



Chester Water Authority Customer News and Information

Summer/Fall 2006 Vol.13 No.1



Your Opinion Is Important to Us

Ten years ago, we surveyed all of our customers to determine their satisfaction with Chester Water Authority (CWA). Since it has been 10 years, we have decided that it is time again to see how we measure up in the opinion of our customer. In November 2005, CWA began the first segment of a three-year program to survey all of our customers. We mailed 13,079 surveys (approximately 1/3 of our total customer base) to a cross section of customers in our service area. And the results are in! Out of the 13,079 surveys that were mailed out, we received a total of 2,333 responses – that’s an 18% return which is considered a good response to questionnaire-type surveys.

The customer survey consisted of six sections:

- Water Quality
- Customer Service
- Consumer Awareness
- Household Information
- Support for Future Programs
- Overall Rating

Our customers were also offered the opportunity to provide us with additional comments. Out of 2,333 surveys that were returned, 590 respondents (25%) made comments and of those, 153 asked to be contacted. The Authority is getting in touch with those customers.

In this edition of our customer newsletter, we would like to share with you some of the results of the survey. Another survey will be sent out in September 2006, and the final portion will be mailed in 2007. If you didn’t receive a survey in November 2005, keep your eyes open for future mailings.

Your opinions are important to us. At Chester Water Authority, our focus is on our mission of providing “Quality, Service, and Value.” Our customer survey will assist us in evaluating how we are doing in meeting that goal.

We appreciate your response and your comments. When you receive the Customer Satisfaction Survey, please take a minute and fill out the questionnaire.

IMPOSTOR ALERT

STAY SAFE!

(see back for important information)



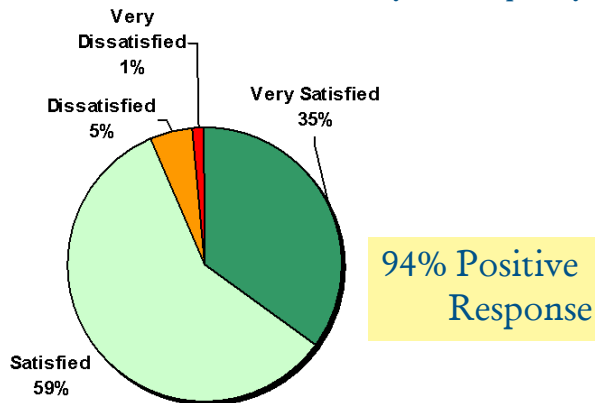
Chester Water Authority



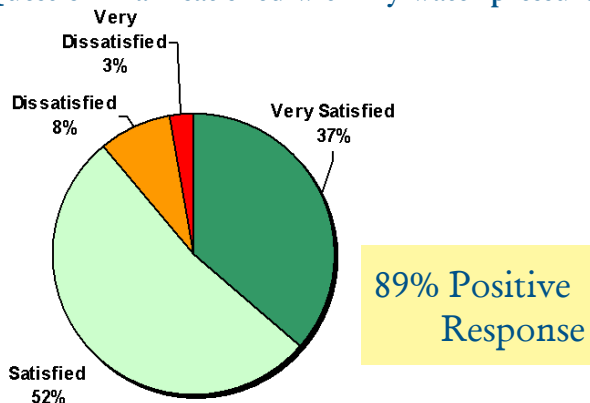
Water Quality

The first portion of the survey focused on water quality, water pressure, and the taste of water.

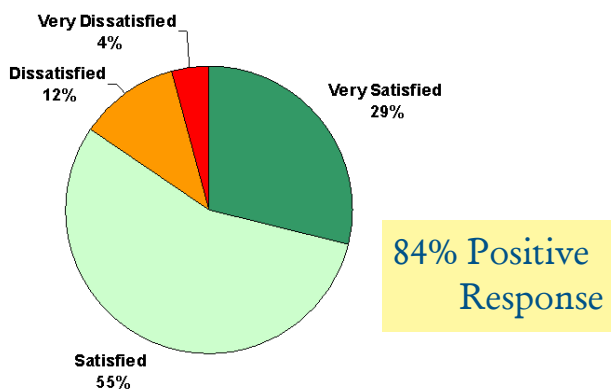
Question: I am satisfied with my water quality.



Question: I am satisfied with my water pressure.



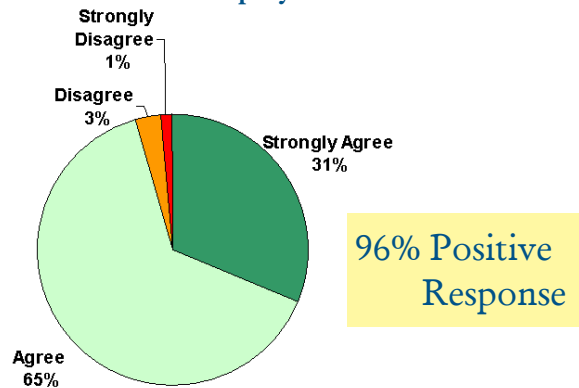
Question: I am satisfied with the taste of my water.



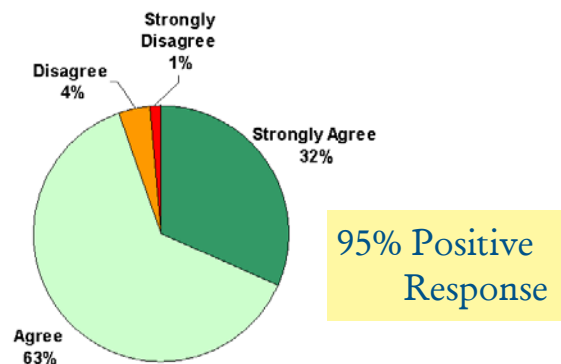
Customer Service

The Customer Service section of the survey consisted of questions about customers' contact with Authority employees. An average of 96.5% of respondents agreed or strongly agreed with the positive aspects of customer service.

