

# City of St. George Water Services Department Customer Satisfaction Survey Results May 2005

In May of 2005 a survey regarding Water Services was included in each utility bill. The survey was to let you know how we are doing from our customer's perspective. We are always looking for ways to improve, so we wanted to learn what is most important to you, our customer.

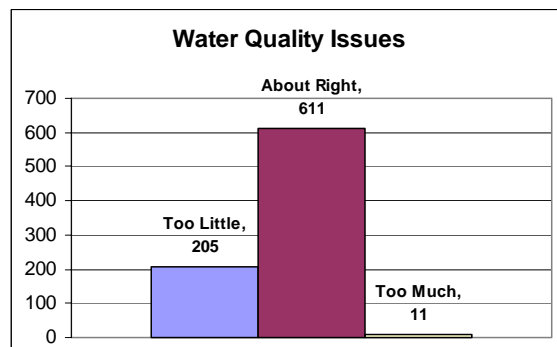
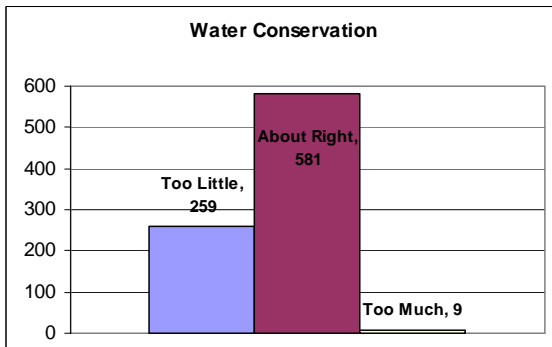
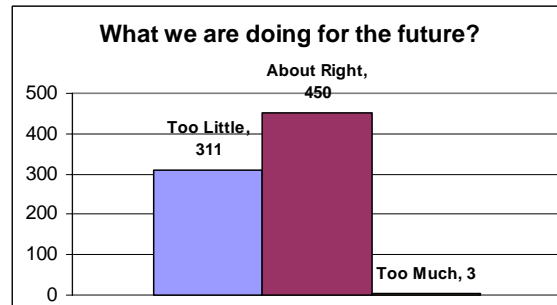
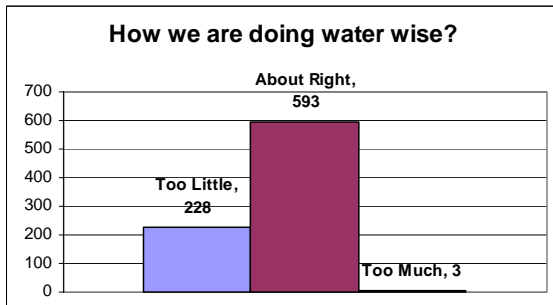
There were approximately 27,000 surveys mailed in the utility bills. 982 surveys were returned.

One thing we learned is that what our customer's value most is high quality water. Our customer's greatest concern is whether we will have enough water to support the rapid growth our area is now experiencing.

We also found out that our customers support conservation and that a rebate program would be the most acceptable vehicle for promoting conservation.

Thank you for participating in the survey. The information we received will be used to improve the service we provide to our customers.

## 1. Is the amount of information provided?



2. What is the best way to get information to you?

- 💧 City Web Site: 20
- 💧 Newspaper: 158
- 💧 Radio: 52
- 💧 Local TV: 42
- 💧 Flyers in utility bills: 681
- 💧 Other: 16 – some suggestions were email, phone calls and flyers not in utility bills.

3. Have you seen the City’s Consumer Confidence Report which provides information regarding the quality of the City’s water supplies?

