# Legislation Details (With Text)

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| **File #:** | 2022-5064 | **Name:** | |
| **Type:** | Presentation | **Status:** | Presented |
| **File created:** | 7/21/2022 | **In control:** | City Council - Regular Session |
| **On agenda:** | 8/16/2022 | **Final action:** | 8/16/2022 |
| **Title:** | Presentation: 2022 Water Utilities Customer Survey by the ETC Institute. | | |
| **Sponsors:** | | | |
| **Indexes:** | | | |
| **Code sections:** | | | |
| **Attachments:** | 1. Presentation, 2. Overall Water Survey 2022 Results | | |

| Date | Ver. | Action By | Action | Result |
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| 8/16/2022 | 1 | City Council - Regular Session | presented | |

Presentation: 2022 Water Utilities Customer Survey by the ETC Institute.

Issue/Request:
Presentation: 2022 Water Utilities Customer Survey by the ETC Institute.

Key Issues:
Outstanding customer service is an important outcome for Lee's Summit Water Utilities. In order to remain focused on the delivery of exceptional service, it is helpful to regularly measure customer satisfaction.

Background:
Water Utilities last conducted a customer satisfaction survey through ETC Institute in 2019. Within the utility's FY22 budget, funding was allocated to conduct another customer survey to measure satisfaction with services provided by the utility. By conducting such a survey, the utility has now compared ratings to previous completed surveys and to regional and national benchmarks.

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