



**Washington Suburban
Sanitary Commission**

**CUSTOMER SATISFACTION SURVEY
(NO. 1046)**

FINAL REPORT

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SUBMITTED BY:



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WASHINGTON SUBURBAN SANITARY COMMISSION

2011 CUSTOMER SATISFACTION SURVEY FINAL REPORT

Executive Summary

Introduction

The Washington Suburban Sanitary Commission (WSSC) is a bi-county agency in the State of Maryland established to provide water supply and wastewater treatment services for people in Montgomery and Prince George's Counties. WSSC is the 8th largest water and wastewater utility in the nation, serving nearly 1.8 million residents and approximately 460,000 customer accounts in Prince George's and Montgomery counties over an area of nearly 1,000 square miles. They operate and maintain eight water and wastewater plants, more than 5,500 miles of fresh water pipeline and nearly 5,400 miles of sewer pipeline.

WSSC'S MISSION: *We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethically and financially responsible manner.*

WSSC'S VISION: *We will become the world class provider of safe, reliable water/wastewater services that protect the health, safety and quality of life for our community.*

- *Customers are delighted with our excellent products and services.*
- *Relationships with our customers, employees and business partners surpass expectations.*
- *The environment is improving as a result of our efforts.*

Quality...always.

WSSC'S STRATEGIC PRIORITIES:

- *Infrastructure*
- *Financial Stability*
- *Workforce Management*
- *Procurement*
- *Customer Service*
- *Security and Safety*
- *Communications and Stakeholder Relationships*
- *Environmental Stewardship*

Objective

WSSC wished to address strategic initiative concerns with their commercial and residential, water and/or sewer rate-paying customers, through a customer satisfaction survey effort.

Goals included:

- Developing a performance measurement and diagnostic tool to determine customer satisfaction and perception of the WSSC, its services and customer relations;
- Understanding what customers value, what services they desire and how they perceive rates as compared with other utilities;
- Providing recommendations and strategies to enhance customer relations and provide excellent service; and
- Identifying the WSSC brand in the market and make recommendations toward the improvement/development of a branding program.

Key areas identified as the focus of the customer satisfaction survey included:

- Water Quality – Odor, taste, clarity, confidence, etc.
- Billing Rates – Satisfaction, value, comparison to other utilities
- Communications – Outreach efforts, information dissemination, agency reputation, environmental activities
- Level of Service – Responsive, friendly, quality maintenance, expeditious, etc.
- Branding – The image the brand portrays

Methodology

WSSC partnered with Maryland Marketing Source, Inc. (MMS), a full-service market research company, to facilitate the success of this research endeavor. MMS was charged with completing 3 tasks:

- Task 1: Segmentation analysis to determine an appropriate sampling plan
- Task 2: Survey development and administration
- Task 2: Data analysis, reporting, and tabulation

Telephone surveys were conducted among 1,000 WSSC Residential customers (500 in Prince George's County and 500 in Montgomery County) and 200 WSSC Commercial customers (100 in Prince George's County and 100 in Montgomery County). The majority of the survey instrument was asked of both Residential and Commercial customers, with certain sections tailored specifically to reflect the language and services appropriate for each segment. Residential customers were contacted during evening and weekend hours, and Commercial customers were contacted during normal business hours.

Interviewing took place between June 16th, 2011 and July 27th, 2011. At a 95% confidence level the overall margin of error for the 1,200 completed surveys is +/- 2.83%. For the residential segments the margin of error is +/- 4.93% and for the commercial segment it is +/- 9.83% within each respective county.

A note about **statistical significance**: a result can be called *statistically significant* if it is unlikely to have occurred by chance or due to sampling errors. However, if the base size is too low, or the difference between the variables in question is low, any variance that can be deemed *statistically significant* may not necessarily be substantially important according to each situation. The practical importance of *statistically significant* results should always be further evaluated by the subject matter experts.

Charts, tables, and graphs may not total 100% due to rounding and the exclusion of missing variables from the analysis ("no answer" and "don't know/refused" percentages).

WSSC Customer Key Driver Satisfaction Models

The WSSC Customer Satisfaction Study surveyed both residential and commercial customers located in the Maryland counties of Montgomery and Prince George's. Mirroring the survey design, two primary Key Driver Customer Satisfaction models were developed: one for residential customers and the other for commercial customers. A weighted Customer Satisfaction Index (CSI) score was calculated for each of the models. Additionally, both models were segmented by county and a CSI in turn calculated for each county, generating a total of six CSI scores (see Tables 1 – 6 on the following pages).

Multivariate analysis was employed, principally factor and regression techniques, to develop the models. Each model consists of a number of key drivers (or factors). More specifically, the Residential model is composed of seven key drivers:

- Company image;
- Overall bill handling and value of service;
- Water quality;
- Informing customers;
- Payment for infrastructure maintenance/upgrades;
- Agents; and
- Field personnel.

The Commercial model consists of four key drivers:

- Company image and informing customers;
- Water quality;
- Payment for infrastructure maintenance/upgrades; and
- Overall bill handling and value of service.

These key drivers are, in turn, comprised of multiple performance measures and each performance measure is represented by its "mean" value reported on 0-10 scale.

Each key driver is also assigned a weight according to its impact on customer satisfaction. (In each of the 6 tables, the weight for each key driver is shown in parenthesis next to the key driver.) For example, in the residential customer model, company image has the greatest influence on customers' satisfaction with WSSC, with a weight of .27 (out of 1.0). Similarly, company image and informing customers is the most influential key driver in the commercial model, with a weight of .417 (out of 1.0).

The residential model shows moderate strength in explaining customer satisfaction. Its R Square value is .46 (out of 1.0). In other words, the model explains 46% of the variation in residential customers' satisfaction with the WSSC. By comparison, the commercial model is more powerful in this regard, with an R Square value of .73, a score that is considered strong.

Examination of the primary Residential and Commercial Customer Satisfaction models reveals both similarities and differences regarding key drivers. Given that the two customer groups were asked the same questions, with a few exceptions, the similarities are anticipated. The differences may be attributed to the size of the commercial customer sample and the number of commercial customers answering various questions. There were only 200 commercial customers interviewed compared to 1,000 residential customers. For some of the questions, the number of commercial respondents dropped off significantly, especially for those questions involving interaction with employees such as agents and field personnel. In the case of commercial customers there were too few respondents for the employee-related questions to permit successful computation of factor analysis, thus these two potential key drivers had to be excluded from the model. Another consequence of the relatively small number of commercial respondents is the failure of “company image” and “informing customers” to split into two key drivers.

Key Findings

- WSSC customers are very aware of who they are and what services they provide.
 - The majority of study participants were able to verbalize that WSSC was an acronym for the Washington Suburban Sanitary Commission.
 - The vast majority of respondents were aware that the WSSC provides ‘clean water/water utility’ service to their customers.
 - More than half of Residential respondents in Montgomery County and Commercial respondents in Prince George’s and Montgomery County, as well as just under half of the Residential respondents in Prince George’s County are aware that the WSSC provides ‘treatment and collection of wastewater/sewage’.
- Study participants mostly obtain information about the WSSC via ‘bill inserts’ and ‘Pipeline’.
 - They utilize the WSSC website as well, but not nearly as much considering that the vast majority of respondents do have access to the Internet.
 - One third of Prince George’s County customers and more than one quarter of Montgomery County Customers have visited the WSSC website at least once.
 - More Residential than Commercial customers have visited the website as well.
 - Customers agree that they are less than fully satisfied with the information provided by the WSSC website.
 - Residential customers also rely upon ‘other direct mail pieces/postcards’, and Commercial customers still utilize the ‘telephone’.
- Almost 9 out of 10 study participants have not signed up for the WSSC Customer Notification System (CNS).
 - More than half of the Residential customers and more than two thirds of Commercial customers have not signed up because they have ‘never heard of it/[are] not familiar’.
 - Respondents also cite that they have ‘no interest’ in signing up.
 - Those who do utilize the CNS believe it to be moderately useful.
 - Respondents who haven’t yet signed up for the CNS remain unlikely to do so at this point.
- In general, WSSC customers feel they could be much more informed about water related advisories such as main breaks, water restrictions, and boil water advisories than they currently are.

- Within the past 12 months, more than two thirds of study participants state that they have ‘never’ called the WSSC.
 - Commercial customers in Montgomery County have done so the most and also have had to call more than once to have an inquiry resolved.
 - Residential respondents who have called the WSSC have done so recently regarding:
 - ‘Billing questions’,
 - ‘Service problems’, and
 - ‘Water main/sewer breaking’.
 - Commercial respondents who have called the WSSC have done so recently regarding:
 - ‘Service problems’, and
 - ‘Water main/sewer breaking’.
- The ‘courtesy of the agent’ was the highest rated Customer Care factor, and the ‘time it took the agent to resolve your inquiry’ was rated the lowest.
- Prince George’s County reported the highest Customer Care satisfaction levels compared with Montgomery County.
- Residential respondents in Prince George’s County are significantly less satisfied with their water quality than are respondents in each of the other segments.
- Commercial respondents rated each aspect regarding their water quality higher than did Residential respondents.
- Less than 5% of Residential and 8% of Commercial customers have had their water tested within the past 12 months.
- Customers report high levels of satisfaction with their WSSC ‘billing cycle’, the ‘billing options that are available’, and with what they ‘pay for the services they receive’.
 - Residential respondents have no strong preference for being ‘billed monthly instead of quarterly’, and
 - Approximately two thirds of customers overall ‘would use the electronic bill pay option with WSSC if there was no fee for doing so’.
- Few participants overall have interacted with WSSC field personnel within the past 12 months.
 - Commercial customers within Montgomery County also have the highest overall satisfaction with regard to their most recent interaction with WSSC field personnel.
 - Respondents were the most satisfied with the ‘courtesy of [the] field personnel’.
 - Customers were the least satisfied with the ‘time it took field personnel to resolve the issue’ and the ‘ease of scheduling service’.
- Montgomery County respondents were much more satisfied than Prince George’s County respondents with their experiences with WSSC’s Development Services Center.
 - Commercial customers in Prince George’s County agreed the most that ‘the materials provided...were helpful & informative’, and Commercial customers in Montgomery County agreed that ‘WSSC staff was helpful’.
 - Both counties provided the lowest scores when asked if ‘WSSC staff was knowledgeable’.

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- WSSC customers agree that *it is very important to me that the WSSC have strong plans to fund and rebuild its system of pipes and other assets in order to maintain safe and reliable service*, however, they are less enthusiastic about the concept of having to pay more in order to help the WSSC rebuild its infrastructure because, it would seem, they are not convinced that the *system is very old and if we do not spend more money on it now there will be more pipe breaks and inconveniences*.
 - Montgomery County customers would be more willing than Prince George's customers to *pay an increased rate for water and sewer services so that service and repairs can be addressed in a timely and speedy manner*.
 - The impact to the community, which could possibly include boil water advisories, traffic changes, temporary business closures, and limited water supplies, was ranked as the 'most important' possible effect of a water main break to study participants in each segment.
 - Commercial customers seem to have a more positive view of the WSSC overall than do Residential customers, and Montgomery County residents seem to have a more positive view of the WSSC than do residents of Prince George's County.
 - *WSSC meets federal and state water quality requirements* was rated the highest by Residential and Commercial respondents.
 - Residential and Commercial respondents rated the *WSSC is active in my local community with educational and environmentally friendly events* the lowest.
 - All things considered, study participants were moderately satisfied with the utility service they receive from the WSSC.
 - Taking into account everything they may have heard, read, or seen, study participants have a slightly positive opinion of the WSSC as a company.

Conclusions and Next Steps

Awareness of who the WSSC is and what services they provide is very high overall. Customers in each segment are familiar with the organization as well as what basic services to expect from them. Based upon the quantitative research findings, there are several areas in which the WSSC shows strength, as well as areas in which there are opportunities for improvement.

➤ Communications and Customer Care

- Areas of Strength: Customer Care agents and field personnel were rated very highly for their courteous deportment when interacting with WSSC customers. These employees are the voices and faces of the WSSC for the majority of customers and the high ratings they have received reflect positively upon the WSSC as an organization. Customers highly value the way they are treated, especially since they are mostly in contact with an organization to solve a problem of some sort, so these high marks should be praised.
- Opportunity for Improvement: Respondents agreed that they, as well as the Customer Care agents and field personnel with whom they have interacted, would benefit from more information. WSSC staff needs to be better informed so as to be better able to better communicate with customers, answer customer questions, and resolve customer concerns. Customers also need to be access information about general topics, long-term projects, and also immediate issues as they arise. WSSC can find opportunities to improve in this area by updating their website, becoming vocal in the community via social media, and promoting customer use of the Customer Notification System (CNS) via strategic marketing messages.

➤ Infrastructure

- Areas of Strength: Customers are on the same page when it comes to how important it is for WSSC to plan for the future and proceed with projects that will maintain and improve the infrastructure.
- Opportunity for Improvement: Although customers want uninterrupted service, high quality water, and a reinforced system of pipes and other assets, they do not want to have to pay more out of their own pockets for it. The WSSC has an opportunity here to develop methods for framing the overall process as a partnership between WSSC and its customers so that, in working together, the future of the water and sewer systems can be assured. By educating customers about the infrastructure, how it all works, what projects additional funds would go towards, how to conserve, and involving them in the overall process could make them feel that their contributions are positive and rewarding.

➤ Image

- Areas of Strength: Respondents have a positive view of the WSSC and agree that the WSSC acts with integrity and *meets federal and state water quality requirements*.
- Opportunity for Improvement: Study participants are not dissatisfied with the utility service they receive from the WSSC, however there are many opportunities to improve the WSSC's image overall. This is especially true of Residential customers, whose view of the WSSC is less positive than that of Commercial customers. The WSSC needs to cultivate methods in which to further publicize their success stories, outreach efforts, and customer focused events and ideology.

➤ **Next steps**

- Now that the WSSC has clearer view overall of where their strengths lie and where they have opportunities to make positive changes, the next step is to hone in on each in order to develop some actionable goals. By engaging in qualitative research, the WSSC will be able to further benefit from customer feedback through their anecdotal information and personal experiences.
- MMS will partner with the WSSC to conduct eight (8) focus groups wherein we will speak to Residential and Commercial customers from both Prince George's Counties.
- Suggested topics to address include:
 - The WSSC logo and other branding collateral – Via the focus groups we can test and discuss multiple concepts and ideas with customers to learn what most appeals to them and speaks to what the WSSC wants to project about themselves through their brand and logo.
 - Communications – Focus groups will allow us to ask customers to speak more in depth regarding what they want out of the WSSC website to make it an informative resource for them, as well as regarding other ways the WSSC can reach them and provide the most up-to-date information. This includes discussing the Customer Notification System specifically in order to learn how to better promote this service and garner more interest so it can become a useful tool for customers.
 - Infrastructure – Money is always a sensitive topic for people. Group discussions provide participants with a safe environment within which they can express their concerns while also working together as a team to develop sound and reasonable ideas that can work for all parties.
 - Image/Public Relations – There are several key areas wherein the WSSC's image could use a bit of polish. During the focus groups we can discern the reasoning behind why people feel about the WSSC the way they do, from which we can develop action steps so that the WSSC can improve how they are viewed.
- The focus groups will take place at a facility located in a centralized location.
- Upon completion of the focus groups, MMS will review the discussions and provide the WSSC with written report.

WASHINGTON SUBURBAN SANITARY COMMISSION

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Detailed Findings

CUSTOMER KEY DRIVER SATISFACTION MODELS

The Key Driver Models, along with the Customer Satisfaction Index (CSI) scores, are shown in Figures 1a-f. The CSI scores, based on the methodology used in this analysis (see Methodology section), can range from a low of 0 to a high of 10. They are shown below as well as at the bottom of each table:

- 6.9 for all Residential customers;
 - 6.8 for Residential customers living in Prince George's County
 - 7.0 for Residential customers living in Montgomery County
- 7.1 for all Commercial customers;
 - 7.0 for Commercial customers located in Prince George's County
 - 7.2 for Commercial customers located in Montgomery County

Figure 1a: WSSC Residential Customer Satisfaction Model

Key Drivers and Performance Measures	Mean Score
Company Image (.27)	6.1
Puts customers first	6.0
Protects the environment	6.4
Active in local community	4.9
National leader in providing water and sewer services	6.1
Meets federal and state water quality requirements	7.1
Is "green"	6.0
Builds/maintains system to keep costs down and provide affordable, quality service	6.2
Follows practices to lower costs and keep environment clean	6.2
Overall Bill Handling and Value of Service (.21)	7.9
Satisfied with current billing cycle	8.4
Accurate water and sewer bill	7.3
Easy to understand bill	8.1
Satisfied with bill payment options	8.0
Satisfied with services received for fee paid	7.8
Satisfied with WSSC services for costs compared to payment for other utilities	7.8
Water Quality (.17)	7.5
Taste of water	6.9
Color of water	8.0
Odor of water	7.6
Purity of water	7.5
Safe to drink water	7.5

Informing Customers (.13)	6.2
Provides enough information about water conservation methods	6.2
Provides enough information about rates	6.5
Provides enough information about services offered	6.4
Provides enough information about outages/interruptions	6.2
Provides enough information about construction/maintenance	5.9
Payment for Infrastructure Maintenance/Upgrades (.09)	5.6
Strong plans to fund and rebuild system	7.7
Willing to pay more now than pass costs to future generations	5.4
Willing to pay more now for continued safe, reliable service and rebuild system	5.0
Willing to pay additional fee, separate from usage costs, to fund rebuilding system	4.4
Agents (.08)	7.8
Courteous	8.3
Ability to answer questions	7.8
Time to resolve inquiry	7.5
Usefulness of information provided	7.6
Field Personnel (.05)	7.4
Courteous	8.1
Ability to answer questions	7.6
Time to respond to issue	7.2
Time to resolve issue	6.8
Cleanliness of worksite upon project completion	7.5
Ease of scheduling service	7.1
Weighted Residential CSI	6.89

Figure 1b: WSSC Residential Customer Satisfaction Model for Prince George's County

Key Drivers and Performance Measures	Mean Score
Company Image (.27)	6.2
Puts customers first	6.1
Protects the environment	6.5
Active in local community	4.8
National leader in providing water and sewer services	6.3
Meets federal and state water quality requirements	6.9
Is "green"	6.1
Builds/maintains system to keep costs down and provide affordable, quality service	6.2
Follows practices to lower costs and keep environment clean	6.3
Overall Bill Handling and Value of Service (.21)	7.8
Satisfied with current billing cycle	8.2
Accurate water and sewer bill	7.2
Easy to understand bill	8.1
Satisfied with bill payment options	7.9
Satisfied with services received for fee paid	7.8
Satisfied with WSSC services for costs compared to payment for other utilities	7.8

Water Quality (.17)	7.3
Taste of water	6.7
Color of water	7.8
Odor of water	7.4
Purity of water	7.3
Safe to drink water	7.1
Informing Customers (.13)	6.2
Provides enough information about water conservation methods	6.3
Provides enough information about rates	6.5
Provides enough information about services offered	6.4
Provides enough information about outages/interruptions	6.0
Provides enough information about construction/maintenance	5.7
Payment for Infrastructure Maintenance/Upgrades (.09)	5.4
Strong plans to fund and rebuild system	7.7
Willing to pay more now than pass costs to future generations	4.9
Willing to pay more now for continued safe, reliable service and rebuild system	4.7
Willing to pay additional fee, separate from usage costs, to fund rebuilding system	4.1
Agents (.08)	7.8
Courteous	8.3
Ability to answer questions	7.8
Time to resolve inquiry	7.5
Usefulness of information provided	7.6
Field Personnel (.05)	7.3
Courteous	8.1
Ability to answer questions	7.8
Time to respond to issue	7.2
Time to resolve issue	6.7
Cleanliness of worksite upon project completion	7.3
Ease of scheduling service	6.9
Weighted Residential CSI for Prince George's County	6.82

Figure 1c: WSSC Residential Customer Satisfaction Model for Montgomery County

Key Drivers and Performance Measures	Mean Score
Company Image (.27)	6.1
Puts customers first	6.0
Protects the environment	6.3
Active in local community	5.1
National leader in providing water and sewer services	5.9
Meets federal and state water quality requirements	7.3
Is “green”	5.9
Builds/maintains system to keep costs down and provide affordable, quality service	6.1
Follows practices to lower costs and keep environment clean	6.1
Overall Bill Handling and Value of Service (.21)	8.0
Satisfied with current billing cycle	8.5
Accurate water and sewer bill	7.5
Easy to understand bill	8.2
Satisfied with bill payment options	8.1
Satisfied with services received for fee paid	7.8
Satisfied with WSSC services for costs compared to payment for other utilities	7.9
Water Quality (.17)	7.7
Taste of water	7.1
Color of water	8.3
Odor of water	7.7
Purity of water	7.7
Safe to drink water	7.9
Informing Customers (.13)	6.3
Provides enough information about water conservation methods	6.1
Provides enough information about rates	6.6
Provides enough information about services offered	6.5
Provides enough information about outages/interruptions	6.4
Provides enough information about construction/maintenance	6.1
Payment for Infrastructure Maintenance/Upgrades (.09)	6.0
Strong plans to fund and rebuild system	7.8
Willing to pay more now than pass costs to future generations	5.9
Willing to pay more now for continued safe, reliable service and rebuild system	5.4
Willing to pay additional fee, separate from usage costs, to fund rebuilding system	4.8
Agents (.08)	7.6
Courteous	8.0
Ability to answer questions	7.8
Time to resolve inquiry	7.2
Usefulness of information provided	7.4

Field Personnel (.05)	7.4
Courteous	8.1
Ability to answer questions	7.3
Time to respond to issue	7.2
Time to resolve issue	6.9
Cleanliness of worksite upon project completion	7.7
Ease of scheduling service	7.2
Weighted Residential CSI for Montgomery County	6.98

Figure 1d: WSSC Commercial Customer Satisfaction Model

Key Drivers and Performance Measures	Mean Score
Company Image and Informing Customers (.42)	7.0
Puts customers first	6.6
Protects the environment	7.3
Active in local community	6.1
National leader in providing water and sewer services	7.6
Is “green”	6.9
Builds/maintains system to keep costs down and provide affordable, quality service	7.0
Follows practices to lower costs and keep environment clean	7.3
Provides enough information about water conservation methods	7.1
Provides enough information about rates	7.4
Provides enough information about services offered	7.5
Provides enough information about outages/interruptions	6.7
Provides enough information about construction/maintenance	6.6
Water Quality (.23)	8.2
Taste of water	7.8
Color of water	8.6
Odor of water	8.2
Purity of water	8.3
Safe to drink water	8.3
Payment for Infrastructure Maintenance/Upgrades (.19)	4.9
Willing to pay more now than pass costs to future generations	6.0
Willing to pay more now for continued safe, reliable service and rebuild system	4.7
Willing to pay additional fee, separate from usage cost, to fund rebuilding system	4.0
Overall Bill Handling and Value of Service (.16)	8.2
Satisfied with current billing cycle	8.3
Accurate water and sewer bill	7.8
Easy to understand bill	8.4
Satisfied with bill payment options	8.4
Satisfied with services received for fee paid	8.1
Satisfied with WSSC services for costs compared to payment for other utilities	8.1
Weighted Commercial CSI	7.08

Figure 1e: WSSC Commercial Customer Satisfaction Model for Prince George's County

Key Drivers and Performance Measures	Mean Score
Company Image and Informing Customers (.42)	6.9
Puts customers first	6.6
Protects the environment	7.4
Active in local community	5.6
National leader in providing water and sewer services	7.6
Is "green"	6.9
Builds/maintains system to keep costs down and provide affordable, quality service	7.0
Follows practices to lower costs and keep environment clean	7.2
Provides enough information about water conservation methods	7.0
Provides enough information about rates	7.3
Provides enough information about services offered	7.6
Provides enough information about outages/interruptions	6.4
Provides enough information about construction/maintenance	6.2
Water Quality (.23)	8.2
Taste of water	7.7
Color of water	8.4
Odor of water	8.2
Purity of water	8.3
Safe to drink water	8.2
Payment for Infrastructure Maintenance/Upgrades (.19)	4.7
Willing to pay more now than pass costs to future generations	5.7
Willing to pay more now for continued safe, reliable service and rebuild system	4.4
Willing to pay additional fee, separate from usage cost, to fund rebuilding system	4.0
Overall Bill Handling and Value of Service (.16)	8.1
Satisfied with current billing cycle	8.2
Accurate water and sewer bill	7.7
Easy to understand bill	8.4
Satisfied with bill payment options	8.4
Satisfied with services received for fee paid	8.0
Satisfied with WSSC services for costs compared to payment for other utilities	7.9
Weighted Commercial CSI for Prince George's County	6.97

Figure 1f: WSSC Commercial Customer Satisfaction Model for Montgomery County

Key Drivers and Performance Measures	Mean Score
Company Image and Informing Customers (.42)	7.1
Puts customers first	6.6
Protects the environment	7.2
Active in local community	6.5
National leader in providing water and sewer services	7.6
Is “green”	7.0
Builds/maintains system to keep costs down and provide affordable, quality service	7.0
Follows practices to lower costs and keep environment clean	7.3
Provides enough information about water conservation methods	7.1
Provides enough information about rates	7.5
Provides enough information about services offered	7.3
Provides enough information about outages/interruptions	7.0
Provides enough information about construction/maintenance	7.0
Water Quality (.23)	8.3
Taste of water	7.8
Color of water	8.9
Odor of water	8.2
Purity of water	8.2
Safe to drink water	8.4
Payment for Infrastructure Maintenance/Upgrades (.19)	5.2
Willing to pay more now than pass costs to future generations	6.4
Willing to pay more now for continued safe, reliable service and rebuild system	5.0
Willing to pay additional fee, separate from usage cost, to fund rebuilding system	4.1
Overall Bill Handling and Value of Service (.16)	8.3
Satisfied with current billing cycle	8.4
Accurate water and sewer bill	8.0
Easy to understand bill	8.4
Satisfied with bill payment options	8.4
Satisfied with services received for fee paid	8.1
Satisfied with WSSC services for costs compared to payment for other utilities	8.3
Weighted Commercial CSI for Montgomery County	7.19

