Community Water Company (CWC) has served our community since 1977.

Our mission is to reliably deliver drinking water to our customers and to maintain a sustainable water supply for our customers.

We serve 12,468 residential units and 403 commercial accounts.

Our directors are volunteers from our community.
Gathering Feedback

- Customer Satisfaction Survey
- Face-to-Face
  - Public Presentations – Sahuarita Town Council, Green Valley Council, Chamber of Commerce, and other public meetings
  - Participation at Country Fair, Fiesta Sahuarita, and Business Expo
- Targeted Surveys Throughout the Year
  - Survey of Complaint Orders
  - Employee satisfaction
Methodology & Response

- Evaluated questions, results, methodology, and compared to other organizations.
- Randomly selected and asked for feedback from 360 residential customers throughout our company.
- Timeline
  - December - surveys distributed and received
  - January-March - results summarized
  - April - formal presentation at member’s annual meeting
- 2013 we had 159 respond to our survey request.
- We will build on what we have learned.
89% of our Customers are Satisfied with CWC
## Overall High Satisfaction

<table>
<thead>
<tr>
<th>Category</th>
<th>2011 Satisfied</th>
<th>2012 Satisfied</th>
<th>2013 Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Service</td>
<td>90%</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>92%</td>
<td>82%</td>
<td>83%</td>
</tr>
<tr>
<td>Water Quality</td>
<td>73%</td>
<td>81%</td>
<td>77%</td>
</tr>
<tr>
<td>Water Price</td>
<td>75%</td>
<td>78%</td>
<td>73%</td>
</tr>
</tbody>
</table>
Customer Satisfaction with Other Utilities

- CWC
- Electricity
- Phone
- Cable
- Waste Wtr

- 2011
- 2012
- 2013
Water Quality Trends

- Clear & Colorless
- Pressure Satisfactory
- Odor Free
- Water is Safe
- No Chemical Taste

2011 2012 2013
Important Attributes

- Water Quality
- Quality Customer Service
- Water Conservation
- Sustainability
- Non-water Green Initiatives

2011
2012
2013
The Environment

88% agree that sustainable water supplies are important. 89% agree that water conservation programs are important.

69% agree that CWC cares about the environment, 4% disagree.
Our reputation continues to be outstanding. Below are the results of those that agree with the following statements about CWC:

- Keeps the public informed
- Gives good value for the money
- Is experienced and knowledgeable
- Is a well-run organization
- Is trusted to do the right thing
Familiar with Governance

CWC is a not-for-profit corporation with members. We asked our members how familiar they were with our governance.
Communications

- 81% agree that CWC keeps them informed, 1% disagree.
- 77% have internet access. 4% of respondents do not have internet access. 20% of respondents do not intend to get any internet access.
- 19% have visited our web site www.communitywater.com
- 70% want their monthly bills by mail.
Summary

- Satisfaction remains high.
- Customers value water quality as most important followed by quality customer service.
- Many customers drink filtered water because it is connected to their refrigerator.
- Interest in online services and email communication is growing.
Please check your records I have no middle initial in my name.
Thank you - good survey
We are blessed to have a quality water company and water
You're doing a great job Thanks
Love my water company. (Been a customer for years). Satisfied with service, price, quality. "Awesome" service technicians. :)
The staff are nice to deal with.
Very pleased with work crew for outside water leak.
Like when they monitor water usage to see when it fluctuates.
Good utility - working toward keeping water available in the future. Nice Job! Well run outfit.
+++ Thanks for asking opinion of customers. A major goal - besides the routine of daily water - is the look ahead 5 to 10 years consider "rewards" of some kind for customer used water saving devices. I.e. toilets (we installed 2 low use toilets 4 years ago), and other ideas. Overall, good job & my experience with a technician from CWC was ++++!!***
Thank you for your service. Happy Holidays :)
Your employees are wonderful! Dustin (no longer w/you) was great :(! The people behind counter @ office are patient and friendly! Sue and Kathy are awesome.
I like good water & I like the cost!!
We are very concerned about water in the desert - how precious it is and its coming scarcity. Accordingly, we harvest rain water and employ every means possible NOT to waste it. In fact, it has become a "game" in this household to come up with new way to save on water use.
It would be to EVERYONES advantage if people were cited for hosing down their driveways & sidewalks
Have an all Electric home. No gas.
I get charged one month way more than my usual amount. There were no leaks, I water one tree on timer, I live alone & try to be very conservative.
Told by plumber to leave water heater alone - not flush regularly. Recent retiree - lived here 4 1/2 years before retiring.
How should I maintain my hot water heater - seems to be working OK.
New water heater fall 2012
Can someone show us how to flush water heater. It is about one year old.
I am concerned that builders are allowed to have only one hot water heater per home. In our case, the master bath is 2 1/2 gallons away from hot water. 2 1/2 gallons down the drain with each requirement for hot water!

Don't trust water to be chemical free with all the mines area. Worry about new mine depleting our water supply.

Forget the mine

We use a filter for drinking water. Not because of any complaint but precautionary.

Using bottled water at home as huge waste of money

Am generally satisfied except water pressure seems low to me as compared when I stay at another family members home

Would like to see a little more water pressure.

There is a slight but noticeable "off" taste to tap water not a heavy chlorine smell and taste as with Tucson or Quail Creek water, It's hard to describe, but I don't like it.

I do not live in this home - my children use it when in Green Valley

I wish the calcium levels were lower

Calcium level - way too Hi! Water spots reflect solids in water (like dirty water)

The line is a problem in the commodes. People here think the water is hard. They ought to live in the mountains of VA.

Big Worry, if the sulfate well contamination returns - I'll take back all the good things I've said above! I lost a hot water heater & couldn't drink my water back in the mid to late 90's.

My toilet in my bathroom gets lots of black residue around toilet rim has since we moved in and I have to clean it often!!!

Water Pressure varies greatly!

Developers put water lines in but don't tell water company where lines run from point of water company access to point - change law.

The price of water 20 years ago was very reasonable. There has been a steady increase since then, much greater than inflation. The whole area would be better served by one water company for all of Pima Co, failing that then GV & Sahuarita.

Because our water use is linked to sewer billing, there should be a method of separating our irrigation use (drip sys) from water use that is introduced into the sewer system. I'd like to hear back from you on this.

I would prefer metered service, & sewer rates that were not tied to water use.

The sewer bill has tripled & continues to increase. We are careful water users so I don't understand

We should be able to exempt sewer charges from landscape watering - somehow

In future, it would be nice to see correct grammar in the "neither Satisfied NOR (nor "or") Dissatisfied" space. Thanks.