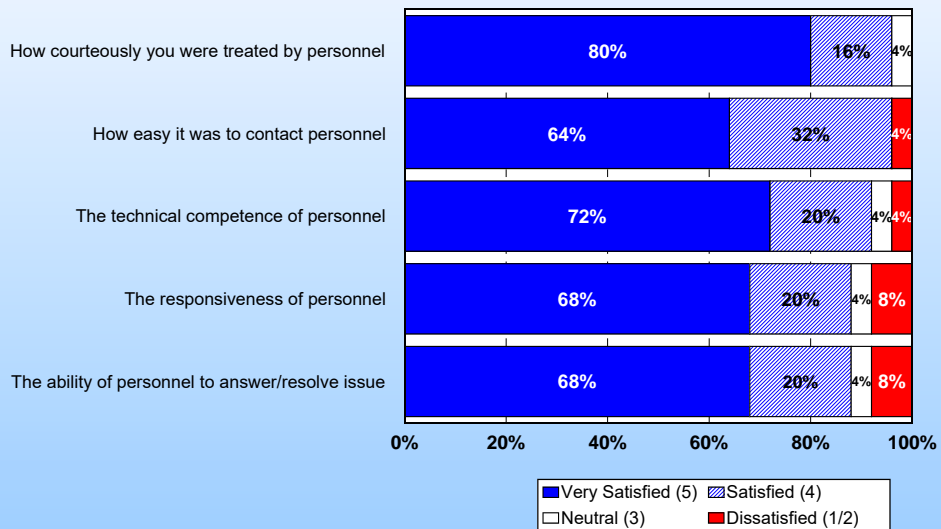
Q7. Have you called WaterOne with a question, problem, or complaint during the past year?

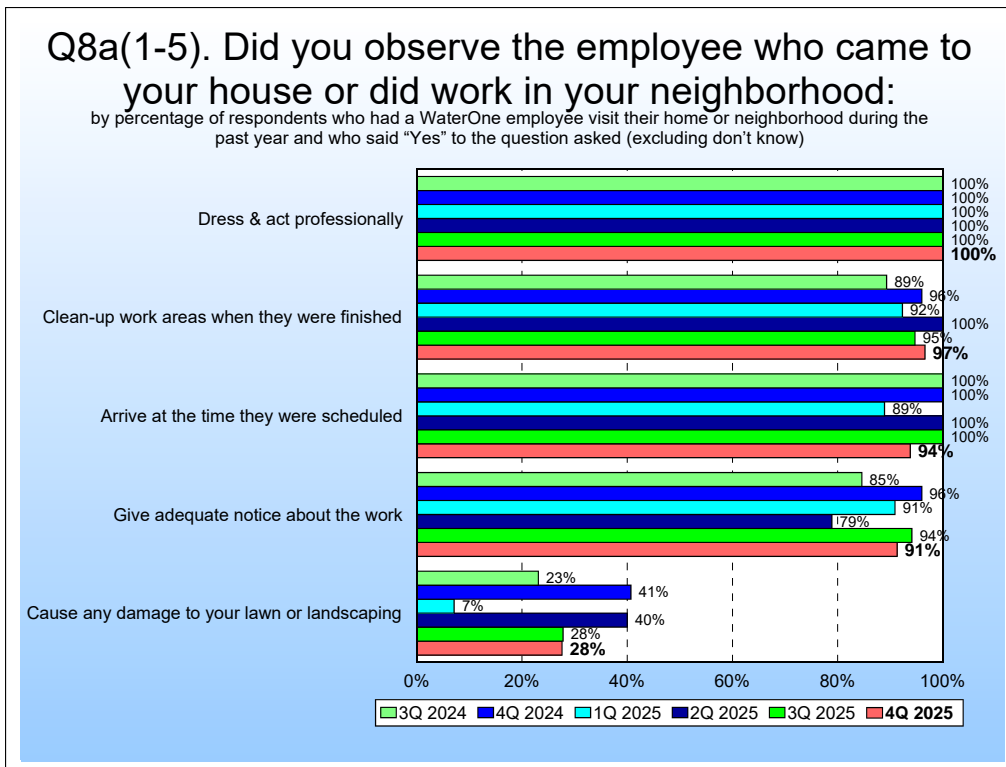
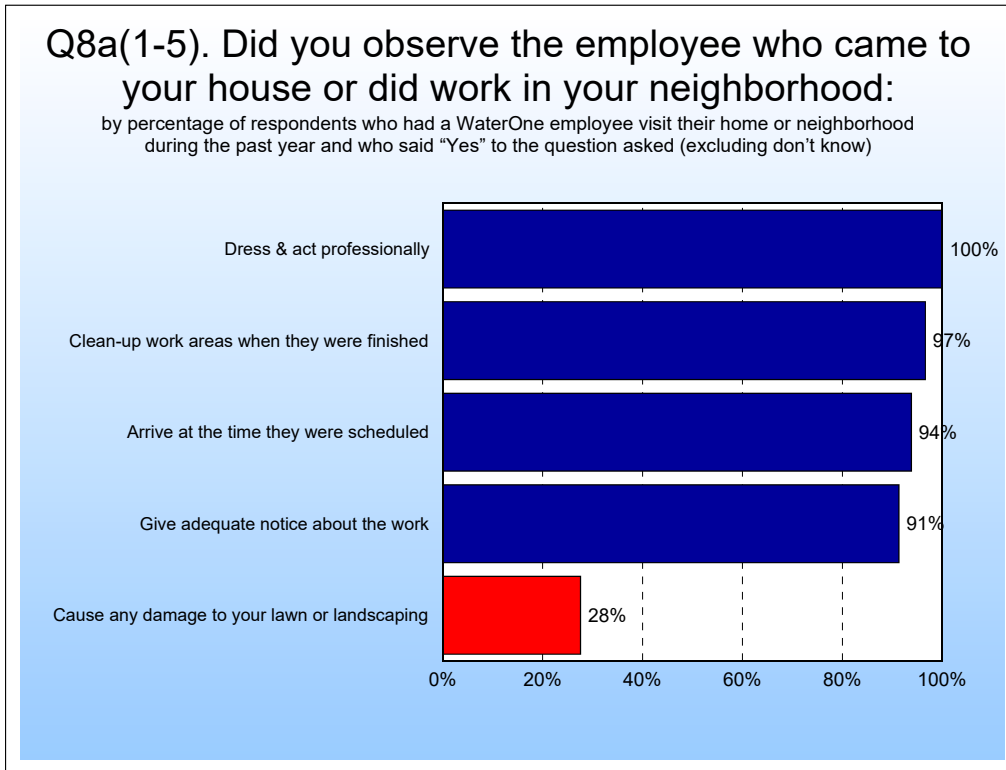
by percentage of respondents



Q7c. Overall Satisfaction with WaterOne Employee Customer Service

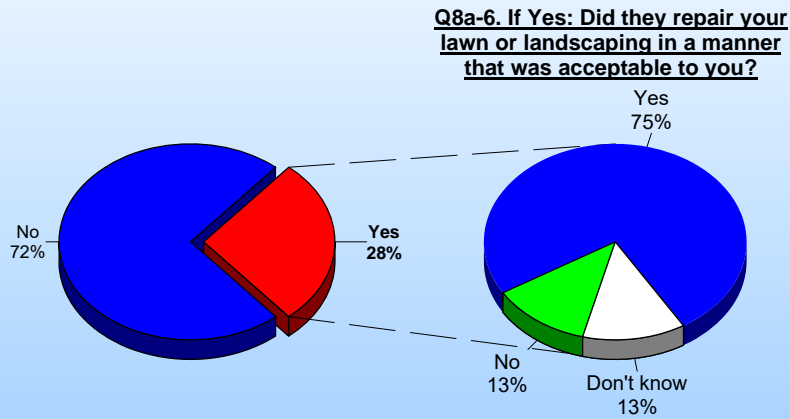
by percentage of respondents who had called WaterOne during the past year with a complaint
(excluding don't knows)





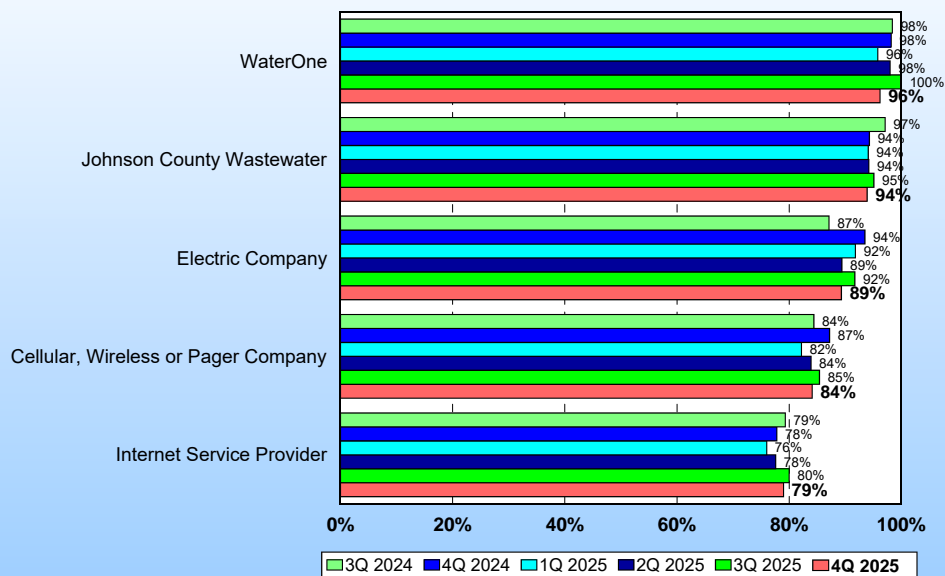
Q8a-5. Did the WaterOne employee who came to your house/neighborhood cause any damage to your lawn or landscaping?

