



Watertown Municipal Utilities
2017 Customer Service Survey Results
October 30, 2017

Watertown Municipal Utilities

2017 Customer Survey Results Summary

10/30/17

- A total of 14,070 surveys were sent out and 1,084 surveys were returned, or a return rate of 7.7%.
- 2015 Survey had 1,102 or 8.1%
- 2013 Survey had 1,385 or 10.2%
- 2011 Survey had 919 or 7.2%
- 2009 Survey had 1,363 or 10.3%
- 2007 Survey had 817 or 6.5%
- 2005 Survey had 776 or 6.3%
- 2003 Survey had 1,127 or 9.4%
- 18 or 1.7% of the surveys wanted us to contact them regarding their responses on the survey. We were able to reach the majority of those customers.
- Of the 1,084 surveys, 194 or 17.9% had written comments. All of the comments are included at the bottom of this presentation and are typed just as they were written.
- All comments are listed under seven different categories as follows: Billing/Rates, Customer Service, Electric, Gas, Water, City Hall (these comments have been forwarded to City Hall's Finance Office) and Miscellaneous.
- Paper Copies returned made up the most at 1,059 or 97.7% of surveys. Twenty-five surveys were completed on line (2.3%).

Watertown Municipal Utilities

2017 Customer Survey Results Summary

10/30/17

Frequent/recurring comments noted on the survey included:

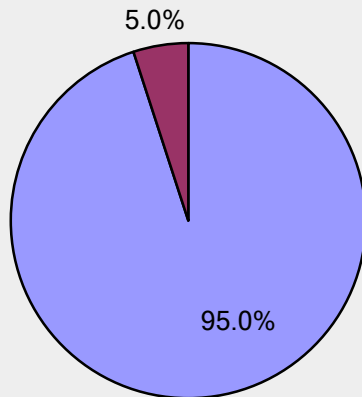
- Many positive comments regarding service and rates
- Comments and questions regarding follow up of the water line insurance questions that were asked on the 2015 survey
- Water quality concerns
- Questions regarding the customer charges on the monthly statements
- Comments and questions for City Hall regarding garbage and sewer

A “Frequently Asked Questions” bill stuffer will be sent with December bills to address the common questions and concerns from the survey.

Question 1. Are you completing this survey as a:

2015 Survey

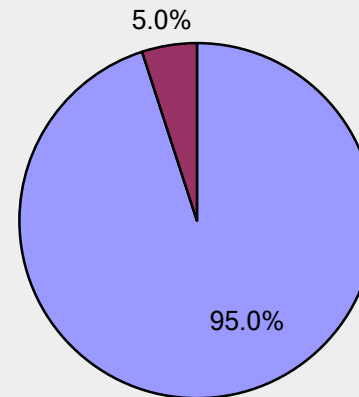
Are you completing this survey as a:



■ Residential Customer
■ Business Customer

2017 Survey

Are you completing this survey as a:

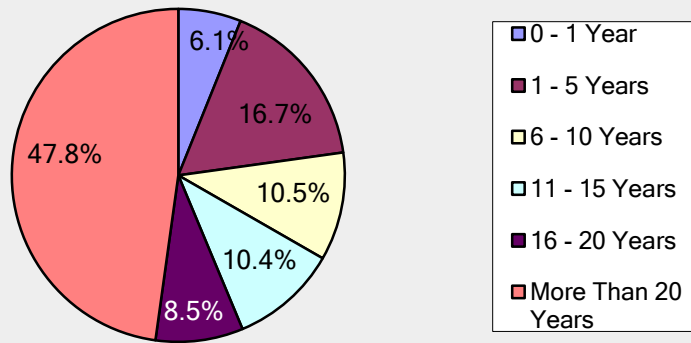


■ Residential Customer
■ Business Customer

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

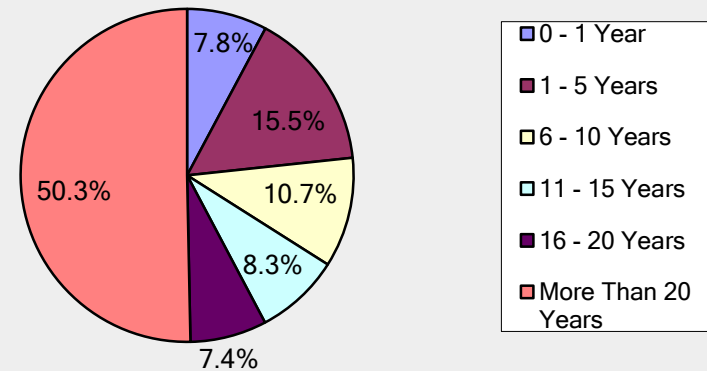
2015 Survey

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



2017 Survey

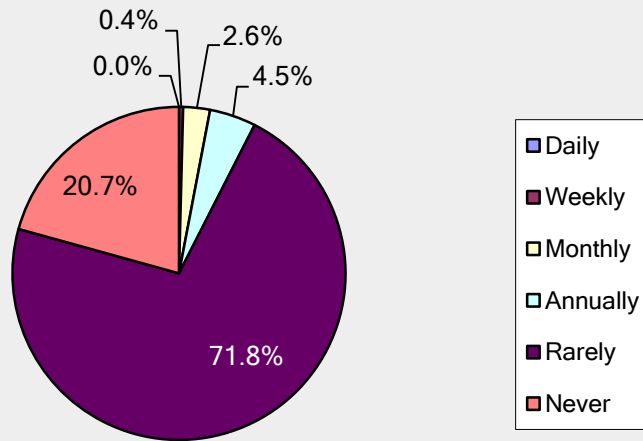
How long have you been a customer of Watertown Municipal Utilities?



