

Watertown Municipal Utilities
2011 Customer Service Survey Results
September 29, 2011

Watertown Municipal Utilities
2011 Customer Survey Results Summary
9/29/11

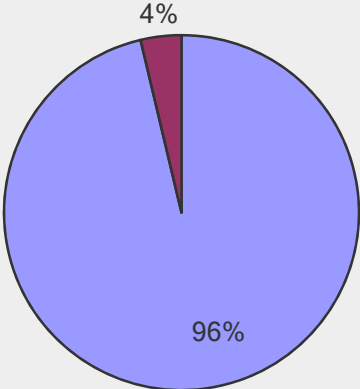
- A total of 12,836 surveys were sent out and 919 surveys were returned, or a return rate of 7.2%.

- 2009 Survey had 1,363 or 10.25%
- 2007 Survey had 817 or 6.45%
- 2005 Survey had 776 or 6.30%
- 2003 Survey had 1,127 or 9.40%

Question 1. Are you completing this survey as a:

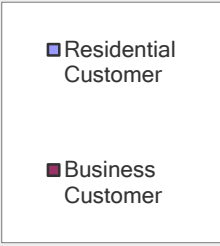
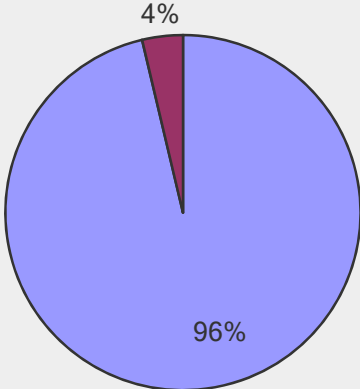
2009 Survey

Are you completing this survey as a:



2011 Survey

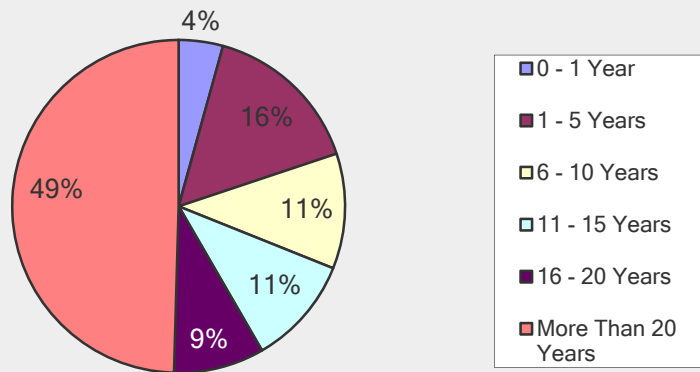
Are you completing this survey as a:



Question 2. How long have you been a customer of Watertown Municipal Utilities?

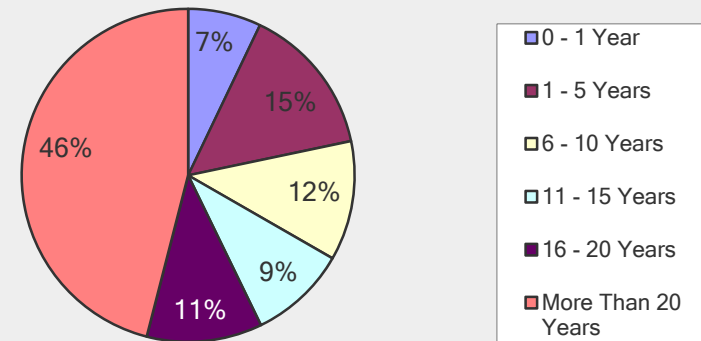
2009 Survey

How long have you been a customer of Watertown Municipal Utilities?



2011 Survey

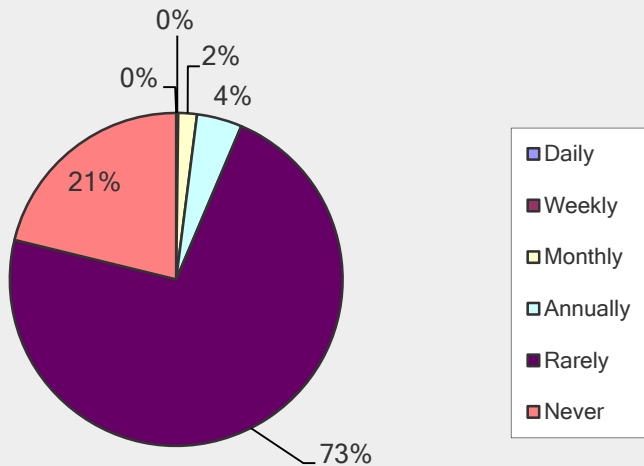
How long have you been a customer of Watertown Municipal Utilities?



Question 3. How often do you contact Watertown Municipal Utilities for customer service?

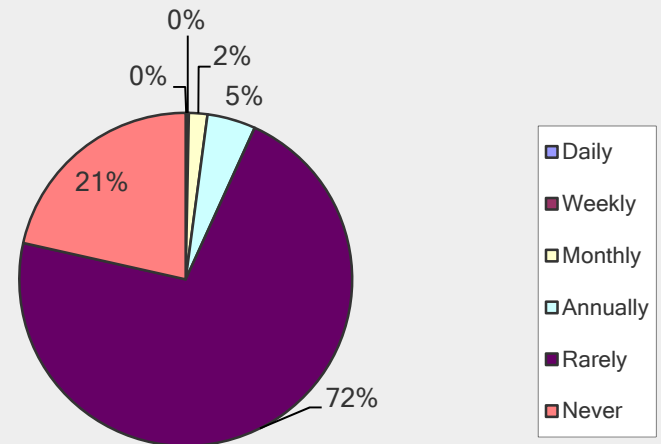
2009 Survey

How often do you contact Watertown Municipal Utilities for customer service?



2011 Survey

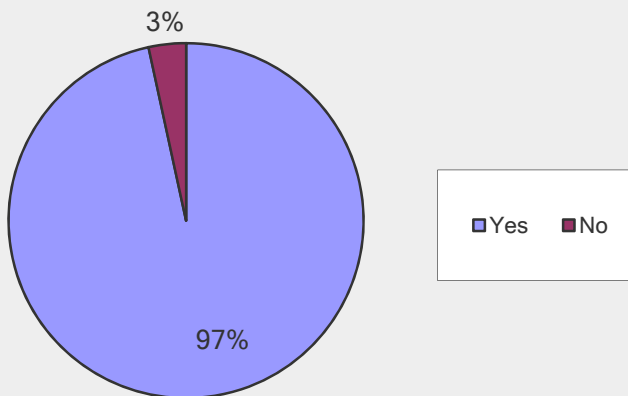
How often do you contact Watertown Municipal Utilities for customer service?



Question 4. My utility bill is easy to read.

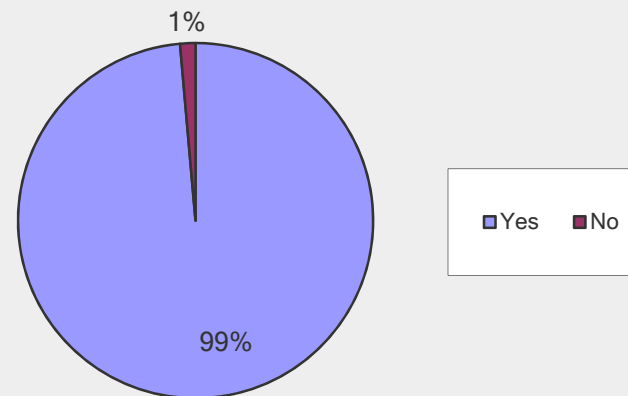
2009 Survey

My utility bill is easy to read.



