

ITEM 5

AGENDA ITEM

- **CUSTOMER SATISFACTION SURVEY**

PURPOSE

- To present the results of the 2012 Customer Satisfaction Survey and seek the Board of Directors' comments.

BACKGROUND

- Objective D.2 of OWASA's Strategic Plan is to "*Develop a plan to measure customer satisfaction, now and into the future.*"
- On April 26, 2012, the Board of Directors discussed the draft of OWASA's first Customer Satisfaction Survey and authorized staff to proceed with the survey following final steps in the review process.
- The survey was designed to focus on core services including water quality, customer service interactions, etc. It was intended to be simple and easy to complete (less than 10 minutes).
- We mailed the survey in late May to a random sample of about 3,000 accountholders, and 441 or 14.7% responded.
- The next steps will include informing customers about the survey results and developing a service and communication improvement plan in light of the survey.

ACTION NEEDED

- Discuss the results of the Customer Satisfaction Survey and provide comments to staff.

July 12, 2012



ORANGE WATER AND SEWER AUTHORITY

*A public, non-profit agency providing water, sewer and reclaimed water services
to the Carrboro-Chapel Hill community.*

MEMORANDUM

TO: Board of Directors

THROUGH: Ed Kerwin 

FROM: Greg Feller

DATE: July 6, 2012

SUBJECT: CUSTOMER SATISFACTION SURVEY

Purpose: To report the results of the 2012 Customer Satisfaction Survey and seek the Board of Directors' comments.

Background: Objective D.2 of OWASA's Strategic Plan is to "*Develop a plan to measure customer satisfaction, now and into the future.*"

On April 26, 2012, the Board of Directors discussed the draft of OWASA's first Customer Satisfaction Survey and authorized staff to proceed with the survey. The survey was designed to focus on core services including water quality, customer service interactions, etc. but it also included questions about the value of our services and OWASA's identity.

We mailed the survey to a random sample of 3,000 accountholders in late May and received 441 replies, for a 14.7 % response rate.

Discussion: At this point, we have not attempted to draw any conclusions from the survey but we would like to offer some general comments:

- A single survey cannot provide a definitive picture of customers' perceptions. Future surveys will help provide a more comprehensive understanding including trends over time as we repeat key questions in future surveys.
- For some questions, follow-up surveys with a more specific focus may help us learn more about the beliefs or perceptions that underlie answers in the 2012 survey.
- We sincerely appreciate the willingness of customers to participate in this survey, and we will share the results with them as well as with the overall community in accord with the plan for the 2012 survey. We recently shared the preliminary survey results with OWASA employees.
- In accord with the implementation plan for the survey, we will develop a plan for service and communication improvements based on the survey results.

Recommendation: That the Board discuss the 2012 customer survey results and provide comments to staff.

Respectfully submitted,

Greg Feller

Greg Feller, Public Affairs Administrator

Attachment 1: Summary of responses to the Customer Satisfaction Survey

Attachment 2: Comments received in addition to service ratings

Customer satisfaction survey by OWASA -- 2012



1. How do you rate the taste of OWASA's drinking water?

		Response Percent	Response Count
Excellent		27.6%	118
Very good		38.3%	164
Good		23.1%	99
Fair		7.5%	32
Poor		2.6%	11
No opinion/not sure		0.9%	4
Additional comments:			48
answered question			428
skipped question			13

2. How do you rate the safety of OWASA's drinking water?

		Response Percent	Response Count
Excellent		36.8%	156
Very good		34.4%	146
Good		10.8%	46
Fair		4.2%	18
Poor		0.7%	3
No opinion/not sure		13.4%	57
	Additional comments:		27
	answered question		424
	skipped question		17

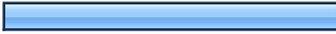
3. How much do you agree or disagree with the following statement: “OWASA does a good job of providing wastewater (sewer) collection and treatment services.”

		Response Percent	Response Count
Strongly agree		31.4%	135
Agree		45.1%	194
Neutral		11.2%	48
Disagree		0.7%	3
Strongly disagree		0.5%	2
No opinion/not sure		11.2%	48
	Additional comments:		22
	answered question		430
	skipped question		11

4. How do you rate the accuracy of your monthly OWASA bill?

		Response Percent	Response Count
Excellent		21.8%	95
Very good		25.5%	111
Good		24.5%	107
Fair		10.3%	45
Poor		5.7%	25
Not sure/no opinion		12.2%	53
	Additional comments:		67
	answered question		436
	skipped question		5

5. How much you agree or disagree with the following statement: "OWASA's monthly bill is easy to understand."

		Response Percent	Response Count
Strongly agree		31.4%	137
Agree		50.2%	219
Neutral		9.6%	42
Disagree		5.3%	23
Strongly disagree		2.3%	10
No opinion, not sure or not applicable to me		1.1%	5
	Additional comments:		30
	answered question		436
	skipped question		5

6. Considering the overall quality, reliability and cost of OWASA drinking water and sewer services, how do you rate their value?

		Response Percent	Response Count
Excellent value		15.5%	68
Very good value		30.3%	133
Good value		26.9%	118
Fair value		15.9%	70
Poor value		9.1%	40
Not sure/no opinion		2.3%	10
	Additional comments:		56
	answered question		439
	skipped question		2

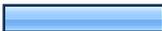
7. Have you interacted/communicated with an OWASA employee in the last year about any of the following? (Check all that apply.)

		Response Percent	Response Count
Billing or account matters		30.2%	130
Drinking water quality		1.4%	6
Sewer service		1.6%	7
Recreation at University Lake or Cane Creek Reservoir		4.0%	17
Other		5.8%	25
I have not interacted with an OWASA employee in the past year.		61.2%	263
	Additional comments:		48
	answered question		430
	skipped question		11

8. If you had interactions/communications with an OWASA employee in the past year, what was the overall quality of those interactions/communications?

		Response Percent	Response Count
Excellent		18.2%	73
Very good		10.5%	42
Good		8.0%	32
Fair		2.5%	10
Poor		3.7%	15
Not sure/no opinion		0.0%	0
I have not interacted with an OWASA employee in the past year.		57.1%	229
	Additional comments:		33
	answered question		401
	skipped question		40

9. If you read the "Blue Thumb" newsletter, how do you rate its quality?

		Response Percent	Response Count
Excellent		8.9%	38
Very good		23.9%	102
Good		19.2%	82
Fair		4.2%	18
Poor		1.9%	8
No opinion or don't receive or read the Blue Thumb		41.8%	178
	Additional comments:		31
	answered question		426
	skipped question		15

10. How much do you agree or disagree with the following statement: “OWASA does a good job of maintaining, renewing and/or replacing its infrastructure (water distribution and sewer collection pipes, reservoirs, treatment plants).”

		Response Percent	Response Count
Strongly agree		11.1%	48
Agree		35.1%	152
Neutral		14.3%	62
Disagree		0.7%	3
Strongly disagree		1.2%	5
No opinion/not sure		37.6%	163
	Additional comments:		25
	answered question		433
	skipped question		8

11. How much do you agree or disagree with the following statement: “OWASA does a good job of managing its financial resources.”

		Response Percent	Response Count
Strongly agree		4.4%	19
Agree		20.5%	88
Neutral		16.5%	71
Disagree		5.3%	23
Strongly disagree		1.9%	8
No opinion/not sure		51.4%	221
	Additional comments:		39
	answered question		430
	skipped question		11

12. How much you agree or disagree with the following statement: "OWASA does a good job of promoting water conservation."

		Response Percent	Response Count
Strongly agree		20.1%	87
Agree		46.8%	202
Neutral		14.8%	64
Disagree		5.3%	23
Strongly disagree		1.6%	7
No opinion/not sure		11.3%	49
	Additional comments:		48
answered question			432
skipped question			9

13. How much do you agree or disagree with the following statement: “OWASA does a good job of protecting environmental resources.”

