

Gauging Customer Satisfaction and Perception



For presentation at the
2022 Annual Meeting of Members
Results of a survey from
December 2021

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Community Water Company of Green Valley

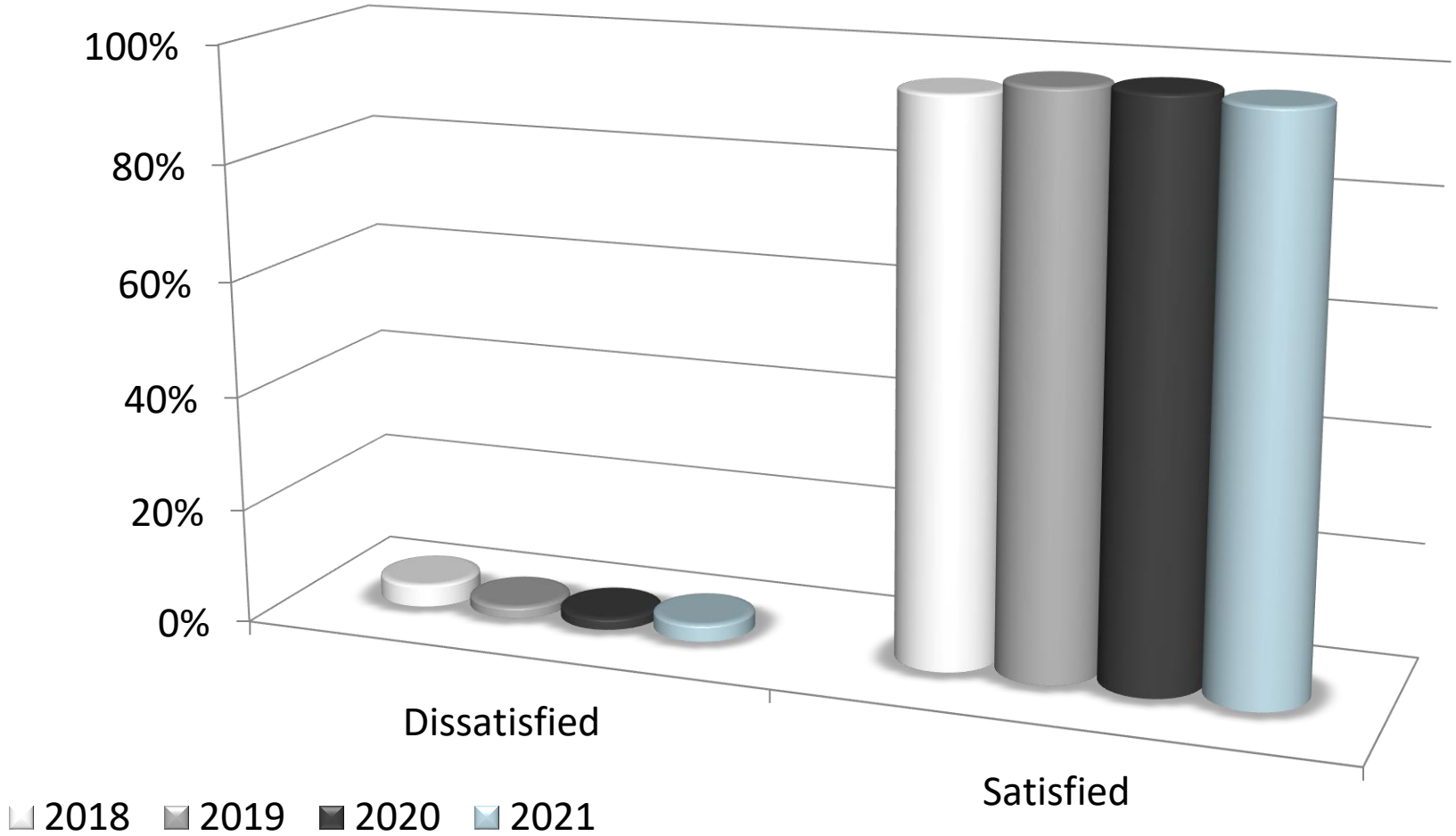
Customer-Driven

- Community Water Company has served our community since 1977 – providing 45-years of reliable water delivery service
- Our mission is to reliably deliver drinking water to our customers and to maintain a sustainable water supply for our customers
- As of December 31, 2021, we were serving 12,845 residential units and 398 commercial accounts
- Our board members are volunteers from our community

