



CARCAR WATER DISTRICT

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Carcar Water District Customer Satisfaction Survey CY 2024

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I. Introduction

The 2024 Carcar Water District (CWD) Customer Satisfaction Survey (CSS) Report provides a comparative analysis of the CSS survey results for 2023 and 2024. By examining customer feedback on key areas such as service quality, reliability, responsiveness, professionalism, and communication, this report aims to offer a comprehensive review of our concessionaires' evolving needs and expectations, while highlighting both the progress made and the areas that still require improvement in service delivery.

Through this comparative review, CWD aims to ensure that the strategies align closely with customer expectations, driving sustained improvements for a more reliable and customer-centered service experience.

II. Survey Methodology

According to an article titled *Methodology of Measurement of Customer Satisfaction for Business Growth* by V. Viswanathan and Dr. K.M. Mohanasundaram, customer expectations are identified using various methodologies, including focus groups, surveys, and analysis of complaints. If customer satisfaction is defined as “meeting or exceeding customer expectations” (Brown and Swartz, 1984), then the first step in addressing customer satisfaction is to assess customer expectations. This can be achieved through multiple methodologies, such as focus groups, surveys, and analysis of customer complaints.

For the purposes of this survey, data was collected through phone and face-to-face interviews, using the MWater Survey application to record and tabulate responses. A customized questionnaire was uploaded into the application and used during the survey. The survey focused on several critical aspects of service delivery, including water pressure and supply, water quality, accuracy and timeliness of water bills, professionalism of employees, responsiveness, and bill payment processes.

Additionally, a systematic random sampling technique was used to identify the respondents. This technique is a type of probability sampling method in which sample members are selected from a larger population, starting from a random point, followed by a fixed, periodic interval. The interval, known as the sampling interval, is calculated by dividing the population size by the desired sample size.

The sample size was determined using the Slovin's formula:

$$n = \frac{N}{1+Ne^2}$$

where:

N = number of active accounts per CWD Water Supply System

n = sample size

e = margin of error = 5%

For this survey, the population is based on the number of active concessionaires per water system as of December 31, 2023.

Water Supply System	Active Connections	Sample Size	Sample Size (Actual Surveyed)
Can-asujan	684	246	252
Guadalupe	569	230	248
Magsipit	443	206	209
Main	18173	376	390
Napo	973	276	286
Takdog	368	188	188
Tapal	2480	333	335
Venancia- Riles	1733	315	318
Venancia-Sangi	637	240	244
Ylaya	721	251	256
Total	26,781	2,660	2,726

Table 1. CSS 2024 Sample Size

III. Survey Results and Analysis

This chapter presents, analyzes, and interprets the data gathered during the survey. Below are the following statistical tools used in the analysis of data.

- A. The responses for each question were scaled using a ‘five-point scale’ or ‘Likert scale system’ and given weight using the interpretation below.

Legend Guide:

Range	Interpretation
4.20-5.00	Very Satisfied (VS)
3.40-4.19	Satisfied (S)
2.60-3.39	Neutral (N)
1.80-2.59	Dissatisfied (D)
1.00-1.79	Very Dissatisfied (VD)

- B. To compute the weighted mean or average of the responses, below is the formula to be used.

$$W = \frac{\sum X}{N}$$

Where, W = is the weighted mean

\sum = Summation

X = weighted variable

N= total number of respondents

The 2,726 survey respondents across the ten water systems of CWD were profiled based on account ownership, gender, and age to provide a clearer picture of the diverse customer base.

Table 4. Type of Account Ownership

Profile 1	Account Ownership	Frequency	Percentage (%)
A	Account Owner	1543	57%
B	Spouse of Account owner	314	12%
C	Immediate Family Member	677	25%
D	Tenant/Lessee	18	1%
E	Others	174	6%
Total		2,726	100%

Table 5. Gender

Profile 2	Gender	Frequency	Percentage (%)
A	Female	2,027	74%
B	Male	699	26%
Total		2,726	100%

Table 6. Age

Profile 3	Age Bracket	Frequency	Percentage (%)
A	18 years old – 59 years old	2399	88%
B	60 years old and above	327	12%
Total		2,726	100%

Comparative Overall Survey Results for 2023 vs 2024

The district's overall satisfaction score improved from 4.51 in 2023 to 4.65 in 2024, maintaining a Very Satisfactory (VS) rating. This indicates a notable increase in customer satisfaction, especially in areas like Water Pressure and Supply (up by 0.16 points) and Water Quality (up by 0.13 points). Systems such as Guadalupe saw significant improvements, rising from a "Satisfactory" score of 3.92 to 4.47 (VS).

Newly introduced metrics in 2024, including Responsiveness, Professionalism, and Communication, all received high scores. While most systems showed progress, Takdog and Ylaya experienced slight declines but still maintained "Very Satisfactory" ratings. Overall, the survey results reflect a strong positive trend in customer satisfaction across the district.

Table 7. Overall Survey Results 2023

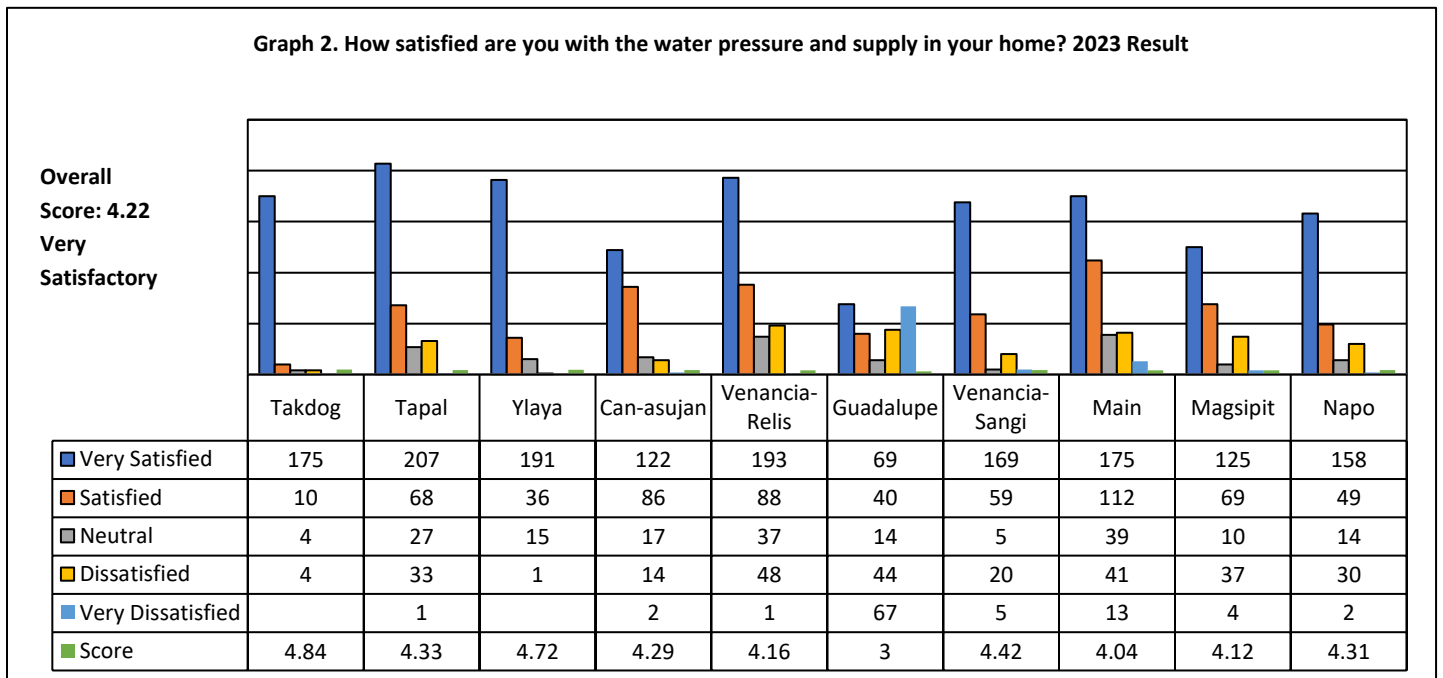
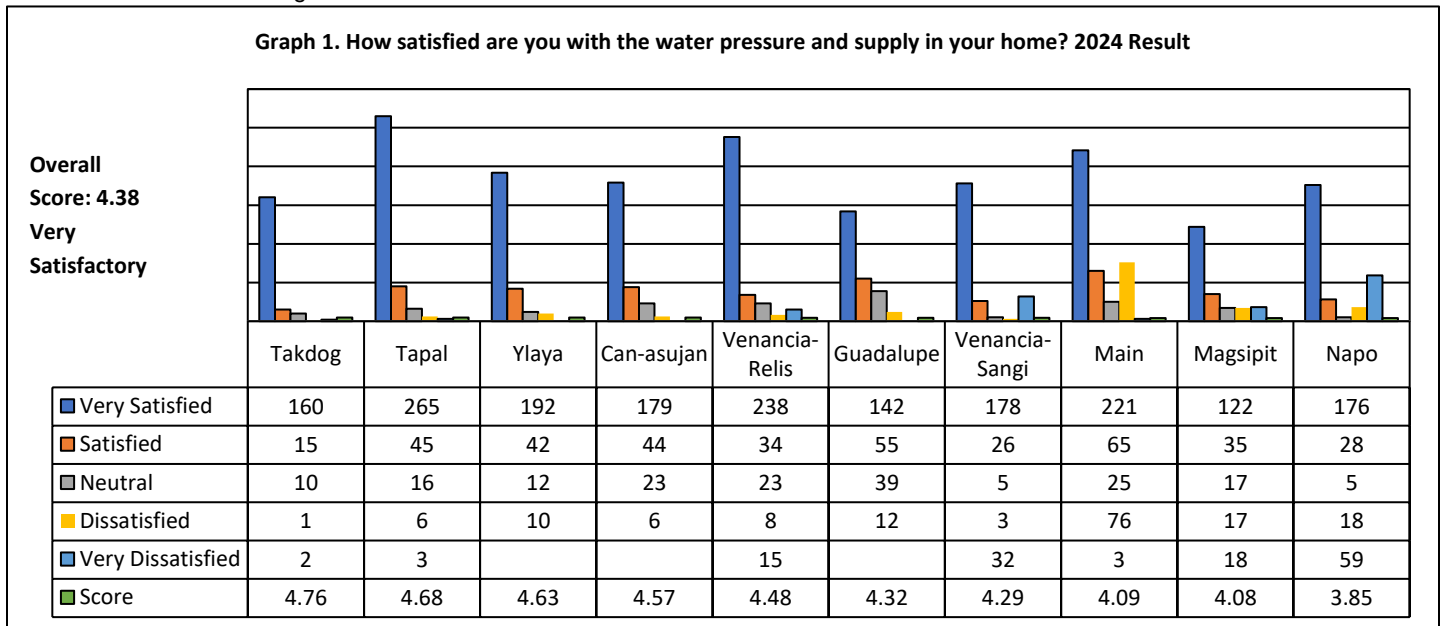
System	# Of Respondents	Water Pressure and Supply	Water Quality	Accuracy and Delivery of Water Bill	Water Rates	Overall	Interpretation
Can-asujan	241	4.29	4.45	4.49	4.41	4.41	VS
Guadalupe	234	3.00	4.26	4.32	4.08	3.92	S
Magsipit	245	4.12	4.64	4.48	4.3	4.39	VS
Main	380	4.04	4.59	4.69	4.39	4.43	VS
Napo	253	4.31	4.63	4.83	4.78	4.64	VS
Takdog	193	4.84	4.93	4.93	4.84	4.89	VS
Tapal	336	4.33	4.71	4.75	4.6	4.6	VS
Venancia-Relis	367	4.16	4.64	4.71	4.46	4.49	VS
Venancia-Sangi	258	4.42	4.66	4.64	4.52	4.56	VS
Ylaya	243	4.72	4.91	4.74	4.7	4.77	VS
TOTAL	2750	4.22	4.64	4.66	4.51	4.51	VS

