

Thurston PUD Customer Satisfaction Survey

90

Responses

12:27

Average time to complete

Closed

Status

1. Name

90

Responses

2. Water System Name (if known)

46

Responses

3. Service Address

90

Responses

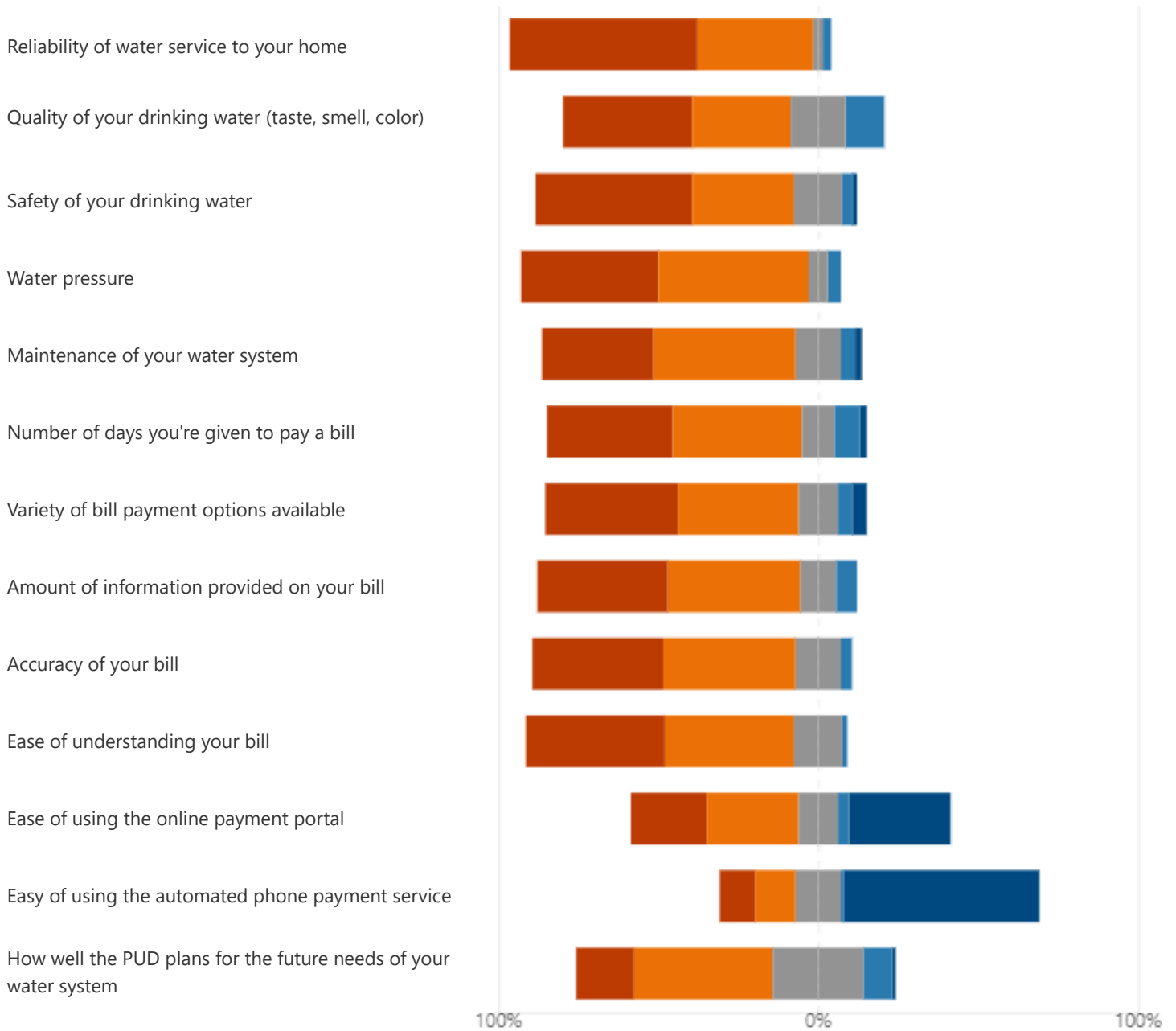
4. How long have you been a Thurston PUD customer?

