

# Customer Satisfaction Survey - 2022

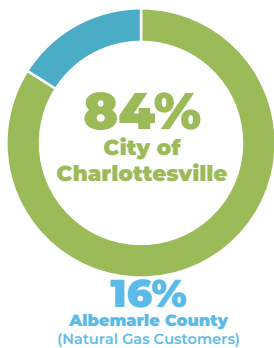


## We're Listening

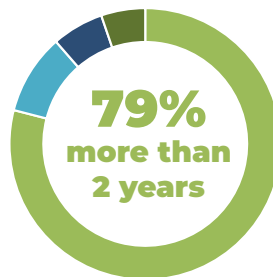
Thank you for helping us with the 2022 Customer Satisfaction Survey - we received over 320 submissions! Utilities appreciates everyone's feedback and the valuable insights from the comments provided. Areas in need of improvement have been identified and are in the process of being prioritized and addressed.

## Profile of Survey Respondents

Where is your residence?



How long have you been our customer?



The majority of respondents to the 2022 Utilities Customer Satisfaction Survey are residents of the City of Charlottesville (84%), with the remaining respondents comprised by residents of Albemarle County who are natural gas customers (16%). A majority of all respondents have been Utilities customers for more than two years (79%).

## Customer Service Ratings

Experience Interacting with Utilities Department & Utility Billing Office Staff (% Satisfied/Neutral)

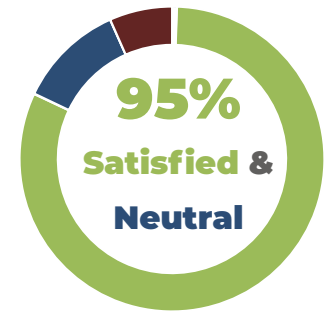
Politeness & courtesy of staff



Staff knowledge and technical competence



Overall responsiveness to your requests, questions or concerns



Ease of contacting department staff



Overall resolution to your issue or request



Results of the survey reveal high levels of satisfaction with customer service and with the experience customers have had with Utilities staff. Politeness and courtesy of staff, knowledge and technical competence, and ease of contacting department staff, each received a satisfied and neutral rating from 97% of respondents. Overall responsiveness to requests, questions or concerns received a satisfied and neutral rating from 95% of respondents, and 93% of respondents were satisfied and neutral with the overall resolution to issues or requests.

## Reliability

Reliability of your water service



Reliability of your sanitary sewer service



Reliability of your natural gas service



Survey responses reveal high levels of satisfaction with the reliability of water, wastewater, and gas services. Of those surveyed, 99% are satisfied and neutral with the reliability of water service, 99% are satisfied and neutral regarding the reliability of wastewater service, and 100% are satisfied and neutral with the reliability of gas service.

## Value

Rate the value that you pay for your water service



Rate the value that you pay for your sewer service



Rate the value that you pay for your natural gas service

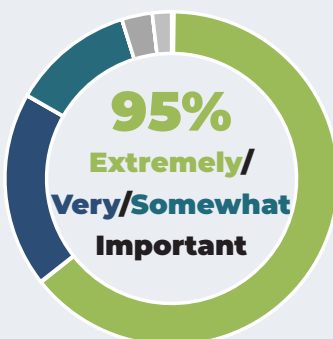


Results of the survey show high levels of satisfaction with the value of water, wastewater, and gas services. Among respondents, 95% rate the value of their water service as fair and above (good and excellent), 92% rate the value of their wastewater service as fair and above, and 91% rate the value of their gas service as fair and above.

## Natural Gas Service

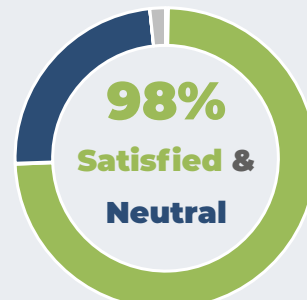
Survey answers revealed that for 95% of respondents the availability of gas to their home or business is important, with a majority stating that the availability of gas is extremely important.

How important is it to have gas available to your home?



## Online Bill Pay Services

How satisfied you are with the new Utility Billing Online Payment Portal?



In response to feedback from last year's Customer Satisfaction Survey, a new online bill pay portal was launched in October 2021. This portal provides customers with new and improved methods to receive their bill, pay their bill, and review their utility account. Results of the survey show high levels of satisfaction with the portal, and it received a satisfied and neutral rating from 98% of respondents.