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

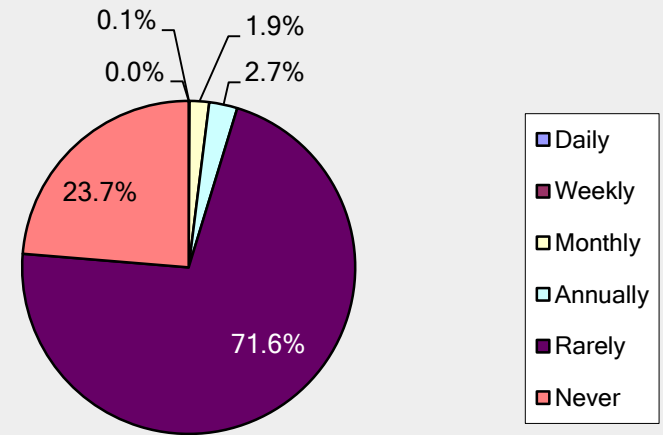
2015 Survey

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



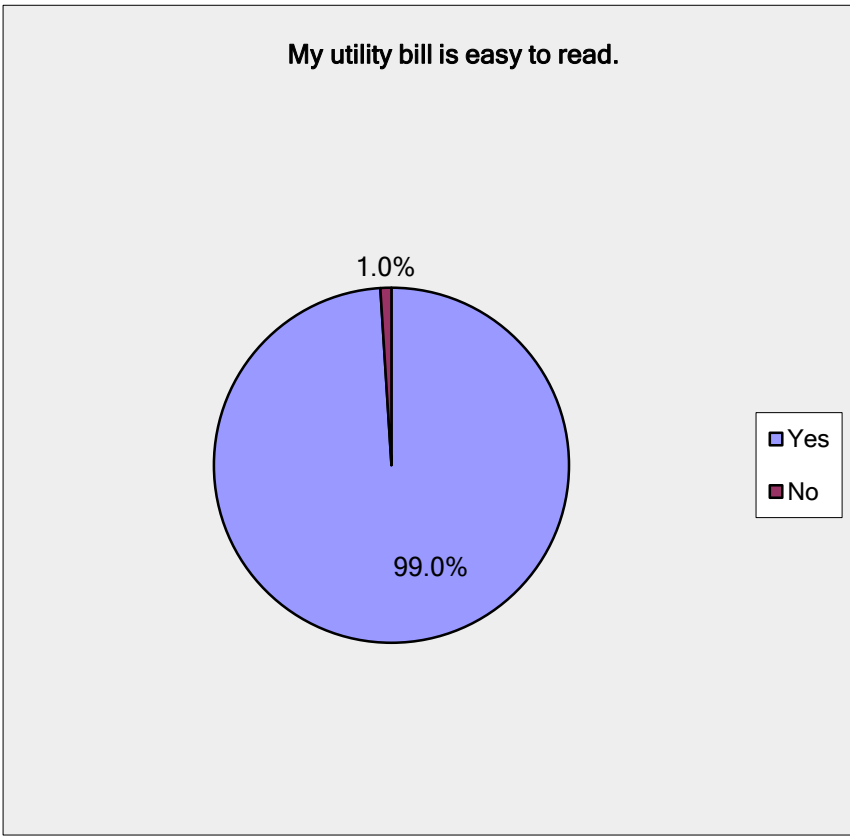
2017 Survey

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

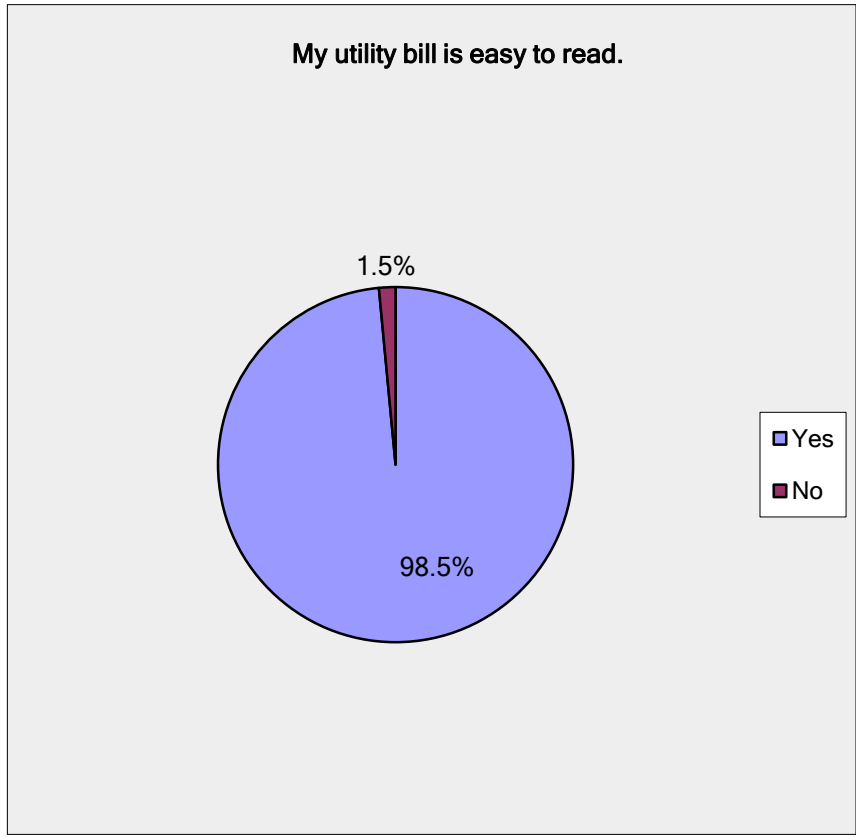


Question 4. My utility bill is easy to read.