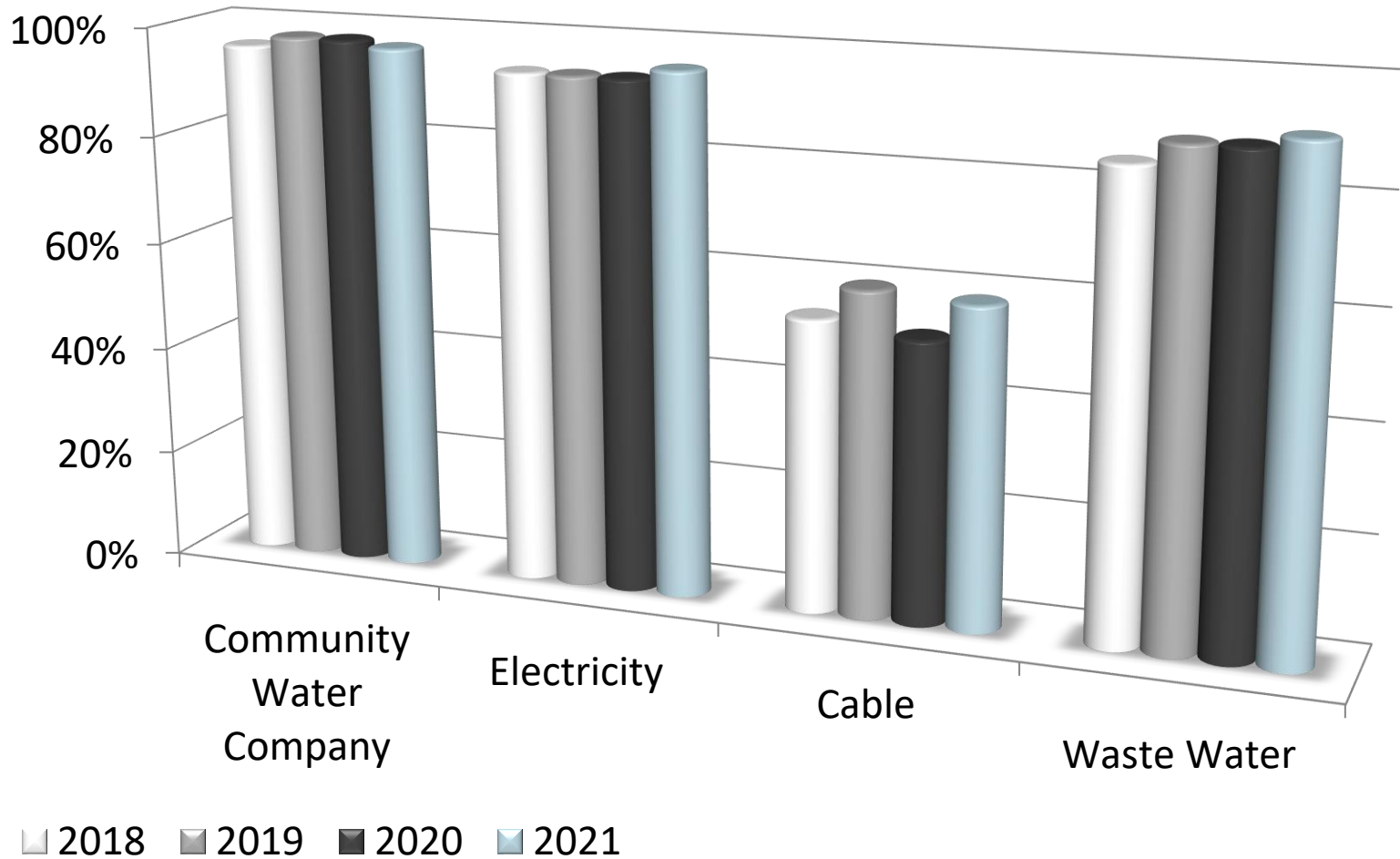
Methodology & Response

- Evaluated and updated prior customer surveys
- Randomly selected and asked for feedback from residential and commercial customers
- Timeline
 - January - surveys distributed & received
 - Results summarized
 - Presentation at member's annual meeting
- We received 148 responses from our survey
- We continue to build on what we are learning from our surveys

