

# Customers Give Connecticut Water High Marks for Service



Connecticut Water achieved an overall customer satisfaction rating of 89.9 percent in the company's semi-annual Customer Satisfaction Survey, representing a slight increase over 2009's year-end results of 89 percent. Conducted in May 2010 by the Center for Research, an independent research organization, the random phone survey measured customer satisfaction in the areas of office and field customer service, company characteristics, water quality, communication, community involvement and expectations.

Maureen Westbrook, Connecticut Water's vice president of Customer and Regulatory Affairs said, "We are extremely proud of our employees and their efforts to serve our customers each and every day. It is to their credit the survey results are up from 2009 and it demonstrates the continued commitment of our employees to deliver world-class customer service."

## Among the survey findings

- Field Service personnel were given a positive rating of 93.4 percent. High marks for were given for Field Service completing the job as promised, being knowledgeable, and being courteous and treating the customer with respect.
- Customer Service personnel received an overall positive rating of 86.7 percent. They also received high marks for being courteous, accuracy and showing an interest in the customer's reason for calling.
- The highest ratings in the area of company characteristics were for "maintaining an adequate water supply" at 95.7 percent, and "having trained, certified water professionals to maintain your water supply," and "responsiveness to customers," which earned a rating of 93.3 percent.

"We are grateful so many of our customers are satisfied with our performance and have confidence in our abilities. We will use the customer satisfaction survey results to help us reinforce our strengths as well as identify areas where we can make further improvements to earn our customers' trust and loyalty," said Westbrook.

Customers who participated in the survey live within the company's five regions and the survey's sample size is proportional to the overall customer base and represents a statistically valid sample group. An additional customer satisfaction survey will be conducted by the Center for Research before year-end. 💧

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