



Institute for Survey Research  
TEMPLE UNIVERSITY®

# Comprehensive Customer Satisfaction and Construction Project Perception Surveys

## REPORT

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## Executive Summary

In the May and June of 2016, the Institute for Survey Research at Temple University conducted two surveys on behalf of the Philadelphia Water Department. The first was a Comprehensive Customer Satisfaction Survey of nearly 2,000 customers, and the second was a survey about perceptions of construction project satisfaction, conducted with 400 people across 10 recently completed construction sites. Below are a summary of the findings:

### Part I: Customer Satisfaction Survey

- ✓ Finding #1: At the present time, 76% of Philadelphia Water bill payers and service customers are satisfied or very satisfied with their experience as a customer.
- ✓ Finding #2: Satisfaction with the bill-paying process, frequency of bill accuracy and rating of water quality are the most important predictors of overall satisfaction.
- ✓ Finding #3: How people pay their bills and how accurate the bills are matters.
- ✓ Finding #4: The majority of people who called either the Revenue Department or Service Department had an overall positive experience.
- ✓ Finding #5: More customers have been informed of Customer Assistance Programs than notified about Community Meetings.
- ✓ Finding #6: Overwhelmingly customers prefer communication by mail, which has been the primary mode of communication in the past.
- ✓ Finding #7: At home, 63% of Philadelphians are drinking water from the tap and overall, 72% rate the quality as good or excellent.

### Part II: Construction Project Survey

- ✓ Finding #1: Across all measures of construction project satisfaction, the majority of respondents were satisfied.
- ✓ Finding #2: Only 17% of respondents had been made aware of the project before it started; and throughout the project, understanding of *purpose* of the project was low.
- ✓ Finding #3: 69% of respondents reported being inconvenienced by the project; lack of sidewalk and street access was the most commonly reported inconvenience.
- ✓ Finding #4: There was limited variation in construction satisfaction across site location, site contractor, and green/non-green projects.
- ✓ Finding #5: Those who have experienced Philadelphia Water construction projects are satisfied to the same degree as all other customers and satisfaction with a past construction is moderately correlated with overall satisfaction with Philadelphia Water.

### Recommendations

- #1: Improve satisfaction with the bill-paying process and increase bill accuracy.
- Implement a bill “check-up” messaging campaign
- Communicate with customers via their preferred method
- Use census data to inform communication methods by ZIP code
- Explore new communication techniques to get the “right” message out
- Share with customers the “why” and “how” behind projects and initiatives, and update them regularly along the way
- Improve and increase communication between PWD and stakeholders regarding the minimization of inconveniences during construction projects
- Survey residents affected by construction work at various points throughout the project
- Further study Orthodox & Frankford Avenues, which stood out as a higher satisfaction site in terms of site zone and contractor
- Understand how interdepartmental and interdivisional dynamics at the City of Philadelphia affect the quality of service and overall satisfaction of Philadelphia Water customers

## Introduction

### Project Background

The Philadelphia Water Department (PWD) is committed to customer satisfaction and building public support for its infrastructure investments that result in cleaner waterways. The Department serves 2.5 million people in the City of Philadelphia and surrounding communities. Through the development of tools that inform people and that can inspire action, the Department aims to build appreciation for PWD infrastructure, and provide highly satisfactory services to customers while also furthering environmental stewardship of the City's waterways. In an effort to further understand public perception and customer satisfaction of PWD customers regarding overall services and construction projects and emergency water and sewer repairs, PWD sought to understand public perception and satisfaction of PWD services and projects.

The Institute for Survey Research (ISR) at Temple University a Comprehensive Customer Satisfaction Survey and a Construction Project Perception Survey for Philadelphia Water in the June and July 2016. The goals of the surveys were: 1) Survey customers of the Philadelphia Water Department on customer service and satisfaction, 2) Survey Residents affected by construction projects, 3) Build a core base of customers who are willing to give feedback on an ongoing basis.

### The Institute for Survey Research (ISR)

The Institute for Survey Research at Temple University is a nationally-renowned academic research organization based in Philadelphia. Over the course of the last 49 years, ISR has led or contributed to hundreds of projects on topics related to transportation, safety, crime, health, and education. The majority of these projects have involved working with urban and "hard-to-reach populations," particularly in Philadelphia, to better understand their opinions, behaviors, and actions. ISR maintains a staff of highly trained field interviewers who specialize in intercept interviewing and field observations – a method known to be an effective form of data collection specifically for evaluating public-impact programs (Evans, Ellis, Santiago & Reed, 2007) and issues of "local" concern (Cowen, 1989). ISR is a leader in the field of data collection and also has expertise in web-survey design and administration, phone interviewing, database creation and management, and has pioneered studies using SMS text messaging a mode of data collection. Temple ISR's diverse staff has always reached high response rates with target populations.

### The Philadelphia Water Department

#### *About Philadelphia Water*

Whether providing safe water for residents to drink, supplying water for industries to manufacture goods, or protecting the region's water resources, serving our customers with quality has been our commitment throughout our nearly 200-year history.

#### *Notifications*

The Philadelphia Water Department pledges to provide regular updates on our work.

# Methodology

## Part I: Customer Satisfaction Survey

### Instrument Development

The Comprehensive Customer Satisfaction survey was collaboratively developed by researchers at the Institute for Survey Research and staff at Philadelphia Water. In addition to overall customer satisfaction, the survey asked questions related to experiences with: drinking Philadelphia water, bill paying, contacting the Water Revenue Bureau, contact the Service Department and overall communication and notifications from Philadelphia Water. Finally, all respondents were also asked to provide general feedback to Philadelphia Water. See Appendix A for the final survey. Survey respondents were entered to win one of many \$100 gift cards.

### Data Collection: Survey Distribution

Participants for the Customer Satisfaction survey were recruited through three channels in order to target both bill payers as well as service customers.

#### *Phase 1: Postcard Mailer*

ISR sent a 6x9 postcard mailer invitation to participate in a survey to a random sample of 7,500 Philadelphia residents, who are all users to Philadelphia Water Department services. The postcard was mailed on Monday, May 16<sup>th</sup>, 2016.