by percentage of respondents



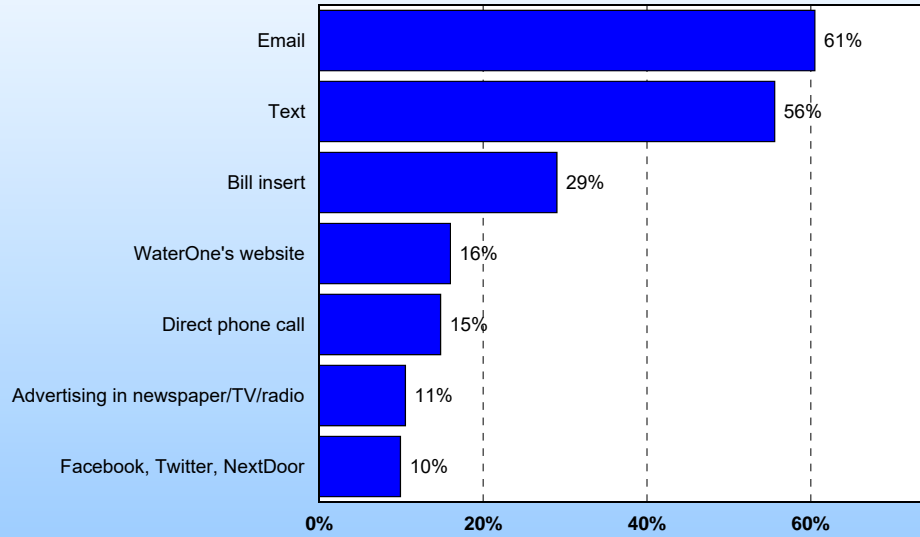
Q9. Ratings of the Reliability of Various Utilities

by percentage of respondents who rated the item as either "Always Reliable" or "Usually Reliable" (excluding not applicable)



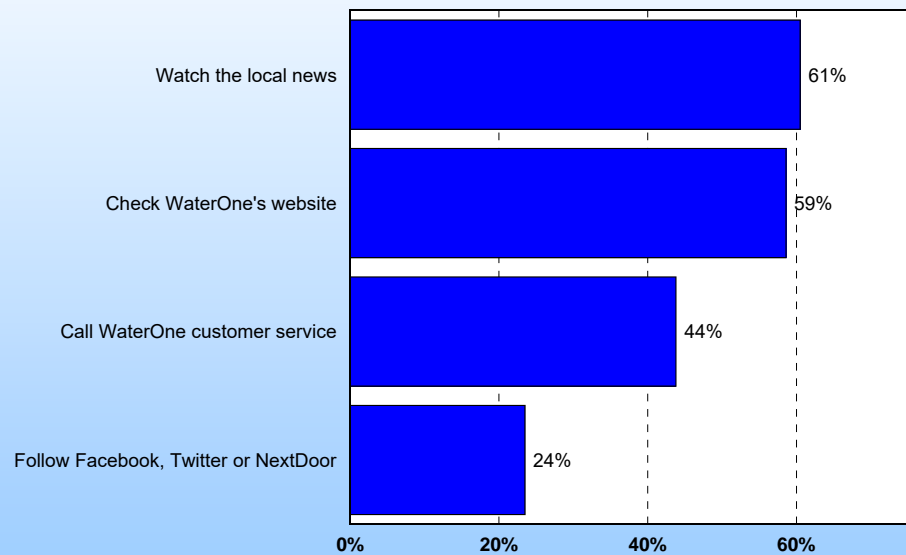
Q10. Which of the following would be the best way to communicate *non-emergency* information to you?

by percentage of respondents (multiple responses allowed)



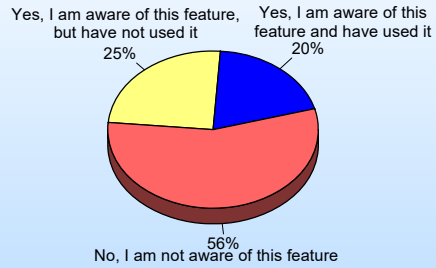
Q11. If you wanted information about your water service in a major water crisis, how would you get it?

by percentage of respondents (multiple responses allowed)

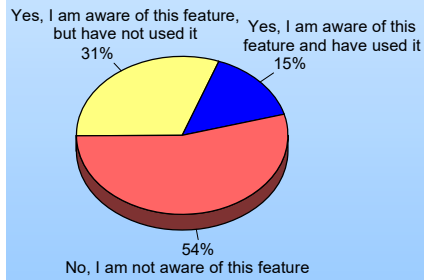


Q13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard?
by percentage of respondents (excluding "not provided")

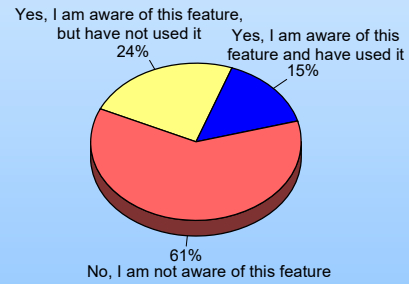
4Q 2025



3Q 2025



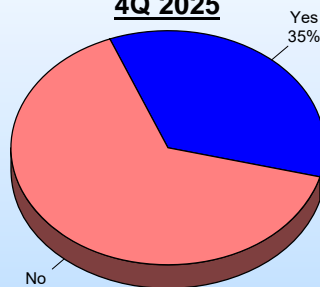
2Q 2025



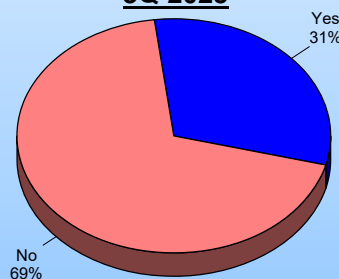
Q14. Are you aware of WaterOne's efforts to improve impacts on the environment?

by percentage of respondents (excluding "not provided")

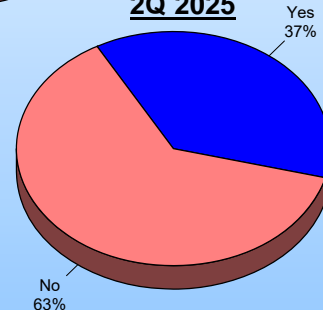
4Q 2025



3Q 2025

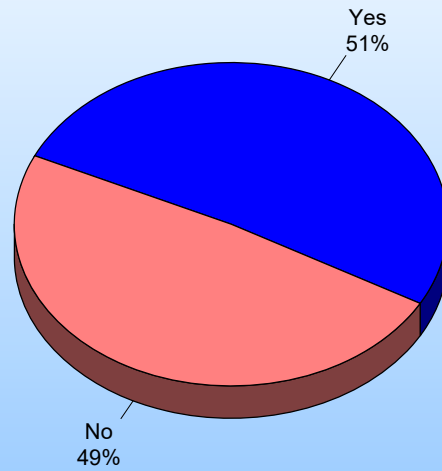


2Q 2025



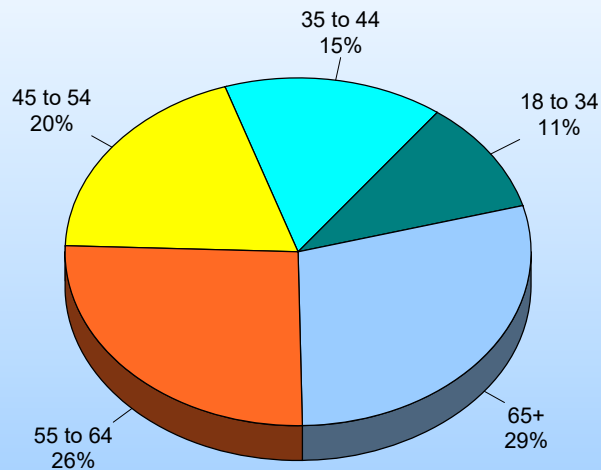
Q15. Whenever possible, WaterOne uses an alert system to inform customers by phone or text when there is a planned or emergency water service outage. Would you also like a follow-up contact to let you know that service has been restored?

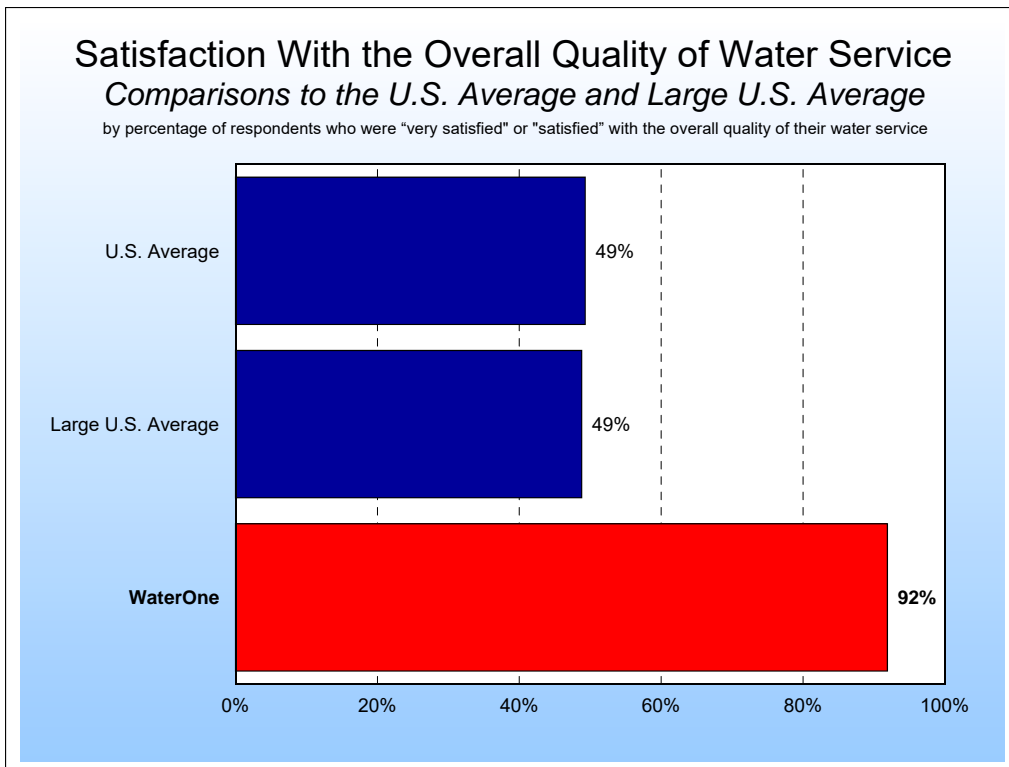
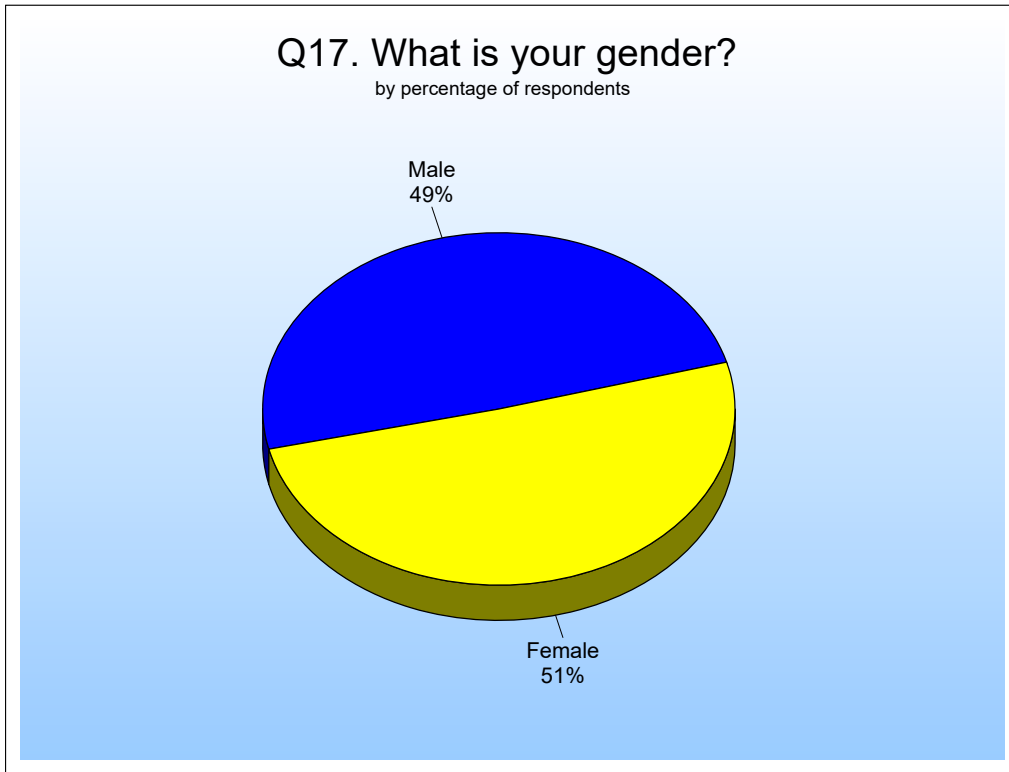
by percentage of respondents