97% of our Customers responded as satisfied with Community Water Company

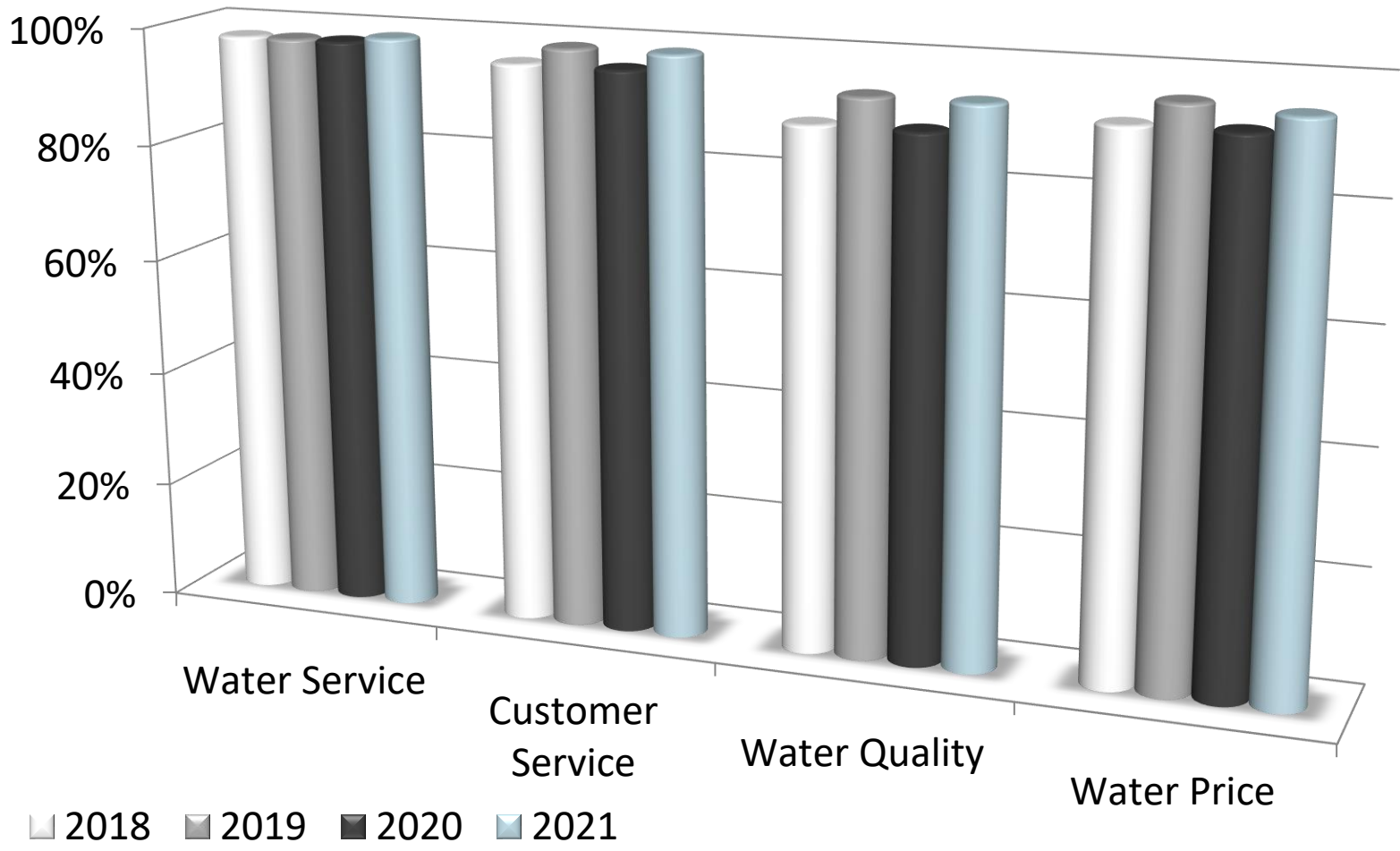


Customer Satisfaction with Other Utilities



