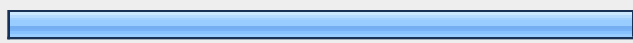


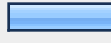



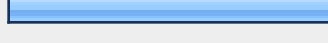



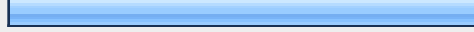
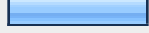
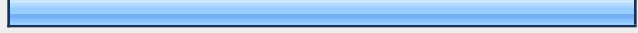



2009 Watertown Municipal Utilities Customer Service Survey

1. Are you completing this survey as a:			
		Response Percent	Response Count
Residential Customer		96.3%	1,255
Business Customer		3.7%	48
		<i>answered question</i>	1,303
		<i>skipped question</i>	60

2. How long have you been a customer of Watertown Municipal Utilities?			
		Response Percent	Response Count
0 - 1 Year		4.3%	58
1 - 5 Years		15.6%	211
6 - 10 Years		11.2%	152
11 - 15 Years		10.6%	143
16 - 20 Years		8.8%	119
More Than 20 Years		49.6%	671
		<i>answered question</i>	1,354
		<i>skipped question</i>	9

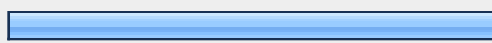

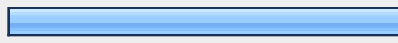
3. How often do you contact Watertown Municipal Utilities for customer service?			
		Response Percent	Response Count
Daily		0.0%	0
Weekly		0.2%	3
Monthly		1.8%	24
Annually		4.4%	59
Rarely		72.4%	977
Never		21.2%	286
		<i>answered question</i>	1,349
		<i>skipped question</i>	14

4. My utility bill is easy to read.			
		Response Percent	Response Count
Yes		96.6%	1,211
No		3.4%	43
		<i>answered question</i>	1,254
		<i>skipped question</i>	109

5. Please answer the following questions if you have visited our office:							
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
Employee(s) respond promptly	37.2% (433)	37.4% (435)	4.0% (46)	0.2% (2)	0.6% (7)	20.6% (240)	1,163
Employee(s) are knowledgeable	35.0% (403)	37.2% (428)	5.1% (59)	0.2% (2)	0.4% (5)	22.1% (255)	1,152
Employee(s) are courteous and professional	39.1% (457)	35.8% (418)	4.7% (55)	0.5% (6)	0.8% (9)	19.1% (223)	1,168
When visiting the Utilities, my needs are usually met	36.0% (417)	34.9% (404)	4.0% (46)	0.5% (6)	0.6% (7)	24.0% (278)	1,158
The Utilities' building is clean and well-kept	38.3% (433)	32.7% (369)	3.3% (37)	0.2% (2)	0.1% (1)	25.5% (288)	1,130
	<i>answered question</i>						1,179
	<i>skipped question</i>						184

6. Please answer the following questions if you have called our office for Utilities' assistance.							
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
My calls are answered promptly	36.6% (439)	38.4% (460)	5.0% (60)	0.4% (5)	0.4% (5)	19.1% (229)	1,198
Person taking my call is knowledgeable and helpful	36.5% (434)	38.0% (451)	5.5% (65)	0.5% (6)	0.4% (5)	19.1% (227)	1,188
Questions are answered/redirected to the right person	36.8% (435)	38.2% (452)	4.5% (53)	0.4% (5)	0.5% (6)	19.5% (231)	1,182
	<i>answered question</i>						1,207
	<i>skipped question</i>						156

7. Please answer the following questions if you have had work done at your residence and/or business:							
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
Employee(s) respond promptly	35.8% (392)	35.1% (384)	3.6% (39)	0.7% (8)	0.2% (2)	24.7% (270)	1,095
Employee(s) display neat and professional appearance	34.5% (381)	36.5% (403)	3.5% (39)	0.3% (3)	0.3% (3)	24.8% (274)	1,103
Employee(s) are knowledgeable	35.7% (392)	36.5% (400)	2.7% (30)	0.5% (5)	0.3% (3)	24.3% (267)	1,097
Employee(s) are courteous and professional	36.9% (408)	35.3% (390)	3.4% (38)	0.3% (3)	0.5% (5)	23.7% (262)	1,106
Work is completed to my satisfaction	35.9% (396)	34.5% (380)	3.7% (41)	0.5% (5)	0.7% (8)	24.7% (272)	1,102
Work area is left neat and clean	35.3% (388)	34.0% (373)	4.6% (50)	0.7% (8)	0.4% (4)	25.0% (275)	1,098
	answered question						1,122
	skipped question						241