		Response Percent	Response Count
Strongly agree		11.3%	49
Agree		40.0%	173
Neutral		16.6%	72
Disagree		1.6%	7
Strongly disagree		0.7%	3
No opinion/not sure		29.8%	129
		Additional comments	11
		answered question	433
		skipped question	8

14. Do you receive paperless bills from OWASA?

		Response Percent	Response Count
Yes		23.1%	99
No, I didn't know OWASA offers paperless bills		16.6%	71
No, I don't have access to the Internet		2.8%	12
No, I prefer to receive my bills by mail		50.8%	218
No for another reason (Please provide the reason in the box below.)		6.8%	29
Other reason(s) for not receiving paperless bills:			40
answered question			429
skipped question			12

15. How often do you watch televised OWASA Board meetings?

		Response Percent	Response Count
Monthly		0.2%	1
A few times per year		2.1%	9
Rarely		5.6%	24
Never		58.1%	250
I didn't know they were televised		31.9%	137
Not applicable		2.1%	9
	Additional comments:		18
answered question			430
skipped question			11

16. OWASA's "Taste of Hope" Customer Assistance Program provides financial assistance to customers who cannot pay their OWASA bill. The program is funded entirely by donations from customers. OWASA transfers customer donations to the Inter-Faith Council for Social Service, which decides how the funds will be distributed. Which of the following best describes your awareness of OWASA's Taste of Hope program?

		Response Percent	Response Count
I contribute to the program through my monthly OWASA bill.		10.5%	45
I contribute to the program but not through my monthly OWASA bill.		2.1%	9
This is the first I've heard about the program.		26.5%	113
I might contribute if I knew more about the program.		8.7%	37
I am not interested in donating to the program at this time.		36.3%	155
Sign me up. (Please provide your contact information below.)		0.5%	2
Not sure/no opinion		15.5%	66
	Additional comments/contact information:		24
	answered question		427
	skipped question		14

17. What kind of organization is OWASA?

		Response Percent	Response Count
A public, non-profit organization		61.3%	257
A privately-owned, non-profit organization		4.1%	17
A privately-owned, for-profit company		4.3%	18
Not sure/no opinion		30.3%	127
	Additional comments:		26
answered question			419
skipped question			22

18. I am interested in receiving information about the following. (Please choose all that apply.)

		Response Percent	Response Count
Results of this survey		69.8%	139
More information about the Taste of Hope Customer Assistance Program		21.6%	43
More information about paperless billing		22.1%	44
News announcements by e-mail		20.6%	41
	Other:		29
answered question			199
skipped question			242

19. If you requested information in question 18 above, please indicate how you would like to be contacted and fill in your contact information.

		Response Percent	Response Count
Please contact me by e-mail.		62.9%	112
Please contact me by phone.		2.2%	4
Please contact me by U.S. mail.		38.8%	69

Please provide your contact information below (name, e-mail address, phone and/or postal address):

152

answered question	178
skipped question	263

20. Please enter any additional issues or comments/suggestions for improvement in the box below.

	Response Count
	78
answered question	78
skipped question	363

Comments received in 2012 OWASA Customer Satisfaction Survey in addition to service ratings; personal identifying information omitted including Question 19 regarding contact information for follow up

1. How do you rate the taste of OWASA's drinking water?
1. It is good because I filter it. I noticed the change in taste whenever people spray their lawns with pesticides which produce runoff.
2. I use a Britta filter system and it is fine after that.
3. So very clear! Very impressed w/water clarity.
4. There is a strong chlorine undertone
5. Tastes better before it goes into my Britta filter, so I stopped using the Britta!
6. Every fall the water becomes undrinkable for about a month. Other than that, it's ok.
7. tastes like bleach
8. I don't even drink the water. It tastes like chemicals. Also, I tried to have a fish tank, & even treated, it killed all of the fish.
9. A little chemical after taste. We us a Britta pitcher to get rid of it.
10. It smells like bleach
11. Poor when straight from the tap. In my house I filter it through my whirlpool refrigerator, then through a Brita filter. This filters out whatever you put in.
12. I think there are a lot of chlorine in the water
13. I do not drink water it seems to have soap in it, when I run it don't look right I only , cook with it bathe, wash clothes and that's all
14. For me, it has too much of a chlorine taste, but I'm thankful to have water that's safe to drink, no matter how it tastes to me.
15. Pure water has no taste
16. Sometimes a little too much chlorine smell.
17. Chlorine taste in March was not pleasant
18. I don't drink the water
19. Although I routinely filter my water (Brita) I still drink water directly from the tap
20. We use a Brita filter for all our water. Tap water is too turbid and tastes awful.
21. cannot drink it
22. It's very good! My taste sensitive girlfriend said it may be a little chlorine heavy, but it tastes great to me. Thanks!
23. We only drink tap water & occasionally by bottled.
24. Sometimes in summer, I can smell the chlorine
25. Sometimes I can smell and taste the chlorine - not often
26. I don't use bottled water!
27. regularly there taste & smell of over-chlorination
28. It is very consistently good. Thank you.
29. Sometimes has odor
30. It has a fluoridated smell & doesn't taste clean sometimes. It taste processed.
31. smells bad

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Comments received in 2012 Customer Satisfaction Survey in addition to service ratings

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32. It is generally very good but there were a couple of weeks in November where it tasted "Earthy". However, the problem was resolved.
33. Bad taste in the summer
34. Can taste/smell strongly of chlorine - esp when you flush the system. We drink tap water that has been carbonated to disguise the taste.
35. I can't drink it. My family can. But with me it causes terrible diarrhea. It's this way since I moved here in 1980. I drink bottled water.
36. I filter all drinking water with Sears-Kenmore water purifier
37. To me, it's my familiar water. Tastes good just from the tap.
38. I never buy bottle water because I like the taste of my household water
39. We use a low cost Brita filter which raises the taste to very good.
40. Taste varies
41. Drinkable, but goes back and forth from tasty "creek-y" to tasting like chlorine.
42. As I generally get my drinking water via the filter in my refrigerator, I can't really speak for the taste of the drinking water, but when I rinse my mouth out after brushing my teeth there is no unpleasant aftertaste.
43. Use for a construction site.
44. My husband would have rated it lower but he is European and has never gotten accustomed to the chlorinated taste.
45. it's ok at first, but if you let it sit in a closed container it will develop off tastes and odors
46. I do use an under the sink filter specifically for the times when the decontaminant is changed.
47. The water from our kitchen tap has smelled and tasted, in varying degrees, horrible to tolerable but rarely good. We have appreciated OWASA service personnel who have come to our home to taste, sample and test the water even crawling under the house to see if that offers any clue as to cause. The tests in the lab have not revealed any organism or other explanation for the bad odor or taste. We simply do not drink from the kitchen tap or use it for cooking. Instead, we use the filtered refrigerator water or go to the laundry room. Yes, it is a hassle but we see no other solution.
48. It is almost always great tasting, but there are some days - maybe 1 day every three months - where the water tastes metallic or mildewy.

2. How do you rate the safety of OWASA's drinking water?
1. I know the water is safe to drink on a daily basis but I worry about long-term consequences of drink water contaminated with chemicals. see above
2. I am concerned as to how carefully chloramine was evaluated
3. So far, so good.
4. Probably not good since it smells & tastes like chemicals.
5. How can I know? I've not been sick from it, yet! Water leaves a pale pink ring in the toilets & pink on the refrig where water drips.
6. I might be safe I just don't drink it
7. never had a problem, so it seems safe enough
8. Not convinced that tasting chlorine is safe

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Comments received in 2012 Customer Satisfaction Survey in addition to service ratings

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9. I don't know
10. statistics per reports seem good
11. We suspect that the water is not very safe
12. Not sure what this means but it's potable - so excellent!
13. sometimes smell like chlorine or metallic
14. I hope it's safe to drink, nothing has happened yet
15. Don't know enough to comment, but I never had a cause for concern.
16. Don't really know about the safety, nor the criteria for safety.
17. I hope - how do you know
18. never gotten sick
19. I worry about the water treatment quality sometimes
20. I don't feel that I know enough about OWASA & their water treatment to rate the safety.
21. I know it exceed all set standards.
22. I haven't any facts. have heard through the years that the water is very safe but don't know for a fact I drink it every day don't buy bottled water
23. With the exception (March I believe) when you add chlorine - I still don't use bottled water
24. based on water quality report
25. A limited number of contamination incidents have occurred in recent years. I read about them in the newspaper.
26. Use for a construction site.
27. I am assuming. In other words, I have confidence that it is excellent.