Table 8. Overall Survey Results 2024

System	# Of Respondents	Water Pressure and Supply	Water Quality	Accuracy and Delivery of Water Bill	Responsiveness	Professionalism	Communication	Overall	Interpretation
Can-asujan	252	4.57	4.66	4.57	4.59	4.78	4.48	4.61	VS
Guadalupe	248	4.32	4.6	4.39	4.51	4.615	4.38	4.47	VS
Magsipit	209	4.08	4.73	4.8	4.73	4.855	4.75	4.66	VS
Main	390	4.09	4.75	4.73	4.63	4.755	4.34	4.55	VS
Napo	286	3.85	4.77	4.88	4.9	4.84	4.9	4.69	VS
Takdog	188	4.76	4.83	4.73	4.78	4.885	4.66	4.77	VS
Tapal	335	4.68	4.78	4.57	4.78	4.915	4.58	4.72	VS
Venancia-Relis	318	4.48	4.81	4.55	4.7	4.755	4.44	4.62	VS
Venancia-Sangi	244	4.29	4.94	4.86	4.91	4.965	4.82	4.8	VS
Ylaya	256	4.63	4.82	4.49	4.64	4.805	4.24	4.6	VS
TOTAL	2726	4.38	4.77	4.66	4.72	4.82	4.56	4.65	VS

Customer satisfaction with water pressure and supply in 2024 achieved an overall score of 4.38, as depicted in Graph 1, maintaining a Very Satisfactory (VS) rating, similar to 2023. While several systems showed notable improvements, others experienced slight declines, highlighting areas that require further attention. In 2024, Takdog emerged as the top-performing system with a score of 4.76, a slight decline from its 2023 score of 4.84, yet still reflecting strong satisfaction levels, with the majority of respondents (160) reporting they were "Very Satisfied." Tapal, with a significant improvement from 4.33 in 2023 to 4.68 in 2024, showcased exceptional progress, becoming the second-highest-rated system. Similarly, Ylaya maintained its strong performance with a score of 4.63, though slightly lower than its 4.72 in 2023. Systems like Can-asujan (4.57) and Venancia-Relis (4.48) demonstrated noticeable improvements compared to 2023, where they scored 4.29 and 4.16, respectively. These results reflect the success of targeted interventions in these areas. Guadalupe, which had the lowest score in 2023 at 3.00, experienced the most remarkable improvement, rising to 4.32 in 2024. This turnaround is a testament to effective efforts in enhancing service delivery in previously underserved areas. On the other hand, some systems experienced declines in satisfaction. Venancia-Sangi, while maintaining a Very Satisfactory rating at 4.29, dropped slightly from 4.42 in 2023, with an increase in "Dissatisfied" and "Very Dissatisfied" responses. Main (4.09) and Magsipit (4.08) saw marginal changes, while Napo recorded the most significant decline, falling from 4.31 in 2023 to 3.85 in 2024, marking the lowest satisfaction score for the year. Dissatisfaction in these areas reflects the need for immediate attention to improve service quality.

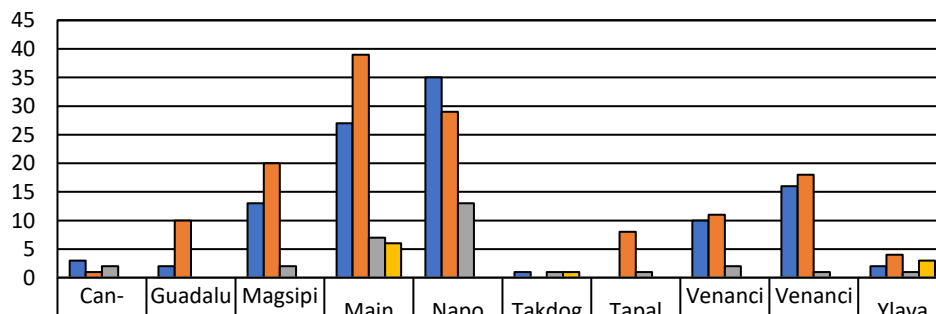
Overall, the 2024 results under water pressure and supply highlights a commendable level of service delivery, with several systems showing significant improvements. However, irregularity in performance indicate the need to focus on systems like Napo, Magsipit, and Main to ensure consistent service quality across the various systems. By addressing these gaps, the water district can continue to build trust and satisfaction among its customers.



Respondents who expressed dissatisfaction with water pressure and supply were asked about the frequency, duration, and typical timing of water interruptions. The graphs below illustrate their responses, providing insights into the reasons for their dissatisfaction.

The data in graph 3 highlights varying levels of water supply interruptions across systems. Main and Napo reported the most frequent interruptions, with 39 and 35 respondents, respectively, experiencing daily issues. These systems also had significant instances of interruptions occurring more than three times a week, indicating a pressing need for improvement. Venancia-Sangi and Venancia-Relis showed moderate challenges, with notable reports of frequent and very frequent interruptions. Guadalupe and Magsipit also displayed moderate levels of dissatisfaction, while Can-asujan and Tapal showed fewer issues, with occasional interruptions being the most common. In contrast, Takdog and Ylaya performed exceptionally well, with minimal reports of interruptions, demonstrating reliable service in these areas.

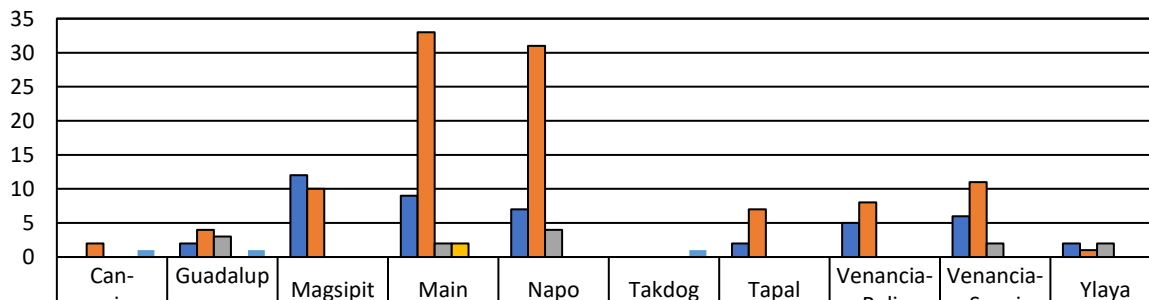
Graph 3. How often have you experienced interruptions in your water supply?



	Can-asujan	Guadalupe	Magsipit	Main	Napo	Takdog	Tapal	Venancia-Relis	Venancia-Sangi	Ylaya
I have not experience any interruptions but pressure is low	3	2	13	27	35	1		10	16	2
Very Frequently(Everyday)	1	10	20	39	29		8	11	18	4
Frequently(more than 3 times a week)	2		2	7	13	1	1	2	1	1
Occasionally(3-4 times a month)				6		1				3

