

Purpose/Methodology

Post-Contact Survey

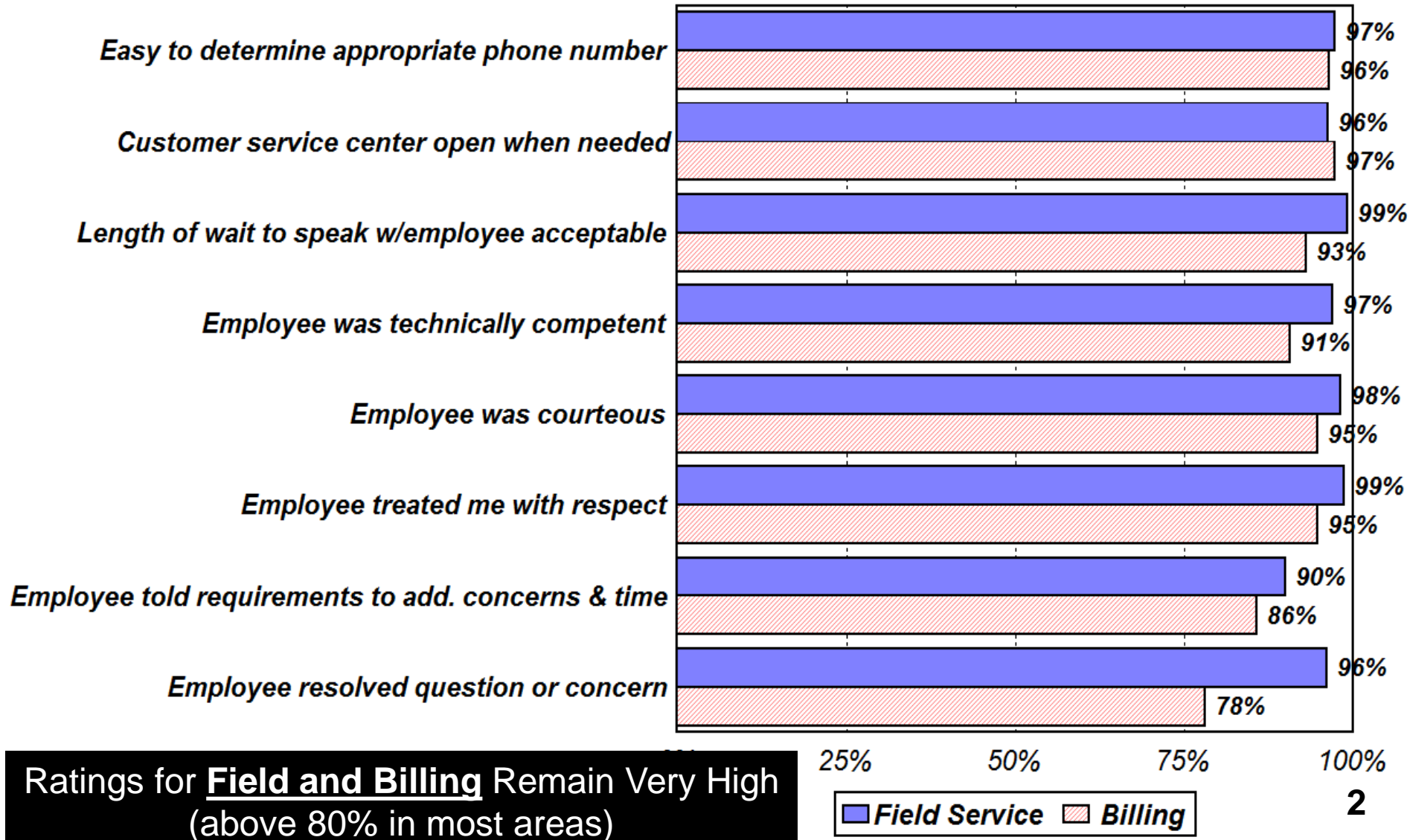
- MSD has been conducting the survey since 2004
- Purpose: To gather input from customers who have contacted MSD during the past year to objectively evaluate billing and field operations.
- Methodology: Administered by phone to a random sample of customers
 - More than 1800 customers are surveyed per year
 - at least 150 customers were surveyed per month (75 field service and 75 billing)
 - A total of 455 customers completed the survey in the 1st Qtr of 2017
 - precision of quarterly survey : +/- 4.6%
 - 95% level of confidence