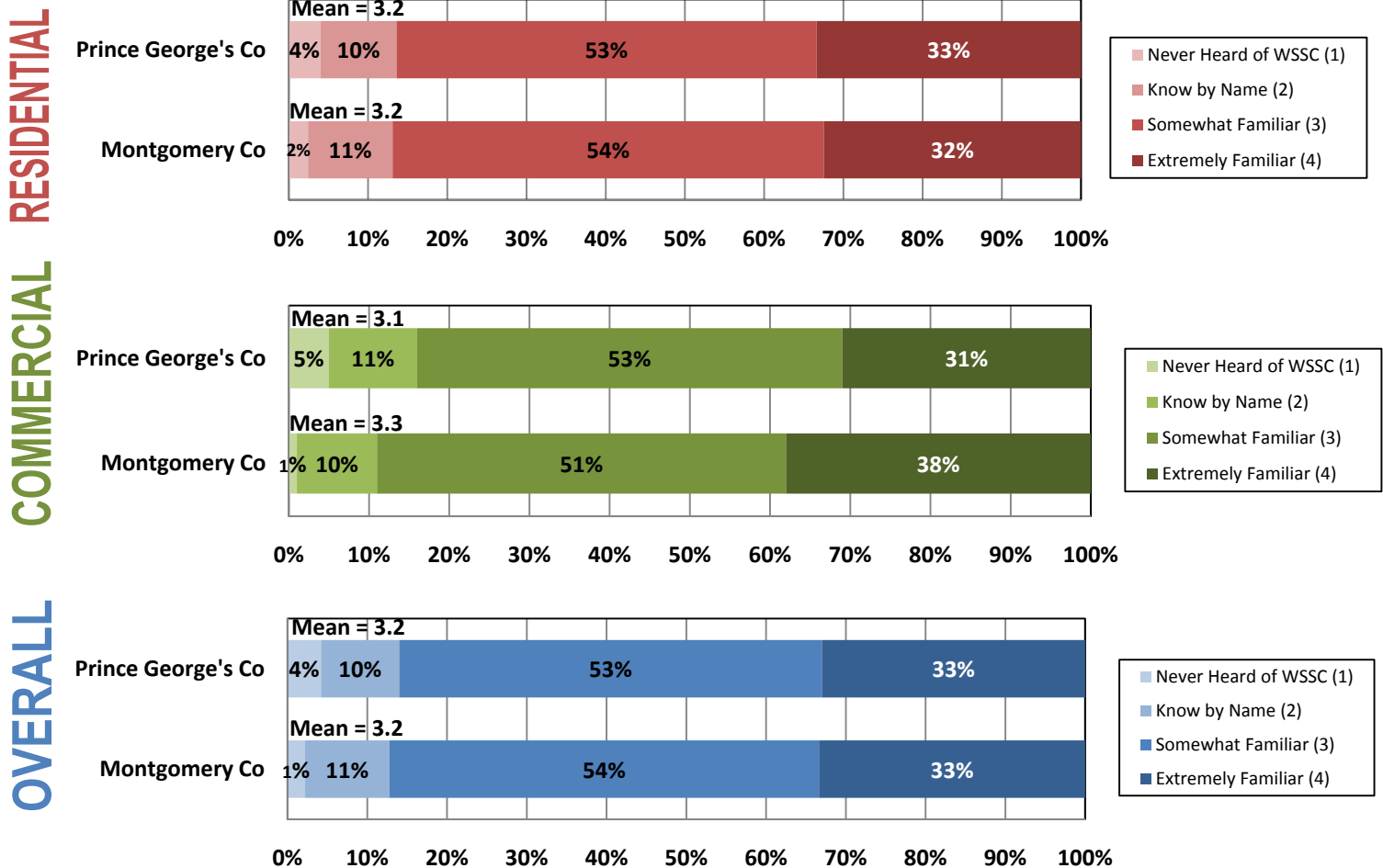
These scores are moderately strong. However, there are opportunities to improve the CSI scores as indicated by some of the mean values for various performance measures, particularly where the means are less than 7.0 and the return on investment is likely to be very positive.

COMMUNICATIONS / MEDIA RELATIONS

This first section of the study investigated how familiar customers are with the WSSC, how well the WSSC's name and brand are recognized, the services it provides, how customers access information about the WSSC, and the quality of information that the WSSC disseminates.

Overall, respondents in Prince George's County and Montgomery County report approximately the same level of familiarity with the WSSC (with 86% of Prince George's and 87% of Montgomery County respondents being at least 'Somewhat Familiar', and 33% of respondents in both Counties stating they are 'Extremely Familiar'). Commercial respondents in Montgomery County are more familiar with the WSSC (38% 'Extremely Familiar') than are Commercial respondents in Prince George's County (31% 'Extremely Familiar') and Residential Respondents in Montgomery County (32% 'Extremely Familiar').

Figures 2a-c: Q1. How familiar are you with the WSSC and what it does? Would you say you are: (READ LIST)



The majority of study participants were able to verbalize that WSSC was an acronym for the Washington Suburban Sanitary Commission. Montgomery County Commercial participants were the least able to define WSSC with 79% able to compared to the 86% of Prince George's County Commercial participants and 84% of Residential participants in both counties who were able to do so. Only 5% of respondents stated that they have not heard of the 'Washington Suburban Sanitary Commission also known as WSSC'.

More than 9 out of 10 respondents (94% overall) were aware that the WSSC provides ‘clean water/water utility’ service to their customers (as seen in Figure 3 below). More Residential respondents in Montgomery County are aware that the WSSC provides ‘treatment and collection of wastewater/sewage’ than are those in Prince George’s County (53% as compared to 45% respectively; however the inverse is true of Commercial respondents who are aware (54% of Montgomery County respondents as compared to 58% of Prince George’s respondents). Some Residential study participants also believe that the WSSC provides services that are actually outside of its scope, including ‘garbage removal’ (3% of Prince George’s County and 7% of Montgomery County) and ‘gas and electric service’ (2% of Prince George’s County and 1% of Montgomery County).

Figure 3: Q4. What services does the WSSC, or the Washington Suburban Sanitary Commission, provide? (DO NOT READ LIST. ACCEPT ALL THAT APPLY)

	RESIDENTIAL				COMMERCIAL				OVERALL			
	Prince George’s County		Montgomery County		Prince George’s County		Montgomery County		Prince George’s County		Montgomery County	
	Frequency	% of Cases	Frequency	% of Cases	Frequency	% of Cases	Frequency	% of Cases	Frequency	% of Cases	Frequency	% of Cases
Clean water/water utility	464	92.8%	465	93.0%	97	97.0%	98	98.0%	561	93.5%	563	93.8%
Treatment & collection of wastewater/Sewage	225	45.0%	264	52.8%	58	58.0%	54	54.0%	283	47.2	318	53.0%
Water main pipe maintenance/repair	34	6.8%	42	8.4%	9	9.0%	4	4.0%	43	7.2%	46	7.7%
Water testing	17	3.4%	11	2.2%	1	1.0%	1	1.0%	18	3.0%	12	2.0%
Garbage removal	14	2.8%	35	7.0%	--	--	--	--	14	2.3%	35	5.8%
Gas & electric service	8	1.6%	4	0.8%	--	--	--	--	8	1.3%	4	0.7%
Meter testing	6	1.2%	9	1.8%	4	4.0%	2	2.0%	10	1.7%	11	1.8%
Inspections	3	0.6%	6	1.2%	--	--	--	--	3	0.5%	6	1.0%
Permit & License Services	2	0.4%	2	0.4%	2	2.0%	3	3.0%	4	0.7%	5	0.8%
Hydrant Meter Rental	2	0.4%	3	0.6%	1	1.0%	--	--	3	0.5%	3	0.5%
Construction	1	0.2%	3	0.6%	1	1.0%	--	--	2	0.3%	3	0.5%
Other (SPECIFY)	5	1.0%	2	0.4%	--	--	--	--	5	0.8%	2	0.3%
Don’t Know/ Refused	7	1.4%	2	0.4%	--	--	--	--	7	1.2%	2	0.3%
N=	500		500		100		100		600		600	

When asked how they obtain information about the WSSC, the majority of study participants stated via the following:

- Bill insert/Pipeline
 - Residential – 65% of Prince George’s County & 60% of Montgomery County
 - Commercial – 58% of Prince George’s County & 60% of Montgomery County
- Website
 - Residential – 21% of Prince George’s County & 22% of Montgomery County
 - Commercial – 24% of Prince George’s County & 29% of Montgomery County

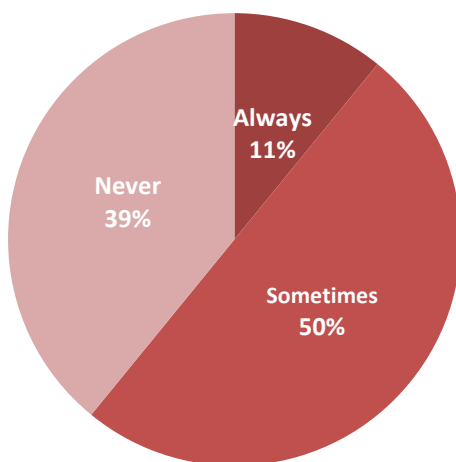
Residential customers also rely upon ‘other direct mail pieces/postcards’ (9% of Prince George’s County & 8% of Montgomery County, and Commercial customers still utilize the ‘telephone’ (11% of Prince George’s County & 12% of Montgomery County).

Residential customers read the WSSC's Customer Newsletter *Pipeline* and other bill inserts more so than do Commercial customers, with 61% of Prince George's County and 42% of Montgomery County Residential customers reading it at least 'Sometimes' as compared to the 40% of Prince George's County and 29% of Montgomery County Commercial Residents reading it at least 'Sometimes'. Overall, Prince George's County customers read the WSSC's Customer Newsletter *Pipeline* and other bill inserts more so than do Montgomery County customers (57% of Prince George's County and 39% of Montgomery County customers respectively).

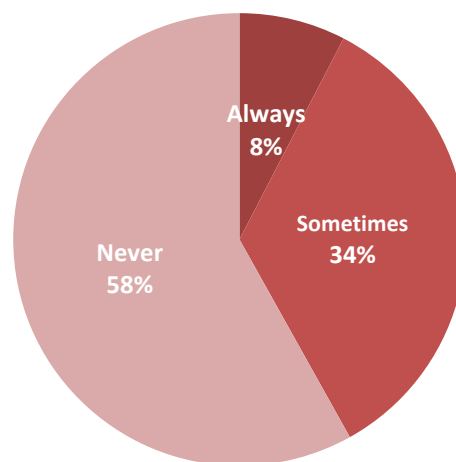
Figures 4a-f: Q6. Do you read the WSSC's Customer Newsletter Pipeline and other bill inserts: (READ)

RESIDENTIAL

Prince George's Co

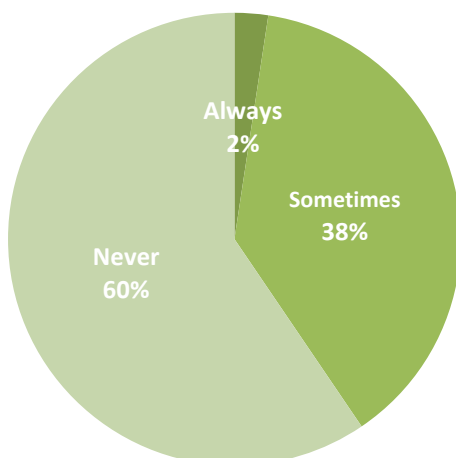


Montgomery Co

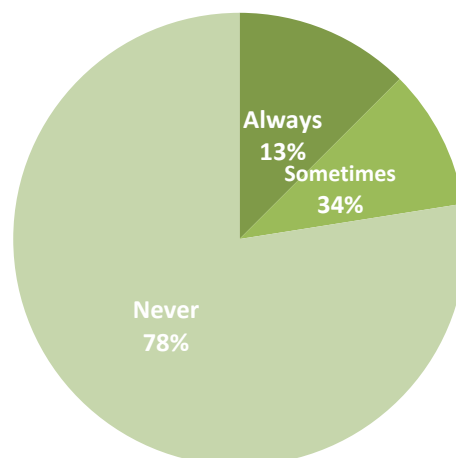


COMMERCIAL

Prince George's Co

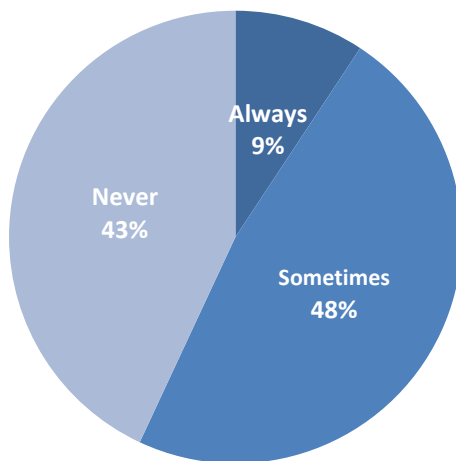


Montgomery Co

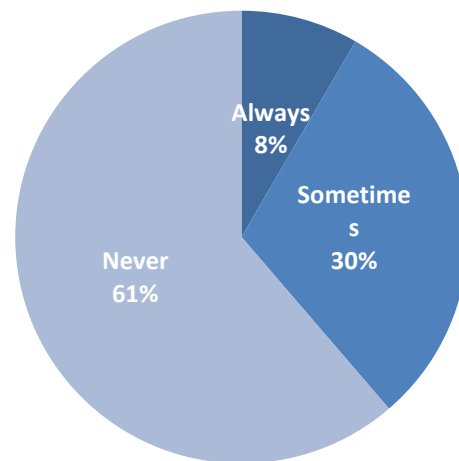


OVERALL

Prince George's Co

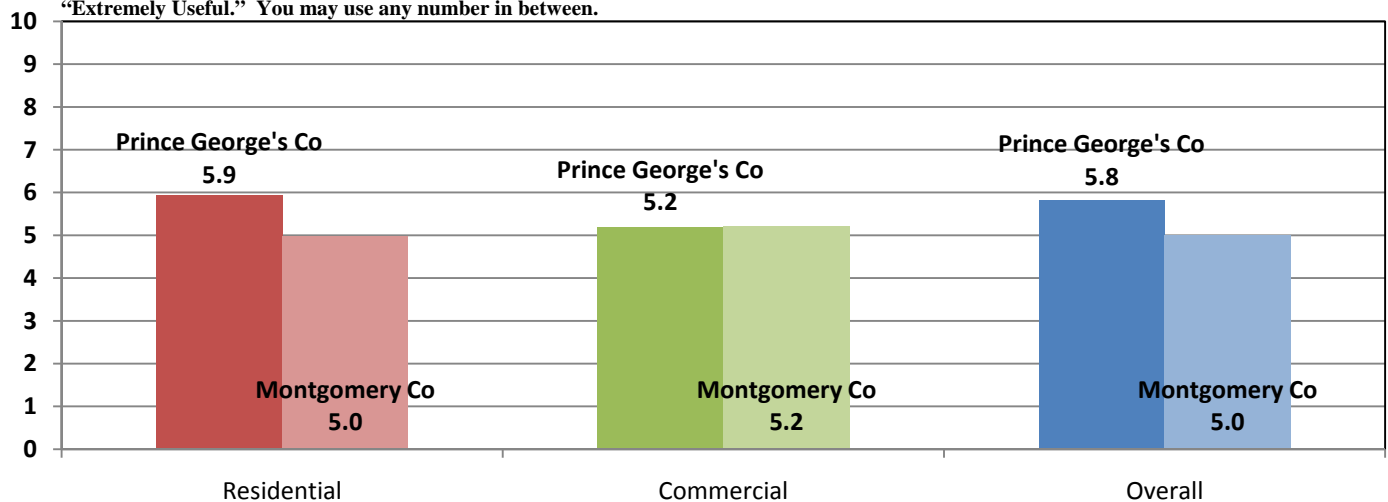


Montgomery Co



Further, along with reading it the most, Residential customers in Prince George's County find the *Pipeline* bill inserts to be the most useful as well (with a mean score rating of 5.9 (on a 0-10 scale) as compared to a score of 5.0 provided by Residential customers in Montgomery County, and of 5.2 by Commercial customers in both Prince George's and Montgomery County.

Figure 5: Q6a. How useful to you are the Pipeline bill inserts? Please use a scale from 0 to 10, where 0 means "Not at all Useful" and 10 means "Extremely Useful." You may use any number in between.



Across each segment and County, the vast majority of respondents have access to the Internet. Montgomery County respondents report having the most access compared to Prince George's County respondents (93% Residential and 99% Commercial as compared to 88% Residential and 91% Commercial respectively, and 94% as compared to 88% Overall).

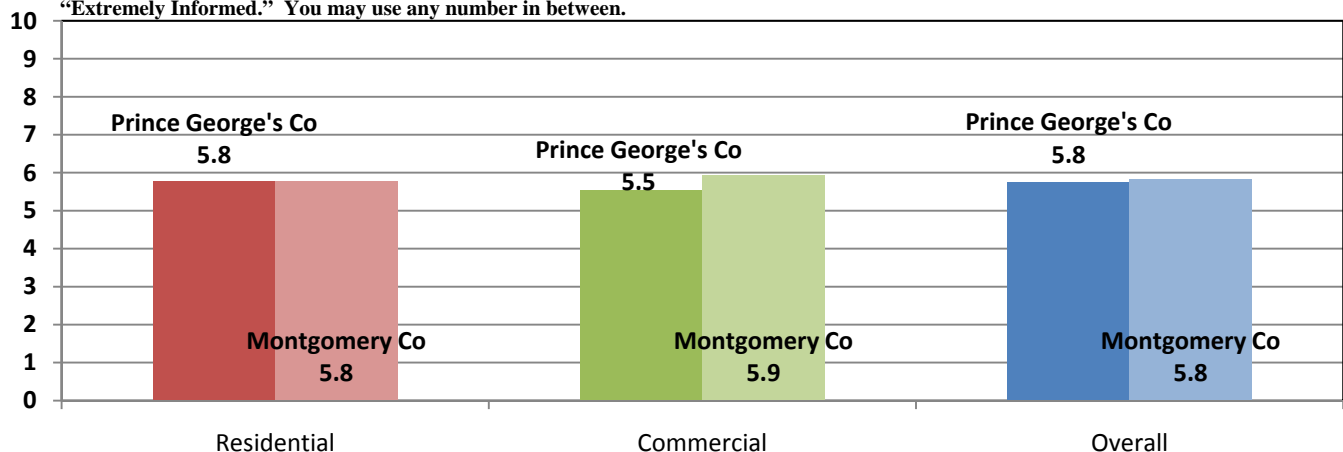
Following suite, Montgomery County respondents, especially Commercial respondents, more often access the Internet ‘every day’ than do Prince George’s County respondents, and Commercial respondents more often access the Internet from ‘work’, whereas Residential respondents more often access it from ‘home’.

- Residential
 - 71% of Prince George’s County
 - Home: 86%
 - Work: 41%
 - 86% of Montgomery County
 - Home: 92%
 - Work: 43%
- Commercial
 - 92% of Prince George’s County
 - Home: 58%
 - Work: 87%
 - 91% of Montgomery County
 - Home: 58%
 - Work: 90%
- Overall
 - 75% of Prince George’s County
 - Home: 86%
 - Work: 49%
 - 87% of Montgomery County
 - Home: 86%
 - Work: 51%

Almost 9 out of 10 study participants have not signed up for the WSSC Customer Notification System (CNS) (88% of Prince George’s County and 87% of Montgomery County participants). More than half of the Residential customers (59% of Prince George’s County and 58% of Montgomery County), and more than two thirds of Commercial customers (67% of Prince George’s County and 69% of Montgomery County), have not signed up because they have ‘never heard of it/[are] not familiar’. One quarter (25%) of Commercial respondents and Residential respondents in Montgomery County, along with 22% of Residential respondents in Prince George’s County also cite that they have ‘no interest’. Those who do utilize the CNS believe it to be moderately useful, having provided overall mean score ratings (on a scale of 0-10) of 7.2 (Prince George’s County) and 6.8 (Montgomery County). Commercial respondents in Prince George’s county find it to be the most useful, having provided a mean score rating of 7.9. However, respondents who haven’t yet signed up for the CNS remain unlikely to do so, with these respondents reporting overall mean score ratings of 4.4 (Prince George’s County) and 4.3 (Montgomery County) when asked.

Overall, WSSC customers feel they could be much more informed about water related advisories such as main breaks, water restrictions, and boil water advisories than they currently are. Study participants in both counties reported overall mean score ratings that fell in the middle of the 0-10 scale (Prince George’s County, 5.8, and Montgomery County 5.8).

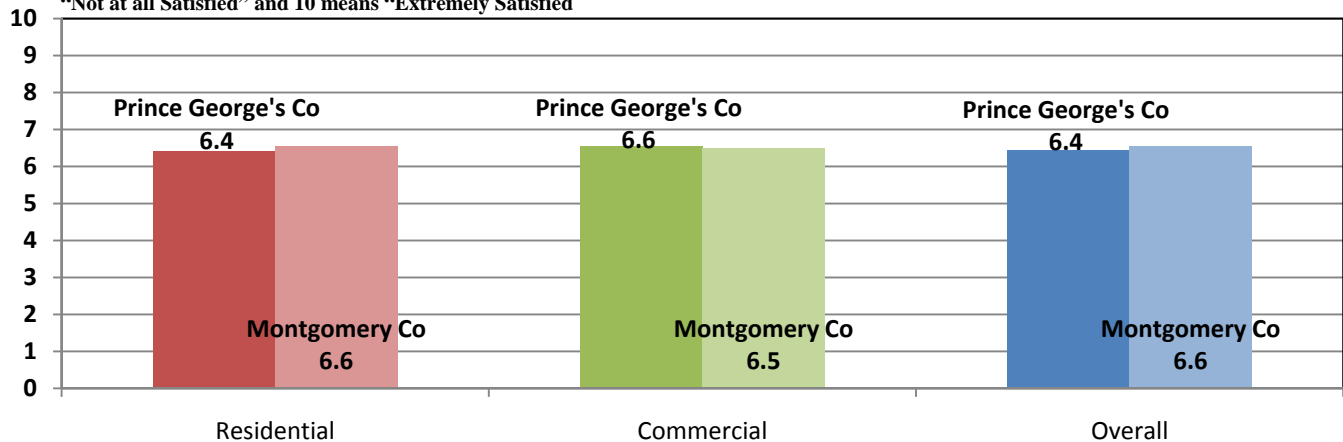
Figure 6: Q9. Please tell me how informed you feel you are about water-related advisories such as main breaks, water restrictions, and boil water advisories. Continue to use the 0 to 10 scale, where this time 0 means you feel “Not at all Informed” and 10 means you feel you are “Extremely Informed.” You may use any number in between.



Overall, one third of Prince George’s County customers (34%) and between one quarter and one third of Montgomery County Customers (29%) have ever visited the WSSC website. More Residential than Commercial customers have visited the website (31% as compared to 26%) as well, and more than two thirds of customers overall visit the site ‘less than once a month’ (66% of Prince George’s County and 71% of Montgomery County). Interesting to note is that the only few customers who visit the WSSC website ‘once a week’ hail from Montgomery County (4%).

However all customers agree that they are less than fully satisfied with the information provided by the WSSC website, having provided mean score ratings (on a 0-10 scale) of 6.4 and 6.6 (Prince Georges and Montgomery County respectively).

Figure 7: Q10b. How satisfied are you with the information provided by the WSSC website? Please use the 0 to 10 scale, where 0 means “Not at all Satisfied” and 10 means “Extremely Satisfied”



CUSTOMER CARE

Within the past 12 months, more than two thirds of study participants state that they have ‘never’ called the WSSC (70% of Prince George’s and 73% Montgomery County participants). Of those customers who have called the WSSC, Commercial customers in Montgomery County have done so the most (36% as compared to 28% of Commercial customers in Prince George’s County, 31% of Residential customers in Prince George’s County, and 26% of Residential customers in Montgomery County), with more of these customers also calling more than once (28% as compared to 20% of Commercial customers in Prince George’s County, 13% of Residential customers in Prince George’s County, and 26% of Residential customers in Montgomery County).

Residential respondents who have called the WSSC have done so recently regarding:

- ‘Billing questions’ – 48% of Prince George’s county and 41% of Montgomery County,
- ‘Service problems’ – 17% of Prince George’s county and 15% of Montgomery County, and
- ‘Water main/sewer breaking’ – 16% of Prince George’s county and 15% of Montgomery County.

Commercial respondents who have called the WSSC have done so recently regarding:

- ‘Service problems’ – 8% of Prince George’s county and 17% of Montgomery County, and
- ‘Water main/sewer breaking’ – 8% of Prince George’s county and 17% of Montgomery County.

Although the majority of respondents overall were able to have their inquiry resolved the first time they most recently called the WSSC, Commercial respondents seemed to have to call back more often (as seen in Figure 8 below). Eight out of ten times a customer's specific inquiry did not have to be escalated to a supervisor or other manager.