3. How much do you agree or disagree with the following statement: "OWASA does a good job of providing wastewater (sewer) collection and treatment services."
1. Cost too much
2. No sewer service here
3. Some storm drains in Chapel Hill are stopped up & need cleaning
4. I would like information about this. Hopefully it is on your website.
5. Should not have to pay for sewer charges for water used on garden - could be based on the difference between non-winter usage and winter usage.
6. I should be able to put my outside sprinkler water usage on a separate meter - at a reasonable cost - so that I am not charged for sewer usage that I am not using. I don't appreciate having to subsidize the sewer rates for the rest of the town in this manner. It is not fair.
7. N/A
8. Probably OWASA does an adequate job: How would I know?
9. on providing water I do not have sewer would I did have sewer
10. N/A
11. I think improvement could be made
12. I strongly agree because we've never had any issues and I never have to think about it.
13. Come on guys, you do good work. Is this whole thing just fishing for comments/
14. Didn't you just win an award?
15. They charge far too much

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16. unannounced sewage blew back is annoying
17. Seems to go real smoothly, and I toured the wastewater plant recently and was very impressed w/the operation
18. You provide these services to me. I do not know how well you provide them to other customers.
19. I don't really know much about this. I live right behind the UNC Law School - which is an older part of C.H. I have no complaints.
20. There is nothing in the statement about the fairness or unfairness of the cost of the services.
21. I agree despite the sewer backup I had a few months ago, which was not OWASA's fault.
22. My brother-in-law has been to the OWASA facility as preparation for a talk he led on water. He was very impressed with the efforts undertaken by OWASA to collect and treat wastewater.

4. How do you rate the accuracy of your monthly OWASA bill?
1. My bill is a minimum rate, apparently of \$35 but I use little water. Is it possible to be billed on my actual?
2. I don't like that fact that there is rounding involved to determine my water usage.
3. Fluctuations make no sense
4. How would I know?
5. It's often rounded or estimated meaning we go to the high rate
6. Seem 4kr big step continues with relatively little changes in water use.
7. No way to validate usage. Volumes seem reasonable...
8. We have had a couple months within the past year where our bill one mo. was really low & then extremely high the next for no reason. It has always been corrected as soon as we call.
9. Seems accurate - but we only have the month to month comparison to go by.
10. seems very high for single person who does not water lawn nor wash car
11. I'm being charged for sewer erroneously.
12. I wish meter readings were captured to more decimal places and/or were not automatically rounded DOWN. I use very nearly the same amount of water each month -- my bill is almost always for 2000. However on a couple of occasions I have gotten caught in a "1000 in Month A, 3000 in Month B" cycle which leaves me paying a bit more (more than 2000 x 2 months) even though I used my normal amount of water. Before the introduction of tiered rates this was not an issue. With tiered rates it is an issue -- not a huge one, but something to consider addressing, especially since the existing meters appear to offer greater precision than is being utilized.
13. Your bills make absolutely no sense!! I'm sure I'm being overcharged also.
14. The bill doesn't reflect our water consumption value. It seems is done arbitrarily. Water is not fuel for car. Humans it we don't have water we die. We should not pay for drinking water.
15. We pay by "tier" we have no way of knowing how many showers will push us to the next "tier"
16. The monthly bills seem the same@e.mo-i.e. 4,4 etc - It is not possible that we are using the same amt of H2O e. mo

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17. But why do we jump up 1,000 gals. If I'm just over the 1st 1,000? Is that fair?
18. doesn't show per gallon cost
19. Unsure why it is not more constant, can't explain times the use is doubled
20. We are not the ones who check the meter!
21. had an issue with a reading - it was corrected promptly
22. I think my bill is probably accurate, but the way it calculates our water use from month to month varies in ways I don't understand. Therefore, I'm not clear on how to conserve more water in my ordinary day to day.
23. How can I know if it's right or wrong?
24. high variance across the year
25. Sewer charges for an irrigation system that does not utilize these charges. This is done 6 months of every year.
26. Variation in monthly bills does not reflect usage variation. Seems arbitrary.
27. I am a single person who travels a lot. I get billed a minimum number of gallons no matter how much or how little I actually use. I can't track my use or conservation
28. I don't like "block" method. Each month it's 1. 2. 3. Blocks, not so accurate.
29. 2x a year bill is too high, over what I use
30. I have no idea how I would judge that
31. over-charged
32. Too general billing by the huge increments
33. Our water bill is the same amount every month which seems a bit odd for total usage.
34. How would I know?
35. I am often puzzled by the bill. Occasionally my bill has said 0 usage when I know we used water that month as usual.
36. some months there is no correlation
37. Most bills indicate an "actual" reading. However, the actual meter reading in March 2012 indicated 0 gallons used when we were at home all month using water and sewer services. When I called OWASA to inquire about this, I was told that the was what the meter reader had recorded. How can this be accurate?
38. How would I ever be able to check the accuracy? I don't know how to gauge our water usage.
39. Do not know - do not check it - just pay
40. fee to turn water on is tooo high
41. When I found an error, it was corrected quickly.
42. We all always want our bills to be lower, no?
43. I don not think the meter reader is looking at the meter for my house...and I think they do not read & guess
44. !
45. Only one error in 21 years!
46. Difficult to determine if it is accurate due to the confusing rate structure - generally, the cost of water in one community is really high compared to other N.C. communities I am aware of
47. cost is high
48. varies & not always sure why

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49. There have been a couple times when my bill was higher than most months & I wasn't sure why that was.
50. No way to determine accuracy
51. I have no way of checking your accuracy
52. Need to set up easier auto-pay services on-line
53. Suspicious that several months of the same consumption are followed by sudden increase or decrease Real?
54. OWASA online bill service is not satisfactory. We were fined for \$45 for not through the system, but no one reminded us. We strongly think we should get refund for the fine.
55. We pay whatever we are billed. No way to check for accuracy.
56. I love the graphs showing past and present usage
57. Have bank automatic draft. Hope you will let me know if you suspect a leak. I try to keep faucets repaired for leaks
58. Our bill fluctuated a lot after the new wireless meter was installed (Jun 11) through Oct 11, and it was difficult to correlate to the meter value.
59. Once or twice I found the bill cannot possibly be correct--I even had you check our meter. The water in Chapel Hill is extremely expensive, especially in the summer!
60. It is a bit odd that some months my bill will show (on the bar graph) that I used 0(1000 gallons), and then the next month, back to 1 or 2.
61. I think there is a lot of estimating. Our meter box has not been opened in awhile (completely overgrown). One large bill was obviously a gross overestimation.
62. Measure in 250 gallon per month increments
63. One month usage will be incredibly high and not consistent with usage and the next month it will be LOW.
64. We once had a big mistake.
65. Accuracy seems good now; about 6-7 years ago, not so much. I received a few statements with inaccurate estimates while being assured that the bills were based on actual readings. I snapped a photo of my meter, with lots of leaves and pine needles undisturbed for at least a 3 months and emailed it to the general manager, who immediately responded appropriately. There has been no problem, to my knowledge since then.
66. I don't check the meter. I trust you guys.
67. it seems quite random - the difference between an estimate and an actual measurement is not clear

5. How much you agree or disagree with the following statement: "OWASA's monthly bill is easy to understand."

1. Hadn't thought about it
2. Would like to know what day the meter was read. Not sure if my water consumption varies each month or if the reading date varies & the billing period.
3. Am I being billed a minimum monthly amount?
4. I do online
5. Difficult to price up???? & interpret use?????. any ??? simple is amt.
6. Again, my bill fluctuates so much from month to month, I'm convinced your just making it up!