Customers' Experience with Employees by Phone

By Type of Contact

1st Qtr 2017

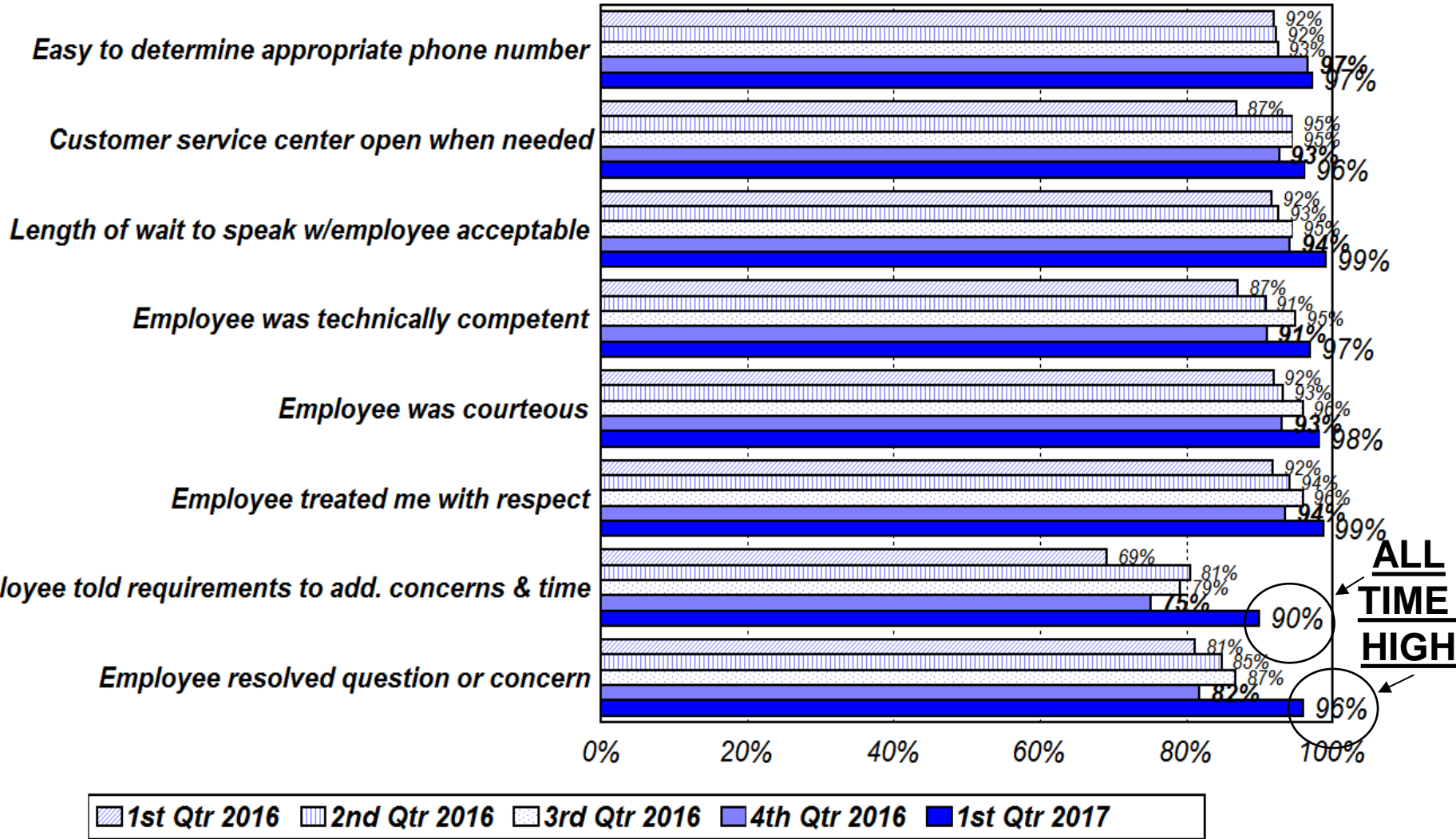
mean percentage of "yes" responses for respondents who called MSD