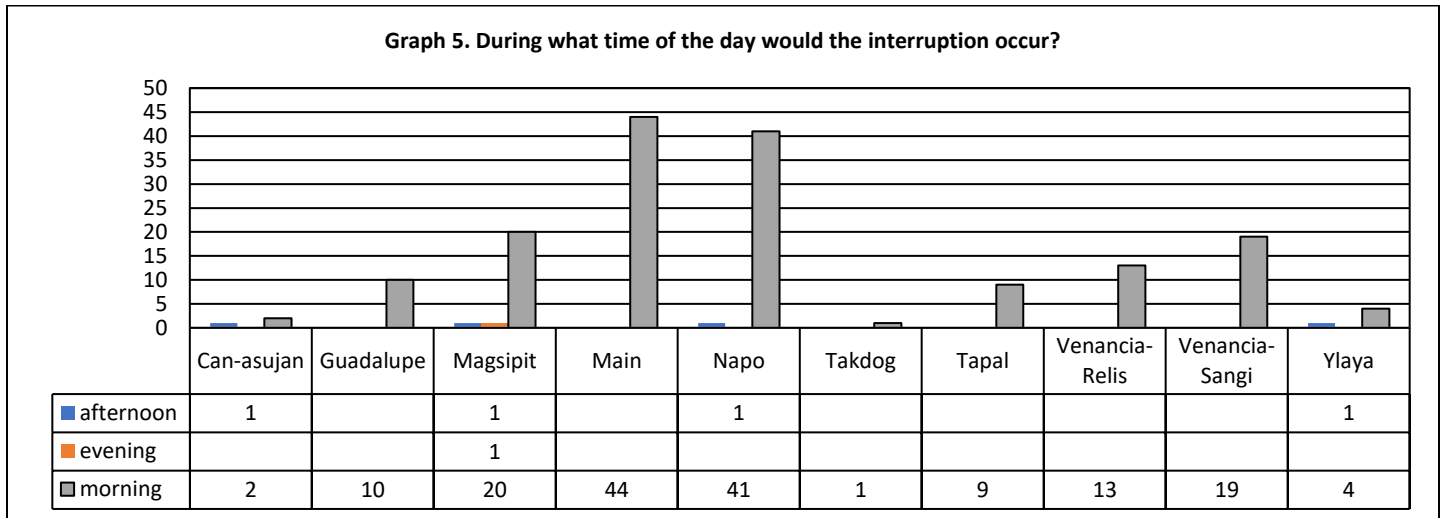
Graph 4 highlights the duration of water interruptions across systems. The majority of interruptions lasted 4 to 8 hours (107 occurrences), with Main (33) and Napo (31) being the most affected. Interruptions of 1 to 3 hours were reported 45 times, mostly in Magsipit (12), Main (9), and Napo (7). Longer interruptions of 8 to 12 hours occurred 13 times, primarily in Napo (4), Guadalupe (3), and Venancia-Sangi (2). Short interruptions of less than 1 hour were minimal (2 instances), while more than 12-hour interruptions were rare (3 instances) in Can-asujan, Guadalupe, and Takdog. The most affected systems are Main and Napo which may require immediate attention while Guadalupe, Magsipit and Venancia-Sangi experienced moderate issues. Areas with minimal and shorter interruptions were from Takdog, Ylaya and Can-asujan, showing better reliability.

Graph 4. How many hour would it take for the interruption to last?

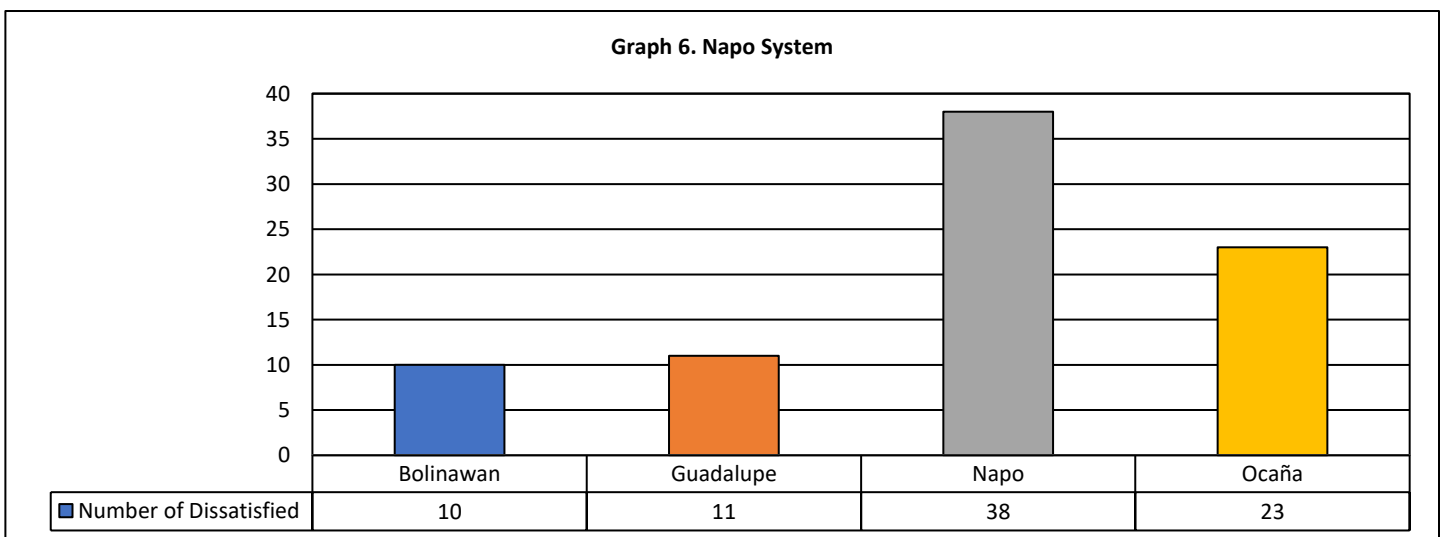


	Can-asujan	Guadalupe	Magsipit	Main	Napo	Takdog	Tapal	Venancia-Relis	Venancia-Sangi	Ylaya
1- 3 hours		2	12	9	7		2	5	6	2
4 - 8 hours	2	4	10	33	31		7	8	11	1
8 - 12 hours		3		2	4				2	2
less than 1 hour				2						
more than 12 hours	1	1				1				

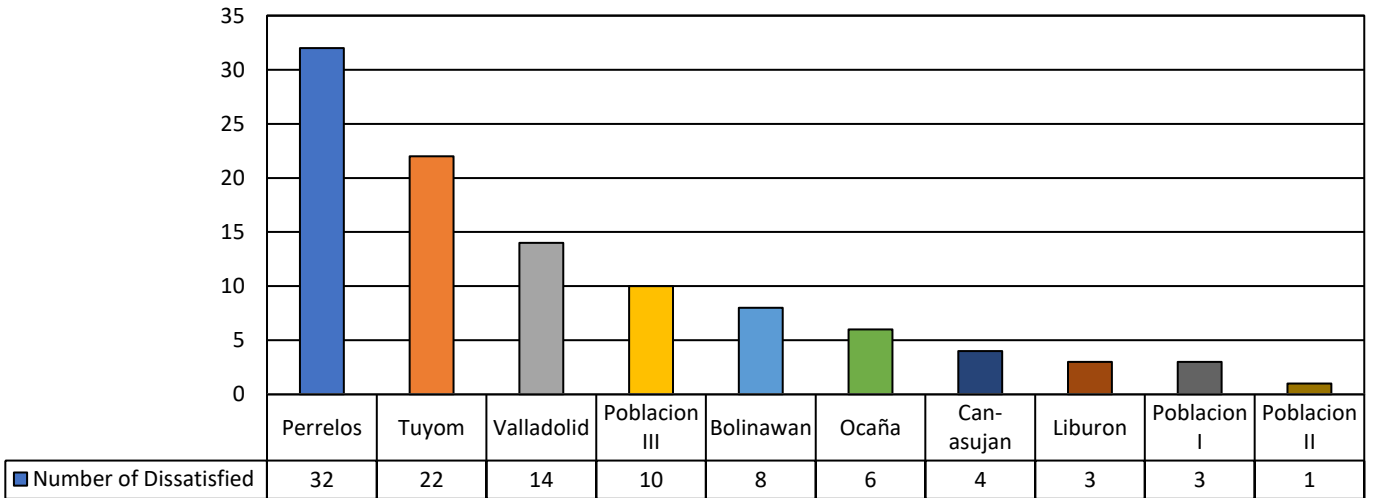
The data in Graph 5 shows that water interruptions predominantly occur in the morning, with 163 reports across all systems. The most affected areas include Main (44 interruptions), Napo (41), Venancia-Sangi (19), and Venancia-Relis (13). Interruptions in the afternoon were rare, with only 4 instances, occurring in Can-asujan, Napo, Magsipit, and Ylaya. Similarly, the evening had the least interruptions, with only 1 report from Magsipit. The morning is the most critical period for interruptions, significantly affecting customer satisfaction in key systems like Main and Napo. Targeted interventions in the most affected systems during the morning are essential for improving service reliability.



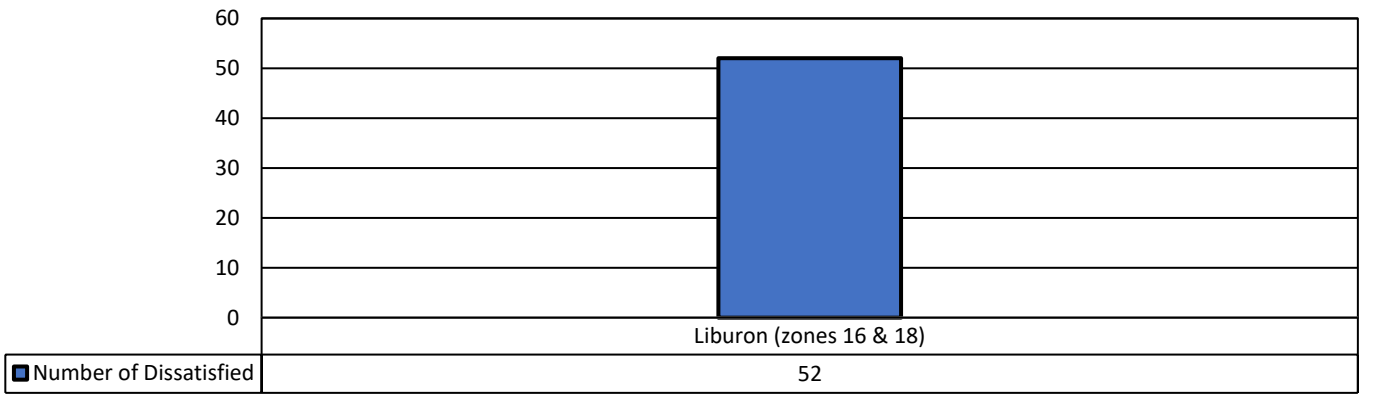
Data shown in graphs 6-9 illustrates the four systems with the highest number of dissatisfied respondents in terms of water pressure and supply. These include the Napo, Main, Magsipit and the Venancia-Sangi water systems. In the Napo System, Napo itself recorded the highest dissatisfaction level with 38 respondents expressing concerns, while Ocaña, Guadalupe, and Bolinawan also exhibited notable dissatisfaction levels, with 23, 11, and 10 respondents respectively. Within the Main System, Perrelos reported the largest number of dissatisfied respondents at 32, followed by Tuyom with 22, Valladolid with 14, and Poblacion III with 10. For the Magsipit System, Liburon, particularly in zones 16 and 18, emerged as a significant area of concern, with a total of 52 respondents dissatisfied with the water pressure and supply. This stands out as a critical point of improvement for the system. Lastly, the Venancia-Sangi System shows that the zones of Guadalupe, specifically zones 81, 83, and 85, had a total of 40 dissatisfied respondents. This suggests ongoing challenges in maintaining consistent water pressure and supply in this area.



