

WaterOne

Setting the standard of utility excellence

Q 2023 2nd Quarter Results Quarterly Customer Satisfaction Survey **Submitted to WaterOne**

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WaterOne 2nd Quarter 2023 Survey

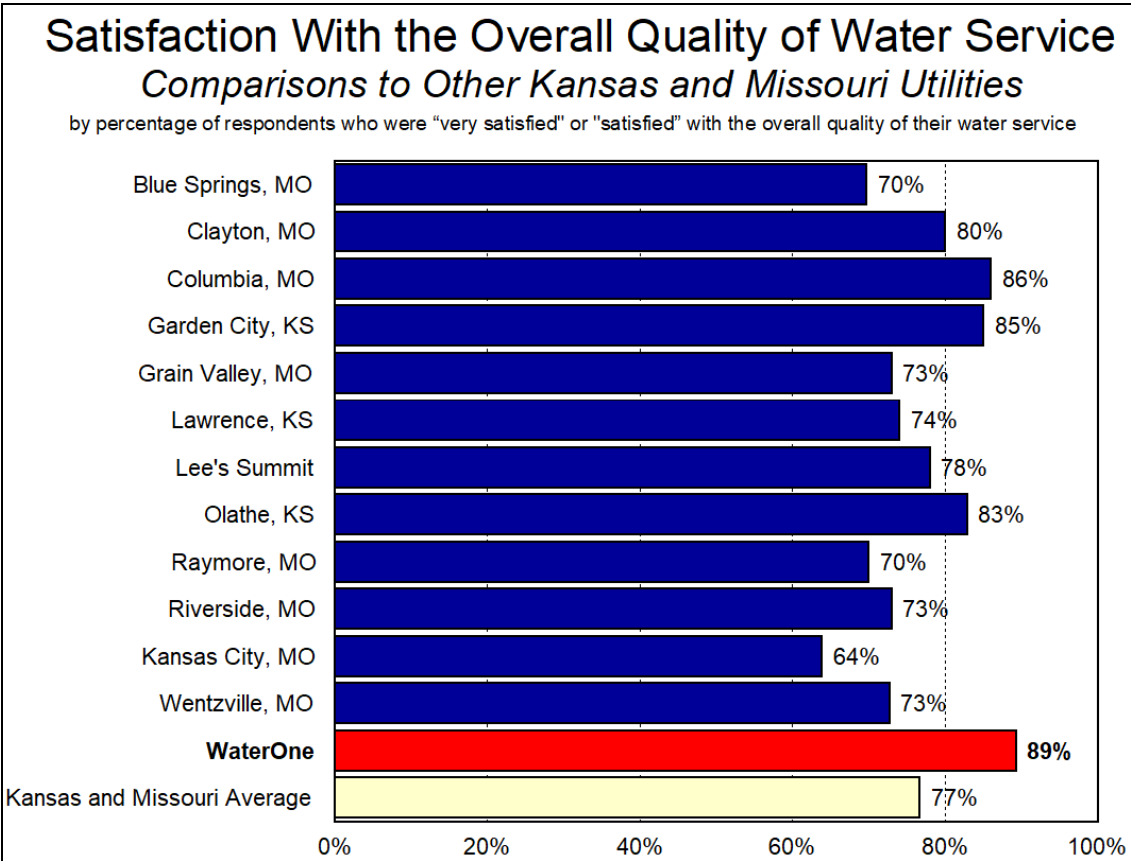
Methodology of the Second Quarter 2023 Findings for WaterOne

ETC Institute conducted the second of WaterOne’s 2023 quarterly surveys from April through June 2023. 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. Two-hundred one (201) households completed the survey. The results for the random sample of 201 households have a 95% level of confidence with a precision of at least +/- 6.9%.

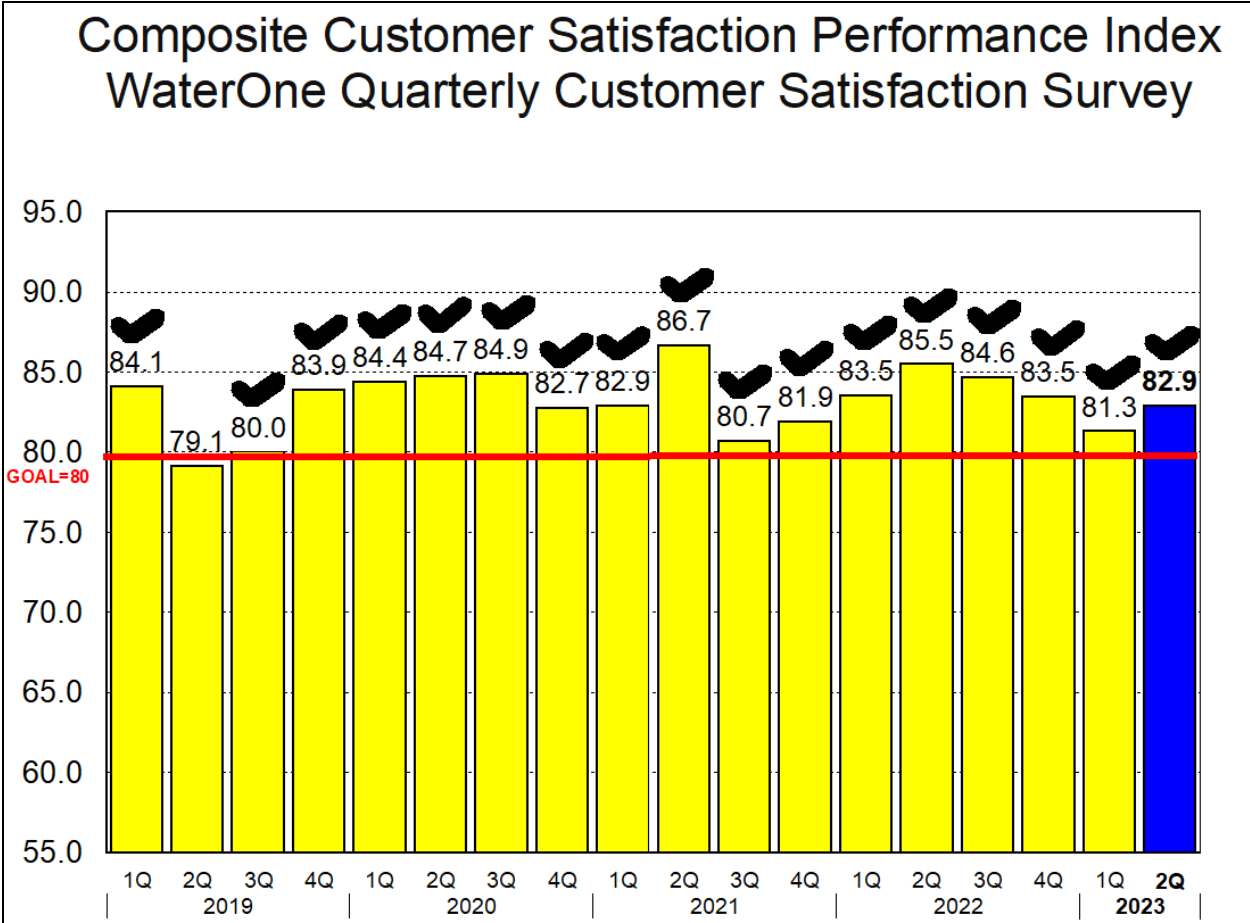
Major Findings

The overall quality of WaterOne water services was rated at 89% satisfaction, which was the same as the 1st quarter of 2023. It is the highest satisfaction rating in the Kansas/Missouri Region. WaterOne’s satisfaction ratings were also 12% higher than the Kansas/Missouri Regional average.

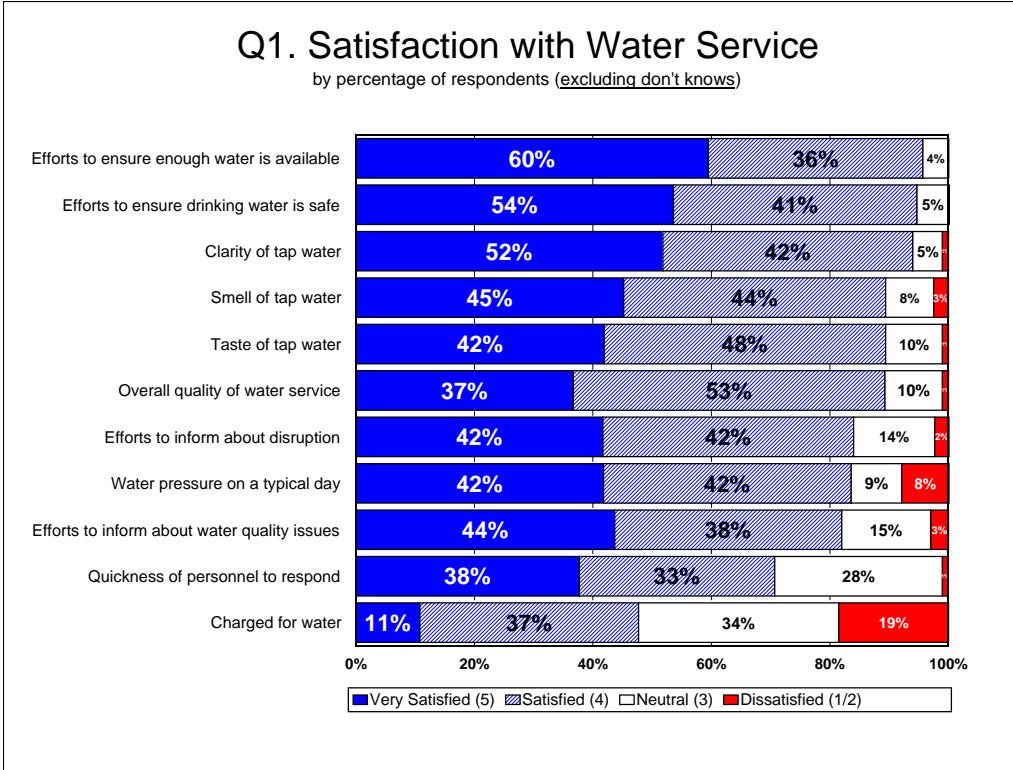
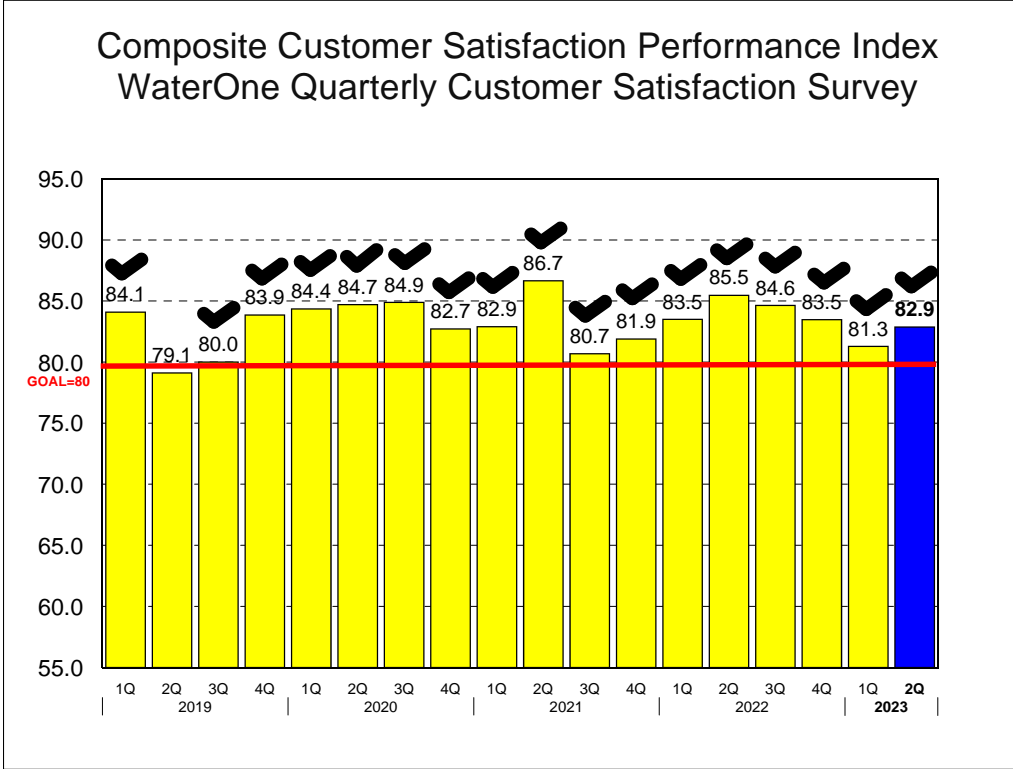


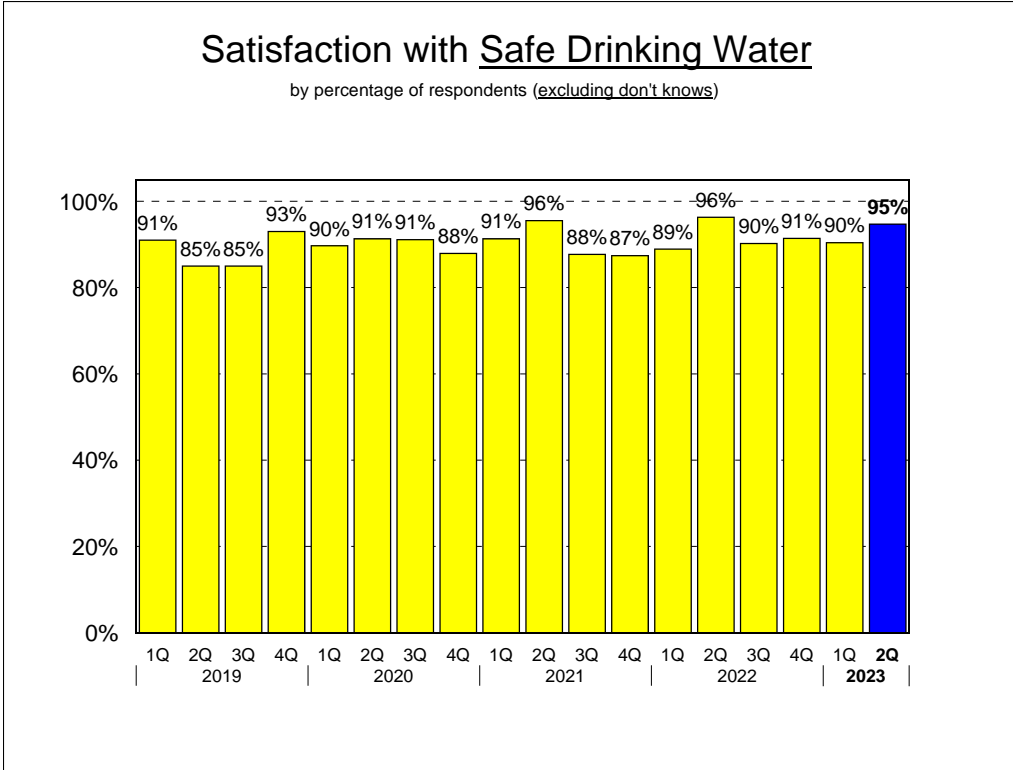
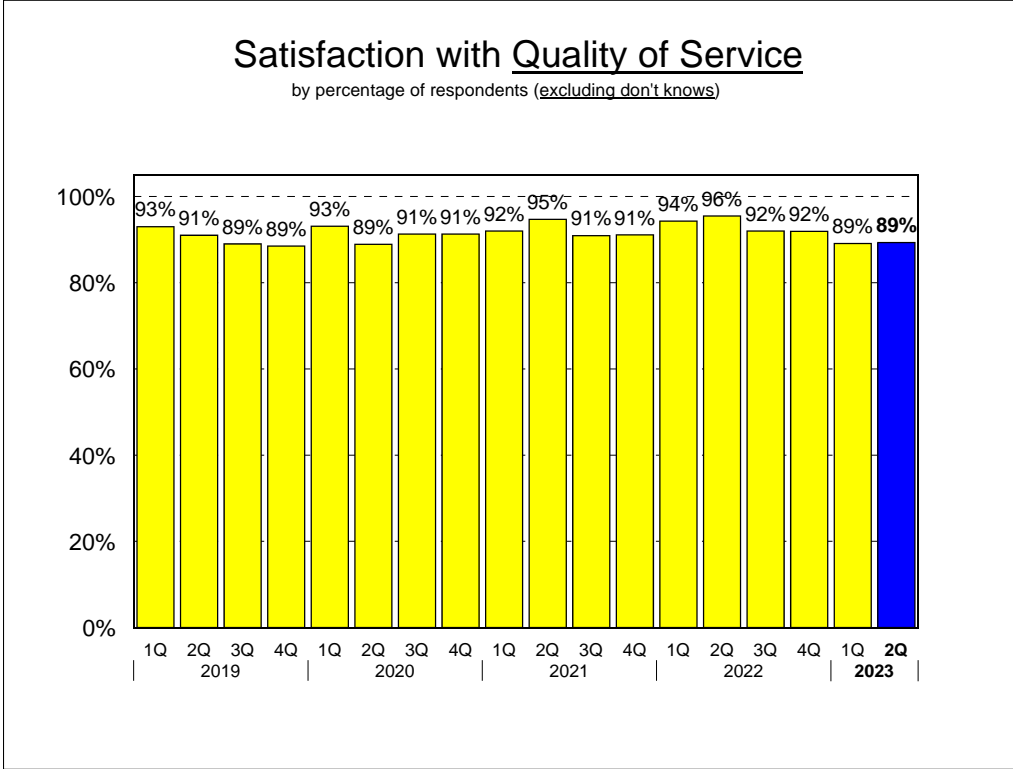
Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphing purposes, the percentage of “don’t know” responses have been excluded to facilitate valid comparisons with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