Customers' Experience with Field Service Employees by Phone

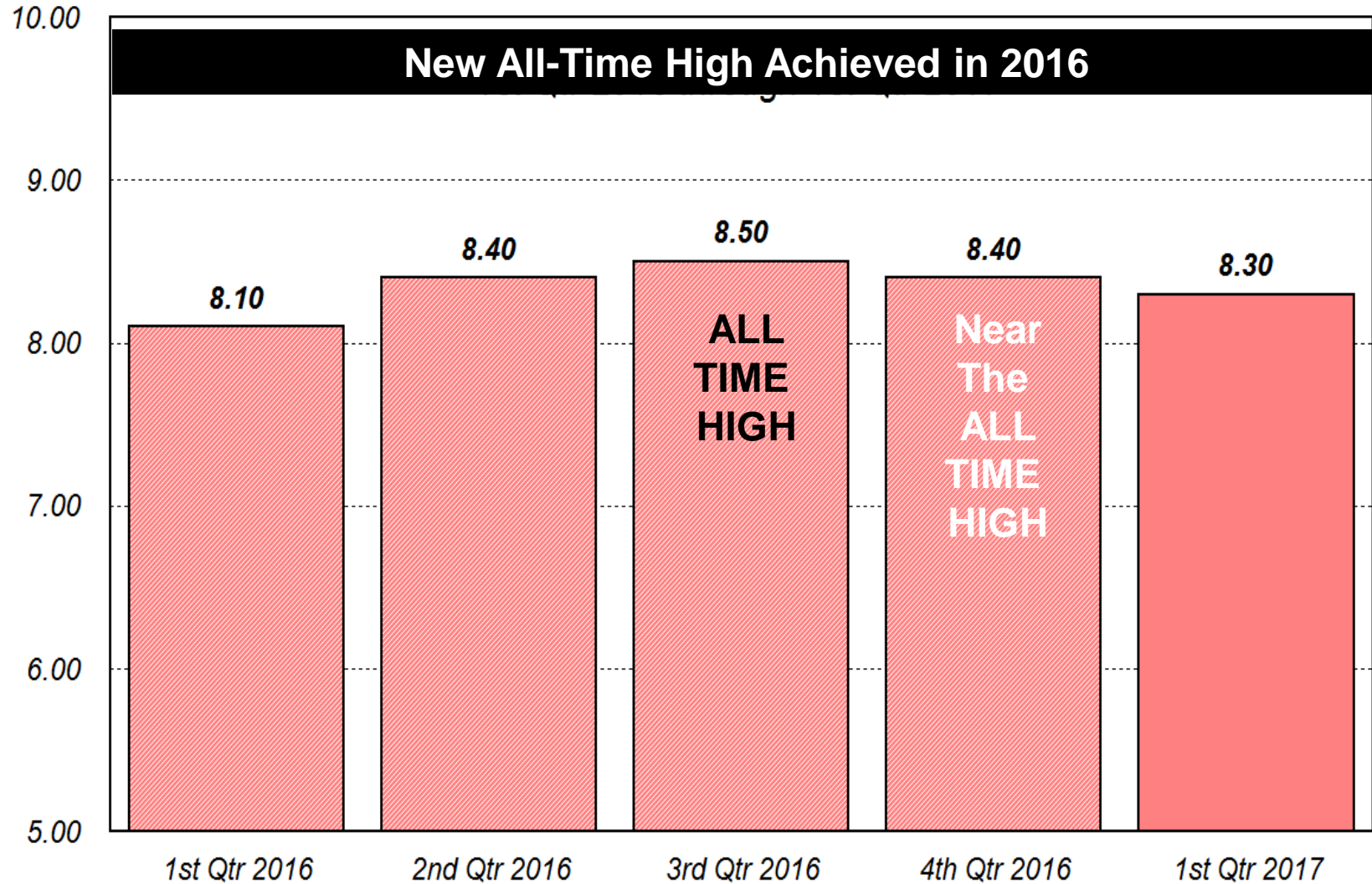
1st Qtr 2016 through 1st Qtr 2017

mean percentage of "yes" responses for respondents who called MSD



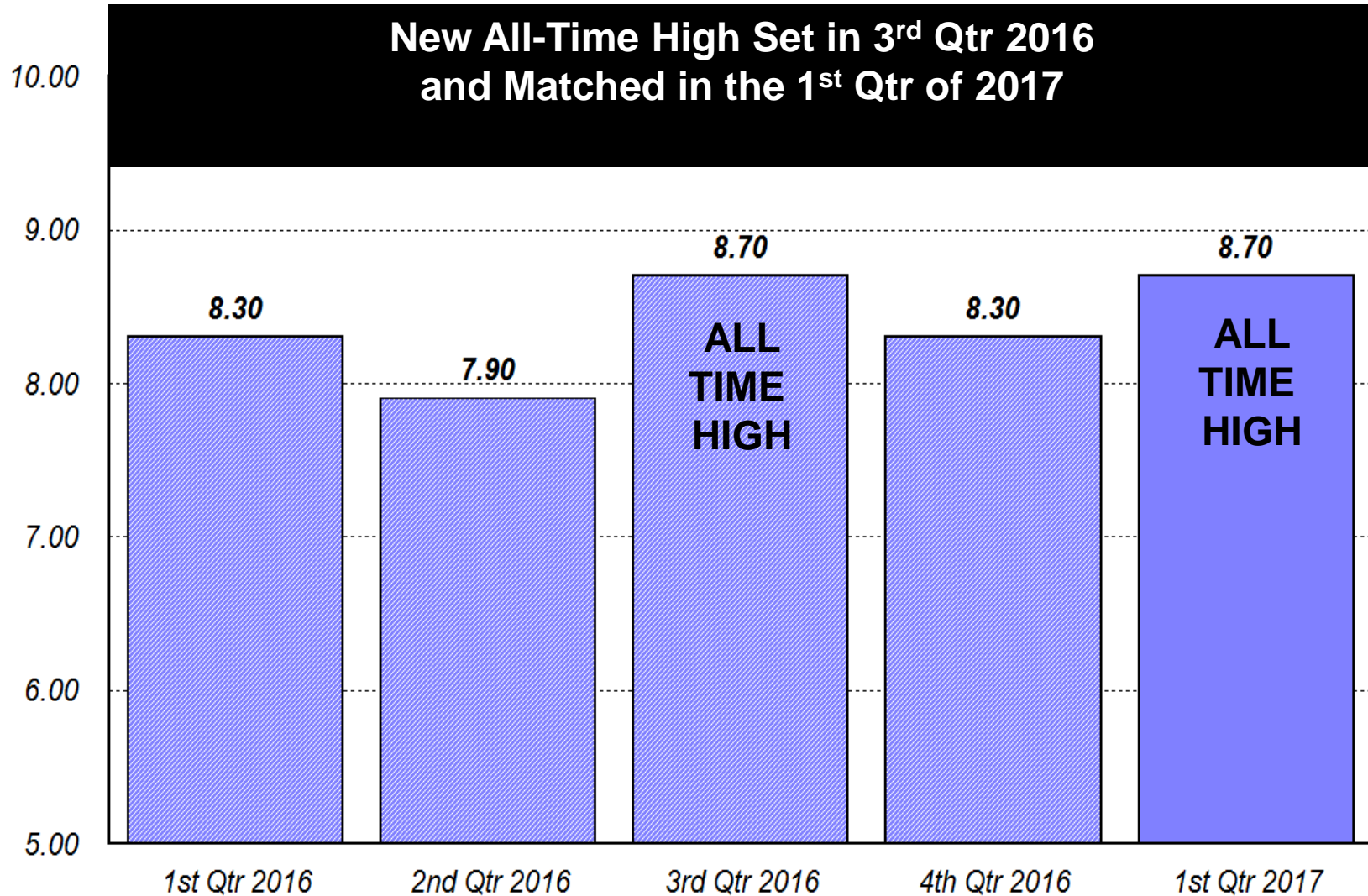
Satisfaction with the Overall Quality of Service Provided over the Phone by **Billing**

mean rating based on a 10-point scale where 1="not satisfied at all" and 10="completely satisfied"



Satisfaction with the Overall Quality of Service Provided over the Phone by **Field Service**

mean rating based on a 10-point scale where 1="not satisfied at all" and 10="completely satisfied"