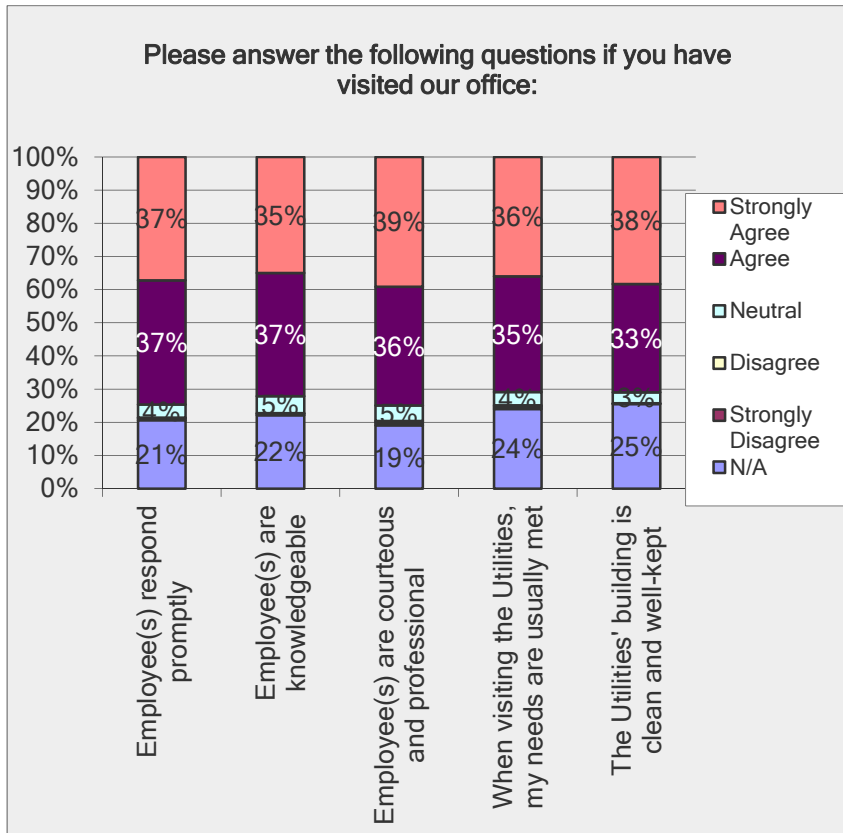
2011 Survey

My utility bill is easy to read.

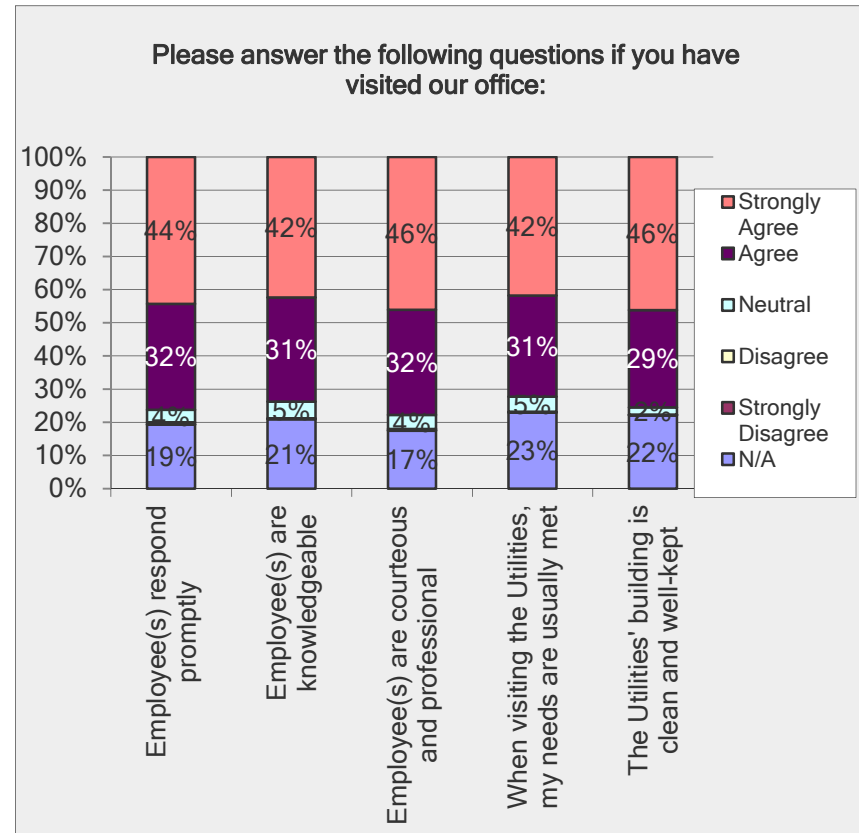


Question 5. Please answer the following questions if you have visited our office:

2009 Survey

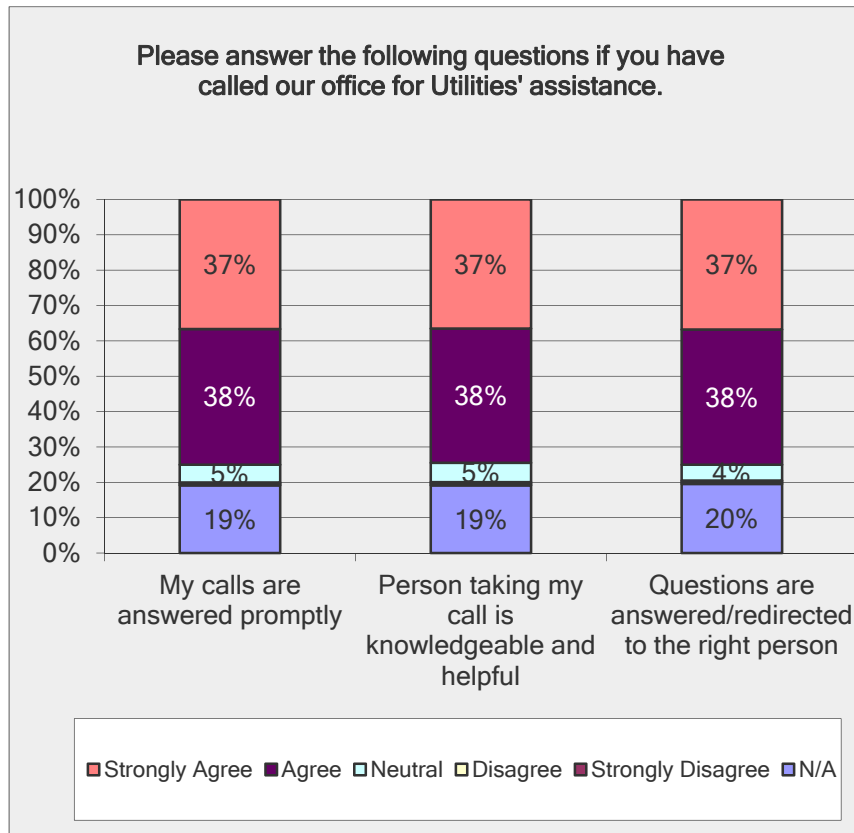


2011 Survey

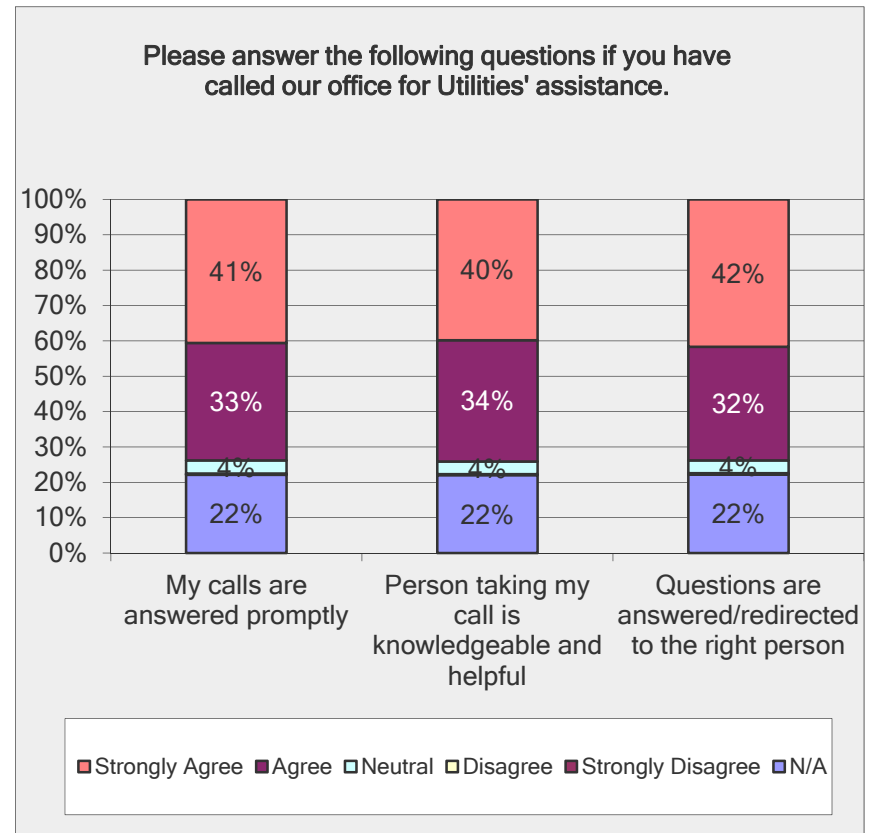


Question 6. Please answer the following questions if you have called our office for Utilities' assistance.

2009 Survey



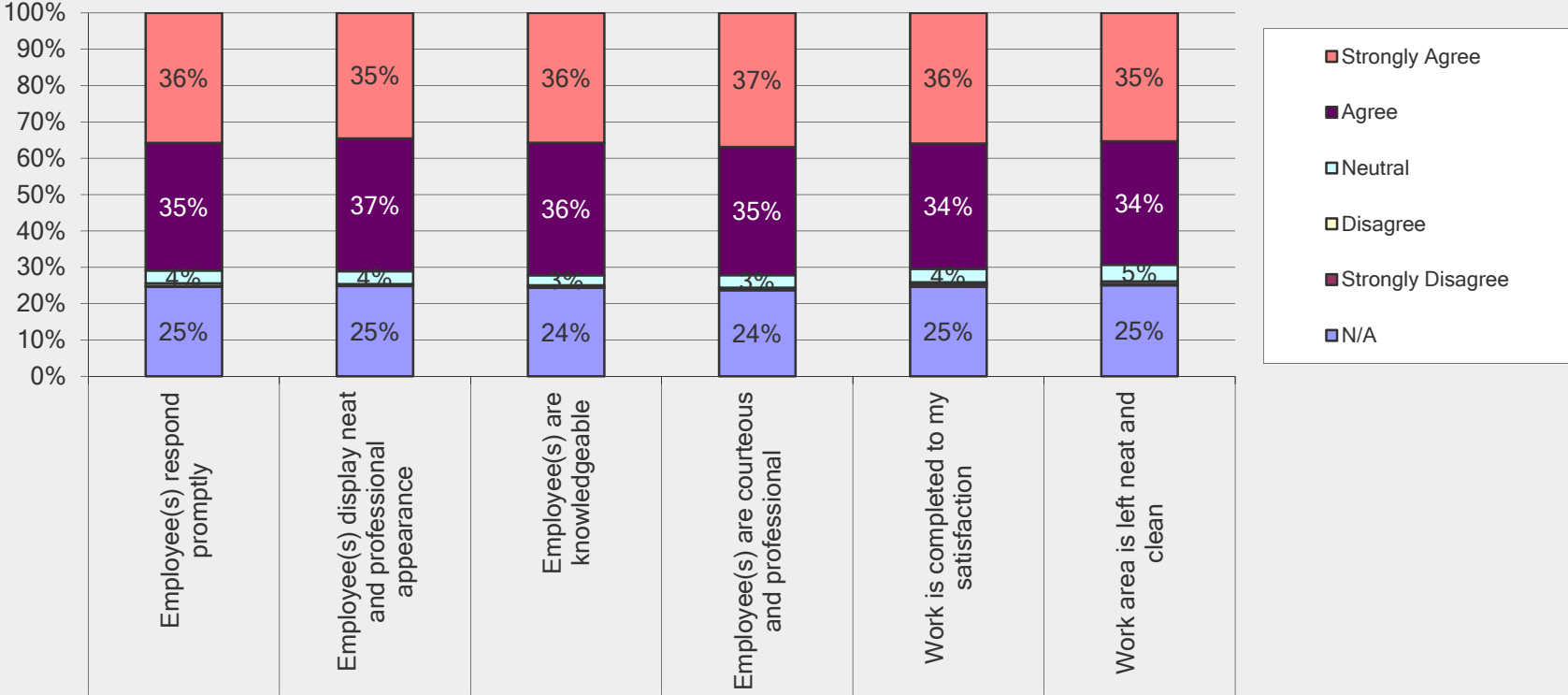
2011 Survey



Question 7. Please answer the following questions if you have had work done at your residence and/or business:

2009 Survey

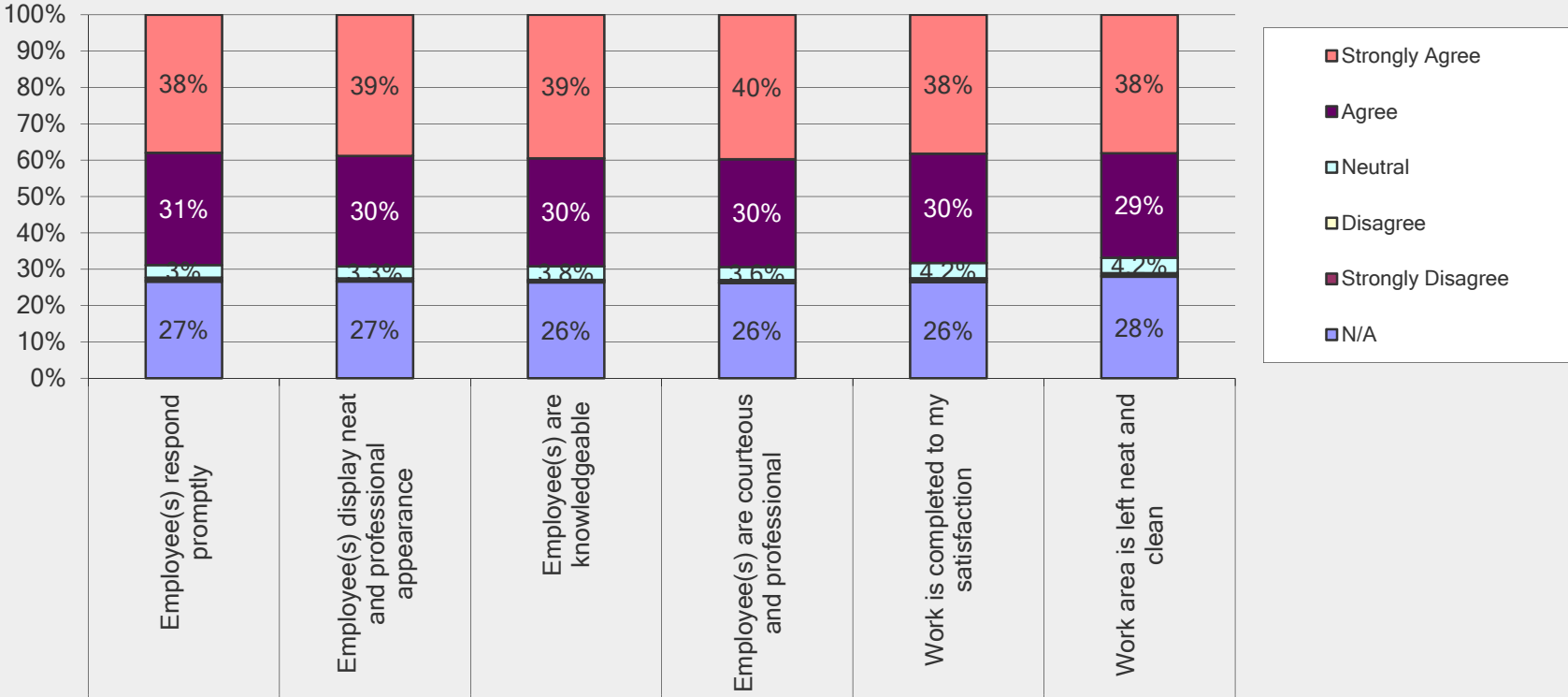
Please answer the following questions if you have had work done at your residence and/or business:



Question 7. Please answer the following questions if you have had work done at your residence and/or business:

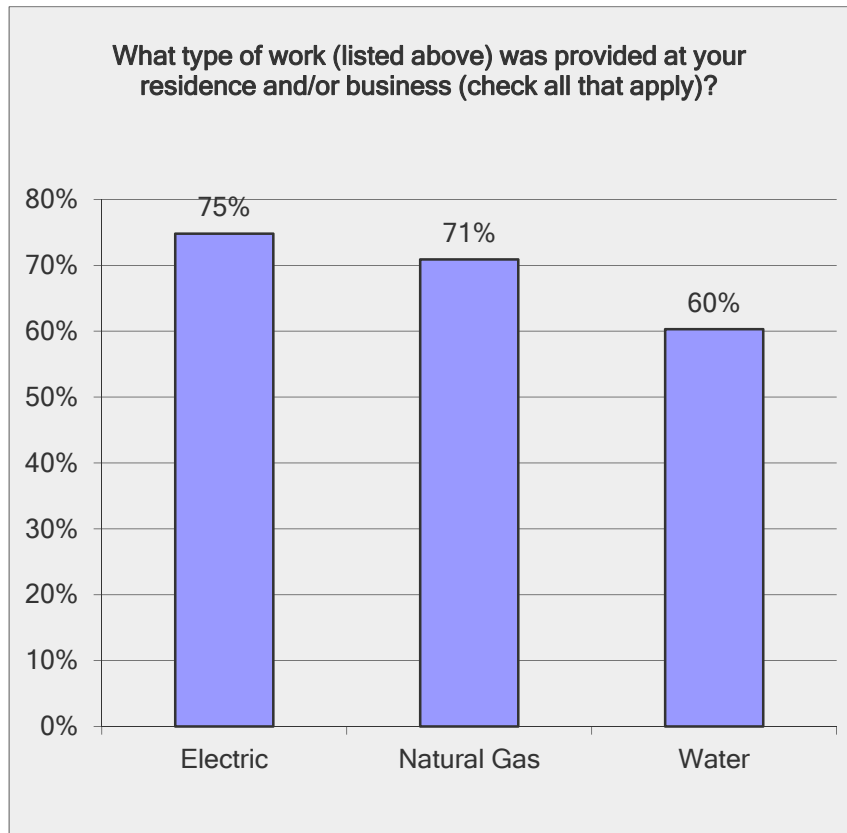
2011 Survey

Please answer the following questions if you have had work done at your residence and/or business:

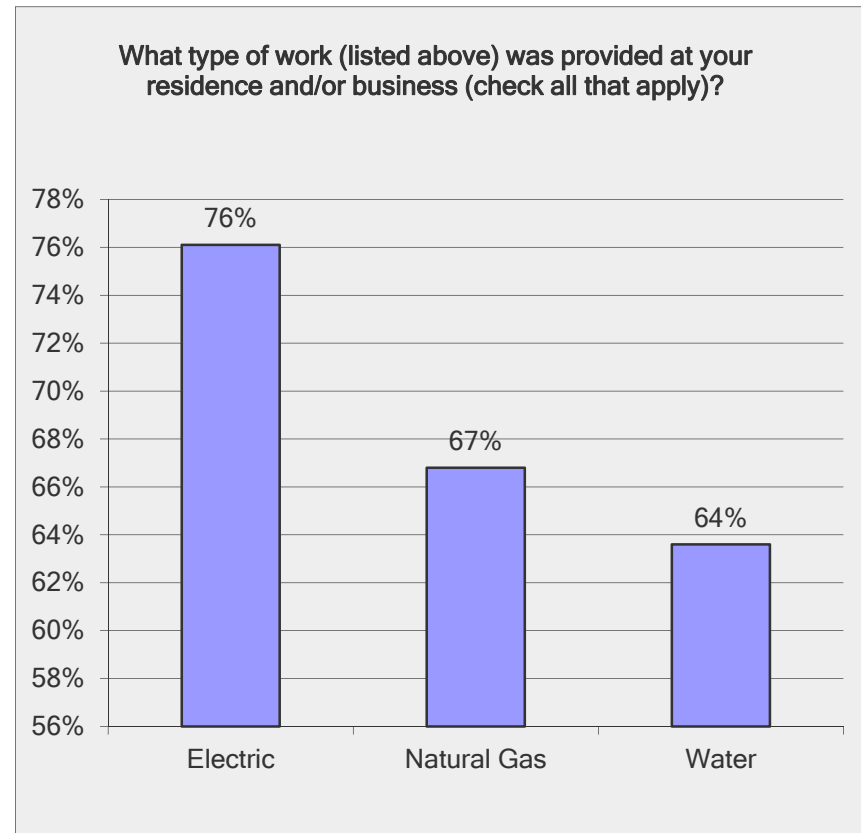


Question 8. What type of work (listed above) was provided at your residence and/or business (check all that apply)?

