

Gauging Customer Satisfaction and Perception



SAFE • LOCAL • SUSTAINABLE

For presentation at the
2017 Annual Meeting of Members
Results of a survey taken in December 2016

Arturo Gabaldón
President

Community Water Company of Green Valley

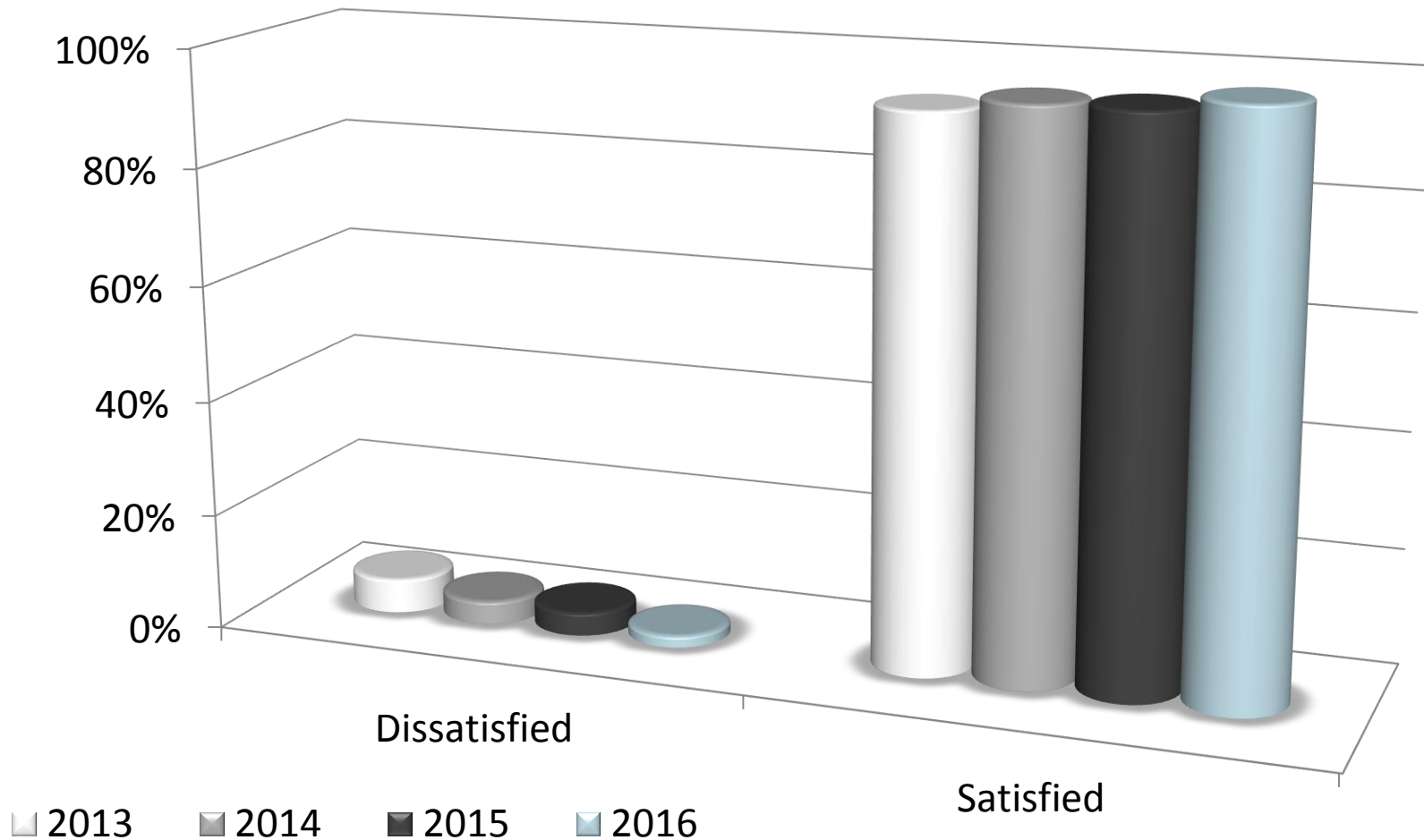
Customer-Driven

- Community Water Company has served our community since 1977 – June 10th marks 40-years of service
- Our mission is to reliably deliver drinking water to our customers and to maintain a sustainable water supply for our customers
- As of December 31, 2016 we were serving 12,551 residential units and 374 commercial accounts
- Our board members are volunteers from our community