Q16. Which of the following best describes your age?

by percentage of respondents (excluding "not provided")

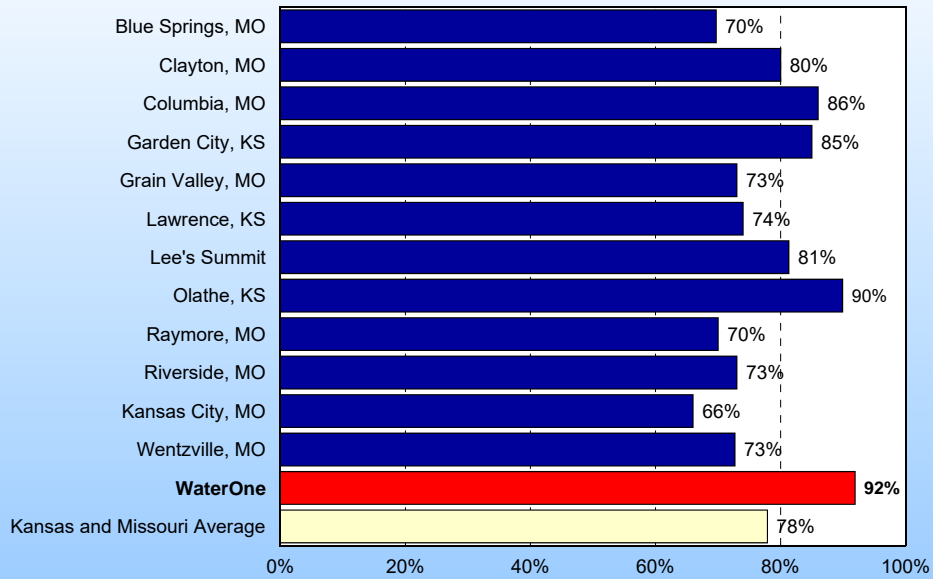




Satisfaction With the Overall Quality of Water Service

Comparisons to Other Kansas and Missouri Utilities

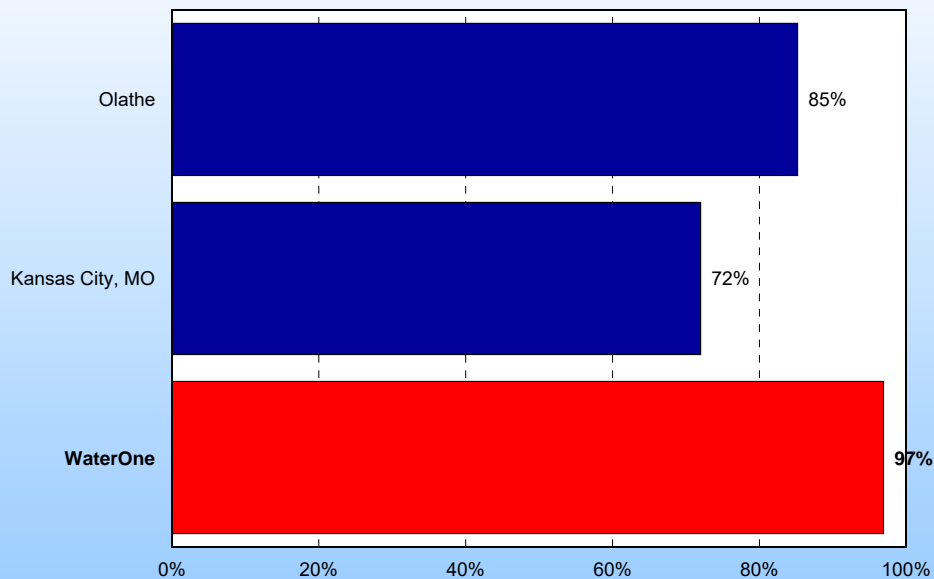
by percentage of respondents who were "very satisfied" or "satisfied" with the overall quality of their water service

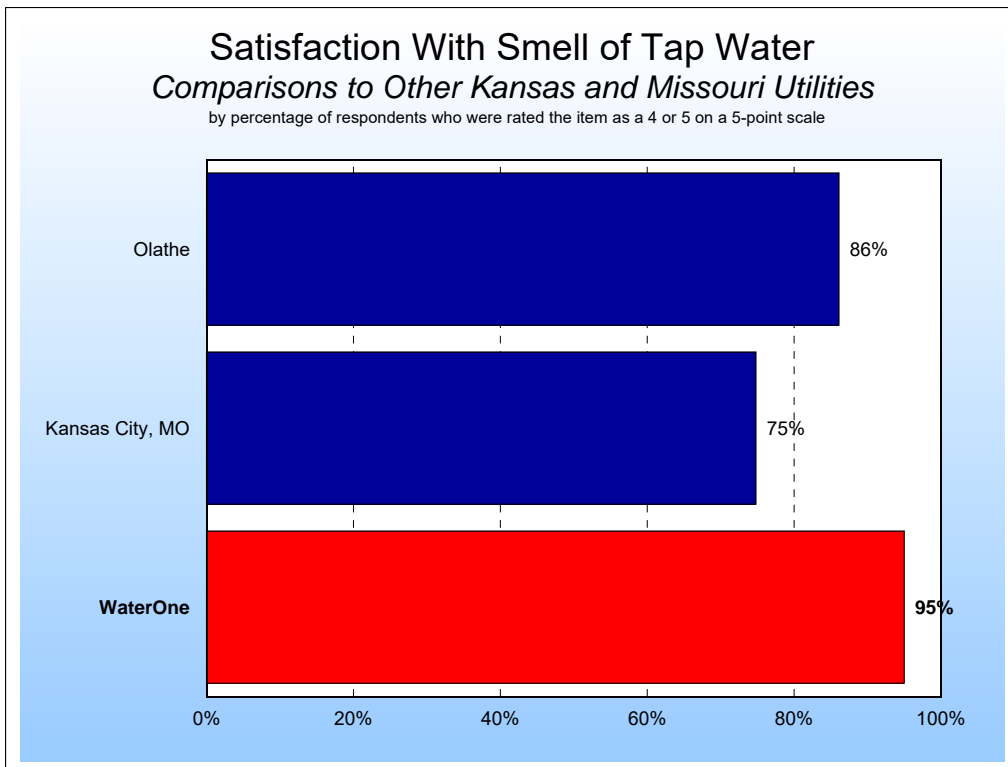
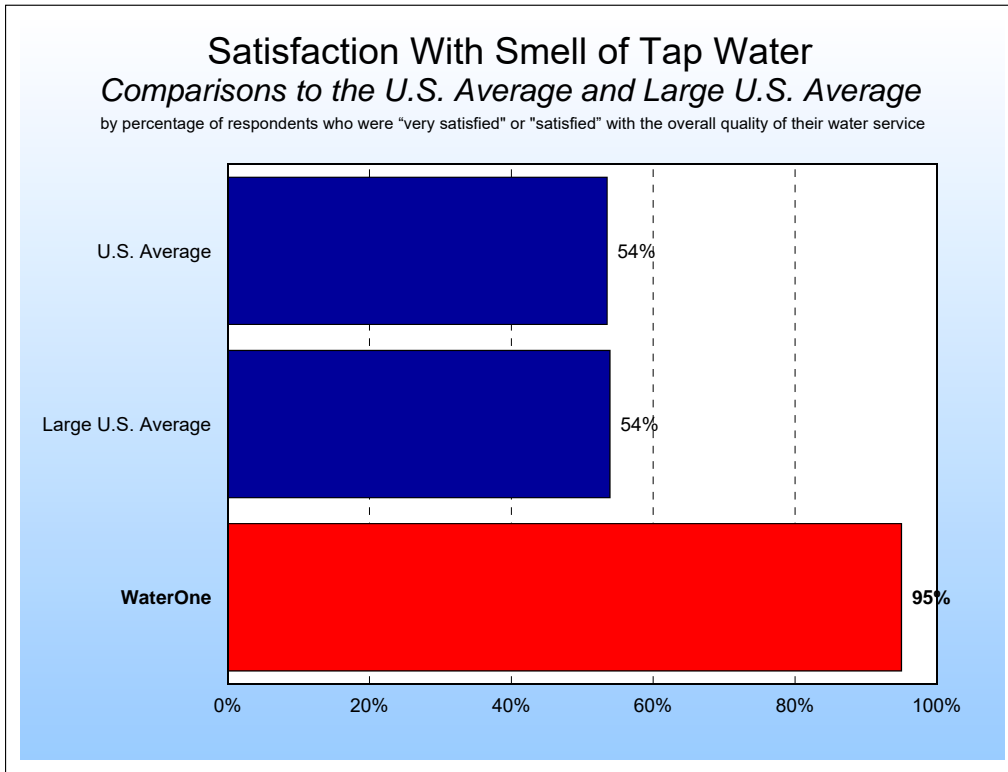