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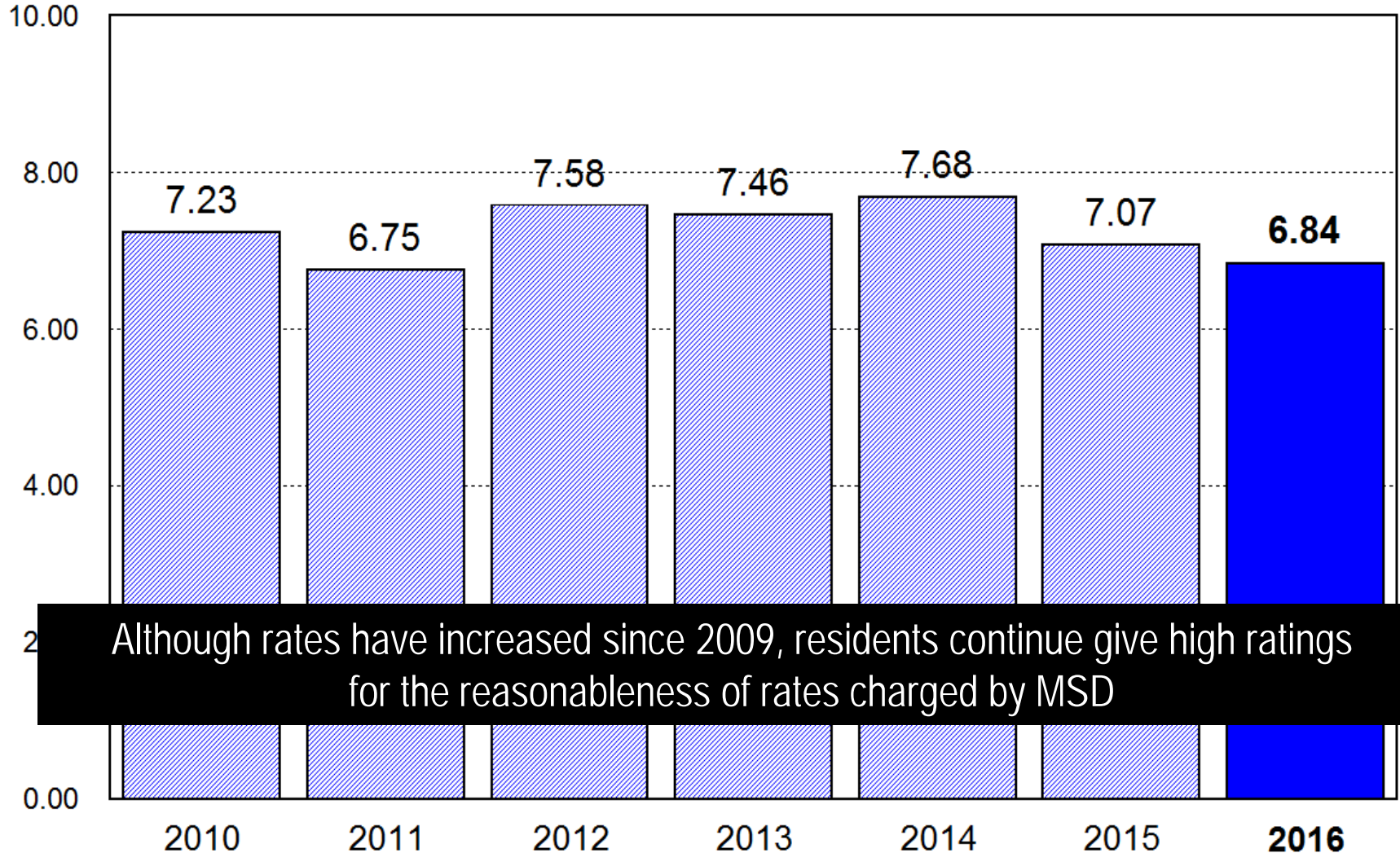
Annual Customer Satisfaction Survey

- Purpose: To gather input from all customers to objectively evaluate how well MSD is meeting the needs of its customers and identify priorities for improvements.
- Methodology: Administered by phone to a random sample of at least 424 customers
 - precision of at least +/- 5.0% at the 95% level of confidence
 - all areas of MSD's service areas were well represented

Q23: How Customers Rate the Reasonableness of the Rates Charged by the MSD

2010-2016 Customer Satisfaction Surveys

mean rating for all respondents based on a 10-point scale where 1="very unreasonable" and 10="very reasonable"