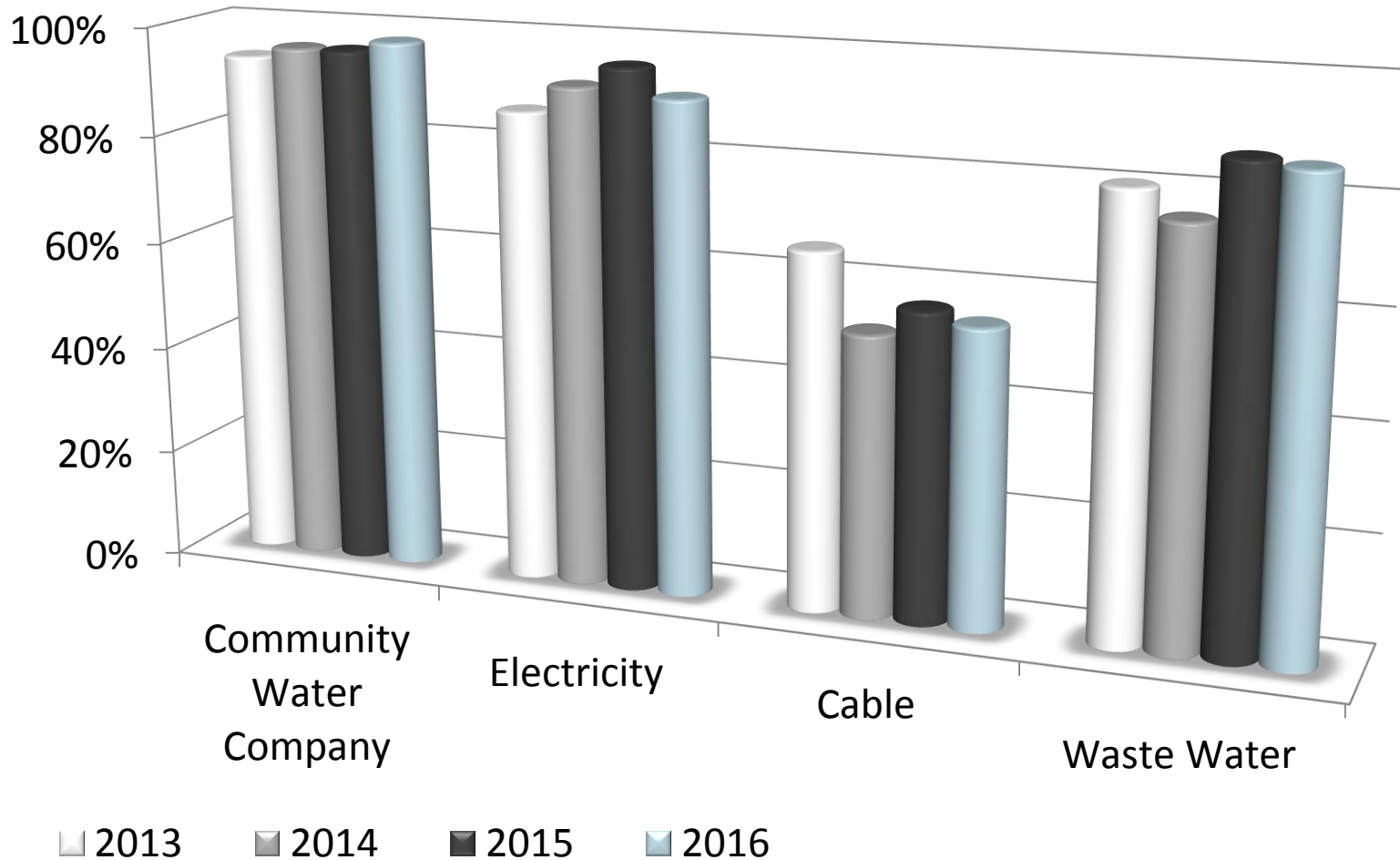
Methodology & Response

- Evaluated and updated prior customer surveys
- Randomly selected and asked for feedback from 360 residential customers throughout the system
- Timeline
 - December - surveys distributed & received
 - January-March - results summarized
 - April – formal presentation at member’s annual meeting
- We received 157 responses (44%) from our survey
- We continue to build on what we are learning from our surveys