● Less than a year	15
● 1-2 years	13
● 3-5 years	27
● 6-9 years	9
● 10+ years	26



5. Please rate the following:

Very Satisfied Satisfied Neutral Dissatisfied Does Not Apply to Me



6. In the last two years, have you experienced an unplanned disruption to water service?

Yes 31
No 57



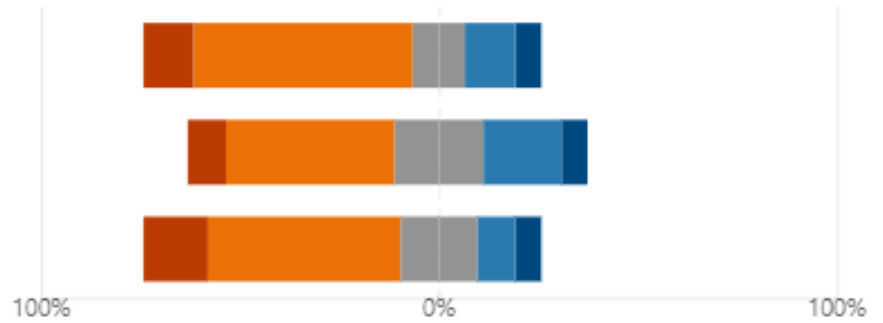
7. Please rate your satisfaction with the following statements:

Very Satisfied Satisfied Neutral Dissatisfied Not applicable

The PUD restored my water service in a reasonable amount time.

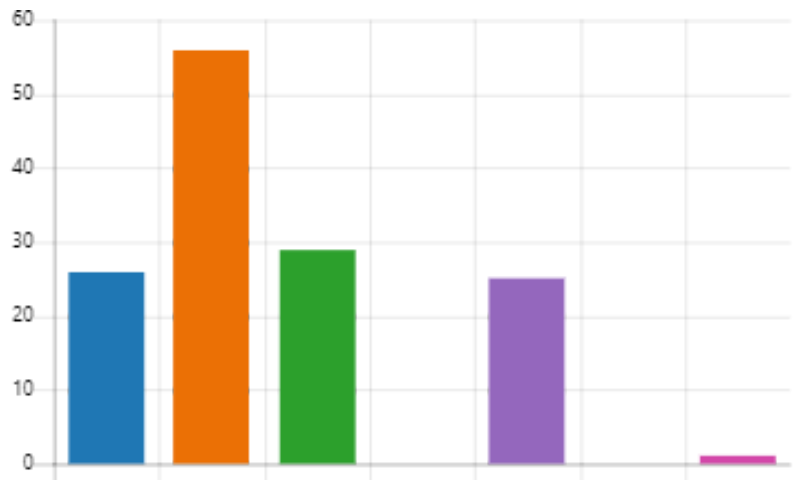
The PUD communicated information with me about the disruption in service.

The PUD fixed the issue.



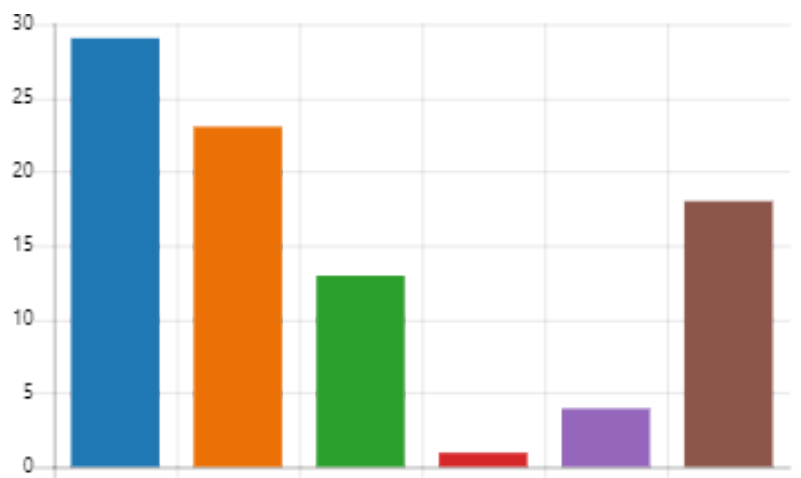
8. **For NON-EMERGENCY communications only:** How would you prefer to receive communication for non-emergency information from Thurston PUD?