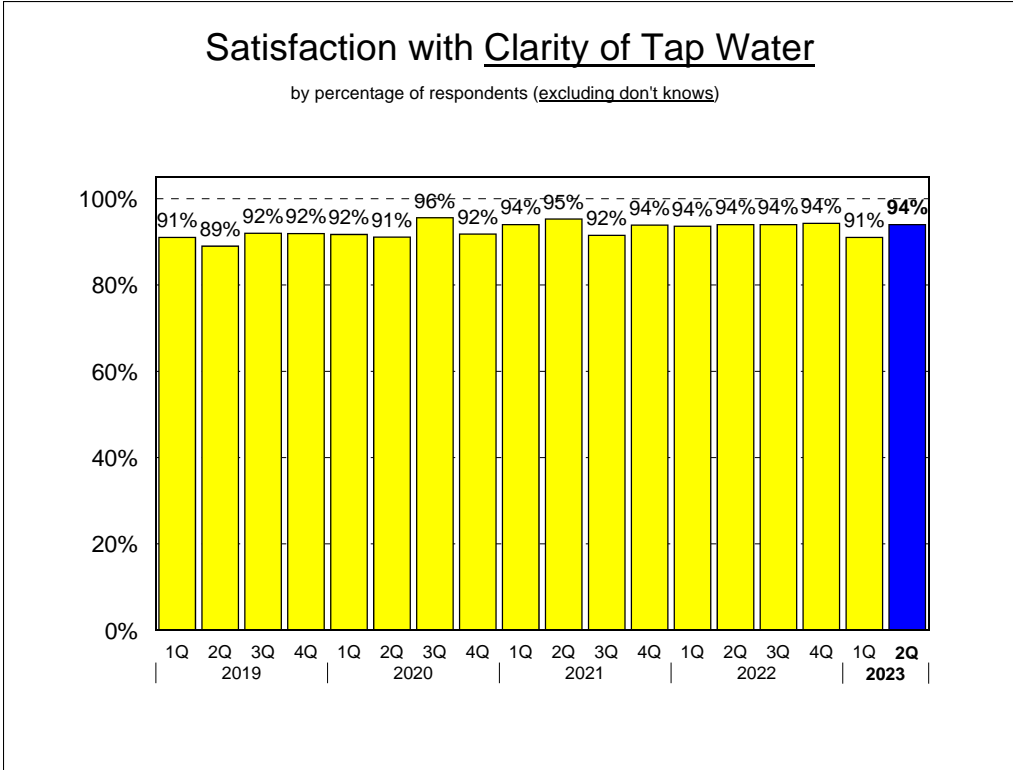
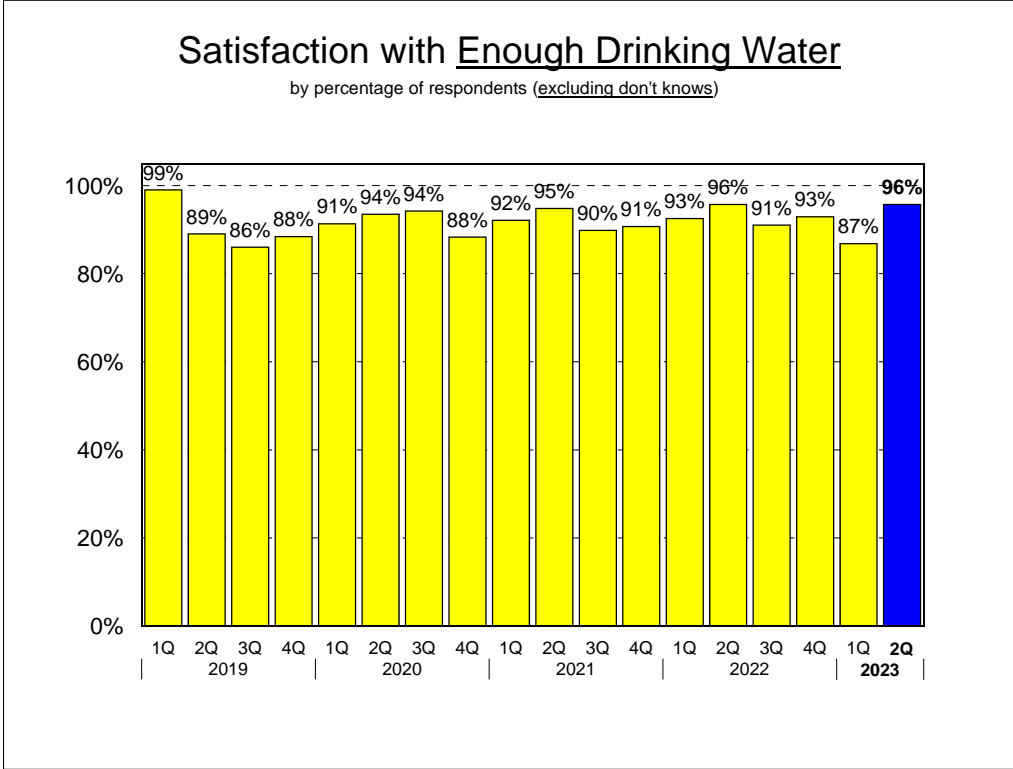
The Customer Satisfaction Performance Index (CSPI) chart is below. The chart shows the current quarter’s index is 82.9. The index was 2.9 points above the goal ratings of 80.0, and was 1.6 points higher than the first quarter of 2023. Note: The methodology for how the CSPI was calculated is located on the first page of Section 2 (Tabular Data) of this report.

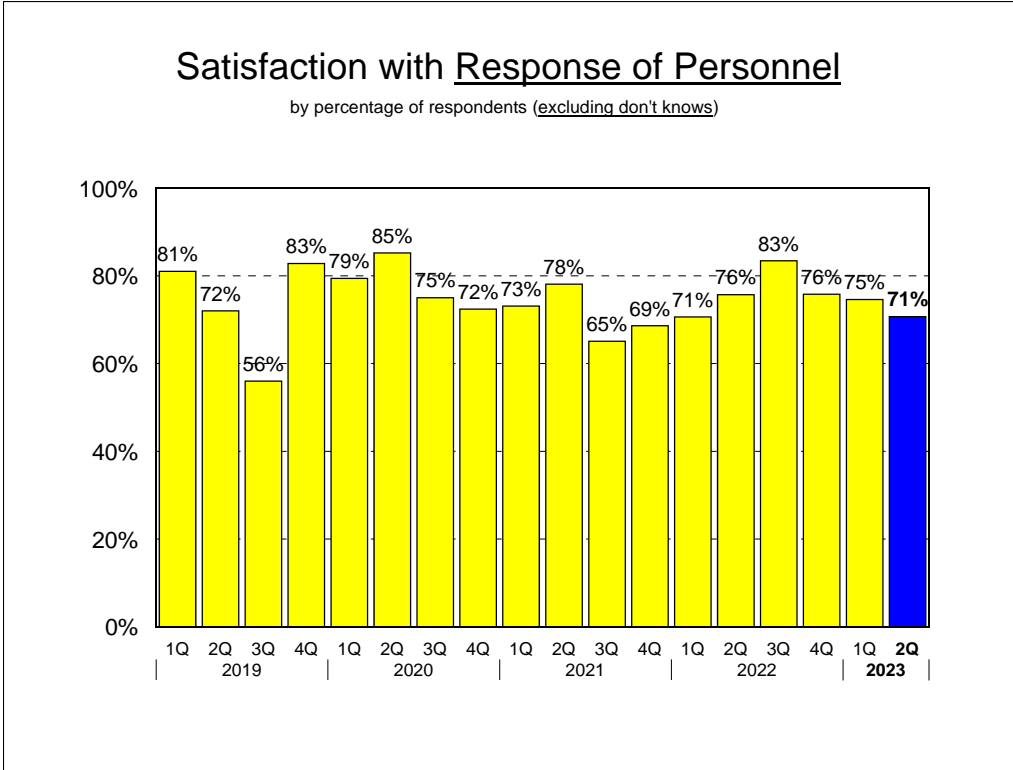
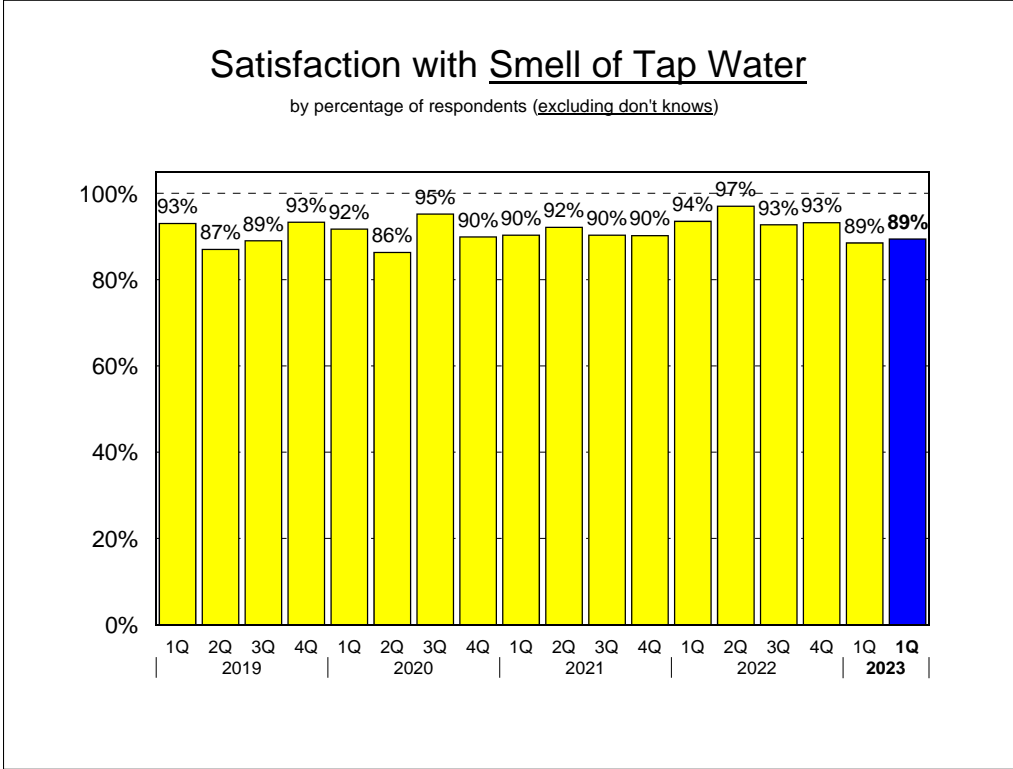


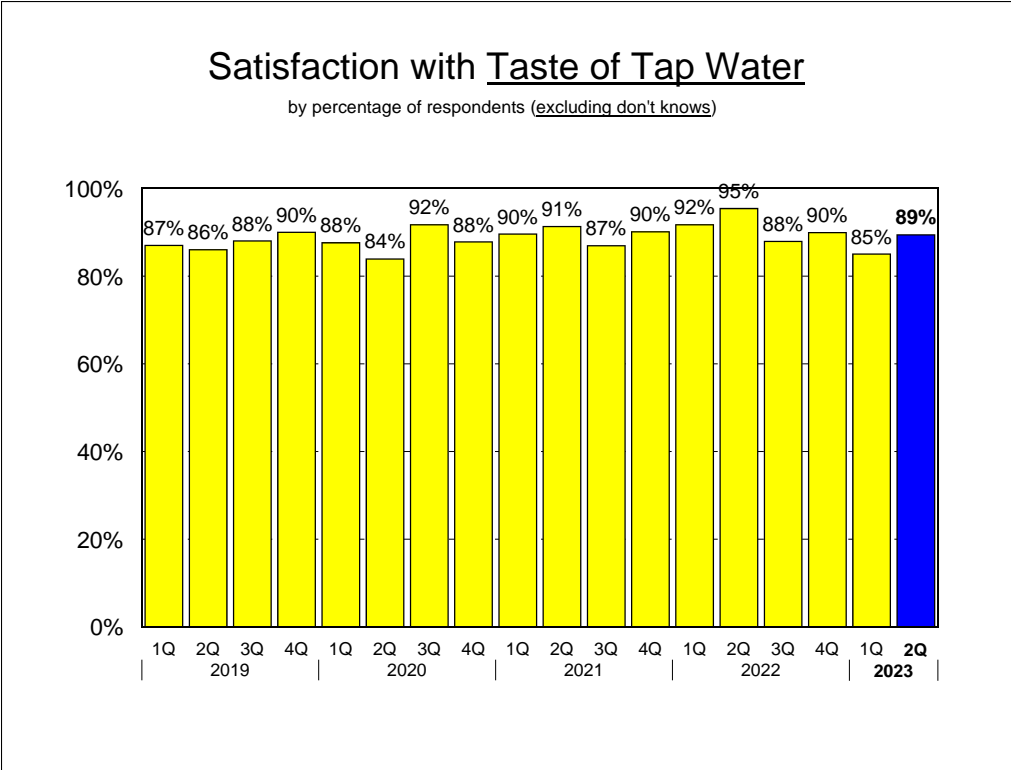
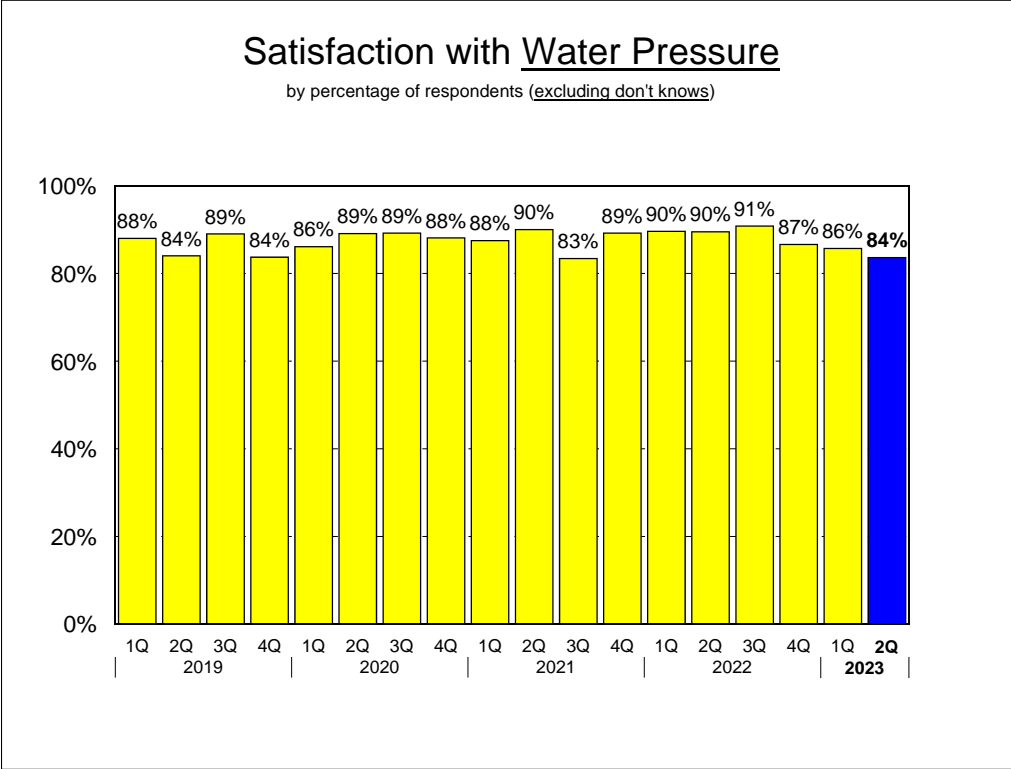
Section 1:
Charts and Graphs