98% of our Customers responded as satisfied with Community Water Company

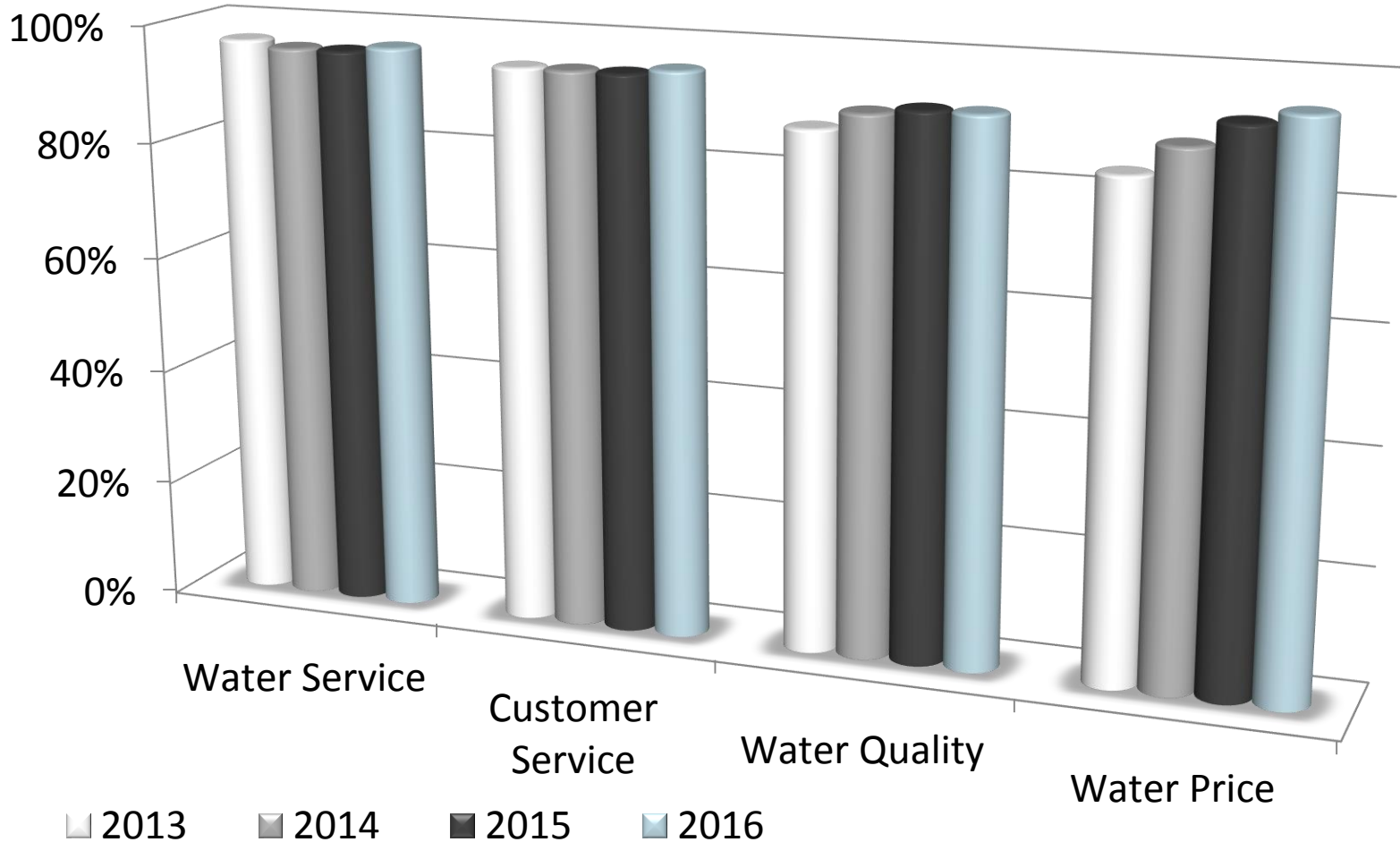


Customer Satisfaction with Other Utilities



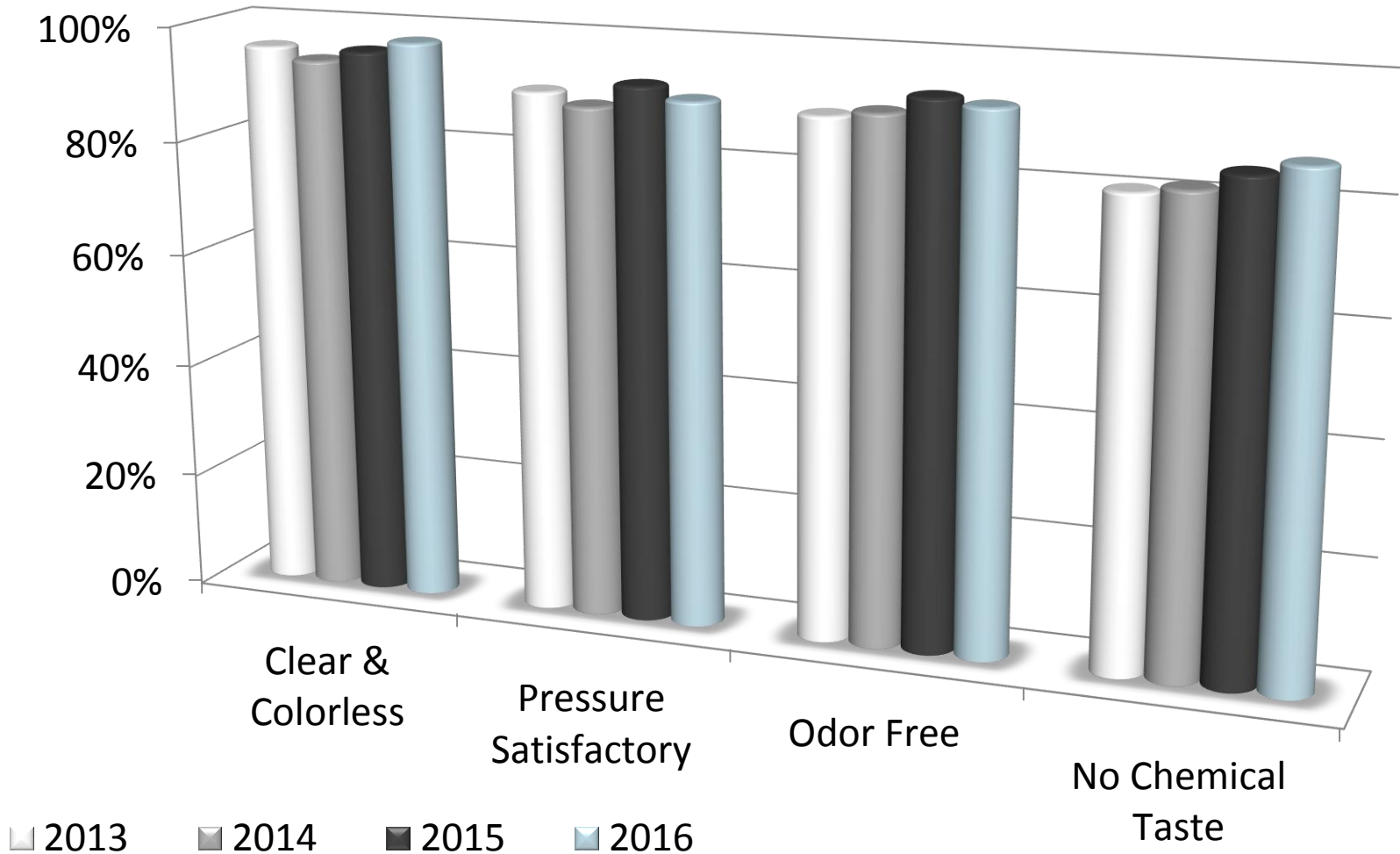