#### *Phase 2: June Water Bill Stuffer*

PWD has a database of approximately 40,000+ customers who receive monthly bills. PWD sent a survey invite as a “bill stuffer” to all customer billing addresses. The bill stuffer was sent out to customers along with their June bill. Upon further investigation, survey respondents have identified receiving bill stuffers in the June *and* July water bills

#### *Phase 3: BeHeardPhilly<sup>SM</sup>*

BeHeardPhilly<sup>SM</sup> is a city-wide survey panel owned and operated by the Institute for Survey Research at Temple University. BeHeardPhilly<sup>SM</sup> is a survey platform that allows Philadelphia organizations and agencies to better understand public opinion and perspectives in the City. For Philadelphia residents, BeHeardPhilly<sup>SM</sup> is a chance to share their opinions by participating in surveys and weighing in on important social issues. BeHeardPhilly<sup>SM</sup> includes Philadelphians 18 years and older, from every zip code in the city, and of all genders, races, ethnicities and educational backgrounds. BeHeardPhilly<sup>SM</sup> sends out surveys to members through their preferred contact mode. Everyone has the choice to receive surveys by email/web, phone or SMS text message.

A total of 902 panel members who agreed to take surveys “more than once a month” from BeHeardPhilly<sup>SM</sup> were invited to complete the survey. Total responses from BeHeardPhilly<sup>SM</sup> were approximately 422 yielding a response rate of approximately 46.7%. The survey was distributed July 6<sup>th</sup> via phone, email, and text message. It is important to note ISR’s SMS platform for distribution of text surveys is not compatible with the original survey format. Therefore, participants receiving text survey were asked to select phone call or email as an alternative delivery method for this survey. In addition to the initial invite, ISR sent two reminders to take the survey via the specified method (July 11<sup>th</sup> and July 15<sup>th</sup>).

### The Sample

In total, 2,546 began the survey and 1,982 completed it with sufficient demographic information to allow for appropriate weighting. The weighted sample represents 1,132,922 people in Philadelphia (see Appendix C for full Weighting Methodology Report).

The final sample of 1,982 included 145 people who received a postcard, 1,197 people who received a bill-stuffer, 425 people from BeHeardPhilly<sup>SM</sup>, and an additional 215 who were contacted by ISR call center staff from the sample list provided.

The demographics of the survey respondents are show below, along with the demographics of the general population of the City of Philadelphia. Survey respondents were weighted so that the weighted sample reflects the demographic profile of the City as a whole.

**Table 1. Demographics of Survey Respondent and Philadelphians**

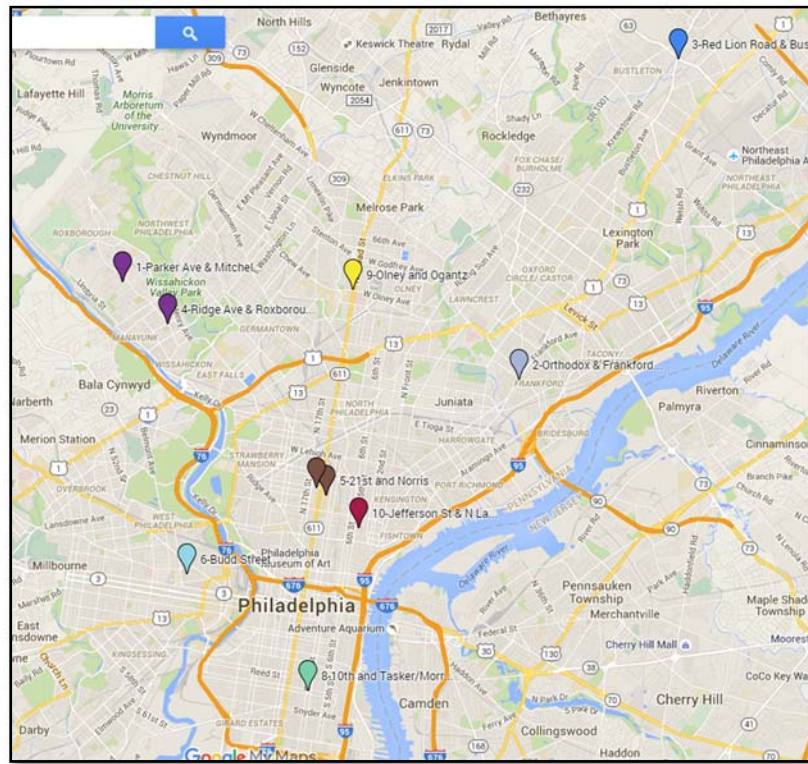
	Survey Respondents		Philadelphia County	
	Frequency	Percentage	Frequency	Percentage
<b>Total</b>	<b>1,982</b>	<b>100.00%</b>	<b>1,166,383</b>	<b>100.00%</b>
<b>Age</b>				
18-24	61	3.1%	149,700	12.8%
25-34	303	15.3%	279,609	24.0%
35-44	258	13.0%	191,107	16.4%
45-54	267	13.5%	183,728	15.8%
55-64	456	23.0%	174,046	14.9%
65+	637	32.1%	188,193	16.1%
<b>Gender</b>				
Male	835	42.1%	535,945	45.9%
Female	1,147	57.9%	630,438	54.1%
<b>Race-Ethnicity</b>				
White	1,073	54.1%	451,742	38.7%
Black	476	24.0%	466,976	40.0%
Hispanic	51	2.6%	140,428	12.0%
Other	382	19.3%	107,237	9.2%
<b>Highest Level of Education</b>				
HS or Less	452	22.8%	596282	51.1%
Some College	363	18.3%	283924	24.3%
College Graduate	548	27.6%	173411	14.9%
Beyond College	619	31.2%	112766	9.7%

Figure 1 shows a map of the home zip codes of the survey respondents and the distribution of the responses throughout the city.









**Figure 2. Map of Selected Construction Site Locations**

## Data Collection

Data for this study was collected over the course of six days, from Monday June 13<sup>th</sup> – Monday June 20<sup>th</sup> (excluding Saturday and Sunday). Data collection took place at 10 different sites of PWD construction projects throughout many neighborhoods in Philadelphia.

On Monday, June 13<sup>th</sup> from 10 am - 5p m ISR conducted a project-specific training session for 7 field staff. The training covered: i) background information about ISR and The Philadelphia Water Department, ii) general interviewing and street intercept procedures, iii) how to troubleshoot technical issues, iv) how to ensure data quality/integrity by avoiding bias. During the training the interviewers rehearsed survey administration using pre-programmed tablets. Towards the end of training, interviewers were deployed in the field complete for a half-day of data collection at a site near ISR's training facility. The field team consisted of seven new and experienced field interviewers, led by one field supervisor. They worked in groups of 2-4 to complete each site. The field supervisor monitored the sites to supervise data collection, troubleshoot field issues, and replenish materials and incentives.