Billing Message	26
Email	56
Newsletter	29
Social Media	0
Text Message	25
Website	0
Other	1



9. **For EMERGENCY communications only:** How satisfied are you with PUD's automated phone call system?

Very satisfied	29
Somewhat satisfied	23
Neutral	13
Somewhat dissatisfied	1
Very dissatisfied	4
Neither satisfied nor dissatisfied	18



10. How likely are you to sign up to receive emergency information about your water service via text message?

Very likely	45
Somewhat likely	18
Neutral	12
Somewhat unlikely	3
Very unlikely	12



11. **For water systems with 15 or more connections:** Each year the PUD is responsible to post a Consumer Confidence Report on our website (www.thurstonpud.org). Are you aware that such a report exists for your water system?

Yes	20
No	67



12. When is the last time your reviewed the report?

1 year	15
2 years	3
3 years	1
4+years	0
Never	1



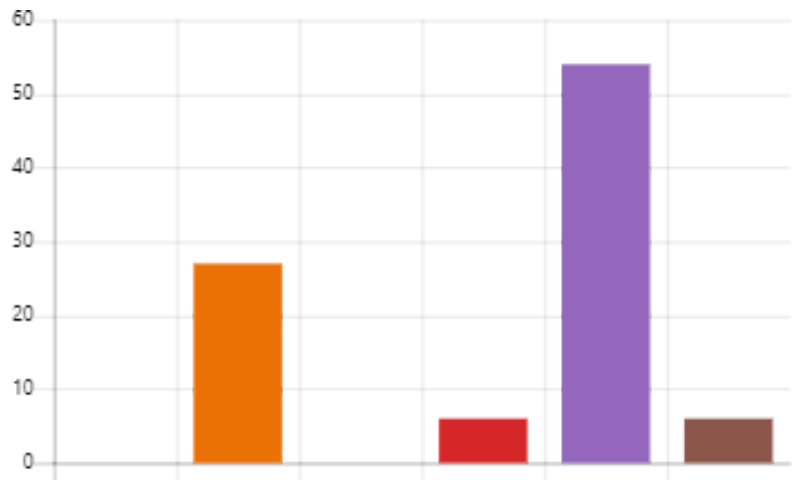
13. Did you know the PUD offered a Customer Assistance Program that included repayment programs and grant funding during the pandemic?

Yes	80
No	10



14. How did you hear about our Customer Assistance Program (e.g. repayment plans and grant funding)? Select all that apply.

● Automated call	0
● Bill message	27
● Email	0
● Mailed letter	6
● Newsletter	54
● Website	6