CWC Customer Satisfaction

Community Water Company rates increase in October 2016



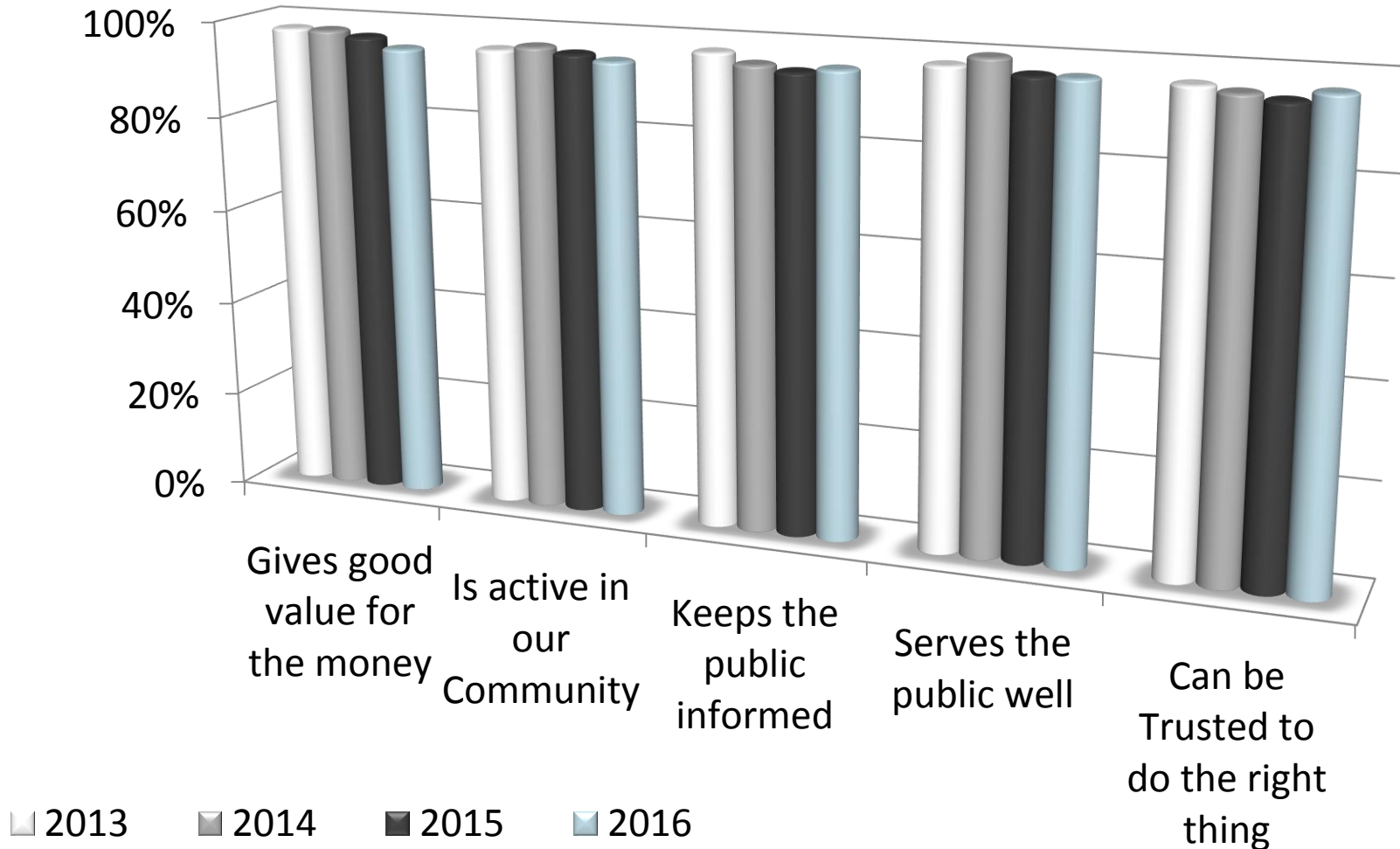
Water Quality Trend

Water quality perceptions mostly unchanged.
Customers agree that water is ...