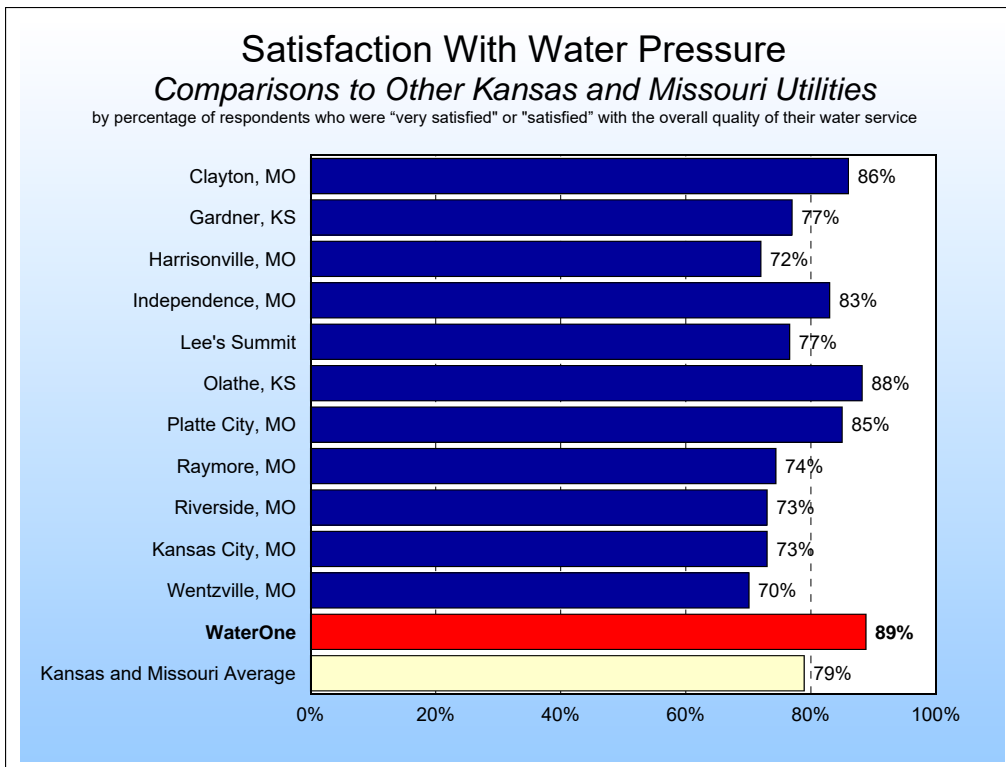
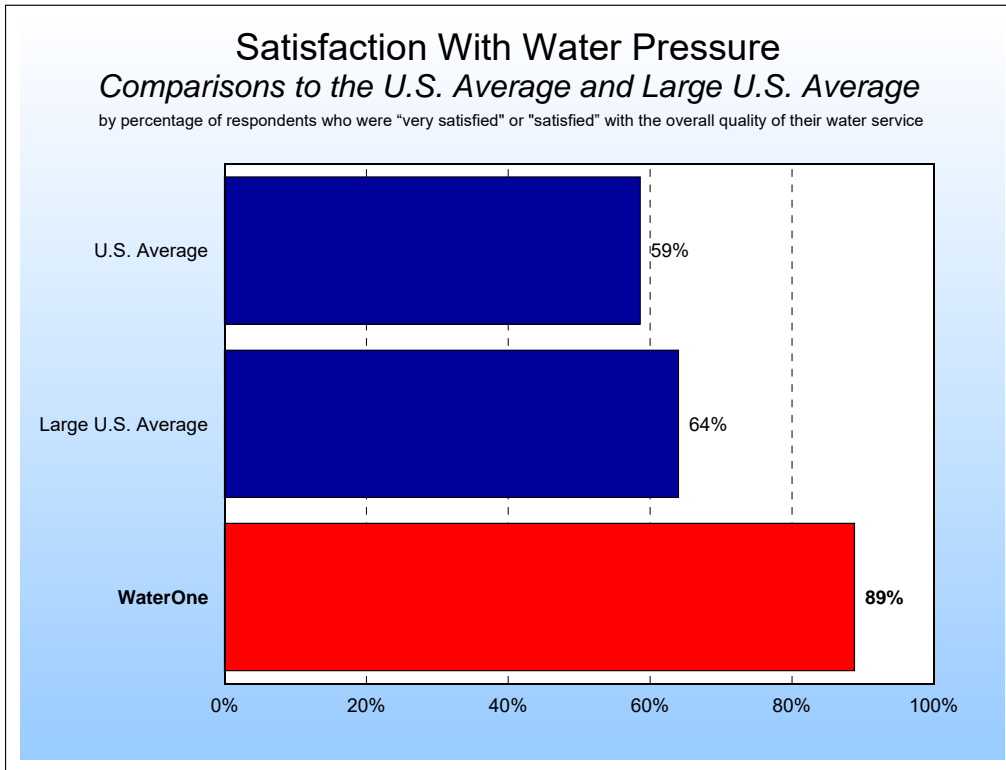
Satisfaction With Clarity of Tap Water

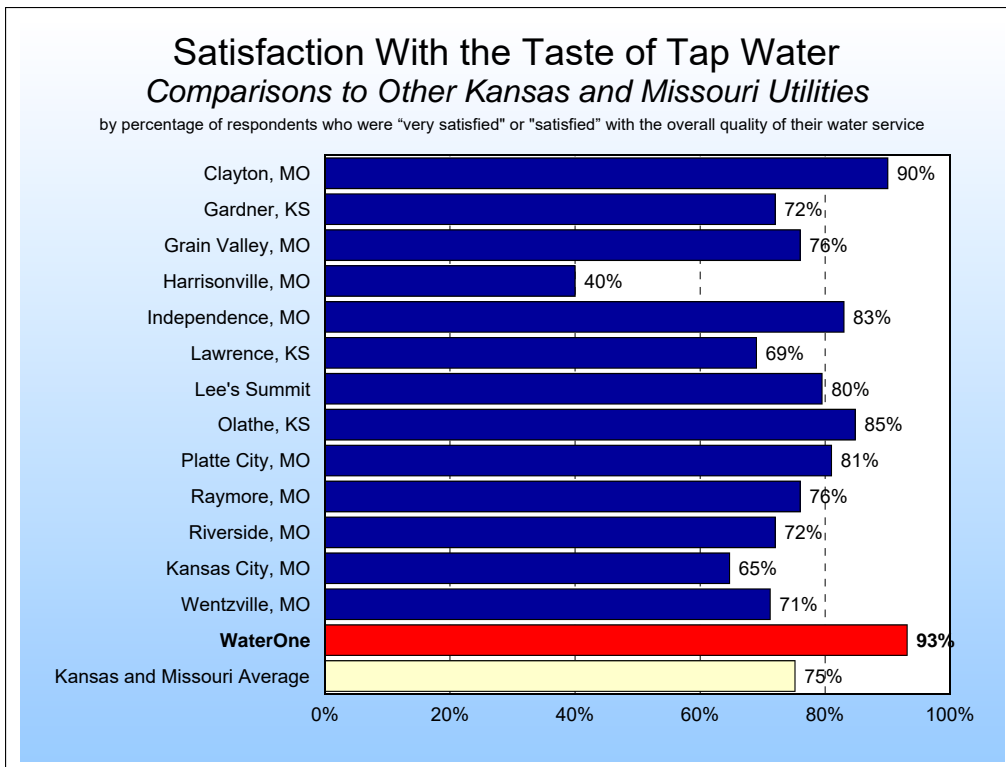
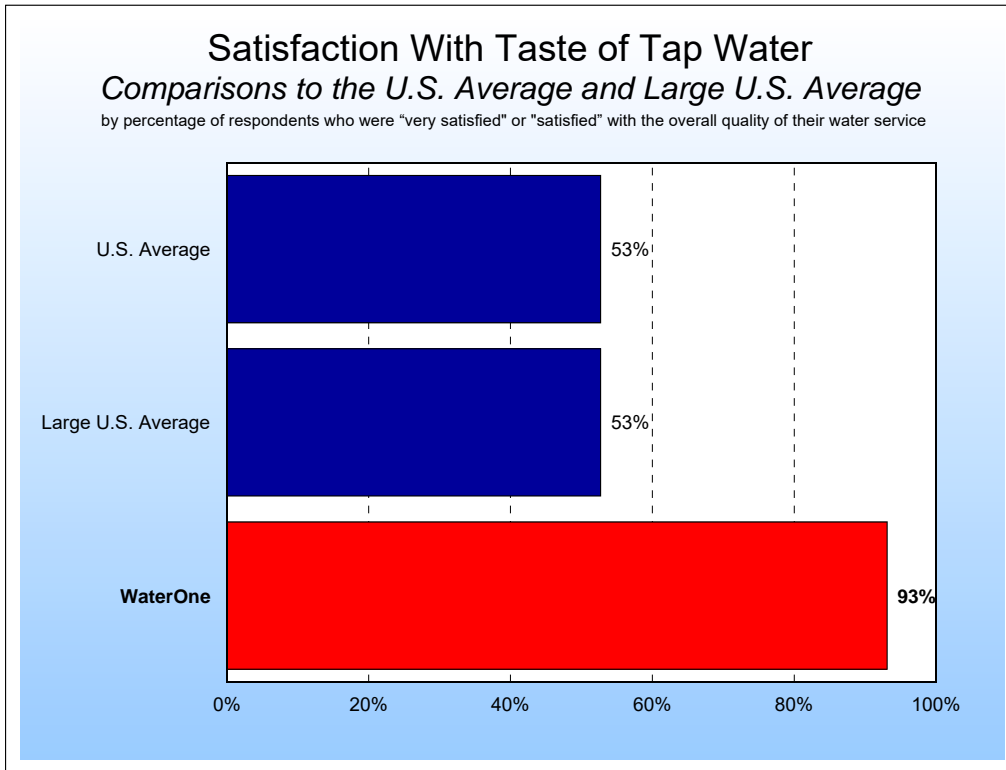
Comparisons to Other Kansas and Missouri Utilities