Figure 8: Q12. Thinking about the most recent time you called the WSSC, was your inquiry resolved the first time you called? & Q12a. How many times did you have to call the WSSC before your inquiry was resolved?

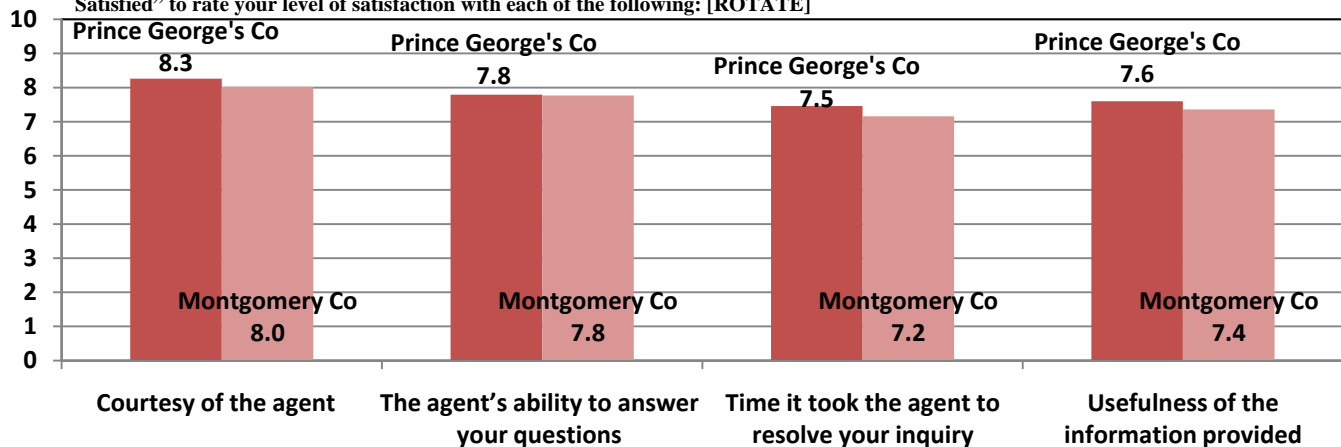
	RESIDENTIAL				COMMERCIAL				OVERALL			
	Prince George's County		Montgomery County		Prince George's County		Montgomery County		Prince George's County		Montgomery County	
	#	%	#	%	#	%	#	%	#	%	#	%
Yes	122	80.8%	89	70.6%	18	69.2%	22	61.1%	140	79.1%	11	68.5%
No:	27	17.9%	34	27.0%	7	26.9%	14	38.9%	34	19.2%	48	29.6%
Twice	11	37.9%	15	40.5%	--	--	2	14.3%	11	29.7%	17	33.3%
3-4 times	7	24.1%	9	24.3%	3	37.5%	6	42.9%	10	27.0%	15	29.4%
5 or more times	6	20.7%	8	21.6%	4	50.0%	6	42.9%	10	27.0%	14	27.5%

As seen in Figures 9a-c below, the 'courtesy of the agent' was the highest rated Customer Care factor among both Residential and Commercial customers in each county (Overall mean score ratings of 8.3 in Prince George's County and 8.1 in Montgomery County).

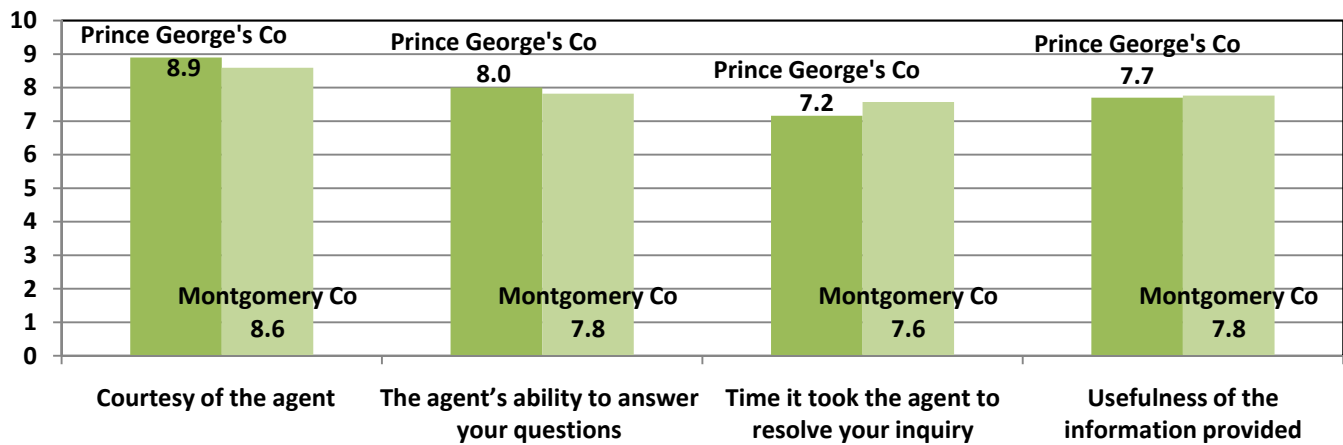
The 'time it took the agent to resolve your inquiry' was rated the lowest overall, with mean scores of 7.4 in Prince George's County and 7.2 in Montgomery County.

RESIDENTIAL

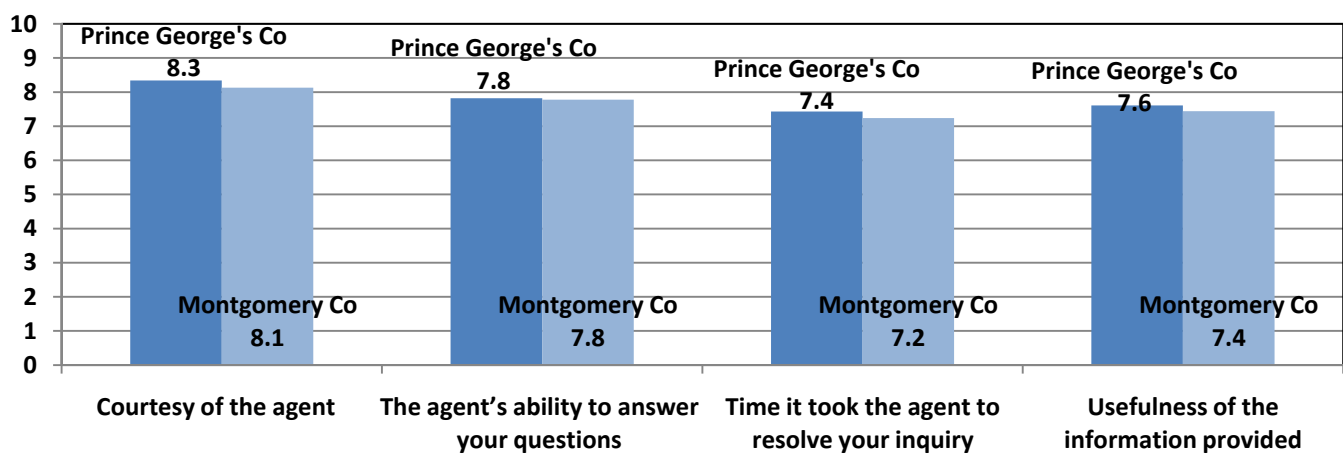
Figures 9a-c: Q12d. Please use a 0 to 10 scale where 0 means you were "Extremely Dissatisfied" and 10 means you were "Extremely Satisfied" to rate your level of satisfaction with each of the following: [ROTATE]



COMMERCIAL

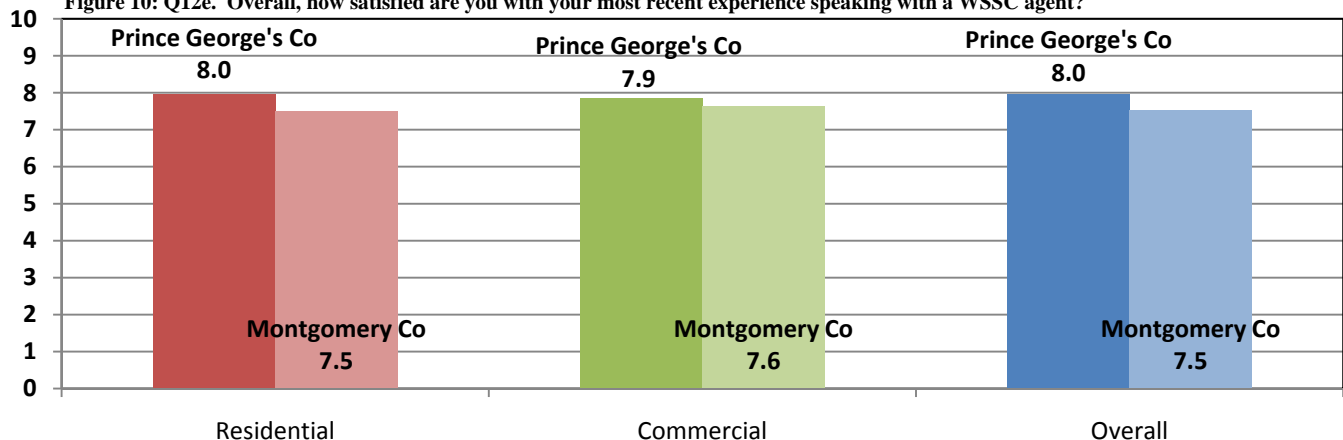


OVERALL



With regard to overall Customer Care, Prince George's County reported the highest satisfaction levels compared with Montgomery County (8.0 as compared to 7.5 respectively).

Figure 10: Q12e. Overall, how satisfied are you with your most recent experience speaking with a WSSC agent?



Other than by calling, Residential customers mostly have made an inquiry to the WSSC ‘through the WSSC website’ at least once in the past 12 months (23% of customers in Prince George’s County and 26% of customers in Montgomery County). The majority of respondents, however, have ‘never’ made an inquiry to the WSSC:

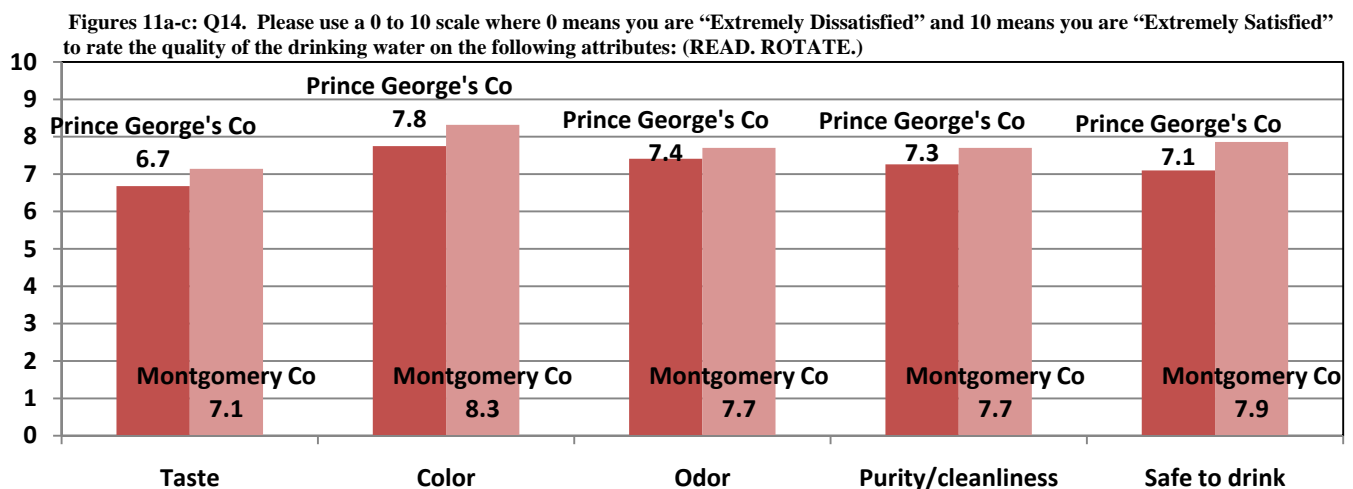
- ‘By letter’ (90% in Prince George’s County and 91% in Montgomery County Overall),
- ‘By email’ (90% in Prince George’s County and 88% in Montgomery County Overall),
- ‘In person’ (89% in Prince George’s County and 92% in Montgomery County Overall),
- ‘Using the drive-thru window’ (89% in Prince George’s County and 94% in Montgomery County Overall),
or
- ‘Through the WSSC website’ (79% in Prince George’s County and 75% in Montgomery County Overall).

WATER QUALITY

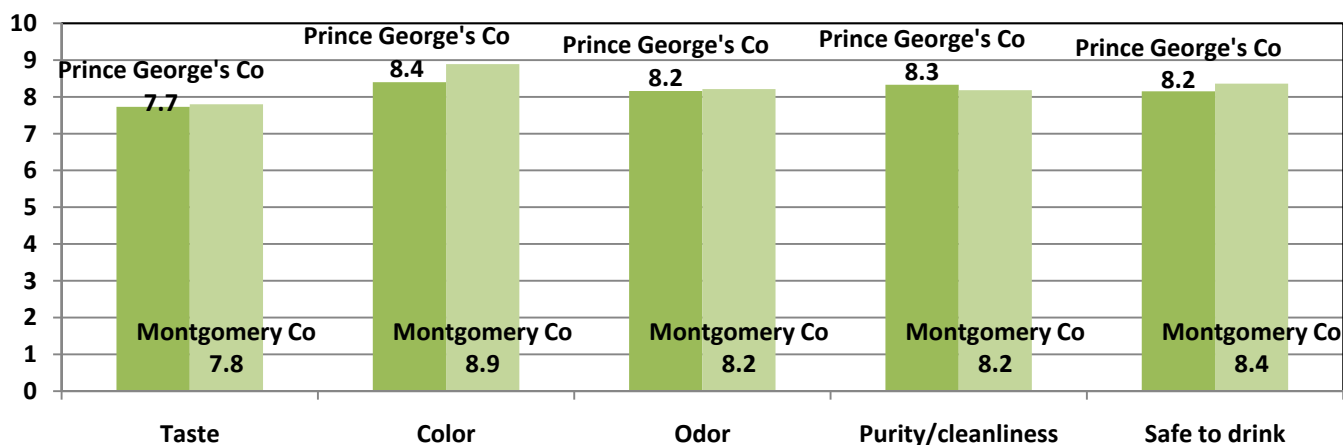
When asked to rate how satisfied they are with several aspects of their drinking water, which is provided by the WSSC, Commercial respondents rated each aspect higher than did Residential respondents overall, and Residential respondents in Prince George’s County rated each aspect lower than did Residential respondents Montgomery County.

Further, Commercial respondents in Prince George’s and Montgomery County were significantly more satisfied with the *taste* of their water than were Residential respondents in Prince George’s County (mean score ratings of 7.7 and 7.8 as compared to 6.7 respectively). Residents of Prince George’s County were also significantly less satisfied with the *color* of their water than were both Residential and Commercial customers in Montgomery County (mean score rating of 7.8 as compared to 8.4 and 8.9 respectively). Regarding the *purity or cleanliness* of their water, Prince George’s County Residents’ satisfaction (mean score rating of 7.3) was significantly lower than that of each of the other segments (mean score ratings provided by Montgomery County Residents of 7.7, by Prince George’s County Commercial respondents of 8.3, and by Montgomery County Commercial respondents of 8.2). There is also a spastically significant difference between how satisfied Residential customers in Prince George’s County, are in their belief that the water is *safe to drink* (mean score rating of 7.1) when compared to Residential customers in Montgomery County (7.9), Commercial customers in Prince George’s County (8.2), and Commercial Customers in Montgomery County (8.4).

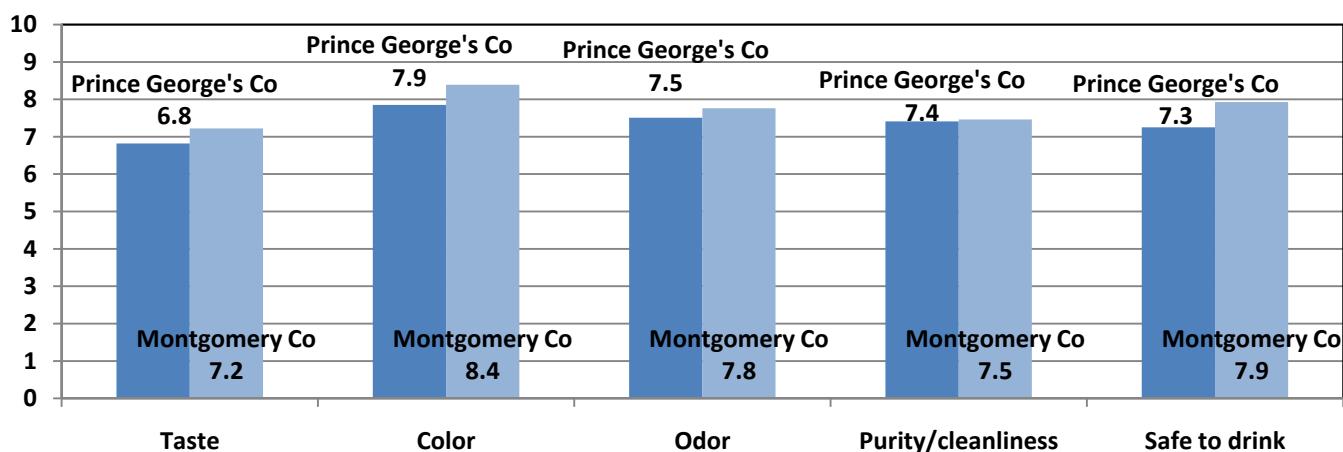
RESIDENTIAL



COMMERCIAL



OVERALL



The overall majority of study participants have used 'bottled water' (85% of Prince George's County and 82% of Montgomery County participants) within the past 12 months, and more than half have used 'water filters' (50% of Prince George's County and 61% of Montgomery County participants) as well. Not surprisingly, 'water cooler services' are used by more Commercial respondents than Residential (37% of Prince George's County and 53% of Montgomery County participants as compared to 10% of Prince George's County and 6% of Montgomery County participants respectively). The top reasons cited for using these other water products in their homes or businesses include:

- Residential
 - Convenient
 - 40% of Prince George's
 - 47% of Montgomery County
 - Taste is better
 - 35% of Prince George's
 - 37% of Montgomery County
 - Safer to drink
 - 31% of Prince George's
 - 22% of Montgomery County
- Commercial
 - Taste is better
 - 42% of Prince George's
 - 34% of Montgomery County
 - Convenient
 - 36% of Prince George's
 - 36% of Montgomery County
 - Safer to drink
 - 22% of Prince George's
 - 16% of Montgomery County

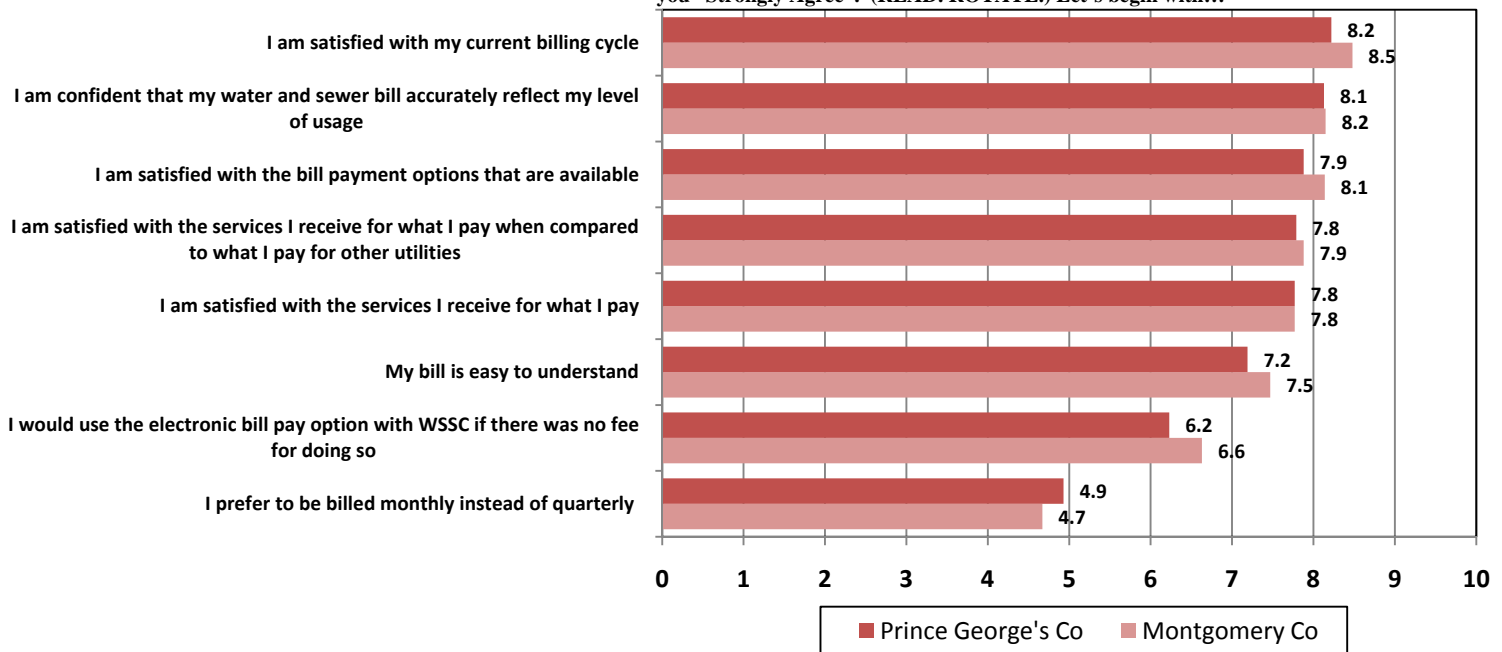
Less than 5% of Residential and 8% of Commercial customers have had their water tested within the past 12 months. The majority of Commercial respondents couldn't remember why they had done so, but the very few Residential customers who had their water tested said it was because it had a 'weird/funny/strange taste' or it was for a 'new home purchase/part of inspection'.

BILLING

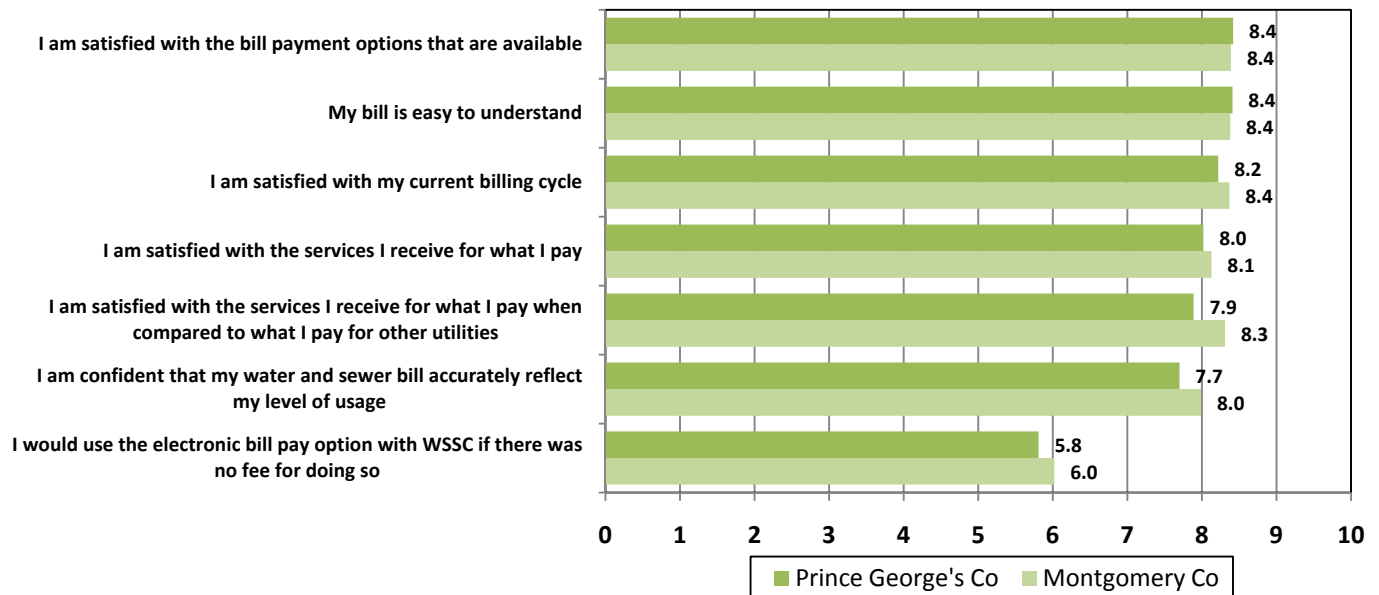
Customers report high levels of satisfaction with their WSSC 'billing cycle' (Overall mean score ratings of 8.2 in Prince George's County and 8.5 in Montgomery County), the 'billing options that are available' (Overall mean score ratings of 8.0 in Prince George's County and 8.2 in Montgomery County), as well as with what they 'pay for the services they receive' (Overall mean score ratings of 7.8 in Prince George's County and 7.8 in Montgomery County). Residential respondents stated that they would not 'prefer to be billed monthly instead of quarterly' (mean score ratings of 4.9 in Prince George's County and 4.7 in Montgomery County), and customers overall 'would use the electronic bill pay option with WSSC if there was no fee for doing so' (mean score ratings of 6.5 in Prince George's County and 6.2 in Montgomery County).

