

Customer Satisfaction Survey

Veolia Voda

2009

How satisfied are you with the services provided by your water supplier and sewerage operator?

■ Very satisfied	35,2 %
■ Satisfied	56,2 %
■ Dissatisfied	6,4 %
■ Very dissatisfied	2,2 %



How satisfied are you with the your water quality?

■ Very satisfied	41,5 %
■ Satisfied	46,8 %
■ Dissatisfied	8,9 %
■ Very dissatisfied	2,7 %



Do you drink the tap water?

■ Yes	77,1 %
■ No	22,9 %



Are you satisfied with the customer centre conditions (opening hours, accessibility)?

■ Very satisfied	24,2 %
■ Satisfied	29,6 %
■ Dissatisfied	4,7 %
■ Very dissatisfied	1,2 %
■ I don't know, I have never used the customer centre services.	40,3 %



How satisfied are you with the employee professionalism of your water supplier?

■ Very satisfied	40,0 %
■ Satisfied	54,4 %
■ Dissatisfied	4,2 %
■ Very dissatisfied	1,4 %



What information do you consider the most important?

■ Water quality	36,2 %
■ Water rate	37,7 %
■ Interruption of supply and accidents	20,4 %
■ Water treatment	2,7 %
■ About everything	3,0 %



Which way to the information supply do you prefer?

■ Brochure's distribution, Leaflets	39,6 %
■ Company website	53,3 %
■ Media (regional press, radio, TV)	27,3 %
■ Call centre number	29,0 %
■ SMS message	19,5 %