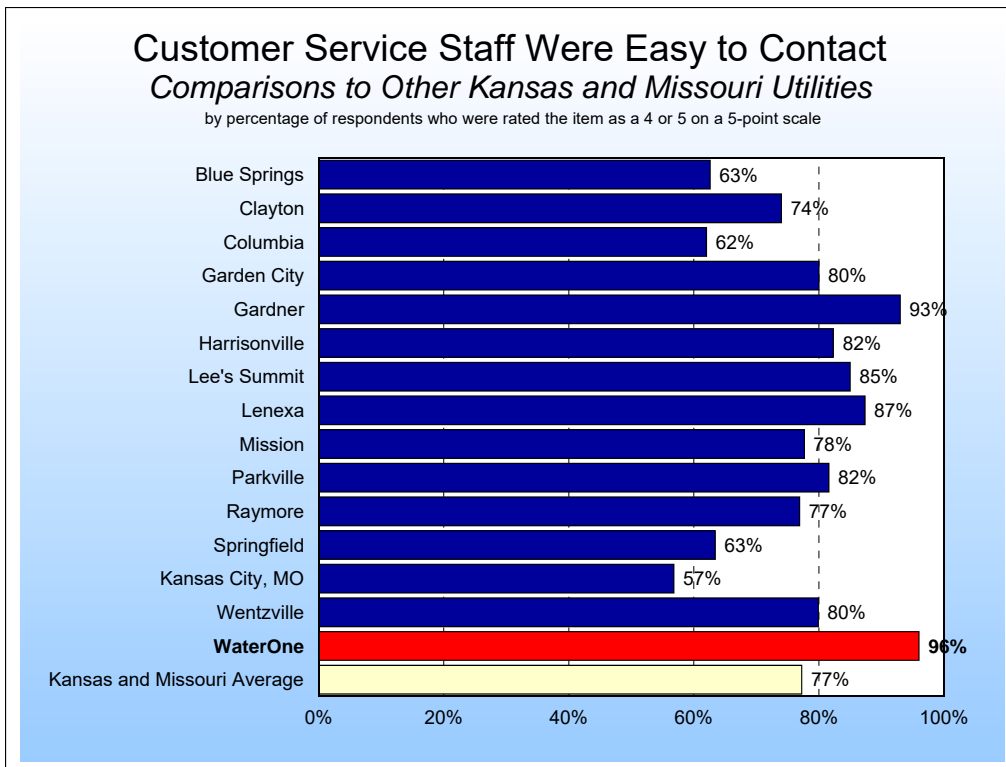
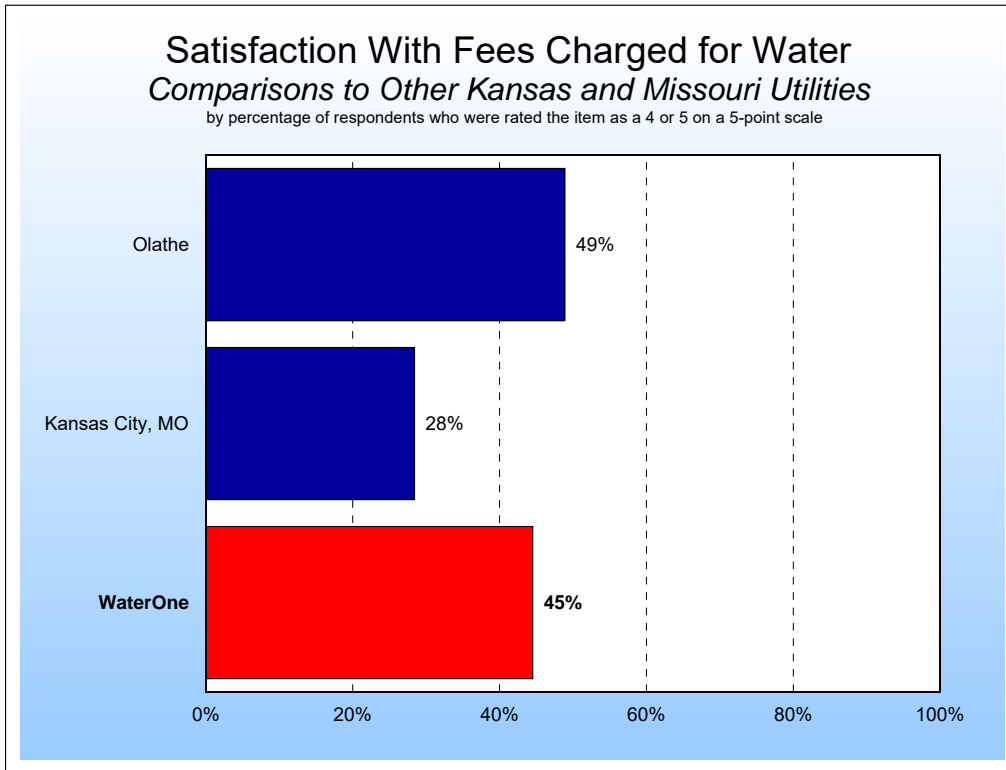
by percentage of respondents who were rated the item as a 4 or 5 on a 5-point scale







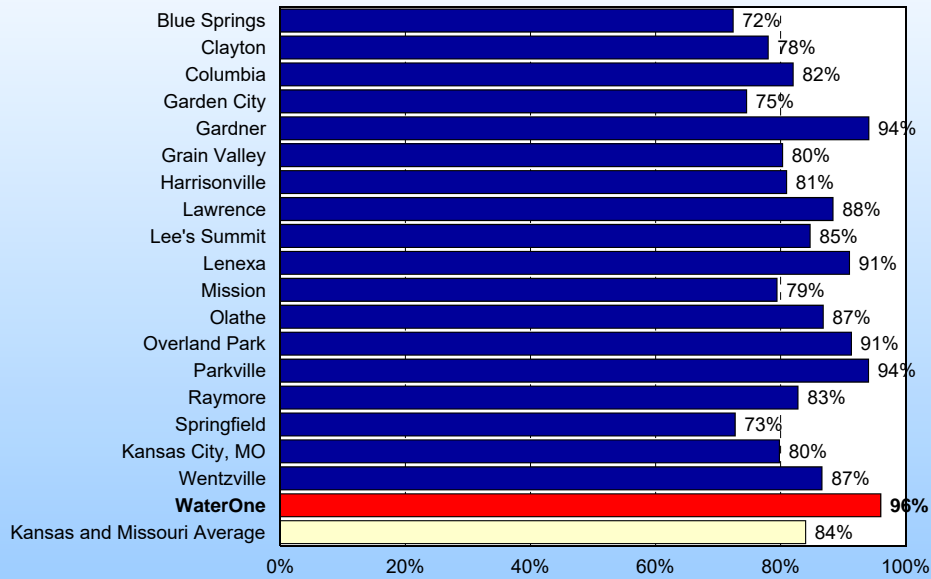




Customer Service Staff Were Courteous and Polite

Comparisons to Other Kansas and Missouri Utilities

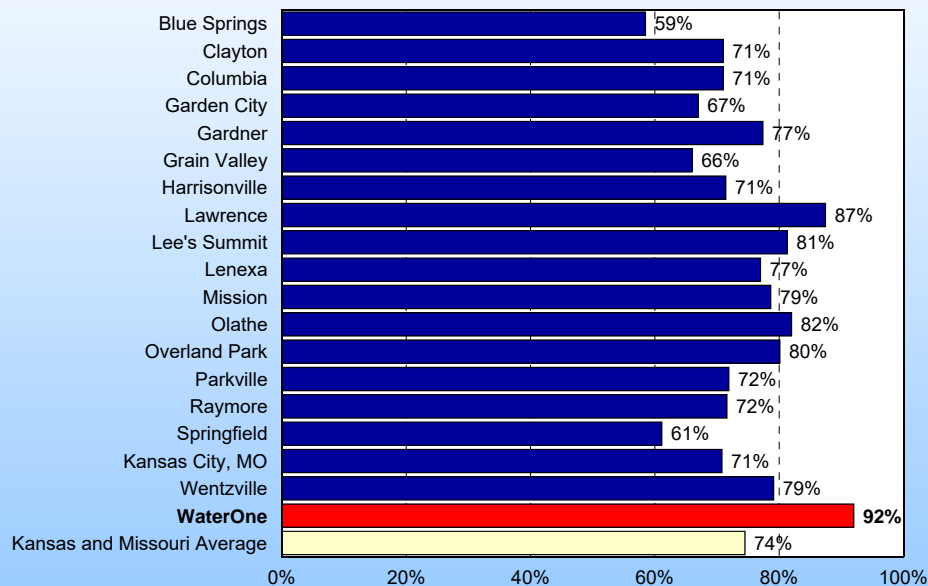
by percentage of respondents who were rated the item as a 4 or 5 on a 5-point scale