RESIDENTIAL

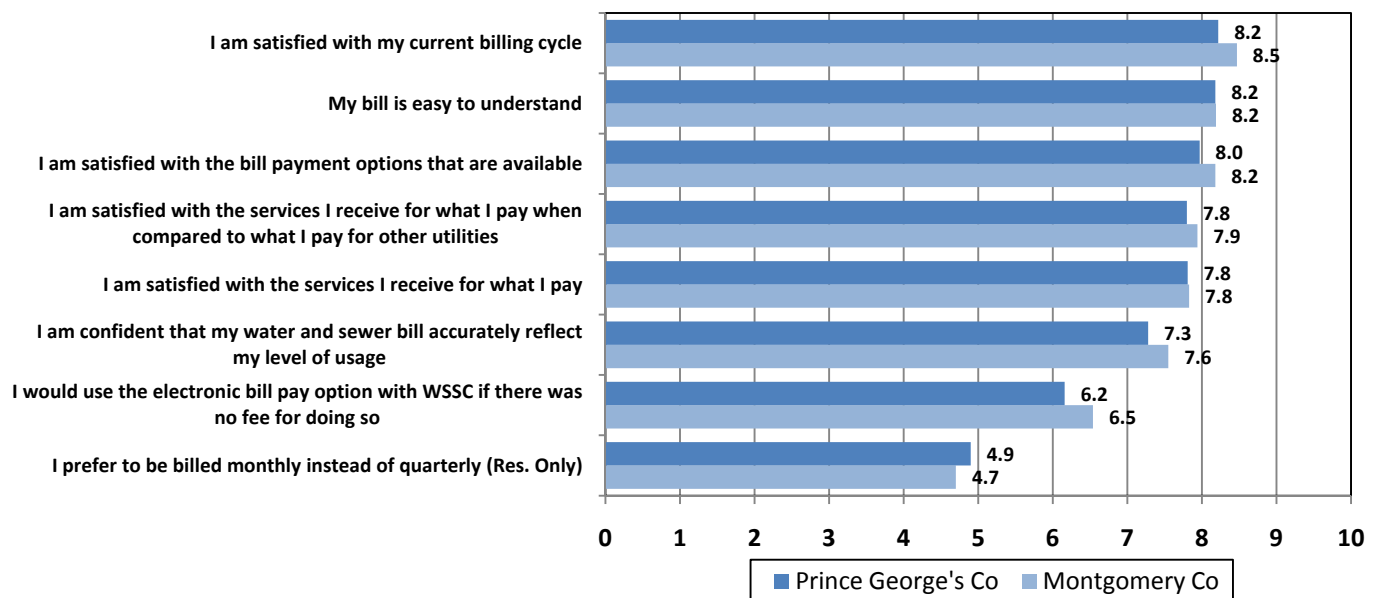
Figures 12a-c: Q18. Please tell us how much you agree or disagree with the following statements by using a 0 to 10 scale where 0 means you "Strongly Disagree" and 10 means you "Strongly Agree". (READ, ROTATE.) Let's begin with...



COMMERCIAL



OVERALL



More than half of the study participants are aware of the WSSC's "Round Up" program, where customers can round up the total amount of their bill and donate the extra amount to the WSSC Water Fund (55% of Prince George's County and 54% of Montgomery County participants Overall). Participants reported that they found out about the program mostly via:

- Their 'bill'
 - Residential
 - 61% of Prince George's
 - 63% of Montgomery County
 - Commercial
 - 81% of Prince George's
 - 80% of Montgomery County
- 'Other bill inserts'
 - Residential
 - 22% of Prince George's
 - 23% of Montgomery County
 - Commercial
 - 11% of Prince George's
 - 17% of Montgomery County

ENGINEERING & CONSTRUCTION

Few participants overall have interacted with WSSC field personnel within the past 12 months. Commercial customers within Montgomery County have done so the most (22%) when compared to Commercial customers within Prince George's County (12%) and Prince George's and Montgomery County Residential customers (11% and 9% respectively). Residential respondents were the most satisfied with the 'courtesy of [the] field personnel (mean score ratings of 8.0 in Prince George's and 8.3 in Montgomery County), as were Commercial respondents (mean score ratings of 7.6 in Prince George's and 8.6 in Montgomery County). Commercial customers within Montgomery County also have the highest overall satisfaction with regard to their most recent interaction with WSSC field personnel (mean score rating of 8.4).

Customers were the least satisfied with the 'time it took field personnel to resolve the issue' (Residential mean score ratings of 6.8 in Prince George's and 6.9 in Montgomery County, and Commercial mean score ratings of 7.0 in Prince George's and 6.9 in Montgomery County). Residential and Commercial customers in Prince George's County specifically were also less than satisfied with the 'ease of scheduling service' (mean score ratings of 6.7 and 6.1 respectively).

Development Services Center

Out of the 200 Commercial respondents interviewed, 17% have interacted with the Development Services Center, doing so mostly via 'phone' (50% of Prince George's and 27% of Montgomery County respondents). Montgomery County respondents were much more satisfied with their experiences with WSSC's Development Services Center, providing an overall mean score rating of 8.2 as compared to the mean score rating of 6.8 provided by Prince George's County respondents.

Commercial customers in Prince George's County agreed the most that 'the materials provided...were helpful & informative' (mean score rating of 7.1), and Commercial customers in Montgomery County agreed that 'WSSC staff was helpful' (mean score rating of 9.3). Both counties provided the lowest mean score rating when asked if 'WSSC staff was knowledgeable' (5.6 in Prince George's and 7.2 in Montgomery County)

INFRASTRUCTURE

Prior to be asked several questions about the local infrastructure, respondents were read the following brief statement:

The WSSC needs to make investments that are necessary to maintain an acceptable level of service for our customers, even as our pipes and other assets continue to age. The levels of service include how many breaks you experience, how often, how long it takes to repair those breaks, how many customers are impacted by the loss of service, and for how long.

Respondents were also informed that *a water main break can affect people in many ways*, and were asked to rank possible effects of a water main break in order of what is most important to them. Across the board, **the impact to the community**, which could possibly include boil water advisories, traffic changes, temporary business closures, and limited water supplies, was ranked as ‘most important’ to study participants. Ranked as second most important was **the impact to the environment**, which could possibly include flooding, digging up land, and wildlife displacement; and of least import to study participants was **the economic impact**, which could possibly include the cost of repairing or replacing pipes, upgrading equipment, and increased rates.

Figure 13: Q25. A water main break can affect people in many ways. Please rank the following effects of a water main break in order of importance to you: (READ, ROTATE.) Which is most important, second most important and least important?

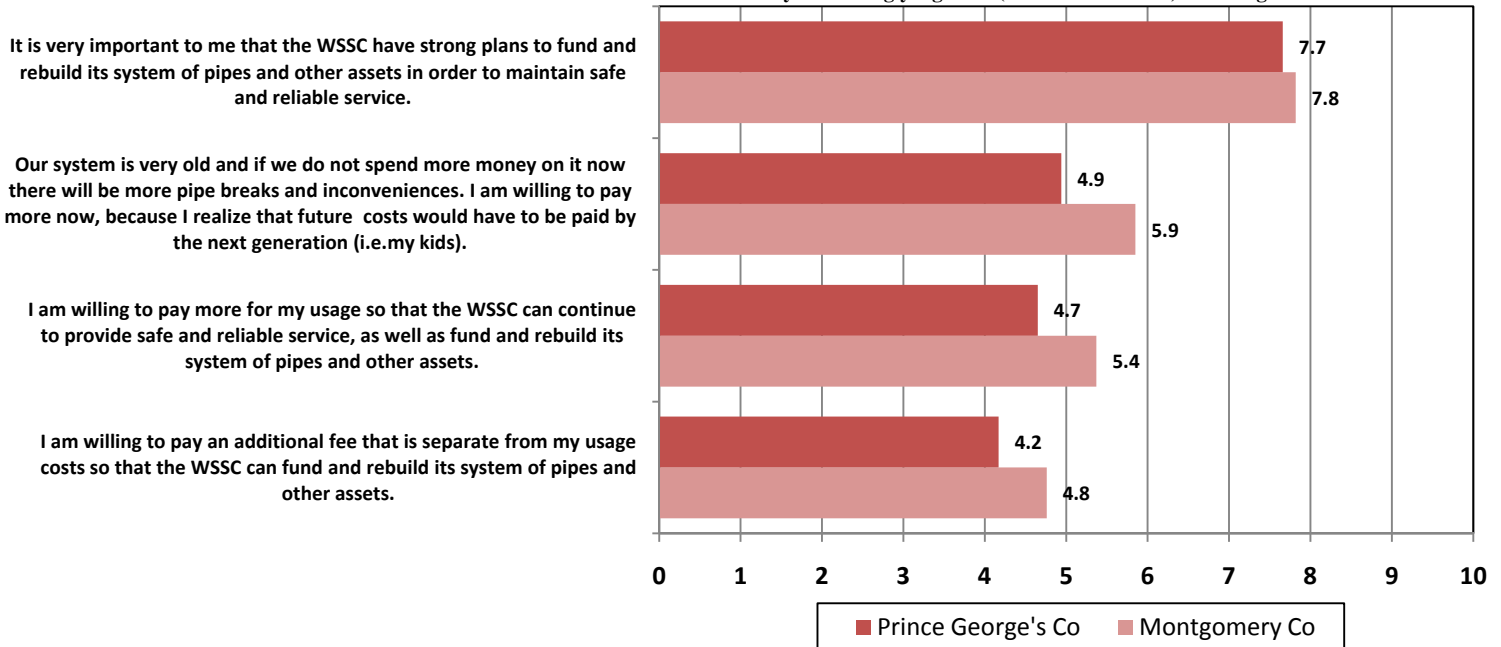
	RESIDENTIAL		COMMERCIAL		OVERALL	
	Prince George's County	Montgomery County	Prince George's County	Montgomery County	Prince George's County	Montgomery County
Most Important (1st)	The impact to the community.		The impact to the community.		The impact to the community.	
Second Most Import (2nd)	The impact to the environment.		The impact to the environment.		The impact to the environment.	
Least Import (3rd)	The economic impact.		The economic impact.		The economic impact.	
N=	500	500	100	100	600	600

WSSC customers agree that *it is very important to me that the WSSC have strong plans to fund and rebuild its system of pipes and other assets in order to maintain safe and reliable service*, with Overall mean score ratings of 7.9 in Prince George's County and 7.7 in Montgomery County provided. However, customers are less enthusiastic about the concept of having to pay more in order to help the WSSC rebuild its infrastructure because, it would seem, they are not convinced that *the system is very old and if we do not spend more money on it now there will be more pipe breaks and inconveniences* (Overall mean score ratings of 5.1 in Prince George's County and 5.9 in Montgomery County provided).

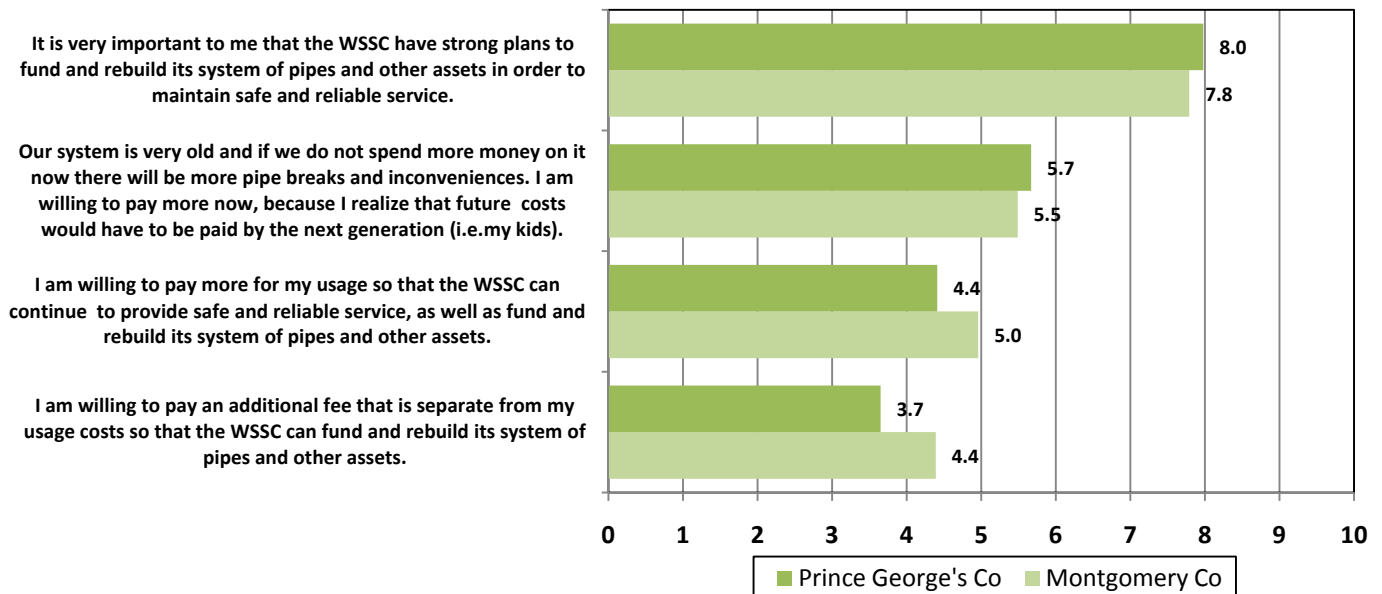
Further, significantly fewer Residential respondents in Prince George's County than Montgomery County respondents agree that *our system is very old and if we do not spend more money on it now there will be more pipe breaks and inconveniences. I am willing to pay more now, because I realize that future costs would have to be paid by the next generation (i.e. my kids)* (mean score rating of 4.9 as compared to mean scores of 5.9 for Residential respondents in Montgomery County and 5.5 for Commercial respondents in Montgomery County). Also, the number of Residents in Prince George's County who are *...willing to pay more for my usage so that the WSSC can continue to provide safe and reliable service, as well as fund and rebuild its system of pipes and other assets* is significantly lower than the number of Residents in Montgomery County who are willing to do so.

RESIDENTIAL

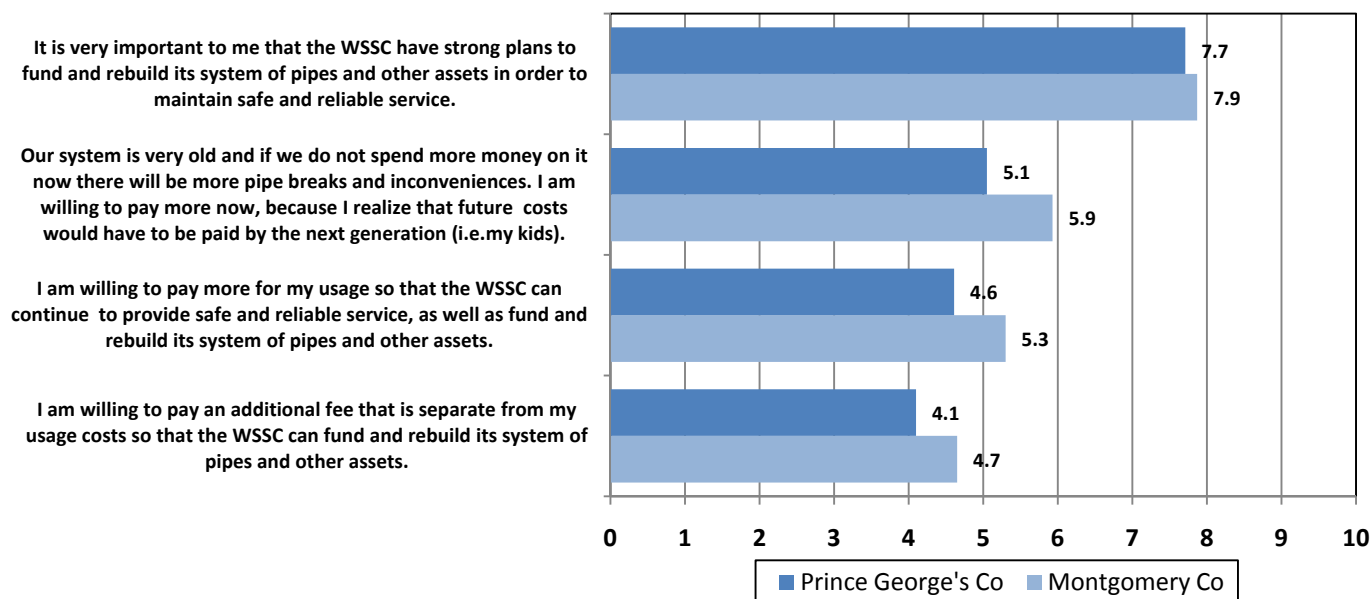
Figures 14a-c: Q26. With this in mind, please tell us how much you agree or disagree with the following statements by using a 0 to 10 scale where 0 means you "Strongly Disagree" and 10 means you "Strongly Agree". (READ. ROTATE.) Let's begin with...



COMMERCIAL



OVERALL



The majority of Residential (56%) and Commercial (66%) respondents in Prince George's county would prefer to *not pay an increased rate for water and sewer services with the understanding that the level of service might not be the same and that could include delays in response to water main breaks and other service and repairs*. However, Montgomery County Residential (54%) and Commercial (49%) respondents could be inclined to *pay an increased rate for water and sewer services so that service and repairs can be addressed in a timely and speedy manner*.

IMAGE

Study participants were asked about the way they view the WSSC so as to get a better understanding of the WSSC's public image. Commercial customers seem to have a more positive view of the WSSC overall than do Residential customers, and Montgomery County residents seem to have a more positive view of the WSSC than do residents of Prince George's County.

The highest mean score ratings provided by Residential customers was in agreement that the *WSSC meets federal and state water quality requirements* (mean score rating of 6.9 provided by Prince George's County, and 7.3 by Montgomery County). The lowest mean scores provided by Residential participants were regarding whether the *WSSC is active in my local community with educational and environmentally friendly events* (4.8 in Prince George's County and 5.1 in Montgomery County).

Likewise, Commercial respondents also provided their lowest mean scores regarding whether or not the *WSSC is active in my local community with educational and environmentally friendly events* (5.6 in Prince George's County and 6.5 in Montgomery County), and provided the highest mean score rating agreeing that the *WSSC meets federal and state water quality requirements* (mean score rating of 8.3 provided by Prince George's County, and 8.0 by Montgomery County).

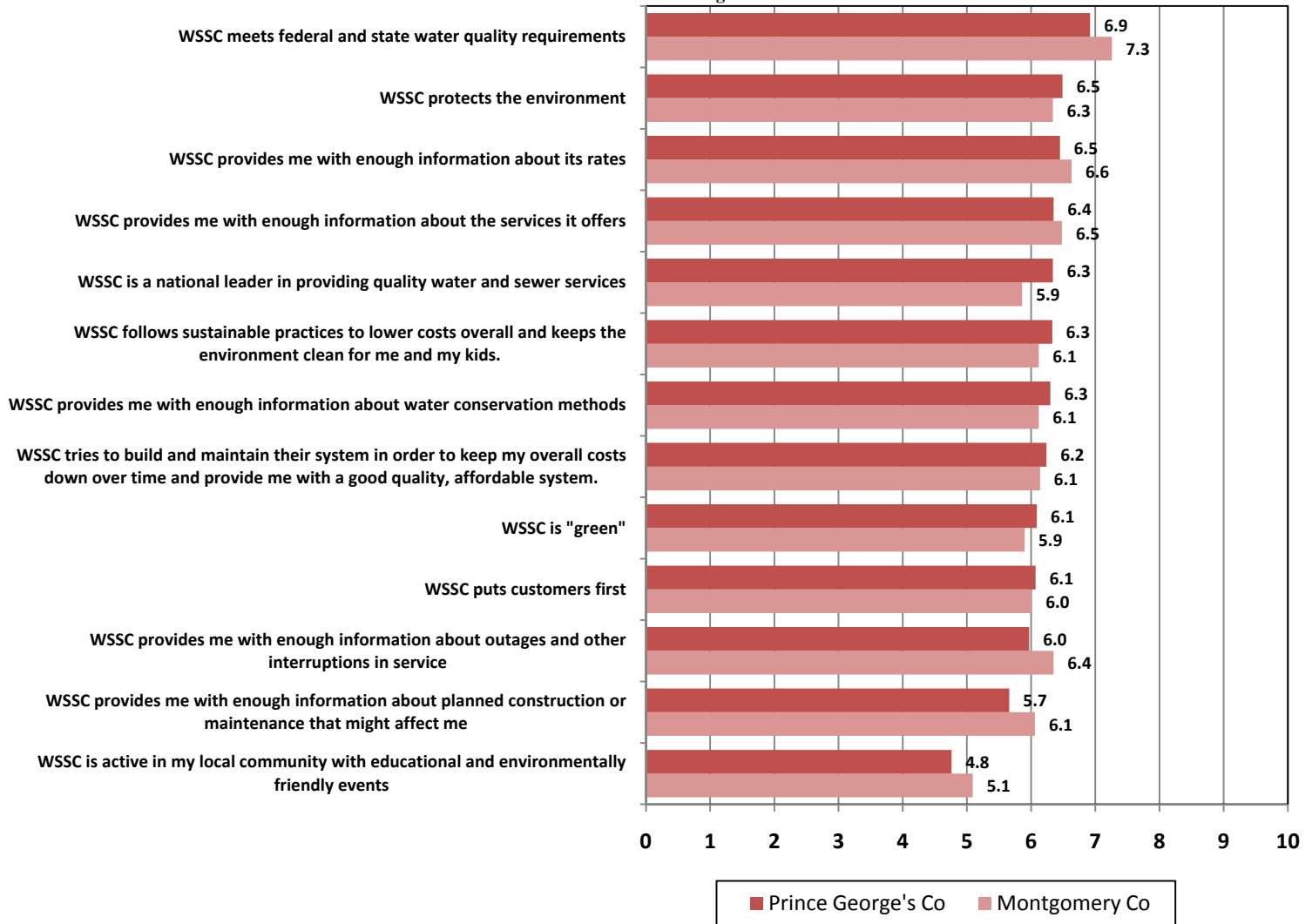
Further, the difference between Residential and Commercial customers in Prince George's County (mean scores of 6.5 and 7.4 respectively) and Residential customers in Montgomery County and Commercial customers in both Prince George's and Montgomery County (mean scores of 6.3, 7.4, and 7.2 respectively) who agree that *WSSC protects the environment* is statistically significant. A significantly higher amount of Commercial versus Residential participants in Montgomery County agrees that the *WSSC is active in my local community with educational and environmentally friendly events* (6.5 versus 5.1 respectively). Significantly fewer Residents of Prince George's County agree that the *WSSC is a national leader in providing quality water and sewer services* when compared to Commercial participants of both Prince Georges and Montgomery County (6.3 as compared to 7.6 each). Commercial customers in Montgomery County (8.0) more so than Residential customers in Prince George's County (6.9), and Commercial customers in Prince George's County (8.3) more so than Residential customers in Montgomery County (7.3) agree that the *WSSC meets federal and state water quality requirements* and the difference is statistically significant.

There is a statistically significant difference between the amount of Residential customers in Montgomery County (5.9) who believe that the *WSSC is "green"* when compared to Commercial customers in both Prince George's (6.9) and Montgomery (7.0) County. This is also the case regarding whether the *WSSC provides me with enough information about water conservation methods* (means of 6.1, 7.0, and 7.1 provided by Residential customers in Montgomery County, Commercial customers in Prince George's County, and Commercial customers Montgomery County respectively). Significantly fewer Residential respondents in Prince George's County (6.1) agree that the *WSSC provides me with enough information about its rates* when compared to Commercial respondents in both Counties (mean score of 7.3 provided by Prince George's County and of 7.5 by Montgomery County). Regarding whether the *WSSC provides me with enough information about the services it offers*, Prince George's County Residential customers are significantly less likely to agree than are Commercial customers in both Prince George's and Montgomery County (7.6 and 7.3), and Montgomery County Residential customers (6.5) are also significantly less likely to agree than are Commercial customers in Prince George's County as well.