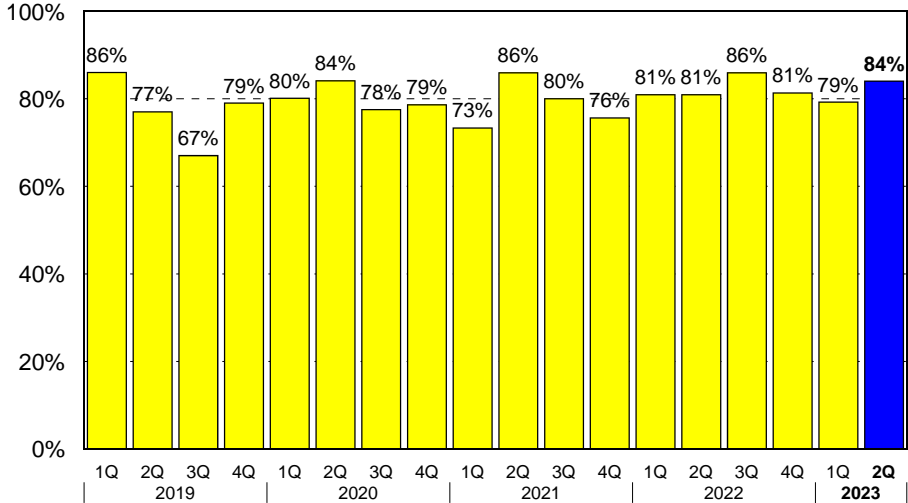






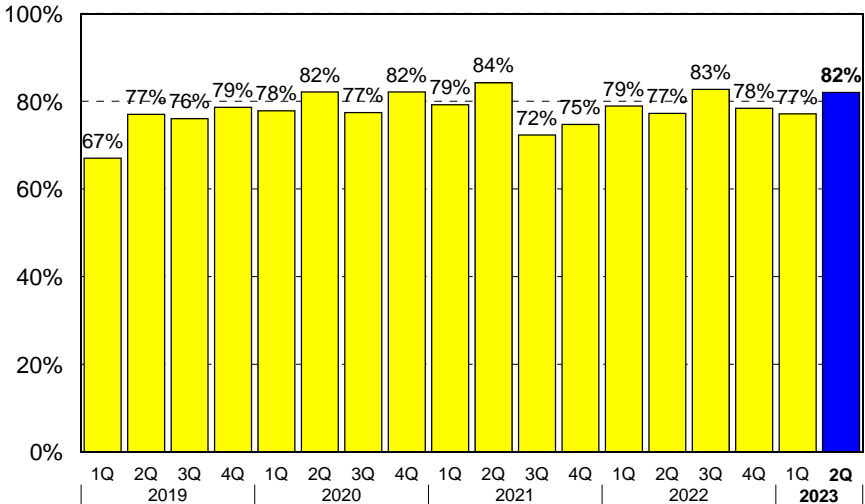
Satisfaction with Efforts to Inform About Disruption

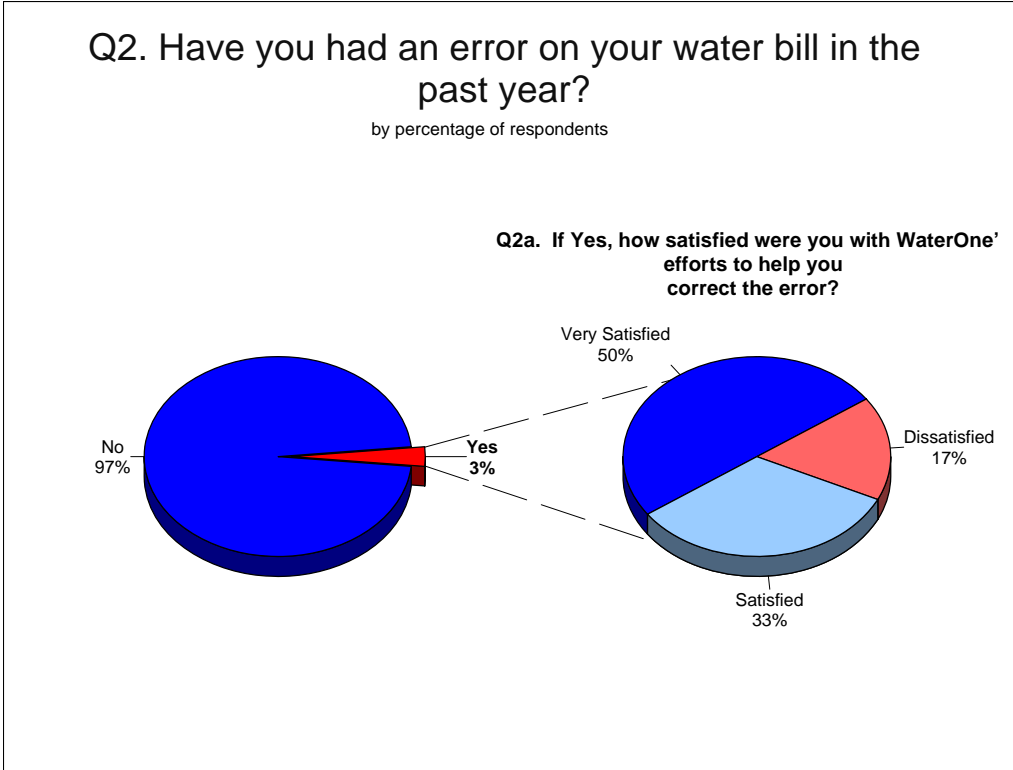
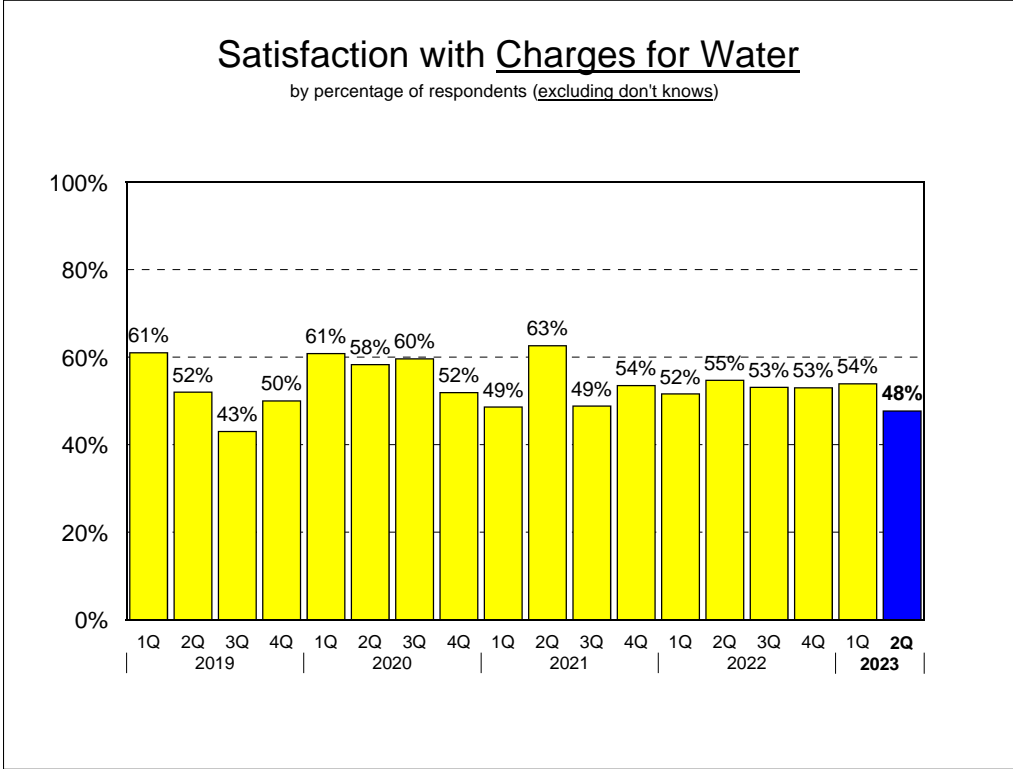
by percentage of respondents (excluding don't knows)



Satisfaction with Efforts to Inform About Water Quality

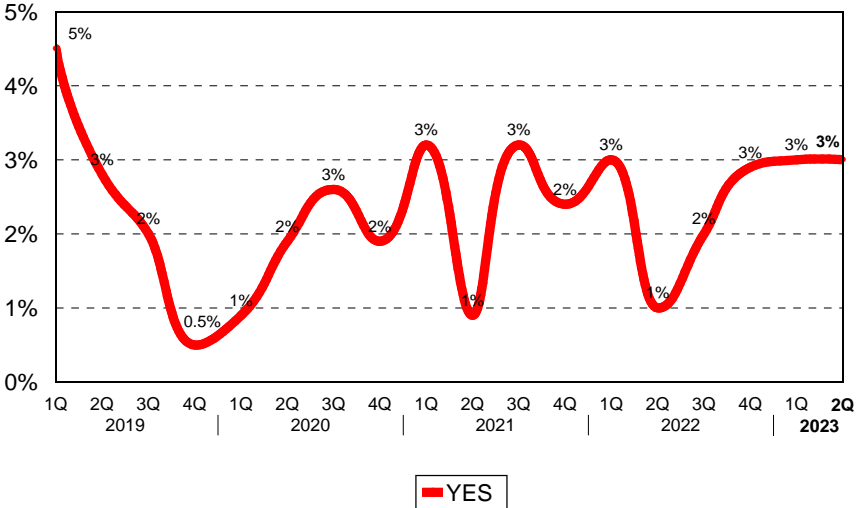
by percentage of respondents (excluding don't knows)





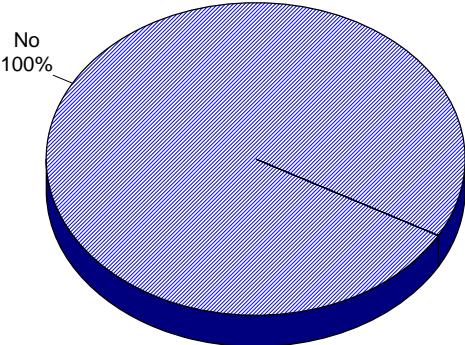
Q2. Have you had an error on your water bill?

by percentage of respondents



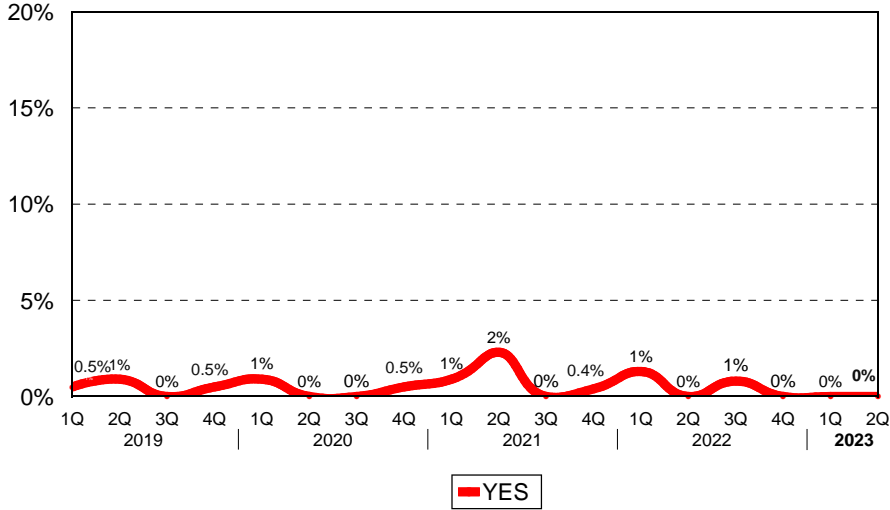
Q3. Have you had your water turned off for not paying a bill in the past year?

by percentage of respondents



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

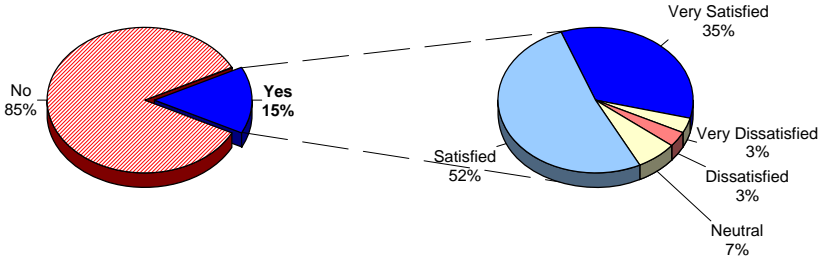
by percentage of respondents



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

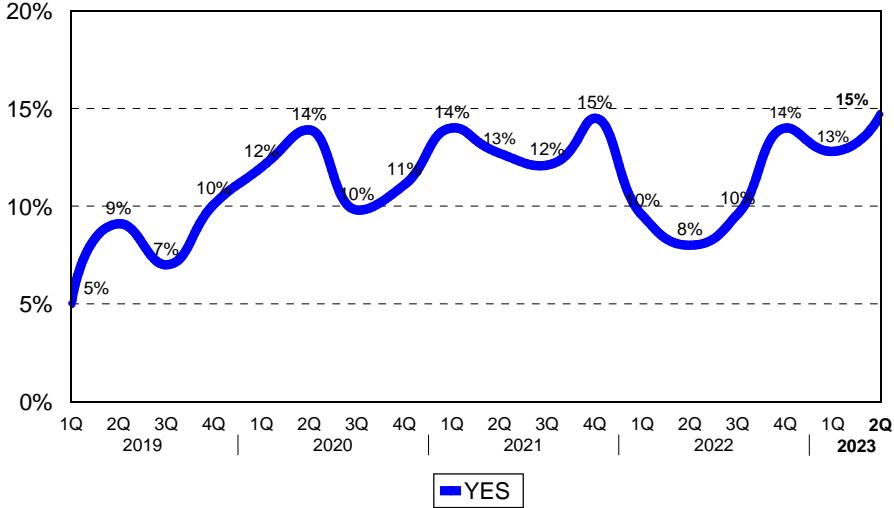
by percentage of respondents

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



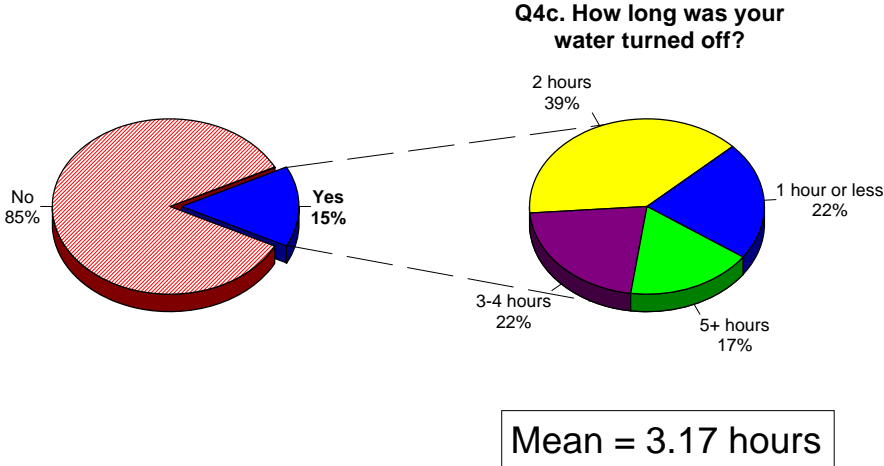
Q4. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

by percentage of respondents



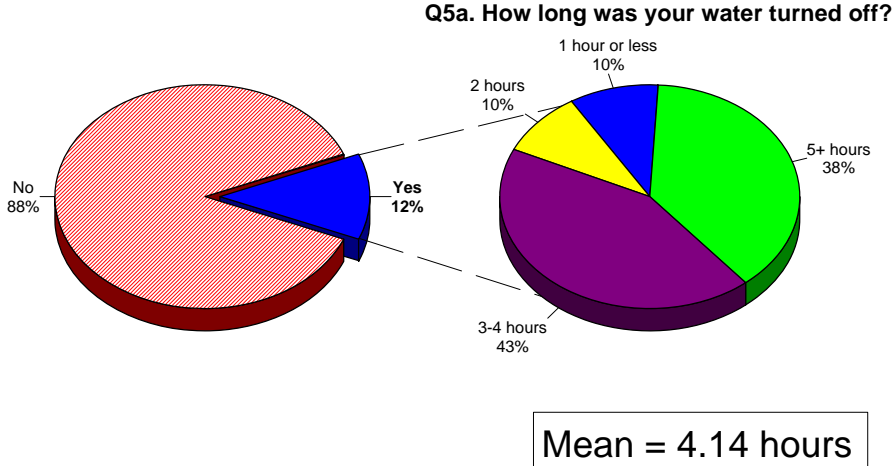
Q4. Have you had a PLANNED disruption to water service at your home that WaterOne told you about in advance?