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Comments received in 2012 Customer Satisfaction Survey in addition to service ratings

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7. see above
8. I like the graph.
9. I dislike the estimation of usage
10. Generally the bill is easy to understand but when paying with an automatic bank draft the bills are a bit confusing.
11. Actual usage amount/amount used per week would be helpful
12. I don't really understand the extra fees associated with use exceeding a certain amount.
13. It is still costly!
14. no problems here
15. I like the graph.
16. My family speaks & reads Spanish, so for my parents it's difficult to read English but they understand how much to pay every month
17. About 2 weeks ago I called to get help understanding my bill. I was on hold for 15 minutes in late afternoon - finally a message said I could leave my name & number and would get a call back within 48 hours. No one ever called me!
18. I do not really look at it.
19. Water to unoccupied house has been cut off for several months so none being used - usage remains at 1 - but charges vary monthly - How can minimum charge with no water use not be consistent?
20. Don't understand why there is so much variation in price from month to month when I don't vary water use.
21. No explanation of Block 1, Block 2 (etc?) of water usage. Histogram v. helpful to track water use trends
22. Why does OWASA "Assume" that every drop of water goes down the sewer? I guess it's to make more money!
23. have trouble decipher sewer charges
24. see above
25. The line items are understandable but the usage items are not
26. I like the high rates for large users. Great idea shafting your best customers.
27. I think you can make sense of it but it could be made more understandable.
28. It should indicate what is an actual reading and what is an estimate.
29. because the sewer and water are combined, and one is dependent on the other, and the relationship algorithm is unclear, it is not easy to understand. I'm sure you can understand that
30. Nitpick: You want me to write my account # on the check I send you every month. You don't need 14 digits to tell one customer from another. If you have fewer than a million customers you only need 6 digits. How about lopping off those 8 useless digits and save us some busy work?

6. Considering the overall quality, reliability and cost of OWASA drinking water and sewer services, how do you rate their value?
1. Water only no sewer service
2. Extremely overpriced water + it is unethical/unjust to "estimate sewer use based on H2O

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use.
3. Very expensive!! I hope employees, like others, have not had significant or any raises recently. I would expect that some positions not be filled via attrition so others have more work to do - like most businesses.
4. Water is very expensive relative to other areas of this country
5. Expensive relative to Durham H2O and relative to other local utilities.
6. very very expensive!!
7. water here is more expensive than in previous states we have lived (except California)
8. see above.
9. Very expensive because when you water lawn, charged same as flushing commode -.! never H2O lawn
10. The only thing you have going for you, is that people have no choice where they can get their water
11. How can it be a good value or service, when you are charging \$45.00 delinquent charge for a \$50.00 monthly payment. If I have a problem to pay the \$50.00 how do you expect me to pay a total of \$95.00. It is preposterous. People should not pay for water to drink. No other country charges water for drink.
12. value implies that there is an alternative
13. I really don't have a point of comparison but the bill increases & increases. It doesn't seem like it should cost so much just for water & sewer services.
14. Seems a bit expensive to me.
15. too expensive
16. Rates are much higher than other agencies
17. service is excellent, but water isn't cheap (applies anywhere)
18. Water price is too high Quality is good
19. cost are high
20. Sometimes I go 3 months w/o anyone at my condo, yet I pay an obscene fee for nothing. It's outrageous.
21. I've never had any problems. Again -Thanks!
22. I love OWASA water
23. This water district prices are very high compared to other cities I have lived in. Especially when water supply is plentiful. I understand the need for improvements but they should not be disguised as need for conservation (i.e.: price to reduce water use.)
24. *Rate structure makes water & sewer costs too high for homeowners. *Sewer charges should not apply to water used for lawn irrigation.
25. Cost is extremely high; but I understand the history of the causes over the past decade.
26. We think it's very expensive.
27. OWASA is way too expensive!
28. High priced
29. Compared to other US cities/ in US, they are charged every 3 months, and the price is still cheaper than OWASAs charge per month.
30. If you could provide some references from other companies, then I could tell you whether I think OWASA is a good value.

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31. Fees are too high, OWASA needs to be more frugal.
32. Don't have much to compare it to; seems very good.
33. very expensive
34. Cost has increased too much over the years - we pay a lot more for our water/sewer services than others who live outside OWASA area
35. much too expensive and very, very poor water pressure
36. Bill is too high
37. OWASA's costs are largely fixed. The inverse block rate structure has worked too well and as a result water cost/gal are out of line compared to others in OWASA's peer group.
38. My impression is that OWASA has some of the highest costs in the State -
39. >\$1/day for water. (almost \$2/day). Good value compared to cost of electricity.
40. I have lived all over the country & in several other countries. Except for Okinawa OWASA's H2O bill are the highest anywhere I have been. My mother lives in N.Y. where most of her living expenses are higher than here (except for H2O) !!
41. Water is expensive. I conserve as much as possible. The sad is the less we consume the more you charge
42. I was upset during the last major drought when we were doing everything possible (collecting shower water for garden plots, always turning off water to shower and brush teeth, boiling water rather than letting the hot tap run til it got hot, etc.) then you raise the price of water because not enough was used and had capital investments to pay for. I was furious as were most I talked to
43. Since I have automatic draft how can I see a copy of my bill. Just two people live here & I wash clothes once a week - I have no way to gauge my use with no bill in hand
44. I am paying too much for one person.
45. The loss of water during summer months is outrageous and I have a tiny yard & house.
46. I think it is fairly expensive
47. Ambivalent that rates keep going up even after efforts to conserve (by everyone) in response to seasonal rates--saving water is good, should not be penalized by across the board rate hikes.
48. Experience?? I have nothing for comparison in this area
49. In 1985 I bought this house. My water bill was then 9.50 a month. Now the water bill is average of around 38.00. My power bill was average the same then in 1985 as is now. Why has the water bill so much higher but power bill is about the same.
50. Costs increase as needed to meet OWASA/government needs, not the needs of consumers. Costs have increased during the years of poor economy. Costs have also increased as consumers have conserved water!
51. OWASA clearly has a fat budget. Newest, cleanest vehicles on the road.
52. Rates are quite high compared to other states in which I've lived (Ohio, Colorado). The water service in Columbus, OH and Ft. Collins, CO was just as good, if not better (Colorado), but was not nearly as expensive. I believe that the sewer charge is out of line because it is based on 100% of what is being used. The portion of the total amount that is used for outdoor irrigation is being returned to the watershed directly without incurring processing costs. I think that we are being charged twice for that water.
53. Seems expensive to me. Really did not like being asked to conserve water, and then being

told service cost was rising due to conservation efforts.
54. Compared to other places I've lived, my water is pretty expensive here.
55. Rates much higher than anywhere else I have lived!
56. Expensive

7. Have you interacted/communicated with an OWASA employee in the last year about any of the following? (Check all that apply.)
1. I did several years ago. Situation was explained, resolved with no difficulty or unpleasantness
2. About getting our road paved. Sewer/water pipes were replaced 3 years ago in Colony Woods & all the roads still are not repaved EE was very nice.
3. We wanted to know how OWASA was involved in storm water management when development threatened flooding into a sewer manhole close to a perennial stream.
4. Asked OWASA to clean up debris accumulated by pipe crossing stream. They did an excellent job.
5. helped diagnose leak on property. Very responsive and helpful! Great job
6. Water was very dirty. Work was being done in our neighborhood and I did not get notice. I did get the notice the next week when it was to happen again.
7. Thank goodness too!
8. turn on service
9. I did several years ago. Situation was explained, resolved with no difficulty or unpleasantness
10. We called OWASA's laboratory staff for help solving a problem of bad tasting water coming from a bathroom faucet. They have been helpful as we try to solve the problem.
11. Customer Service for billing/accounts is awesome Bob G is pretty good
12. Location of sewer lines where our line connects to street (not where it is on our property) - was told OWASA could not provide that information.
13. Starting a new account was incredibly easy.
14. Broken water main on street, OWASA folks came and fixed it promptly.
15. But I did before that time extensively
16. Depend who answers phone as to how helpful
17. As would be expected, employee was extremely rude, didn't care, & did nothing to help me.
18. actually @ 2 yrs ago
19. Very nice
20. N/A
21. I always call in to pay my bill over the phone
22. excellent staff at OWASA on the phone and in person. Every utility ought to have staff like OWASA does. Welcoming, knowledgeable, through, good listeners, problem solvers.
23. Setting up online payments
24. The change of billing address. I pay my bill on-line with Wells Fargo. They did not have the new billing info even though I was told Wells Fargo is the new recipient

