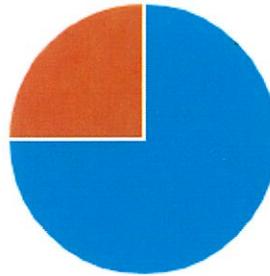


West Neck Water District Customer Satisfaction Survey

24 Responses 06:58 Average time to complete Active Status

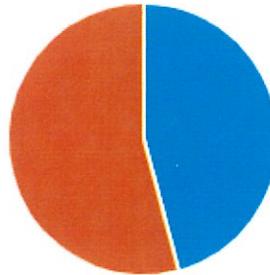
1. Are you concerned about the safety of your drinking water?

● Yes	18
● No	6
● Other	0



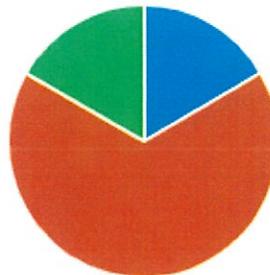
2. Do you drink your tap water?

● Yes	11
● No	13
● Other	0



3. Do you use a water filtration system, such as reverse osmosis, activated carbon, ultraviolet?

● Yes	4
● No	16
● Other	4



4. How would you rate your water quality for the following:

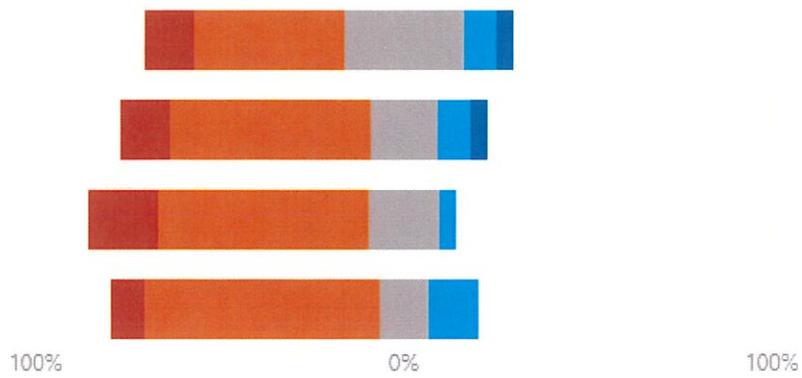
■ Excellent
 ■ Good
 ■ Average
 ■ Fair
 ■ Poor

Taste

Odor

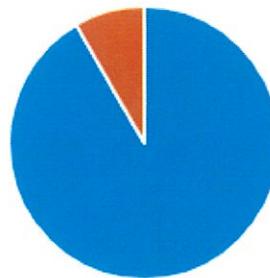
Color

Pressure



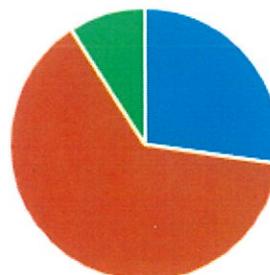
5. SERVICE

● Yes 22
● No 2
● Other 0



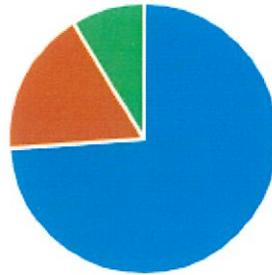
6. Was the disruption scheduled?

● Yes 6
● No 14
● Other 2



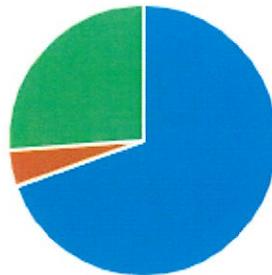
7. Have you received notification of scheduled disruptions?