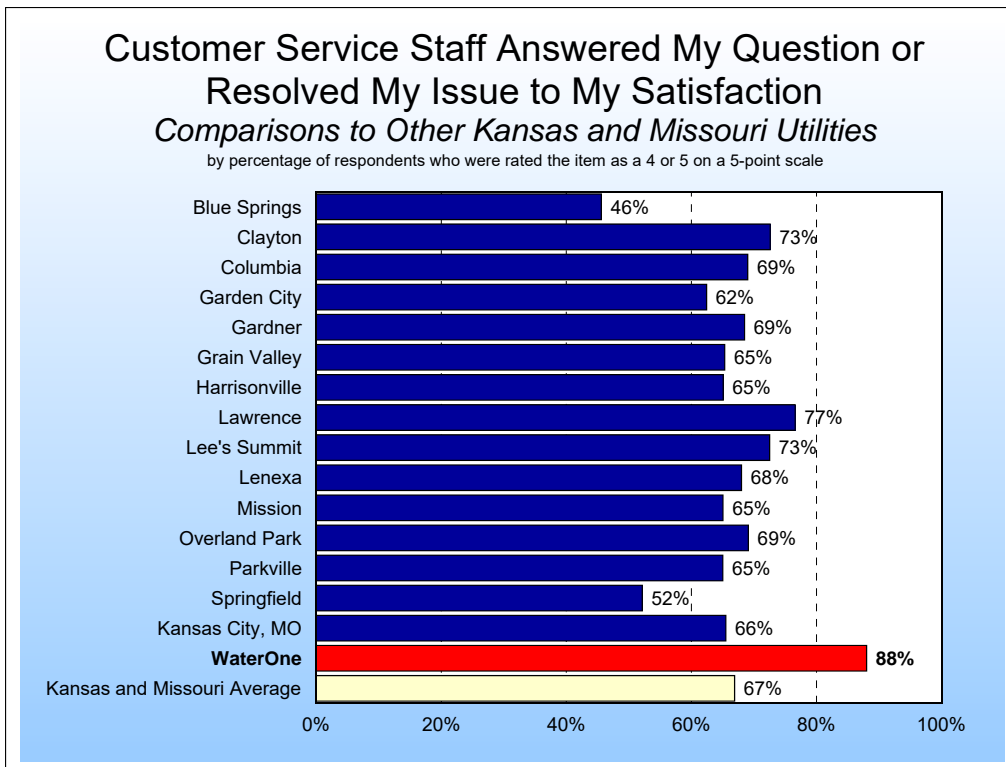
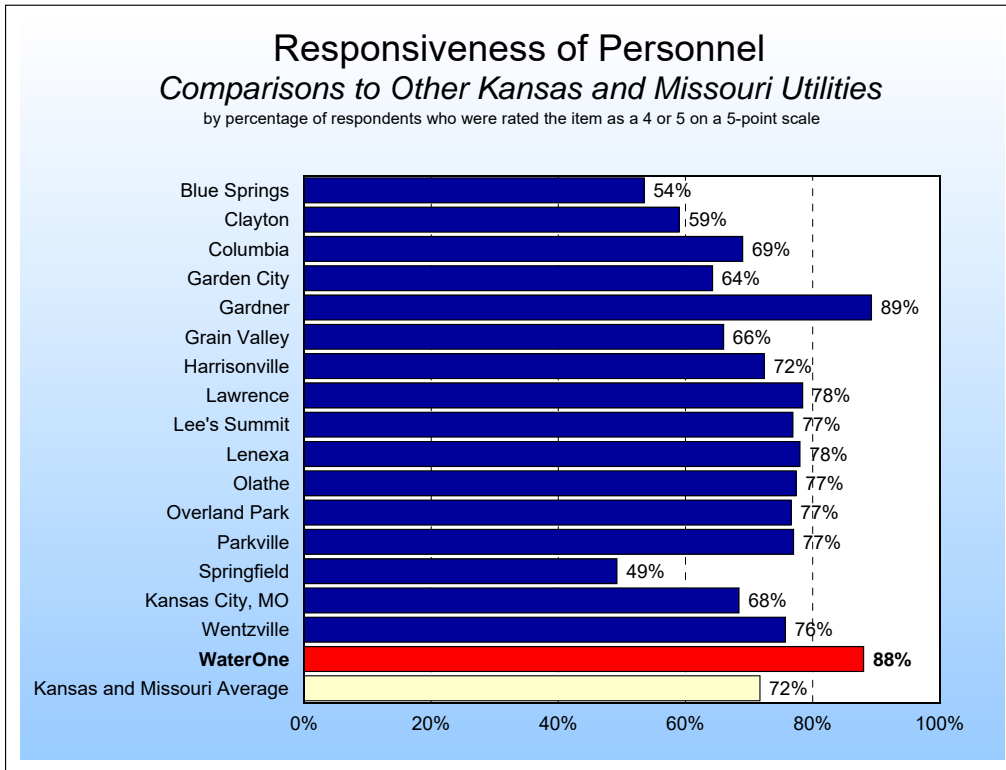


Technical Competence of Personnel

Comparisons to Other Kansas and Missouri Utilities

by percentage of respondents who were rated the item as a 4 or 5 on a 5-point scale





Section 2: Tabular Data

WaterOne Quarterly Customer Satisfaction Survey
Customer Satisfaction Performance Index

4th Quarter 2025

<u>Item Rated</u>	<u>3Q Index</u>	<u>3Q 2025 (% of 4s/5s excluding don't knows)</u>	<u>4Q 2025 (% of 4s/5s excluding don't knows)</u>	<u>% Change in Positive Ratings (4s/5s) from 3Q to 4Q</u>	<u>4Q Index</u>	<u>Change in the Index from 3Q to 4Q</u>
Water pressure	78.90	92.4%	88.8%	-3.6%	76.06	-2.84
Taste of your tap water	88.10	91.1%	93.1%	2.0%	89.87	1.76
Smell of your tap water	96.81	96.8%	95.0%	-1.8%	95.07	-1.74
Clarity of your tap water	89.14	93.6%	96.9%	3.3%	92.08	2.94
Efforts to ensure drinking water is safe	94.00	92.9%	93.2%	0.3%	94.28	0.28
Efforts to ensure water supply meets the community's needs	89.28	92.5%	93.0%	0.5%	89.72	0.45
Keeping residents informed about water quality issues	84.32	84.3%	80.1%	-4.2%	80.78	-3.54
Efforts to keep residents informed about water service disruptions	90.30	85.6%	88.4%	2.8%	92.83	2.53
How quickly personnel respond to requests	81.98	78.8%	73.3%	-5.5%	77.47	-4.51
What you are charged for water	63.81	56.3%	44.5%	-11.8%	56.28	-7.53
Overall quality of your water service	84.15	92.3%	91.9%	-0.4%	83.81	-0.34
Composite Index	85.53				84.39	-1.14

- 1) The index for each item rated is calculated by multiplying the index from the previous quarter by (1 + % change from the previous quarter)
- 2) The composite index for the quarter is calculated by summing the index values for each of the 11 items that were rated and dividing the sum by 11
- 3) Changes of more than 5.0 in the values of any index are statistically significant

Index Value Meaning

- 0-20 failing to meet all expectations
- 21-40 failing to meet most expectations
- 41-60 marginally meeting expectations
- 61-80 meeting expectations
- 81-100 exceeding most expectations

Q1. Please rate your level of satisfaction with each of the following items concerning your water service.

(N=162)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-01. Water pressure on a typical day	47.5%	40.7%	6.2%	3.7%	1.2%	0.6%
Q1-02. Taste of your tap water	50.6%	40.7%	5.6%	1.2%	0.0%	1.9%
Q1-03. Smell of your tap water	53.7%	40.7%	3.7%	0.6%	0.6%	0.6%
Q1-04. Clarity of your tap water	56.2%	40.1%	2.5%	0.6%	0.0%	0.6%
Q1-05. Efforts by WaterOne to ensure your drinking water is safe to drink	45.7%	30.9%	5.6%	0.0%	0.0%	17.9%
Q1-06. Efforts by WaterOne to ensure an adequate supply of water is available to meet the community's growing needs	46.3%	27.2%	5.6%	0.0%	0.0%	21.0%
Q1-07. Efforts by WaterOne to keep you informed about water quality issues	36.4%	28.4%	14.2%	1.9%	0.0%	19.1%
Q1-08. Efforts by WaterOne to keep you informed about disruptions to your water service	42.6%	27.8%	9.3%	0.0%	0.0%	20.4%
Q1-09. How quickly WaterOne personnel respond to your requests	27.8%	13.0%	11.7%	2.5%	0.6%	44.4%
Q1-10. What you are charged for water	12.3%	29.6%	33.3%	17.3%	1.9%	5.6%
Q1-11. Overall quality of your water service	40.7%	50.6%	8.0%	0.0%	0.0%	0.6%

WITHOUT “DON’T KNOW”**Q1. Please rate your level of satisfaction with each of the following items concerning your water service.(without "don't know")**

(N=162)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-01. Water pressure on a typical day	47.8%	41.0%	6.2%	3.7%	1.2%
Q1-02. Taste of your tap water	51.6%	41.5%	5.7%	1.3%	0.0%
Q1-03. Smell of your tap water	54.0%	41.0%	3.7%	0.6%	0.6%
Q1-04. Clarity of your tap water	56.5%	40.4%	2.5%	0.6%	0.0%
Q1-05. Efforts by WaterOne to ensure your drinking water is safe to drink	55.6%	37.6%	6.8%	0.0%	0.0%
Q1-06. Efforts by WaterOne to ensure an adequate supply of water is available to meet the community's growing needs	58.6%	34.4%	7.0%	0.0%	0.0%
Q1-07. Efforts by WaterOne to keep you informed about water quality issues	45.0%	35.1%	17.6%	2.3%	0.0%
Q1-08. Efforts by WaterOne to keep you informed about disruptions to your water service	53.5%	34.9%	11.6%	0.0%	0.0%
Q1-09. How quickly WaterOne personnel respond to your requests	50.0%	23.3%	21.1%	4.4%	1.1%
Q1-10. What you are charged for water	13.1%	31.4%	35.3%	18.3%	2.0%
Q1-11. Overall quality of your water service	41.0%	50.9%	8.1%	0.0%	0.0%

Q1a. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 2, 1) with how quickly WaterOne personnel responded to your request on Question 1-09, why did you feel that way?

Q1a. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 2, or 1) with how quickly WaterOne personnel responded to your request on Question 1-09, why did you feel that way?	Number	Percent
My husband handles anything that would need contacting Water one. He has never brought up any bad experiences with me regarding anything so I'm neutral.	1	9.1 %
When I called about my bill, I was told there is nothing they could do.	1	9.1 %
Called in broken lid on man hole, still not fixed	1	9.1 %
0	1	9.1 %
My water pressure is very poor.	1	9.1 %
Waterone could not locate water main shut off	1	9.1 %
Have not had to contact them	1	9.1 %
never had to make a request	1	9.1 %
They have NEVER responded to a comment I sent in regarding microplastics in our water supply	1	9.1 %
Haven't had to submit a request	1	9.1 %
I dont believe the water pressure for our house is as strong as it was years ago	1	9.1 %
Total	11	100.0 %

Q2. Have you had an error on your water bill during the past year?

Q2. Have you had an error on your water bill in the past year?	Number	Percent
Yes	2	1.2 %
No	153	94.4 %
Not provided	7	4.3 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"

Q2. Have you had an error on your water bill during the past year? (without "not provided")

Q2. Have you had an error on your water bill in the past year?	Number	Percent
Yes	2	1.3 %
No	153	98.7 %
Total	155	100.0 %

Q2a. How satisfied were you with WaterOne's efforts to help you correct the error?

Q2a. How satisfied were you with WaterOne's efforts to help you correct the error?	Number	Percent
Very Satisfied	1	50.0 %
Satisfied	1	50.0 %
Total	2	100.0 %

Q3. Have you had your water turned off for not paying a bill in the past year?

Q3. Have you had your water turned off for not paying a bill in the past year?	Number	Percent
No	161	99.4 %
Not provided	1	0.6 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"**Q3. Have you had your water turned off for not paying a bill in the past year?(without "not provided")**

Q3. Have you had your water turned off for not paying a bill in the past year?	Number	Percent
No	161	100.0 %
Total	161	100.0 %

Q4. Have you had a planned disruption to water service at your home that WaterOne told you about in advance?

Q4. 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)?

	Number	Percent
Yes	28	17.3 %
No	130	80.2 %
Not provided	4	2.5 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"**Q4. Have you had a planned disruption to water service at your home that WaterOne told you about in advance? (without "not provided")**

Q4. 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)?