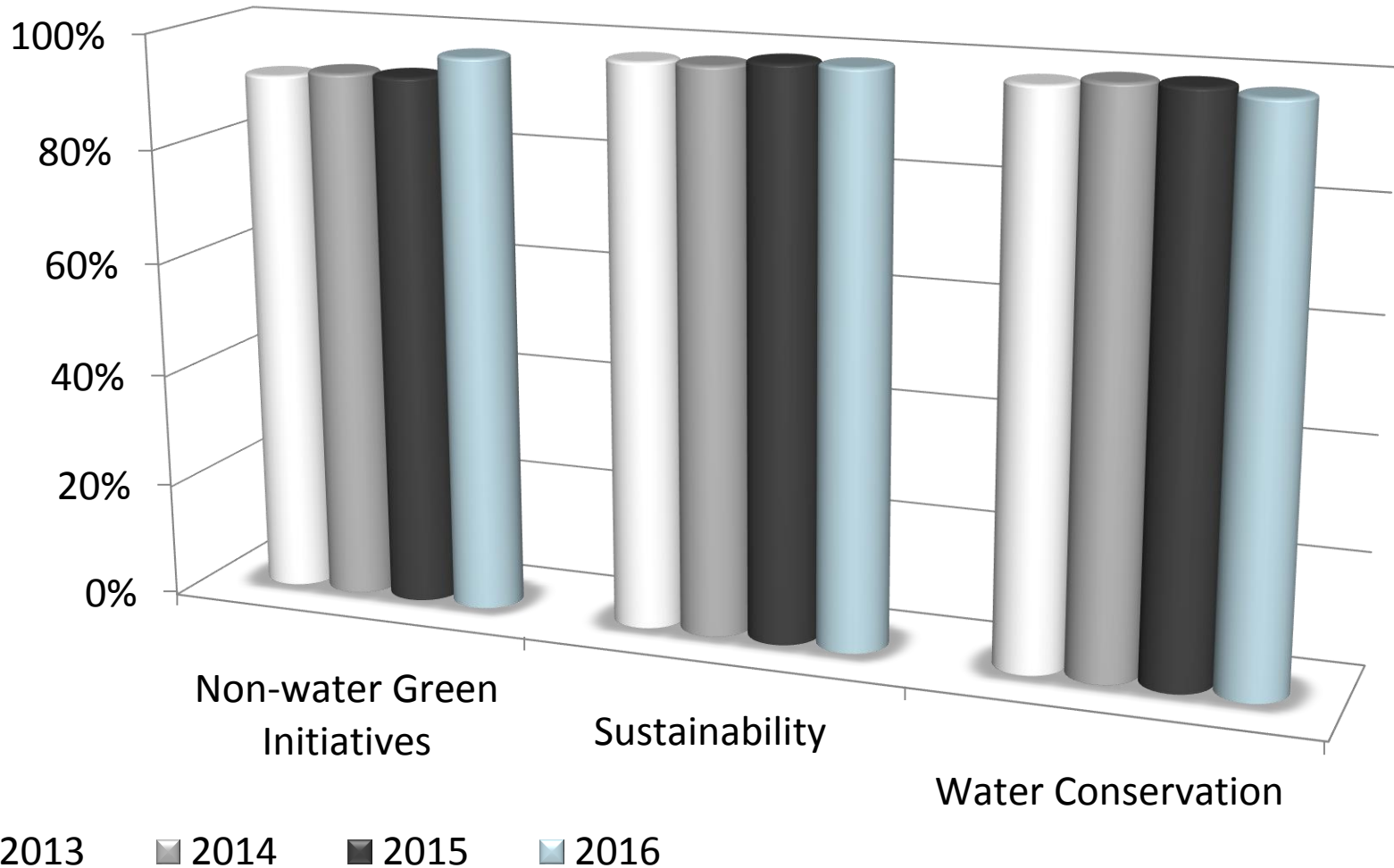


General Reputation

Community Water Company rates increase in October 2016

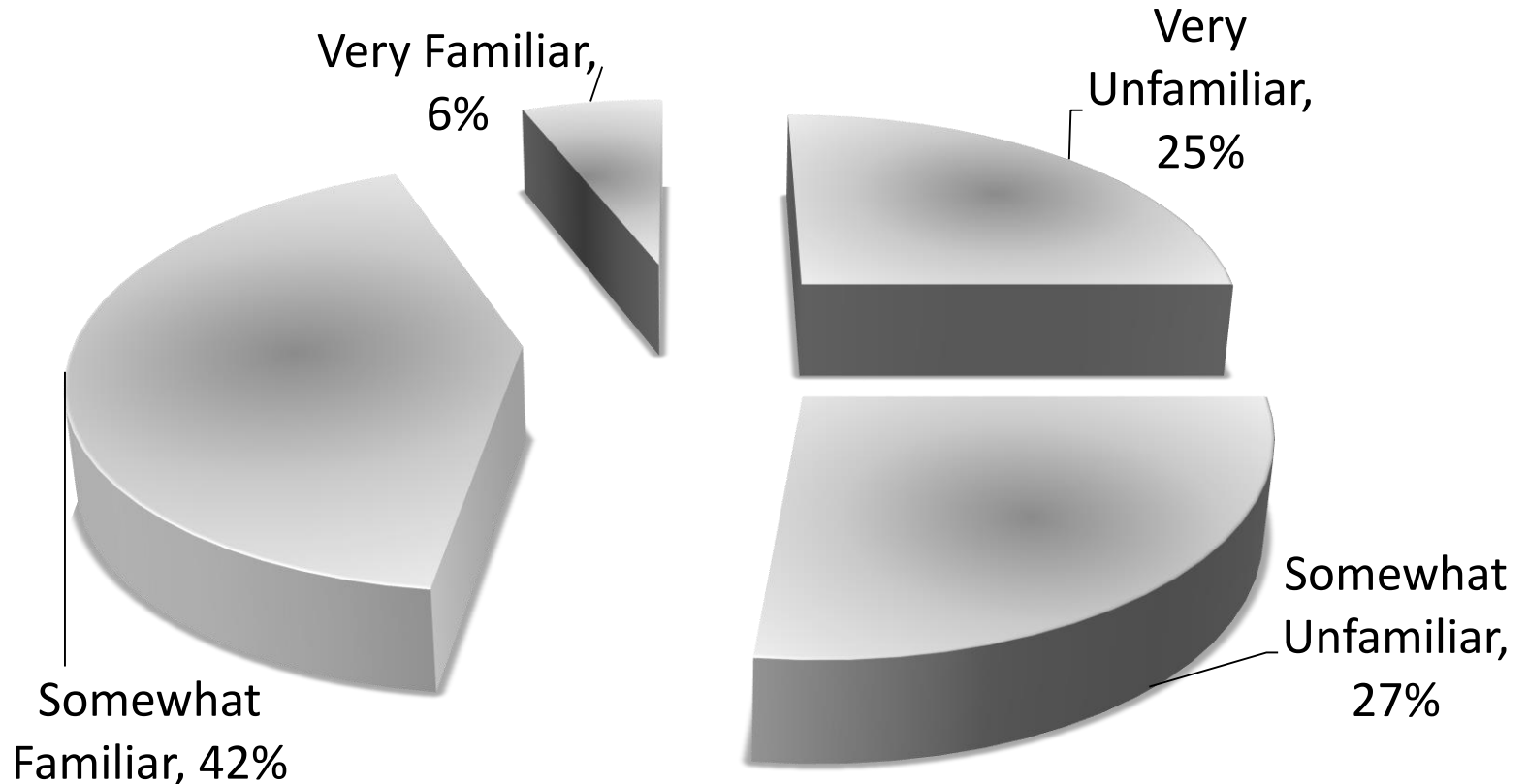


Other Important Qualities



Familiar with Governance

Community Water Company is a not-for-profit corporation with members. We asked our members how familiar they were with our governance:

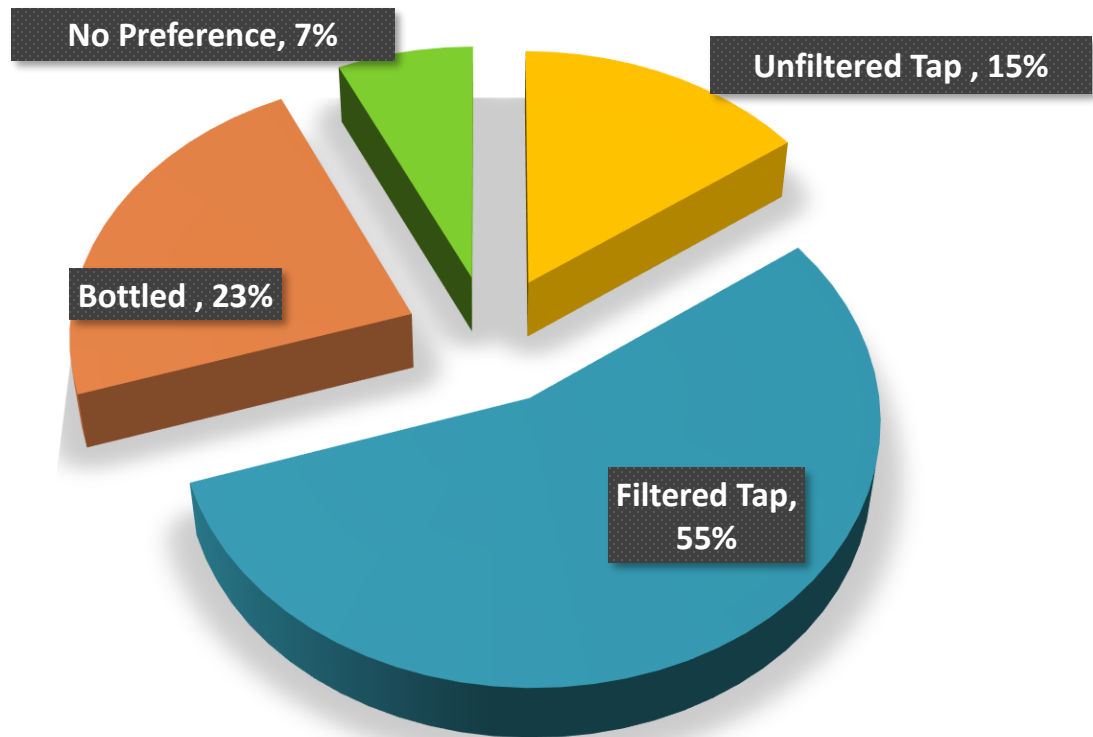


Summary

- Satisfaction remains high
- Customers value both water service and good customer service



Given a choice our customers preferred to drink ...



Comments

- I have lived in GV for seven years in this house with this water company and have been very satisfied. No problems & that's the way I like it.
 - Appreciates the advantages the sewer & water provide; the cost of water & quality is better than home in PA
 - Use filtered water for drinking. Generally good communication about water & services.
 - Thank you !!
 - You provide me with quality water at a reasonable price \$!
 - I have a water filtering and softening system so it is hard to answer 3 of the issues in #1. #8 I like my system (water treatment/filtering) and would have it regardless of water quality. I appreciate what Community Water does and believe you are far above most utility companies WRT customer satisfaction.
 - Appreciate meter reader's attention. Would like solar association.
 - We are very pleased with the quality & taste of water. Coming from Michigan with Municipal Lake Water System, we did not know what to expect from well water. It exceeds our expectations. The cost is also comparable. (Go figure - with all the Great Lakes Water up north).
 - I had to call someone out early in the morning 2 am ish. The gentleman who came out was a true professional, very friendly and solved my emergency in just a few minutes - the cost of this call out was very reasonable. I really appreciated that excellent and prompt service. Also, the lady I spoke to was extremely helpful and professional. Thank you!!
 - We strongly commend the meter readers for telling us (via door hanger) of leaks - twice. Once was a leaking pipe and the other was defective drip irrigation shut-off valve.
 - The water we use for washing clothes seems very satisfactory also any of our 2 outdoor faucets produce good clean water. Thanks and keep up your usual good work.
 - I love the taste of your (our) water you do a great job in providing a safe product. Thank you.
 - We have no complaints with the service.
 - Would like to view account online and pay online - not auto pay!
- Management note: Please check out the services available through our Xpress Bill Pay program*
- One of my biggest annoyances, I receive the water and sewer bills I'm unable to look up to my (link) to copy to pay bills, and come too late for me to pay them on time. What's Up with this!

Management note: Please sign up for Xpress bill pay and you can get monthly email notifications

- You made all of the money in Los Arroyos off of the people that had their pipe break underneath their carports, knowing it was a problem. Taking advantage of homeowners having a bad builder is not good business.

Management note: The utility does not have regulatory control beyond the meter.