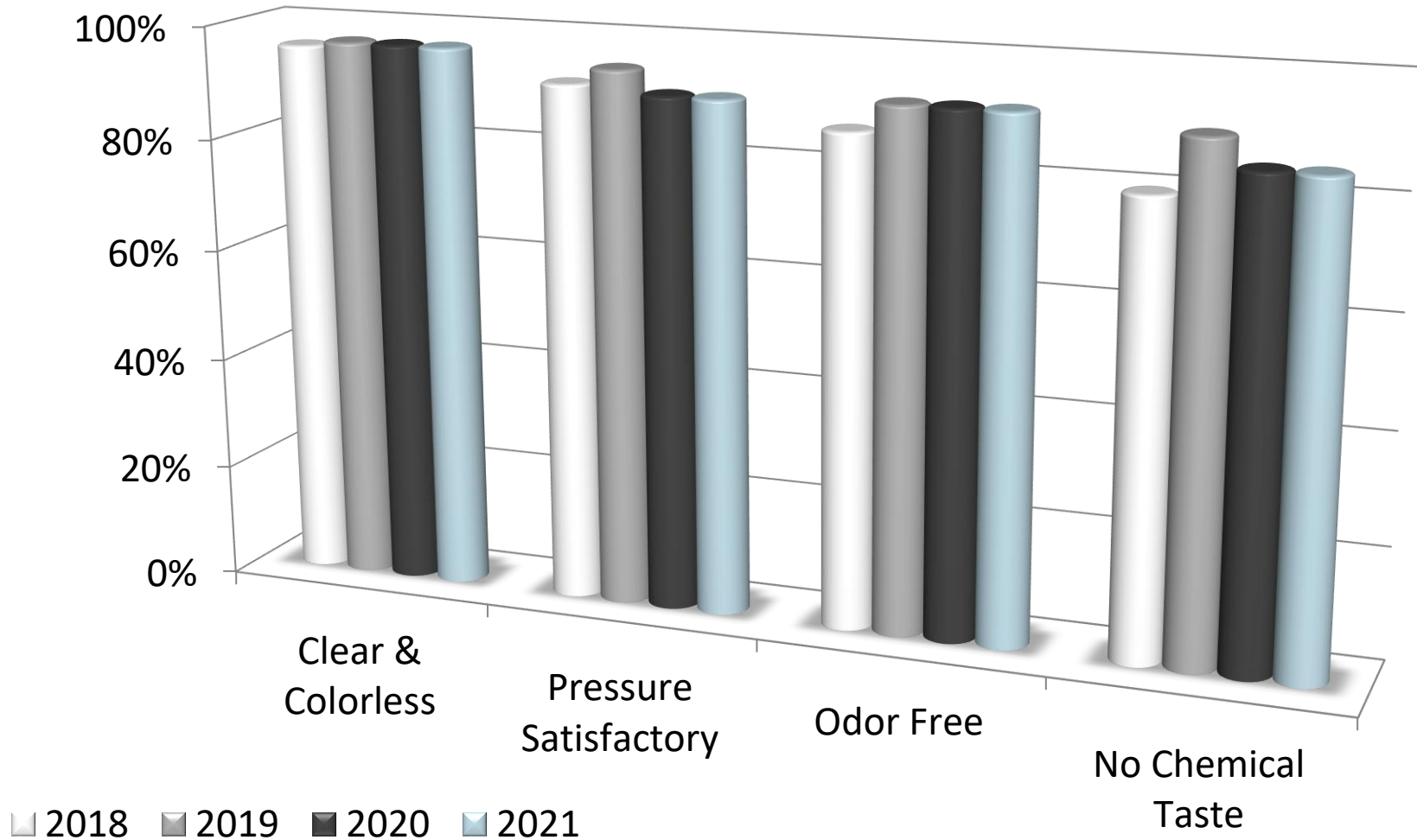
CWC Customer Satisfaction

Community Water Company rates increased in October 2016



