Summary of Results
2010 Customer Survey

Background

2009
In 2009, surveys were sent to 4,000 randomly selected customers with a 17.3% response rate. The survey asked six questions, with question five asking customers to rank issues that are important to them. The questions asked were consistent with the previous years of surveys. Top priorities of customers were water quality and cost, followed by water reliability and water security.

2010
In November, 2010, a survey was again sent to 4,000 randomly selected customers and asked the same six questions as in 2009. The return was an outstanding 24% (946 responses) – 7% higher than 2009. Consistent with the 2009 survey, water quality and cost ranked as customer’s highest priorities, followed by water reliability and water security.

Summary of results

Question 1 – Based on your experience, how satisfied are you with the water service provided to you?
- Response – 87% said they are very satisfied or satisfied with our water service.

Question 2 – If you have telephoned the District, are phone calls answered promptly and professionally?
- Response – 95% of those surveyed were very satisfied, satisfied, or had no reason to even call.

Question 3 – Compared to other utilities’ field responses (electric, gas, phone, etc.), is the District’s response level excellent, very good, average or poor?
- Response – 94% said that our response is excellent, very good, or average.

Question 4 – Compared to other utility companies (electric, gas, phone, etc.), the District’s rates are very reasonable, reasonable, or unreasonable?
- Response – 56% said our water rates were very reasonable or reasonable. 33% of our customers feel that the wastewater rates are very reasonable or reasonable.

Question 5 – Please rank your belief about the importance of the following, 5 being most important.
- Response – Water quality ranked number one with 646 customers marking it as most important to them. Cost came in second with 438 customers ranking it as most important. Water reliability was the third with 430 customers and fourth was water security with 354 customers ranking it as their number one concern.

Question 6 – Please indicate your preferred method to receive information, 5 being most preferred.
- Response – For the second year in a row, the EID bi-monthly newsletter, The Waterfront, was the preferred source of information concerning EID. The EID website and the newspaper were also popular sources of information.
October 21, 2010

Dear Customer,

As part of the EID’s commitment to delivering the best services possible, we are asking you to complete the survey on the other side of this page and return it to the District in the enclosed stamped envelope by November 5.

This is an anonymous survey of randomly selected EID water and wastewater customers. We hope you will take the time to fill it out. We intend to use the results of the survey in our ongoing strategic planning processes.

This is the second year in a row we are conducting the survey. Like last year, we will publish the results in the District’s newsletter, The Waterfront, that will be mailed with your bill in January and February. And we will include the results in a special feature posted to our website and sent to local and regional community organizations and the media.

Your opinion matters to us, and we look forward to your response.

Sincerely,

Jim Abercrombie
General Manager
1. Based on your experience, how satisfied are you with the water service we provide?

Very satisfied ______  Satisfied _____  Dissatisfied _____
Comment __________________________________________________________________
___________________________________________________________________________

2. If you have telephoned the District, are phone calls answered promptly and professionally?

Very satisfied ______  Satisfied _____  Dissatisfied _____  Have not called _____
Comment __________________________________________________________________
___________________________________________________________________________

3. Compared to other utilities’ field responses (electric, gas, phone, etc.), is the District’s response level:

Excellent _____  Very good ____  Average _____  Poor _____  NA _____
Comment __________________________________________________________________
___________________________________________________________________________

4. Compared to other utility companies (electric, gas, phone, etc.), the District’s rates are:

WATER →Very reasonable ______  Reasonable _____  Unreasonable _____
WASTEWATER →Very reasonable ______  Reasonable _____  Unreasonable _____
Comment __________________________________________________________________
___________________________________________________________________________

5. Please rank your belief about the importance of the following, 5 being most important.

Water quality _____  Water reliability _____  Cost of water _____
Wastewater treatment _____  Security of water supply and quality _____
Additional water supply _____  24-hour emergency response _____
Protection of the watershed _____  Other _______________________________

6. Please indicate your preferred method to receive information, 5 being most preferred.

EID newsletter (sent with your bill) ______  Newspapers_____  EID website _____
Local cable stations _____  Other _______________________________________

October 21, 2010