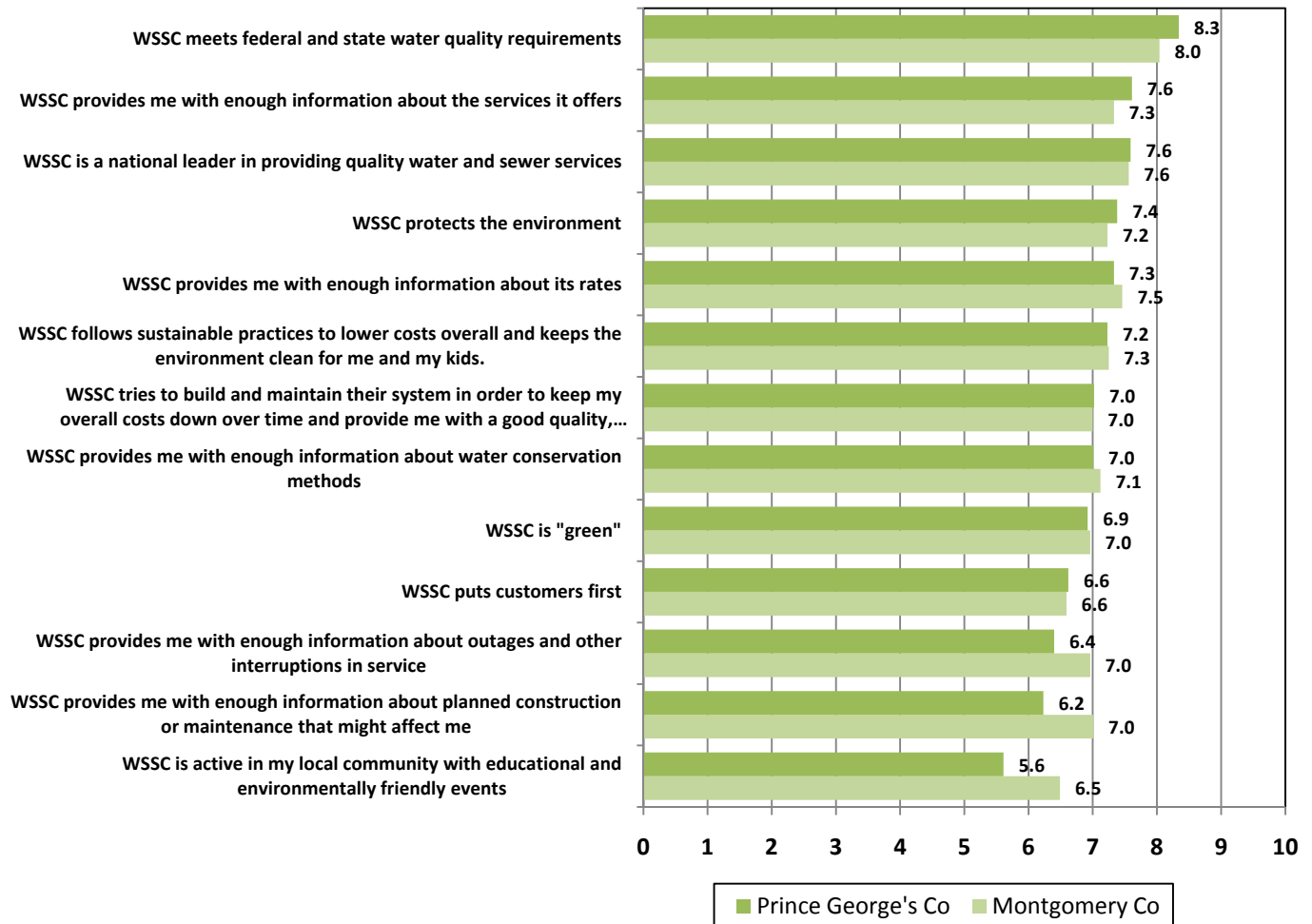
Significantly more Commercial respondents in Montgomery County than Residential respondents in Prince George's County agree that the *WSSC provides me with enough information about outages and other interruptions in service* (mean score ratings of 7.0 and 6.0 respectively), and that the *WSSC provides me with enough information about planned construction or maintenance that might affect me* (mean score ratings of 7.0 and 5.7 respectively). There is a statistically significant difference between the amount of Residential customers in Montgomery County (6.1) and the amount of Commercial customers in Prince George's County (7.0) who agree that the *WSSC tries to build and maintain their system in order to keep my overall costs down over time and provide me with a good quality, affordable system*. Commercial respondents in both Prince George's (7.2) and Montgomery (7.3) County are in agreement that the *WSSC follows sustainable practices to lower costs overall and keeps the environment clean for me and my kids* significantly more so than are Residential respondents in both Prince George's (6.3) and Montgomery (6.1) County.

RESIDENTIAL

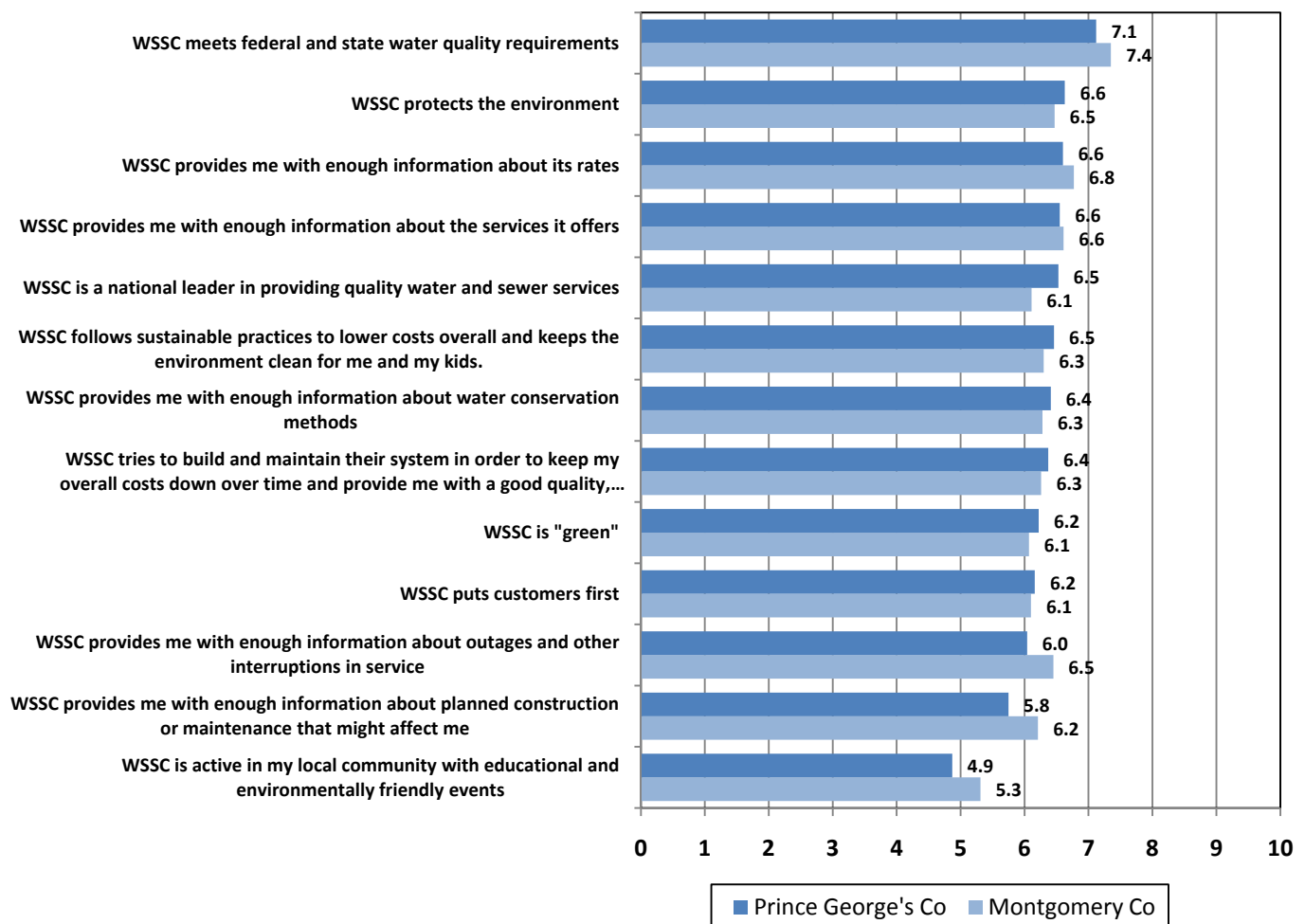
Figures 15a-c: Q28. Please tell us how much you agree or disagree with the following statements about the WSSC by using a 0 to 10 scale where 0 means you "Strongly Disagree" and 10 means you "Strongly Agree". (READ. ROTATE.) Let's begin with...



COMMERCIAL



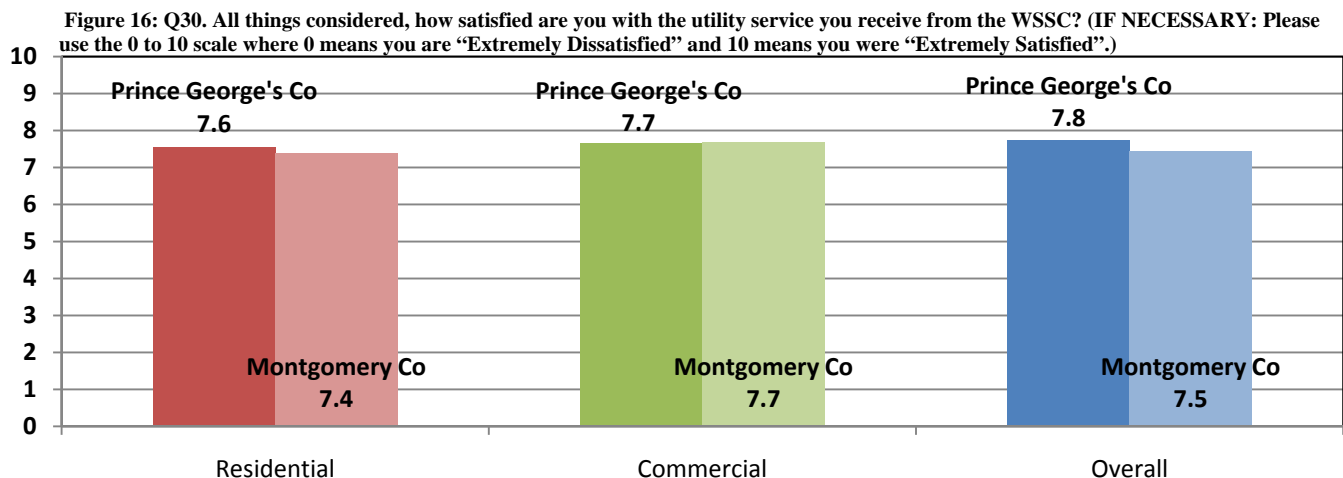
OVERALL



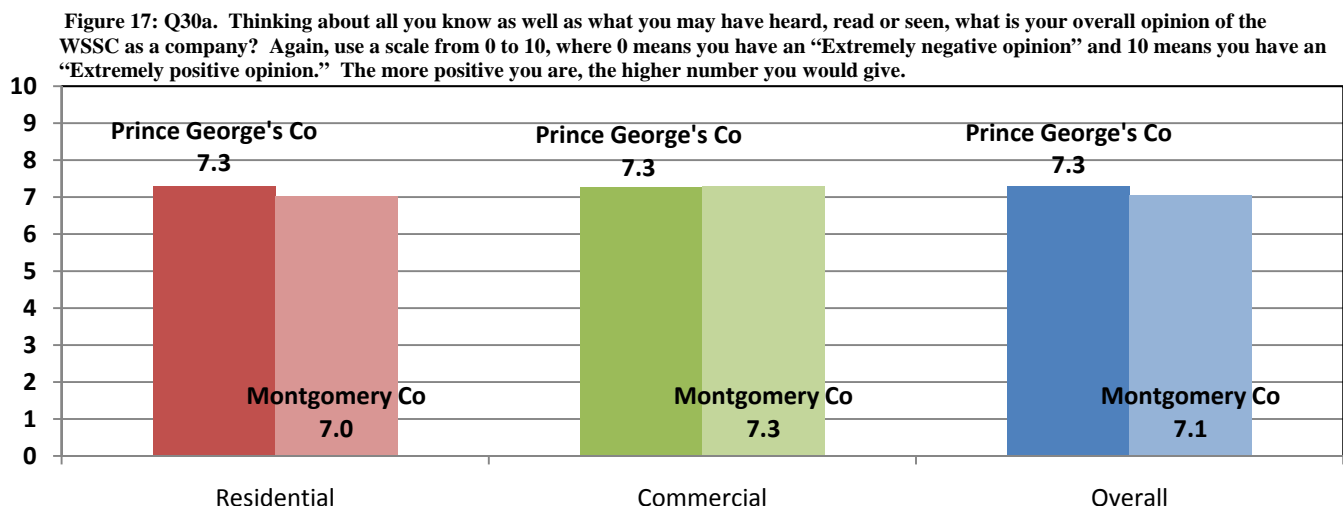
Taking into account the above mentioned mean scores, it is little surprise that more than half of Prince George's County respondents (54%) and two thirds of Montgomery County (66%) respondents are aware of 'none' of the WSSC sponsored community events asked about within the survey. The community events that are recalled the most by respondents include:

- 'Patuxent River Cleanup'
 - Residential
 - 28% of Prince George's
 - 22% of Montgomery County
 - Commercial
 - 24% of Prince George's
 - 17% of Montgomery County
- 'Earth Day events'
 - Residential
 - 19% of Prince George's
 - 14% of Montgomery County
 - Commercial
 - 9% of Prince George's
 - 11% of Montgomery County

All things considered, study participants were moderately satisfied with the utility service they receive from the WSSC. Prince George's County participants are slightly more satisfied with their utility service than are Montgomery County participants.



Taking into account everything they may have heard, read, or seen, study participants have a slightly positive opinion of the WSSC as a company. The majority of respondents cite an individual reason for their negative opinion of the WSSC (please see Appendix b for a complete list of verbatim responses), however one quarter of Residential respondents in Montgomery County (25%) and all Commercial respondents, and just under one quarter of Residential respondents in Prince George's County (22%) state that it is because they 'read something in the newspaper'.



DEMOGRAPHICS

Residential Demographics

The majority of Residential customers who participated in this study:

- ‘Own’ their home;
 - 92% of Prince George’s County
 - 93% of Montgomery County
- Live in ‘single family detached’ homes; and
 - 89% of Prince George’s County
 - 92% of Montgomery County
- Are over the age of 35 years old.
 - 84% of Prince George’s County – more than one third of which are 50-64 years old (37%)
 - 85% of Montgomery County – more than one third of which are 50-64 years old (37%)

The majority of Residential respondents are highly educated as well, especially respondents from within Montgomery County, who report having:

- A ‘4-year college degree’;
 - 23% of Prince George’s County
 - 28% of Montgomery County
- ‘Some post graduate’ work; and
 - 23% of Prince George’s County
 - 28% of Montgomery County
- A ‘Graduate degree’.
 - 24% of Prince George’s County
 - 37% of Montgomery County

Prince George’s County residents are mostly ‘African American’ (58%) followed by ‘Caucasian’ (27%), whereas Montgomery County residents are mostly ‘Caucasian’ (74%) followed by ‘African American’ (7%).

Reported household incomes were mostly over \$50,000 (58% of Prince George’s County respondents, and 54% of Montgomery County), however more Prince George’s County respondents report a household income between ‘\$50,000 and \$124,000’ than do Montgomery County respondents (39% as compared to 28% respectively) and more Montgomery County respondents report an income of ‘\$125,000 or more’ than do respondents in Prince George’s County (30% as compared to 19% respectively).

Almost two thirds of Prince George’s County respondents (62%) were ‘female’, and just above half of the Montgomery County respondents (52%) were ‘male’.

Commercial Demographics

Commercial respondents represented a wide variety of business types, the majority of which have between ‘5 and 25’ employees (43% of Prince George’s County and 50% of Montgomery County). Many have ‘less than 5’ employees as well (27% of Prince George’s County and 16% of Montgomery County).

More than half of the Commercial respondents in both counties were ‘male’ (57% of Prince George’s County and 54% of Montgomery County).

APPENDIX A: SURVEY INSTRUMENT

**3949-11 Washington Suburban Sanitary Commission (WSSC)
Customer Satisfaction Survey - FINAL (06/13/11)**

<u>Residential N = 1,000</u>		<u>Commercial N = 200</u>	
500 Prince George's County	1	100 Prince George's County	1
500 Montgomery County	2	100 Montgomery County	2

Introduction and Screeners

Hello, I am _____ calling from Bay Area Research, a local research company. We are conducting a brief survey among county **(INSERT APPROPRIATE TEXT DEPENDING ON AUDIENCE)** (**residents/businesses**) and would like to include your opinions. This survey is completely confidential and at NO TIME will I attempt to sell you anything.

(ONLY ASK S1 OF RESIDENTS)

S1. First, are you the head or co-head of the household?

1. YES (CONTINUE)
2. NO (ASK TO SPEAK TO HEAD OR CO-HEAD OF HOUSEHOLD & REPEAT INTRO)

S2. Which of the following best describes your involvement when it comes to making decisions and paying the **household/company** bills?

1. I am the sole decision maker and bill payer for this **household/company**
2. I share in the responsibility of making decisions and paying the bills for the **household/company**
3. Or I do not make any decisions or payments regarding bills for the **household/company** (ASK FOR PERSON THAT DOES & REPEAT INTRO, OTHERWISE THANK AND TERMINATE)

S3. **Do you or does anyone in your immediate family work for / Is this company** a marketing research firm, advertising agency, public relations firm, water company or utility, or a government agency involved in utility regulatory activity?

1. Yes (TERMINATE)
2. No (CONTINUE)
98. Don't Know (TERMINATE)
99. Refused (TERMINATE)

S4. In which County **do you live/is your business located?** (DO NOT READ LIST)

1. Prince George's County (CONTINUE)
2. Montgomery County (CONTINUE)
3. Other (SPECIFY) (TERMINATE)
99. Don't Know/Refused (TERMINATE)

Main Questionnaire

READ: We'd like to get your opinion about various WSSC services and/or departments with which you may have experience.

ANCHOR AS FIRST SECTION

COMMUNICATIONS / MEDIA RELATIONS

Q1. How familiar are you with the WSSC and what it does? Would you say you are: **(READ LIST)**

4. Extremely Familiar,
3. Somewhat Familiar,
2. Know it only by name, or
1. Never heard of the WSSC? **(SKIP TO Q3)**
99. **(DO NOT READ)** Don't Know/Refused

Q2. What does WSSC stand for? **(DO NOT READ)**

1. The Washington Suburban Sanitary Commission **(SKIP TO Q4)**
2. Other (SPECIFY)
99. **(DO NOT READ)** Don't Know/Refused

Q3. Have you heard of The Washington Suburban Sanitary Commission also known as WSSC?

1. Yes
2. No
99. **(DO NOT READ)** Don't Know/Refused

Q4. What services does the WSSC, or the Washington Suburban Sanitary Commission, provide? **(DO NOT READ LIST. ACCEPT ALL THAT APPLY)**

1. Clean water/water utility
2. Treatment & collection of wastewater/Sewage
3. Water main pipe maintenance/repair
4. Permit & License Services
5. Meter testing
6. Water testing
7. Hydrant Meter Rental
8. Construction
9. Gas & electric service
10. Garbage removal
11. Inspections
12. Other (SPECIFY _____)
99. **(DO NOT READ)** Don't Know/Refused

Q5. How do you obtain information about the WSSC? **(DO NOT READ LIST. ACCEPT MULTIPLE ANSWERS.)**

1. Bill insert/Pipeline
2. Other direct mail, postcards
3. Door hangers
4. Telephone
5. Customer Notification System (CNS)/text messages and/or emailed notifications

6. E-mail
7. Website
8. TV
9. Radio
10. Newspaper
11. Social media (Twitter & Facebook)
12. ListSrvs
13. Other (Specify): _____
99. **(DO NOT READ)** Don't Know/Refused

(ASK Q6 SERIES IF OPTION "1" NOT SELECTED IN Q5.)

Q6. Do you read the WSSC's Customer Newsletter *Pipeline* and other bill inserts: **(READ)**

1. Always
2. Sometimes
3. Or never **(SKIP TO Q7)**
99. **(DO NOT READ)** Don't Know/Refused

Q6a. How useful to you are the *Pipeline* bill inserts? Please use a scale from 0 to 10, where 0 means "Not at all Useful" and 10 means "Extremely Useful." You may use any number in between.

Not at all Useful												Extremely Useful	DK/REF
0	1	2	3	4	5	6	7	8	9	10		99	

Q7. Do you have access to the Internet?

1. Yes
2. No **(SKIP TO Q8)**
99. **(DO NOT READ)** Don't Know/Refused

Q7a. How often do you access the Internet? Do you access it: **(READ)**

1. Every day
2. Several times per week
3. Once per week
4. Several times per month
5. Once per month, or
6. Less than once per month?
99. **(DO NOT READ)** Don't Know/Refused

Q7b. Where do you typically access the Internet? **(READ LIST. ACCEPT MULTIPLE ANSWERS.)**

1. Home
2. Work
3. School
4. Library
5. Internet Cafe
6. Cell phone
7. OTHER (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

(SKIP TO 8c IF OPTION "5" SELECTED IN Q5.)

Q8. Have you signed up for the WSSC Customer Notification System (CNS)?

1. Yes (**SKIP TO Q8c**)
2. No
99. (**DO NOT READ**) Don't Know/Refused

Q8a. Why have you not signed up for the WSSC Customer Notification System (CNS)?

1. No interest
2. Unsure about cost
3. Don't have internet access
4. Don't have a cell phone
5. Don't have email access
6. Don't want to pay extra charges for receiving text messages on my cell phone
7. Concerned my information might be shared with other organizations
8. Addresses of concern are not in WSSC service area
9. Never heard of it/Not familiar
10. Other (SPECIFY_____)
99. (**DO NOT READ**) Don't Know/Refused

Q8b. The Customer Notification System, or CNS, alerts you via text message and/or email about WSSC-related incidents in your area that may affect your service or daily routine. How likely are you to sign up for the Customer Notification System (CNS) in the future? Please use a scale from 0 to 10, where 0 means "Not at all Likely" and 10 means "Extremely Likely." You may use any number in between.

Not at all Likely										Extremely Likely		DK/REF
0	1	2	3	4	5	6	7	8	9	10	99	

[**SKIP TO Q9**]

Q8c. How useful is the Customer Notification System (CNS) to you? Please use a scale from 0 to 10, where 0 means "Not at all Useful" and 10 means "Extremely Useful." You may use any number in between.

Not at all Useful										Extremely Useful		DK/REF
0	1	2	3	4	5	6	7	8	9	10	99	

Q9. Please tell me how informed you feel you are about water-related advisories such as main breaks, water restrictions, and boil water advisories. Continue to use the 0 to 10 scale, where this time 0 means you feel "Not at all Informed" and 10 means you feel you are "Extremely Informed." You may use any number in between.

Not at all Informed										Extremely Informed		DK/REF
0	1	2	3	4	5	6	7	8	9	10	99	

(ASK Q10 SERIES IF OPTION “7” NOT SELECTED IN Q5.)

(AVOID Q10 SERIES IF OPTION “2” SELECTED IN Q7.)

Q10. Have you ever visited the WSSC website?

1. Yes
2. No (**SKIP TO Q11**)
3. No internet access (**SKIP TO Q11**)
99. (**DO NOT READ**) Don’t Know/Refused

Q10a. How often do you visit the WSSC website? Would you say: (**READ**)

1. Once a week
2. 2-3 times a month
3. Once a month
4. Less than once a month, or
5. Never
99. (**DO NOT READ**) Don’t Know/Refused

Q10b. How satisfied are you with the information provided by the WSSC website? Please use the 0 to 10 scale, where 0 means “Not at all Satisfied” and 10 means “Extremely Satisfied.”

Not at all Satisfied										Extremely Satisfied	DK/REF
0	1	2	3	4	5	6	7	8	9	10	99

Q10c. What information would you like to have available on the WSSC website that is not currently there?

CUSTOMER CARE

Q11. How many times in the past 12 months have you called the WSSC? (**READ**)

1. Never (**SKIP TO Q14**)
2. Once
3. 2-5 times
4. 5 or more times
99. (**DO NOT READ**) Don’t Know/Refused (**SKIP TO Q14**)

(ASK Q11a OF RESIDENTIAL CUSTOMERS ONLY)

Q11a. What was the reason for your most recent call? (DO NOT READ. ACCEPT MULTIPLE ANSWERS.)

1. Start service
2. Discontinue service
3. Billing questions
4. Service problems (water outage, emergency repair, sewer overflow, water leaks, etc.)
5. Water main/sewer breaking
6. Meter reading questions
7. General information
8. Claims
9. Payment questions
10. Construction complaints
11. Routine maintenance

12. Paving or yard restoration
13. Applying for service connections
14. Repair or replacement
15. Permits
16. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

(ASK Q11b OF COMMERCIAL CUSTOMERS ONLY)

Q11b. What was the reason for your most recent call? (DO NOT READ. ACCEPT MULTIPLE ANSWERS.)

1. Start service
2. Discontinue service
3. Billing questions
4. Service problems (water outage, emergency repair, sewer overflow, water leaks, etc.)
5. Water main/sewer breaking
6. Meter reading questions
7. General information
8. Claims
9. Payment questions
10. Construction complaints
11. Licenses or license renewal
12. Code or regulatory issues
13. Plan Review
14. New construction permit
15. Contract management
16. Fireflow information
17. Pipeline construction
18. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

Q12. Thinking about the most recent time you called the WSSC, was your inquiry resolved the first time you called?

1. Yes **(SKIP TO Q12b)**
2. No
9. **(DO NOT READ)** Don't Know/Refused

Q12a. How many times did you have to call the WSSC before your inquiry was resolved?

1. Twice
2. 3-4 times
3. 5 or more times
99. **(DO NOT READ)** Don't Know/Refused

Q12b. Did you have to escalate this specific inquiry to a supervisor or other manager?

1. Yes
2. No **(SKIP TO Q12d)**
99. **(DO NOT READ)** Don't Know/Refused

Q12c. Why did you have to escalate your call? (DO NOT READ. ACCEPT MULTIPLE ANSWERS.)

1. Started with supervisor on the line
2. Agent not knowledgeable enough

3. Agent couldn't process my request
4. Dissatisfied with information I was provided
5. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

Q12d. Please use a 0 to 10 scale where 0 means you were "Extremely Dissatisfied" and 10 means you were "Extremely Satisfied" to rate your level of satisfaction with each of following: **[ROTATE]**

Courtesy of the agent	_____ (0-10; 99 for DK/REF)
The agent's ability to answer your questions	_____ (0-10; 99 for DK/REF)
Time it took the agent to resolve your inquiry	_____ (0-10; 99 for DK/REF)
Usefulness of the information provided	_____ (0-10; 99 for DK/REF)

Q12e. Overall, how satisfied are you with your most recent experience speaking with a WSSC agent?