The survey was programmed onto password-protected, secure tablets and used by the field staff to conduct the survey. The field staff was instructed to intercept potential respondents on the specified streets close to the construction project. They were also instructed to use door-to-door interviewing techniques for areas with low foot traffic. Field staff was deployed to sites at various times throughout the day. This allowed ISR to capture pedestrians and community members at various times through the day.

## The Sample

### Demographic Breakdown of Construction Survey Respondents

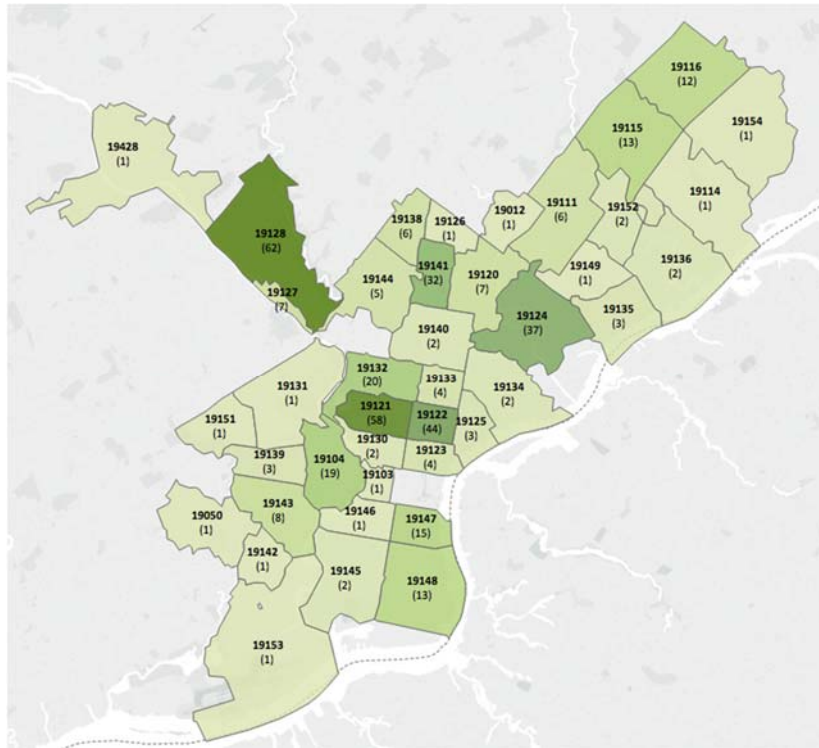
The total sample of the survey was 400, with 40 responses collected in each of the ten geographic site locations. Three-hundred and ninety-nine of the 400 participants responded completely to the demographic data.

Comparison to 2010 Census data for Philadelphia County outline in Table 2 below reveals general similarities between the respondents to this survey and the overall Philadelphia population.

**Table 2. Construction Project Survey Participant Demographics**

	Survey Respondents		Philadelphia County	
	Frequency	Percentage	Frequency	Percentage
<b>Total</b>	<b>399</b>	<b>100.0%</b>	<b>1,166,383</b>	<b>100.00%</b>
<b>Age</b>				
18-24	42	10.5%	149,700	12.8%
25-34	69	17.3%	279,609	24.0%
35-44	67	16.8%	191,107	16.4%
45-54	88	22.1%	183,728	15.8%
55-64	69	17.3%	174,046	14.9%
65+	64	16%	188,193	16.1%
<b>Gender</b>				
Male	171	42.9%	535,945	45.9%
Female	226	56.6%	630,438	54.1%
<b>Race-Ethnicity</b>				
White	146	36.6%	451,742	38.7%
Black	191	47.9%	466,976	40.0%
Hispanic	36	9%	140,428	12.0%
Other	26	6.5%	107,237	9.2%
<b>Highest Level of Education</b>				
HS or Less	213	53.4%	596282	51.1%
Some College	89	22.3%	283924	24.3%
College Graduate	66	16.5%	173411	14.9%
Beyond College	31	7.8%	112766	9.7%

Figure 3 shows a map of the home zip codes of the survey respondents and the distribution of the responses throughout the city.



**Figure 3. Map of Construction Survey Respondents' Home Zip Codes**

## Data Analysis

Detailed descriptive analysis was performed for individual satisfaction measures, inconvenience levels, and communication-related questions. In addition, overall construction satisfaction was analyzed by equally weighting the four subcomponents (timeliness, cleanliness, courtesy, and inconvenience mitigation) into an overall average composite.

The data was further analyzed for differences among sites, contractors, and project type via group differences statistical tests including independent t-tests and ANOVA. ANOVA analysis was also conducted between three groups (yes, no, and not sure) on variables regarding prior knowledge and awareness of the project. Correlation testing was utilized to analyze association between the four satisfaction variables as well association of inconvenience and awareness levels to satisfaction. Linear regression was performed to test for a predictive relationship between construction satisfaction and overall PWD satisfaction.

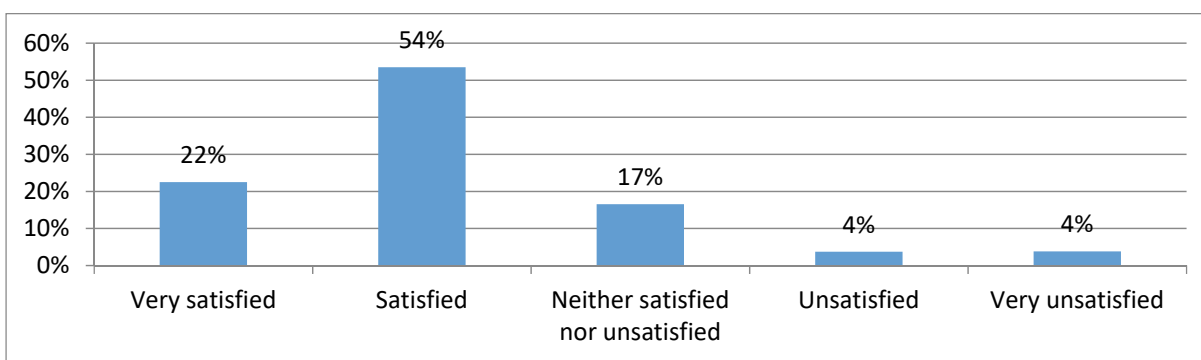
## Findings

### Part I: Customer Satisfaction Survey

The goal of the Customer Satisfaction Survey was to understand the current levels of satisfaction with Philadelphia Water, which particular elements of the customer experience drive overall customer satisfaction, to gather feedback on contact with the Revenue and Service Departments and to better understand preferences around communication. This section describes seven major findings from this survey.