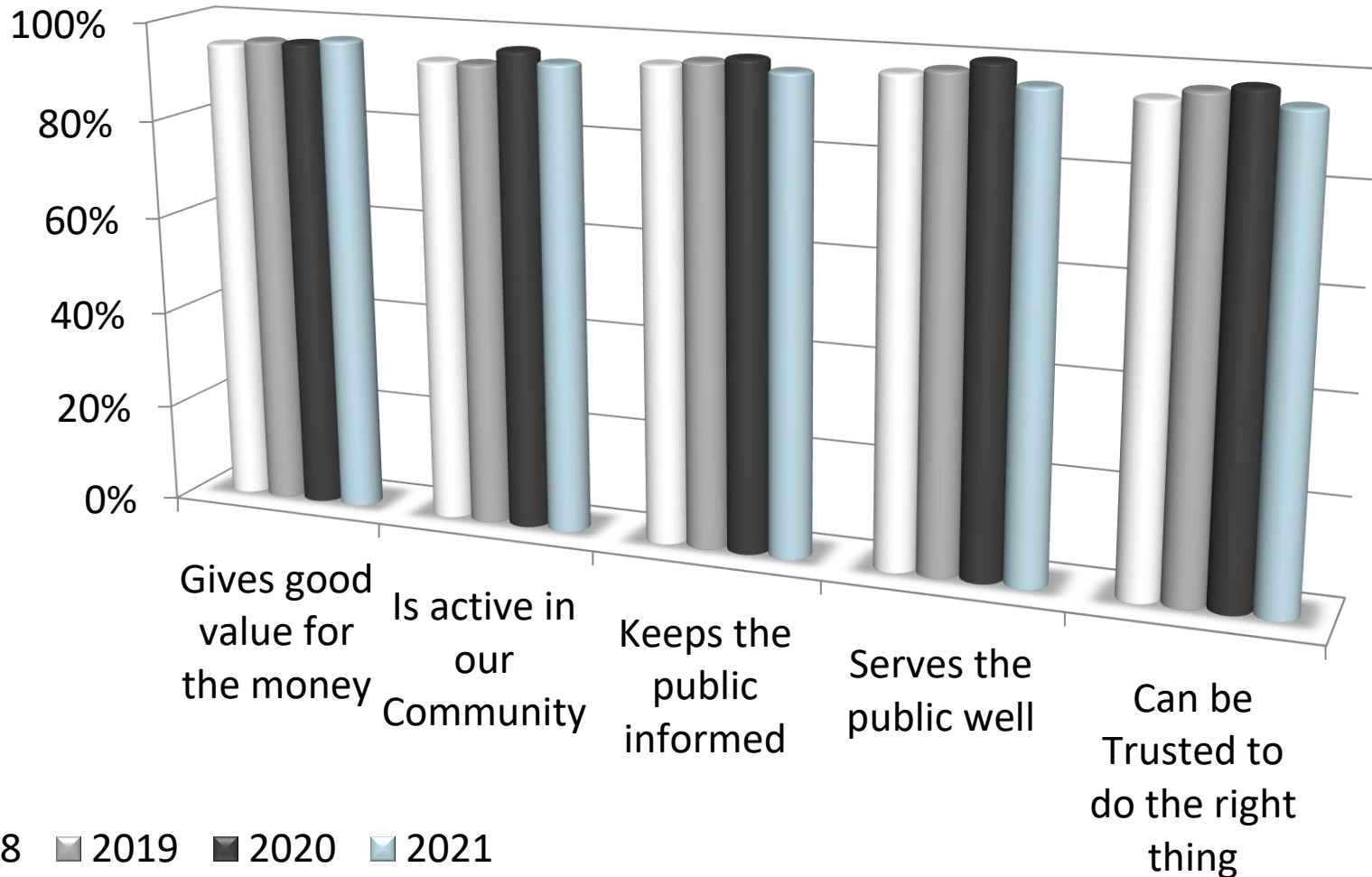
Water Quality Trend

Water quality perceptions mostly positive.
Customers agree that water is ...