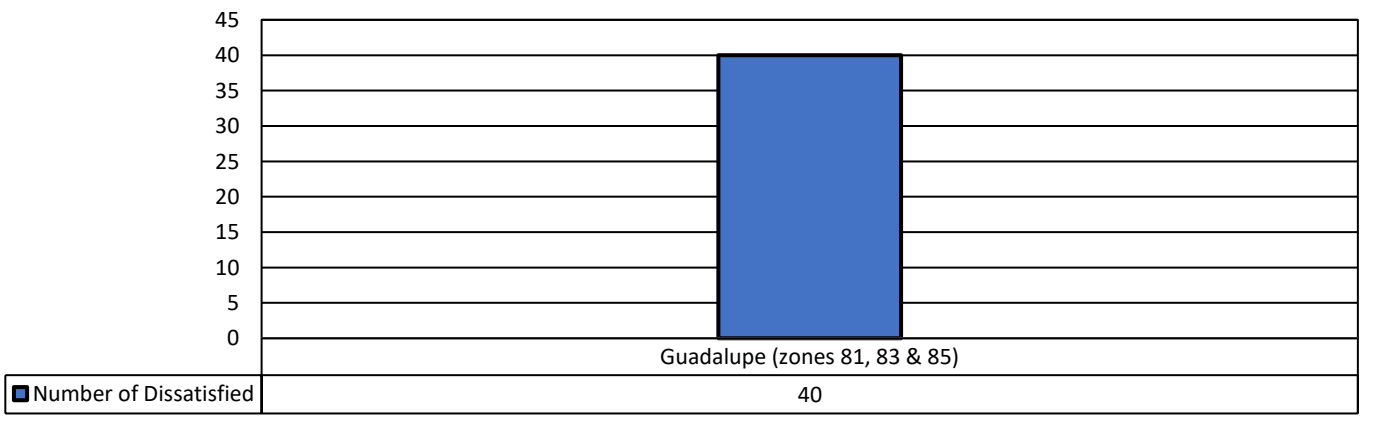
Graph 7. Main System



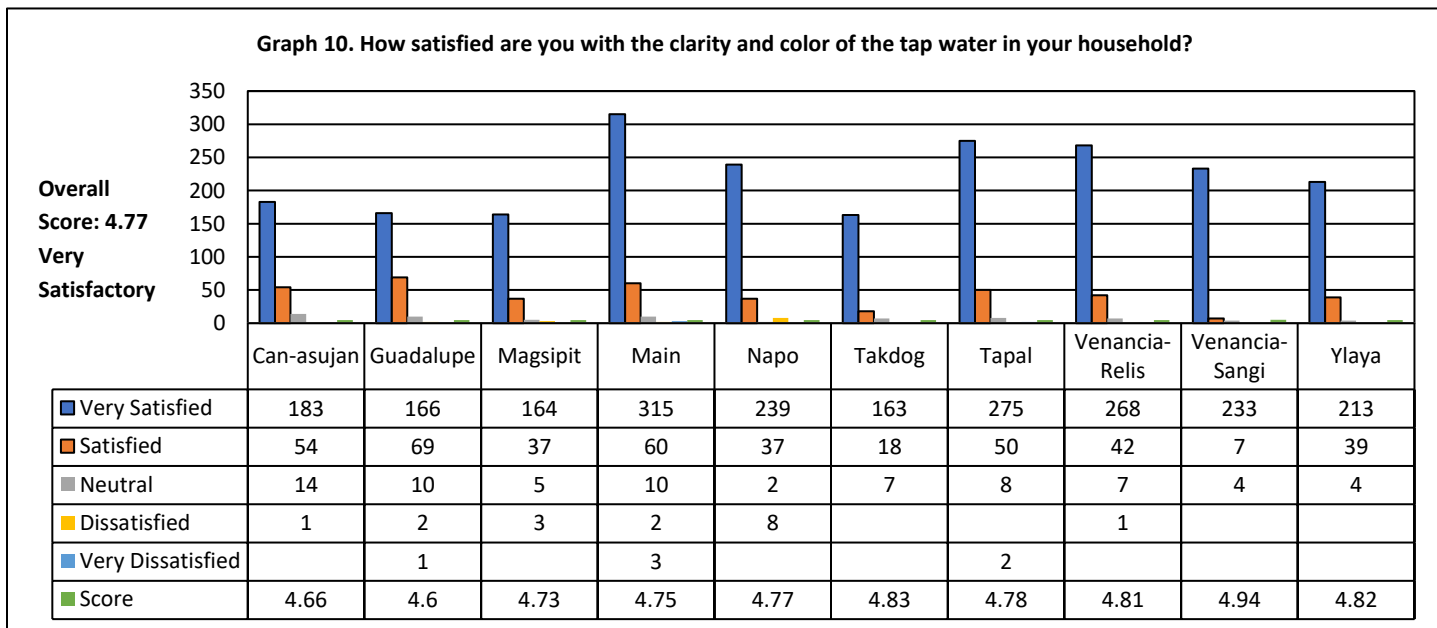
Graph 8. Magsipit Systems



Graph 9. Venancia-Sangi Systems

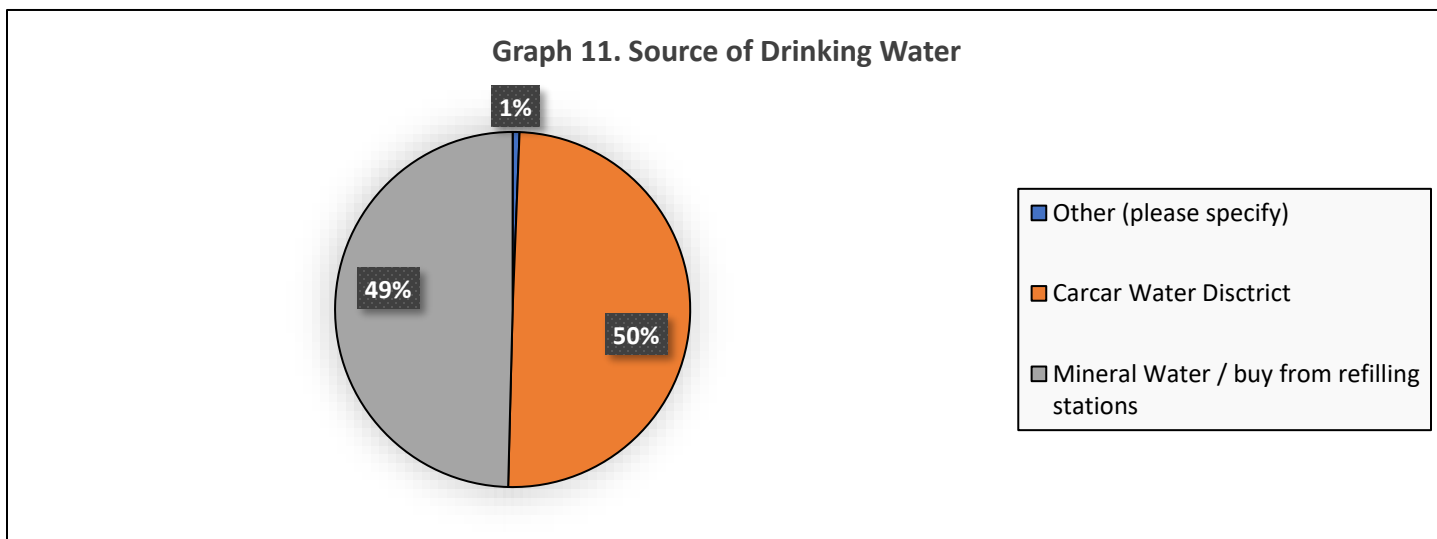


The survey results for water quality in 2024 show an improvement in customer satisfaction compared to the previous year. The overall average rating for 2024 stands at 4.77, reflecting a "Very Satisfactory" interpretation, which is a notable increase from the 2023 rating of 4.64. This upward trend demonstrates the district's continuous efforts to enhance water quality and meet customer expectations more effectively. As evident in graph 10. Venancia-Sangi achieved the highest score of 4.94, followed closely by Takdog (4.83) and Ylaya (4.82). These systems outperformed others, showcasing exceptional water quality satisfaction. Similarly, Venancia-Relis (4.81), Napo (4.77), Main (4.75), and Tapal (4.78) maintained high satisfaction levels, contributing significantly to the overall positive performance. Magsipit (4.73) and Can-asujan (4.66) also delivered "Very Satisfactory" ratings, while Guadalupe, with a score of 4.60, slightly trailed behind the other systems but still retained a favorable interpretation. Despite these strong ratings, Guadalupe had a slightly higher number of dissatisfied respondents compared to other systems, highlighting a minor area for improvement.