- ✓ **Finding #1: At the present time, 76% of Philadelphia Water bill payers and service customers are satisfied or very satisfied with their experience as a customer.**

Overwhelmingly, current customers are satisfied with their experiences (see Figure 4).



(N=1,956; Weighted N = 1,140,215)

**Figure 4. Overall Satisfaction with Experience as a Customer of Philadelphia Water**

However, amongst those who are satisfied to some degree (weighted total of 866,272 people), 70% are simply “satisfied” while only 30% are “very satisfied.” Customer satisfaction research suggests focusing on the conversion of those who are “satisfied” to become “very satisfied” is the most critical task in improving overall customer satisfaction.

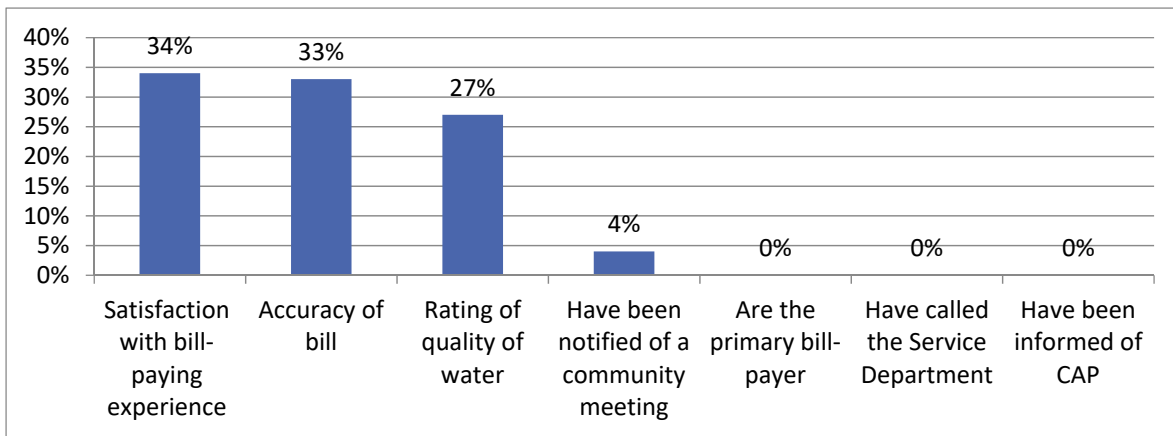
Of importance, there were differences in overall satisfaction related to age, gender, race/ethnicity, highest level of education and city region (based on home zip code)<sup>1</sup>. An increasingly higher proportion of older customers were very satisfied as compared to younger customers. Amongst younger people, a higher proportion was neither satisfied nor unsatisfied as compared to older groups. A higher proportion of males were very satisfied as compared to females. African Americans and those identifying as “Other” had lower proportions of customers that were very satisfied. A higher proportion of customers with a high school diploma or less were satisfied or very satisfied as compared to those with higher levels of education. In terms of region, those living in the North Philadelphia (19121, 22, 23, 30, 33) and Upper North Philadelphia (19120, 256, 29, 38, 40, 41, 44, 50) were the least satisfied, while those living in the Lower Northeast (19124, 25, 34, 37), followed by the Southwest (19142, 43, 53) were the most satisfied.

“I think the service that's given is one of the best in different departments that we have here.”  
--Philadelphia Water “Very Satisfied” Customer

<sup>1</sup> Results of Analysis of Variance (ANOVA) significant  $p < .05$ .

✓ **Finding #2: Satisfaction with the bill-paying process, frequency of bill accuracy and rating of water quality are the most important predictors of overall satisfaction.**

Results of a Key Driver analysis indicate that satisfaction with the bill-paying process, frequency of bill accuracy and rating of water quality are the most important predictors of overall satisfaction (see Figure 5). By focusing efforts to ensure that these elements are well addressed (i.e. customer are satisfied with their bill paying experience, customers feel that their bill is accurate, and customers perceive high water quality), overall customer satisfaction will be increased dramatically. Figure 5 show the relative importance of the predictors of overall satisfaction with Philadelphia Water.

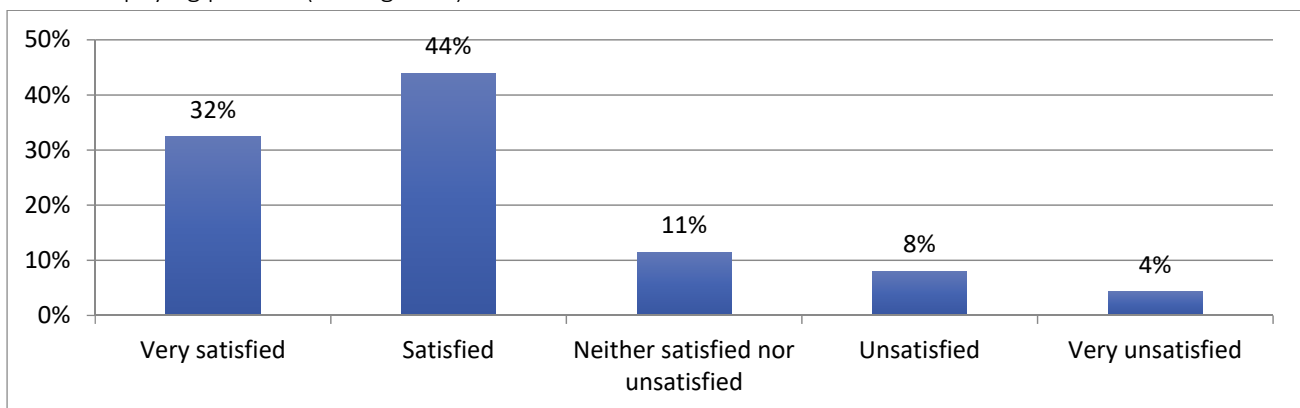


(n=1,471, Weighted N = 866,272)

**Figure 5. Relative Importance of Predictors of Overall Satisfaction**

✓ **Finding #3: How people pay their bills and how accurate the bills are matters.**