2015 Survey

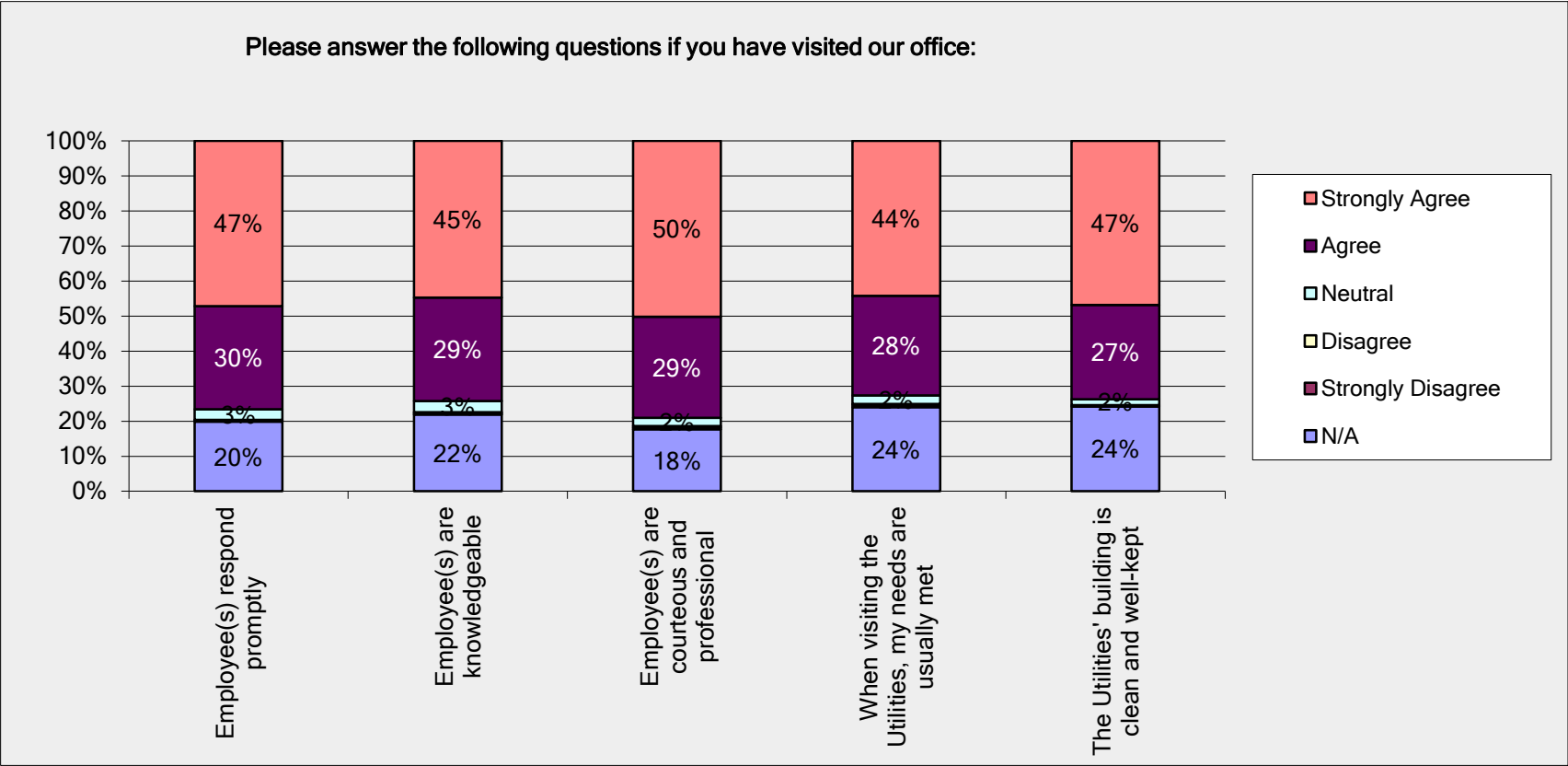


2017 Survey



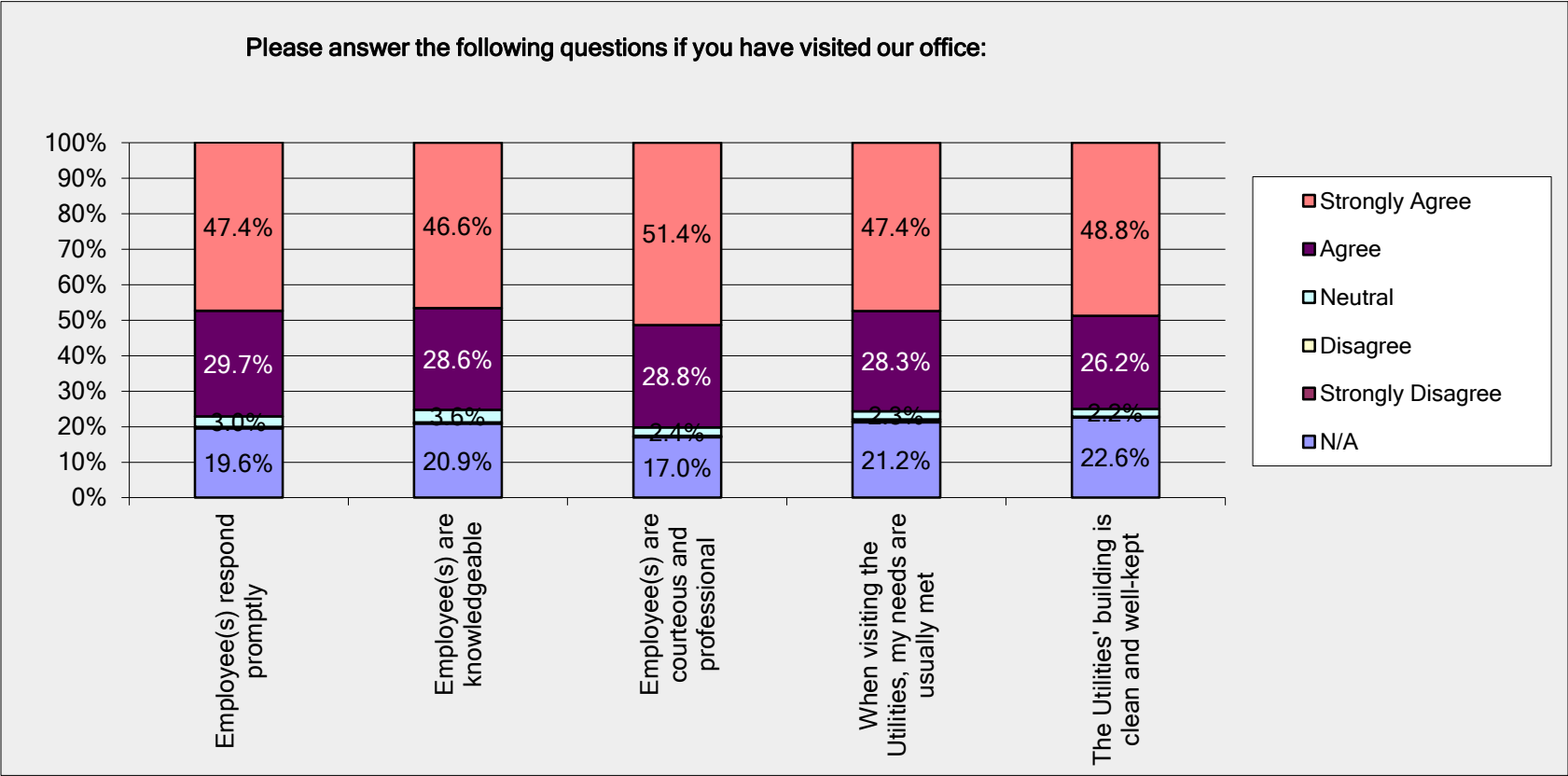
Question 5. Please answer the following questions if you have visited our office:

2015 Survey



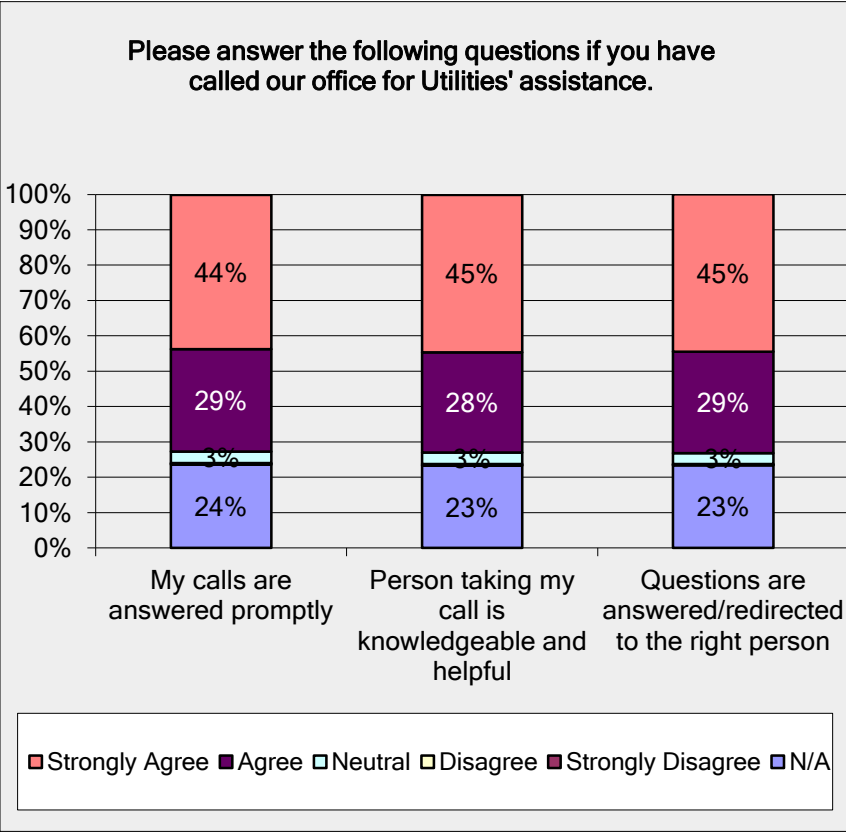
Question 5. Please answer the following questions if you have visited our office:

2017 Survey

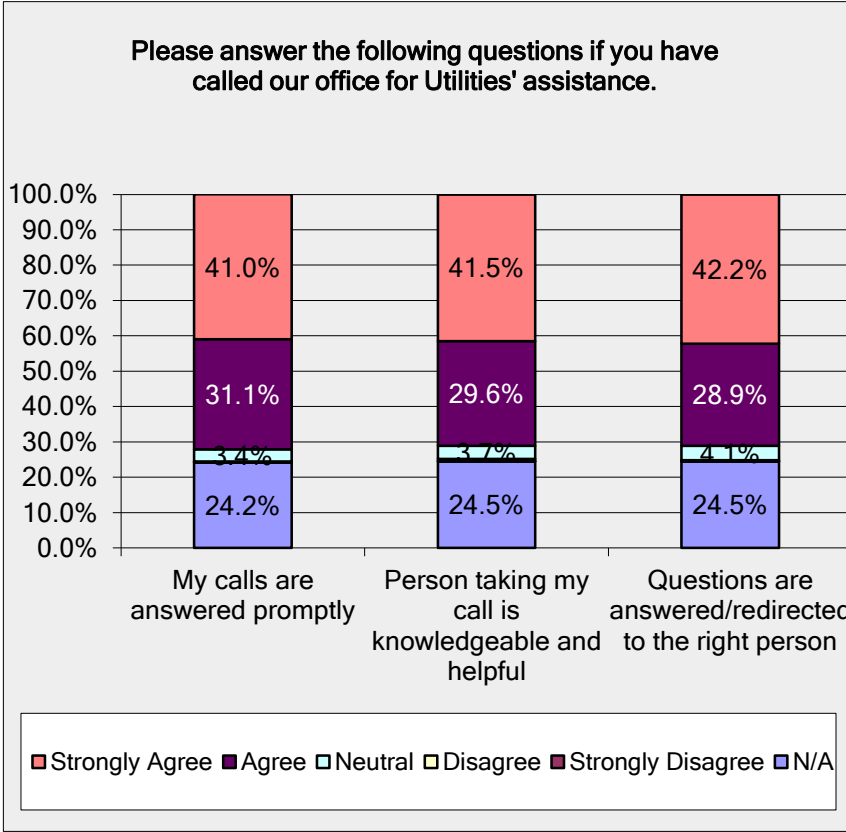


Question 6. Please answer the following questions if you have called our office for Utilities' assistance.