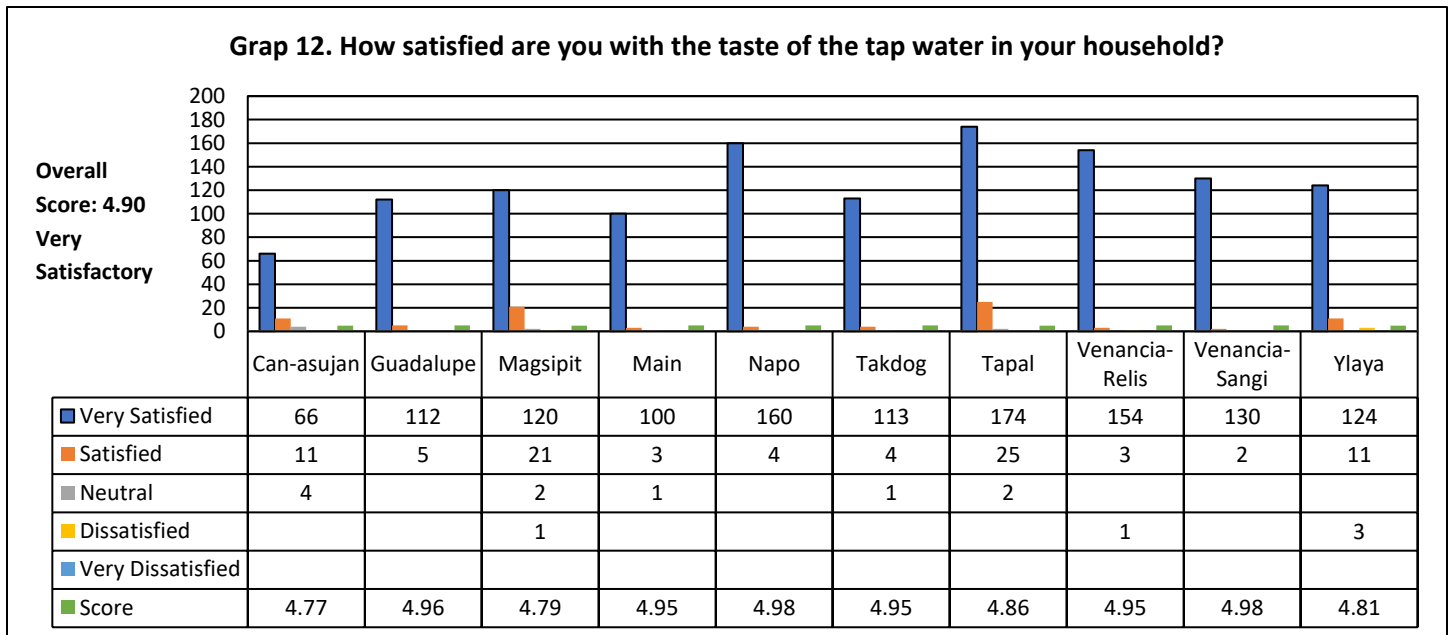


In this aspect of the survey, the district aimed to determine the respondents' primary sources of drinking water to assess their confidence in the safety and quality of tap water provided by the Carcar Water District. Understanding these preferences allows the district to evaluate the community's trust in its water supply and identify areas for improvement in promoting the reliability and safety of tap water as a viable drinking option.

Based on the results, there is a relatively balanced preference between using water provided by the district and purchasing mineral water or water from refilling stations. Out of the total 2,726 respondents, 1,357 individuals (49.8%) reported that their source of drinking water is the Carcar Water District, while 1,352 respondents (49.6%) indicated they rely on mineral water or water from refilling stations. A small portion, 17 respondents (0.6%), cited other sources for their drinking water.



For those who identified tap water as their primary source of drinking water, they were subsequently asked about their level of satisfaction with its taste. Based on the results illustrated in Graph 12, satisfaction levels regarding the taste of tap water show significant improvements compared to the overall score of 4.64 in 2023. In 2024, the overall score rose to an impressive 4.90, reflecting heightened satisfaction levels across the surveyed districts. Guadalupe achieved the highest satisfaction score of 4.96, followed closely by Napo and Takdog, both with scores of 4.95. Tapal, which had the highest number of "Very Satisfied" respondents (174), earned a notable score of 4.86. These high scores in 2024 underscore the district's efforts to enhance the taste of tap water and address any concerns raised in previous years. The overwhelmingly positive feedback from respondents highlights the effectiveness of ongoing water quality improvement initiatives, bolstering public confidence in the safety and quality of the tap water supply.

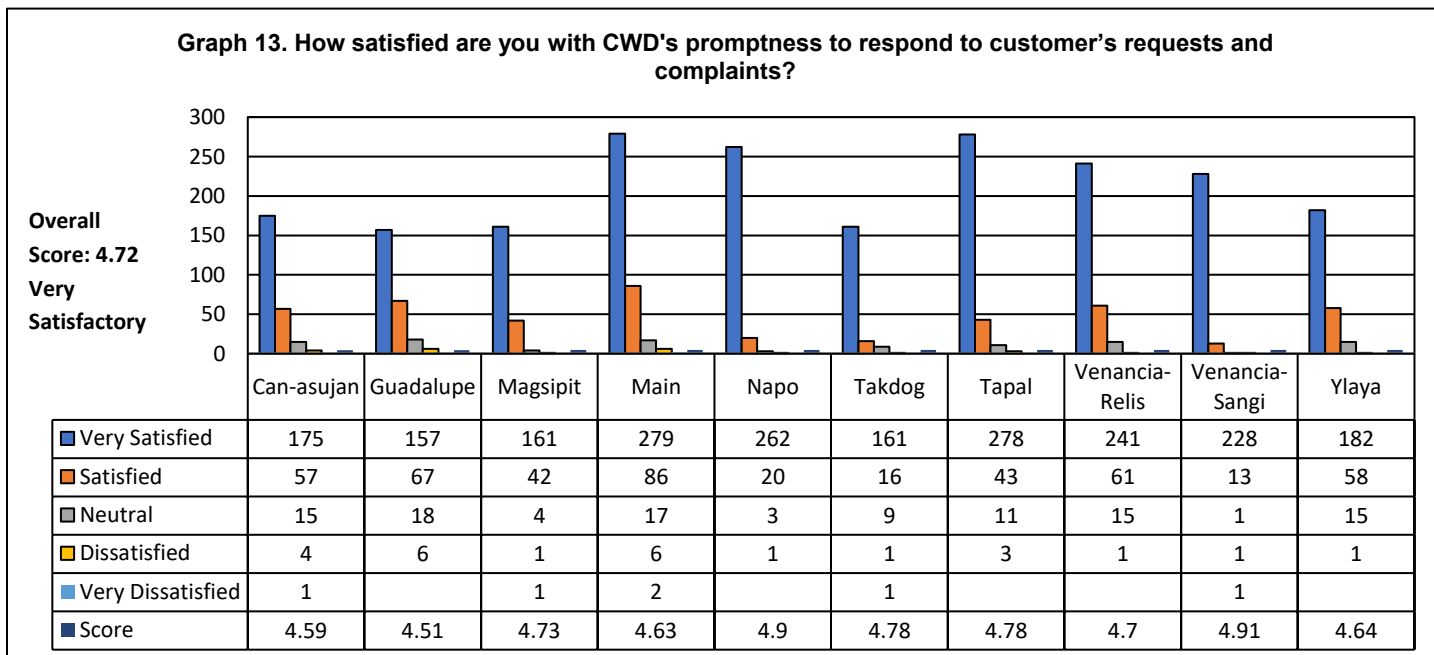


For respondents who indicated that they do not drink water directly from the tap and instead prefer purchasing their drinking water from refilling stations, they were further asked about the reasons behind their preference. The table illustrates the reasons why respondents across different water systems prefer alternative sources or are dissatisfied with their tap water. One of the most common reasons cited is the preference for "Anad Sa Mineral" (habit of drinking mineral water), which is most pronounced in the Main system (117 respondents) and Can-asujan (91 respondents). Safety concerns are another significant factor, particularly in the Main system, where 160 respondents indicated this reason, followed by Venancia-Relis (36 respondents) and Venancia-Sangi (30 respondents). The issue of chlorinated taste or odor is prominent in Can-asujan, with 49 respondents mentioning it, and Tapal with 42 respondents. A smaller number of respondents mentioned "Baho og Taya/Chlorine" (unpleasant odor or chlorine taste), with the highest instances in Napo and Guadalupe, each with 3 respondents. Lastly, the issue of "Lubog" (cloudiness in water) was only reported in Guadalupe, with 8 respondents, and was negligible in other areas.