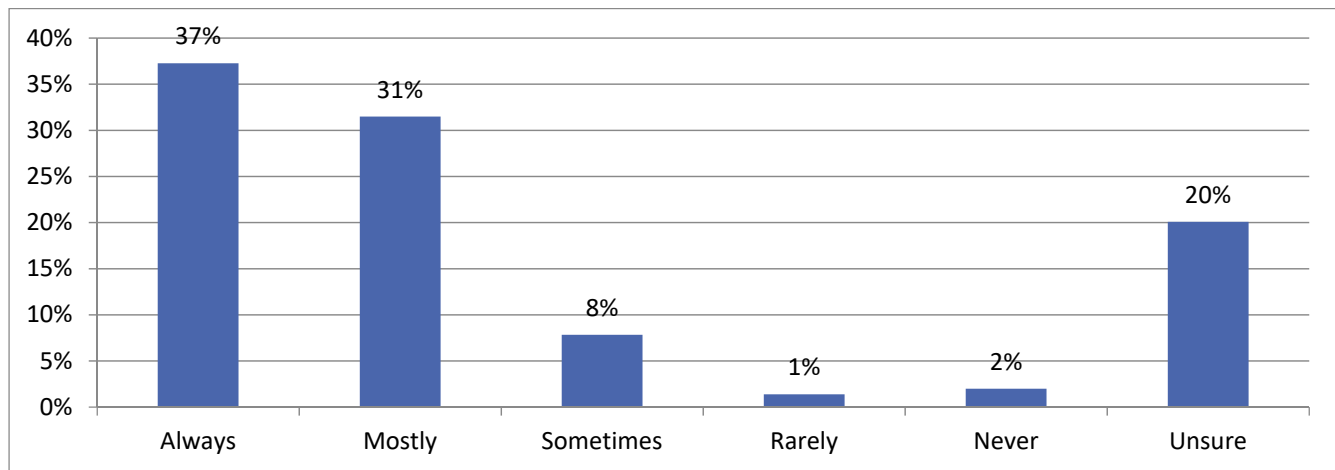
Overall, bill payers made up 79% of the weighted sample. Of the bill-payers, 76% were satisfied or very satisfied with the bill-paying process (see Figure 6).



(n = 1,718, Weight N = 896,023)

**Figure 6. Satisfaction with Bill-Paying Process**

Figure 7 shows that of bill-payers, 68% reported that their bills were mostly or always accurate. At the same time, one fifth (20%) of all bill-payers were unsure about the accuracy of their bill. There was no relationship between those who were unsure about the accuracy of their bill and the mode in which they paid.



(n = 1,726, Weighted N = 898,634, representing 79% of the sample.)

**Figure 7. Frequency of Accuracy of Bill**

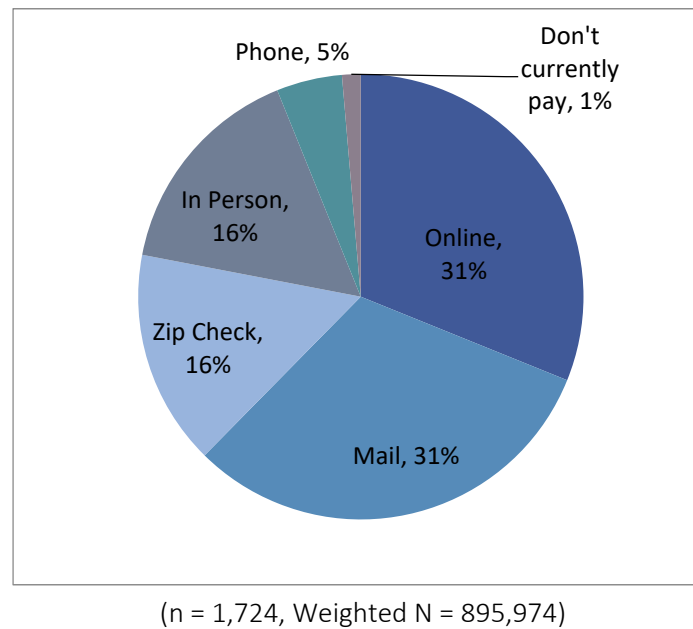
Comparing the reported frequency of bill accuracy with satisfaction with the bill-paying process (amongst those who indicated they were the primary person responsible for paying the bill) indicated a significant effect of frequency of bill accuracy on satisfaction.<sup>2</sup> Table 3 below shows that those who reported that their bill is *always accurate* were significantly more satisfied with the bill-pay experience than all others.

**Table 3. Satisfaction with Bill-Paying Experience by Frequency of Bill Accuracy**

	Always	Mostly	Some-times	Rarely	Never	Unsure	Total
<i>Weighted N</i>	334,640	282,873	70,347	12,410	17,853	177,901	896,023
Very satisfied	56%	26%	24%	12%	7%	27%	37%
Satisfied	30%	52%	42%	24%	52%	41%	40%
Neither satisfied nor unsatisfied	7%	10%	12%	18%	15%	18%	11%
Unsatisfied	6%	9%	14%	27%	7%	10%	8%
Very unsatisfied	2%	3%	7%	18%	19%	4%	4%
% Satisfied or Very Satisfied	86%	78%	67%	36%	59%	69%	77%

<sup>2</sup>Results of a one-way Analysis of Variance (ANOVA). Significant at p<.001 level [F(115.2, 1836.1) = 21.48, p = 0.000].

Figure 8 shows how respondents pay their bill. The two most common methods for bill-paying were online (31%) and by mail (31%). Despite having indicated in the previous question that they were the primary bill-payer, 1% of respondents reported not actually paying their bill at all.



**Figure 8. How Survey Respondents Pay Their Bill**

Comparing the effect of bill paying method on satisfaction with the bill paying process (amongst those who indicated they were the primary person responsible for paying the bill) indicated a significant effect of bill-paying method on satisfaction.<sup>3</sup> Those who pay by zip check are significantly more satisfied than those who indicated paying online, by mail, and in-person. Overall, those who did not pay at all were significantly less satisfied than ever other group.