Yes	17
No	4
Other	2



8. Were your disruptions solved in a timely manner?

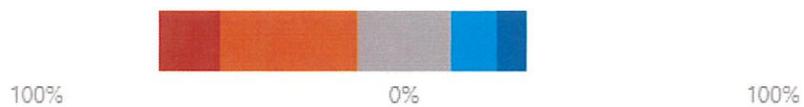
Yes	16
No	1
Other	6



9. How would you rate your experience with SCWA customer service?

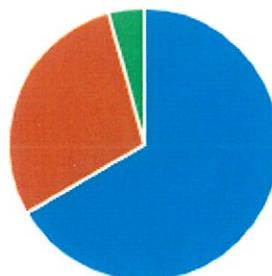
■ Excellent ■ Good ■ Average ■ Fair ■ Poor

Customer Service



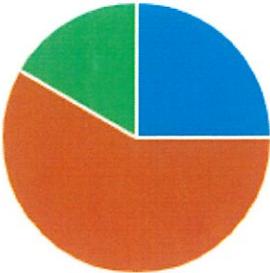
10. BILLING

Yes	16
No	7
Other	1



11. Do you have difficulty paying for water service?

● Yes	6
● No	14
● Other	4



12. What, if any, improvements could be made to the billing process?

14
Responses

Latest Responses
"NONE"

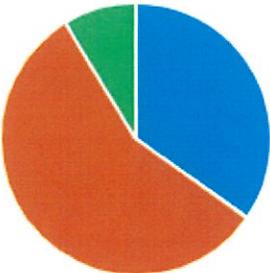
13. Will rate increases greatly impact your ability to pay your bill?

19
Responses

Latest Responses
"Depends on how much increase!"
"Yes"
"MAYBE"

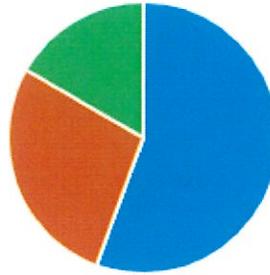
14. TEMETRA

● Yes	8
● No	13
● Other	2



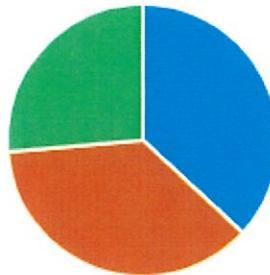
15. If so, have you had difficulty navigating the TEMETRA site?

● Yes	10
● No	5
● Option 3	3



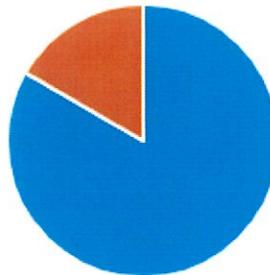
16. Would you like assistance to help you read and use the TEMETRA meter reading program?

● Yes	7
● No	7
● Other	5



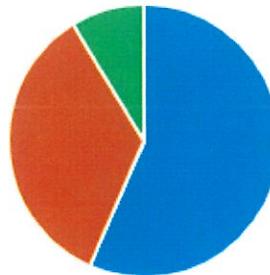
17. CONSERVATION

● Yes	20
● No	4
● Other	0



18. Do you regularly have taps, hose bibs, or water connections inspected for leaks?

● Yes	13
● No	8
● Other	2



19. Do you have any additional concerns about water conservation?

8
Responses

Latest Responses

"Not at this time"

"NO"

20. Do you have any additional comments or concerns regarding SCWA management of West Neck Water District?

12
Responses

Latest Responses

"Not at this time"

"When Suffolk County came out to move the meter I had n...

21. The installation of the following can mean collecting SCWA Water Wise credits up to a maximum of \$250. Please refer to the information at <https://www.scwa.com/waterwise/>

- 1) Smart irrigation controllers (\$150 credit)
- 2) Rain sensors (\$75 credit)
- 3) EPA WaterSense low-flow showerheads (\$20 credit)
- 4) Faucet aerators (\$15 credit)
- 5) Smart Service Leak Detecting Valve (\$100 credit)
- 6) Solar Pool Covers (\$75 credit)
- 7) Pressure regulators (\$100 credit)
- 8) Rain barrels (\$75 credit)

9
Responses

Latest Responses

"We do not qualify for credits at this time. How does a a le..."