Not at all Satisfied											Extremely Satisfied	DK/REF
0	1	2	3	4	5	6	7	8	9	10	99	

Q13. How many times in the past 12 months have you made an inquiry to the WSSC:

	Never	Once	2-5 times	5+ times	(DO NOT READ) DK/REF
a. By letter?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	9 <input type="checkbox"/>
b. By email?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	9 <input type="checkbox"/>
c. In person?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	9 <input type="checkbox"/>
d. Using the drive-thru window?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	9 <input type="checkbox"/>
e. Through the WSSC website?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	9 <input type="checkbox"/>

WATER QUALITY

READ: We'd like to understand how satisfied you are with the quality of the drinking water provided by the WSSC.

Q14. Please use a 0 to 10 scale where 0 means you are "Extremely Dissatisfied" and 10 means you are "Extremely Satisfied" to rate the quality of the drinking water on the following attributes: **(READ. ROTATE.)**

a. Taste	_____ (0-10; 99 for DK/REF)
b. Color	_____ (0-10; 99 for DK/REF)
c. Odor	_____ (0-10; 99 for DK/REF)
d. Purity or cleanliness	_____ (0-10; 99 for DK/REF)
e. Safe to drink	_____ (0-10; 99 for DK/REF)

Q15. Have you or any (**members of your family/co-workers**) used any of the following in your (**household/company**) within the past 12 months?

	Yes	No	(DO NOT READ) DK/REF
a. Bottled water	1 <input type="checkbox"/>	2 <input type="checkbox"/>	9 <input type="checkbox"/>
b. Water filters	1 <input type="checkbox"/>	2 <input type="checkbox"/>	9 <input type="checkbox"/>
c. Water cooler services	1 <input type="checkbox"/>	2 <input type="checkbox"/>	9 <input type="checkbox"/>

[IF NONE SKIP TO Q18]

Q16. Why do you use other water products in your home? **(DO NOT READ. ACCEPT MULTIPLE ANSWERS.)**

1. Taste is better
2. Safer to drink
3. Cleaner
4. Cheaper
5. Convenient
6. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

Q17. Have you had your water tested within the past 12 months?

1. Yes
2. No **(SKIP TO STATEMENT PRIOR TO Q18)**
99. **(DO NOT READ)** Don't Know/Refused

Q17a. Why did you want your water tested? **(DO NOT READ. ACCEPT MULTIPLE ANSWERS.)**

1. Weird/funny/strange taste
2. New home purchase/part of inspection
3. I am sick/Family is sick
4. News coverage
5. Color of water
6. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

BILLING

READ: These next few questions pertain to your WSSC bill.

Q18. Please tell us how much you agree or disagree with the following statements by using a 0 to 10 scale where 0 means you “Strongly Disagree” and 10 means you “Strongly Agree”. **(READ. ROTATE.) Let’s begin with...**

- | | |
|---|-----------------------------|
| a. I am satisfied with my current billing cycle. | _____ (0-10; 99 for DK/REF) |
| b. I am confident that my water and sewer bill accurately reflect my level of usage. | _____ (0-10; 99 for DK/REF) |
| c. My bill is easy to understand. | _____ (0-10; 99 for DK/REF) |
| d. I am satisfied with the bill payment options that are available. | _____ (0-10; 99 for DK/REF) |
| e. I prefer to be billed monthly instead of quarterly (RES. ONLY) | _____ (0-10; 99 for DK/REF) |
| f. I am satisfied with the services I receive for what I pay | _____ (0-10; 99 for DK/REF) |
| g. I am satisfied with the services I receive for what I pay when compared to what I pay for other utilities like gas, electricity, cable, etc. | _____ (0-10; 99 for DK/REF) |
| h. I would use the electronic bill pay option with WSSC if there was no fee for doing so | _____ (0-10; 99 for DK/REF) |

[ASK Q19 FOR EACH ANSWER OF “4” OR BELOW IN Q18.]

Q19. How can the WSSC improve in this area? _____

Q20. Are you aware of the WSSC’s “Round Up” program, where you can round up the total amount of your bill and donate the extra amount to the WSSC Water Fund?

1. Yes
2. No **(SKIP TO STATEMENT PRIOR TO Q21.)**
99. **(DO NOT READ)** Don’t Know/Refused

Q20a. How did you find out about the WSSC’s “Round Up” program?

1. Pipeline
2. Other bill insert
3. Bill
4. News coverage
5. Website
6. Video
7. Other (SPECIFY) _____
99. **(DO NOT READ)** Don’t Know/Refused

ENGINEERING & CONSTRUCTION

READ: These next few questions have to do with other WSSC services.

Q21. Have you interacted with WSSC **field personnel** within the past 12 months? (IF NECESSARY: You may have interacted WSSC field personnel if you have had services such as new construction in your neighborhood, property inspections, new service hook-ups , etc.)

1. Yes
2. No (**SKIP TO Q25**)
99. (**DO NOT READ**) Don't Know/Refused

Q21a. Please use a 0 to 10 scale where 0 means you were “Extremely Dissatisfied” and 10 means you were “Extremely Satisfied” to rate your level of satisfaction with your most recent interaction with WSSC field personnel on the following: **[READ. ROTATE.]**

- a. Courtesy of field personnel _____ (0-10; 99 for DK/REF)
- b. Field personnel's ability to answer your questions _____ (0-10; 99 for DK/REF)
- c. Time it took field personnel to respond to the issue _____ (0-10; 99 for DK/REF)
- d. Time it took field personnel to resolve the issue _____ (0-10; 99 for DK/REF)
- e. Cleanliness of worksite upon project completion _____ (0-10; 99 for DK/REF)
- f. Ease of scheduling service _____ (0-10; 99 for DK/REF)

Q21b. Overall, how satisfied are you with your most recent interaction with WSSC **field personnel**? (IF NECESSARY: Please use the 0 to 10 scale where 0 means you are “Extremely Dissatisfied” and 10 means you were “Extremely Satisfied”.)

Not at all											Extremely	
Satisfied											Satisfied	DK/REF
0	1	2	3	4	5	6	7	8	9	10	99	

FLAG SAMPLE – SPECIFIC COMMERCIAL USERS ONLY FOR Q22-Q24

READ: These next few questions have to do with the Development Services Center.

Q22. How did you contact the WSSC for Development Services? Was it by... (READ. ROTATE. ACCEPT MULTIPLE ANSWERS.)

1. Mail
2. Phone
3. Email
4. Walk-up counter/cashier – “one stop shop”
5. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

Q23. Please tell us how much you agree or disagree with the following statements by using a 0 to 10 scale where 0 means you “Strongly Disagree” and 10 means you “Strongly Agree”. **(READ. ROTATE.) Let’s begin with...**

- a. I was contacted regarding my water and/or sewer service needs in a reasonable amount of time _____ (0-10; 99 for DK/REF)
- b. WSSC staff understood my request and/or problem _____ (0-10; 99 for DK/REF)
- c. WSSC staff was knowledgeable _____ (0-10; 99 for DK/REF)
- d. WSSC staff was responsive to my needs _____ (0-10; 99 for DK/REF)
- f. WSSC staff was helpful _____ (0-10; 99 for DK/REF)
- g. The materials provided to me were helpful & informative _____ (0-10; 99 for DK/REF)
- h. The instructions for the WSSC website were helpful & informative _____ (0-10; 99 for DK/REF)

Q24. Overall, how satisfied are you with your experiences with WSSC’s Development Services Center? (IF NECESSARY: Please use the 0 to 10 scale where 0 means you are “Extremely Dissatisfied” and 10 means you were “Extremely Satisfied”.)

Not at all Satisfied												Extremely Satisfied	DK/REF
0	1	2	3	4	5	6	7	8	9	10	99		

INFRASTRUCTURE

READ: The WSSC needs to make investments that are necessary to maintain an acceptable level of service for our customers, even as our pipes and other assets continue to age. The levels of service include how many breaks you experience, how often, how long it takes to repair those breaks, how many customers are impacted by the loss of service, and for how long.

Q25. A water main break can affect people in many ways. Please rank the following effects of a water main break in order of importance to you: **(READ. ROTATE.)** Which is most important, second most important and least important?

- a. The impact to the community, which could possibly include boil water advisories, traffic changes, temporary business closures, and limited water supplies.
- b. The impact to the environment, which could possibly include flooding, digging up land, and wildlife displacement.
- c. The economic impact, which could possibly include the cost of repairing or replacing pipes, upgrading equipment, and increased rates.

Q26. With this in mind, please tell us how much you agree or disagree with the following statements by using a 0 to 10 scale where 0 means you “Strongly Disagree” and 10 means you “Strongly Agree”. **(READ. ROTATE.) Let’s begin with...**

- a. It is very important to me that the WSSC have strong plans to fund and rebuild its system of pipes and other assets in order to maintain safe and reliable service. _____ (0-10; 99 for DK/REF)
- b. Our system is very old and if we do not spend more money on it now there will be more pipe breaks and inconveniences. I am willing to pay more now, because I realize that future costs would have to be paid by the next generation (i.e.my kids)? _____ (0-10; 99 for DK/REF)

- c. I am willing to pay more for my usage so that the WSSC can continue to provide safe and reliable service, as well as fund and rebuild its system of pipes and other assets _____ (0-10; 99 for DK/REF)
- d. I am willing to pay an additional fee that is separate from my usage costs so that the WSSC can fund and rebuild its system of pipes and other assets _____ (0-10; 99 for DK/REF)

Q27. Considering all you currently know about the state of the water/sewer infrastructure, would you prefer to:
(**READ. ROTATE.**)

1. Pay an increased rate for water and sewer services so that service and repairs can be addressed in a timely and speedy manner?
2. Not pay an increased rate for water and sewer services with the understanding that the level of service might not be the same and that could include delays in response to water main breaks and other service and repairs?

ANCHOR AS LAST SECTION PRIOR TO DEMOS

IMAGE

READ: We'd like to get a better idea about the way you view the WSSC.

Q28. Please tell us how much you agree or disagree with the following statements about the WSSC by using a 0 to 10 scale where 0 means you "Strongly Disagree" and 10 means you "Strongly Agree". (**READ. ROTATE.**) **Let's begin with...**

- | | |
|--|-----------------------------|
| a. WSSC puts customers first | _____ (0-10; 99 for DK/REF) |
| b. WSSC protects the environment | _____ (0-10; 99 for DK/REF) |
| c. WSSC is active in my local community with educational and environmentally friendly events | _____ (0-10; 99 for DK/REF) |
| d. WSSC is a national leader in providing quality water and sewer services | _____ (0-10; 99 for DK/REF) |
| f. WSSC meets federal and state water quality requirements | _____ (0-10; 99 for DK/REF) |
| g. WSSC is "green" | _____ (0-10; 99 for DK/REF) |
| h. WSSC provides me with enough information about water conservation methods | _____ (0-10; 99 for DK/REF) |
| i. WSSC provides me with enough information about its rates | _____ (0-10; 99 for DK/REF) |
| j. WSSC provides me with enough information about the services it offers | _____ (0-10; 99 for DK/REF) |
| k. WSSC provides me with enough information about outages and other interruptions in service | _____ (0-10; 99 for DK/REF) |
| l. WSSC provides me with enough information about planned construction or maintenance that might affect me | _____ (0-10; 99 for DK/REF) |
| m. WSSC tries to build and maintain their system in order to keep my overall costs down over time and provide me with a good quality, affordable system. | _____ (0-10; 99 for DK/REF) |
| n. WSSC follows sustainable practices to lower costs overall and keeps the environment clean for me and my kids. | _____ (0-10; 99 for DK/REF) |

29. Which of the following WSSC sponsored community events are you aware of? (**READ. ACCEPT ALL THAT APPLY**)

1. H2O Fest
2. Children's Water Festival
3. Family Campfire
4. Patuxent River Cleanup
5. Charity Bike-Ride for the Water Fund
6. Tours and programs
7. Earth Day events
8. Other (SPECIFY _____)
99. (**DO NOT READ**) Don't Know/Refused

Q30. All things considered, how satisfied are you with the utility service you receive from the WSSC? (IF NECESSARY: Please use the 0 to 10 scale where 0 means you are "Extremely Dissatisfied" and 10 means you were "Extremely Satisfied".)

Not at all Satisfied												Extremely Satisfied	DK/REF
0	1	2	3	4	5	6	7	8	9	10		99	

Q30a. Thinking about all you know as well as what you may have heard, read or seen, what is your overall opinion of the WSSC as a company? Again, use a scale from 0 to 10, where 0 means you have an "Extremely negative opinion" and 10 means you have an "Extremely positive opinion." The more positive you are, the higher number you would give.

Extremely Negative												Extremely Positive	DK/REF
0	1	2	3	4	5	6	7	8	9	10		99	

Q30b. (**ONLY ASK OF THOSE THAT GAVE AN ANSWER OF 0-4 IN Q30a**) Please tell me why you have a negative opinion of the WSSC. (**DO NOT READ LIST. KEY ALL THAT APPLY.**)

1. Read something in the news paper
2. Saw something on TV on a news program
3. Poor customer service
4. Rates are too high
5. Water quality issues (water tastes funny, weird color, etc)
6. Water service was turned off/ intermittent
7. Water main break
8. Sewer problems (spill, backed up, etc)
9. Other (SPECIFY _____)
99. (**DO NOT READ**) Don't Know/Refused

DEMOGRAPHICS

READ: Finally, just a few questions for classification purposes only.

RESIDENTIAL DEMOS

D1. Do you own or rent your home?

1. Own
2. Rent
99. **(DO NOT READ)** Don't Know/Refused

D2. Which of the following best describes your type of home? **(READ LIST)**

1. Single family detached house
2. Townhouse or rowhouse (single family attached)
3. Duplex/Twin/Semi-detached
4. Multi-family apartment or condominium building
5. Mobile home
6. Other
99. **(DO NOT READ)** Don't Know/Refused

D3. What is your age? **(DO NOT READ LIST)**

1. 18-25
2. 26-34
3. 35-49
4. 50-64
5. 65 or over
99. **(DO NOT READ)** Don't Know/Refused

D4. Please indicate how many people in your household, including yourself, are of the following age ranges:

	None	One	Two	Three	Four or more
(0 - 4 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5 - 17 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(18 - 25 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(26 - 35 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(36 - 55 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(56 - 64 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(65 years or older)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D5. What is the highest level of education you have completed? **(READ LIST)**

1. Less than high school
2. High school graduate
3. Some college/technical
4. 4-year college degree
5. Some post graduate
6. Graduate degree
9. **(DO NOT READ)** Refused

D6. To ensure we are speaking to a cross section of people, may I please ask how you identify your race or ethnicity?

1. African American
2. Asian
3. Caucasian
4. Hispanic
5. Other (SPECIFY): _____
6. **(DO NOT READ)** Refused

D7. Into which of the following categories does the annual income of your entire household fall? **(READ LIST)**

1. Under \$15,000
2. \$15,000 to \$19,999
3. \$20,000 to \$29,999
4. \$30,000 to \$39,999
5. \$40,000 to \$49,999
6. \$50,000 to \$74,999
7. \$75,000 to \$99,999
8. \$100,000 to \$124,999
9. \$125,000 or more
99. **(DO NOT READ)** Don't Know/Refused

D8. **(KEY IN GENDER)**

1. Male
2. Female

(SKIP TO FOCUS GROUP INFORMATION)

COMMERCIAL DEMOS

D1. What type of business is this? **(READ LIST IF NECESSARY)**

1. Restaurant
2. Lodging
3. Retail
4. Convenience Store
5. Office
6. School
7. Medical
8. Storage facility
9. Residential apartments
10. House of Worship
11. Assembly place
12. Industrial process
13. Other (SPECIFY) _____
99. **(DO NOT READ)** Don't Know/Refused

D2. How many employees work here? _____

99. **(DO NOT READ)** Don't Know/Refused

D3. (KEY IN GENDER)

1. Male
2. Female

FOCUS GROUP INFORMATION:

Bay Area Research is planning to conduct focus groups – small discussion groups guided by a moderator – for the WSSC in the near future. These group discussions will examine various aspects of the WSSC's services and programs. Would you be interested in participating in one of these groups? Many find these groups to be informative and enjoyable, and you will be compensated for your participation.

1. Yes (Capture contact information)
2. No (Close interview)
3. Don't know (Close interview)

Contact information:

Name: _____

Address: _____

Best phone Number: _____

Email: _____

Thank you for your time and opinions.

APPENDIX B: VERBATIM RESPONSES

Q2. What does WSSC stand for? (OTHER SPECIFY)	
I know one word stands for water.	RES -PG
Public works	RES -PG
Washington- I'm not sure.	RES -PG
Washington sanitariness commission.	RES -PG
Washington sanitary Commission	RES -PG
Washington sanitary commission.	RES -PG
Washington sanitary something Commission	RES -PG
Washington Sanitation	RES -PG
Washington Sanitation Commission	RES -PG
Washington Sanitation Commission	RES -PG
Washington Sanitation Commission	RES -PG
Washington Sanitation emission	RES -PG
Washington sewer and Sanitation Commission	RES -PG
Washington sewer association.	RES -PG
Waste water management.	RES -PG
Water and source	RES -PG
Water or sewage or something like that.	RES -PG
Water sanitary something, I know its water.	RES -PG
Water Sanitation service Commission	RES -PG
Water sewage something commission.	RES -PG
Water sewer company.	RES -PG
Water sewer Sanitation company	RES -PG
Water Suburban Sanitation commission.	RES -PG
Water waste company	RES -PG
Water, sanitation, and sewer commission.	RES -PG
Waters sewers and something.	RES -PG
Sewer and water	RES-MONTG
The water company	RES-MONTG
The water company.	RES-MONTG
The water Sanitation sewage commission.	RES-MONTG
The water something and something commission, Sanitation and service I don't know.	RES-MONTG
Washington sewer and Sanitation	RES-MONTG
Washington sanitary and sewer commission.	RES-MONTG
Washington sanitary commission.	RES-MONTG
Washington sanitary services commission.	RES-MONTG
Washington sanitary services something	RES-MONTG
Washington sanitary sewer Commission	RES-MONTG
Washington sanitary something commission.	RES-MONTG
Washington Sanitation service commission.	RES-MONTG
Washington service and Sanitation Commission	RES-MONTG
Washington sewer, I'm not sure	RES-MONTG
Washington Suburban and Sanitation Commission	RES-MONTG
Washington Suburban Sanitation Commission	RES-MONTG
Washington Suburban Sanitation commission	RES-MONTG
Washington water commission.	RES-MONTG
Water and Sanitation	RES-MONTG
Water and sewage facility.	RES-MONTG
Water and sewage something	RES-MONTG
Water and sewer Commission	RES-MONTG
Water and sewer.	RES-MONTG
Water sanitary commission.	RES-MONTG
Water services	RES-MONTG
Water sewer Sanitation	RES-MONTG

Water supply for home	RES-MONTG
Water, sanitation, something other.	RES-MONTG
The Washington sewer commission.	COM-PG
The Washington Suburban sanitary services.	COM-PG
Washing Suburban Sanitation ?	COM-PG
Water Sanitation services.	COM-PG
Water something.	COM-PG
The Washington area Suburban sanitary Commission	COM-MONTG
Washington ? ? ?	COM-MONTG
Washington sanitary and sewer	COM-MONTG
Washington sanitary state.	COM-MONTG
Washington sanitary Suburban commission.	COM-MONTG
Washington Sanitation and sewer company.	COM-MONTG
Washington Sanitation commission.	COM-MONTG
Washington sewer and sanitary commission.	COM-MONTG
Washington sewer sanitary commission.	COM-MONTG
Washington something	COM-MONTG
Water and sewer service company	COM-MONTG
Water sanitary subdivision Commission	COM-MONTG

Q4. What services does the WSSC, or the Washington Suburban Sanitary Commission, provide? (OTHER SPECIFY)	
Emergency service.	RES -PG
They have a lot to do with protection of sewer and water conservation. They try to make sure the water is not polluting the environment.	RES -PG
They provide bills and they are very cooperative. We have never had a problem with them they even direct us to someone else who can help if they can't answer our questions.	RES -PG
Work on the infrastructure.	RES -PG
Recycling facilities.	RES-MONTG
Trash.	RES-MONTG

Q5. How do you obtain information about the WSSC? (OTHER SPECIFY)	
Call customer service.	RES -PG
Come out themselves.	RES -PG
Communicating with people	RES -PG
I see the trucks they are available to help.	RES -PG
I see them out working.	RES -PG
I've seen the work trucks around.	RES -PG
My experience in dealing with them as a customer for 30 years.	RES -PG
Seen the trucks.	RES -PG
Through a neighbor	RES -PG
Word of mouth.	RES -PG
Because I stay here.	RES-MONTG
Citizen association and community newsletter	RES-MONTG
Friends	RES-MONTG
Friends	RES-MONTG
Neighbor.	RES-MONTG

Seeing facilities.	RES-MONTG
Seller of the house told me.	RES-MONTG
We have been here all our life.	RES-MONTG
Common sense	COM-PG
Through the county	COM-PG
Working associates	COM-PG
My boss.	COM-MONTG

Q7b. Where do you typically access the Internet? (OTHER SPECIFY)	
Relative	RES -PG

Q8a. Why have you not signed up for the WSSC Customer Notification System (CNS)? (OTHER SPECIFY)	
Don't know	RES -PG
Don't know	RES -PG
Don't want excessive emails.	RES -PG
Haven't gotten around to it yet.	RES -PG
Haven't gotten to it.	RES -PG
I already know everything about water.	RES -PG
I didn't know about it	RES -PG
I do not know what it is. Signed up on the internet but does not recall signing up for the notification system.	RES -PG
I don't have any problems or issues that I'm aware of.	RES -PG
I don't think I really need it.	RES -PG
I have not been informed of it.	RES -PG
I know nothing about it.	RES -PG
I rather get it by mail.	RES -PG
I read what I want to read. I do not believe the WSSC is doing that much for the residents of pg county to improve their water problems. I need to have someone come out and test the water. There is a terrible odor coming out of my faucet. I complain w	RES -PG
I want outside notices at work.	RES -PG
I was aware of that service.	RES -PG
I would like them to notify me by phone not text messages.	RES -PG
It comes inside of my bill and that's where I get the information.	RES -PG
Never thought about	RES -PG
No real reason.	RES -PG
Not interested in it.	RES -PG
Not sure what it is.	RES -PG
Too complicated.	RES -PG
Too much junk on computer.	RES -PG
Unfamiliar	RES -PG
Use my time for personal use on the computer.	RES -PG
Because we moved and haven't signed back up.	RES-MONTG
Does not need to be notified	RES-MONTG
Does not offer.	RES-MONTG
Don't do my business thru the internet.	RES-MONTG
Get too many emails to handle.	RES-MONTG
Have not had time.	RES-MONTG
I don't know what the notifications would be for.	RES-MONTG
I don't need that information.	RES-MONTG

I get it on my bill.	RES-MONTG
I get too many other notifications.	RES-MONTG
I have enough to know already.	RES-MONTG
I haven't had the time to do it.	RES-MONTG
I try not to do many personal things on the internet.	RES-MONTG
If I want to find out I go to the website to find out.	RES-MONTG
I'm not aware of the benefits.	RES-MONTG
Like to minimize what comes through the internet.	RES-MONTG
My sister takes care of the bills. All the bills go through her.	RES-MONTG
No information.	RES-MONTG
Too much e-mail.	RES-MONTG
Unaware of it	RES-MONTG
Want to know about it.	RES-MONTG
Was not offered.	RES-MONTG
Don't have time.	COM-PG
Don't see how it can help us.	COM-PG
I like the paper.	COM-PG
They fax the invoices to our website.	COM-PG
Don't have time to.	COM-MONTG
Most bills go to the tenants first.	COM-MONTG

Q8a. Why have you not signed up for the WSSC Customer Notification System (CNS)? (OTHER SPECIFY)	
A little more detail information.	RES -PG
Billing information, see how much water has been used before bill comes, be able to pay the bill monthly	RES -PG
Can't recall off hand.	RES -PG
Can't think of any.	RES -PG
Can't think of anything.	RES -PG
Community services.	RES -PG
Don't know	RES -PG
Don't know, pricing comparison, emergency, etc.	RES -PG
Don't know. None not any.	RES -PG
Everything is needed	RES -PG
Found what you were looking for	RES -PG
Got to have discount for disable people for veterans.	RES -PG
Helping the customers more.	RES -PG
How to get discounts.	RES -PG
I am not sure, I am not prepared to answer the question, and I never look for anything.	RES -PG
I can't think of anything at the moment.	RES -PG
I can't think of anything right now.	RES -PG
I do not know yet.	RES -PG
I do not look at it.	RES -PG
I do not visit the web site.	RES -PG
I don't even know what is there, so I don't know what I would want.	RES -PG
I don't have any problems with it.	RES -PG
I don't know	RES -PG
I don't know that I would like to see any additional info but they charge a fee to pay online.	RES -PG
I don't know what is there.	RES -PG
I don't know what's there.	RES -PG
I don't know, I haven't been there lately.	RES -PG
I don't know.	RES -PG