**Table 4. Satisfaction with Bill-Paying Experience by Bill Paying Method**

	Online	Zip check	Phone	Mail	In-Person	Don't Currently Pay	Total
<i>Weighted N</i>	277,936	139,741	42,575	279,087	141,703	12,064	895,975
Very satisfied	36%	49%	23%	25%	26%	9%	32%
Satisfied	40%	36%	46%	51%	49%	0%	44%
Neither satisfied nor unsatisfied	8%	4%	26%	14%	17%	16%	11%
Unsatisfied	12%	9%	0%	8%	3%	0%	8%
Very unsatisfied	4%	2%	5%	2%	5%	75%	4%
<b>Satisfied or Very Satisfied</b>	<b>76%</b>	<b>85%</b>	<b>69%</b>	<b>76%</b>	<b>75%</b>	<b>9%</b>	<b>76%</b>

Of note, when asked to give feedback on what Philadelphia Water could do better, aside from “water” the word “bill” was the most frequently used word overall (see Appendix E). The open ended responses indicate a great deal

<sup>3</sup> Results of a one-way Analysis of Variance (ANOVA). Significant at p<.001 level [F(144.1, 1804.5) = 22.75 p = 0.000].



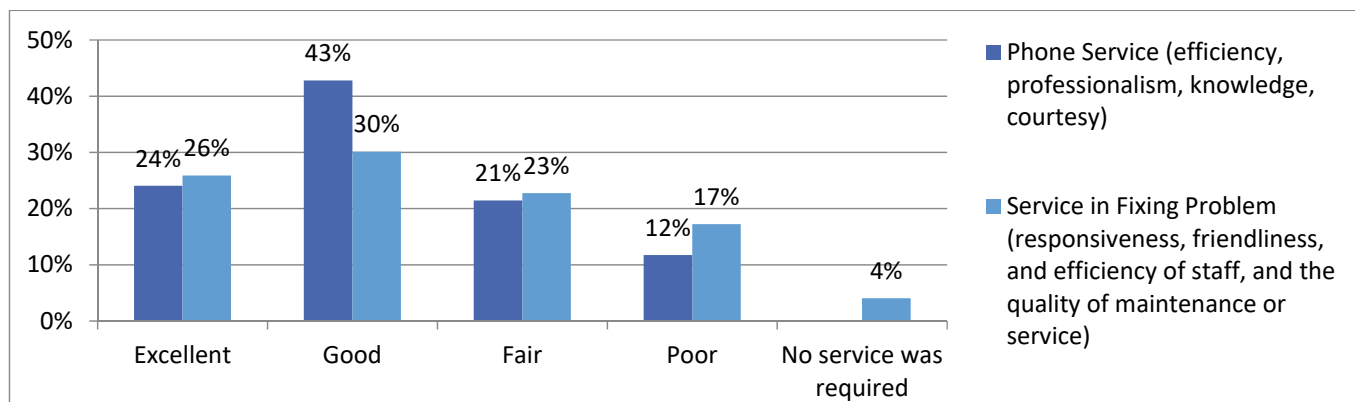
of frustration with the bill-paying process. Many people indicated feeling that the process of paying was significantly more laborious than other services and utilities such as PECO and PGW.

There was a significant different in overall satisfaction with Philadelphia Water between bill-payers and non-bill payers. Seventy-five percent (75%) of bill payers were satisfied or very satisfied with their overall experience, whereas only 66% of non-bill payers were. Non-bill payers had a higher proportion of those who were “neither satisfied nor dissatisfied.”

“Rather than zipcheck, it would be helpful to have a payment system from my bank account that I can set up online, just like other utilities I pay. It was a real pain to set up zipcheck; they had to re-mail the form to me twice, and it took 6 months.”  
–Philadelphia Water “Satisfied” Customer

✓ **Finding #4: The majority of people who called either the Revenue Department or Service Department had an overall positive experience.**

Significantly more survey respondents had called the Revenue Department (26%) as compared to the Service Department (14%) of Philadelphia Water. Of those who called the Revenue Department an issue with their bill (other than just paying it), 70% reported that the issue was resolved. Of those who called the Service Department, 65% reported that the phone service (the efficiency, professionalism, knowledge, and courtesy) provided was excellent or good. Fifty-six percent (56%) reported that the service in fixing the problem (including the responsiveness, friendliness, and efficiency of staff and the quality of the maintenance or service) was excellent or good (see Figure 9. Rating of Philadelphia Water Service Department Figure 9).

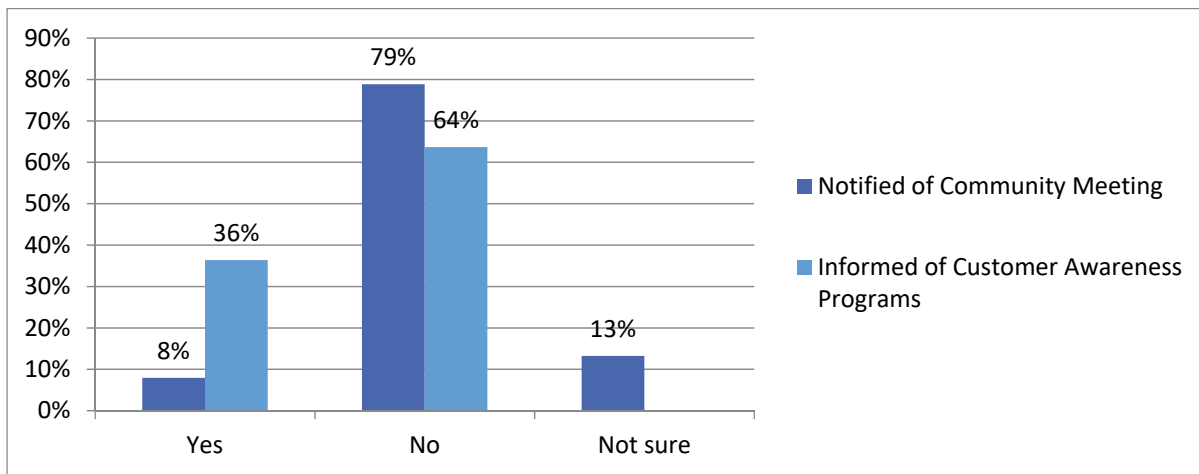


(n = 311, Weighted N = 156,068 for Phone Service & n = 310, Weight N = 159,059 for Service in Fixing Problem)

**Figure 9. Rating of Philadelphia Water Service Department**

✓ **Finding #5: More customers have been informed of Customer Assistance Programs than notified about Community Meetings.**

Figure 10 shows that 8% of customers have been notified of a community meeting held by Philadelphia Water about an upcoming project in their neighborhood. More customers (36%) had been informed of Customer Awareness Programs.