by percentage of respondents



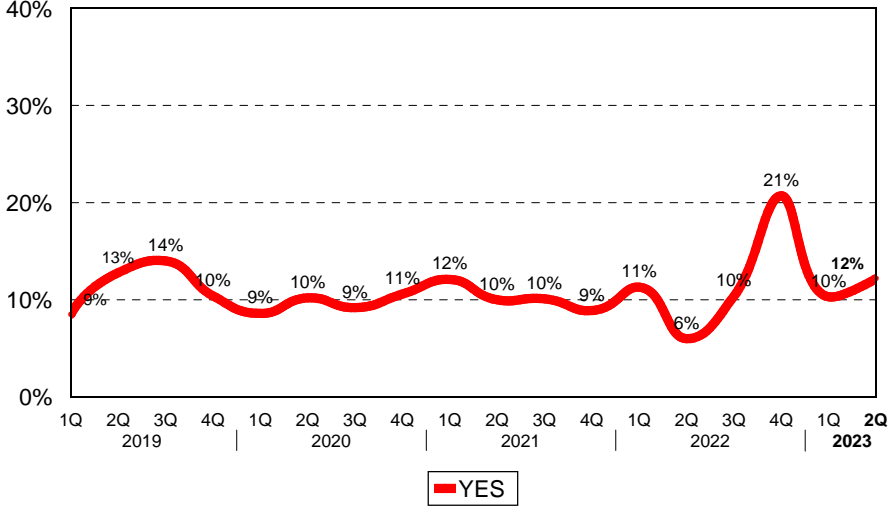
Q5. Have you had an UNPLANNED disruption to water service at your home that was caused by a main break?

by percentage of respondents



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

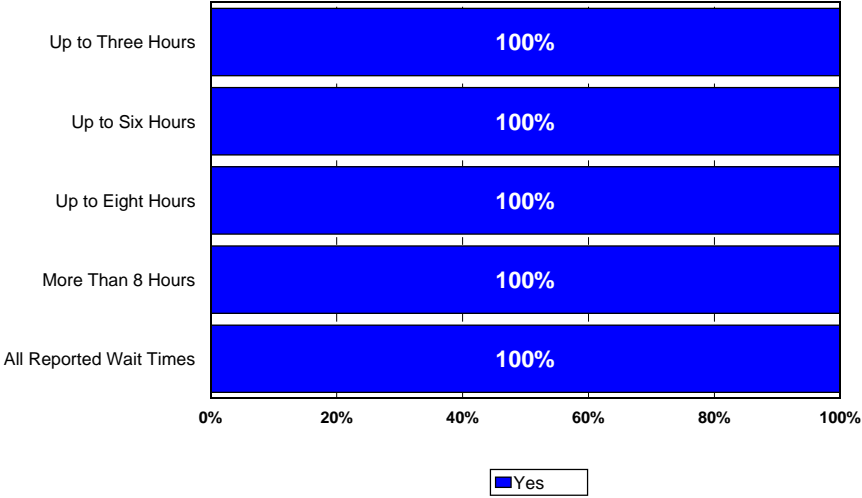
by percentage of respondents



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

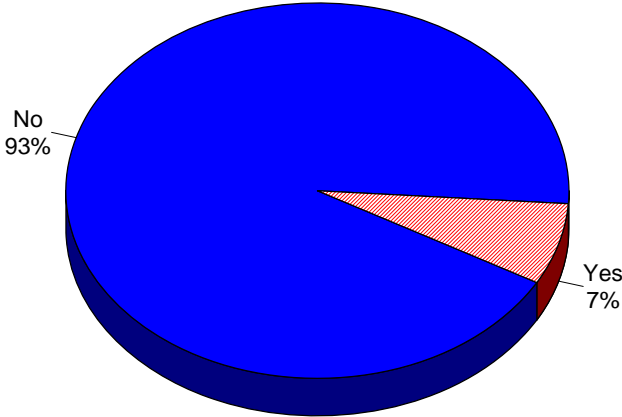
by percentage of respondents that had an UNPLANNED disruption to their water service (excluding don't knows)

Reported Wait Time:



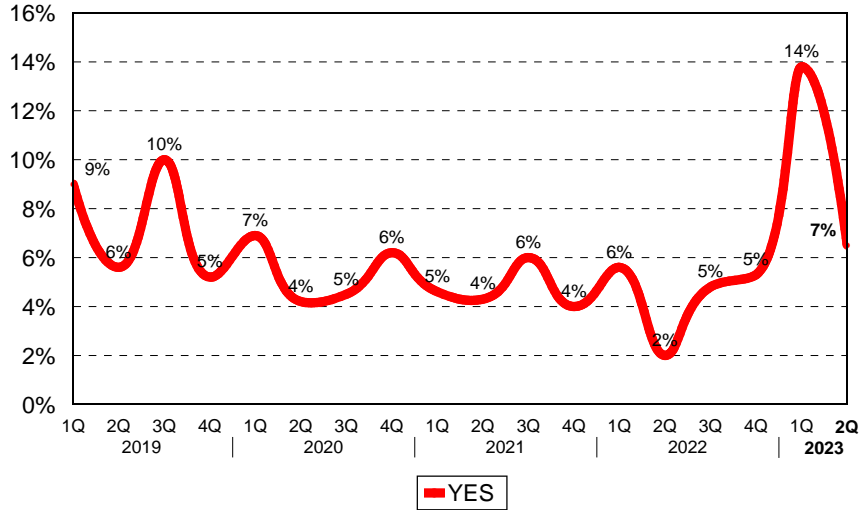
Q6. Have you had concerns about the safety of the drinking water provided by WaterOne during the past year?

by percentage of respondents



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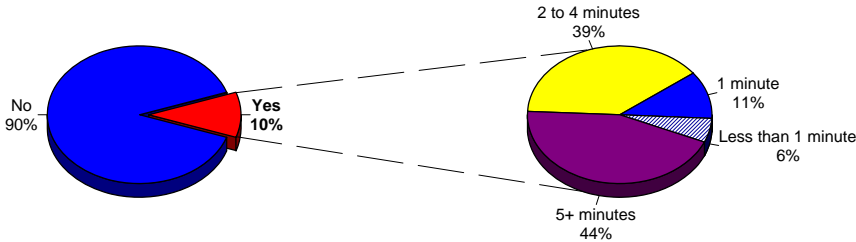
by percentage of respondents



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

by percentage of respondents

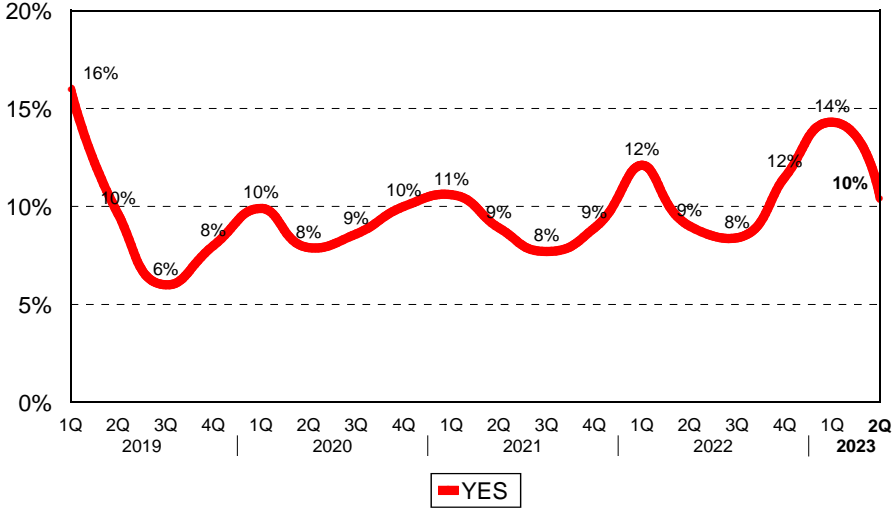
Q7a. How many minutes did you have to wait before you could speak with someone who could help?



Mean = 3.72 minutes

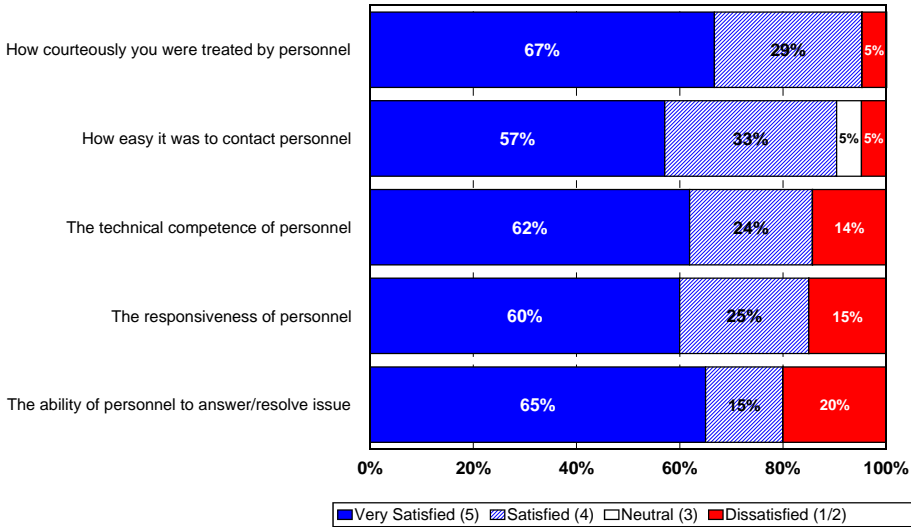
Q7. Have you called WaterOne with a question, problem, or complaint during the past year?

by percentage of respondents



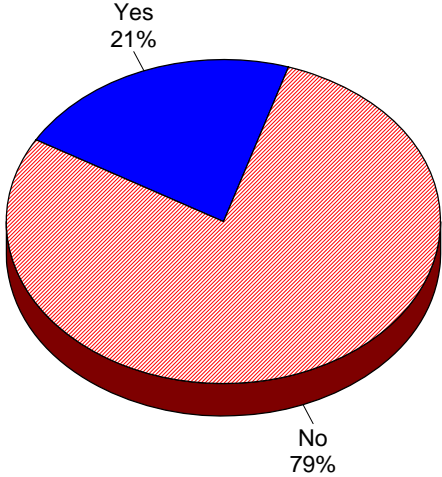
Q7c. Overall Satisfaction with WaterOne Employee Customer Service

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



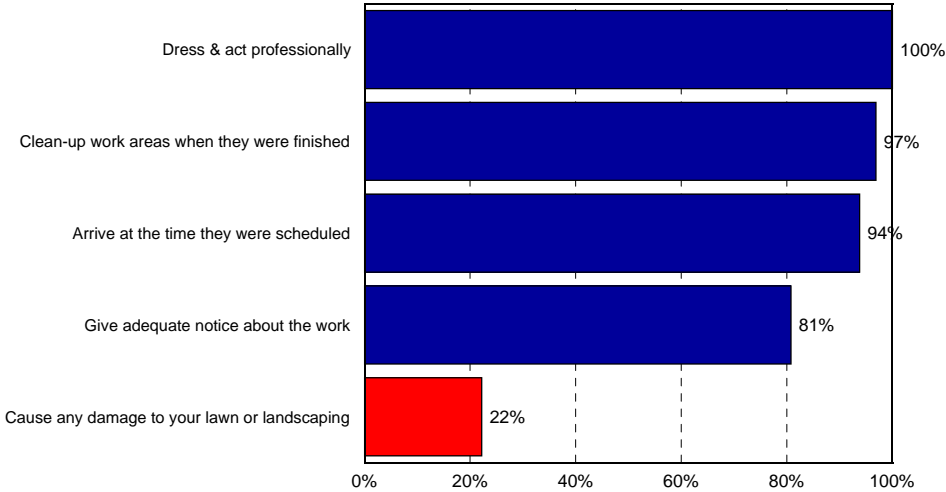
Q8. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year?

by percentage of respondents (excluding "not provided")



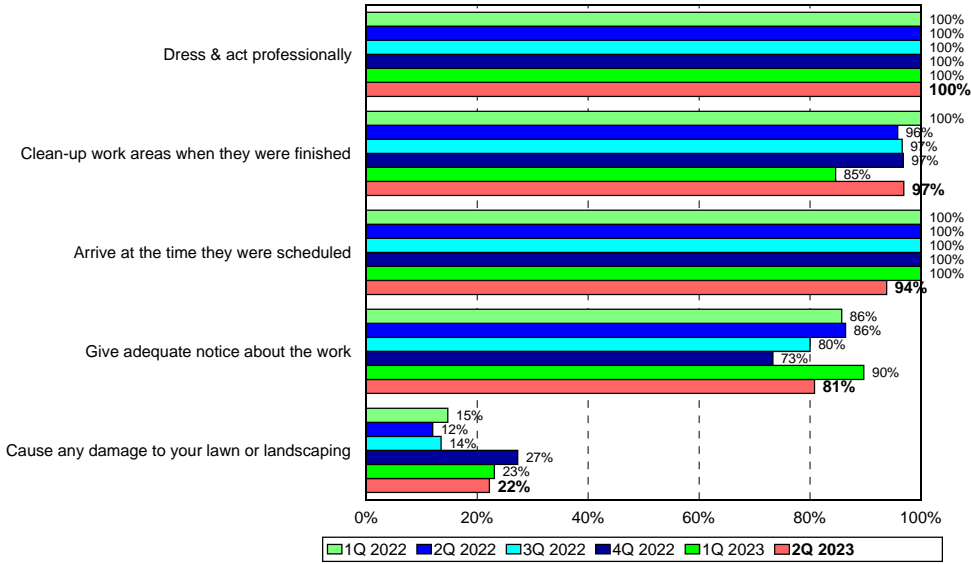
Q8a(1-5). Did you observe the employee who came to your house or did work in your neighborhood:

by percentage of respondents who had a WaterOne employee visit their home or neighborhood during the past year and who said "Yes" to the question asked (excluding don't know)



Q8a(1-5). Did you observe the employee who came to your house or did work in your neighborhood:

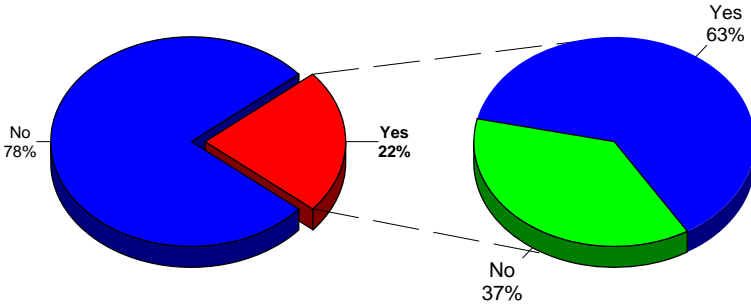
by percentage of respondents who had a WaterOne employee visit their home or neighborhood during the past year and who said "Yes" to the question asked (excluding don't know)