I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't want anything.	RES -PG
I have no idea.	RES -PG
I think everything I need is there.	RES -PG
I think everything is fine.	RES -PG
I would have to go look at it again.	RES -PG
I would like to see how they justify their rate increases. How they determine where and when rate increases are needed. What has happened from one year to the next to justify a rate increase.	RES -PG
If I'm looking for information I wouldn't check that site. If I'm checking my bill I would go right to that site.	RES -PG
I'm satisfied and there is nothing.	RES -PG
Information as to why they charge for services not used.	RES -PG
It looks very thorough.	RES -PG
It hard to navigate.	RES -PG
It not so much information, would want it to be more user friendly, especially for paying bills, too many keystrokes. Saving account number information to avoid inputting on each visit.	RES -PG
It's all there.	RES -PG
Its fine like it is.	RES -PG
Its good	RES -PG
Know how the water flows from like from the sanitation water to the street, I have a large tree, county's tree, right beside where your sewage goes, and I have been told more than once that the roots are too big for the sidewalk.	RES -PG
Look at picture a lot of information water main breaks.	RES -PG
Make it easier to pay the bill.	RES -PG
Maybe comparisons to my quarterly consumption as compared to other households in my area.	RES -PG
More about the billing. When there are problems, we just recently had a water main break and it would have been helpful if I could've gone to the website to see when they would be able to fix it. The main was broken for over a week.	RES -PG
More explanation and break down of the bill.	RES -PG
More of a place where I can call. More contact information.	RES -PG
No comment	RES -PG
No comment	RES -PG
No comment	RES -PG
No comment	RES -PG
No information.	RES -PG
No, none.	RES -PG
Not really, I am happy with what they have.	RES -PG
Nothing at the moment.	RES -PG
Nothing at this time.	RES -PG
Nothing I can think of.	RES -PG
Nothing I think its fine the way it is.	RES -PG
Nothing really, just bill paying information.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG

Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I can think of.	RES -PG
Nothing that I know of.	RES -PG
Nothing, I am happy with the website.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
One problem I've had is when I get my bill I haven't received my bill and WSSC charged me a late fee when I never got the bill. If there is some type of way they can make sure people get their mail 1st.	RES -PG
Pay bill online.	RES -PG
Pay the bill online	RES -PG
Payments	RES -PG
Personally none it is what it is.	RES -PG
Probably nothing gives all the information that I need.	RES -PG
Rates, when water is out somewhere, tips on how to conserve water.	RES -PG
See if you use how much water.	RES -PG
The bill payment.	RES -PG
The water main breaks and the studies that they found in the general area.	RES -PG
Unsure	RES -PG
Water advisories. Be able to access a live person. Better access to pay bills.	RES -PG
Water conditions, water supply, how much do we have in the reservoir, water restrictions.	RES -PG
When a pipe broke they should alert in the web site.	RES -PG
When is the best time to use water.	RES -PG
When there is an issue coming up.	RES -PG
Wouldn't know I don't go into it that mach.	RES -PG
WSSC does not allow internet payments, it would be nice to have that option, and I would do it by internet.	RES -PG
A more intricate way to see and pay bills. I like to see a historical bill system. An email system. Another way to pay online not using credit card.	RES-MONTG
Better phone numbers, more recent, better current.	RES-MONTG
Bills. What's up with my neighborhood. Being able to file complaints and feeling that there will be some timely response. Within 24 hours. All I know about them from their website is that they don't get it and their shit is not together.	RES-MONTG
Can't really think of anything I wonder when I get my statement that the water and the sewage amounts are exactly the same?	RES-MONTG
Can't say.	RES-MONTG
Can't think of any.	RES-MONTG
Can't think of anything	RES-MONTG
Can't think of anything now.	RES-MONTG
Can't think of anything.	RES-MONTG

Clearer information.	RES-MONTG
Current rate increases.	RES-MONTG
Don't know	RES-MONTG
Don't know	RES-MONTG
Don't know	RES-MONTG
Don't know.	RES-MONTG
Don't know.	RES-MONTG
Don't know.	RES-MONTG
Don't know.	RES-MONTG
Don't remember.	RES-MONTG
I can think of anything right now.	RES-MONTG
I cannot think of anything now.	RES-MONTG
I can't think of anything	RES-MONTG
I can't think of anything g.	RES-MONTG
I do not have anything in mine.	RES-MONTG
I do not know what's not there or is there to determine that.	RES-MONTG
I do not think is anything more.	RES-MONTG
I don't go on there that much. But they can have better information for the Spanish community and better translation for the ones who speak little English.	RES-MONTG
I don't have an answer.	RES-MONTG
I don't know right now.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't of anything.	RES-MONTG
I don't really know what's there so I have no idea.	RES-MONTG
I don't remember what's there.	RES-MONTG
I don't think anything isn't there. I assume the website provides everything.	RES-MONTG
I get all I need.	RES-MONTG
I have no idea, I haven't noticed anything that's lacking.	RES-MONTG
I have no idea.	RES-MONTG
I like to be able to pay my bill for free online.	RES-MONTG
I really don't know.	RES-MONTG
I was trying to find information on my underground pipes and I couldn't find the information on the website.	RES-MONTG
I would like for bill pay to be on there.	RES-MONTG
I would like it to be more PEPCO site, especially the billing. There should not be an extra fee to pay online.	RES-MONTG
I would like them to put a crisis on the website, I don't care where/when, I want it to be up to date.	RES-MONTG
I'd like to see the typical average usage for the household. I'd like to see something that tells me whether you above or below your typical usage.	RES-MONTG
If quality of water is not good	RES-MONTG
I'm not looking for any info.	RES-MONTG
Info about service breaks.	RES-MONTG

It fine.	RES-MONTG
It how to find the information that I how trouble with.	RES-MONTG
It would be nice to pay your bill online.	RES-MONTG
Its good.	RES-MONTG
More information on rates.	RES-MONTG
More info about renovation. And what needs to be done to complete	RES-MONTG
No comment.	RES-MONTG
No idea.	RES-MONTG
No information.	RES-MONTG
No not particularly	RES-MONTG
No opinion.	RES-MONTG
No.	RES-MONTG
Nope.	RES-MONTG
Not bringing anything to mind.	RES-MONTG
Not sure.	RES-MONTG
Not sure.	RES-MONTG
Not that I can think of.	RES-MONTG
Nothing comes to mind w/e no, sorry, it's fine	RES-MONTG
Nothing I can think of.	RES-MONTG
Nothing really in mind at the moment	RES-MONTG
Nothing that I am aware of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I can think of.	RES-MONTG
Nothing that I know.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Policy decision by the commission, not published in bills, 0 jeopardy billing, etc, 1 time forgiveness, etc.	RES-MONTG
Posting progress about water safety.	RES-MONTG
Price cuts.	RES-MONTG
Separate charges for water and drainage	RES-MONTG
Unaware of it	RES-MONTG
Unsure	RES-MONTG
Updating sewer pipes.	RES-MONTG
Well I'm not sure.	RES-MONTG
When they have planned projects that may affect my services.	RES-MONTG
I don't know.	COM-PG

I don't know.	COM-PG
I don't know.	COM-PG
I don't know.	COM-PG
I don't know.	COM-PG
I like to be able to change the company name, or put in readings	COM-PG
No comment	COM-PG
No sir	COM-PG
Not sure	COM-PG
Not that I can speak of	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Nothing that I can think of.	COM-PG
Problem with permits.	COM-PG
The information that I was looking for on the website was specifically for recreation purposes	COM-PG
Ability to talk to someone immediately. They never reply even when they claim they will. It does not solve problems.	COM-MONTG
Don't remember.	COM-MONTG
I don't know.	COM-MONTG
I don't know.	COM-MONTG
I don't know.	COM-MONTG
I don't know.	COM-MONTG
I don't know.	COM-MONTG
I don't think so	COM-MONTG
I like to find job opportunities for subcontractors.	COM-MONTG
I think everything's ok.	COM-MONTG
I think they should have a commercial division, separate them out from residential	COM-MONTG
I would not use it.	COM-MONTG
I wouldn't know	COM-MONTG
Not overly impressed, definitely underwhelmed	COM-MONTG
Not that I can think of	COM-MONTG
Nothing that I can think of.	COM-MONTG
Nothing that I can think of.	COM-MONTG
Nothing that I can think of.	COM-MONTG
Pay the bill without a fee.	COM-MONTG

Q11b. What was the reason for your most recent call? (OTHER SPECIFY)	
I was having trouble with the website	RES -PG

Q12c. Why did you have to escalate your call? (OTHER SPECIFY)	
Bill went up.	RES -PG
Didn't call.	RES -PG
They never answered and the people who did answer seemed incompetent.	RES -PG
When they sent the people out to my house, I wasn't satisfied, and when I called back, I didn't get any attention	RES -PG
I find it very inconvenient that I cannot pay my bill inline without being charged. I find this a disservice. I also want to note that I have had a very bad experience with the agent it took three trips to my house to resolve my issue.	RES-MONTG
I have not been able to speak to a human being. I just get the telephone prompts and none of the prompts apply to my problem. I am dissatisfied because I cannot talk to a human being about my problem.	RES-MONTG
Person who answered wasn't very knowledgeable.	RES-MONTG
To file a claim.	COM-MONTG

Q16. Why do you use these other water products in your (home/office)? (OTHER SPECIFY)	
Because friends like the bottle water.	RES -PG
Because I don't know the studies WSSC provides.	RES -PG
Because I want to.	RES -PG
Because it is bought for us.	RES -PG
Because of odor.	RES -PG
Because other members of the household prefers that.	RES -PG
Because the cooler is in my basement.	RES -PG
Comes on my refrigerator.	RES -PG
Comes with refrigerator and convenience.	RES -PG
Diagnosed lupus patient.	RES -PG
Doctor told me that the tap water was bad for me.	RES -PG
Due to traveling. I always carry bottled water. My company may prefer bottled water versus tap water.	RES -PG
Feel more comfortable drink outside water.	RES -PG
Filter on the refrigerator.	RES -PG
For guests on occasion.....	RES -PG
For the dog.	RES -PG
For work and travel	RES -PG
Habit.	RES -PG
I do not but my wife does.	RES -PG
I don't like the taste or smell of it.	RES -PG
I don't like the way the water tastes.	RES -PG
I don't want to drink the water.	RES -PG
I have always drunk bottled water	RES -PG
I keep bottle water around. If it doesn't look right I won't drink it.	RES -PG
I use it to take to work.	RES -PG
I'm concerned about the taste and odor of the water.	RES -PG
In case of disaster.	RES -PG
Is allergic to something in the water.	RES -PG
It's for the kids.	RES -PG
Jogging and convenient.	RES -PG
Just trying to see if it improves the taste of the water.	RES -PG
My husband buys it. I do not know.	RES -PG

My mother is addicted. She thinks they put something in it and she can't stop drinking it. The doctor told her to stop.	RES -PG
Other people don't drink filtered water.	RES -PG
Other residents in the house drink bottled water.	RES -PG
Piece of mind	RES -PG
Pipe breaks.	RES -PG
Preference.	RES -PG
Public perception is not good.	RES -PG
Smell	RES -PG
The bottle is fancy.	RES -PG
The refrigerator comes with a filter and my wife likes bottled water.	RES -PG
To take water with me.	RES -PG
Use filters so the drinking water will taste better. Want drinking water to be clean.	RES -PG
Water filter if built in the refrigerator and the water comes out cold.	RES -PG
Water in the home is very hard.	RES -PG
And also for emergency purposes.	RES-MONTG
Backup in case if broke.	RES-MONTG
Because it is cooler than the tap water.	RES-MONTG
Bottled water is easier to carry around and I filter my water to make the chlorine smell go away.	RES-MONTG
Came with fridge	RES-MONTG
Convenience	RES-MONTG
Easier to care for.	RES-MONTG
Family does.	RES-MONTG
Filter was already installed.	RES-MONTG
Got it for free.	RES-MONTG
Hooked up to the refrigerator.	RES-MONTG
I experience headaches when consuming too much of the chlorine in the water.	RES-MONTG
I just prefer it.	RES-MONTG
I worried about chromium in the water. I truly hope I can trust what's in the water. Agriculture runoff.	RES-MONTG
If someone gives it to me.	RES-MONTG
Impurities in the water.	RES-MONTG
My sister uses bottled water. She likes to waste her money.	RES-MONTG
My wife likes to drink seltzer water.	RES-MONTG
Never drank from the faucet.	RES-MONTG
Not really trusting what's in the water.	RES-MONTG
Other people feel they need it. I need it. When I had my kitchen renewed in jan/feb., and I tasted chlorine. I have one that's built in to the whole system.	RES-MONTG
Others in the home drink bottled water sometimes.	RES-MONTG
Some members of my family don't tap water.	RES-MONTG
The water is colder	RES-MONTG
They are smaller in size and have easier portability.	RES-MONTG
To decrease chlorine and other particles.	RES-MONTG
To get rid of the odor, and to get the chlorine out.	RES-MONTG
To insure better quality and safety.	RES-MONTG
Transportation and the filter is used because it taste better	RES-MONTG
Traveling.	RES-MONTG
Trying new things	RES-MONTG
Use the bottle for baby,	RES-MONTG
We would just rather drink filtered water.	RES-MONTG
When I have guests, sometimes.	RES-MONTG
When I left the house	RES-MONTG
Wife chooses to I'm not sure.	RES-MONTG

Wife will not drink tap water.	RES-MONTG
Donations	COM-PG
Its provided so we use them.	COM-PG
Some places do not have sinks where we work.	COM-PG
We don't want to drink their water.	COM-PG
Ask to have available	COM-MONTG
Because we want to.	COM-MONTG
Demand, requests	COM-MONTG
Lead in water advisory and water main break advisories.	COM-MONTG
No kitchen sink.	COM-MONTG
Not everyone thinks the water is safe	COM-MONTG
Our plant is too hot. We buy ice and water.	COM-MONTG
Required by law because we are early childhood school.	COM-MONTG
That's what owner wants.	COM-MONTG
We don't have a kitchen.	COM-MONTG
We don't have a kitchen.	COM-MONTG
We sell them, so it is good to use.	COM-MONTG
When we go to a restaurant, we get that.	COM-MONTG

Q17a. Why did you want your water tested? (OTHER SPECIFY)	
Company checks every year.	RES -PG
Had a water main break but I never know how good the water is after its been turned off and back on.	RES -PG
I didn't like the taste.	RES -PG
I wanted to check to see if was safe to drink.	RES -PG
It was offered.	RES -PG
Just because someone was coming around.	RES -PG
Just to be sure	RES -PG
Make sure the pipes they replaced were working.	RES -PG
Make sure there wasn't any lead in the water	RES -PG
Purification people come to check it.	RES -PG
The odor.	RES -PG
We had a free test	RES -PG
We had the rain soft service.	RES -PG
Concerned of a lot of lead in the water.	RES-MONTG
Damage in the house and they had to test it. Water main break in front of house and they had to come in test everything	RES-MONTG
Fish tank, chlorine levels, too many chemicals for fish.	RES-MONTG
It was free.	RES-MONTG
Lead testing	RES-MONTG
Smell.	RES-MONTG
For back flow.	COM-PG
Health department	COM-PG
Mandatory	COM-PG
Routine - we periodically have it tested	COM-PG
They were in the neighborhood so I accepted it.	COM-PG
Opened	COM-MONTG
Quarterly	COM-MONTG
Request of occupants	COM-MONTG
Required because we are a school.	COM-MONTG
Routine	COM-MONTG

Q19a. How can the WSSC improve in this area? - I am satisfied with my current billing cycle	
Bill monthly.	RES -PG
By letting more people come in, it would acquire a higher bill. Keep it where it is.	RES -PG
Can't improve anything. Don't think they're going to	RES -PG
Get a bill once a month.	RES -PG
Get the bill every 3 months and the bill is extremely high it's always a shocker when you get it.	RES -PG
I am not sure.	RES -PG
I don't know.	RES -PG
I don't think the meter reader is reading my meter right and says I have a leak somewhere and I don't think they know what they are talking about. And I would like to see the reader when he reads the meter. I want to look at the numbers when they read the	RES -PG
I would like them to have a monthly option.	RES -PG
I would prefer monthly billing over quarterly billing and I don't believe they do meter readings when they say they are.	RES -PG
It's a quarterly cycle, I don't know.	RES -PG
It's too expensive	RES -PG
Monthly bill is preferred	RES -PG
Monthly would be better for me.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
Paying additional bill.	RES -PG
Do it monthly.	RES-MONTG
I never know when the bill is going to come. The 10 dollar monthly charge is annoying.	RES-MONTG
Improve readings, be more responsive to issues, and provide more information and technical assistance on water leakage, it is overpriced on waste.	RES-MONTG
It will say to manage my budget monthly.	RES-MONTG
Monthly billing. Get with the online billing program. Start taking credit cards and take it regularly. When they get information from my meter they should input it immediately. Their data uptake is very slow.	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
Well I just think that monthly would be much because quarterly is confusing to me. I think I've paid it, but I'm not sure.	RES-MONTG
It could be more frequent.	COM-PG
None.	COM-PG
It's expensive.	COM-MONTG
Just got one for two months, screws up counting w/e It's not nice	COM-MONTG
Make it clearer. W/e I guess that's it?	COM-MONTG
No of these have rhyme or reason?	COM-MONTG
Preference.	RES -PG
Public perception is not good.	RES -PG
Smell	RES -PG
The bottle is fancy.	RES -PG
The refrigerator comes with a filter and my wife likes bottled water.	RES -PG
To take water with me.	RES -PG
Use filters so the drinking water will taste better. Want drinking water to be clean.	RES -PG
Water filter if built in the refrigerator and the water comes out cold.	RES -PG

Water in the home is very hard.	RES -PG
And also for emergency purposes.	RES-MONTG
Backup in case if broke.	RES-MONTG
Because it is cooler than the tap water.	RES-MONTG
Bottled water is easier to carry around and I filter my water to make the chlorine smell go away.	RES-MONTG
Came with fridge	RES-MONTG
Convenience	RES-MONTG
Easier to care for.	RES-MONTG
Family does.	RES-MONTG
Filter was already installed.	RES-MONTG
Got it for free.	RES-MONTG
Hooked up to the refrigerator.	RES-MONTG
I experience headaches when consuming too much of the chlorine in the water.	RES-MONTG
I just prefer it.	RES-MONTG
I worried about chromium in the water. I truly hope I can trust what's in the water. Agriculture runoff.	RES-MONTG
If someone gives it to me.	RES-MONTG
Impurities in the water.	RES-MONTG
My sister uses bottled water. She likes to waste her money.	RES-MONTG
My wife likes to drink seltzer water.	RES-MONTG
Never drank from the faucet.	RES-MONTG
Not really trusting what's in the water.	RES-MONTG
Other people feel they need it. I need it. When I had my kitchen renewed in jan/feb., and I tasted chlorine. I have one that's built in to the whole system.	RES-MONTG
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Some members of my family don't tap water.	RES-MONTG
The water is colder	RES-MONTG
They are smaller in size and have easier portability.	RES-MONTG
To decrease chlorine and other particles.	RES-MONTG
To get rid of the odor, and to get the chlorine out.	RES-MONTG
To insure better quality and safety.	RES-MONTG
Transportation and the filter is used because it taste better	RES-MONTG
Traveling.	RES-MONTG
Trying new things	RES-MONTG
Use the bottle for baby,	RES-MONTG
We would just rather drink filtered water.	RES-MONTG
When I have guests, sometimes.	RES-MONTG
When I left the house	RES-MONTG
Wife chooses to I'm not sure.	RES-MONTG
Wife will not drink tap water.	RES-MONTG
Donations	COM-PG
It's provided so we use them.	COM-PG
Some places do not have sinks where we work.	COM-PG
We don't want to drink their water.	COM-PG
Ask to have available	COM-MONTG
Because we want to.	COM-MONTG
Demand, requests	COM-MONTG
Lead in water advisory and water main break advisories.	COM-MONTG
No kitchen sink.	COM-MONTG
Not everyone thinks the water is safe	COM-MONTG
Our plant is too hot. We buy ice and water.	COM-MONTG
Required by law because we are early childhood school.	COM-MONTG
That's what owner wants.	COM-MONTG

We don't have a kitchen.	COM-MONTG
We don't have a kitchen.	COM-MONTG
We sell them, so it is good to use.	COM-MONTG
When we go to a restaurant, we get that.	COM-MONTG

Q19a. How can the WSSC improve in this area? - I am confident that my water and sewer bill accurately reflect my level of usage	
Address the problems that have brought to their attention. I pay the highest taxes in PG County.	RES -PG
Be more accuracy on the water bill.	RES -PG
Be more accurate in their readings	RES -PG
Bill is too high.	RES -PG
Consistency	RES -PG
Customer Services they should improve.	RES -PG
Disagree strongly	RES -PG
Don't know	RES -PG
Explain better the billing for breaking down the bill.	RES -PG
Free sub meter.	RES -PG
Give free testing equipment.	RES -PG
I am not sure.	RES -PG
I do not have a problem with the service with the water. .99% of the time the water is good.	RES -PG
I do not know	RES -PG
I do not know, still working on it.	RES -PG
I don't know the process how they read the meter and was over charged one time. Check for accuracy.	RES -PG
I don't know what answer to give you.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know. I am having a difficult time with understanding how this works. Because I am experiencing leaks in my house.	RES -PG
I don't know. They always get their way.	RES -PG
I don't think they can; they do what they want to	RES -PG
I have had my meter read and they check for leaks in the, I don't know.	RES -PG
I have no idea.	RES -PG
I have no serious complaints about the WSSC, except for the billing.	RES -PG
I'm not sure.	RES -PG
I'm not using as much water as I'm charged for.	RES -PG
Less cost	RES -PG
Lower the coast.	RES -PG
Making the bill more explanatory.	RES -PG
More notification when it comes to reading the meter.	RES -PG
My bill has been going up and higher. It has really increased.	RES -PG
No comment	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG

None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
Not sure	RES -PG
Nothing else they can do.	RES -PG
Publish their findings.	RES -PG
Rates are too high	RES -PG
Read meter accurately.	RES -PG
Read the meter.	RES -PG
Same amount for water and sewage.	RES -PG
There should be a separate meter for inside the house and one for outside of the house.	RES -PG
They can improve all around on their services the water is muddy.	RES -PG
They can up the amount of usage and let me pay the same amount. Not really sure what I'm paying for.	RES -PG
They to get my bill straight.	RES -PG
Too much money.	RES -PG
You can improve by informing the client of how the water usage is calculated.	RES -PG
You should not be paying the same amount for water that should be going back into the sewer.	RES -PG
Actually read the meter	RES-MONTG
Basically do a check for my system inspections why my bill is too high if they can do some studies.	RES-MONTG
Be able to access more than 12 months on line. Be able to compare my bills and compare my water usage over time on line for say the past 3 years. Would like to compare trends.	RES-MONTG
Build for actually being used.	RES-MONTG
By finding ways to decrease the bill. Improving the quality of the water in the smell and the taste.	RES-MONTG
D/k, easy way to count water, where, etc, to look.	RES-MONTG
Do a meter calibration.	RES-MONTG
Have clear information and explanation, compare it to previous quarters and the same cycle from the previous year and if it has gone up to have it explain why it may have been increased, look at pricing structure.	RES-MONTG
I am not satisfied because I am one person and yet my usage is above average.	RES-MONTG
I do not have a way to know that.	RES-MONTG
I do not to know how to read your meter.	RES-MONTG
I don't know	RES-MONTG
I don't know.	RES-MONTG
I have no idea.	RES-MONTG
I have no idea.	RES-MONTG
I would have to measure my water bill, and compare it with the bill and they are not going to do that.	RES-MONTG
I would like them to explain how they measure the water consumption and assurance that it is safe to drink.	RES-MONTG
I've seen the meter where water comes into the house although I see know sewage meter.	RES-MONTG
More supervised, usage watching for a spike, created system better monitored.	RES-MONTG
New meters.	RES-MONTG
No opinion.	RES-MONTG
No they charge us too much	RES-MONTG
None	RES-MONTG
None	RES-MONTG

None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None.	RES-MONTG
Nothing	RES-MONTG
Problems WSSC misread our bill. Gave us an extremely high bill.	RES-MONTG
Provide more information on the bill.	RES-MONTG
Regular maintenance on the meters.	RES-MONTG
Respond to inquiries.	RES-MONTG
They are ok I have no problems with them.	RES-MONTG
They can provide more detailed information. For example the hours we can use it. Do things to save on water and other areas for water meters that isn't a part of the regular system for the community to use separate from the families.	RES-MONTG
They didn't think anything was wrong with their new meter. It was completely out of whack.	RES-MONTG
To be sure that they do not increase the price.	RES-MONTG
Umm they could show me common uses of water and how much gallons that takes up.	RES-MONTG
We a swimming pool. We should have a separate account.	RES-MONTG
We have a meter.	RES-MONTG
Bad customer service	COM-PG
Better show the meter readings on the bill.	COM-PG
It cost too much.	COM-PG
Severe issue with water leaks, some bills grossly overstated w/e That's it	COM-PG
They really need to read the meters w/e That's... It	COM-PG
None	COM-MONTG
I fill my pool and I leave it full, and if an any time it gets too full, spread	COM-MONTG
In the commercial large meter accounts you should have a services rep that can answer these questions more than just being a home owner. A supervisor to handle these large accounts.	COM-MONTG
None	COM-MONTG
None	COM-MONTG
They can meter what comes in and meter what goes out. This is only for a select group of businesses. Why can't you meter what goes out.	COM-MONTG
They mess my bill up ever time and I have to spend hours trying to call and resolve the issue.	COM-MONTG

Q19a. How can the WSSC improve in this area? - My bill is easy to understand.	
Be more specific as to what the additional charges are for.	RES -PG
Better statements. Charging too much for water.	RES -PG
Don't know	RES -PG
I don't know how they can improve in this area.	RES -PG
I don't know.	RES -PG
I don't think it's easy to understand. It doesn't easily explain thru the meter. It's not clear.	RES -PG

I received a bill for \$1800 the bill was based on the family that lived in the residence before me. It shows that they don't read the meter.	RES -PG
It's so much criteria for what I understand including daily usage rate, per thousand gallon rate. I don't why is the sewage cost more than the water it's very difficult to compute.	RES -PG
Less complicated.	RES -PG
Looks like my water and sewage usage is the same. How can it be the same thing?	RES -PG
Make the bill easier to read. Break it down.	RES -PG
Make water free.	RES -PG
Need to translate units into usable language.	RES -PG
No comment	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None.	RES -PG
Offer cleaner water.	RES -PG
Probably more concise clear information.	RES -PG
Separate the usage between the sub-meter and the primary meter.	RES -PG
The water bill is the same amount for the sewage.	RES -PG
They should notify you to let you know if they have a leak if the water bill.	RES -PG
Too complicated	RES -PG
Unsure. Does not translate well to customers	RES -PG
What does the letters actually means.	RES -PG
Don't know.	RES-MONTG
I don't know.	RES-MONTG
I'm not sure exactly what they need to do but the WSSC needs to do something about the problems.	RES-MONTG
Make it more simple.	RES-MONTG
Make sure it is in clear explanation of every fact and figure.	RES-MONTG
More accurate accounting for water usage.	RES-MONTG
More break down of the bill.	RES-MONTG
More user friendly billing and meters.	RES-MONTG
No comment	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
Providing some more contextual information. Couldn't compare.	RES-MONTG
They have to do a better job.	RES-MONTG
Water usage by day rather than cumulative over a long period. More granularity.	RES-MONTG
I think that they could add a better reading for the meter	COM-PG
Just give you increments to understand	COM-MONTG
No opinion	COM-MONTG

Q19a. How can the WSSC improve in this area? - I am satisfied with the bill payment options that are available.