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25. We rented a rowboat for a romantic afternoon. I thought I'd row us out on the lake, turns out I'm awful. The lady had to row us back. the employee even had the courtesy not to laugh! And he was friendly! Kudos.
26. had water leak, problem resolved
27. First use of automatic draft was not clear & conversation with OWASA rep re this was very well received.
28. setting up new service
29. Have only had service for tow months
30. Sewer line easement questions
31. I think OWASA did an eval of water flow on our property this year
32. they are always courteous & helpful, by phone & in person
33. I am very concerned about OWASA not being able to access its Jordan Lake allocation before declaring a water shortage event. Local politicians believe Jordan Lake water quality is poor - but the water quality reports say otherwise
34. High cost
35. Saw employee at the OWASA booth on Carrboro Day
36. Water usage - Employee brought it to my attention increase usage and to check a leak.
37. Asked about Univ. Lake level. Received very courteous response
38. I have been a water customer since 1953. At that time UNC operated the system.
39. Adding service after move
40. water standing on curb and grass near street
41. Marking of water lines on my property before digging.
42. Water main broke under the street in front of my house.
43. I'm in an office in Raleigh, but I'm sure that the guys in the field have ment many.
44. Service call from neighbor. We accidently turned off his water. Employee could not have been nicer.
45. I went into the office to change the name on my account, and the attendant was kind and helpful.
46. water pressure from street line
47. I had a pleasant interaction with a man who came to the door.
48. Had a broken water pipe, and OAWSA shut off the water.
49. ****NOTE: This question says "check all that apply," but the buttons are radio buttons rather than checkboxes, meaning you can only select one. This should be fixed on your survey ASAP.**** I have talked with OWASA employees about my bill twice because of leaks we had at our house.

8. If you had interactions/communications with an OWASA employee in the past year, what was the overall quality of those interactions/communications?
1. I had a waterline break & was charged \$500
2. Employee was courteous but rather than answering specific question seemed to have a "spiel" they gave which was not necessarily pertinent.
3. Very nice and courteous!
4. see above
5. I went into the main office to change the account that I use to pay OWASA automatically

every month. Although the employee was very courteous and I filled out the proper paperwork right there in front of her, the change was never made. It was a total waste of my time.
6. Thank you to Robert herring and Rachel Monschein for their assistance in trying to solve the problem described above.
7. Excellent - accounts ULake - very good
8. See above - the answer to the above question will become apparent when new construction in the neighborhood cuts into the existing sewer lines.
9. During one time person excellent rest of time very
10. I got a great explanation of why the water in the fall tastes so bad, and how long it would last.
11. Very very rude! Almost nasty. I guess you can treat people anyway you want when they have no choice but to do business with you.
12. She was very nice & helpful.
13. I have questioned why the high variance of my bills since my consumption did not change. I got a lecture on budgeting - a new low for customer service!
14. very nice/professional people
15. see #7
16. friendly and helpful
17. The woman I spoke with was excellent - friendly & helpful & very knowledgeable
18. see #5
19. The woman who answered the phone could not answer my question about the accuracy of our meter reading. She politely said that she would check into it and would call me back. She did call back the next day and told me what she had learned. This was good service. Unfortunately, she could not tell me why we had used 0 gallons in March when we were home every day.
20. Very
21. I got my request in 2 wks
22. Very good for University Lake Reservoir Poor for employee communication
23. they are always courteous & helpful, by phone & in person
24. Over the years I have spoken or written to senior staff people who without fail are helpful and responsive, A+
25. We think we were unfairly charged for the fine.
26. I am sure it would have been a good experience
27. Guy came out but no one let me know. Said there was not enough water to sample. Why didn't they come after a rain and why did I have to call them back?
28. Left a detailed message with my name, number, and address but did not get a reply back.
29. I had 2 billing relate inquiries with OWASA employees--in one instance I'd not received a bill and thus missed a payment, in the other the right payment was made to the wrong account (acct changed due to a local move). In both instances the employees were rude, condescending, and acted as if they thought I was lying (e.g. not getting a bill). Having been a reliable bill paying customer for years I was really surprised and disappointed with

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the behavior of these OWASA employees.
30. Still couldn't answer question.
31. Had trouble getting the automated payment to work; ended up with me accruing late payment charges; eventually settled the issue after speaking with representative
32. I had a slowly running toilet one month which resulted in a higher than normal bill. I fixed the running toilet and then I called and was offered an adjustment. This was a great customer service interaction. However, just a few months later, we had a massive leak when a pipe broke overnight. Our bill was way higher than normal. I called to discuss an adjustment or at least spreading my payments out a bit, but the interaction did not go as well as before. I understand the need to set a policy for not adjusting twice in a short time period, but to not allow one-time payment plans to spread the impact over a few months is ridiculous.
33. Started to have direct payment from bank account and didn't feel very satisfied with the help over the phone.

9. If you read the "Blue Thumb" newsletter, how do you rate its quality?
1. New customer in Jan. 12 so most of following questions answered are "no opinion".
2. A total waste of time and money. Your "news letter" is a self-serving load of "solid waste"!
3. Don't read it usually
4. I would like a Blue Thumb newsletter.
5. wouldn't waste my time
6. Well written & informative
7. I receive inserts that are informative with my statement
8. Keeps you up to date in regards to the community/involvement OWASA
9. I really don't read it
10. It is a waste of money
11. I did not read if I got it.
12. But.....keep it up. The newsletter is getting better.
13. This, like the present survey is a waste of public relations expenditure
14. not worth paper
15. Waste of money & trees
16. Terrific, very helpful
17. I don't read it frequently - usually only when we have drought concerns. But the design and content of Blue Thumb is very good.
18. Save money - Do not send it
19. never actually read it
20. ...but sometimes it's a lot to read
21. Use "Blue Thumb" to deal with issues raised for question 20.
22. But only read it occasionally. What about radio ads? (never/rarely watch TV). Newspaper ads?
23. It is a very good way to allow the customer to get a better understanding of info. that otherwise is missed. Very helpful.
24. I appreciate its impact. Keep up the good work.

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25. more nerdy detail about treatment, etc. would be cool--transparency builds customer confidence
26. I don't have any suggestions for improvement
27. Waste of money! I don't need the pitch. What am I going to do if I don't think your great? Buy from another company!
28. Don't receive one
29. If I get it in the mail (postal), I think I skim through it to get any important news, but cannot say anything beyond that point.
30. never read it-waste of paper and postage
31. I think it's a waste of money. I think most people just toss it in recycling, as I do.

10. How much do you agree or disagree with the following statement: "OWASA does a good job of maintaining, renewing and/or replacing its infrastructure (water distribution and sewer collection pipes, reservoirs, treatment plants)."
1. How would I know for sure?
2. no idea
3. It took a while to fix the sewer pipe under the Friendly Barber shop - but I don't know involved fixing that type of thing is.
4. Don't know!
5. no idea
6. It has been very disruptive in our neighborhood this spring as pipes are being replaced
7. I've had no problems for the year I've been here.
8. I don't know what OWASA is doing to improve the infrastructure.
9. I personally had to pay \$15,000.00 to replace sewage line which connected to OWASA's main, including repaving main street.
10. At the expense of cost, no reason to pay the directors, what do they contribute?
11. they charge monthly as if they are always replacing - maybe with gold piping
12. Have not spent time learning about it
13. Projects appear well managed and executed quickly
14. Don't ready know about infrastructure
15. One reason of several why rates are so high, but a legitimate one.
16. As far as I can tell; haven't noticed any breaks
17. I see you cleaning out sewer line)in the easement) on a regular (but not frequent) basis.
18. I have no complaints
19. Based on info in your newsletter and work I see occurring near our house.
20. Hey, with the rates you charge we should be getting Perrier piped to our houses.
21. Given the quality of the water and sewer collection so far, I would think that OWASA does a fairly good job of maintaining its system.
22. I don't know but I have not had a problem with the water/sewer service.
23. When the pipe broke in front of my house, they were quick to replace it, but noted that the whole street was old and subject to more breaks. Yet, nothing else has been replaced. I guess the approach is "if it's not broke, don't fix it." Just wait till it breaks?!