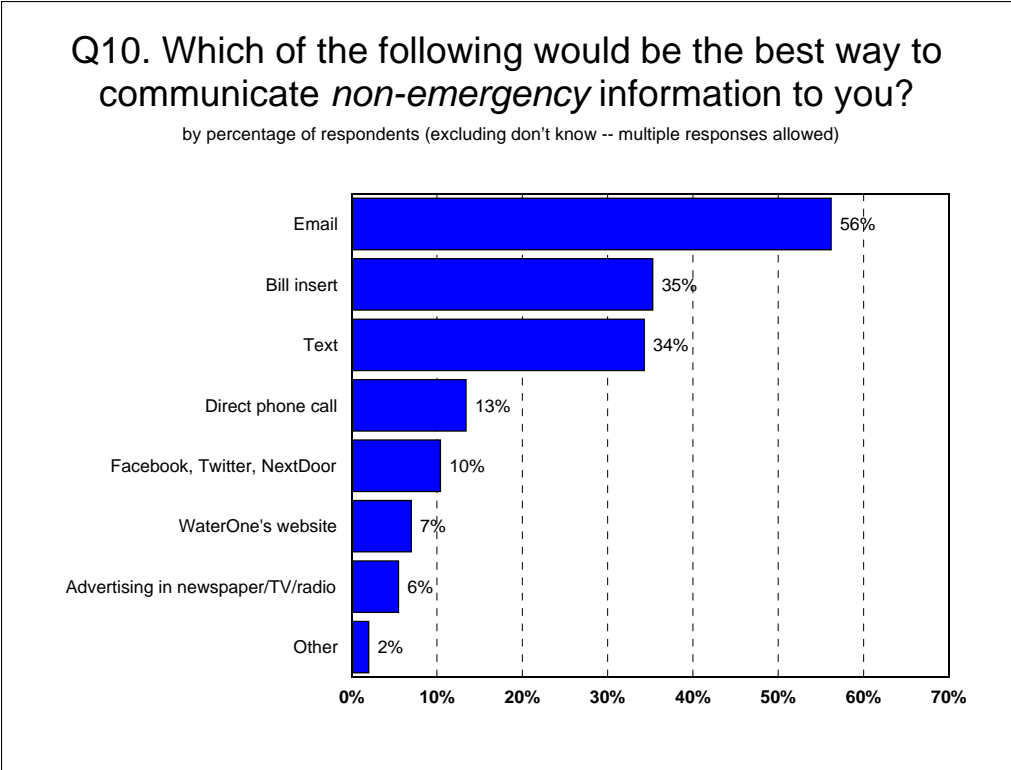
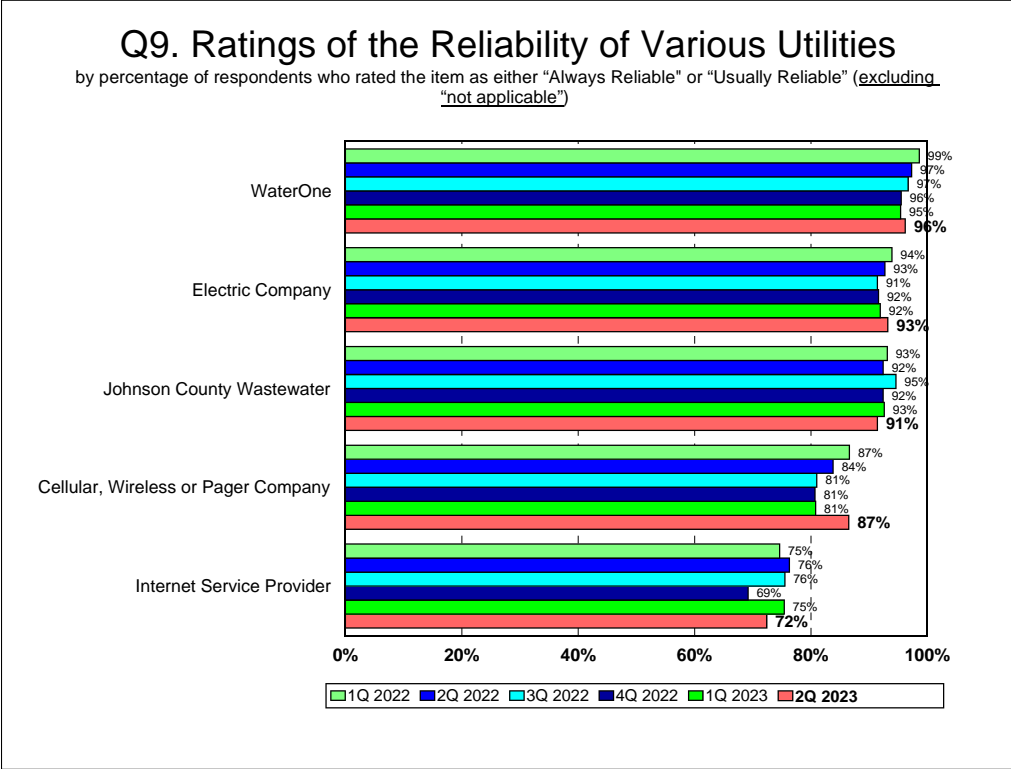


Q8a-5. Did the WaterOne employee who came to your house/neighborhood cause any damage to your lawn or landscaping?

by percentage of respondents

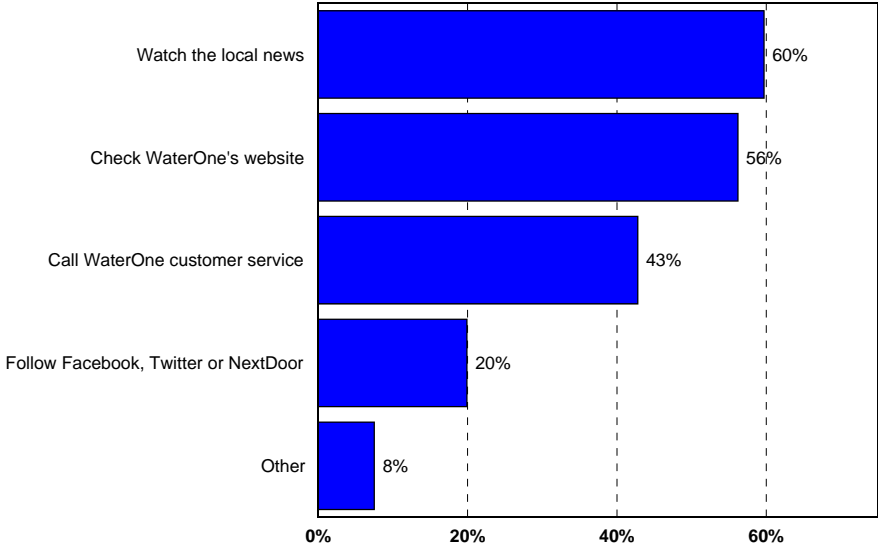
Q8a-6. If Yes: Did they repair your lawn or landscaping in a manner that was acceptable to you?





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

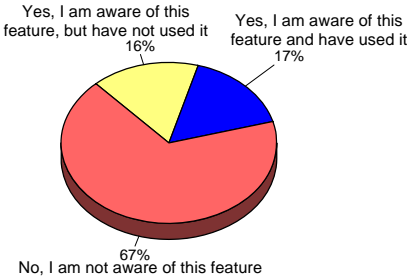
by percentage of respondents (excluding don't know -- multiple responses allowed)



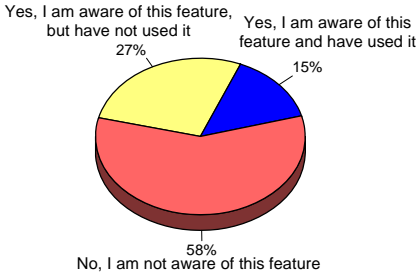
Q13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard?

by percentage of respondents (excluding "not provided")

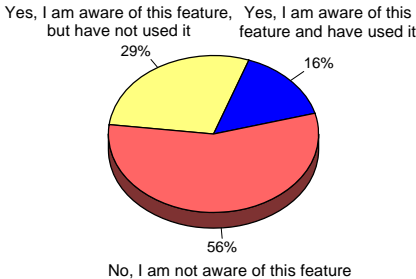
2Q 2023



1Q 2023

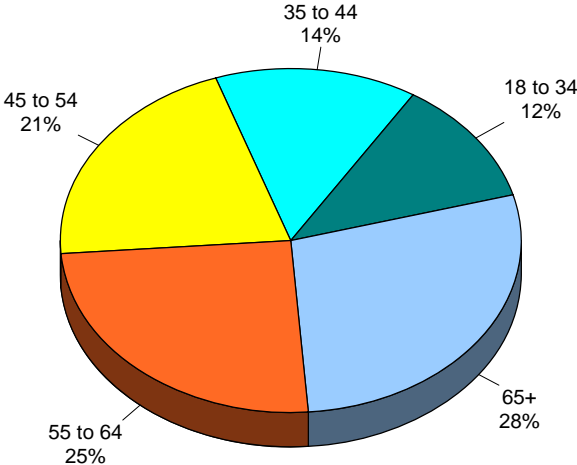


4Q 2022



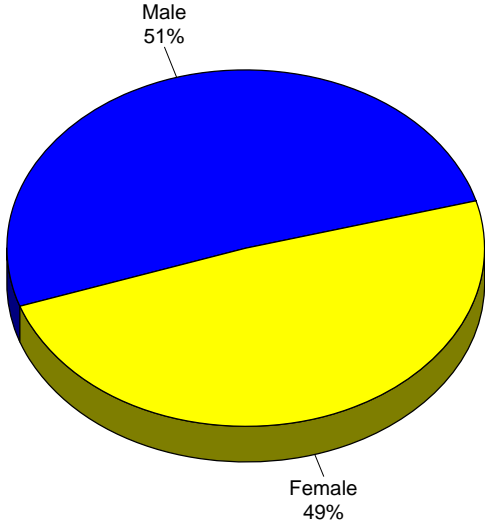
Q14. Which of the following best describes your age?

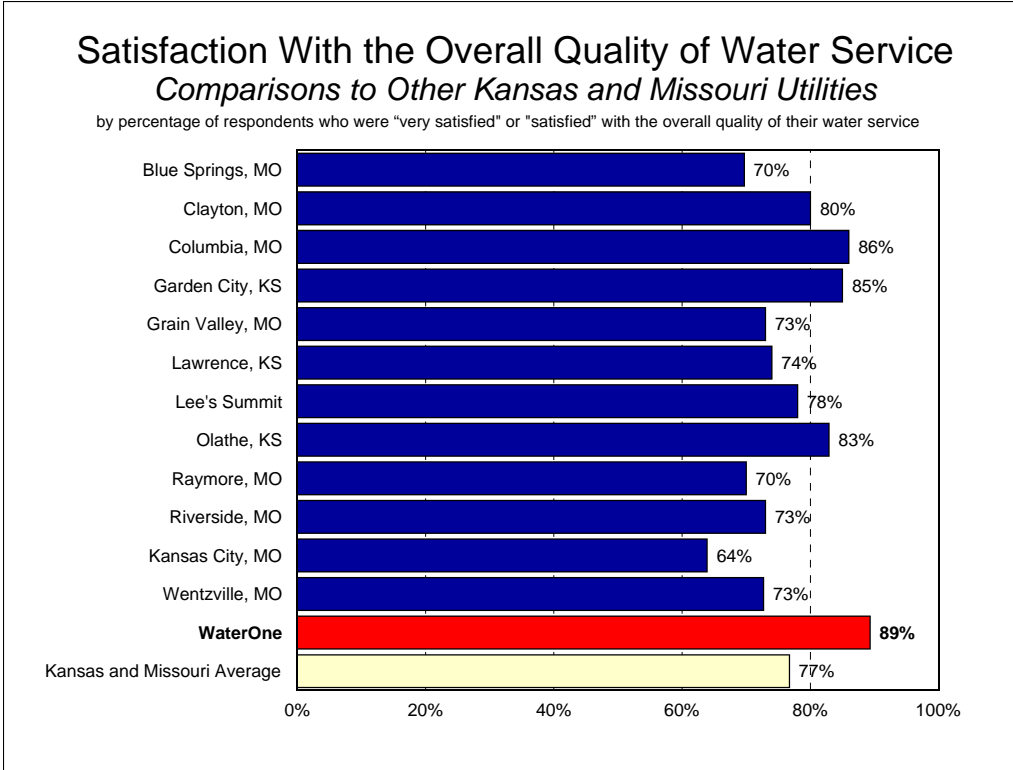
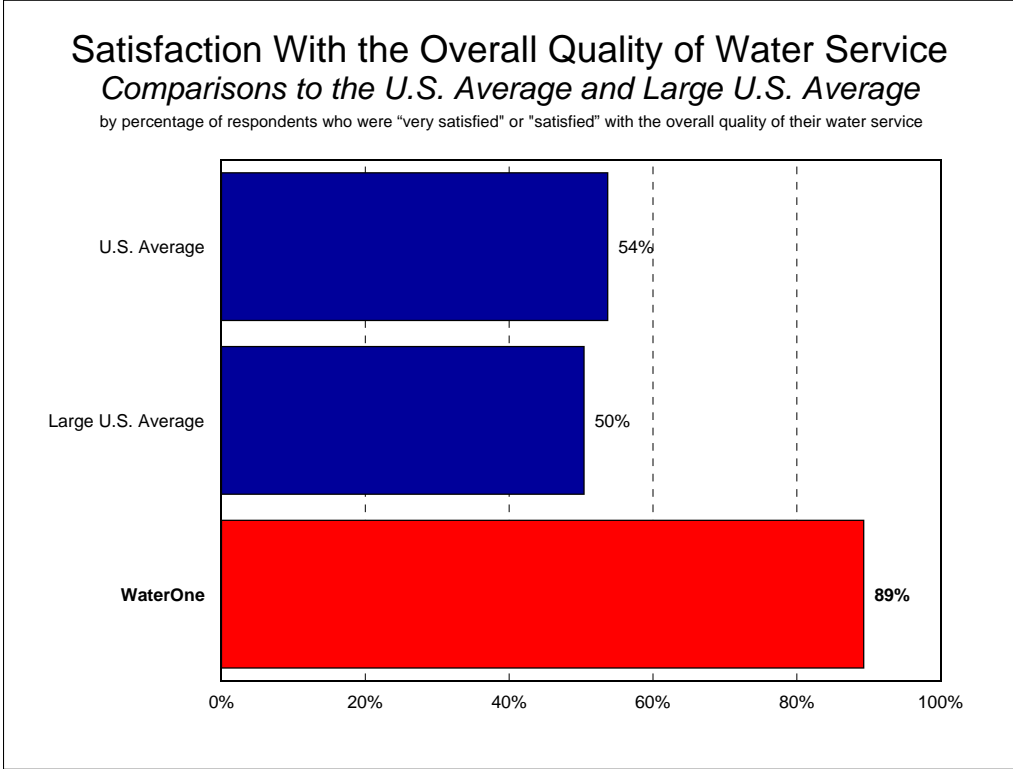
by percentage of respondents (excluding "not provided")

