Outline
Top Consumer Complaints – and how to Deal with Them

• Aqua PA territory
• Water Quality Services / Technical Services
• Responsibilities
• Common calls from customers
• Response to customers
Water Quality Mission Statement

• Provide high quality drinking water that meets Drinking Water Standards for both public health and is aesthetically pleasing.

• Take ownership of each water quality call.

• Respond promptly, document the contact and satisfy the customer.

• Recognize the importance of resolving the customer’s concern and view it as an opportunity to make improvements.
Designing Customer Complaint Surveillance
For Water Quality Surveillance and Response Systems

TIER 1
ILLNESS

TIER 2
TASTE OR ODOR

TIER 3
DIRTY OR DISCOLORED

TIER 4
UNUSUAL APPEARANCE, PARTICLES, OILY/GREASY

Complaint category tiers
Lab Service Orders

Discolored
LABD
Brown, Yellow, Tan, Green, Sediment, Black, Rusty

Taste and Odor
LABT
Musty, Earthy, Sewer, Chlorine, Funny, Sulfur, can’t describe

Inquiry
LABI
Inquiries on Hardness, Fluoride, CCR’s Water Quality Report, Cloudy, Lead in water

Urgent
LABU
Burning, Slippery, Slick, Pink, Irate or threatening, Healthcare Facilities (Hospitals, Dialysis)
Discolored Water - LABD

- Brown / Black
- White
- Blue/Green
- Sediment
- Pink Residue
Flush out a customers service line
Over last 10 years:
$3 Billion in capital
>1,000 miles of main replaced

Water main replacement
Water main refurbishment
4,400 miles of pipe in SEPA
Taste and Odor - LABT

- Chlorine
- Musty, Earthy
- Sulfur / Rotten
- Sewer / Sour
Inquiry - LABI

- Where does my water come from?
- How hard is my water?
- Is there Fluoride in my water?
- Someone was here and collected a sample. I'm looking for my results.
- I saw a report on the news about water quality; can you give me more information?
- I live in a cul-de-sac and would like the main flushed.
- I would like my water tested.
- I would like a copy of the water quality report/Consumer Confidence Report for my area
Urgent - LABU

• Irate/Angry/Upset

• Frustrated

• Threatening to call the media, lawyer.

• Asking to speak w/CEO

• Un-satisfied

• Unusual description- slippery, burning.
Emerging Water Quality Issues in Southeast Pennsylvania

Lead

Chloramines

PFC's Perfluorochemicals

Chromium

Giardia - Cryptosporidium

Radon

Legionella - Mycobacteria
LAB Service Order Created 10396382

ADDRESS:
PREMISE: 296283.0
SO NOTES 1: CUST STATES WTR SMELLS & TASTES LIKE WTR
SO NOTES 2:
SO NOTES 3:
Challenges

Customer inquiries from a wide variety of sources
  • Phone calls
  • E-mail
  • Social media
  • Customer sensitivity in a post-Flint world
Water Quality Calls per 10,000 Customers
Water Quality Calls per 10,000 Customers
Water Quality Calls per 10,000 Customers
Aqua takes calls from customers seriously

- Phone call
- Sampling
- Capital improvements: main replacement
- Taste & odor control: Neshaminy UV/peroxide
- Flushing: ad hoc and systematic
Sample Stations
Dear Customer,

Aqua would like to provide you with up-to-date information and ensure that your questions and concerns are documented. For questions or concerns regarding any of the topics below, please contact our call center toll free at 877.987.2782, or go to AquaAmerica.com and choose Contact Us under the customer service tab.

- Water quality
- An Aqua project in your area
- Billing
- Any other service issues

Customers can also find lots of useful information and tips on our web site.

Thank you.
Summary

• Aqua takes customer service seriously
• Takes customer calls seriously
• Calls tracked closely
• Access to laboratory enables many customer samples
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