15. Did you have trouble paying your water bill during the COVID-19 pandemic?

● Yes	3
● No	86



16. Did you contact the PUD for assistance?

● Yes	1
● No	87



17. Have you had any interaction with PUD staff within the last two years?

● Yes	60
● No	30



18. Who was the contact with? (In the last two years)

● Customer Service	48
● Field Operations Staff	20
● Other	4



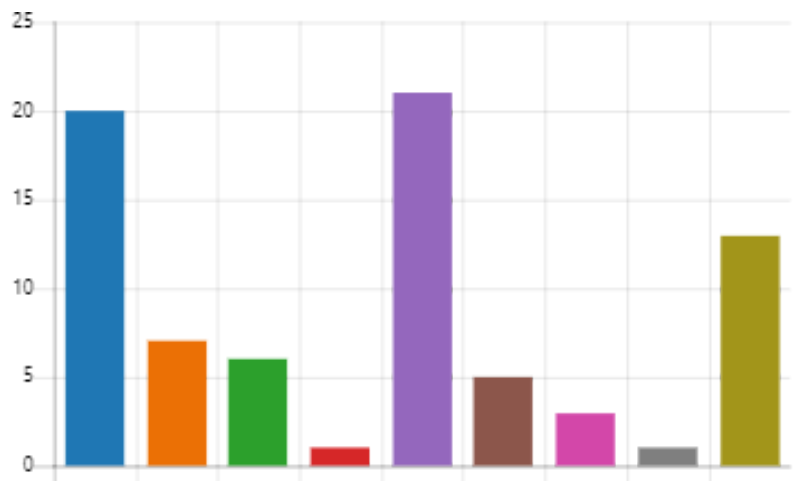
19. What was the method of contact? (In the last two years)

● Email	4
● In-person	11
● Mail	2
● Phone	41
● Other	2



20. If you initiated contact, what was the nature of your contact?

● Billing concern	20
● To make a payment	7
● Meter reading concern	6
● Online payment portal concern	1
● Water system issue	21
● Rates, fees, charges	5
● Backflow program/device	3
● Complaint	1
● Other	13



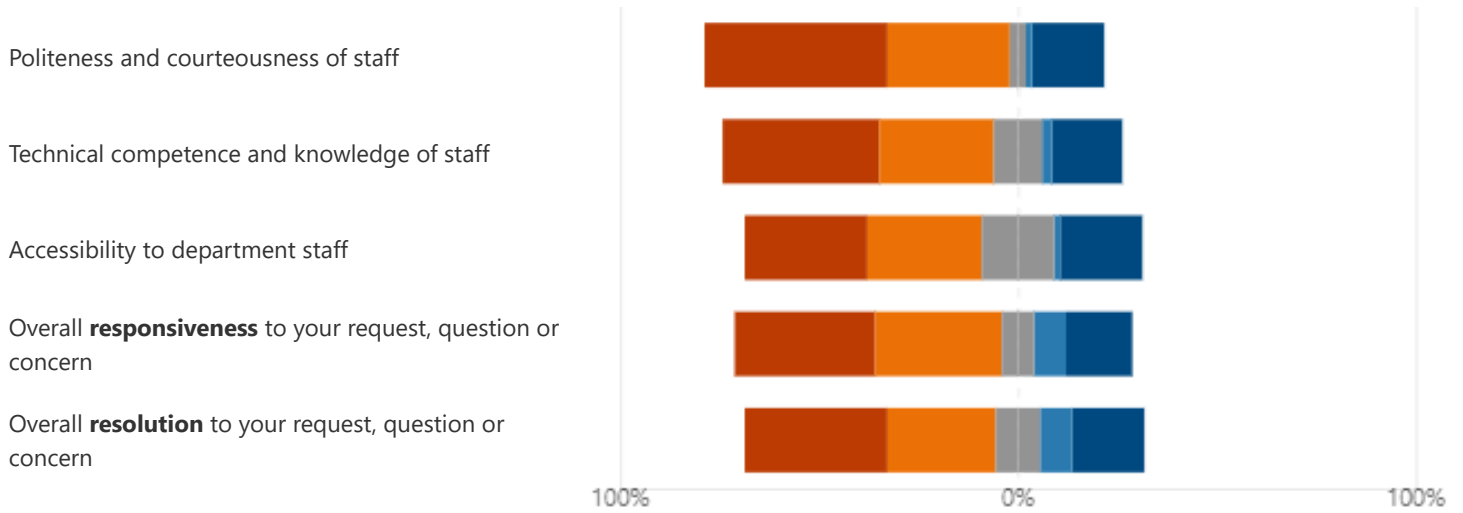
21. Was your problem resolved?

● Yes	48
● No	9



22. Please rate your satisfaction with the customer service you received from PUD staff.

Very satisfied Satisfied Neutral Dissatisfied Does not apply



23. Do you have anything else you would like to share with us?

45

Responses