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24. If I get it in the mail (postal), I think I skim through it to get any important news, but cannot say anything beyond that point.
25. gotten a lot better

11. How much do you agree or disagree with the following statement: "OWASA does a good job of managing its financial resources."
1. While better now, I believe OWASA extends its system without good long-range view. New developments, irrigation systems given preference
2. how would I know?
3. don't know
4. To my knowledge I really don't have any insight into the finances of OWASA.
5. consumption
6. no idea
7. see comment Q3.
8. You overcharge for water!! When I lived in Raleigh, I paid approx \$25 - a month for water. Water here is at least triple
9. I believe the cost of the services are too high. Better management of resources could reduce cost to customers.
10. I don't know how the manage them.
11. this question is hard for the public to answer without knowledge of OWASA financials, etc.
12. with conservation last 6 years. Less sales + same expenses = rates cost has gone up! conservation = less sales
13. N/A
14. Don't know!
15. Water is expensive
16. no idea
17. not thrilled that OWASA forced us to conserve water during the drought (right thing to do) but then raised our water rates when we were very successful in reducing our water usage. We get nothing out of our conservation.
18. I conserve, and then you raise my rates, punishing me for doing good. This stinks.
19. please send a bill statement for audit purposes, alternatively don't ask foolish questions that are not evidence based
20. All I can say is that OWASA is 5 times more expensive than my water and sewer was in Maryland - don't understand why.
21. I don't know anything about this!
22. Overpaid directors
23. Not something I pay attention to - I am too busy with my life.
24. I'm sure there is a lot of waste and overlap why so they need such huge increases so often
25. same as above
26. Probably because of high cost passed on to customers
27. Must not since bills are crazy high
28. If they do a good job managing its finances them why ask for a 17% increase? After conservation efforts by the public!!!!

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29. Excellent and getting even better: debt coverage ratio. For example good cost management in the face of usage declines.
30. No idea.
31. No way to know this info.
32. When you convince everyone to conserve and then have to raise rates to cover costs, it leaves a bad impression.
33. Are you kidding?!
34. Could do better
35. I would have to disagree based on my understanding of the value of the service.
36. Due to costs rising during successful conservation.
37. If I get it in the mail (postal), I think I skim through it to get any important news, but cannot say anything beyond that point.
38. I am not familiar with any data on which to base an assessment. But based on everything else OWASA does, I am sure they are first rate.
39. There seems to be no incentive to cut costs as they simply continue raising rates!

12. How much you agree or disagree with the following statement: "OWASA does a good job of promoting water conservation."
1. Promoting, maybe, but low volume users are essentially penalized (in their bills).
2. You want it both ways - the politically correct benefit of conservation but it's really about rates and selling water. Be honest!
3. This should be a huge priority and something that people should see every day.
4. Cut/encourage conservation, then jack rates. Genius.
5. not sure how OWASA communicates this message?
6. When people do conserve you end up just raising their rates to cover fixed costs. This does not encourage serious conservation efforts.
7. When people conserve, you charge more!
8. but would welcome more effort in conservation
9. N/A
10. more could be done in this respect
11. The bill itself could explain more about conservation, maybe,; but, then, most people really know how to conserve - we just don't always choose to do what would be necessary.
12. literature packaged with bill is helpful paperless billing? advertise it more if available
13. But as in 11 above, don't penalize us when we do a good job of conservation. You need to find ways to be more efficient too.
14. Could be a bit more forceful; for e.g.: 1. Encourage switch to low flow showerheads & toilet cisterns 2. Encourage more folks to use rain barrels
15. But then raises rates - a conflict for many
16. I appreciate the work that goes into promoting this valuable resource
17. This is a double-edged sword. If we cut consumption, you raise rates to make up the revenue shortfall.

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18. I've seen sign up and get a circular occasionally. Seems good to me...granted, this is something that is on my radar. In underserved areas, I'd assume this would be more challenging.
19. Not so much any more, since you need the revenue and price/1,000 gal. is already very high.
20. Increasing rates as a result of decreased revenue because people are conserving water does not inspire the consumer to continue water conservation measures. Seems like a punishment.
21. We like the sign that tells us the % of remaining H2O
22. I conserved water and my bill went up!
23. Recently, we were surprised to find a notice on our door that our usage had increased considerably - it was the month our irrigation was turned on. I appreciated the alert to make me more aware of saving. During drought 3 years ago OWASA taught a lot of water saving practices. When we all became good at saving water, our bills went up because OWASA needed more money to run & maintain the system. Still, it is good that my family still tries to conserve. My garden is my only luxury - so I conserve carefully in the house.
24. Unfairly charge summer usage
25. Conservation ideas are offered in Blue Thumb, but there could be greater effort in outreach to the community at events like Carrboro Day, Festifall, etc. to educate us about ways to save water - rain barrels to water gardens, car washes that use recycled water, etc.
26. We need to stop using treated drinking water for lawns. You need to restrict water use before the water shortage.
27. If we use less they raise the rates - so we can't win
28. same as above
29. whatever programs in place have not stayed in my mind
30. I want you to protect our water from natural gas exploration & fracking
31. Yes - but every time we conserve, OWASA raises bills b/c they make less money when bills decrease
32. and yet you want an increase!!!! Because "people didn't use as much water"
33. It seems like this only becomes a focus during periods of draught & then (post-draught) the focus fades
34. see my response to question 6
35. I don't think it is your job. People cut back in the last drought and you raised rates. Did you reduce rates now that it is raining?
36. I only see your comment s in Blue Thumb and your OWASA cartoon water drop. (Try more newspaper or radio ads?)
37. A few years ago, the water situation was dire - OWASA asked the people to conserve - they did & what did OWASA do - they raised the rates because not as much water was being used & their profits fell! (A good reward for conservation - Higher water rates)!!!
38. I have been here since 1970 when we really had water shortages. I think OWASA was owned by UNC, but back then there was way more info put out about conserving water. I am also a landscaper that was put out of business during the last drought. What upsets me is commercial places like restaurants whose bathroom sink won't turn off & I mention it they do nothing or ice cream stores that have constant water running. OWASA needs to do way more to educate people about water wastage.
39. I make a concentrated effort to save water.

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40. see the capacity # but promotional material could include more specific ties and info on how to interpret and react to the capacity % #
41. Bothered that when people conserve water, the cost goes up
42. Too many of us continue to take our clean water for granted every single day. Conservation should be emphasized not only when the reservoirs are low, but year round. Fee structures should encourage lower usage--other creative ways should be employed to promote conservation. Ideas: community contests-- Donations of dollars could go to international organizations that help make clean water available in the many areas of the world that need it desperately.
43. But if one has a vegetable garden one pays through the nose! Forget the lawns--I do not have any lawn.
44. OWASA cannot promote water conservation by increasing cost to consumers when they succeed in conserving water. Conservation is clearly not valued in the community.
45. I suggest the next step be installing cameras on every faucet to catch double flushers. You've got the money
46. Cost to consumer will cause you to conserve
47. I would have to agree based on the rates charged for water/sewer.
48. I really like the sign out front that tells the current water level.

13. How much do you agree or disagree with the following statement: "OWASA does a good job of protecting environmental resources."
1. You don't seem actively involved in anything except maintaining the sewer lines.
2. Where are you when the town planners ok construction in watershed areas?
3. Don't know for sure but you probably don't
4. Haven't heard of anything they've done in this area
5. need to be more "up front" about what you do
6. I am familiar with one area where OWASA piled up dirt which blocked drainage from a flood plain, causing the trees in the area to die.
7. same as above
8. see #12
9. I want you to do more
10. Spill history excellent, tree management flap was absurd, reporting is timely and transparent
11. Don't know

14. Do you receive paperless bills from OWASA?
1. We were unable to sign up for paperless... attempted but were not successful
2. have begun paperless
3. As Treasurer of HOA, I need the paper copy for pmt/audit trail.
4. just haven't transitioned all of my bills over
5. I will switch to paperless soon. I've been lazy to do so
6. Pay through our ban's on-line billing service, but still receive paper version. Prefer this as helpful when we've had problems this year w/billing.
7. not sure

