



**ORION WATER DISTRICT**  
**Landing St., Lati, Orion, Bataan**  
**Contact No.: (047) 240-4335**

**CITIZEN / CLIENT SATISFACTION REPORT**

**A. Description of the Citizen/Client Satisfactory Survey.**

The Orion Water District measures the level of customer satisfaction through survey of its consumers by random sampling. For the period October to November 2019, the result of the Concessionaires' Evaluation Survey conducted within the district's concession area composed of 19 barangays (with 25 respondents per barangay) with 4 being the highest. The survey form shown below was crafted in Tagalog which aims to determine the district's performance as a water service provider in terms of:

- Service, i.e responsiveness and attitude
- Cleanliness



**ORION WATER DISTRICT**  
**Landing St., Lati, Orion, Bataan**

**CUSTOMER FEEDBACK FORM**

**Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)**

- ☐ - Magbabayad ng Water Bill  
☐ - Mag-aaplay ng koneksyon ng tubig  
☐ - at iba pa

**Petsa:** \_\_\_\_\_

- Cashier/Teller ☐  
 - Customer Service ☐  
 - Ibang Empleyado ☐

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

<b>PAHAYAG</b>	<b>4</b> Lubos na sumasangayon	<b>3</b> Sumasangayon	<b>2</b> Hindi lubos na sumasangayon	<b>1</b> Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.				
Maagap sa serbisyo				
Maalam ang empleyado sa pagtugon.				
Mabait at madaling lapitan ang empleyado.				
Tapat at pantay na serbisyo.				
Malinis at maayos na lugar.				

Iba pang puna o Mungkahi: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_


\_\_\_\_\_

Opsyonal:

Pangalan: \_\_\_\_\_ Tirahan: \_\_\_\_\_ Contact #: \_\_\_\_\_

- i. The data collected can be analyzed, interpreted and reported.
- ii. The issues can be repeatedly asked and results tracked over time.
- iii. The survey was completed to coincide with the crafting of the 2020 budget.

[illegible]



## ORION WATER DISTRICT

Lansing • Leoni, Orion, Bloomer

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### CUSTOMER FEEDBACK FORM

**Submitter's name** perpetual **on** ORIONSDIST **(to better serve business)**

**Phone:** 588 888 8888 **Ext:** 8888

**Mail:** mail **to:** mail **at:** mail **on:** mail

**Printed Name:** perpetual


**Customer Address:** mail

**Range:** mail

To better serve you, we prepared this feedback service. We would like to know how we are doing. The better we know you, the better we can serve you.

	1	2	3	4	5
<b>PLEASE</b>	<b>Not at all</b>	<b>Slightly</b>	<b>Intermediate</b>	<b>Most</b>	<b>Extremely</b>
	<b>Dislike</b>	<b>Dislike</b>	<b>Dislike</b>	<b>Dislike</b>	<b>Dislike</b>
1. <b>Service is courteous and helpful</b>					
2. <b>Service is prompt</b>					
3. <b>Service is efficient</b>					
4. <b>Service is reliable</b>					
5. <b>Service is friendly</b>					
6. <b>Service is helpful</b>					
7. <b>Service is courteous</b>					
8. <b>Service is prompt</b>					
9. <b>Service is efficient</b>					
10. <b>Service is reliable</b>					
11. <b>Service is friendly</b>					
12. <b>Service is helpful</b>					
13. <b>Service is courteous</b>					
14. <b>Service is prompt</b>					
15. <b>Service is efficient</b>					
16. <b>Service is reliable</b>					
17. <b>Service is friendly</b>					
18. <b>Service is helpful</b>					
19. <b>Service is courteous</b>					
20. <b>Service is prompt</b>					
21. <b>Service is efficient</b>					
22. <b>Service is reliable</b>					
23. <b>Service is friendly</b>					
24. <b>Service is helpful</b>					
25. <b>Service is courteous</b>					
26. <b>Service is prompt</b>					
27. <b>Service is efficient</b>					
28. <b>Service is reliable</b>					
29. <b>Service is friendly</b>					
30. <b>Service is helpful</b>					
31. <b>Service is courteous</b>					
32. <b>Service is prompt</b>					
33. <b>Service is efficient</b>					
34. <b>Service is reliable</b>					
35. <b>Service is friendly</b>					
36. <b>Service is helpful</b>					
37. <b>Service is courteous</b>					
38. <b>Service is prompt</b>					
39. <b>Service is efficient</b>					
40. <b>Service is reliable</b>					
41. <b>Service is friendly</b>					
42. <b>Service is helpful</b>					
43. <b>Service is courteous</b>					
44. <b>Service is prompt</b>					
45. <b>Service is efficient</b>					
46. <b>Service is reliable</b>					
47. <b>Service is friendly</b>					
48. <b>Service is helpful</b>					
49. <b>Service is courteous</b>					
50. <b>Service is prompt</b>					
51. <b>Service is efficient</b>					
52. <b>Service is reliable</b>					
53. <b>Service is friendly</b>					
54. <b>Service is helpful</b>					
55. <b>Service is courteous</b>					
56. <b>Service is prompt</b>					
57. <b>Service is efficient</b>					
58. <b>Service is reliable</b>					
59. <b>Service is friendly</b>					
60. <b>Service is helpful</b>					
61. <b>Service is courteous</b>					
62. <b>Service is prompt</b>					
63. <b>Service is efficient</b>					
64. <b>Service is reliable</b>					
65. <b>Service is friendly</b>					
66. <b>Service is helpful</b>					
67. <b>Service is courteous</b>					
68. <b>Service is prompt</b>					
69. <b>Service is efficient</b>					