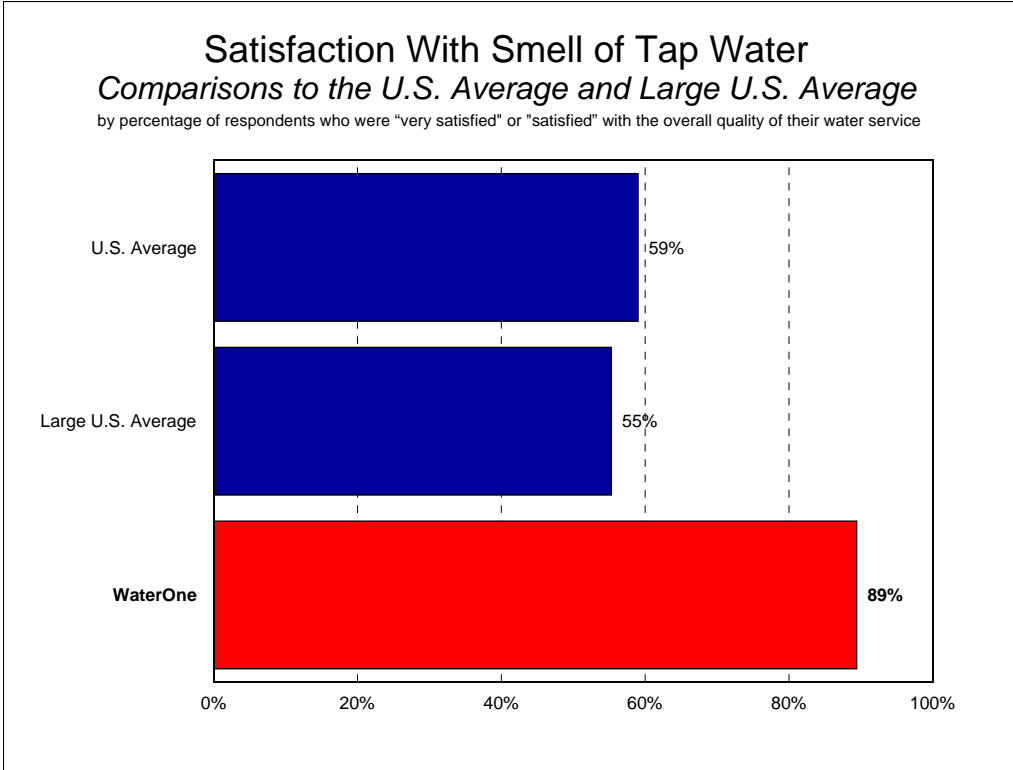
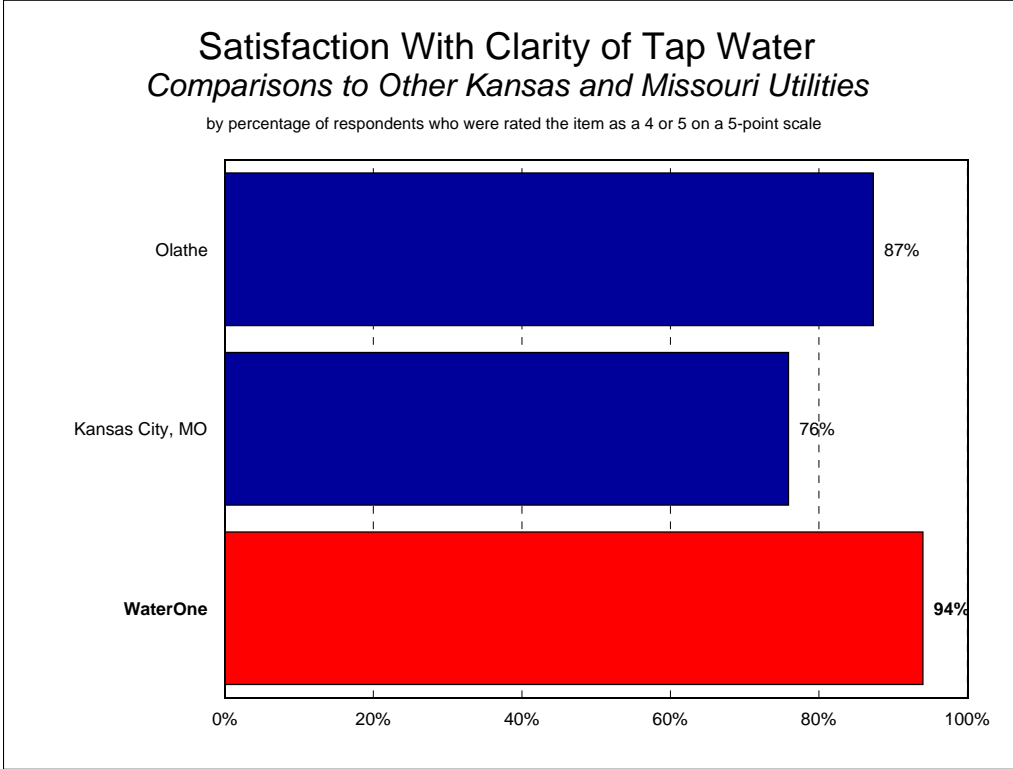


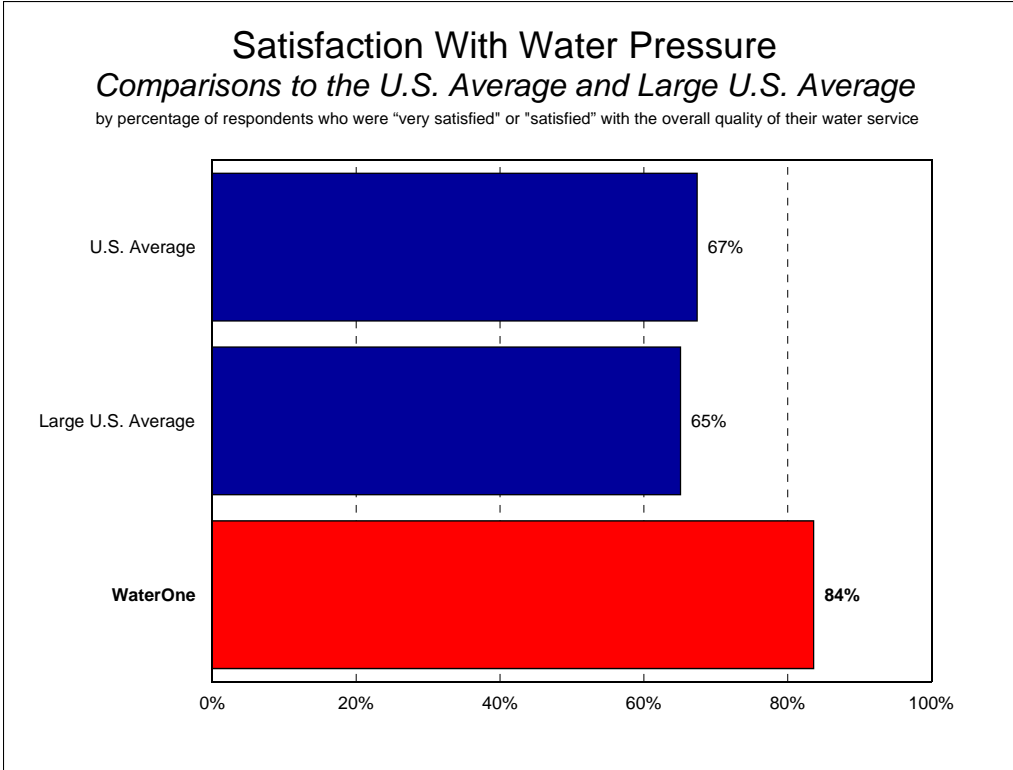
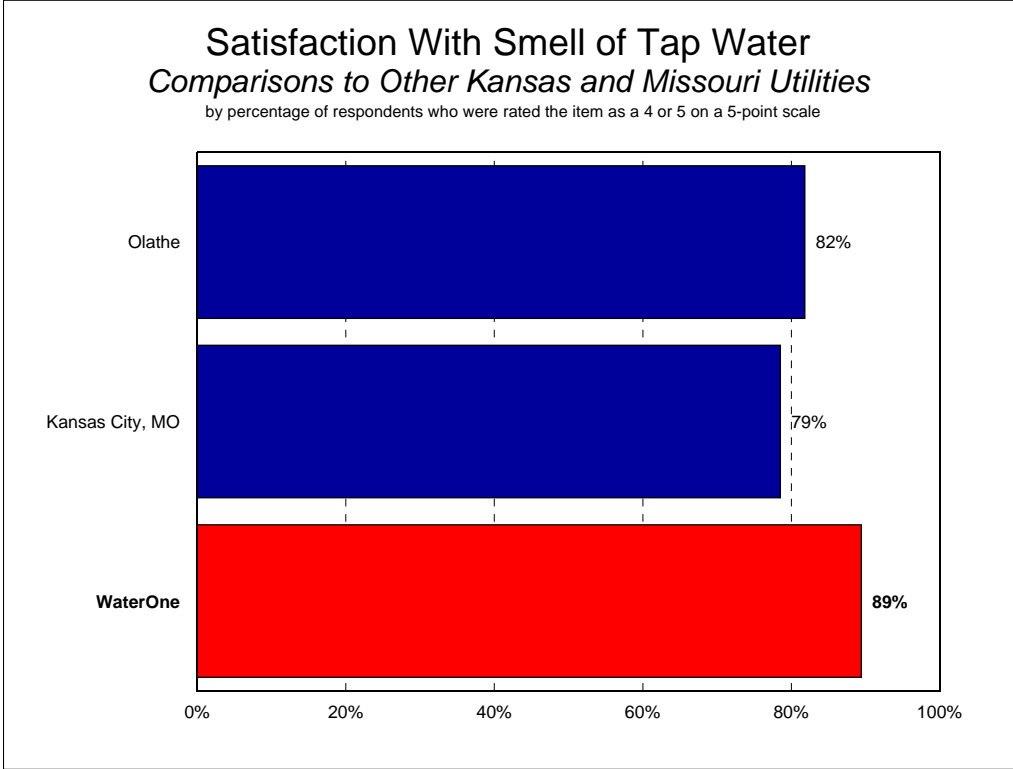
Q15. What is your gender?

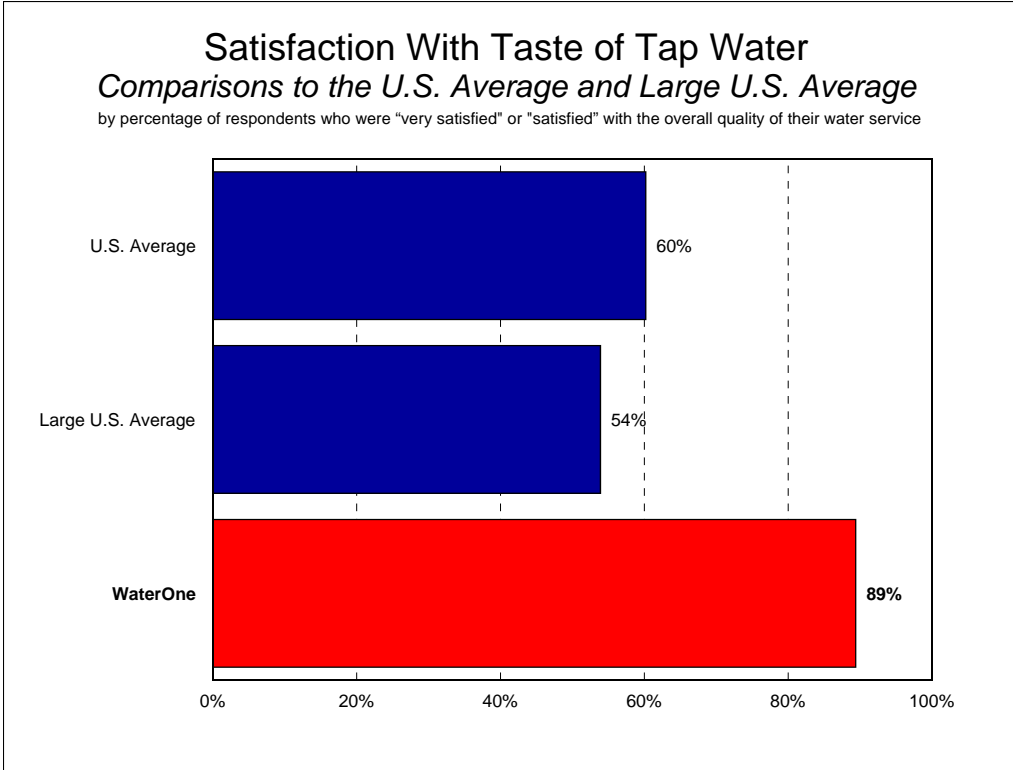
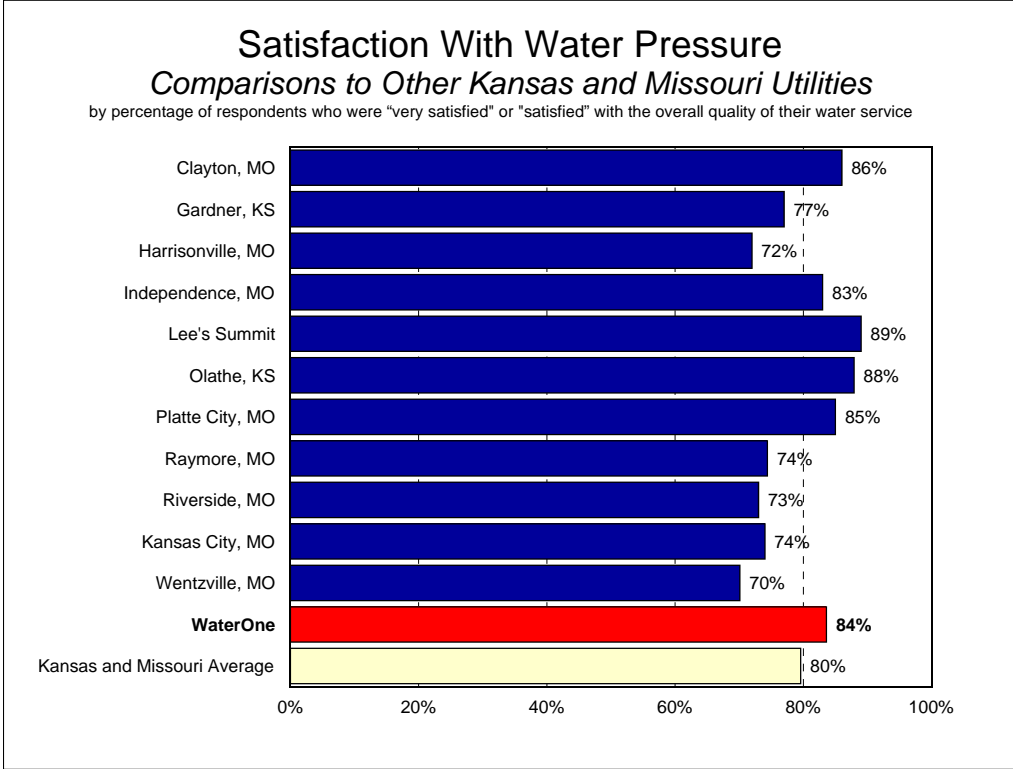
by percentage of respondents (excluding "not provided")

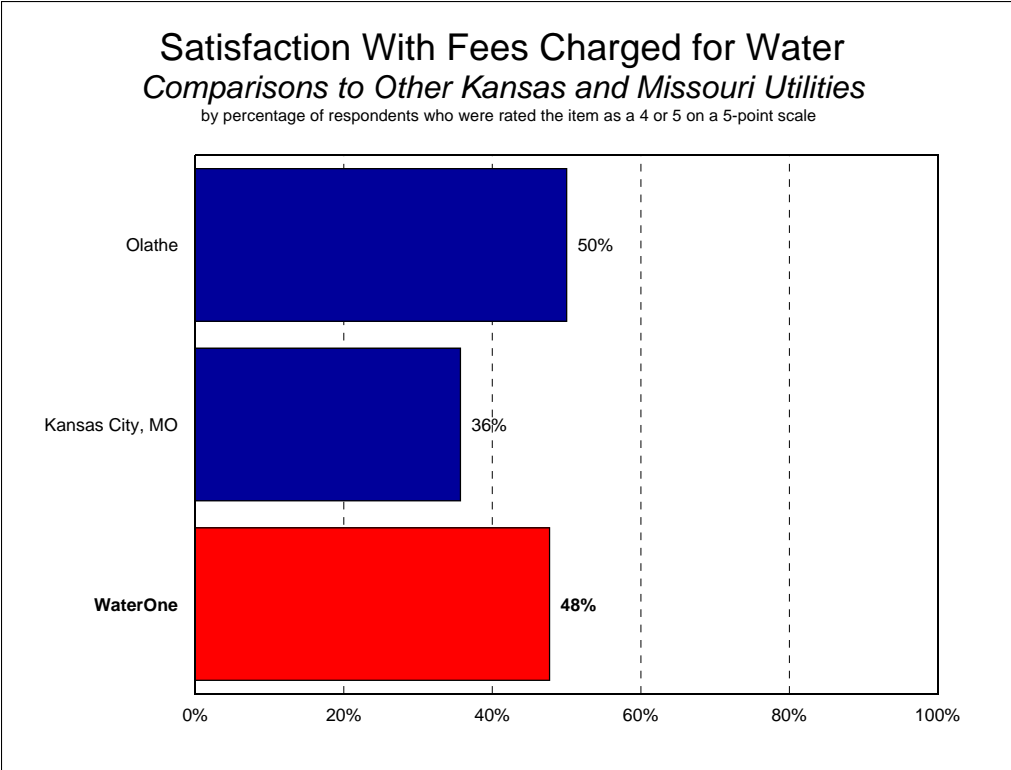
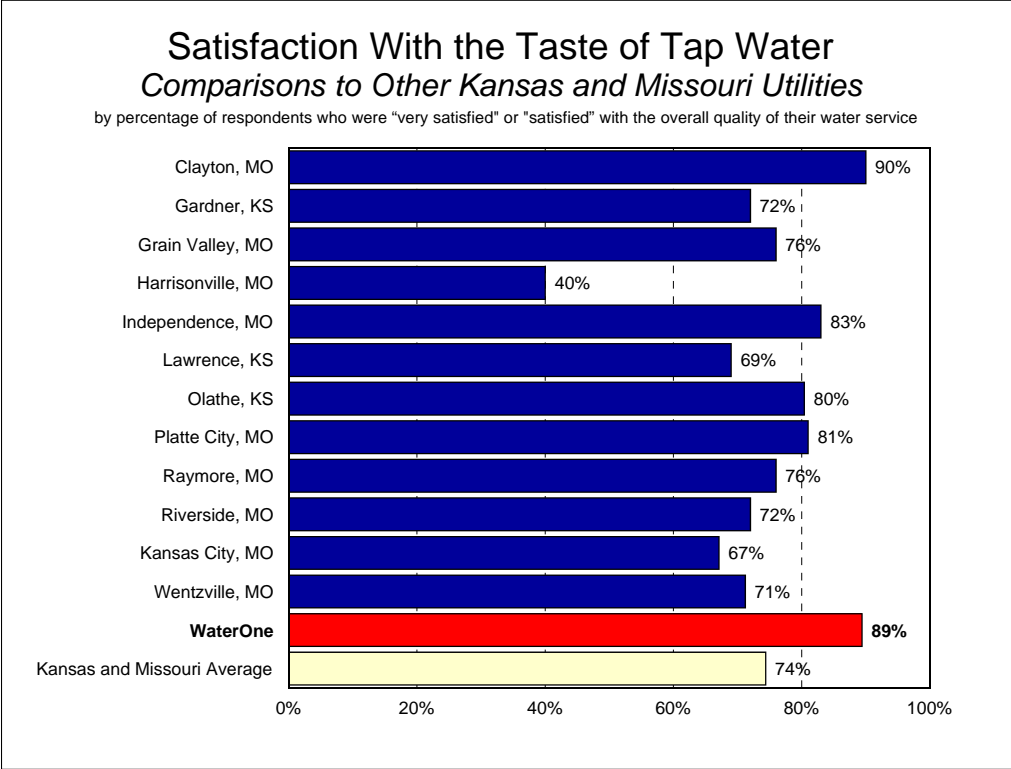