2009 Survey

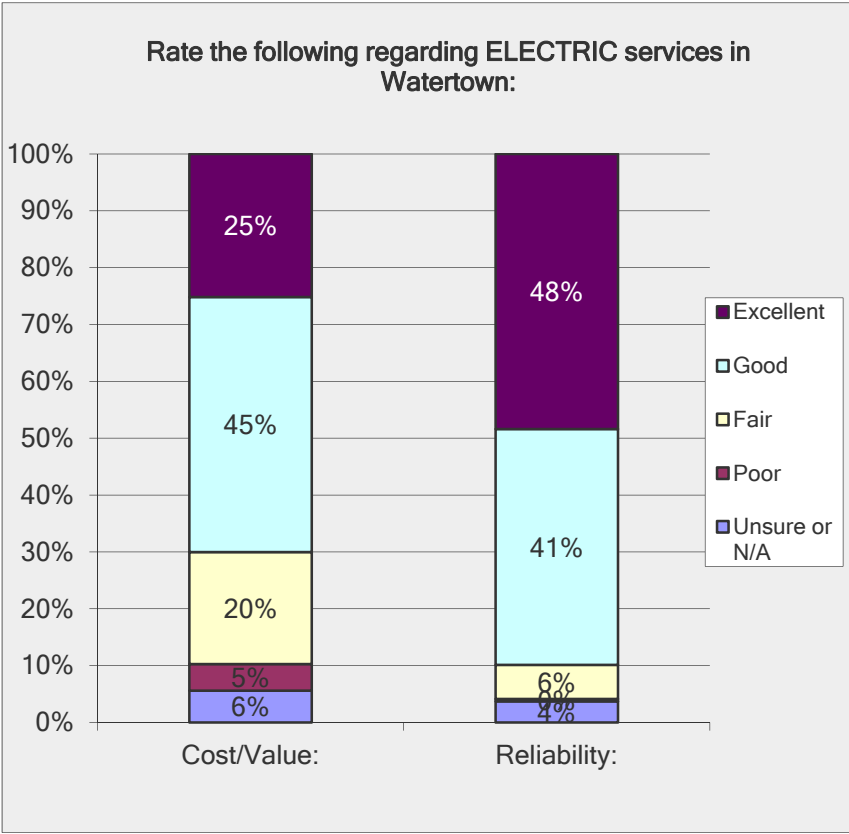


2011 Survey

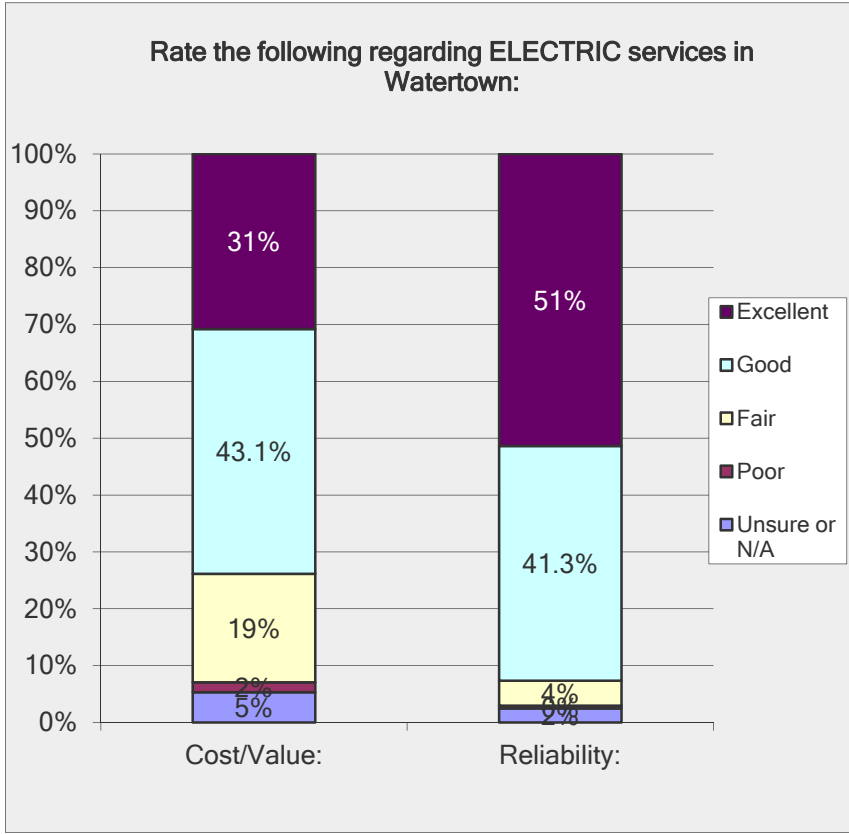


Question 9. Rate the following regarding ELECTRIC services in Watertown:

2009 Survey

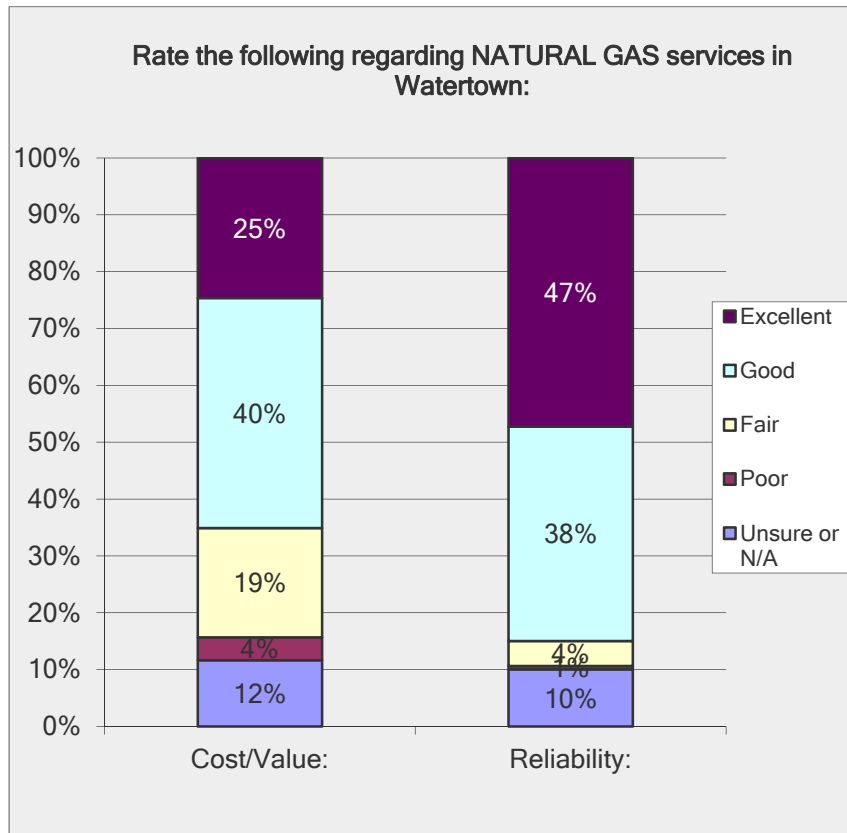


2011 Survey

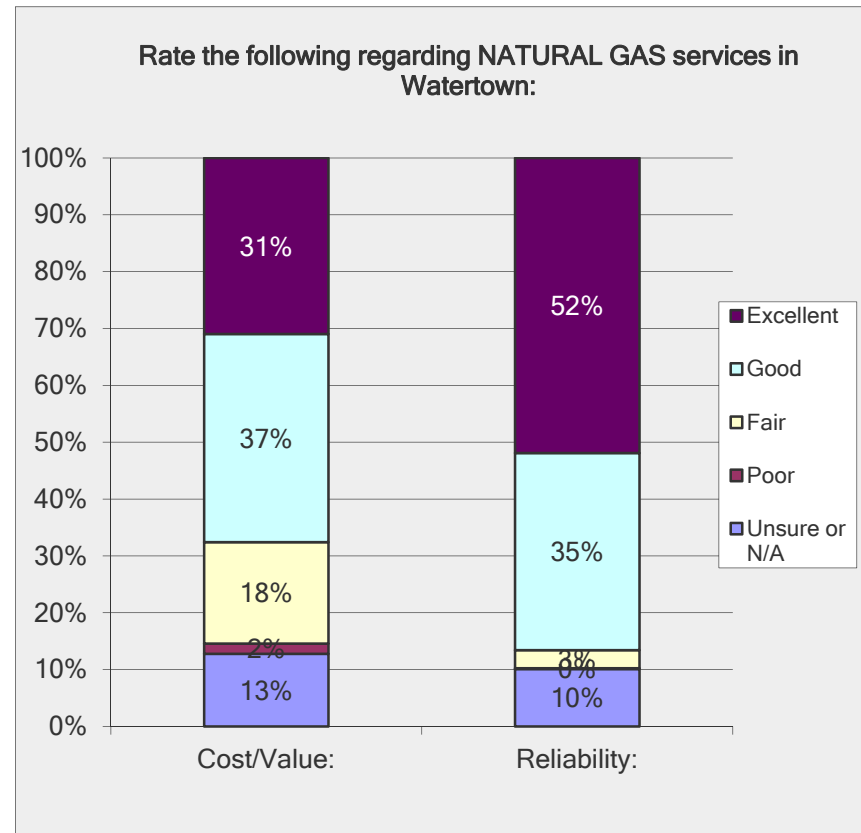


Question 10. Rate the following regarding NATURAL GAS services in Watertown:

2009 Survey

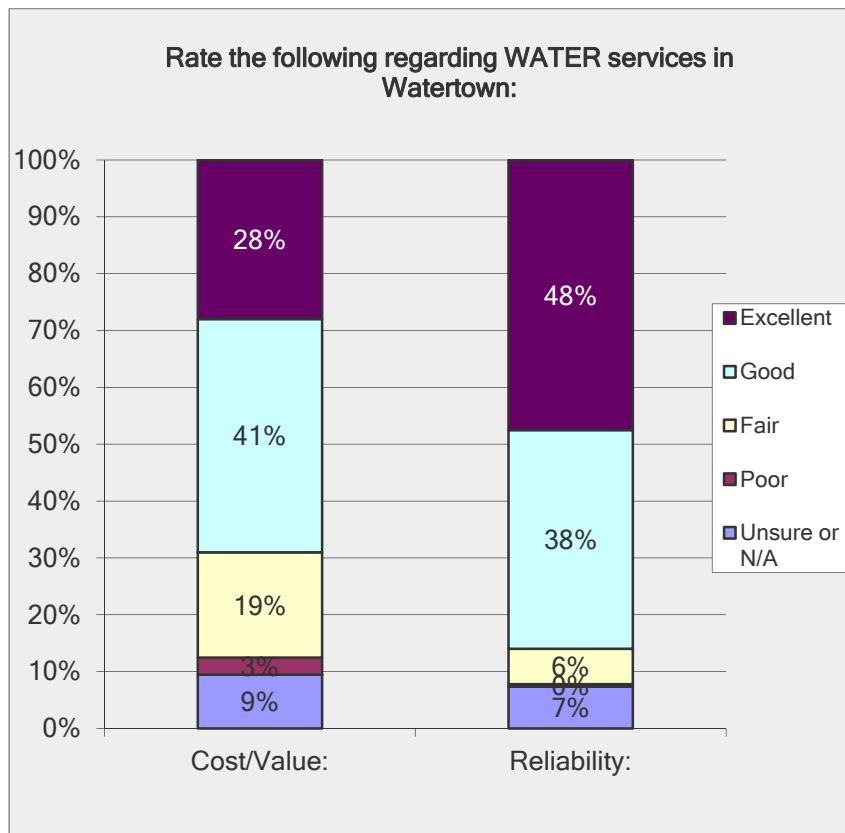


2011 Survey

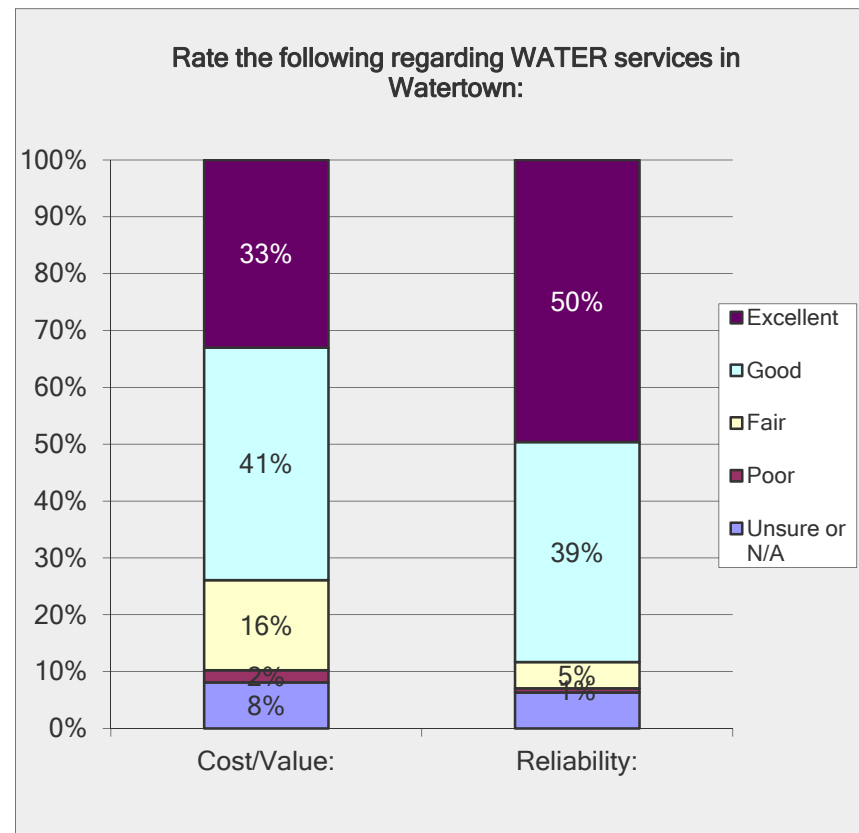


Question 11. Rate the following regarding WATER services in Watertown:

2009 Survey



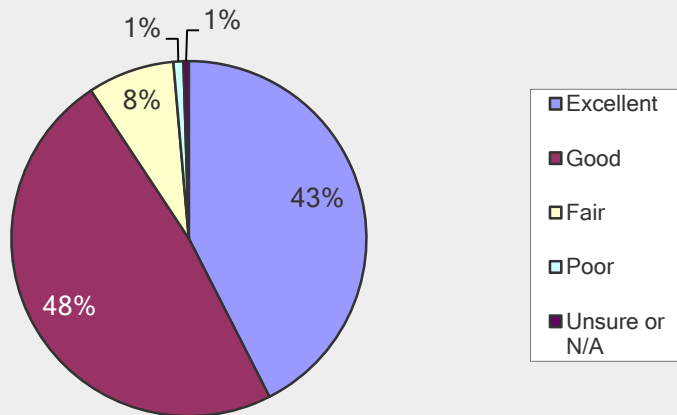
2011 Survey



Question 12. Overall, my opinion of Watertown Municipal Utilities is:

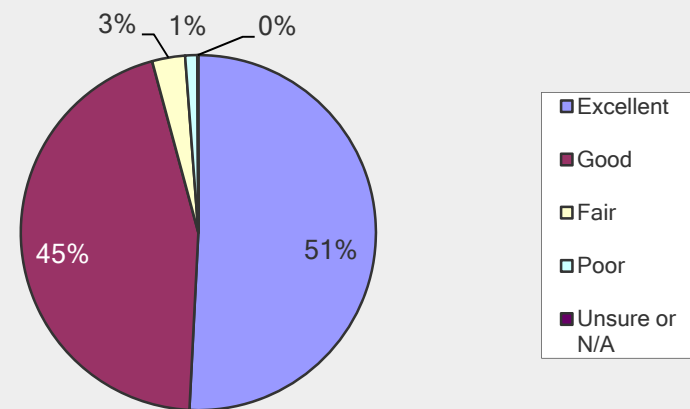
2009 Survey

Overall, my opinion of Watertown Municipal Utilities is:



2011 Survey

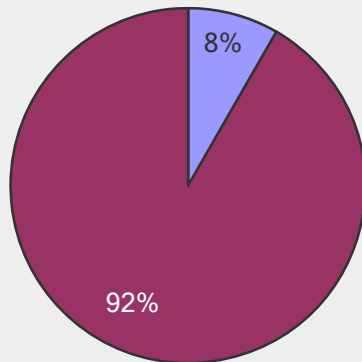
Overall, my opinion of Watertown Municipal Utilities is:



Question 14. Have you visited our website at
www.watertownmu.com?