[illegible]



## OSWEGO WATER DISTRICT

Lewiston, IL, East, Orleans, Buffalo

11-10-2021

### CUSTOMER FEEDBACK FORM

**Customer no. populated via ORWELD (if available and broken)**

☐ Available  
☐ Broken  
☐ Not set

**Set value for "Completed" (if using any parameters):** ☐ Yes ☐ No ☐ Not set

**Phone:**


☐ Customer  
☐ Customer Service  
☐ Billing

PARAMETER	Label on form	Automatically	Kind label on form	Kind Automatically
Is a regular customer?	Is a regular customer?	<input checked="" type="checkbox"/>	Automatically	<input checked="" type="checkbox"/>
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		
Was a complaint received?	Was a complaint received?	<input checked="" type="checkbox"/>		

The page number is 10.

Operator: *P. Smith*      Supervisor: *J. Smith*      Customer: *J. Smith*

[illegible]



## ORION WATER DISTRICT

Landing St., Lathrop, Ontario

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### CUSTOMER FEEDBACK FORM

**Before you provide an ORION District Office employee**

☐ a representative of ORION District Office

☐ a representative of the service you are using

☐ a representative of the service you are using

**Rating:** 1 2 3 4 5

☐ Excellent service

☐ Good service

☐ Fair service

☐ Poor service

**Number of employees (ORION District Office) that you believe are responsible for providing service:**

PERSONNEL	Service as requested	Service as requested	Service as requested	Service as requested
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				
Service as requested				

**Other comments or suggestions:**


\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[illegible]



## ORION WATER DISTRICT

Lansing St., East, Orion, Michigan

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**Definition of symbols as used on this form (please mark below)**

☐

1 - Unacceptable Water Flow  
 2 - Acceptable flow, unacceptable timing  
 3 - No flow

**Define:**

☐

1 - Overly High  
 2 - Sufficient flow or  
 3 - No acceptable

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**For each of the following, indicate if the flow is acceptable for maintaining the service indicated.**

Activities	Lanes or maneuvering	Entrances	Haul lanes or maneuvering	Haul maneuvering
Relocation/Transfers and temporary storage	✓			
Maneuvering in the lot				
Maneuvering and parking on streets				
Maneuvering and parking in parking lots				
Export of plants for landfills				
Export of materials via truck				

**Site name and location:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



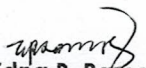
**ORION WATER DISTRICT**  
**Commercial Section**  
**Results of Customer Satisfaction Survey**

	Lubos na Sumasang-ayon	Sumasang-ayon	Hindi Gaanong Sumasang-ayon	Hindi Sumasang-ayon	Total No. of Concessionaires
	4	3	2	1	
Tinanggap ang kaukulang serbisyo	380	92	3	1	475
(%)	80%	19%	0%	0%	
Maagap na serbisyo	371	102	1	0	474
(%)	78%	23%	0%	0%	
Maalam ang staff o empleyado	366	105	1	0	472
(%)	77%	22%	0%	0%	
Mabait at madaling lapitan ang staff	402	70	1	0	473
(%)	85%	14%	0%	0%	
Tapat at pantay na serbisyo	377	96	0	0	473
(%)	79%	20%			
Malinis at maayos na lugar	385	86	0	0	471
(%)	81%	18%	0%	0%	

**B. Improvement Action Plan for FY 2020**

- To include survey on water quality and efficiency of service provided to the consumer.
- Improve further on the commercial services provided i.e efficient and courteous staff attending to the needs of the consumers, and maintain the cleanliness and orderly office space.
- Resolve all customer complaints at the shortest time possible.

Prepared by:

  
**Edna B. Ramos**

Commercial Section-Head

Approved by:

  
**Genie T. Reyes**  
Acting General Manager