2015 Survey

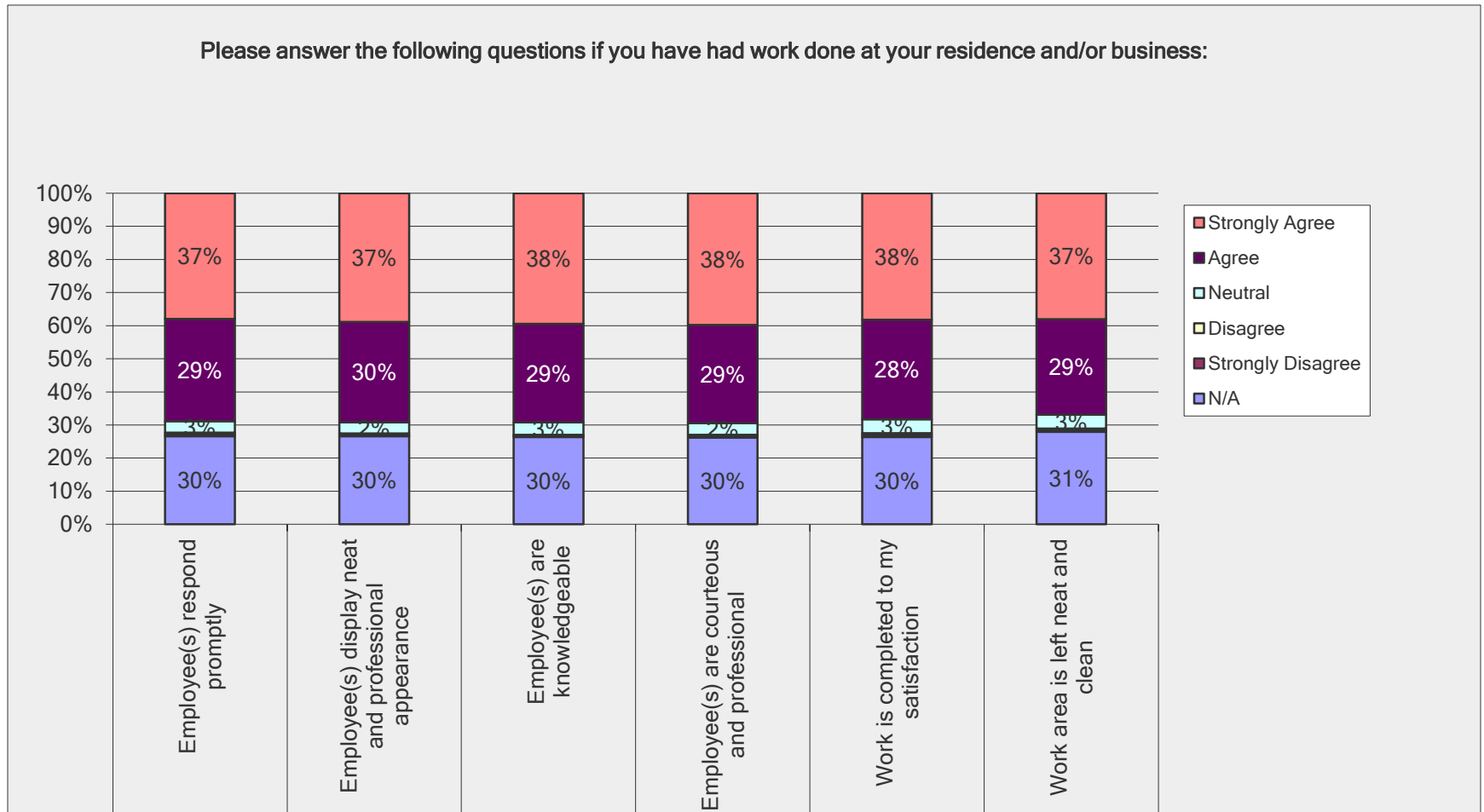


2017 Survey



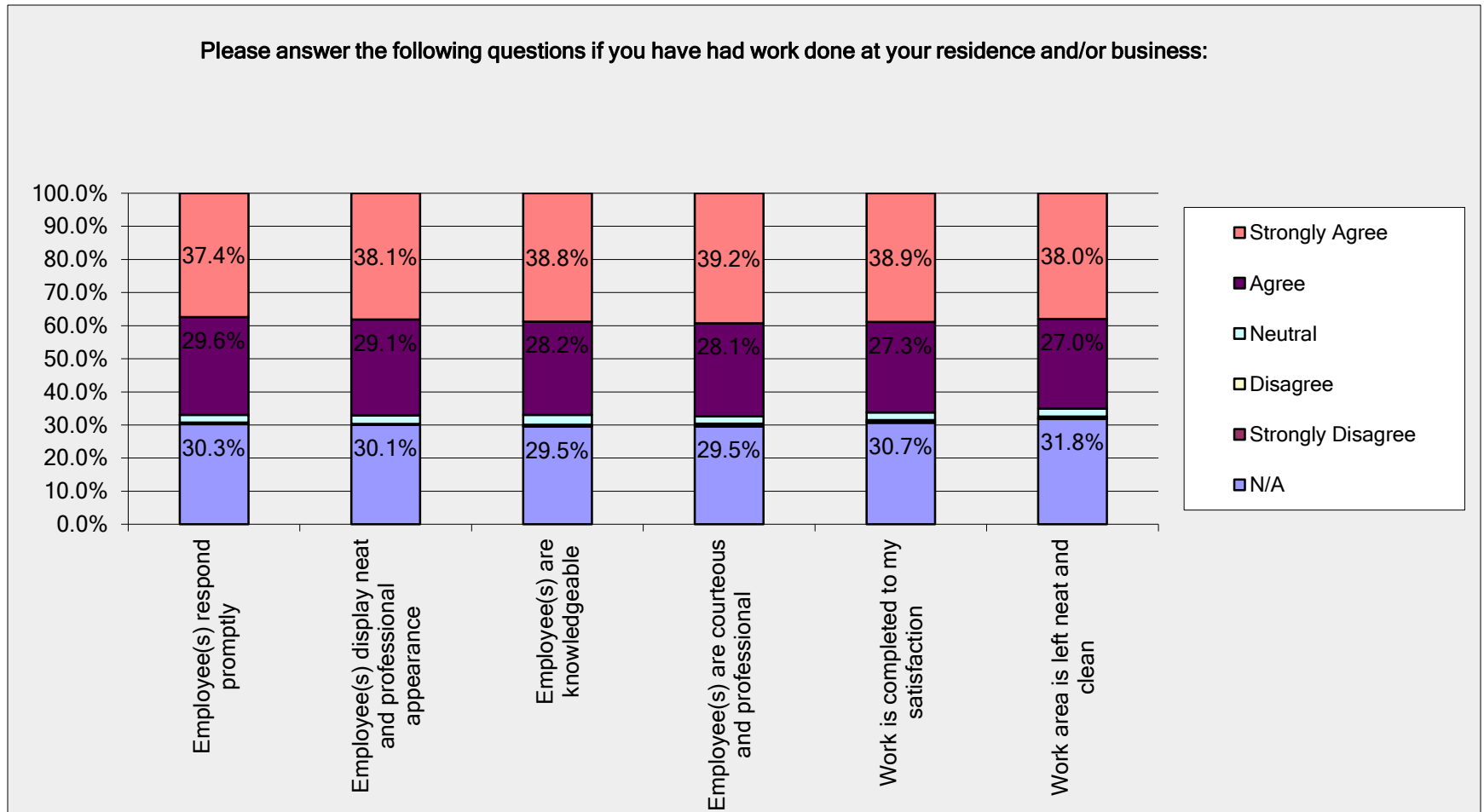
Question 7. Please answer the following questions if you have had work done at your residence and/or business:

2015 Survey



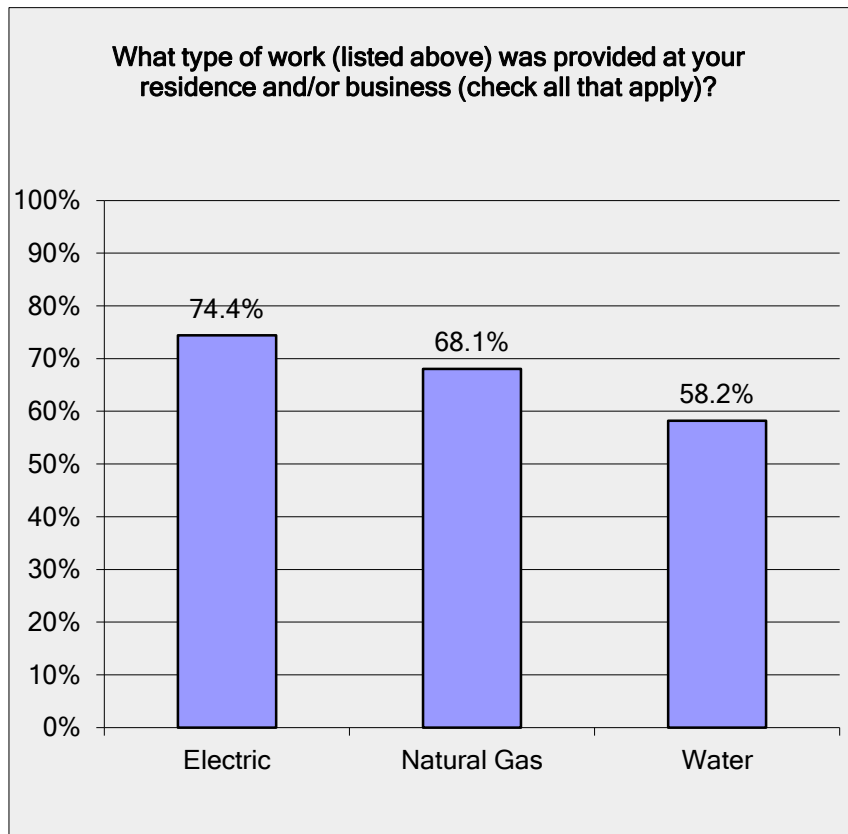
Question 7. Please answer the following questions if you have had work done at your residence and/or business:

2017 Survey

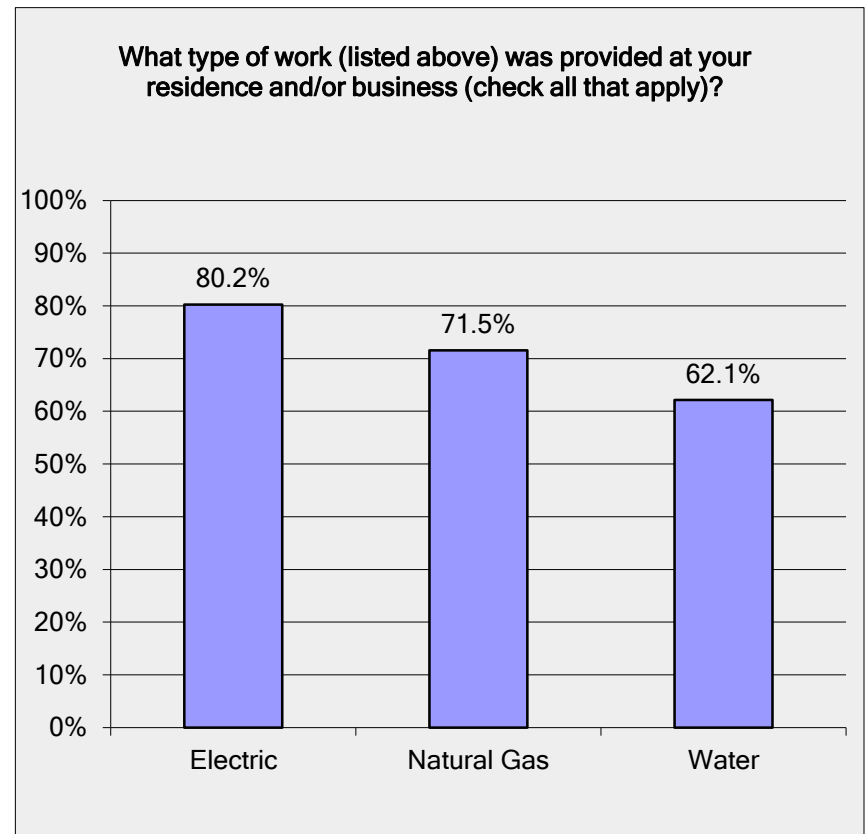


Question 8. What type of work (listed above) was provided at your residence and/or business (check all that apply)?