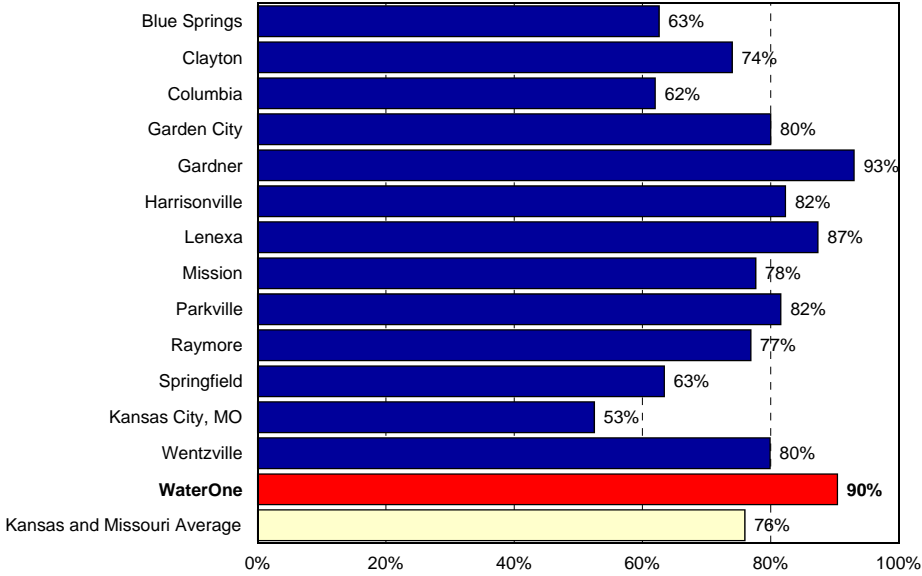






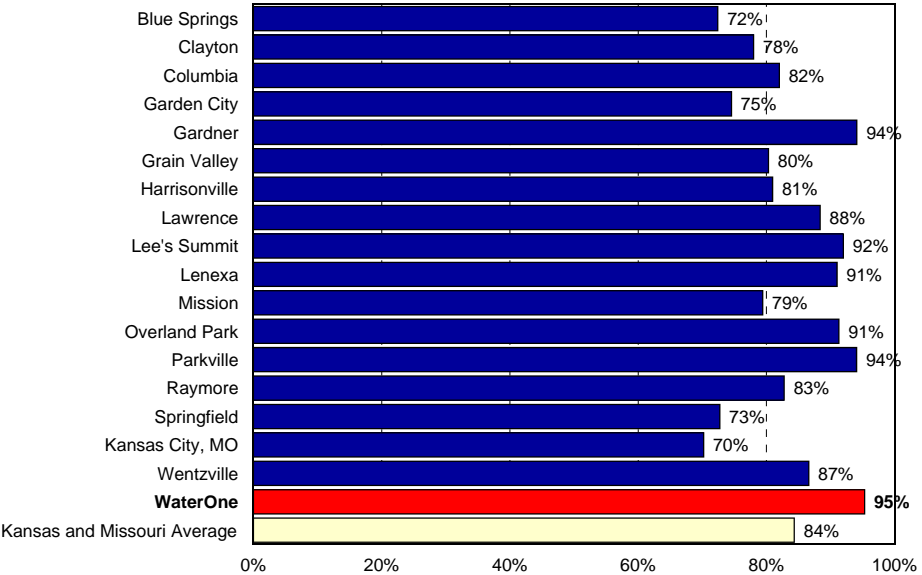
Customer Service Staff Were Easy to Contact *Comparisons to Other Kansas and Missouri Utilities*

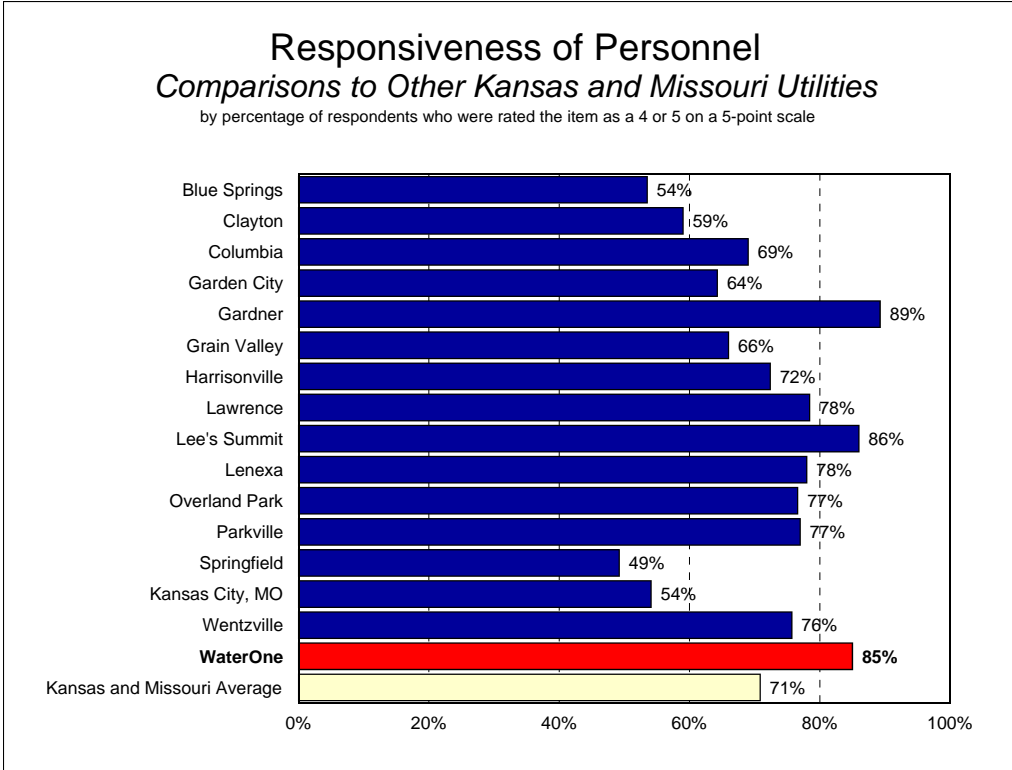
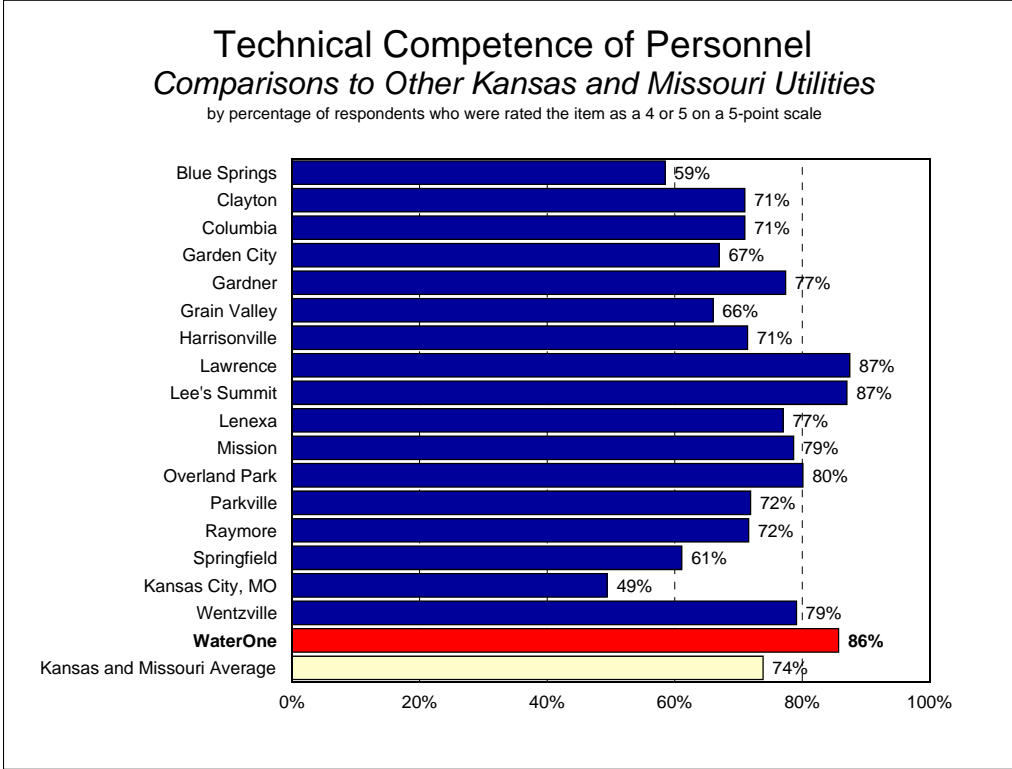
by percentage of respondents who were rated the item as a 4 or 5 on a 5-point scale

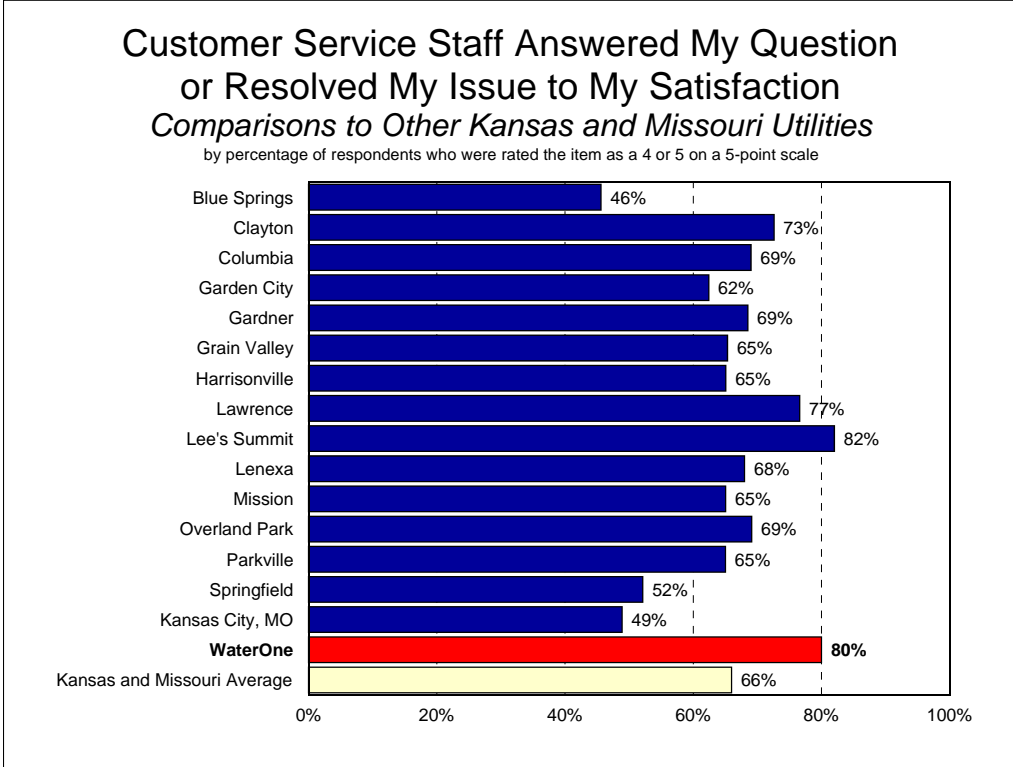


Customer Service Staff Were Courteous and Polite *Comparisons to Other Kansas and Missouri Utilities*

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







*Section 2:
Tabular Data*

**WaterOne Quarterly Customer Satisfaction Survey
Customer Satisfaction Performance Index**

2nd Quarter 2023

<u>Item Rated</u>	<u>1Q Index</u>	<u>1Q 2023 (% of 4s/5s</u>	<u>2Q 2023 (% of 4s/5s</u>	<u>% Change in Positive</u>	<u>2Q Index</u>	<u>Change in the</u>
		<u>excluding don't</u>	<u>excluding don't</u>	<u>Ratings (4s/5s) from 1Q to</u>		<u>Index from 1Q to</u>
		<u>knows)</u>	<u>knows)</u>	<u>2Q</u>		<u>2Q</u>
Water pressure	78.99	85.7%	83.6%	-2.1%	77.33	-1.66
Taste of your tap water	80.07	85.0%	89.4%	4.4%	83.60	3.52
Smell of your tap water	85.51	88.5%	89.4%	0.9%	86.28	0.77
Clarity of your tap water	87.63	91.0%	94.0%	3.0%	90.26	2.63
Efforts to ensure drinking water is safe	89.19	90.4%	94.7%	4.3%	93.02	3.83
Efforts to ensure water supply meets the community's needs	85.65	86.8%	95.7%	8.9%	93.27	7.62
Keeping residents informed about water quality issues	77.24	77.1%	82.0%	4.9%	81.03	3.78
Efforts to keep residents informed about water service disruptions	83.01	79.2%	84.0%	4.8%	87.00	3.98
How quickly personnel respond to requests	80.88	74.6%	70.7%	-3.9%	77.73	-3.15
What you are charged for water	63.44	53.9%	47.7%	-6.2%	59.50	-3.93
Overall quality of your water service	82.50	89.1%	89.3%	0.2%	82.67	0.17
Composite Index	81.28				82.88	1.60

- 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=201)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Water pressure on a typical day	41.8%	41.8%	8.5%	5.5%	2.5%	0.0%
Q1-2. Taste of your tap water	41.3%	46.8%	9.5%	0.5%	0.5%	1.5%
Q1-3. Smell of your tap water	44.3%	43.3%	8.0%	2.0%	0.5%	2.0%
Q1-4. Clarity of your tap water	51.2%	41.8%	5.0%	0.5%	0.5%	1.0%
Q1-5. Efforts by WaterOne to ensure your drinking water is safe to drink	44.8%	34.3%	4.5%	0.0%	0.0%	16.4%
Q1-6. Efforts by WaterOne to ensure an adequate supply of water is available to meet community's growing needs	48.3%	29.4%	3.5%	0.0%	0.0%	18.9%
Q1-7. Efforts by WaterOne to keep you informed about water quality issues	36.3%	31.8%	12.4%	2.5%	0.0%	16.9%
Q1-8. Efforts by WaterOne to keep you informed about disruptions to your water service	34.8%	35.3%	11.4%	1.5%	0.5%	16.4%
Q1-9. How quickly WaterOne personnel respond to your requests	19.9%	17.4%	14.9%	0.5%	0.0%	47.3%
Q1-10. What you are charged for water	10.4%	35.8%	32.8%	10.4%	7.5%	3.0%
Q1-11. Overall quality of your water service	35.8%	51.2%	9.5%	1.0%	0.0%	2.5%

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=201)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Water pressure on a typical day	41.8%	41.8%	8.5%	5.5%	2.5%
Q1-2. Taste of your tap water	41.9%	47.5%	9.6%	0.5%	0.5%
Q1-3. Smell of your tap water	45.2%	44.2%	8.1%	2.0%	0.5%
Q1-4. Clarity of your tap water	51.8%	42.2%	5.0%	0.5%	0.5%
Q1-5. Efforts by WaterOne to ensure your drinking water is safe to drink	53.6%	41.1%	5.4%	0.0%	0.0%
Q1-6. Efforts by WaterOne to ensure an adequate supply of water is available to meet community's growing needs	59.5%	36.2%	4.3%	0.0%	0.0%
Q1-7. Efforts by WaterOne to keep you informed about water quality issues	43.7%	38.3%	15.0%	3.0%	0.0%
Q1-8. Efforts by WaterOne to keep you informed about disruptions to your water service	41.7%	42.3%	13.7%	1.8%	0.6%
Q1-9. How quickly WaterOne personnel respond to your requests	37.7%	33.0%	28.3%	0.9%	0.0%
Q1-10. What you are charged for water	10.8%	36.9%	33.8%	10.8%	7.7%
Q1-11. Overall quality of your water service	36.7%	52.6%	9.7%	1.0%	0.0%

Q1a. If you were less than "Very Satisfied" or "Satisfied" with how quickly WaterOne personnel responded to your request on Question 1-9, why did you feel that way?