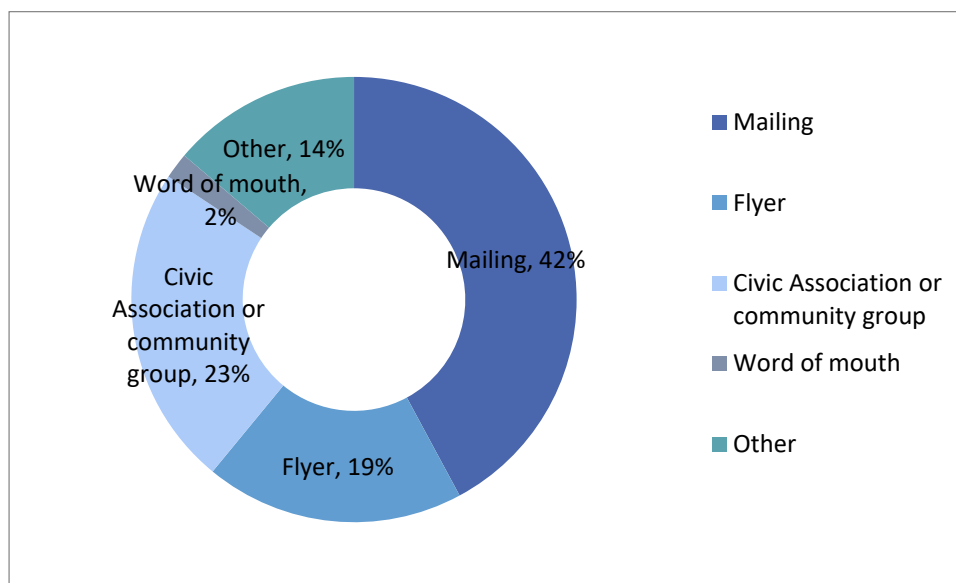


(n = 1,981, Weighted N = 1,142,588: Community Meetings & n = 1,978, Weight N = 1,139,687: Customer Assistance)

**Figure 10. Past Communication from Philadelphia Water**

✓ **Finding #6: Overwhelmingly customers prefer communication by mail, which has been the primary mode of communication in the past.**

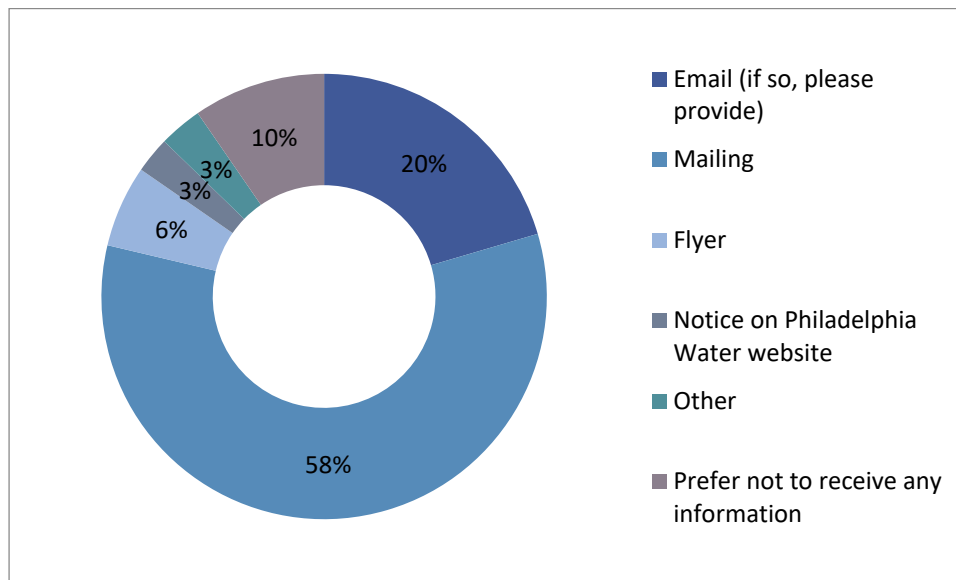
When the subset of people who had previously been notified about upcoming projects, were asked about how they had received communications relate to past projects, the most commonly cited mode was mailing (42%). Second, 23% reported having been notified through a civic association or community group (see Figure 11). Of note, 14% of respondents cited “other” modes, which included Facebook (UrbanPHL) and other social media, church and the newspaper.



(n = 161, Weighted N = 90,605)

**Figure 11. Ways that Customers Have Received Notice of Past Projects**

The entire sample was asked to indicate their preferred mode of contact for future communications (see Figure 12). The majority (58%) prefers mailing, while 20% prefer email. Of note, 10% of people indicated preferring not to receive any information at all.



(n = 1,975, Weighted N= 1,139,486)

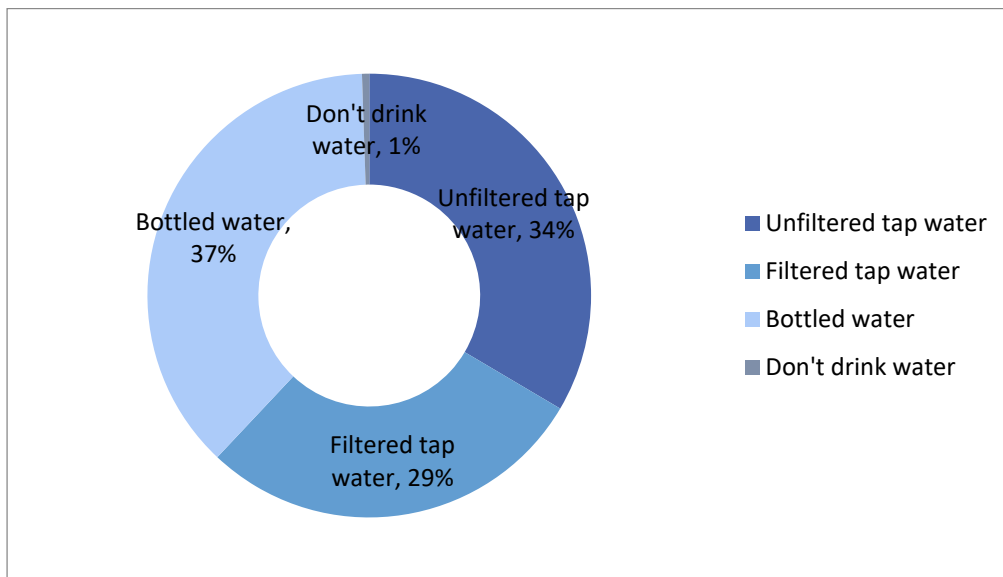
**Figure 12. Preferred Mode of Receiving Future Information**

Of importance, there are many significant differences in terms notification preference by age, gender, race/ethnicity, and highest level of education<sup>4</sup>. A higher proportion of customers ages 18-24 prefer not to receive any information about upcoming projects. Preference for mail communication increases with age, while preference for email decreases with age. A higher proportion of females prefer mail as compared to males (who prefer email). A higher proportion of Asian, White/Caucasian, and Other races prefer email. Finally, preference for email increased with education level, as preference for mail decreased.