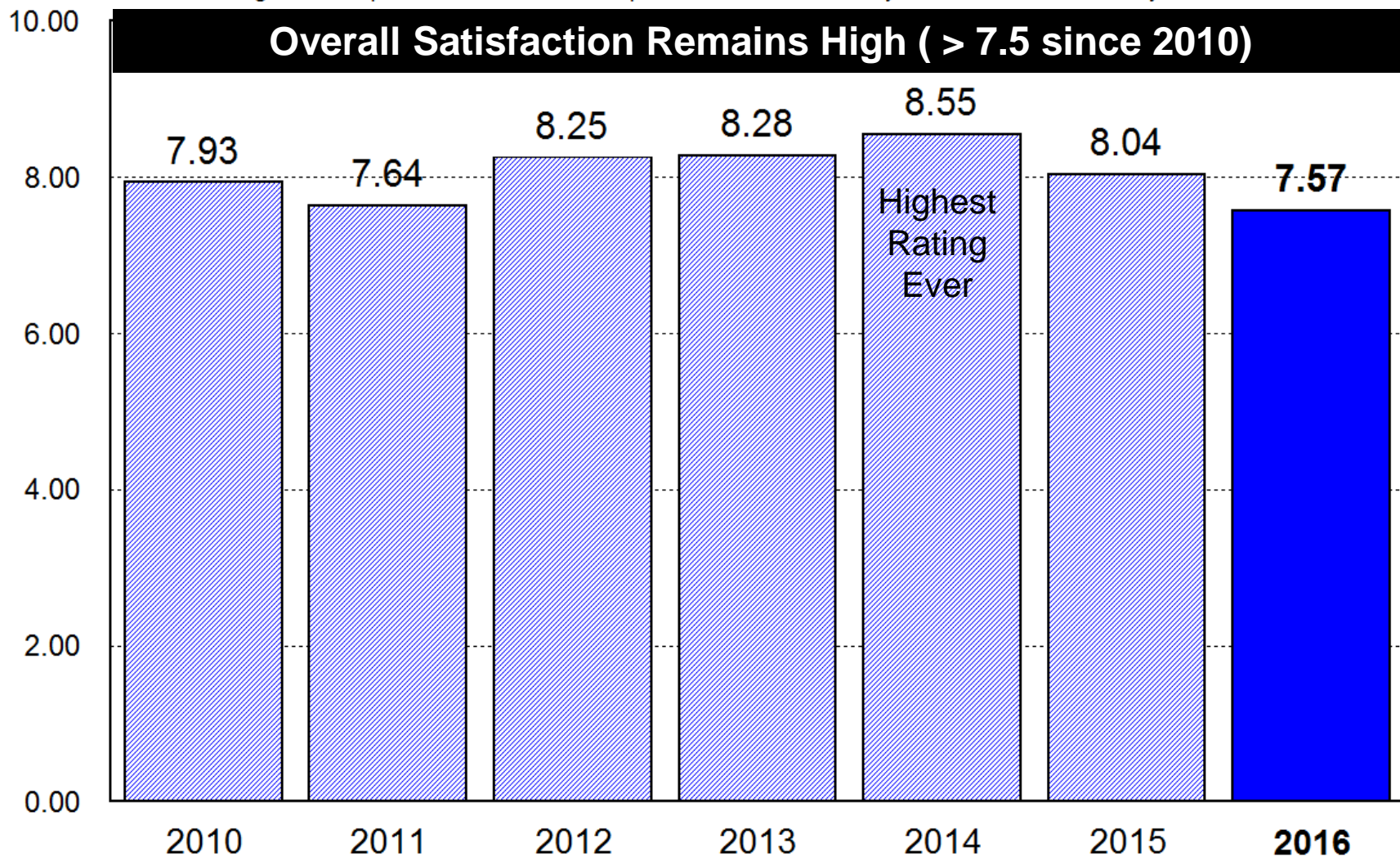


Although rates have increased since 2009, residents continue give high ratings for the reasonableness of rates charged by MSD