	Number	Percent
Yes	28	17.7 %
No	130	82.3 %
Total	158	100.0 %

Q4a. 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?

Q4a. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?

	Number	Percent
Very Satisfied	15	53.6 %
Satisfied	12	42.9 %
Neutral	1	3.6 %
Total	28	100.0 %

Q4b. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 4, or 5), with WaterOne's efforts to inform you about the disruption on Question 4a, why did you feel that way?

Q4b. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 4, or 5) with WaterOne's efforts to inform you about the disruption on Question 4a, why did you feel that way?

	Number	Percent
Short notice, difficulty understanding sign up process for Notify JOCO	1	100.0 %
Total	1	100.0 %

Q4c. How long was your water turned off (in hours)?

Q4c. How long was your water turned off (in hours)?	Number	Percent
1	4	14.3 %
2	5	17.9 %
3	1	3.6 %
4	10	35.7 %
5	1	3.6 %
6	1	3.6 %
8	3	10.7 %
9	3	10.7 %
Total	28	100.0 %

Mean = 4.25 hours

Q4d. Was that a reasonable time to be without water?

Q4d. Was that a reasonable amount of time to be without water?	Number	Percent
Yes	24	85.7 %
No	1	3.6 %
Not provided	3	10.7 %
Total	28	100.0 %

WITHOUT "NOT PROVIDED"

Q4d. Was that a reasonable time to be without water? (without "not provided")

Q4d. Was that a reasonable amount of time to be without water?	Number	Percent
Yes	24	96.0 %
No	1	4.0 %
Total	25	100.0 %

Q5. Have you had an unplanned disruption to water service at your home that was caused by a main break?

Q5. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?	Number	Percent
Yes	15	9.3 %
No	142	87.7 %
Not provided	5	3.1 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"**Q5. Have you had an unplanned disruption to water service at your home that was caused by a main break? (without "not provided")**

Q5. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?	Number	Percent
Yes	15	9.6 %
No	142	90.4 %
Total	157	100.0 %

Q5a. How long was your water service disrupted (in hours)?

Q5a. How long was your water service disrupted (in hours)?	Number	Percent
2	4	26.7 %
4	4	26.7 %
5	2	13.3 %
6	2	13.3 %
8	2	13.3 %
14	1	6.7 %
Total	15	100.0 %

Mean = 5.07 hours

Q5b. Do you think WaterOne restored your water service in a reasonable amount of time?

Q5b. Do you think WaterOne restored your water service in a reasonable amount of time?	Number	Percent
Yes	15	100.0 %
Total	15	100.0 %

Q5b. If YES, do you think WaterOne restored your water service in a reasonable amount of time?

N=162

Q5a. How long was your water service disrupted (in hours)?

2 hours	4 hours	5 hours	6+ hours
---------	---------	---------	----------

Q5b. Do you think WaterOne restored your water service in a reasonable amount of time?

Yes	4	4	2	5
	100.0%	100.0%	100.0%	100.0%

Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

	Number	Percent
Yes	8	4.9 %
No	152	93.8 %
Not provided	2	1.2 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"**Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year? (without "not provided")**

Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

	Number	Percent
Yes	8	5.0 %
No	152	95.0 %
Total	160	100.0 %

Q7. Have you called WaterOne with a question, problem, or complaint during the past year?

Q7. Have you called WaterOne with a question, problem, or complaint during the past year?	Number	Percent
Yes	25	15.4 %
No	137	84.6 %
Total	162	100.0 %

Q7a. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

Q7a. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?	Number	Percent
0	2	9.5 %
1	3	14.3 %
2	3	14.3 %
3	3	14.3 %
4	3	14.3 %
5	4	19.0 %
8	1	4.8 %
10	2	9.5 %
Total	21	100.0 %

Mean = 3.71 minutes**Q7b. When did you call?**

Q7b. When did you call?	Number	Percent
Normal business hours	23	92.0 %
After normal business hours	1	4.0 %
Not provided	1	4.0 %
Total	25	100.0 %

WITHOUT "NOT PROVIDED"**Q7b. When did you call?(without "not provided")**

Q7b. When did you call?	Number	Percent
Normal business hours	23	95.8 %
After normal business hours	1	4.2 %
Total	24	100.0 %

Q7c. Overall, how satisfied were you with...

(N=25)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7c-1. How easy it was to contact WaterOne Services personnel	64.0%	32.0%	0.0%	4.0%	0.0%
Q7c-2. How courteously you were treated by WaterOne personnel	80.0%	16.0%	4.0%	0.0%	0.0%
Q7c-3. The technical competence of WaterOne personnel	72.0%	20.0%	4.0%	4.0%	0.0%
Q7c-4. The responsiveness of WaterOne personnel to your request	68.0%	20.0%	4.0%	4.0%	4.0%
Q7c-5. The ability of WaterOne personnel to answer your question or resolve your issue	68.0%	20.0%	4.0%	4.0%	4.0%

Q7d. If you were "Very Satisfied" or "Satisfied" (ratings of 5 or 4) with the responsiveness of WaterOne personnel to your request in Question 7c-4, please explain why.

Q7d. If you were "Very Satisfied" or "Satisfied" (ratings of 5 or 4) with the responsiveness of WaterOne personnel to your request on Question 7c-4, please explain why.

	Number	Percent
If I recall correctly, they listened well and answered what my concerns were completely.	1	12.5 %
It was 11:30 @ night & I didn't have water. They were very responsive & came out immediately to find the problem, which was mine.	1	12.5 %
very responsive, helpful staff	1	12.5 %
helpful	1	12.5 %
Customer service routed call to right person. Helpful	1	12.5 %
She knew what she was doing, solved the problem for us.	1	12.5 %
We reported a soggy spot and someone from WaterOne came that morning to check.	1	12.5 %
friendly and helpful	1	12.5 %
Total	8	100.0 %

Q8. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

Q8. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

	Number	Percent
Yes	34	21.0 %
No	128	79.0 %
Total	162	100.0 %

Q8a. Did the employees you observed...

(N=34)

	Yes	No	Don't know
Q8a-1. Give you adequate notice about the work that was being done in your area	61.8%	5.9%	32.4%
Q8a-2. Dress and act professionally	85.3%	0.0%	14.7%
Q8a-3. Arrive at your home at the time they were scheduled to arrive (if applicable)	44.1%	2.9%	52.9%
Q8a-4. Clean-up their work areas when they were finished	82.4%	2.9%	14.7%
Q8a-5. Cause any damage to your lawn or landscaping	23.5%	61.8%	14.7%

WITHOUT "DON'T KNOW"

Q8a. Did the employees you observed... (without "don't know")

(N=34)

	Yes	No
Q8a-1. Give you adequate notice about the work that was being done in your area	91.3%	8.7%
Q8a-2. Dress and act professionally	100.0%	0.0%
Q8a-3. Arrive at your home at the time they were scheduled to arrive (if applicable)	93.8%	6.3%
Q8a-4. Clean-up their work areas when they were finished	96.6%	3.4%
Q8a-5. Cause any damage to your lawn or landscaping	27.6%	72.4%

Q8a-6. If "yes" to Question 8a-5, did they repair your lawn or landscaping in a manner that was acceptable to you?

Q8a-6. Did they repair your lawn or landscaping in a manner that was acceptable to you?	Number	Percent
Yes	6	75.0 %
No	1	12.5 %
Don't know	1	12.5 %
Total	8	100.0 %

WITHOUT "DON'T KNOW"

Q8a-6. If "yes" to Question 8a-5, did they repair your lawn or landscaping in a manner that was acceptable to you? (without "don't know")

Q8a-6. Did they repair your lawn or landscaping in a manner that was acceptable to you?	Number	Percent
Yes	6	85.7 %
No	1	14.3 %
Total	7	100.0 %

Q9. Please rate each of the following types of utilities on its reputation for reliability using a scale of 1 to 5, where 5 means "Always Reliable" and 1 means "Never Reliable."

(N=162)

	Always Reliable	Usually Reliable	Often Reliable	Seldom Reliable	Never Reliable	Not Applicable
Q9-1. Your electric company	41.4%	46.3%	9.9%	0.6%	0.0%	1.9%
Q9-2. Your internet service provider	30.2%	46.3%	17.9%	1.2%	1.2%	3.1%
Q9-3. Your cellular, wireless or pager company	34.6%	46.9%	14.2%	1.2%	0.0%	3.1%
Q9-4. Johnson County Wastewater	53.1%	32.7%	4.9%	0.6%	0.0%	8.6%
Q9-5. WaterOne	61.7%	31.5%	3.7%	0.0%	0.0%	3.1%

WITHOUT "NOT APPLICABLE"

Q9. Please rate each of the following types of utilities on its reputation for reliability using a scale of 1 to 5, where 5 means "Always Reliable" and 1 means "Never Reliable." (without "not applicable")

(N=162)

	Always Reliable	Usually Reliable	Often Reliable	Seldom Reliable	Never Reliable
Q9-1. Your electric company	42.1%	47.2%	10.1%	0.6%	0.0%
Q9-2. Your internet service provider	31.2%	47.8%	18.5%	1.3%	1.3%
Q9-3. Your cellular, wireless or pager company	35.7%	48.4%	14.6%	1.3%	0.0%
Q9-4. Johnson County Wastewater	58.1%	35.8%	5.4%	0.7%	0.0%
Q9-5. WaterOne	63.7%	32.5%	3.8%	0.0%	0.0%

Q10. If WaterOne wanted to get non-emergency information to you, such as watering tips, water quality reports, etc., which of the following would be the best way to communicate the information to you?

Q10-1. If WaterOne wanted to get non-emergency information to you, such as watering tips, water quality reports, etc., which of the following would be the best way to communicate the information to you? [A direct phone call]

	Number	Percent
A direct phone call	24	14.8 %
An email	98	60.5 %
A text	90	55.6 %
Facebook, Twitter, Nextdoor	16	9.9 %
WaterOne's website	26	16.0 %
A bill insert	47	29.0 %
Advertising in the newspaper, TV, radio	17	10.5 %
Other	7	4.3 %
Total	325	

Q10-8. Other

Q10-8 Other	Number	Percent
mail	3	42.9 %
flyer left on door	1	14.3 %
Direct mail	1	14.3 %
Bill insert	1	14.3 %
YouTube video	1	14.3 %
Total	7	100.0 %

Q11. If you wanted information about your water service in a major water crisis, such as a natural disaster, how would you get it?