2009 Survey

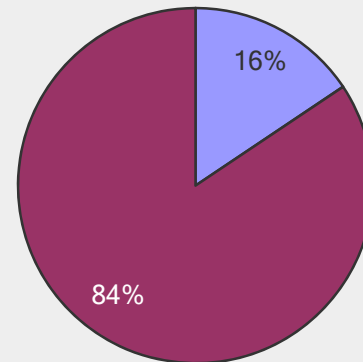
Have you visited our website at
www.watertownmu.com?



■ Yes ■ No

2011 Survey

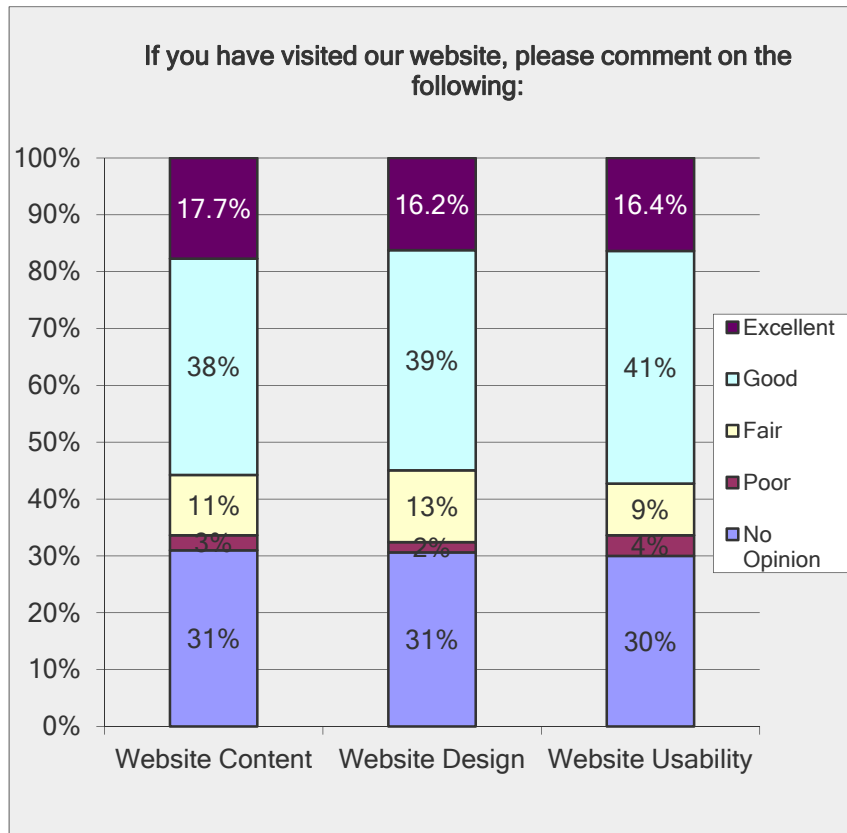
Have you visited our website at
www.watertownmu.com?



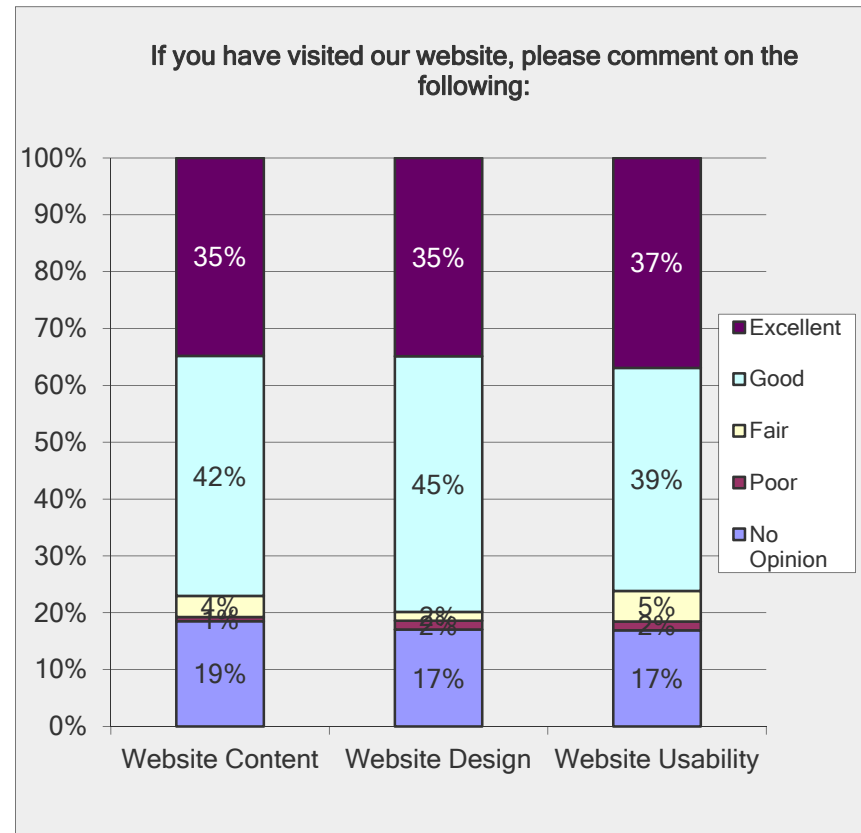
■ Yes ■ No

Question 15. If you have visited our website, please comment on the following:

2009 Survey

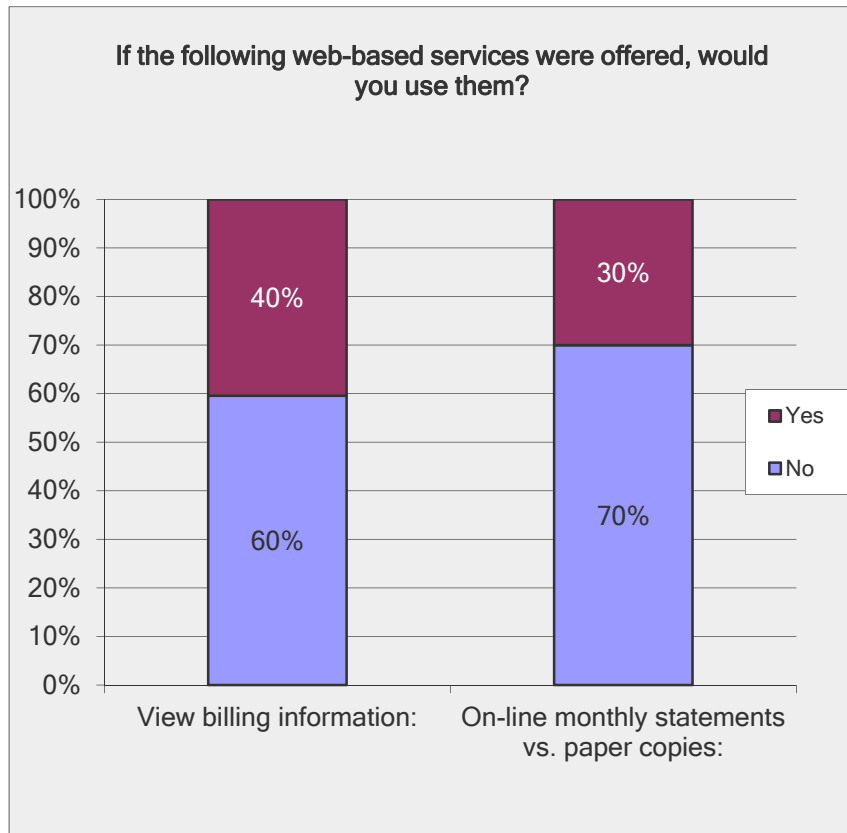


2011 Survey

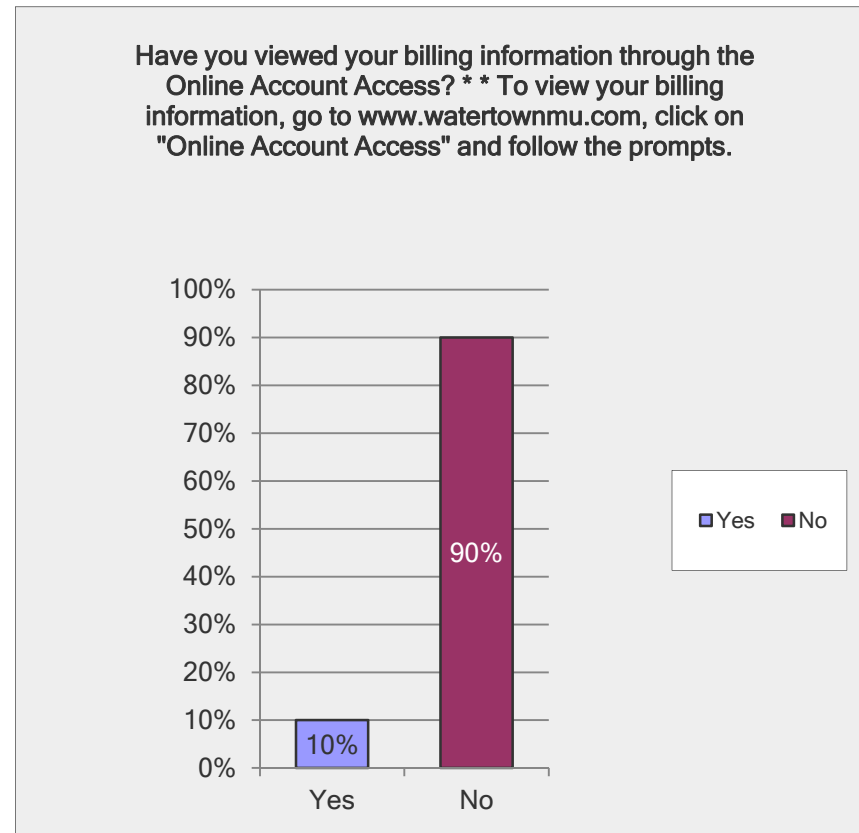


Question 16. Have you viewed your billing information through the Online Account Access? * * To view your billing information, go to www.watertownmu.com, click on "Online Account Access" and follow the prompts.

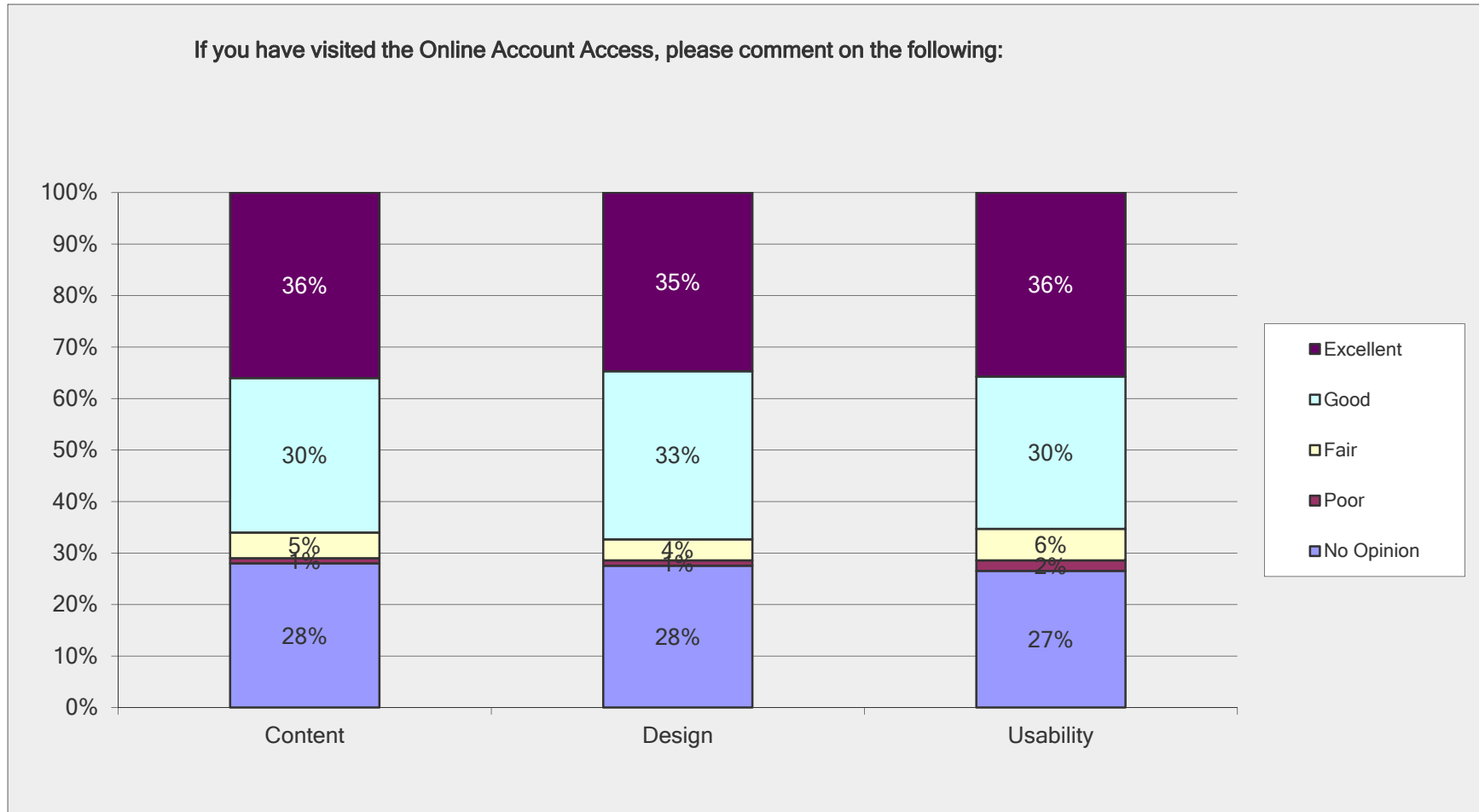
2009 Survey



2011 Survey



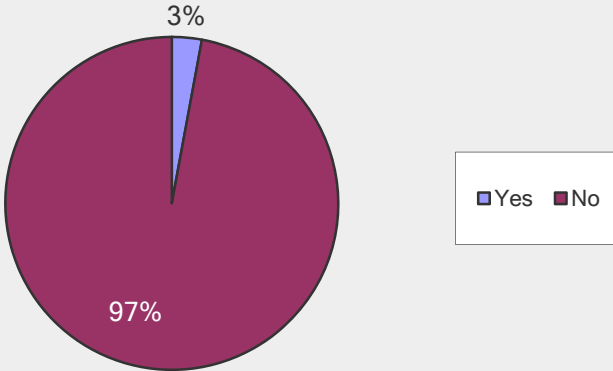
Question 17. If you have visited the Online Account Access, please comment on the following:



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

2009 Survey

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



2011 Survey

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