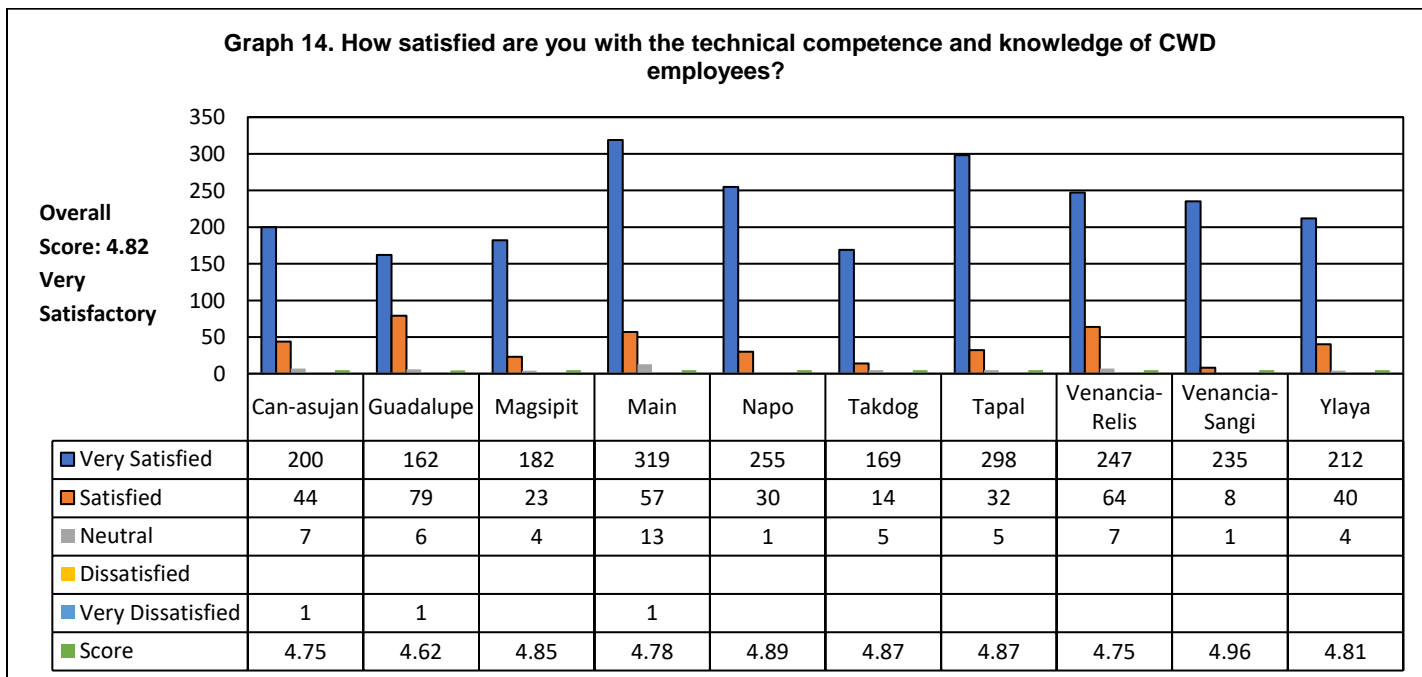
Systems	Anad Sa Mineral	Baho og Taya/Chlorine	Chlorinated	Safety Reasons	Lubog
Can-asujan	91	1	49	1	1
Guadalupe	15	3	2	1	8
Magsipit	38	2	0	4	3
Main	117	1	0	160	2
Napo	81	3	1	16	3
Takdog	21	2	0	1	1
Tapal	61	0	42	0	0
Venancia-Relis	79	1	2	36	2
Venancia-Sangi	75	2	0	30	0
Ylaya	51	0	5	51	0
Total	629	15	101	300	20

Table 9. Reasons for not drinking water from the tap

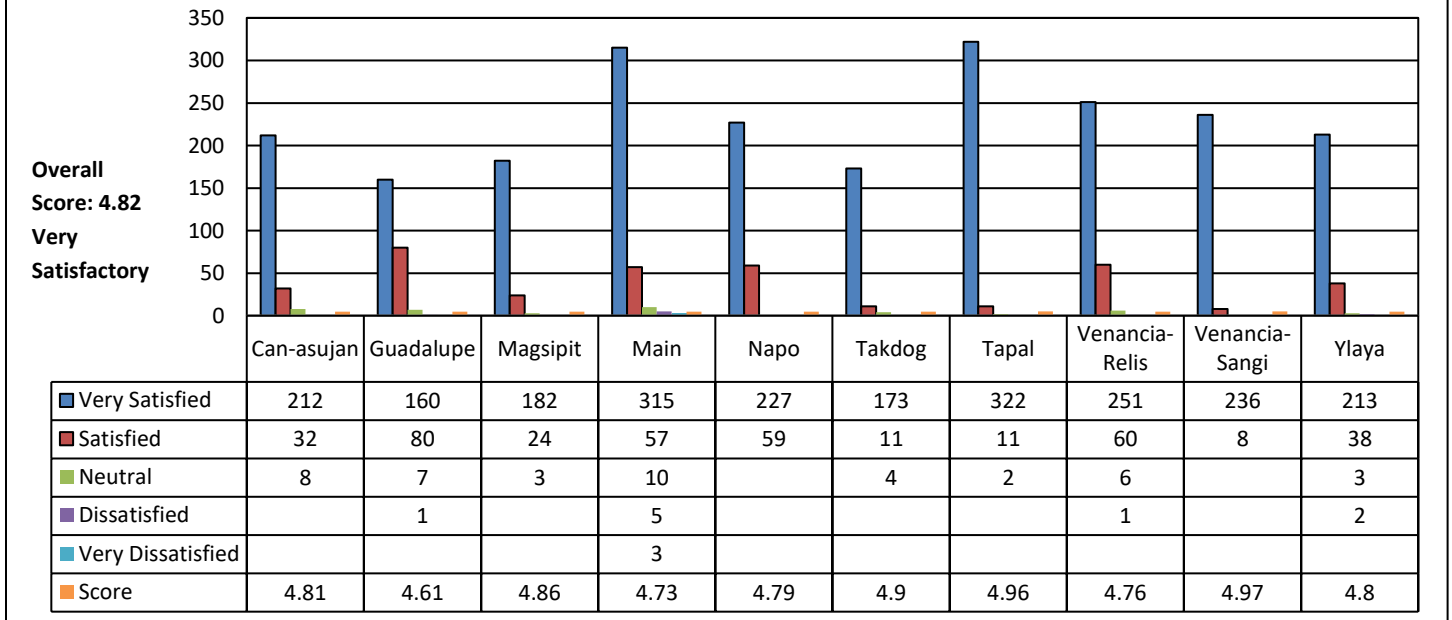
Graph 13 provide insights into customer satisfaction regarding the promptness of the Carcar Water District (CWD) in responding to requests and complaints. Overall, the feedback is highly positive, with an average satisfaction score of 4.72, indicating a significant level of trust and satisfaction among the respondents. Venancia-Sangi achieved the highest score of 4.91, reflecting the district's exceptional service and responsiveness. The lowest satisfaction score of 4.51 was recorded in Guadalupe, indicating room for improvement in responding to customer requests and complaints in this area.



Graphs 14 and 15 provide insights into customer satisfaction with the technical competence and knowledge and the professionalism and courtesy of CWD personnel. These two key aspects of service delivery were evaluated across the ten water systems, revealing a generally high level of satisfaction among respondents both having an overall score of 4.82. In terms of technical competence, Venancia-Sangi achieved the highest score of 4.96, followed closely by Napo and Takdog, which scored 4.89 and 4.87, respectively. As to professionalism and courtesy, Venancia-Sangi led with an impressive score of 4.97, while Tapal followed closely with 4.96. Takdog also showed strong performance in professionalism with a score of 4.90. The results underscore that CWD excels in both technical competence and professionalism in most systems, particularly in Venancia-Sangi, Napo, and Takdog.

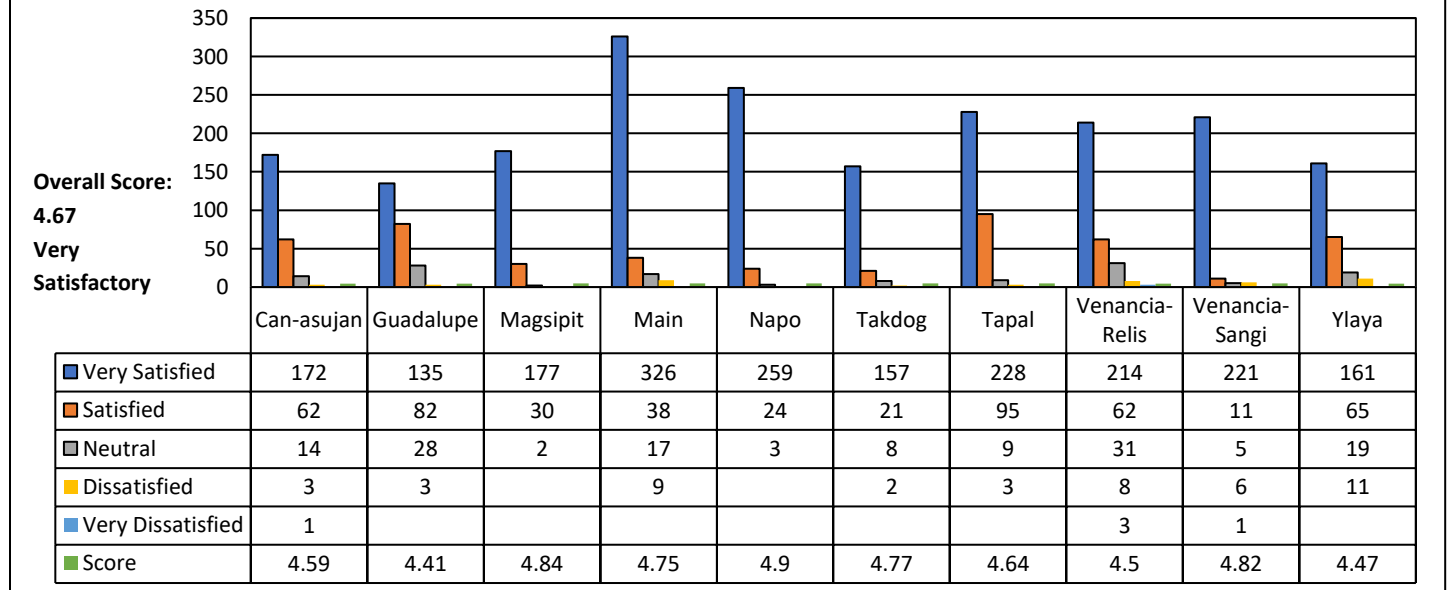


Graph 15. How satisfied are you with the professionalism and courtesy of our CWD personnel?