Q11-1. If you wanted information about your water service in a major water crisis, such as a natural disaster, how would you get it? [Call WaterOne customer service]

	Number	Percent
Call WaterOne customer service	71	43.8 %
Check WaterOne's website	95	58.6 %
Follow Facebook, Twitter, or Nextdoor	38	23.5 %
Watch the local news	98	60.5 %
Other	12	7.4 %
Total	314	

Q11-5. Other

Q11-5.Other	Number	Percent
text	3	25.0 %
notify JOCO	1	8.3 %
check with neighbors	1	8.3 %
text to phone	1	8.3 %
phone message	1	8.3 %
Radio, text, email.	1	8.3 %
radio	1	8.3 %
mail	1	8.3 %
neighbors	1	8.3 %
Text and email	1	8.3 %
Total	12	100.0 %

Q12. Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues?

Q12. Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues?

	Number	Percent
Yes	40	24.7 %
No	121	74.7 %
Not provided	1	0.6 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"

Q12. Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues? (without "not provided")

Q12. Would you be willing to participate in future focus groups sponsored by WaterOne to get input from customers about a wide range of issues?

	Number	Percent
Yes	40	24.8 %
No	121	75.2 %
Total	161	100.0 %

Q13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard?

Q13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard?

	Number	Percent
Yes, I am aware of this feature and have used it	32	19.8 %
Yes, I am aware of this feature, but have not used it	40	24.7 %
No, I am not aware of this feature	90	55.6 %
Total	162	100.0 %

Q14. Are you aware of WaterOne's efforts to improve impacts on the environment?

Q14. Are you aware of WaterOne's efforts to improve impacts on the environment?

	Number	Percent
Yes	54	33.3 %
No	101	62.3 %
Not provided	7	4.3 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"**Q14. Are you aware of WaterOne's efforts to improve impacts on the environment? (without "not ovided")**

Q14. Are you aware of WaterOne's efforts to improve impacts on the environment?

	Number	Percent
Yes	54	34.8 %
No	101	65.2 %
Total	155	100.0 %

Q15. Whenever possible, WaterOne uses an alert system to inform customers by phone or text when there is a planned or emergency water service outage. Would you also like a follow-up contact to let you know that service has been restored?

Q15. Whenever possible, WaterOne uses an alert system to inform customers by phone or text when there is a planned or emergency water service outage. Would you also like a follow-up contact to let you know that service has been restored?

	Number	Percent
Yes	83	51.2 %
No	79	48.8 %
Total	162	100.0 %

Q16. Which of the following best describes your age?

Q16. Which of the following best describes your age?	Number	Percent
18-34	17	10.5 %
35-44	24	14.8 %
45-54	31	19.1 %
55-64	41	25.3 %
65+	46	28.4 %
Not provided	3	1.9 %
Total	162	100.0 %

WITHOUT "NOT PROVIDED"

Q16. Which of the following best describes your age? (without "not provided")

Q16. Which of the following best describes your age?	Number	Percent
18-34	17	10.7 %
35-44	24	15.1 %
45-54	31	19.5 %
55-64	41	25.8 %
65+	46	28.9 %
Total	159	100.0 %

Q17. What is your gender?

Q17. What is your gender?	Number	Percent
Male	79	48.8 %
Female	81	50.0 %
Not provided	2	1.2 %
Total	162	100.0 %

WITHOUT “NOT PROVIDED”**Q17. What is your gender? (without "not provided")**

Q17. What is your gender?	Number	Percent
Male	79	49.4 %
Female	81	50.6 %
Total	160	100.0 %

Section 3: *Survey Instrument*

Dear Valued Customer:

WaterOne is passionate about its mission to serve the public and dedicated to its commitment to provide the highest quality customer service. To help us fulfill this commitment, we would appreciate your input by completing the enclosed survey regarding the quality of your water services. Since only a limited number of households are selected at random to receive this survey, your participation is very important to ensure the needs of the customers in your area are well represented.

Our interest is in getting an objective review so that we can provide you with the best level of service possible. ETC Institute of Olathe is administering this survey, so your responses will remain confidential. Please return your completed survey within the next week using the enclosed postage-paid envelope addressed to ETC Institute (725 W. Frontier Circle, Olathe, KS 66061).

If you have questions, please contact Mandy Wagner, Assistant General Manager at mwagner@waterone.org.

Thank you for giving us the opportunity to serve you better!

Sincerely,
Shaun Pietig
General Manager

2025 WaterOne Quarterly Customer Satisfaction Survey

Please take a few minutes to complete this survey. WaterOne would like your opinion about the quality of service they provide to improve the quality of its services. If you prefer, you may also complete this survey at wateronesurvey.org.

1. Please rate your level of satisfaction with each of the following items concerning your water service.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Water pressure on a typical day	5	4	3	2	1	9
02. Taste of your tap water	5	4	3	2	1	9
03. Smell of your tap water	5	4	3	2	1	9
04. Clarity of your tap water	5	4	3	2	1	9
05. Efforts by WaterOne to ensure your drinking water is safe to drink	5	4	3	2	1	9
06. 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
07. Efforts by WaterOne to keep you informed about water quality issues	5	4	3	2	1	9
08. Efforts by WaterOne to keep you informed about disruptions to your water service	5	4	3	2	1	9
09. How quickly WaterOne personnel respond to your requests	5	4	3	2	1	9
10. What you are charged for water	5	4	3	2	1	9
11. Overall quality of your water service	5	4	3	2	1	9

1a. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 2, or 1) with how quickly WaterOne personnel responded to your request on Question 1-09, why did you feel that way?

2. Have you had an error on your water bill in the past year? ____ (1) Yes ____ (2) No [Skip to Q3.]

2a. How satisfied were you with WaterOne's efforts to help you correct the error?

____ (1) Very Satisfied ____ (3) Neutral ____ (5) Very Dissatisfied
____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't Know

2b. If "Dissatisfied" or "Very Dissatisfied" with Question 2a, what was the nature of the error?

3. Have you had your water turned off for not paying a bill in the past year?

____ (1) Yes ____ (2) No [Skip to Q4.]

3a. 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?

____ (1) Very Satisfied ____ (3) Neutral ____ (5) Very Dissatisfied
____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't Know

4. 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)?

____(1) Yes ____ (2) No [Skip to Q5.]

- 4a. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service?

____(1) Very Satisfied ____ (3) Neutral ____ (5) Very Dissatisfied
____(2) Satisfied ____ (4) Dissatisfied ____ (9) Don't Know

- 4b. If you were less than "Very Satisfied" or "Satisfied" (ratings of 3, 4, or 5) with WaterOne's efforts to inform you about the disruption on Question 4a, why did you feel that way?

- 4c. How long was your water turned off? ____ hours

- 4d. Was that a reasonable amount of time to be without water? ____ (1) Yes ____ (2) No

5. Have you had an **UNPLANNED** disruption to water service that was caused by a **MAIN BREAK**?

____(1) Yes ____ (2) No [Skip to Q6.]

- 5a. How long was your water service disrupted? ____ hours

- 5b. Do you think WaterOne restored your water service in a reasonable amount of time?

____(1) Yes ____ (2) No

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

____(1) Yes ____ (2) No

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

____(1) Yes ____ (2) No [Skip to Q8.]

- 7a. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you?

____ minutes

- 7b. When did you call? ____ (1) Normal business hours ____ (2) After normal business hours

- 7c. Overall, how satisfied were you with...

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy it was to contact WaterOne Services personnel	5	4	3	2	1	9
2.	How courteously you were treated by WaterOne personnel	5	4	3	2	1	9
3.	The technical competence of WaterOne personnel	5	4	3	2	1	9
4.	The responsiveness of WaterOne personnel to your request	5	4	3	2	1	9
5.	The ability of WaterOne personnel to answer your question or resolve your issue	5	4	3	2	1	9

- 7d. If you were "Very Satisfied" or "Satisfied" (ratings of 5 or 4) with the responsiveness of WaterOne personnel to your request on Question 7c-4, please explain why.

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

____(1) Yes ____ (2) No [Skip to Q9.]

8a. Did the employees you observed...

		Yes	No	Don't Know
1.	Give you adequate notice about the work that was being done in your area	1	2	9
2.	Dress and act professionally	1	2	9
3.	Arrive at your home at the time they were scheduled to arrive (if applicable)	1	2	9
4.	Clean-up their work areas when they were finished	1	2	9
5.	Cause any damage to your lawn or landscaping	1	2	9
6.	If "Yes" to 5: Did they repair your lawn or landscaping in a manner that was acceptable to you	1	2	9

9. Please rate each of the following types of utilities 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
1.	Your electric company	5	4	3	2	1	9
2.	Your internet service provider	5	4	3	2	1	9
3.	Your cellular, wireless or pager company	5	4	3	2	1	9
4.	Johnson County Wastewater	5	4	3	2	1	9
5.	WaterOne	5	4	3	2	1	9

10. If WaterOne wanted to get non-emergency information to you, such as watering tips, water quality reports, etc., which of the following would be the best way to communicate the information to you? [Check all that apply.]

____(1) A direct phone call ____ (5) WaterOne's website
____(2) An email ____ (6) A bill insert
____(3) A text ____ (7) Advertising in the newspaper, TV, radio
____(4) Facebook, X/Twitter, Nextdoor ____ (8) Other: _____

11. If you wanted information about your water service in a major water crisis, such as a natural disaster, how would you get it? [Check all that apply.]

____(1) Call WaterOne customer service ____ (4) Watch the local news
____(2) Check WaterOne's website ____ (5) Other: _____
____(3) Follow Facebook, X/Twitter, Nextdoor

12. 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 [Skip to Q13.]

12a. Please provide your name and phone number.

Name: _____ Phone: _____

13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard?

____(1) Yes, I am aware of this feature and have used it
____(2) Yes, I am aware of this feature, but have not used it
____(3) No, I am not aware of this feature

14. Are you aware of WaterOne's efforts to improve impacts on the environment?

____(1) Yes ____ (2) No

15. Whenever possible, WaterOne uses an alert system to inform customers by phone or text when there is a planned or emergency water service outage. Would you also like a follow-up contact to let you know that service has been restored?

____(1) Yes ____ (2) No *[Skip to Q16.]*

15a. Please provide your name and phone number.

Name: _____ Phone: _____

16. Which of the following best describes your age?

____(1) 18-34 ____ (2) 35-44 ____ (3) 45-54 ____ (4) 55-64 ____ (5) 65+

17. What is your gender?

____(1) Male ____ (2) Female ____ (3) Other: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas are having difficulties with services. If your address is not correct, please provide the correct information. Thank You.