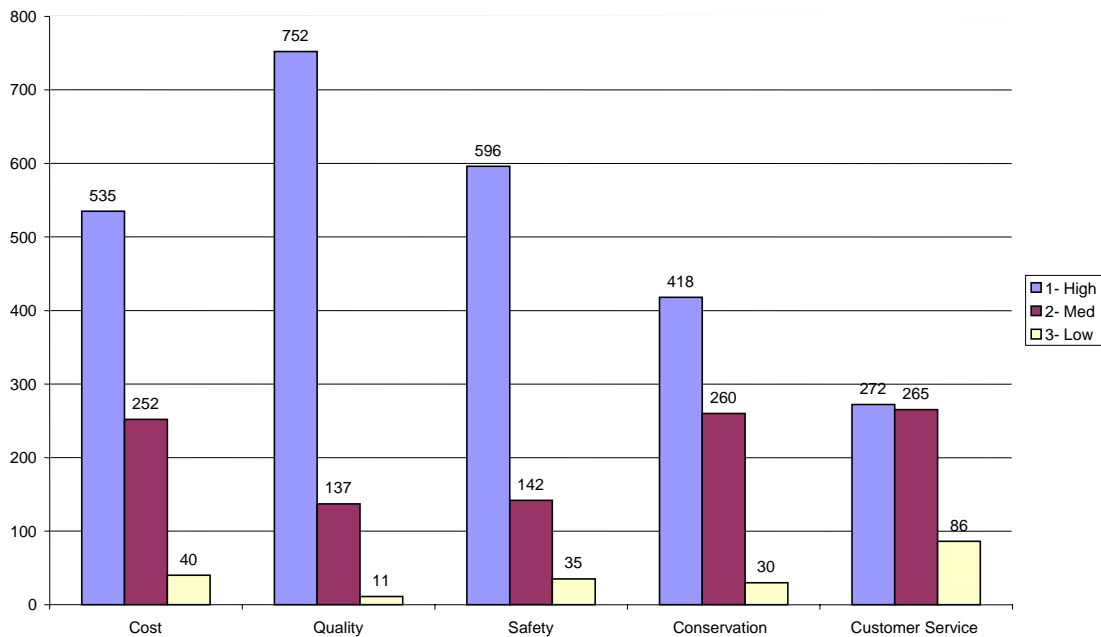
- 💧 Yes: 431
- 💧 No: 371

The report is mailed to all our customers once a year and is also available on our website at <http://www.sgcity.org/wp/water/sgwaterquality.php>

4. Have you accessed the Water Services Department page on the City’s website?

- 💧 Yes: 63
- 💧 No: 493

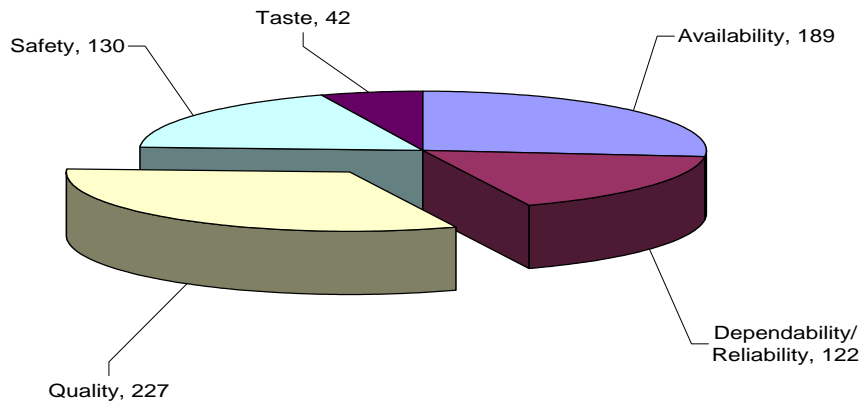
5. What issues regarding City water supply are of most importance to you?



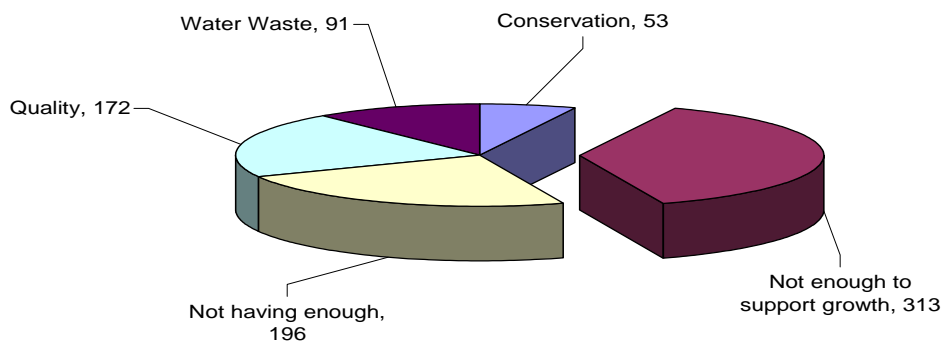
6. What is your overall impression of the City Water Department?

- 💧 Good: 333
- 💧 OK: 200
- 💧 Very good/Excellent: 94
- 💧 Appreciated: 2
- 💧 Fair: 1
- 💧 Poor: 1