The system is too cumbersome.	RES -PG
Allow online payment with no charge for doing it.	RES -PG

[illegible]

Not charging the extra fee.	RES-MONTG
Options?	RES-MONTG
Payment without the charge.	RES-MONTG
Provide an online way to sign up for bill pay that works. Call me ill help you. 2026041369.	RES-MONTG
Um I would like to be able to pay online without having to pay an extra fee.	RES-MONTG
Well I don't think it is very clear how to do it. You need to inform people more.	RES-MONTG
No	COM-PG
No response	COM-PG
None	COM-PG
Options? W/e Pay or get it turned off	COM-PG
I don't know.	COM-MONTG
Direct debit .	COM-MONTG
I didn't know there were any options, I mean, I pay the bill and that's it, ya (you?) Know? W/e No, I just didn't know about those... Things you know?	COM-MONTG
I didn't know we had any options, I just pay my bill	COM-MONTG
None	COM-MONTG
What options	COM-MONTG

Q19a. How can the WSSC improve in this area? - I prefer to be billed monthly instead of quarterly (RES. ONLY)	
3 months give me a chance to pay on their bills. I like the way the bill comes.	RES -PG
Bill could be more easier to understand.	RES -PG
Bill quarterly	RES -PG
Bill quarterly	RES -PG
By keeping as it is and making no changes.	RES -PG
Don't know	RES -PG
Don't know	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change	RES -PG
Don't change.	RES -PG
Everything is fine	RES -PG
I am happy .	RES -PG
I am happy .	RES -PG
I am satisfied with the way it is.	RES -PG
I do not have any problems with this matter.	RES -PG
I do not have any suggestions.	RES -PG
I don't have a problem with the payments.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't see a improvement that is needed in that area.	RES -PG

[illegible]

[illegible]

None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
Not any now.	RES -PG
Nothing	RES -PG
Nothing	RES -PG
Nothing.	RES -PG
Other charges could be lower.	RES -PG
Pay bill online	RES -PG
Prefer quarterly	RES -PG
Probably if they gave us more information to help us save water. That would be interesting.	RES -PG
Put auto-pay on a monthly bill.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is better.	RES -PG
Quarterly is fine.	RES -PG
Quarterly is fine.	RES -PG
Quarterly is fine.	RES -PG
Quarterly is fine.	RES -PG
Quarterly is fine.	RES -PG
Quarterly.	RES -PG
Rather be billed quarterly	RES -PG
Redefine the water prices.	RES -PG
Satisfied with billing.	RES -PG
Sending flier to notify people of changes.	RES -PG
The less bills you see, the better w/e Right?	RES -PG
The water quality--that could be improve.	RES -PG
They can in prove stopping this water leaks by changing these pipes.	RES -PG
They can't	RES -PG

They can't any improvement needed.	RES -PG
They shouldn't charge more sewer.	RES -PG
They're doing okay by me. I do not approve of the Chesapeake Fund.	RES -PG
Well I don't know.	RES -PG
Allow gas powered boats in there reservoirs.	RES-MONTG
Allow to pay on line without being charged.	RES-MONTG
Being penalized for having a big family, water bill is higher due to large number.	RES-MONTG
Better pricing.	RES-MONTG
Bill me quarterly.	RES-MONTG
Can bill me monthly.	RES-MONTG
Can't think of anything.	RES-MONTG
Charge less	RES-MONTG
Cleaner water, reduce water main breaks, deal with the lead in the water.	RES-MONTG
Color and taste could improve.	RES-MONTG
Continue to explore ways to provide better service and less cost. Everybody is trapped with a bad economy. Utilities just increase.	RES-MONTG
Control the cost so it won't increase for me.	RES-MONTG
Do it annually.	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't change	RES-MONTG
Don't have an answer.	RES-MONTG
Don't know.	RES-MONTG
Don't know.	RES-MONTG
Don't mess with it.	RES-MONTG
Easier to pay quarterly.	RES-MONTG
Five, I do not know.	RES-MONTG
Give a grace period.	RES-MONTG
Honestly I don't have any recommendations.	RES-MONTG
I am happy .	RES-MONTG
I am happy .	RES-MONTG
I am happy to be billed quarterly.	RES-MONTG
I am satisfied with the bill how is now.	RES-MONTG
I can't think of anything.	RES-MONTG
I do have a problem with the current quarterly billing.	RES-MONTG
I do not care.	RES-MONTG
I do not have anything to say.	RES-MONTG
I don't know how to make them better.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't know.	RES-MONTG
I don't need to have it monthly.	RES-MONTG
I don't think I'd want to be billed monthly.	RES-MONTG
I fine with it.	RES-MONTG
I have no comment for that. I am pretty satisfies.	RES-MONTG
I just don't know if the water is safe and I don't know about the pipes in DC.	RES-MONTG
I like being billed quarterly.	RES-MONTG

I like it the way it is	RES-MONTG
I like it the way it is	RES-MONTG
I like it the way it is	RES-MONTG
I like quarterly save paper.	RES-MONTG
I like quarterly to pay.	RES-MONTG
I like quarterly.	RES-MONTG
I like to be billed quarterly.	RES-MONTG
I prefer to get my bills quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer quarterly.	RES-MONTG
I prefer they keep the same way that is now.	RES-MONTG
I prefer to be billed quarterly.	RES-MONTG
I think billing quarterly is fine an it is not a large amount.	RES-MONTG
I think it is just fine.	RES-MONTG
I think that the water can taste better, because New York water actually tastes better then Maryland water. The last time I tasted it.	RES-MONTG
I think they are doing fine.	RES-MONTG
I think they should make more publicity about the quality of the drinking water.	RES-MONTG
I would like to be billed quarterly.	RES-MONTG
I would like to be billed quarterly.	RES-MONTG
I would like to be billed quarterly.	RES-MONTG
I would like to be billed quarterly.	RES-MONTG
If they can finally read my meter. They already came out but they were either unable to read it or they chose not to read it.	RES-MONTG
I'm comfortable with it.	RES-MONTG
It's fine the way it is.	RES-MONTG
It's fine, I don't see any need.	RES-MONTG
It's not convenient. I'd like to get a bill every month.	RES-MONTG
It's okay.	RES-MONTG
Keep it the same.	RES-MONTG
Keep it the same.	RES-MONTG
Keep it the same.	RES-MONTG
Keep things the same	RES-MONTG
Leave it quarterly.	RES-MONTG
Less checks I need to write.	RES-MONTG
Likes quarterly	RES-MONTG
Likes quarterly	RES-MONTG

[illegible]

None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
Nothing	RES-MONTG
Nothing to change. Satisfied as is.	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Prefer monthly	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is better.	RES-MONTG
Quarterly is fine	RES-MONTG
Quarterly is fine.	RES-MONTG
Quarterly is fine.	RES-MONTG
Quarterly.	RES-MONTG
Quarterly is fine	RES-MONTG
Safer water.	RES-MONTG
Should bill quarterly	RES-MONTG
Stop billing me monthly.	RES-MONTG
They should lower the rate.	RES-MONTG
There doing fine.	RES-MONTG
They can improve or repair in my area its very old and water main breaks.	RES-MONTG
They don't have to do anything. The WSSC is the least of our problems around here.	RES-MONTG
Water quality.	RES-MONTG
What I like you to do is make it easier and less expensive for the cost of my outside use. Get separate meter for the inside and outside.	RES-MONTG

Q19a. How can the WSSC improve in this area? - I am satisfied with the services I receive for what I pay	
None	RES -PG
None	RES -PG
Be more responsible to customers and lower they rates.	RES -PG
Bill is too high.	RES -PG
Clarity and more detailed information.	RES -PG
Don't know	RES -PG
I am not sure.	RES -PG
I do not know yet.	RES -PG
I don't know.	RES -PG
I don't think, we don't get a lot of assistance, we shouldn't be rated the same.	RES -PG
I wouldn't even call they give me another number and they give me the run around. They are telling me my problem won't be addressed for another three or four years.	RES -PG
Leasing the bill.	RES -PG
Lower rates.	RES -PG
Lower the coast.	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
Nothing.	RES -PG
One improvement would be that if a person was dissatisfied with their water, there should be a trouble shooting line. There should be an easy way to test their water. If there is a way to test the water there should be an easy way to do the test and they	RES -PG
Police the water system to make sure we're safe.	RES -PG
States she has no idea or answer for this.	RES -PG
The bill is too complicated in reading. An explanation for the charges on my bill would be great.	RES -PG
The water has a strong chlorine smell they need to get it out. They need to filter out harmful chemicals in the water.	RES -PG
They should send out newsletters every now and then, numbers for emergencies.	RES -PG
Too much	RES -PG
Unsure the bills get higher and the service get worse	RES -PG
Waste.	RES -PG
Well, they could distinguish between the amount of water I am actually using between two different meters.	RES -PG
Charge less per person.	RES-MONTG
Clearer measurements.	RES-MONTG
Give me the separate metering.	RES-MONTG
I don't know.	RES-MONTG
I have no idea.	RES-MONTG
Improve water safety and water information.	RES-MONTG
Less money for the water bill, get rid of building full of people.	RES-MONTG
Lower rates.	RES-MONTG
Lower the cost of the water they are kind of high.	RES-MONTG
Lower the prices of water.	RES-MONTG
Lower the prices.	RES-MONTG

Lowering the price.	RES-MONTG
My accounting water usage is very erratic.	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
Not paying per person	RES-MONTG
Pay too much	RES-MONTG
Problem with sewer charge.	RES-MONTG
Provide better water and clean and safer water.	RES-MONTG
The can have nicer people working for them.	RES-MONTG
They could not chlorinate it too much.	RES-MONTG
They should reassess their billing structure and price more appropriately and reasonably.	RES-MONTG
To address the issue of sewer surcharge in north Dakota park.	RES-MONTG
We pay too much for what we get.	RES-MONTG
It costs too much.	COM-PG
Monopoly?	COM-PG
None	COM-PG
The service is horrible	COM-PG
They could offer more services	COM-PG
I am a laundry...wash and press shirts. We are charged for water and sewer rates. We also make steam out of water, so we wash shirts and press them. They are still wet they come out. We pay for the water to go back down the drain. 25% of water is cha	COM-MONTG
No resolution of issues, because you can't reach anyone.	COM-MONTG
None	COM-MONTG
They mess my bill up ever time and I have to spend hours trying to call and resolve the issue.	COM-MONTG

Q19a. How can the WSSC improve in this area? - I am satisfied with the services I receive for what I pay when compared to what I pay for other utilities like gas, electricity, cable, etc.	
None.	RES -PG
Charge too much	RES -PG
Checking the pipe and leaks and then charge on the bill. I pay too much.	RES -PG
Could improve the quality of the water.	RES -PG
Don't know	RES -PG
Explanation on the bill for the charges.	RES -PG
I don't know, they usually respond when they get around to it.	RES -PG
I don't know.	RES -PG
I have no idea. I don't know all the complications involved with them improving things. I just know they need improvements.	RES -PG
Listen to the customers more.	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
Should consider everybody's issues, makes prorities	RES -PG
The higher charge for water that goes through the house, you end up paying for the water coming in and the water going out. You should not have to pay to put the meter in. There should be a separate meter in the house and outside the house.	RES -PG
They can cut those 3 or 4 extra charges. I don't know what they are and there's 3 monthly bills that come up and they are \$11, \$9, \$6. They add up.	RES -PG
To expensive	RES -PG
Unsure	RES -PG
Well if they clean it up.	RES -PG
Well, they should stop charging a maintenance fee (\$11/per quarter). 300 gallons of water = 300 gallons of sewer charges, but water could be used for outside plants or car.	RES -PG
WSSC charges for unknown reasons.	RES -PG
Bill based on exact amount used .	RES-MONTG
By charging less money, not spending on frivolous things.	RES-MONTG
By providing better quality.	RES-MONTG
Concerned about water bill increase	RES-MONTG
I am not satisfied because our water should be the cheapest because of the maintenance and the neighborhood I live on.	RES-MONTG
I'm not sure.	RES-MONTG
It's very hard to get them to admit they're wrong. Overcharging me.	RES-MONTG
Just more accurate accounting for water usage and fewer fees. And the administrative over head is insane.	RES-MONTG
Lower the cost	RES-MONTG
Lower their bills.	RES-MONTG
No suggestions.	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG

Not satisfied because we have brown water.	RES-MONTG
Purify the damn water they sending me.	RES-MONTG
Same better monitoring.	RES-MONTG
Separate meters.	RES-MONTG
Sewer charge	RES-MONTG
The bill seems pretty high.	RES-MONTG
The water bill is not related at all.	RES-MONTG
They are the experts.	RES-MONTG
They can bill on a size of the household.	RES-MONTG
They can eliminate the bay restoration fee, it should be optional. The account maintenance fee is astronomical and should not be charged, and an explanation of the fee should be included with the bill.	RES-MONTG
They can purify the water better.	RES-MONTG
Stop raising 10% every year.	COM-PG
The rates are way too high for what we are getting.	COM-PG
The service is awful and won't help solve problems	COM-PG
They could be more courteous, they don't always read the meters	COM-PG
It is the customer service...to talk to a qualified person who can get back to you and give you answers. They system has become worse. You are never able to talk to a customer service person or supervisor to resolve urgent issues.	COM-MONTG
None	COM-MONTG
They are nickel and diming. They are not relevant to cleaning the water. Flat rates for things that change per business. Extra fees.	COM-MONTG
They mess my bill up ever time and I have to spend hours trying to call and resolve the issue.	COM-MONTG

Q19a. How can the WSSC improve in this area? - I would use the electronic bill pay option with WSSC if there was no fee for doing so	
Don't charge a fee.	RES -PG
Don't charge a fee. I am happy with paper bill.	RES -PG
Don't charge a fee. I will never use theirs	RES -PG
Don't know	RES -PG
Don't know	RES -PG
Don't know	RES -PG
Don't know	RES -PG
Don't know	RES -PG
Don't like it	RES -PG
Don't like it	RES -PG
I am totally against electronic debits	RES -PG
I do not have access to the internet.	RES -PG
I do not need any changes on this.	RES -PG
I do not pay bills over the internet.	RES -PG
I don't do anything electronic. There is no way I can improve with what they are doing.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't know.	RES -PG
I don't like computers. They'd have to stop having a paper option in order for me to switch to online.	RES -PG
I don't like to mix the two because it results in issues.	RES -PG
I don't like to pay over the internet and I have no internet service	RES -PG
I don't need to do that.	RES -PG

[illegible]

None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
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None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None	RES -PG
None.	RES -PG
None.	RES -PG
None.	RES -PG
Not a fan of paying that way. It hard to get to speak to a person.	RES -PG
Not comfortable with it	RES -PG
Not interested	RES -PG
Not sure	RES -PG
Nothing	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Nothing.	RES -PG
Pay all bills electronically through bank	RES -PG
Quicker repair time.	RES -PG
They can't because I wouldn't use it, I just would rather pay it the normal way. Through my bank.	RES -PG
Unaware	RES -PG
Use the bank it doesn't apply.	RES -PG
Want to see my bill.	RES -PG
Would use the online payment for I can pay my bill online.	RES -PG
Because it breaks my security.	RES-MONTG

[illegible]

None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
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None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
None.	RES-MONTG
Not charge a fee.	RES-MONTG
Not interested in electronic bill	RES-MONTG
Nothing	RES-MONTG
Nothing	RES-MONTG
Nothing.	RES-MONTG
Nothing.	RES-MONTG
Pays through bank	RES-MONTG

Remove lead, and water main breaks.	RES-MONTG
Send it thru the mail.	RES-MONTG
They can't. If they can reduce their fees by doing electronic billing I'd probably do it.	RES-MONTG
They screwed up that time.	RES-MONTG
They should have a way to differentiate in watering of plants and the water for the house. I think it is too expensive.	RES-MONTG
They should lower there rate.	RES-MONTG
Tried but bank messed it up	RES-MONTG
Use bank	RES-MONTG
We never have had a problem just know people who have and WSSC not taking responsibilities.	RES-MONTG
Wouldn't use it, I pay bills by phone.	RES-MONTG
WSSC would not affect the decision I just don't want to use it.	RES-MONTG
You can't.	RES-MONTG
You get away from the company, no personal contact more beneficial to the customer.	RES-MONTG
Better rates.	COM-PG
Clearer bills, I think the invoices are a little confusing.	COM-PG
I don't know we don't use the service	COM-PG
I don't know.	COM-PG
I don't know.	COM-PG
I prefer things to go on paper w/e no, I just want things to be... Like on paper	COM-PG
I prefer to use paper, I think I can rely on it more w/e that's it I guess	COM-PG
I would not let them have my checking account number.	COM-PG
I'd like to have a paper record w/e that's all	COM-PG
No comment	COM-PG
No comment.	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
None	COM-PG
Not a fan at all.	COM-PG
Not allowed	COM-PG
Not interested.	COM-PG
Not sure if they can. I manage other accounts so it's easier.	COM-PG
Old-fashioned, I guess w/e nothing electronic	COM-PG
Paper billing is fine	COM-PG
Paper billing is fine.	COM-PG
Prefer written check	COM-PG
Seems pretty simple to me; no need for change.	COM-PG
We are not able to do that because we are not authorized to.	COM-PG
We do everything through checks. It is just how we do our billing.	COM-PG
We prefer paper bills.	COM-PG
Writing	COM-PG
Dk. Money going out has to be signed.	COM-MONTG
Done through corporate	COM-MONTG
Don't want to.	COM-MONTG
I don't have it.	COM-MONTG
I don't know.	COM-MONTG
I don't think they can. A/e. No.	COM-MONTG
I'm fine with the way I pay for my bill.	COM-MONTG

No automatic withdrawal, but we would use bank transfer. Our finance department won't allow automatic withdrawal.	COM-MONTG
No comment	COM-MONTG
No comment	COM-MONTG
No comment.	COM-MONTG
No idea ..	COM-MONTG
No.	COM-MONTG
No.	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
None	COM-MONTG
Paper billing is fine	COM-MONTG
Pay it themselves.	COM-MONTG
Prefer paper, it just has to go through accounting	COM-MONTG
We always prefer to write a check.	COM-MONTG
We don't do ACHS	COM-MONTG
We get readings that are not correct and must go back and correct. We do not have consistent billing for some of my buildings. In commercial it is not consistent as it is in my home.	COM-MONTG
We process all bills through a financial services company that doesn't use online bill-pay services.	COM-MONTG

Q20a. How did you find out about the WSSC's "Round Up" program? (OTHER SPECIFY)	
Flyer.	RES -PG
I did it automatically from way back. You have to rethink some of your priorities.	RES -PG
My husband.	RES -PG
Newsletter.	RES -PG
Went into main headquarters.	RES -PG
I read about it in some other publication.	RES-MONTG
I think I heard it on the radio.	RES-MONTG
Just heard it from this call didn't know about it, until now.	RES-MONTG
Just now.	RES-MONTG
Local paper.	RES-MONTG
On the phone.	RES-MONTG

Q22. How did you contact the WSSC for Development Services? (OTHER SPECIFY)	
My only contact was when they come out to read meter.	COM-PG
Permit.	COM-MONTG

Q30b. Please tell me why you have a negative opinion of the WSSC. (OTHER SPECIFY)	
20 years behind, in dealing with homeowners, broken home owners, less than forthwith in taking responsibility, insurance carrier, and bueorctartic.	RES -PG
I don't think its managed properly. Water is a basic need	RES -PG
I want to be able to pay my bills without a fee.	RES -PG
I'm on a fixed income and the rates continue to go up. But WSSC is a reliable service. WSSC needs separate plans for different family's circumstances. I itemize but the rates are still too high and continue to rise.	RES -PG
Inaccurate bills.	RES -PG
Lead that was in the dc water.	RES -PG
Maintenance.	RES -PG
No time for this.	RES -PG
Not very well managed	RES -PG
On hold for too long when you call them.	RES -PG
Problems with service. Unacceptable. Should have knocked the bill down.	RES -PG
Someone in the neighborhood pays less than me.	RES -PG
The corruption in the government. But I'm satisfied with my service. But the corruption raises suspicion, I don't have the confidence	RES -PG
Administrative expenses, waste, rates, accountability.	RES-MONTG
Afraid that the water isn't safe.	RES-MONTG
Believe that there is a lot of waste fraud and abuse.	RES-MONTG
Every year up-front fee and, the explanation from the company simply does not sound plausible.	RES-MONTG
I don't know what their communication method is but I'm not getting it. Not with the digital age.	RES-MONTG
Lacks good management and planning.	RES-MONTG
Misreading and lack of immediate response to the meter reading.	RES-MONTG
No help to sewer problems	RES-MONTG
No opinion.	RES-MONTG
Overloaded with people, don't need all those people, charge a lot of money.	RES-MONTG
Poor management, poor leadership.	RES-MONTG
Sexism and racism.	RES-MONTG
They don't communicate well when they work on my water and it has a funny smell they should inform me first.	RES-MONTG
They don't have a clue as to what they're doing when they pass new information and laws and they overcharge you.	RES-MONTG
They have not used their increased rates to maintain the system I have paid into the Chesapeake bay fund but there are no improvements what so ever and the bay is worse. The accounting fee once it is set up there is no reason to continue to charge a high	RES-MONTG
Too involved in politics.	RES-MONTG
Unfavorable newspaper article.	RES-MONTG
Very angry about the pipe replacements in the neighborhood and its taking too long.	RES-MONTG
Water pressure is way too low. I installed a sprinkler system and water pressure is too low to water the entire yard.	RES-MONTG
WSSC isn't doing enough for the water and the high rates we pay I don't see any effective changes. The water is hard.	RES-MONTG
New the chairman and they are thieves.	COM-PG
The company wastes money, regulates too much.	COM-PG
Too political, inefficient, self centered, poorly managed, and disorganized.	COM-PG
When I have had issues they were not handled very well.	COM-PG
Lack of communication. Not getting a live person to talk to is ridiculous. Our average water bill is 18,000 a month. We should be able to talk to someone.	COM-MONTG
They mess my bill up ever time and I have to spend hours trying to call and resolve the issue.	COM-MONTG

D6. To ensure we are speaking to a cross section of people, may I please ask how you identify your race or ethnicity? (OTHER SPECIFY)

American Indian	RES -PG
American Indian	RES -PG
Mixed	RES -PG
Mixed	RES -PG
Native American	RES -PG
American Indian	RES-MONTG
Mixed household	RES-MONTG

D1. What type of business is this? (other specify)

Asphalt paving	COM-PG
Auto parts	COM-PG
Auto repair	COM-PG
Auto sales	COM-PG
Auto services and convenience and gas	COM-PG
Automotive repair	COM-PG
Campground	COM-PG
Catering	COM-PG
Church.	COM-PG
Electrical contractor	COM-PG
Financial institution	COM-PG
Hair salon	COM-PG
Insurance agency	COM-PG
Laundromat	COM-PG
Laundromat	COM-PG
Manufacturing	COM-PG
Milano park complex	COM-PG
Moving	COM-PG
Non profit	COM-PG
Non profit	COM-PG
Non profit	COM-PG
Nonprofit social services.	COM-PG
Pet grooming.	COM-PG
Printing	COM-PG
Services industry (party rental)	COM-PG
Tax preparation	COM-PG
Union	COM-PG
Veteran's organization.	COM-PG
Vetrenary	COM-PG
Architectural	COM-MONTG
Auto body repair	COM-MONTG
Auto detail shop	COM-MONTG
Cleaning services	COM-MONTG
Hair salon	COM-MONTG
Insurance	COM-MONTG
Laundry and dry cleaning company	COM-MONTG
Law firm	COM-MONTG
Non profit	COM-MONTG

Plumbing and Heating Business	COM-MONTG
Printing business	COM-MONTG
Research.	COM-MONTG
Salon and Spa	COM-MONTG
Swimming club.	COM-MONTG
Theatrical supply store.	COM-MONTG