Q22: How Customers Rate the Overall Efficiency of the MSD

2010-2016 Customer Satisfaction Surveys

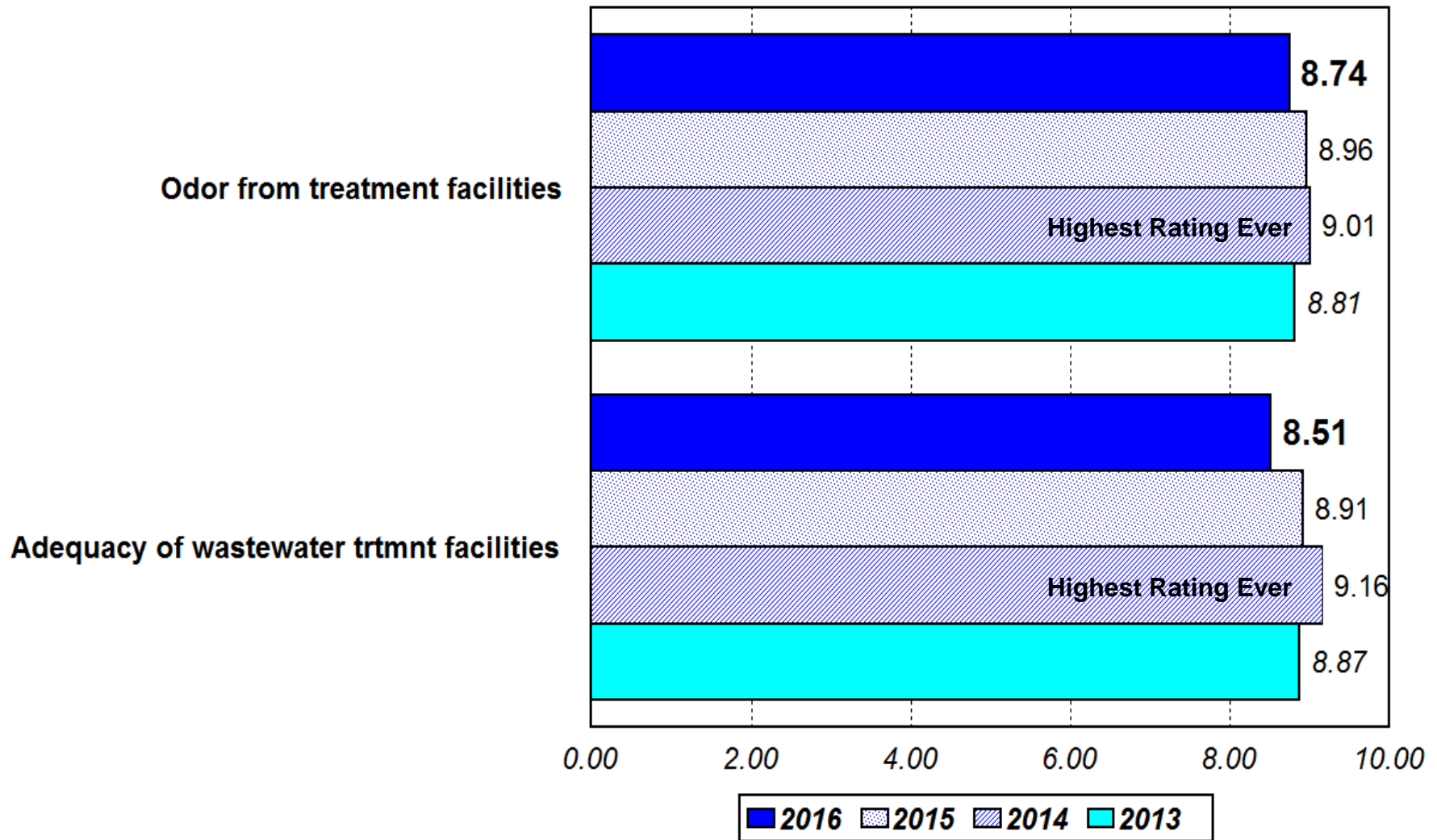
mean rating for all respondents based on a 10-point scale where 1="very inefficient" and 10="very efficient"