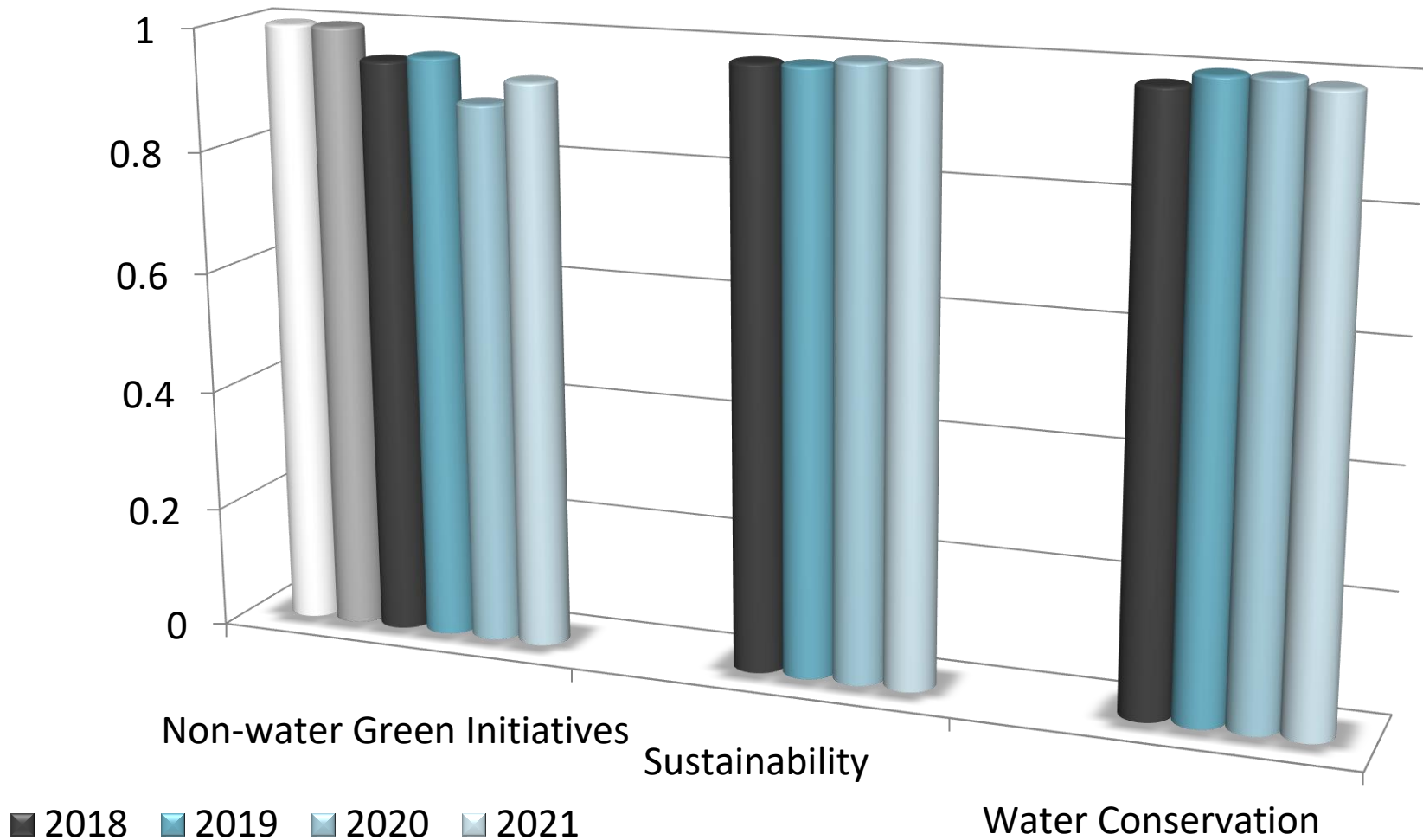
General Reputation

Community Water Company is in good standing in our community.



