HAGONOY WATER DISTRICT

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CITIZEN/CLIENT SATISFACTION REPORT

I. Description of Customer Service Satisfaction Survey

We monitor customer satisfaction every month through our Customer Service Division, where we survey a random sample of customers who have been in contact with us through Service Request, Maintenance Order, Reconnection Request and others.

The Survey is in the form of self-administered questionnaires requesting for customer's feedbacks rating from 1-5 (1 being the highest and 5 the lowest) of the following aspects of our service:

1. Water quality
2. Water Pressure
3. Water meter calibrating/accuracy
4. Water price/affordability
5. Response to customer complaints/requests
6. Trained/ Knowledgeable staff
7. Courtesy towards customers

We listen to the feedback we are given and we look to make changes and improvements for the benefits of our customers.

II. Improvement Action Plan 2019

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
All frontline services	- Improvement of Customer Relations - Strict monitoring at Customer Service Transaction Time - Lessen concessionaire's queuing	- Attending seminars/trainings - Transaction Turn Around Time (TAT)	- To be able to improve customer relations - Satisfied Customer because of fast & Reliable Service

All Frontline Requests & Applications	Customer Satisfaction Survey	Survey Form is being attached to all concessionaire request in order to measure the Customer Satisfaction to all frontline services	To be able to measure the customer satisfaction rating and identify room for improvements
Collection System	Transaction Payment Turn Around Time	In corporation of payment turn around time in the collection system (OR receipts) in accordance to Citizen's Charter	- Faster collection system - Lessen Queuing especially during peak hours.

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