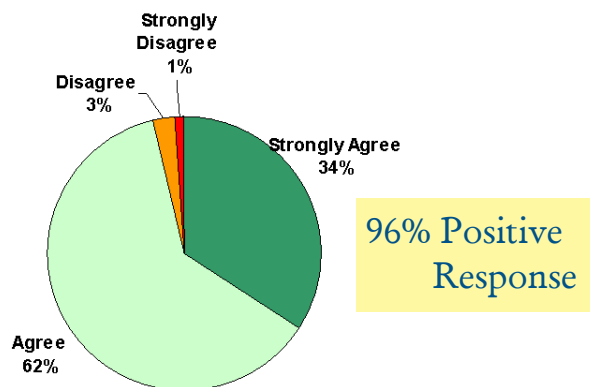
Question: I am satisfied with the results of my contact with CWA employees.

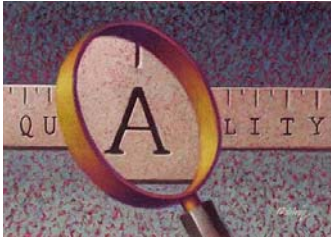


Question: When contacted, CWA employees provided a satisfactory solution.



Question: CWA employees were helpful when I contacted them.





Consumer Awareness

Our survey addressed our consumers' awareness of the Authority. For instance, 53% of our respondents are aware that water supplied by Chester Water Authority is not funded from federal, state, or local taxes.

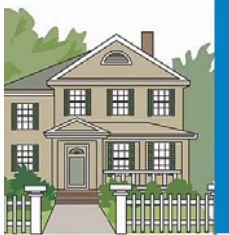
As a municipal authority, CWA does not pay dividends, nor do we answer to stockholders. We answer to our customers. Because of our operational efficiencies, our rates are, and will remain, significantly lower than the rates of major neighboring for-profit water utilities. We charge the lowest practical rates to cover operation and maintenance costs, capital requirements, and bond obligations.

Of the 2,287 responses to the statement "I am aware that Chester Water Authority is a not-for-profit organization," 43% indicated that customers are aware.

Regarding the statement "I am aware that current and proposed federal and state regulations may cause my water bill to increase," 68% of customers were not aware, versus 32% who are aware.

Also in the questionnaire, customers were asked, "Do you value the information we send you in the mail or enclose in your bill?" Of the customers who responded, 90% specified that they do value the information supplied to them by CWA.

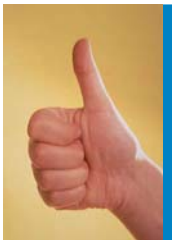
The statement "I trust that CWA complies with all regulatory requirements" was met with a positive response. Of those customers who responded, 96% trust that CWA is in compliance.



Household Information

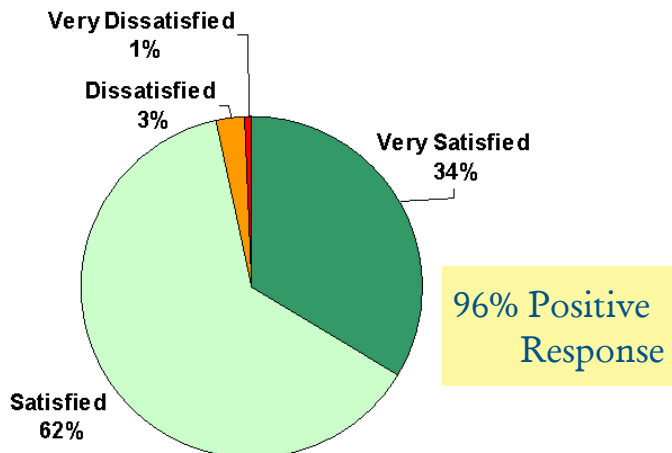
The two questions asked in this section of the survey focused on whether customers purchase bottled water and if they are aware of our Web site.

A total of 2,295 customers responded to the bottled water question; 60% purchase bottled water weekly, monthly, or sometimes. Of the 2,230 replies to the question regarding the Web site, 64% indicated that customers are aware that it exists.



Overall Rating

Overall satisfaction with Chester Water Authority is very good. A remarkable 96% of customers who responded are satisfied or very satisfied with the overall job Chester Water Authority is doing!



The numbers that we have received to date make a statement – that we are dedicated to “Quality, Service, and Value.”

Business Hours and Phone

Walk-in: 8:00 AM to 5:00 PM
Telephone: 8:00 AM to 7:00 PM
Monday through Friday
Telephone: (610) 876-8181
(800) 793-2323

Web Site

www.chesterwater.com

Mailing Address

P.O. Box 467
Chester, PA 19016

Emergency Hours and Phone

24 HOURS A DAY
7 DAYS A WEEK
Telephone: (610) 876-8181



Impostor Alert

We want to remind our customers to play it safe. If someone comes to your home regarding a water issue, be sure to check that he or she has a proper CWA identification card.

Only CWA employees with proper CWA identification are authorized to make water quality checks or repairs. A person may tell you that your water will be shut off unless you pay your bill immediately. CWA never accepts payment at your house.

Along with carrying their CWA identification card, all our employees drive CWA vehicles displaying the CWA name and logo.

If CWA requires access to your home or business, appointments are prearranged by Chester Water Authority.

If someone comes to your home and you are not expecting them, do not let them in. Call our Customer Service Department at 610-876-8181 or 800-793-2323 to verify if they are employees.



All Authority employees carry their Chester Water Authority identification on them (see above), and all drive vehicles displaying the CWA name and logo, as shown below.

