

Legislation Text

File #: 2022-5064, **Version:** 1

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.

Ryan Murray, Assistant Director of Community Research, ETC Institute
Dom Bennett, Assistant Director of Customer Care