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8. don't like to put personal info on line
9. contract?
10. I get too much email
11. Advertise it more. Duke Energy practically requires it. Also offers free light bulbs for switching - great incentive
12. Impossible to establish ?????????? - a very poor system - "help" via phone is useless
13. I pay on-line, but prefer receiving my bill in mail
14. never got around to going paperless.
15. I would if I could pay my bill without a service charge.
16. For now, I receive by mail but will be exploring paperless options soon.
17. I keep our bills for two years to review our spending & consumption. I like to do this away from my computer.
18. corporate records
19. When I tried to set this up several years ago, it was overly complicated.
20. Your website was horrible. Error kept us from going paperless, plus customer service was not helpful at all. Very disappointing. Feel guilty but paper bill is the only way for us to pay bills.
21. I never got around to switching it over
22. OWASA doesn't have the option of receiving the bill in my bank's bill pay website (SunTrust)
23. paper trail needed for clients I pay bills for (my own is paperless)
24. not sure how to sign up
25. I like the format of the paper bills
26. Due to our audit standards we have to have paper bills w/date
27. We receive a paper bill before bank draft
28. Tried, but was unable to switch to paperless. Something wrong w/ the Website.
29. If one switches to paperless does the graph show up? The water usage graph is the best info to help me save water.
30. Do not know
31. I save every stmt to track usage. Beyond 12 months. If you provide a way to easily do this on-line, we'd go paperless.
32. I like to use online banking where I pay all my bills from one banking website--they haven't had e-bills available for my bank, so I just get the paper bill every month to know the amount then pay the bill through my online bank.
33. I'm not good at the computer stuff. I'll get there.
34. Have not advanced to that yet in our company.
35. As I build-up confidence on paperless bills, particularly getting e-notification so as not to miss my monthly payment, I hope to switch to e-bills down the road.
36. I wish the website provided a look back at longer than just 13 months of water usage.
37. I haven't yet signed up due to fear of hassle with tech
38. just never have signed up for it
39. in transition to paperless bills & automatic draft
40. Must have paper bills for audit purposes.

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15. How often do you watch televised OWASA Board meetings?
1. No access to cable
2. I don't have cable tv. It also is too expensive but a "want" vs. a "need"
3. Only when my paint is already dry or my grass stops growing. If the hospital runs out of anesthesia patients could watch the meeting to fall asleep.
4. seems like a cost cutting opportunity to me
5. rather have a root canal
6. Don't watch much TV.
7. No cable!
8. choose to not have tv
9. Did not know about them.
10. Lordy, may I be spared the service
11. I will, if Ed Kerwin sings.
12. That is funny. Haven't a TV though.
13. No cable tv
14. I do not watch tv on a regular basis. Probably average 2 hours/month.
15. I didn't know they were televised.
16. I didn't know they were still televised. Thanks for the tip. I think I saw it once. 30 days later I awoke from the coma
17. But even now that I know I will not watch them.
18. I hope that doesn't cost much. I know no one who watches.

16. OWASA's "Taste of Hope" Customer Assistance Program provides financial assistance to customers who cannot pay their OWASA bill. The program is funded entirely by donations from customers. OWASA transfers customer donations to the Inter-Faith Council for Social Service, which decides how the funds will be distributed. Which of the following best describes your awareness of OWASA's Taste of Hope program?
1. currently have other charities to which I contribute but will keep OWASA in mind.
2. Come on! This is so PC in a town of liberal misfits and ex-hippie professors, all to keep rates high & soak the customers.
3. Please send more information
4. Each of the utilities has a similar program. Could they be combined? I don't want to make 3 contributions a month but the goal is worthy.
5. I know about but with bill so high I don't contribute
6. How can anyone afford your prices? I'm sure you don't actually help anyone anyway.
7. I am very grateful you have this program.
8. will donate once I'm out of college and not on a strict budget myself.
9. I donate directly to the Inter-Faith Council.
10. Please round up bill to the nearest dollar.
11. I contribute to IFC
12. I'm delighted to learn that you do this. We are frequent contributors to Interfaith Council.
13. Do you provide information on how the money is used? How many people, etc.
14. I am aware of it but I donate to IFC through my church

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15. I prefer people's most basic needs not have to be met through individual charity. This is what strong democratic governance is for.
16. Why can't you lobby to set up your own provisions to do this without having to ask your customers for additional donations
17. I like that the #16 statement about how the donations are used. I may consider donating.
18. as non-profit we cannot participate w/ our funds
19. I have a hard time because I am retire and money is tight. Even though my house is paid off.
20. Can't poke fun at this fine idea
21. I think I'm already part of the program but I'll make sure.
22. I will look for information about it when I consult my next bill, as I would be interested in contributing to this program...
23. I have noticed it on the bill. As I have other commitments for donation, I don't want to make a commitment for monthly/yearly donation. However, I hope to consider the program for donation in the future.
24. I donate to other charitable causes.

17. What kind of organization is OWASA?
1. I think it is a public, non-profit but don't know for sure.
2. In theory at least, not in practice.
3. But not really sure
4. Not sure
5. I've always assumed it was public.
6. Don't know
7. public, non-profit?
8. I never really thought about what kind of organization you are before. Are you a public non-profit? I would wish so, as long as that provided you funding to maintain the system which provides the service.
9. Don't know!
10. a guess - not really sure
11. At least I hope it's publicly owned & regulated...
12. Not totally sure.
13. A public, for profit organization/company OWASA charges too much for water per month
14. supposed to be?
15. supposedly a public non-profit org...
16. Unfortunately, the Board of OWASA serves at the pleasure of many local politicians, creating an unwieldy structure. It takes forever to get everyone on-board with actions and priorities.
17. Water & sewer & other jointly used & developed services should be public & not private, nonprofits. You may claim to be public nonprofit, but we don't pay taxes, we pay rates.
18. And that is why your rates are high.
19. Only know this because it's on the front of this letter. Why isn't it put on bills
20. good question_? I do not know
21. but not sure (I do know who funds CSPAN though!)

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22. Really non-profit? I am not sure.
23. You write this on your survey (pg1)
24. If it isn't public non profit it should be.
25. There is no such thing as a privately-owned non-profit corporation. There are privately controlled non-profits, but that is not the same as ownership. Choice #2 should be: "A private, non-profit organization".
26. Given that it has a board, I think it is a non-profit organization. However, not sure if it is public or private.

18. I am interested in receiving information about the following. (Please choose all that apply.)
1. I am moving out of OWASA service area. good luck with this survey!
2. None thx
3. no thanks
4. none
5. Since I'm so incredibly, deeply dissatisfied with your company, I'm sure I'll never hear from you. You're lucky I need to have running water, or you would be out of a customer!
6. no thank you
7. N/A
8. N/A
9. none
10. none
11. 2 times we have had a huge leak that we did not know about. Once when we were on vacation someone used an outdoor faucet, shut it off at a hose manifold (not the wall), that broke, it leaked a week another time, someone used the outdoor faucet, turned it off to hard, broke it. In each case, the water was running freely for several days but we didn't know about it. Now that the H2O meters are electronic, isn't there some way to send an email alert or a note. I try to save 1.6 gallons at a time by choosing when to use the bathroom, but I the losses are 10' s of thousands of gallons. Those maybe way // to fix.
12. information on the cost of the survey and the budget as a as a proportion of the total for the non-profit organization
13. nothing
14. None
15. none
16. none of the above
17. Get rid of paying Directors, is there any reason?
18. None
19. Changing the pipes (maybe meters) seem to have helped.
20. No thank you - I'm presuming all the information offered is on your website.
21. N/A
22. None of the above
23. We are 87 yrs. old & will always prefer paper billing - we are not computer literate. not into cell phones, e-mail, etc.

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24. no thank you
25. no
26. How many of us complained about the cost!