Q1a. Why were you dissatisfied with how quickly WaterOne personnel respond to your requests	Number	Percent
I reported WaterOne water gushing through my yard, and was told that was impossible. Followed the source of the water and found WaterOne flushing a main line about 5 blocks above my home. Certainly made me regret reporting this and being told it was	1	9.1 %
I have never called them so cannot give an opinion	1	9.1 %
Water pressure to high. Pressure has gone up!!!	1	9.1 %
Pink ring appears, also black sludge gathers at faucet.	1	9.1 %
Should not be so costly	1	9.1 %
I reported an issue and no one came out for over a day. not enough experience to judge yet.	1	9.1 %
Would like a little more pressure to support irrigation.	1	9.1 %
We had a leak in our neighborhood that lasted for weeks.	1	9.1 %
Asked to get meter pit fixed 3 years ago, never happened	1	9.1 %
Service charges are more than the cost of water	1	9.1 %
Total	11	100.0 %

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

Q2. Have you had an error on your water bill in past year	Number	Percent
Yes	6	3.0 %
No	195	97.0 %
Total	201	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	3	50.0 %
Satisfied	2	33.3 %
Dissatisfied	1	16.7 %
Total	6	100.0 %

Q2b. What was the nature of the error?

Q2b. What was the nature of the error	Number	Percent
They continued to tell us it was water we were losing somewhere. The errors stopped when they replaced our water meter and the leaking fire hydrant next door after many months of back and forth.	1	100.0 %
Total	1	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 past year	Number	Percent
No	201	100.0 %
Total	201	100.0 %

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?)

Q4. Have you had a planned disruption to water service at your home	Number	Percent
Yes	29	14.4 %
No	168	83.6 %
Not provided	4	2.0 %
Total	201	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 (excludes having service turned off for non-payment of water bill?)(without "not provided")

Q4. Have you had a planned disruption to water service at your home	Number	Percent
Yes	29	14.7 %
No	168	85.3 %
Total	197	100.0 %

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

Q4a. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service	Number	Percent
Very satisfied	10	34.5 %
Satisfied	15	51.7 %
Neutral	2	6.9 %
Dissatisfied	1	3.4 %
Very dissatisfied	1	3.4 %
Total	29	100.0 %

WITHOUT "DON'T KNOW"

Q4a. How satisfied were you with WaterOne's efforts to inform you about the PLANNED disruption to your service? (without "don't know")

Q4a. How satisfied were you with WaterOne's efforts to inform you about the planned disruption to your service	Number	Percent
Very satisfied	10	34.5 %
Satisfied	15	51.7 %
Neutral	2	6.9 %
Dissatisfied	1	3.4 %
Very dissatisfied	1	3.4 %
Total	29	100.0 %

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

Q4b. Why were you dissatisfied with WaterOne's efforts to inform you about the disruption	Number	Percent
would like to know earlier about the disruptions	1	25.0 %
took a while before they got to it.	1	25.0 %
Our water has been turned off at least 3 times this year for work. We were only given notice the first time.	1	25.0 %
Too many disruptions.	1	25.0 %
Total	4	100.0 %

Q4c. How long was your water turned off?

Q4c. How long was your water turned off	Number	Percent
1 hour	5	21.7 %
2 hours	9	39.1 %
3 hours	2	8.7 %
4 hours	3	13.0 %
5+ hours	4	17.4 %
Total	23	100.0 %

Mean = 3.17 hours

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

Q4d. Was that a reasonable amount of time to be without water	Number	Percent
Yes	28	96.6 %
No	1	3.4 %
Total	29	100.0 %

Q5. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?

Q5. Have you had an unplanned disruption to water service	Number	Percent
Yes	24	11.9 %
No	172	85.6 %
Not provided	5	2.5 %
Total	201	100.0 %

WITHOUT "NOT PROVIDED"

Q5. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK? (without "not provided")

Q5. Have you had an unplanned disruption to water service	Number	Percent
Yes	24	12.2 %
No	172	87.8 %
Total	196	100.0 %

Q5a. How long was your water service disrupted?

Q5a. How long was your water service disrupted	Number	Percent
1 hour	2	9.5 %
2 hours	2	9.5 %
3 hours	5	23.8 %
4 hours	4	19.0 %
5+ hours	8	38.1 %
Total	21	100.0 %

Mean = 4.14 hours

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

Q5b. Did WaterOne restore your water service in a reasonable amount of time	Number	Percent
Yes	24	100.0 %
Total	24	100.0 %

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

N=24

Q5a. How long was your water service disrupted							
1 hour	2 hours	3 hours	4 hours	5 hours	6 hours	8 hours	

Q5b. Did WaterOne restore your water service in a reasonable amount of time

Yes	2	2	5	4	2	4	2
	100.0%	100.0%	100.0%	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 safety of drinking water provided by WaterOne during past year	Number	Percent
Yes	13	6.5 %
No	188	93.5 %
Total	201	100.0 %

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

Q7. Have you called WaterOne during past year	Number	Percent
Yes	21	10.4 %
No	180	89.6 %
Total	201	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?

<u>Q7a. How many minutes did you have to wait</u>	<u>Number</u>	<u>Percent</u>
0 minute	1	4.8 %
1 minute	2	9.5 %
2 minutes	5	23.8 %
3 minutes	1	4.8 %
4 minutes	1	4.8 %
5+ minutes	8	38.1 %
Not provided	3	14.3 %
Total	21	100.0 %

WITHOUT "NOT PROVIDED"

Q7a. On your most recent call, how many minutes did you have to wait before you could speak with someone who could help you? (without "not provided")

<u>Q7a. How many minutes did you have to wait</u>	<u>Number</u>	<u>Percent</u>
0 minute	1	5.6 %
1 minute	2	11.1 %
2 minutes	5	27.8 %
3 minutes	1	5.6 %
4 minutes	1	5.6 %
5+ minutes	8	44.4 %
Total	18	100.0 %

Mean = 3.72 minutes

Q7b. When did you call?

<u>Q7b. When did you call</u>	<u>Number</u>	<u>Percent</u>
Normal business hours	20	95.2 %
After normal business hours	1	4.8 %
Total	21	100.0 %

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

(N=21)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7c-1. How easy it was to contact WaterOne services personnel	57.1%	33.3%	4.8%	4.8%	0.0%	0.0%
Q7c-2. How courteously you were treated by WaterOne personnel	66.7%	28.6%	0.0%	4.8%	0.0%	0.0%
Q7c-3. Technical competence of WaterOne personnel	61.9%	23.8%	0.0%	14.3%	0.0%	0.0%
Q7c-4. Responsiveness of WaterOne personnel to your request	57.1%	23.8%	0.0%	9.5%	4.8%	4.8%
Q7c-5. Ability of WaterOne personnel to answer your question or resolve your issue	61.9%	14.3%	0.0%	14.3%	4.8%	4.8%

WITHOUT "DON'T KNOW"

Q7c. Overall, how satisfied were you with...(without "don't know")

(N=21)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7c-1. How easy it was to contact WaterOne services personnel	57.1%	33.3%	4.8%	4.8%	0.0%
Q7c-2. How courteously you were treated by WaterOne personnel	66.7%	28.6%	0.0%	4.8%	0.0%
Q7c-3. Technical competence of WaterOne personnel	61.9%	23.8%	0.0%	14.3%	0.0%
Q7c-4. Responsiveness of WaterOne personnel to your request	60.0%	25.0%	0.0%	10.0%	5.0%
Q7c-5. Ability of WaterOne personnel to answer your question or resolve your issue	65.0%	15.0%	0.0%	15.0%	5.0%

Q7d. If you were less than "Very Satisfied" or "Satisfied" with the responsiveness of WaterOne personnel to your request on Question 7c-4, why did you feel that way?

Q7d. Why were you dissatisfied with responsiveness of WaterOne personnel to your request

	Number	Percent
Relating to previous water bill error.	1	50.0 %
Water line broke under sidewalk in front of my house. Took them 4 hours to respond.	1	50.0 %
Total	2	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 during past year

	Number	Percent
Yes	43	21.4 %
No	158	78.6 %
Total	201	100.0 %

WITHOUT "NOT PROVIDED"

Q8. Have any employees from WaterOne visited your home or done work in your neighborhood that you observed during the past year? (without "not provided")

Q8. Have any employees from WaterOne visited your home or done work in your neighborhood during past year

	Number	Percent
Yes	43	21.4 %
No	158	78.6 %
Total	201	100.0 %

Q8a(1-5). Did the employees you observed...

(N=43)

	Yes	No	Don't know
Q8a-1. Give you adequate notice about the work that was being done in your area	48.8%	11.6%	39.5%
Q8a-2. Dress & act professionally	74.4%	0.0%	25.6%
Q8a-3. Arrive at your home at the time they were scheduled to arrive	34.9%	2.3%	62.8%
Q8a-4. Clean-up their work areas when they were finished	72.1%	2.3%	25.6%
Q8a-5. Cause any damage to your lawn or landscaping	18.6%	65.1%	16.3%

WITHOUT "DON'T KNOW"

Q8a(1-5). Did the employees you observed... (without "don't know")

(N=43)

	Yes	No
Q8a-1. Give you adequate notice about the work that was being done in your area	80.8%	19.2%
Q8a-2. Dress & act professionally	100.0%	0.0%
Q8a-3. Arrive at your home at the time they were scheduled to arrive	93.8%	6.3%
Q8a-4. Clean-up their work areas when they were finished	96.9%	3.1%
Q8a-5. Cause any damage to your lawn or landscaping	22.2%	77.8%

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

(N=8)

	Yes	No
Q8a-6. Did they repair your lawn or landscaping in a manner that was acceptable to you	62.5%	37.5%

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")

(N=8)

	Yes	No
Q8a-6. Did they repair your lawn or landscaping in a manner that was acceptable to you	62.5%	37.5%

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=201)

	Always reliable	Usually reliable	Often reliable	Seldom reliable	Never reliable	Not applicable
Q9-1. Your electric company	39.8%	48.3%	6.5%	0.0%	0.0%	5.5%
Q9-2. Your internet service provider	15.4%	52.2%	21.4%	4.0%	0.5%	6.5%
Q9-3. Your cellular, wireless or pager company	23.4%	56.2%	11.9%	0.5%	0.0%	8.0%
Q9-4. Johnson County Wastewater	41.8%	36.8%	6.5%	1.0%	0.0%	13.9%
Q9-5. WaterOne	50.7%	38.3%	3.5%	0.0%	0.0%	7.5%

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=201)

	Always reliable	Usually reliable	Often reliable	Seldom reliable	Never reliable
Q9-1. Your electric company	42.1%	51.1%	6.8%	0.0%	0.0%
Q9-2. Your internet service provider	16.5%	55.9%	22.9%	4.3%	0.5%
Q9-3. Your cellular, wireless or pager company	25.4%	61.1%	13.0%	0.5%	0.0%
Q9-4. Johnson County Wastewater	48.6%	42.8%	7.5%	1.2%	0.0%
Q9-5. WaterOne	54.8%	41.4%	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. What following would be the best way to communicate information to you	Number	Percent
A direct phone call	27	13.4 %
An email	113	56.2 %
A text	69	34.3 %
Facebook, Twitter, NextDoor	21	10.4 %
WaterOne's website	14	7.0 %
A bill insert	71	35.3 %
Advertising in newspaper, TV, radio	11	5.5 %
Other	4	2.0 %
Total	330	

Q10-8. Other

Q10-8. Please define Other
 mail
 come to and show &
 explain
 Direct mail postcard
 Jo Co Alert

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. How would you get information about your water service in a major water crisis	Number	Percent
Call WaterOne customer service	86	42.8 %
Check WaterOne's website	113	56.2 %
Follow Facebook, Twitter or NextDoor	40	19.9 %
Watch local news	120	59.7 %
Other	15	7.5 %
Total	374	

Q11-5. Other

<u>Q11-5. Other</u>	<u>Number</u>	<u>Percent</u>
text	2	13.3 %
email	2	13.3 %
I would seek information from friends and family who may be experiencing the same issues. things before other people.	1	6.7 %
I thought Water One was a part of the Johnson County notification system. If they are not they should become part of the system.	1	6.7 %
Hoa	1	6.7 %
Not sure	1	6.7 %
Expect an email with updates.	1	6.7 %
text or email	1	6.7 %
JoCo Alert	1	6.7 %
Hope to recieve a call for notify JO CO , secondly, check website	1	6.7 %
Radio, text.	1	6.7 %
Text	1	6.7 %
Text message	1	6.7 %
Total	15	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?

<u>Q12. Would you be willing to participate in future focus groups sponsored by WaterOne</u>	<u>Number</u>	<u>Percent</u>
Yes	43	21.4 %
No	158	78.6 %
Total	201	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	15.9 %
Yes, I am aware of this feature, but have not used it	31	15.4 %
No, I am not aware of this feature	130	64.7 %
Not provided	8	4.0 %
Total	201	100.0 %

WITHOUT "NOT PROVIDED"

Q13. Are you aware that you can view your daily water usage through the online My Account Customer Dashboard? (without "not provided")

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	16.6 %
Yes, I am aware of this feature, but have not used it	31	16.1 %
No, I am not aware of this feature	130	67.4 %
Total	193	100.0 %

Q14. Which of the following best describes your age?

Q14. Your age	Number	Percent
18-34	24	11.9 %
35-44	29	14.4 %
45-54	43	21.4 %
55-64	49	24.4 %
65+	55	27.4 %
Not provided	1	0.5 %
Total	201	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Which of the following best describes your age? (without "not provided")

Q14. Your age	Number	Percent
18-34	24	12.0 %
35-44	29	14.5 %
45-54	43	21.5 %
55-64	49	24.5 %
65+	55	27.5 %
Total	200	100.0 %

Q15. What is your gender?

<u>Q15. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	101	50.2 %
Female	99	49.3 %
Not provided	1	0.5 %
Total	201	100.0 %

WITHOUT "NOT PROVIDED"

Q15. What is your gender? (without "not provided")

<u>Q15. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	101	50.5 %
Female	99	49.5 %
Total	200	100.0 %

Section 3:
Survey Instrument

WaterOne

Water District No. 1 of Johnson County

Dear Valued Customer:

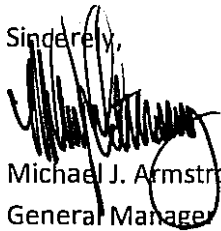
WaterOne is passionate about its mission to serve the public and dedicated to its commitment to provide the highest quality customer service. To help us fulfill this commitment, we would appreciate your input by participating in the enclosed survey regarding the quality of your water services. Since 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).

Questions? Contact Mandy Cawby, Director of Customer Relations at mcauby@waterone.org.

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

Sincerely,



Michael J. Armstrong
General Manager

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 www.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 less than "Very Satisfied" or "Satisfied" (ratings of 3, 2, or 1) with the responsiveness of WaterOne personnel to your request on Question 7c-4, why did you feel that way?

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

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, Twitter or 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. Which of the following best describes your age?

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

15. 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.