2015 Survey

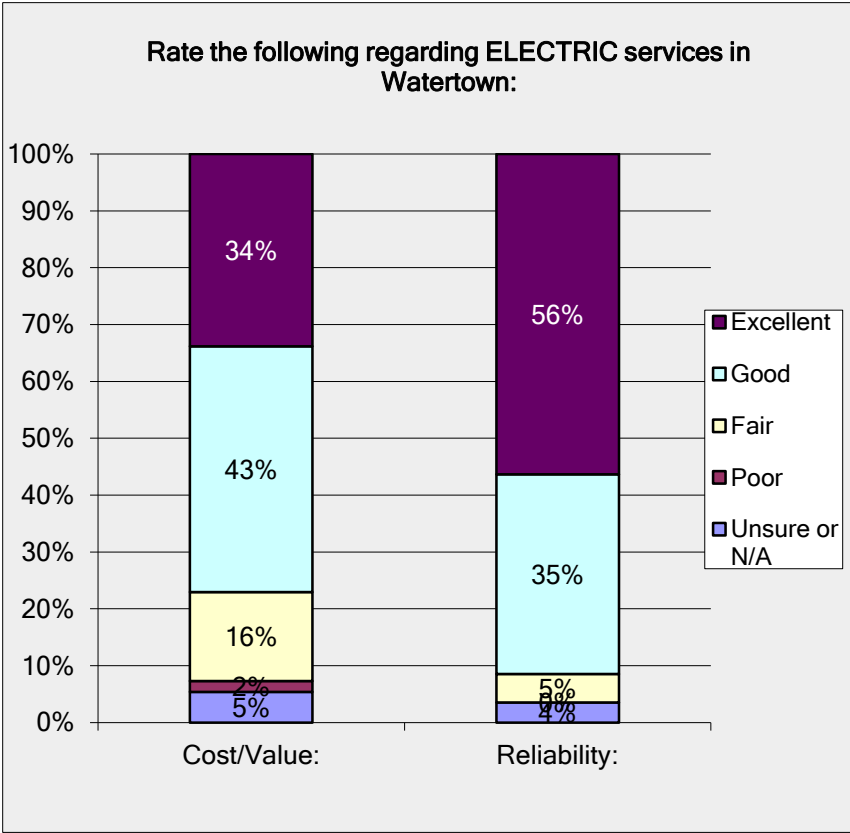


2017 Survey

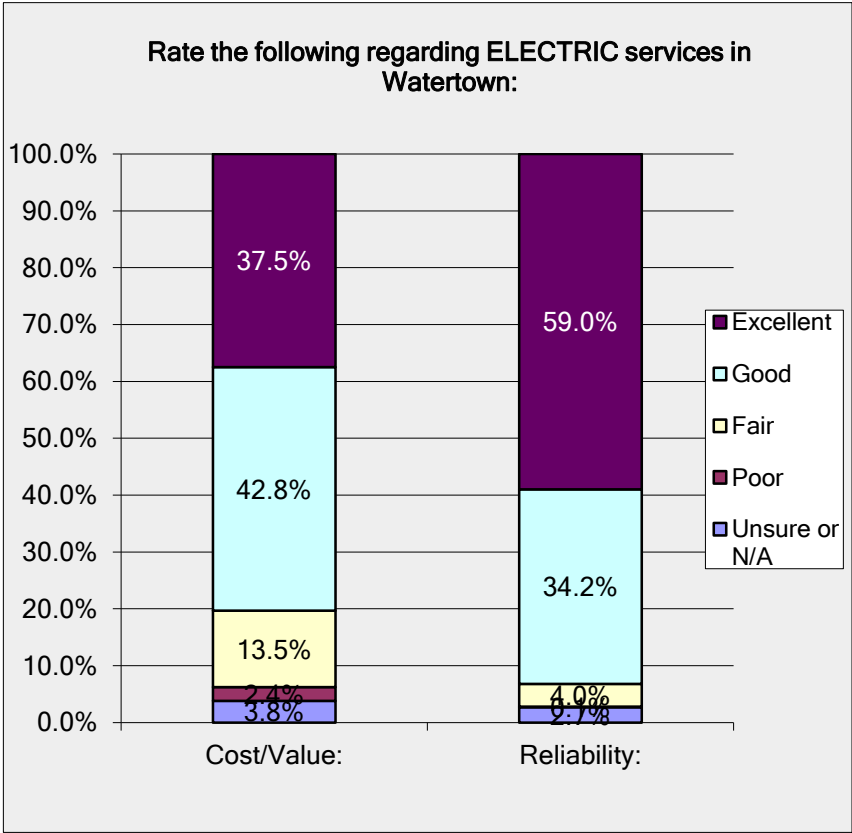


Question 9. Rate the following regarding ELECTRIC services in Watertown:

2015 Survey

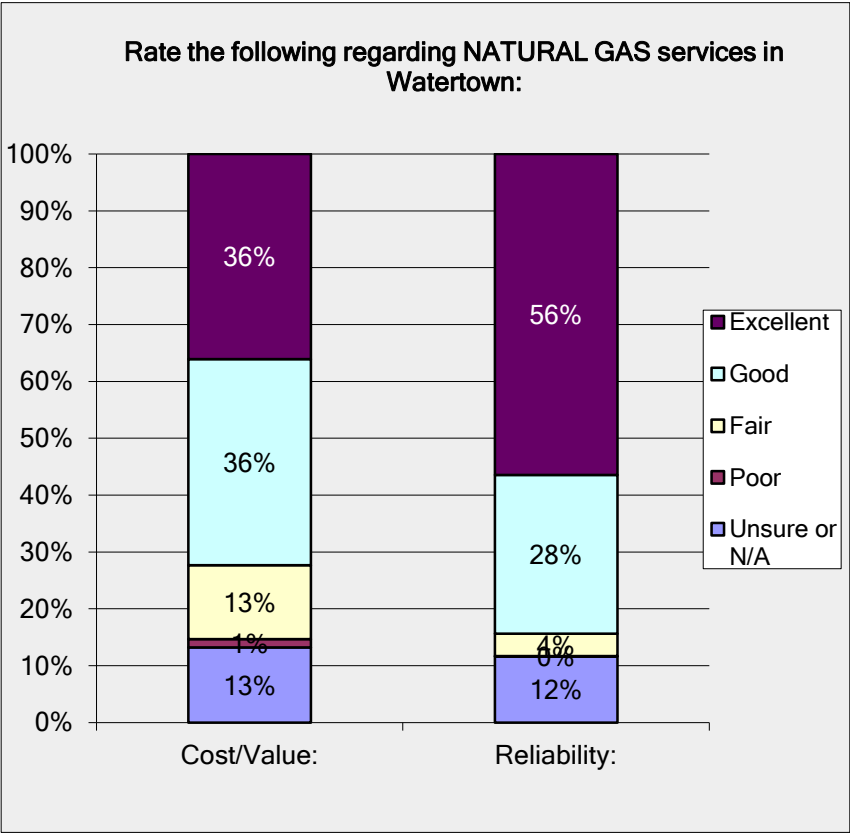


2017 Survey

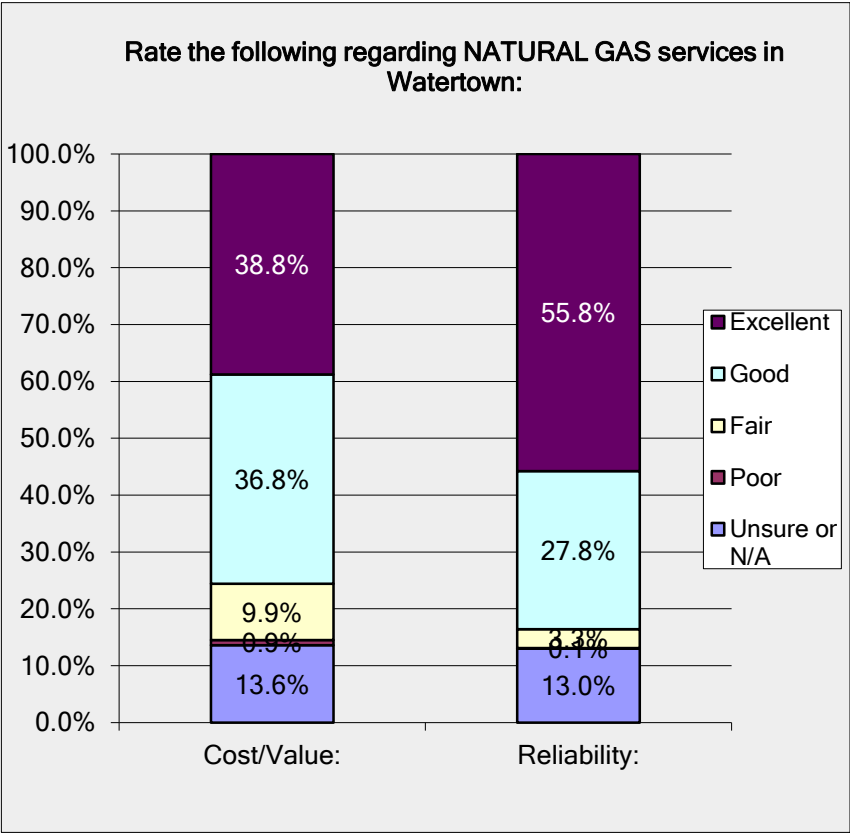


Question 10. Rate the following regarding NATURAL GAS services in Watertown:

2015 Survey

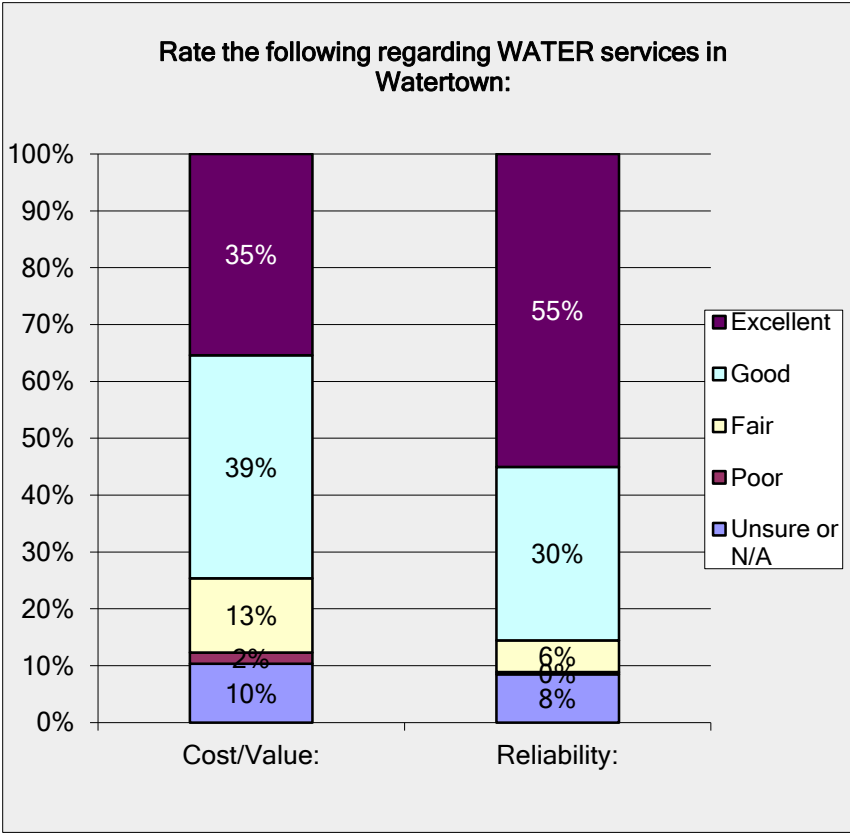


2017 Survey

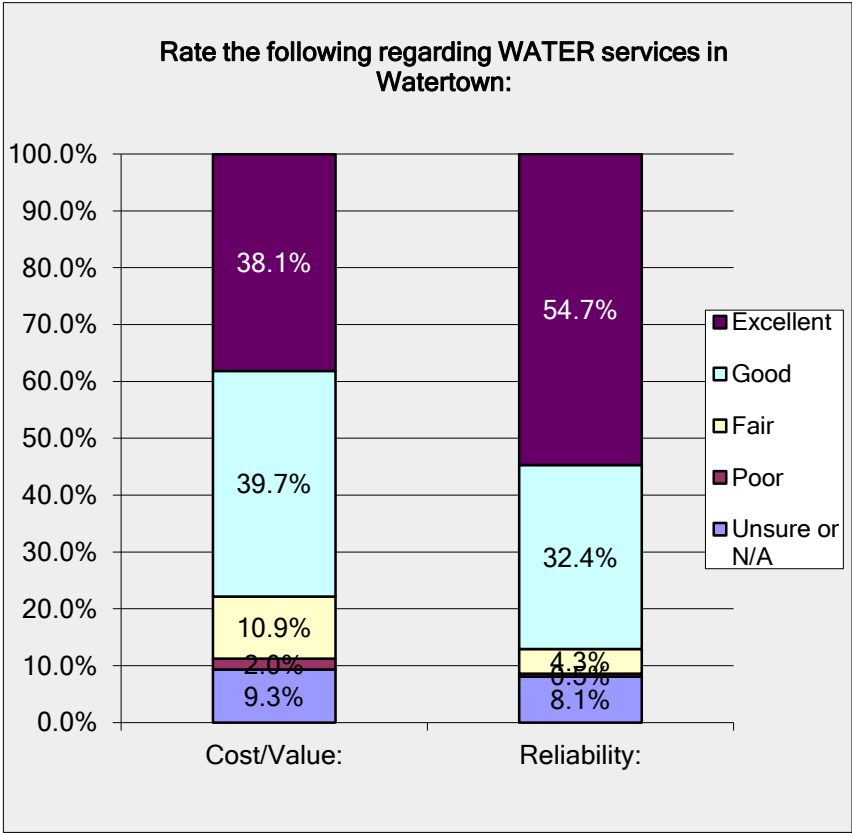


Question 11. Rate the following regarding WATER services in Watertown:

2015 Survey



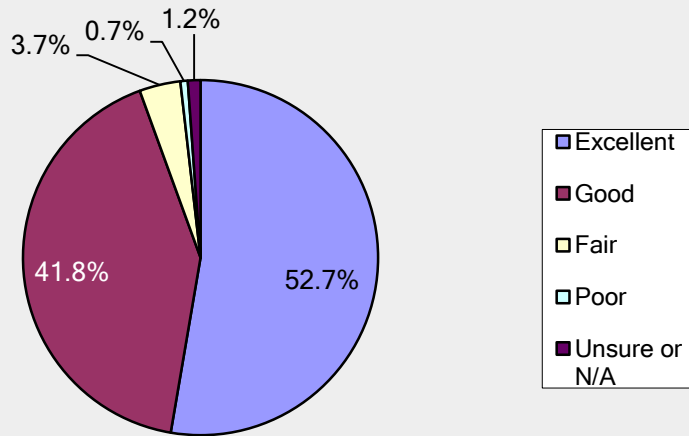
2017 Survey



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

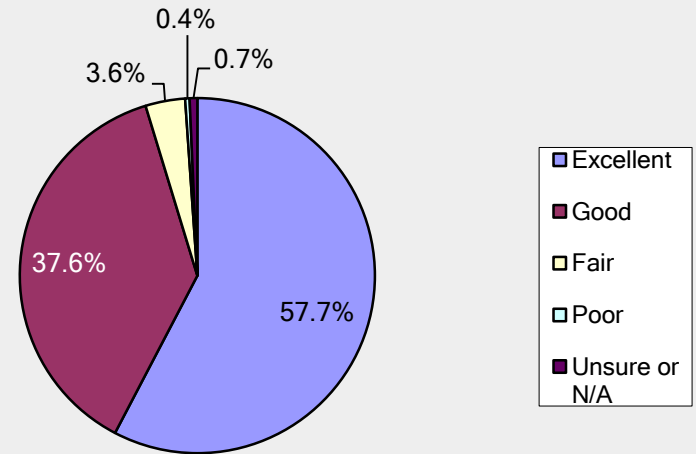
2015 Survey

Overall, my opinion of Watertown Municipal Utilities is:



2017 Survey

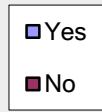
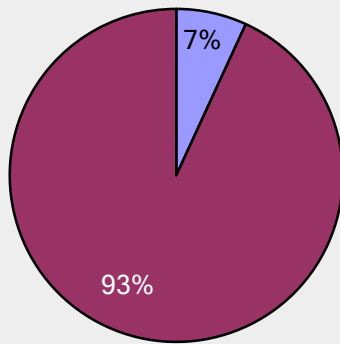
Overall, my opinion of Watertown Municipal Utilities is:



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

2015 Survey

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



2017 Survey

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