Q1: Satisfaction with Wastewater

2016 Customer Satisfaction Survey

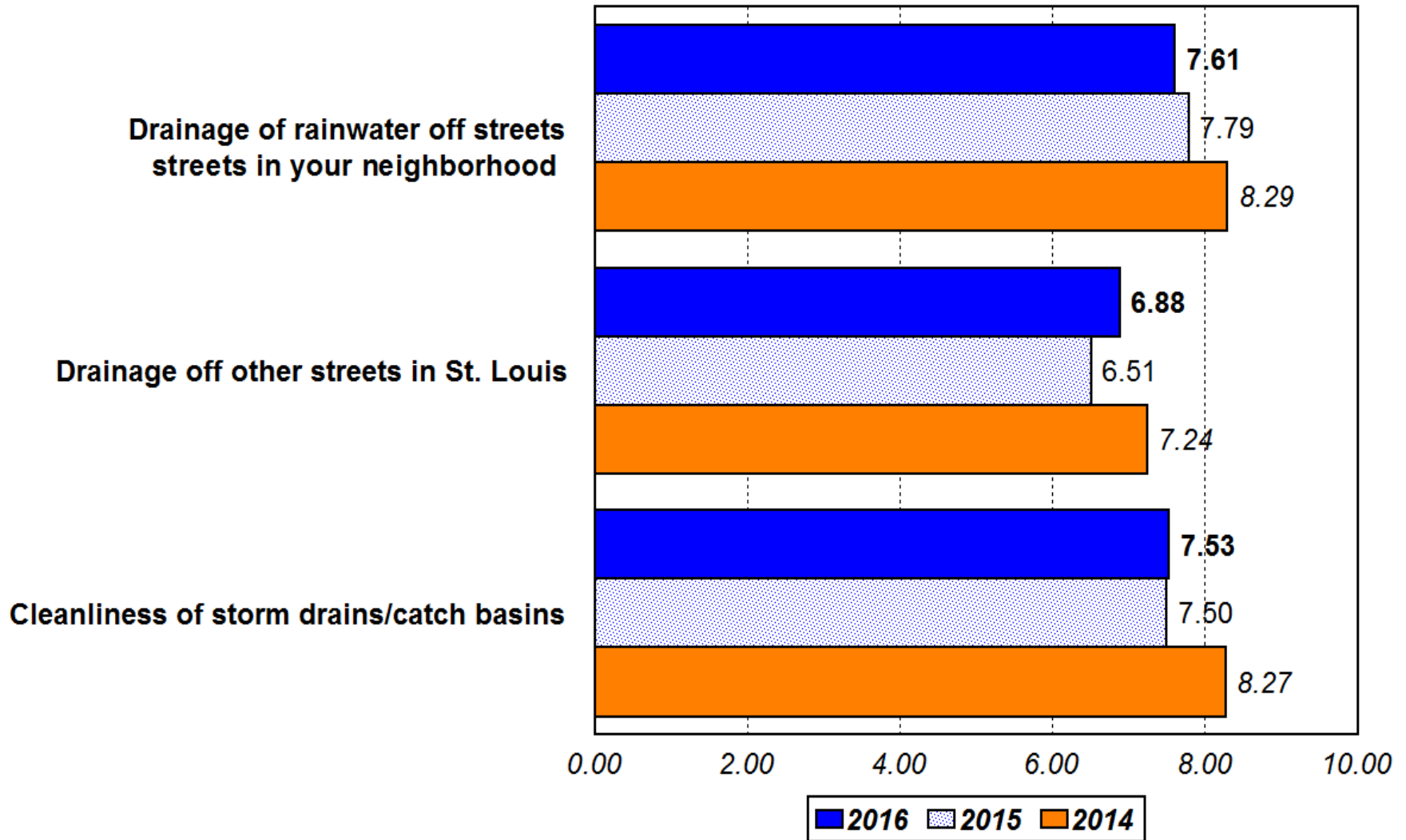
mean rating for all respondents based on a 10-point scale where 1="not satisfied at all" and 10="completely satisfied"



Q5: Satisfaction with Stormwater

2016 Customer Satisfaction Survey

mean rating for all respondents based on a 10-point scale where 1="not satisfied at all" and 10="completely satisfied"



Stormwater Ratings Were Generally Lower

Trend Data 10

Summary Findings

- Customers satisfaction with the overall efficiency of MSD remains high (the rating has been above 7.5 since 2010)
- Satisfaction with wastewater services remains high (ratings are above 8.5 in both areas that were assessed)
- Satisfaction with stormwater services has declined
- Although rates have increased over the past 7 years, residents generally give high ratings for the reasonableness of rates charged by MSD