Other Important Qualities

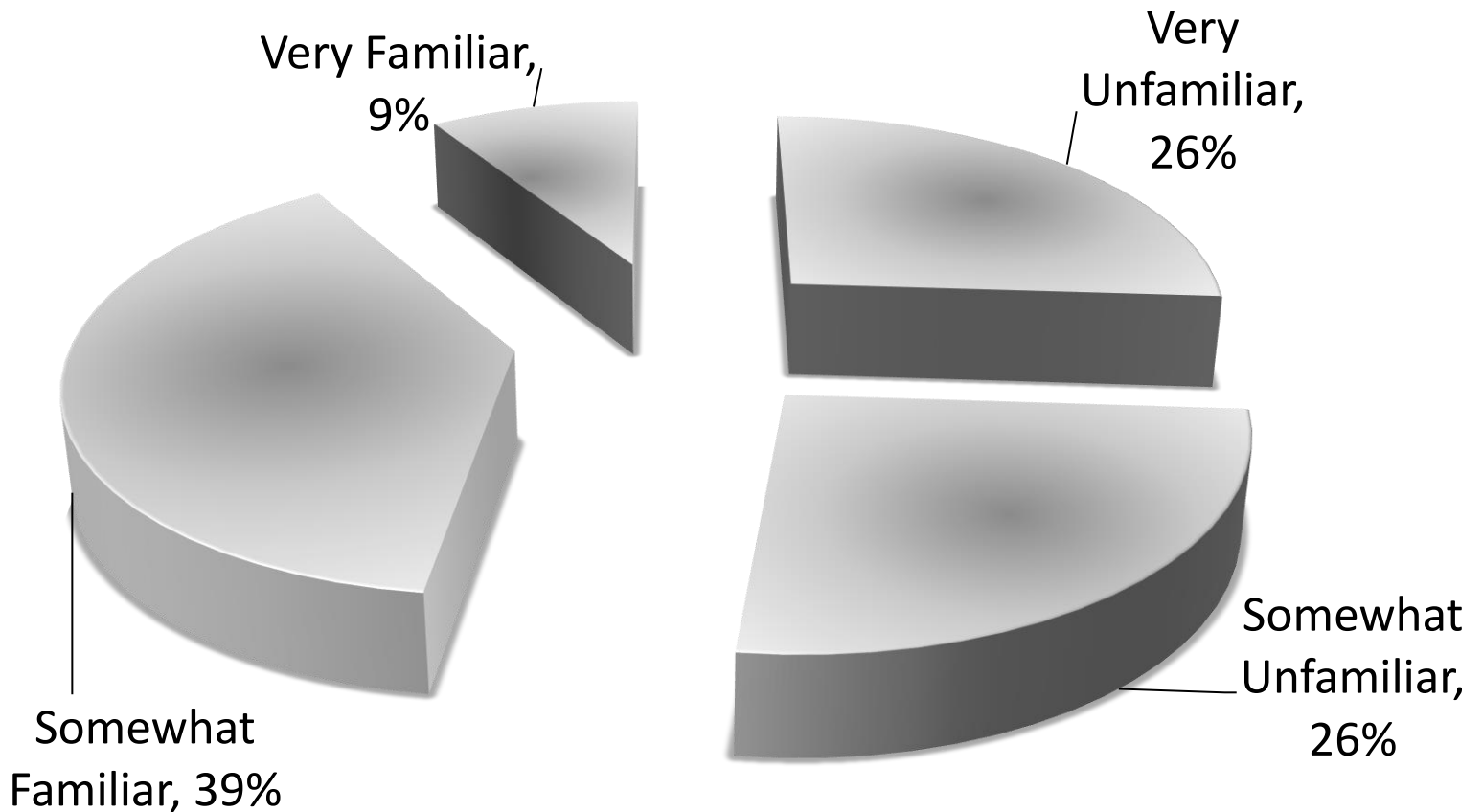
100% of those surveyed support water conservation efforts.



Familiar with Governance

Community Water Company is a not-for-profit corporation with members.

We asked our members how familiar they were with our governance:



Summary

- Satisfaction remains high
- Customers value both water service and good customer service



Given a choice our customers preferred to drink ...