7. What do you value most about the City water supply?



8. What is your greatest concern about the City water supply?



9. Do you know about the City's Water Conservation efforts?

- 💧 Yes: 524
- 💧 No: 327

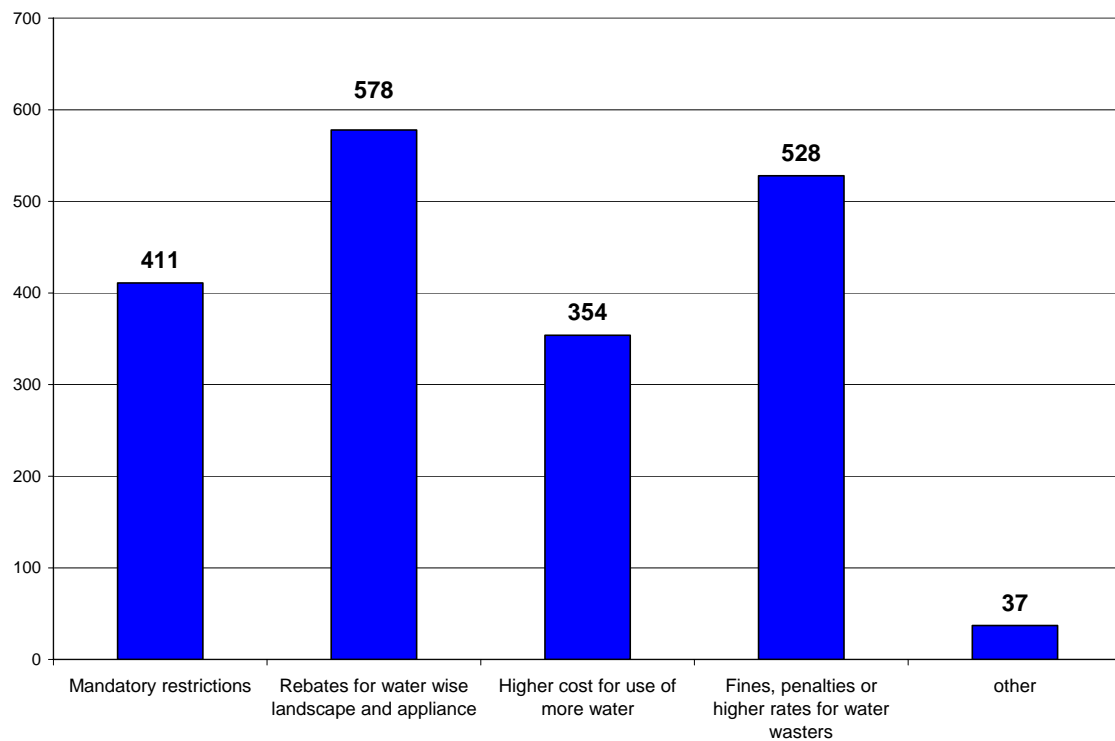
10. How important is conservation to you?

- 💧 Very: 750
- 💧 Somewhat: 268
- 💧 Not at all: 11

11. Are you willing to conserve water to extend existing water supplies or would you rather pay more to develop additional water resources?

- 💧 Conserve: 423
- 💧 Pay more: 110
- 💧 Both: 90

12. What water conservation programs would you support?



Other suggestions included:

- 💧 Incentives for getting the sprinkler system audited. (The City in conjunction with the Washington County Water Conservancy District is offering free residential landscape audits for the summer 2005 season).
- 💧 No new uses for water
- 💧 Fines for businesses and residents who water in the middle of the day
- 💧 Publicity for those making a good effort

13. Have you ever contacted the Water Services Department?

- 💧 Yes: 168
- 💧 No: 666

We asked customers to briefly describe their experiences. Some of the responses were:

“We moved in and had a leak, no one came out”

“It was a pleasure”

“Contacted about a broken water main, quick response”

“Weak pressure, not too helpful”

“Does a good job, but our water is milky looking, after it sits for a while it clears up”.

“Very good”

“I just signed up for service, experience was OK”

“A big runaround”

“Broken line, I received good service”

“Excellent”

14. If you could change one thing about the City Water Services Department, what would it be?

Some comments were:

“Charging homes based on square footage.”

“No charge for water.”

“Raise the rates, lower the amount of water included in the base rate.” (Currently the base rate of \$13.43 for residential users includes 5,000 gallons of water).

“Remain in the public eye.”

“Target water wasters”

“Water wasters should be fined”

“Water quality and mixing of water in our area”

“Higher water pressure.”

“Lower water pressure”

“Good customer service”

“More conservation, more general landscape information”

“Stop Waste”

“City water is better”

“Have water meter readers be more courteous”

“Reduce Employees”

“I feel like businesses (some) aren’t very strict on conserving, watering parking lots etc.”

“Authorize a volunteer group of citizens to monitor abuses of mandatory restrictions”

“Drop the excessive conservation – make St. George green.”

“Water impact fees should cover 100% of cost of new water sources.”

“Large homes are using up our resources.”

“Encourage customers to xeriscape, too many lawns in a desert area”

“Watch excessive city enhancements that use water unwisely.”

“Enforce regulations”

“More consistent, frequent information”

“Clamp down on polluters and wasters”

There were many comments regarding growth.