8. What type of work (listed above) was provided at your residence and/or business (check all that apply)?			
		Response Percent	Response Count
Electric		74.8%	416
Natural Gas		70.9%	394
Water		60.3%	335
	answered question		556
	skipped question		807

9. Rate the following regarding ELECTRIC services in Watertown:						
	Excellent	Good	Fair	Poor	Unsure or N/A	Response Count
Cost/Value:	25.2% (318)	44.9% (567)	19.7% (249)	4.7% (59)	5.6% (71)	1,264
Reliability:	48.4% (597)	41.5% (512)	6.0% (74)	0.4% (5)	3.7% (46)	1,234
	<i>answered question</i>					1,271
	<i>skipped question</i>					92

10. Rate the following regarding NATURAL GAS services in Watertown:						
	Excellent	Good	Fair	Poor	Unsure or N/A	Response Count
Cost/Value:	24.6% (300)	40.5% (493)	19.2% (234)	4.0% (49)	11.7% (142)	1,218
Reliability:	47.3% (560)	37.7% (447)	4.4% (52)	0.6% (7)	10.0% (119)	1,185
	<i>answered question</i>					1,228
	<i>skipped question</i>					135

11. Rate the following regarding WATER services in Watertown:						
	Excellent	Good	Fair	Poor	Unsure or N/A	Response Count
Cost/Value:	28.0% (346)	41.0% (507)	18.5% (229)	3.0% (37)	9.5% (117)	1,236
Reliability:	47.5% (573)	38.5% (464)	6.2% (75)	0.4% (5)	7.4% (89)	1,206
	<i>answered question</i>					1,247
	<i>skipped question</i>					116

12. Overall, my opinion of Watertown Municipal Utilities is:			
		Response Percent	Response Count
Excellent		42.5%	544
Good		48.2%	617
Fair		7.9%	101
Poor		0.9%	12
Unsure or N/A		0.5%	7
<i>answered question</i>			1,281
<i>skipped question</i>			82


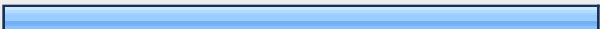


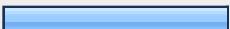

13. Please list any areas in which our services could be improved and/or additional comments.		
		Response Count
		291
<i>answered question</i>		291
<i>skipped question</i>		1,072

14. Have you visited our website at www.watertownmu.com ?			
		Response Percent	Response Count
Yes		8.3%	89
No		91.7%	987
<i>answered question</i>			1,076
<i>skipped question</i>			287

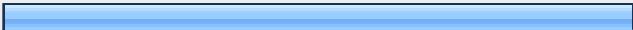
15. If you have visited our website, please comment on the following:						
	Excellent	Good	Fair	Poor	No Opinion	Response Count
Website Content	17.7% (20)	38.1% (43)	10.6% (12)	2.7% (3)	31.0% (35)	113
Website Design	16.2% (18)	38.7% (43)	12.6% (14)	1.8% (2)	30.6% (34)	111
Website Usability	16.4% (18)	40.9% (45)	9.1% (10)	3.6% (4)	30.0% (33)	110
	<i>answered question</i>					113
	<i>skipped question</i>					1,250

16. If the following web-based services were offered, would you use them?			
	Yes	No	Response Count
View billing information:	40.4% (328)	59.6% (483)	811
On-line monthly statements vs. paper copies:	30.0% (240)	70.0% (559)	799
	<i>answered question</i>		844
	<i>skipped question</i>		519

17. (OPTIONAL)

		Response Percent	Response Count
Name:		97.9%	476
Address:		91.8%	446
Address 2:	<input type="checkbox"/>	4.5%	22
City/Town:		46.1%	224
State:		39.1%	190
ZIP/Postal Code:		34.4%	167
Email Address:	<input type="checkbox"/>	3.7%	18
Phone Number:		81.1%	394
		<i>answered question</i>	486
		<i>skipped question</i>	877

18. Would you like someone to contact you regarding your responses on this survey?

		Response Percent	Response Count
Yes	<input type="checkbox"/>	2.9%	28
No		97.1%	937
		<i>answered question</i>	965
		<i>skipped question</i>	398