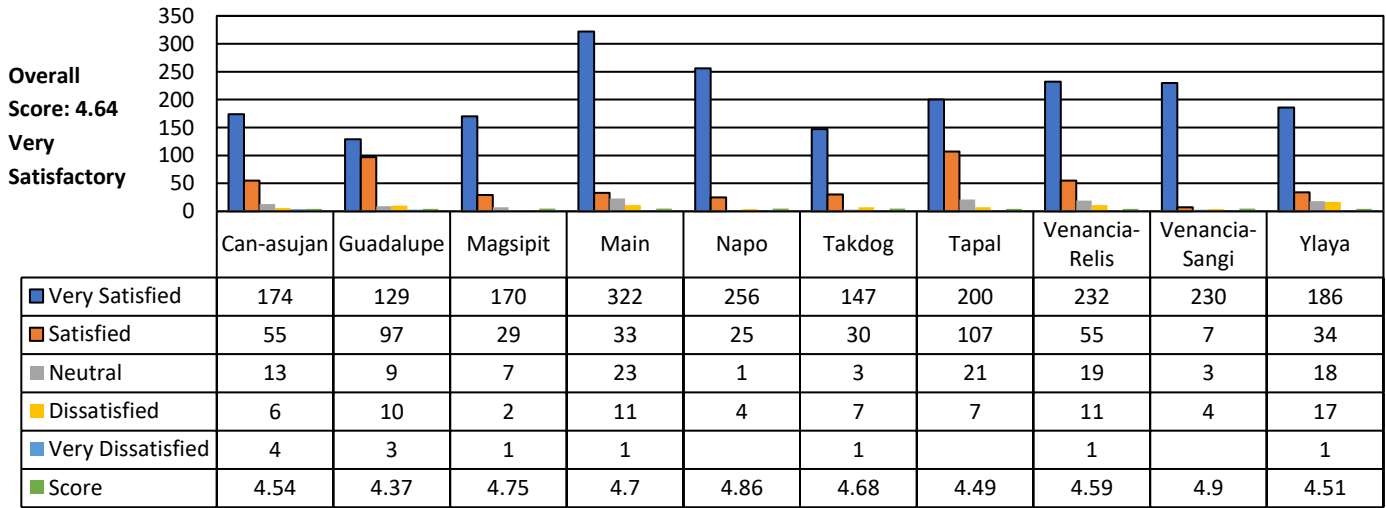


The survey results for both 2023 and 2024 indicate an overall satisfaction score of 4.66, demonstrating consistency in customer satisfaction over the two years. As shown in graphs 16 and 17, for accuracy of water bills, systems such as Magsipit and Napo achieved high satisfaction levels, with Napo leading at 4.90. However, Guadalupe recorded a lower score of 4.41, suggesting a need for improvement in this area. or the delivery of water bills, Venancia-Sangi achieved the highest score of 4.90, followed closely by Napo at 4.86. Guadalupe again had the lowest satisfaction score in this category, 4.37, indicating that delivery processes in this district may require improvement. Overall, the results from both 2023 and 2024 remain consistent, which suggests that while there have been areas of improvement, particularly in systems like Napo and Venancia-Sangi, other areas, such as Guadalupe, may still need further attention to enhance customer satisfaction.

Graph 16. How satisfied are you with the accuracy of your water bill?

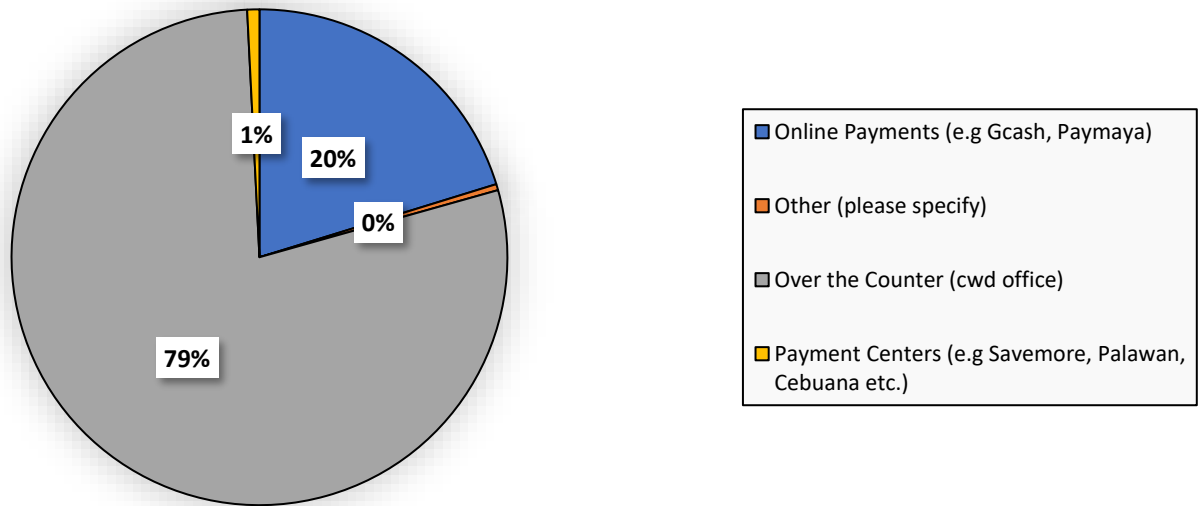


Graph 17. How satisfied are you with the delivery of your water bill?



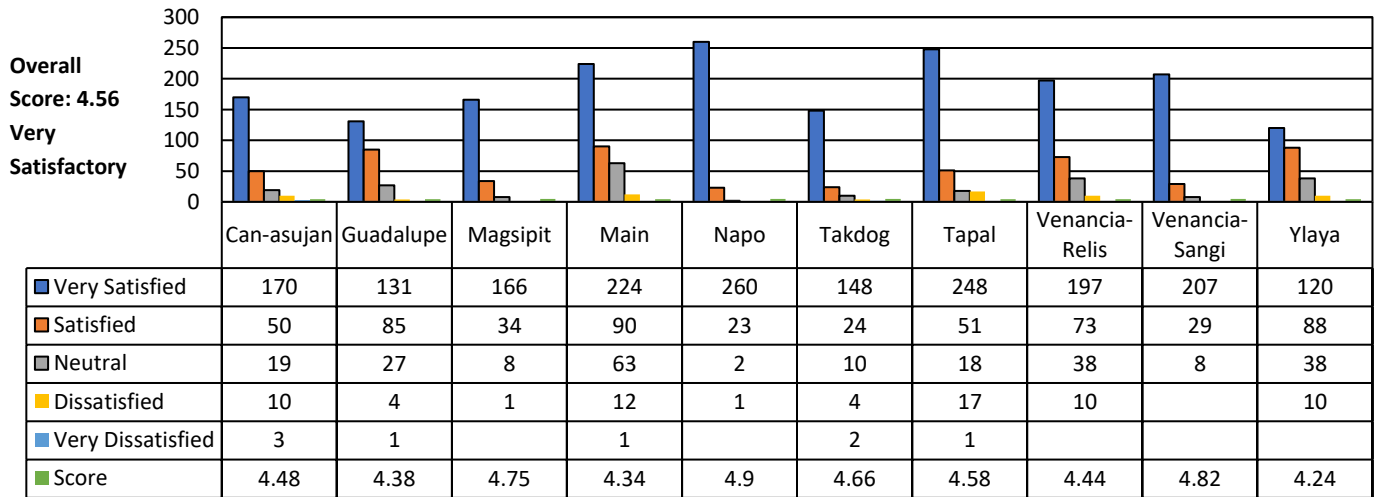
The survey results for preferred payment methods indicate a variety of choices among respondents, reflecting the different preferences and needs in how they prefer to settle their water bills. Graph 18 highlights a strong inclination toward Over-the-Counter payments at CWD offices, with many respondents choosing this traditional method to settle their bills comprising 79% of the total respondents. Online Payments through platforms like Gcash and Paymaya were also popular options. On the other hand, Payment Centers such as Savemore, Palawan, and Cebuana although not as widely used, still have a growing user base, indicating an increasing trend toward digital payment methods. Overall, the data suggests that while many customers continue to prefer in-person and over-the-counter payments, there is a notable shift toward online payments, reflecting a growing comfort with digital financial transactions.

Graph 18. What is your preferred payment method?



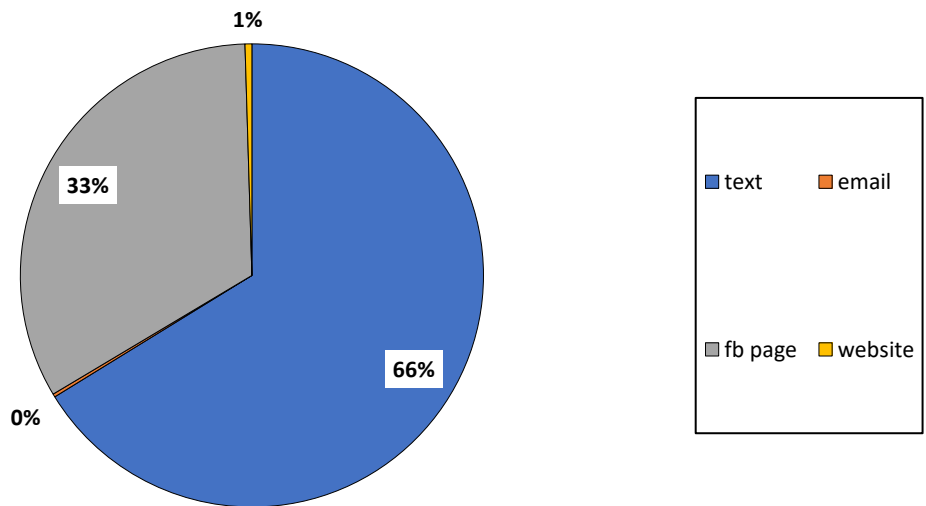
In terms of communication, respondents were asked about their satisfaction about CWD's efforts to inform them about scheduled repairs, service interruptions and other information on water services. Overall, as shown in graph 19, the overall satisfaction score is 4.56. Napo achieved the highest satisfaction score of 4.9, indicating that respondents in this system are highly satisfied with CWD's communication efforts. Other systems with high satisfaction levels include Magsipit with 4.75, Venancia-Sangi with 4.82, and Takdog with 4.66. On the other hand, the lowest satisfaction scores were recorded in Guadalupe and Ylaya, with scores of 4.38 and 4.24, respectively, suggesting that there is room for improvement in communication efforts in these areas.

Graph 19. How satisfied are you with CWD's efforts to inform you about scheduled repairs, service interruptions and other information on water services?



The survey results in graph 20 regarding preferred methods of receiving updates and notifications from Carcar Water District reveal a clear preference among respondents. A majority, 1,805 respondents, indicated that they prefer to receive updates via text. This is followed by 902 respondents who prefer updates through the CWD Facebook page. Email was the preferred method for 6 respondents, while only 13 respondents chose the website as their preferred channel for receiving notifications. This data highlights the importance of leveraging text messaging and social media to reach a larger audience for communication efforts.