- Water pressure at my home is horrible! I hear the same from my neighbors and that they have been told that nothing can be done - I've been told the same - - yet this is not a problem in other parts of Green Valley. Why is this so?
- Water pressure into house not good!
- I note that the daily water pressure appears to fluctuate in the mornings. Presumably due to an increase in usage, but it appears to be getting more noticeable, especially in the mornings over the past few months?
- We have always bought water to drink, in MI we have our own well - - that water is great. I'm sure yours is also.
- Water from faucet tastes terrible, but from fridge OK.
- I use an RO for drinking water. I have a water softener system for the rest of my water. Our plain water is EXTREMELY hard. My clothes don't wash as well as they should, even when I use liquid fabric softener (which I must). Is it fluorinated? I have no idea. Hope so.

Management note: Fluoride is a natural mineral in our water and not added.

- Rude person at GV location - I have purchased a water purifier to take all chemicals including chlorine which I can sometimes smell in the water & fluoride. I haven't had GV water tested, but I am very fussy about water & am now happy w/my non electric purifier (not a filter like Brita a purifier) I am a new customer
- Water is too alkaline equal to or greater than 8.0
- The water is clear but does not taste clean & fresh. You cannot drink it if you don't have an RO
- Our answers are based on the fact that we have a water softener and our drinking water is filtered (Culligan) We are snowbirds from Minnesota. We have a well that is 400 feet deep. We have a water softener and a filtration system there as well.
- I have to filter water from tap because of chemicals, taste & smell.
- Overnight a glass of water at room temperature develops a strange taste.
- Far too much calcium in water. Unable to drink unfiltered tap water without becoming sick (diarrhea). Need to match or honor rebates for homeowner upgrades that promote water conservation i.e. installing low water flush toilets.
- Our water was cloudy a couple of months ago & our neighbor called & requested a flushing of lines on our cul-de-sac it was done quickly. Thank you
- The water from the tap does not taste good it has an odor to it. I feel it has too much chemicals in it. Don't trust it living so close to the mines. I have water brought in or go get refills at water dispensary's in GV. Even the ice cubes from the ice maker are not clear so you know that the water is not good.

- There will be no water conservation in this area as long as one family continues to be the single largest private consumer of water in AZ for the sake of pecans. Providing a hand full of jobs and throwing the community an occasional bone and becoming filthy rich is no less criminal. Stop the flood irrigating!
- Fresh well water for residential usage mines (Santa Rita) not use ground water - Tucson sewer costs are very high compared to actual water usage
- As a senior on a very small, fixed income I worry how to keep up with trying to garden (for food) and pay increasing water costs. I do think the community could/should do more to encourage everyone to economize on their water usage. And I worry how the mines affect our water.
- Spending part of my time in PA we appreciate the advantages the sewer & water provide. Summer rate on sewer the cost of water & quality is better. In PA lead is currently 7.0ppm. I graded the cable so low because we were paying \$156.00. If we didn't want the telephone it would have been more and who can watch all those channels. I cut the cable and went with a wave antenna @ \$95.00. Now I get 31 stations and just have a high internet bill for my computer. TV is "0"
- When we get spikes in water bill due to a leakage or system problem we are not aware of it until our statement is received. There should be a \$ break if we repair the problem immediately rather than pay full cost of problem we were unaware of.
- Of course, I wish it was cheaper.
- I come from Massachusetts where the water is good, here not so much. I paid less than 1/3 of what I pay here. I have 2 bills for water!

Management Note: one bill is for water delivery service and the other bill is in support of sewer services.

- They informed me when my meter showed there was more water being used than usual, which I think is important. (However, I had just turned my fountain on.)
- My water consumption was very high during summer, which we did put in gtt system & many more plants & trees, however we had a leak (major one) in our gtt system. We were finally told by the meter reader it was significantly higher usage, but would have been nice to know sooner to look for a cause for increased water usage. But will say Rep. was very nice & polite - impressed with him.
- Pretty happy with my service but hate that my sewer bill is based on usage of water. Sewer is higher than water & I use more water outside than inside!
- I am sorry; I put the wrong marks in the wrong circles.
- I have had no problems.
- One of the choices for an answer should be "don't know"

Join the Round Up Program

Round Up is a program that rounds up water bills to the next whole dollar; these pennies can make a difference to those in need.

This Community Water program is voluntary for our customers and the Salvation Army administers our program.

It provides support for our water utility customers.

Round Up applications are available on our website at <http://www.communitywater.com>

Please visit our office for a paper copy.

Statement on Water Quality

Community Water continues delivery of water that meets or surpasses all applicable health and safety measures.

We conduct all of the required tests to check delivered water quality, and report our test results in June.

Our Water Quality Report is available on our website at <http://www.communitywater.com>

Please visit our office for a paper copy.