20. Please enter any additional issues or comments/suggestions for improvement in the box below.
1. I would like a refund for the waterline break.
2. Please pave Sharon Road, coordinate w/ Town of Chapel Hill.
3. Rates are too expensive
4. Love the access to public provided at University Lake/ Cane Creek.
5. Fracking and water quality and usage. How do officials balance/explain conservation by residential user and then allow natural gas exploration requiring millions of gallons of water?
6. Thank you for listening. I was very impressed with how quickly your staff returned my calls, and their forthright answers.
7. OWASA has a lot of easements, some of which are used publicly. Ideally, they are maximized for even more public use. e.g. the Bolin Creek area in Carrboro could use better maintenance
8. Thank you for asking.
9. I'm sure you have well intended people there but you need to run a lean & mean organization & drop the PC staff and I'd have more respect for OWASA!
10. OWASA is too much of a 'big brother' overlord. right now, the reservoirs are 95%+ full and we are under water restrictions. This is ridiculous. To combat the next drought, and of course, we will have another, OWASA should plan now to increase our water supply, not harp on restrictions. Water restrictions when the supply is full cause people to begin to ignore restrictions. OWASA cries 'wolf' too much. Owasso's job is to provide clean water. That is their sole job. Yes, conservation is important to the public, but OWASA has taken on too much social welfare. Provide clean water at the cheapest cost.
11. Water & sewer costs are obscene. How is Durham able to deliver water & sewer more efficiently?
12. We've lived in 6 different states in the U.S.A other than NC. our water bill never ever reached \$350 per month!!!
13. It would be nice to have a newsletter (email) about the steps OWASA is taking toward more environmental policies.
14. Suggest you consider using online survey tool, like SurveyMonkey, instead of paper for future surveys.
15. I think OWASA spends too much on paper, envelopes and postage. Mail should be consolidated to the same address.

<p>16. OWASA does an excellent job of providing first class water and sewer services. This is supported by its recognition by services rating water quality and other factors. I remain very disappointed that OWASA management has refused to deal with an issue I raised several years ago. This issue is that OWASA continues to assess and collect a sewage charge for outside water usage. I have visited Ed Kerwin and spoken at OWASA Board meetings and addressed my view on this issue with no change. I have offered a simple and low cost solution. I was told by the Chief Financial Officer that an equitable change would cause a major revision to the fee schedule. No action results in non-irrigating customers and OWASA to benefit from this inequity. The sewage charge usually costs customers more than water. For those of us with an irrigation system and no separate meter the associated sewage charges are egregious, resulting in unjust enrichment for OWASA. I believe that OWASA is vulnerable to a class action suit and could be compelled to fix this problem. Separate meters for irrigation are, apparently by design, prohibitively expensive, thus forcing customers to remain on this unfair fee program. I'm getting older and tired of fighting. My Mother used to say justice delayed is justice denied. Apparently no one cares enough to take corrective action.</p>
<p>17. Stop gouging people . Take all that money we're giving you & give us clean, drinkable water. Hire helpful employees who actually care & won't give their nasty attitudes to people.</p>
<p>18. I am satisfied with overall performance re: water/sewer disposal</p>
<p>19. Thank you for taking the time to survey your customers</p>
<p>20. Thank you for notifying me about high water usage, leaky toilet was cause</p>
<p>21. Why is there a pink line at water line in toilet bowl?</p>
<p>22. Thank you for the excellent service and the delicious water!</p>
<p>23. Water & sewer is extremely expensive in Chapel hill and NC in general - we have lived in Colorado & Arizona where water is not abundant, yet our bill s were reasonable</p>
<p>24. I just would that I had sewer and that the water was clear</p>
<p>25. N/A</p>
<p>26. I think the rate structure unfairly punishes larger families & to people who are installing additional trees & shrubs.</p>
<p>27. I do my best to save water but once or twice a year I have ?? bar - why can't we have half a bar - I'm sure I don't use twice that amount of water & think that's unfair when I try so hard to save water!!!</p>
<p>28. If you all make an error in billing, you should refund the customer's money immediately. For you to have a "no refund" policy is very unfair. As you can tell, it has soured my opinion of your organization.</p>
<p>29. Publish independent test results of water quality and content. Keep tests up to date & frequent.</p>
<p>30. Can OWASA speak against fracking to preserve well water?</p>
<p>31. It would be nice to understand the reason for charging a deposit to new customers.</p>
<p>32. I use hardly any water yet I pay a large fee each month for nothing. I know OWSA is a unique water situation with little water resources... but the amt paid when you do not use any water is ridiculous. This should be changed.</p>
<p>33. 0</p>

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34. please explain the value of the survey in response of each question asked.
35. Your engineers are great, straightforward
36. None! Thanks!
37. I love OWASA water
38. *Please find ways to reduce the cost of your services.
39. Really like the newsletter
40. Two different plumbers during the past year have told me that the chemical OWASA uses (11 month/yr) instead of chlorine is eating away my brass in my home and beginning to necessitate component replacements. One of the two also has concerns that this releases lead from the brass. Since this is within my home your testing would not measure the potential lead. Please address both concerns in "Blue Thumb: soon. Thanks
41. none
42. None
43. I think I am supposed to have a meter that can be read from offsite. I do notice that my monthly bills stay the same for a couple of consecutive months & then go up or down in the subsequent month & then the cycle repeats. Are the meters read quarterly & then adjustments made? It's not a big deal, I's just curious. overall you do a great job.
44. I have had trouble signing up for bank draft on your website.
45. need to be more financially responsible to the people
46. My general impression is you do a good job!
47. We have had problems with water pressure being too high.
48. Reduce rates, improve water pressure
49. could have sent survey link with monthly bill
50. OWASA needs to make it clear to everyone that: 1. Sustainability of water supply is at risk between now and 2035 without ready access to the Jordan Lake allocation, 2. Jordan Lake water is of high quality and poses no concerns for use and distribution to OWASA customers, and 3. Purchased water is less costly to OWASA and its customers than draconian rationing.
51. Good job! Thanks for the water level/capacity sign at the OWASA plant Carrboro
52. It would be nice from a private budgeting standpoint if like Duke Energy & PSNC we could get a monthly equal payment plan rate.
53. Thanks very much for what you are doing but sometimes I feel I am over charged.
54. Please let customers know when you are going to flush out the system with the chemical that has such an offensive taste 1/yr. Also, this affects water appearance. Some prior notice would be helpful. This year we only drank filtered water for a while and could still taste it.
55. Would like an easier way to make monthly on-line payments
56. Maybe say why you're doing the survey; how often they're done; and what's done w/ the results
57. Help needed (1) Back flow testing schedule for Meadowmont Com. Assoc. Have asked for past 3 years to have it assigned to July not October We shut down irrigation in Labor Day week So far not change in date not sent to us

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58. Explain to customers where our water comes from, Univ. Lake, Cane Creek, etc. What we can do to save water on a daily basis. I just read the "So you know" section below exactly what I'm talking about somehow this info needs to get out better people are not going to always read things attached to their bills
59. I would like a written copy of my bill so I can gauge if I have a line leak somewhere on the property - thanks for a great job you are doing
60. Overall very satisfied w/ service over the past 15 years
61. The frequency of your billing is not regular. It needs to be improved.
62. Please help folks understand how much damage is done with plastic bottled water. Thanks.
63. Start service fee is excessive for the work involved. Water cost here is higher than other areas we have experienced.
64. I am originally from G'boro NC so have been shocked at how high water bills are in CH. I cannot afford to run my irrigation. It is cheaper to replant every year.
65. Homeowners who consistently conserve water should not see their rates increased. OWASA should increase rates to homeowners with irrigation systems who fail to conserve water. OWASA should also increase rates to businesses that fail to conserve.
66. Why does my water smell bad (like a swamp) sometimes?
67. I am asked every year to have my back flow tested. This usually happens after my irrigation system has been shut down and the letter has a threatening tone, typically. About 10 years ago, when I installed an irrigation system, I asked OWASA about the most efficient way to do that, and if I could have a second water meter for that type of water. I was told that it was not an option, and because of that I pay for water 'twice' in a number of ways.
68. I would like it if OWASA would be able to be linked to my online banking, e.g. I would get reminders through my bank that the bill was upcoming/due/late/etc. Not an urgent issue, just a wish.
69. Paying my bill online is more cumbersome on your website than on other websites, but at the same time, I realize that OWASA is a much smaller organization than other utility companies.
70. We are constantly aware of water conservation and would like to have more than just 13 months of water usage data available on the website to chart our progress over the years.
71. Thank you.
72. Thank you.
73. You raise the rates when there is a water shortage, stating the water shortage and conservation is the need to raise the rates, but then when the shortage stops you don't lower the rates back down. You should not charge higher rates during the summer unless there is a water shortage.
74. Poor management of budget and resources as demonstrated by the cost of your services.
75. Thank you for a straightforward survey that lives up to the promises you made in advance.
76. The one thing that I have wanted from OWASA for a long long time is an equal payment plan. It makes bill paying much easier.