Graph 20. How do you prefer to receive updates and notifications from CWD



The final section of the survey focused on gathering comments and suggestions from respondents to further enhance the services provided by the water district. These insights serve as a valuable resource in identifying specific areas for improvement and aligning our strategies with customer expectations. For a detailed summary of the feedback received, please refer to Annex I: Comments and Suggestions.

IV. Conclusions and Recommendations

The 2024 survey results highlight significant progress in service delivery and customer satisfaction for the Carcar Water District (CWD). Overall satisfaction improved from 4.51 in 2023 to 4.65 in 2024, maintaining a "Very Satisfactory" (VS) rating across all evaluated metrics. Noteworthy progress was observed in critical areas, such as Water Pressure and Supply (up by 0.16) and Water Quality (up by 0.13), reflecting the district's commitment to continuous service enhancement.

Key improvements include Guadalupe's remarkable jump from a "Satisfactory" rating (3.92 in 2023) to a "Very Satisfactory" rating (4.47 in 2024), and Tapal's substantial rise from 4.33 to 4.68, demonstrating the success of targeted interventions. Additionally, newly introduced dimensions such as Responsiveness (4.72), Professionalism (4.82), and Communication (4.56) scored highly, reinforcing customer trust in CWD's personnel and operations.

Despite these achievements, challenges persist in systems like Napo, Main, and Magsipit, where declines in satisfaction were observed due to frequent and lengthy water interruptions. Systems such as Venancia-Sangi, Venancia-Relis, and Guadalupe also exhibited areas requiring improvement in specific metrics like communication and billing accuracy. See Annex II for the action plans on these aspects.

The feedback indicates customers increasingly value reliable updates, with text messaging (chosen by 1,805 respondents) emerging as the preferred communication method. Similarly, a shift toward online payment methods signals growing comfort with digital transactions, complementing traditional over-the-counter payments.

In summary, the 2024 survey underscores CWD's notable improvements in service quality, responsiveness, and professionalism while identifying areas that require further action. By addressing the gaps highlighted in this report, particularly in underperforming systems, the district can sustain its upward trend and further solidify customer trust and satisfaction in the coming years.

V. Annexes

A. Annex I. Comments/Suggestions

Aspects	Comments	Frequency
Water Pressure and Supply	Inform unta daan if walay agas para makapangandam.	191
	Hinaot maagasan na mi kada buntag.	
	Mapalong ang agas sa buntag mobalik ari na sa hapon.	
	Hinay kaayo ang pressure kada buntag.	
Accuracy and Delivery of Water Bill	Dili makadawat sa bill usahay.	17
	Mamutol disto dili mananghid	71
General Comments	Padayon sa maayong serbisyo	14

B. Action Plans

ISSUES/ CONCERNS	ACTION PLANS	DIVISION IN CHARGE	TARGET DATE	REMARKS
1. Water Pressure and Supply in Napo System	Pipeline Improvements	O&M	November 2024	Conduct a confirmatory survey in the area
2. Water Pressure and Supply at Main System (Perrelos Areas)	Activation of additional water source at Proper Perrelos Installation of Transmission Pipeline at Perrelos-Tuyom	O&M	2 nd quarter of 2025	
3. Water Pressure and Supply at Magsipit System	Activation of Additional Water Source @ Villa Erika Subdivision, Liburon	O&M	2 nd quarter of 2025	
4. Communication (notification during interruptions)	Conduct a study for the integration of a system generated SMS Notifications for supply interruptions	Commercial	Included in the 100 day action plan	
5. Rusty Smell	Include in the orientation the pros and cons of using different types of pipes for water service connections	Commercial	Immediately	

C. Survey Questionnaire

2024 CWD Customer Satisfaction Survey

Identifying Information

System

- Can-asujan
- Guadalupe
- Magsipit
- Main
- Napo
- Takdog
- Tapal
- Venancia-Relis
- Venancia-Sangi
- Ylaya
- I don't know

Municipality/City

- Carcar
- Sibonga
- Aloguinsan

If Municipality/City is Carcar:

Barangay - Carcar

- Poblacion I
- Poblacion II
- Poblacion III
- Valladolid
- Tuyom
- Liburon
- Perrelos
- Can-asujan
- Guadalupe
- Valencia
- Buenavista
- Calidngan
- Bolinawan
- Ocaña
- Napo

If Municipality/City is Sibonga:

Barangay - Sibonga

- Candaguit
- Abugon

If Municipality/City is Aloguinsan:

Barangay - Aloguinsan

- Zaragosa

Sitio and Purok

Account Number

Relationship of Respondent with Registered Account Owner

- Self - Respondent is the Registered Owner
- Spouse - Wife/Husband of the Registered Owner
- Immediate Family Member - Child, Sibling, Parent of the Registered Owner
- Tenant/Lessee - Renter or Nag-abang
- Other (please specify)

Gender

- Male
- Female

Age of Respondent

- 18 yrs old - 59 yrs old
- 60 yrs old and above

Number of Household Members

- 1-3 members
- 4-6 members
- 7-9 members
- more than 10 members

How many members are in the household with ages:

- 17 yrs old & below

- 18 yrs old - 59 yrs old

- 60 yrs old and above

Water - Reliability

How satisfied are you with the water pressure and supply in your home?

Hint: (Unsa ka kontento sa gikusgon ug sa suplay sa tubig sa imong balay?)

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

If How satisfied are you with the water pressure and supply in your home? is any of Dissatisfied, Very Dissatisfied:

How often have you experienced interruptions in your water supply?

- I have not experience any interruptions but pressure is low - Naa ray agas pirmi pero hinay lang
- Rarely - Once a month or Once in a quarter
- Occasionally - Monthly (3 or 4x a month)
- Frequently - More than 3 times a week
- Very Frequently - Everyday

If How often have you experienced interruptions in your water supply? is any of Frequently, Very Frequently:

How many hours would it take for the interruption to last?

- less than 1 hour
- 1- 3 hours
- 4 - 8 hours
- 8 - 12 hours
- more than 12 hours

If How many hours would it take for the interruption to last? is one of 1- 3 hours, 4 - 8 hours, 8 - 12 hours, more than 12 hours:

During what time of the day would the interruption occur?

- morning

- afternoon

- evening

How satisfied are you with the clarity and color of the tap water in your household?

Hint: (Unsa ka kontento sa color sa imong tubig gikan sa CWD?)

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

Source of drinking water?

- Carcar Water District
 Mineral Water / buy from refilling stations
 Other (please specify)

If Source of drinking water? is Carcar Water District:

How satisfied are you with the taste of the tap water in your household?

Hint: (Unsa ka kontento sa lami sa imong tubig gikan sa CWD?)

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

If Source of drinking water? is Mineral Water / buy from refilling stations:

How many containers do you buy per week?

- 1-5
 6-10
 more than 10 containers

If Source of drinking water? is Mineral Water / buy from refilling stations:

How much is the cost per container?

- less than 10.00 pesos
 11.00 - 20.00 pesos
 21.00 - 30.00
 30 and up

If Source of drinking water? is one of Mineral Water / buy from refilling stations, Other (please specify):

Why not drink directly from the tap?

If Source of drinking water? is Carcar Water District and Source of drinking water? is Other (please specify):

Do you treat your drinking water?

- Yes
 No

If Do you treat your drinking water? is Yes:

How are you currently treating your DRINKING water?

- We boil it
 We use water filters
 We treat it with chemicals
 Others (please specify)

Responsiveness

How satisfied are you with CWD's promptness to respond to customer's requests and complaints?

Hint: Unsa ka kakontento sa ka paspas sa CWD sa pagtubag sa mga hangyo ug reklamo?)

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

Professionalism

How satisfied are you with the professionalism and courtesy of our CWD personnel?

Hint: Unsa ka kakontento sa pagka matarung og pagka matinahuron sa mga empleyado sa CWD?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

How satisfied are you with the technical competence and knowledge of CWD employees?

Hint: Unsa ka kontento sa teknikal nga katakus ug kahibalo sa mga empleyado sa CWD?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

Billing

How satisfied are you with the accuracy of your water bill?

Hint: (Unsa ka kontento sa katukma sa imong water bill?)

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

How satisfied are you with the delivery of your water bill?

Hint: Unsa ka kakontento sa paghatod sa imong bill sa tubig?

- Very Satisfied
 Satisfied
 Neutral
 Dissatisfied

- Very Dissatisfied

What method of billing are you currently registered to?

- Text Blast
 Online Bill Inquiry (cwg website)
 Paper Bill

Would you like for us to register your account with the other methods?

Hint: Gusto ba nimo nga e rehistro ang imong account sa uban nga pamaagi sa pagdawat sa bill?

- Yes - Ask for the active mobile number and email address

- No - Reason

What is your preferred payment method?

Hint: Unsa ang imong gusto nga paagi sa pagbayad?

- Payment Centers (e.g Savemore, Palawan, Cebuana etc.)
 Online Payments (e.g Gcash, Paymaya)
 Over the Counter (cwg office)
 Other (please specify)

How satisfied are you with the payment options provided?

Hint: Unsa ka kontento sa gihatag nga mga kapilian sa pagbayad?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied

- Very Dissatisfied

Comments

Communication

How satisfied are you with CWD's efforts to inform you about scheduled repairs, service interruptions and other information on water services?

Hint: (Unsa ka kakontento sa mga paningkamot sa CWD sa pagpahibalo kanimo bahin sa mga naka-iskedyul nga pag-ayo, pagkaputol sa serbisyo ug uban pang impormasyon sa mga serbisyo sa tubig?)

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied

- Very Dissatisfied

How do you prefer to receive updates and notifications from Carcar Water District? (Select all that apply)

- Text Message
- Email
- Social Media (Facebook Page)
- Carcar Water District Website
- Other (please specify)