✓ **Finding #7: At home, 63% of Philadelphians are drinking water from the tap and overall, 72% rate the quality as good or excellent.**

Results of the survey indicate that 63% of Philadelphians drink the tap water most often while in their homes, either filtered or unfiltered. The remaining 37% drinks bottled water most often, and 1% reported not drinking water. Figure 13 shows the distribution of water drinking habits amongst Philadelphians.

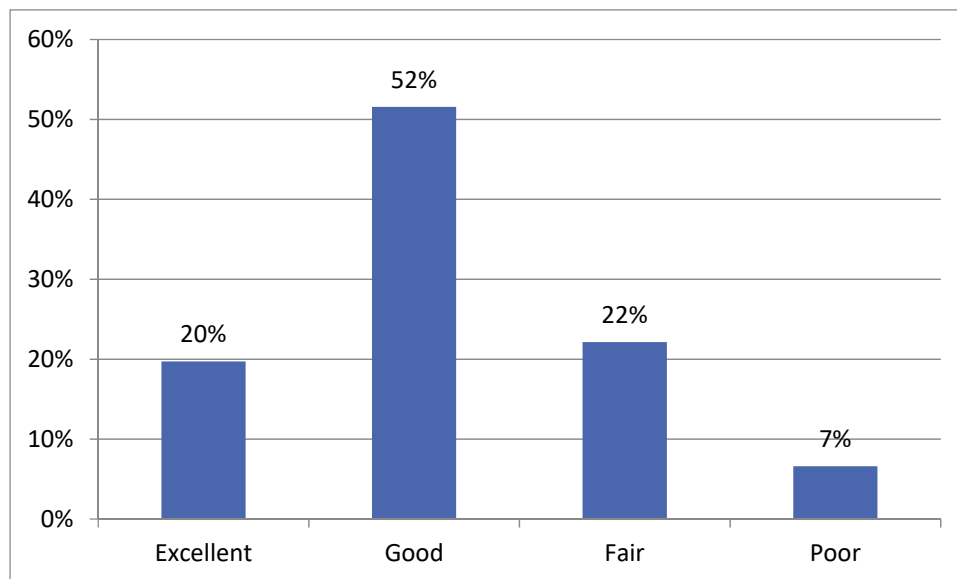
<sup>4</sup> Results based on Analysis of Variance (ANOVA) significant at p<.05.



(n = 1,956, Weighted N= 1,132,922)

**Figure 13. Types of Water Philadelphian's Drink**

Overall, 72% of Philadelphians rate the quality of the water in their homes that comes out of the tap or faucet (in terms of its odor, taste, or clarity) as good or excellent (see Figure 14).



(n = 1,956, Weighted N= 1,132,783)

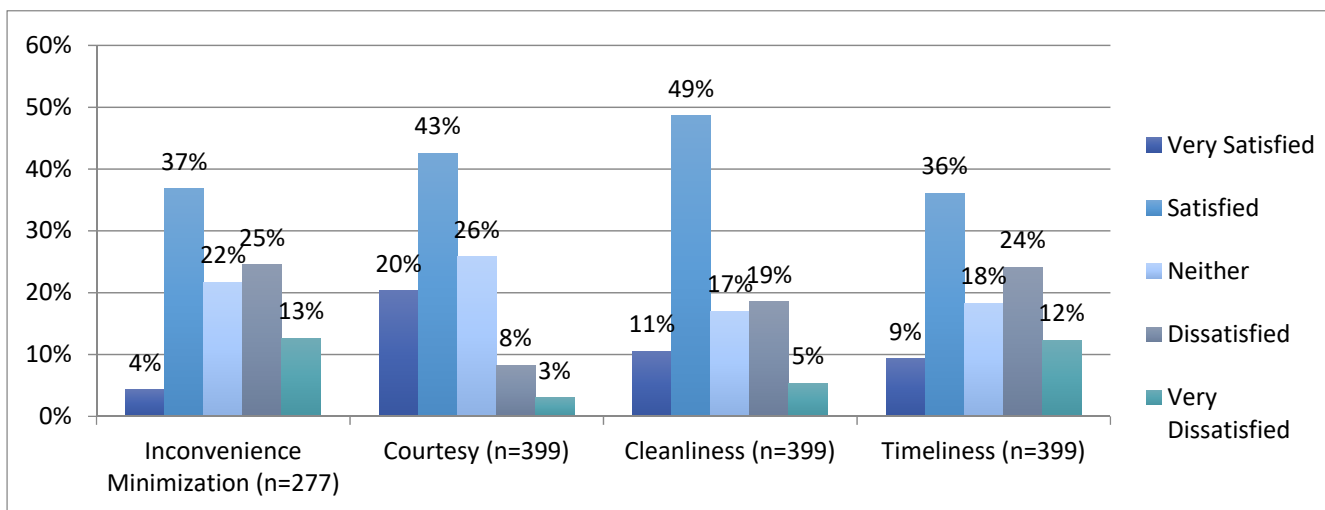
**Figure 14. Philadelphian's Rating of Water Quality**

## Part II: Construction Project Survey

The eligibility criteria for the Construction Project Survey (see Appendix B) was that one had to remember the construction project taking place and live within a 10 minute walk of the site.

✓ **Finding #1: Across all measures of construction project satisfaction, the majority of respondents were satisfied.**

Respondents were asked to indicate their level of satisfaction with four different elements of the construction project. While there was variation in terms of respondent satisfaction with specific aspects of construction projects, overall the majority of respondents were satisfied or very satisfied (as compared to neither or dissatisfied) with the various aspects. There were higher levels of satisfaction with courtesy (63%) and cleanliness (60%) as compared with inconvenience minimization (41%) and timeliness (41%) (see Figure 15).



**Figure 15. Satisfaction with Different Elements of Construction Projects**

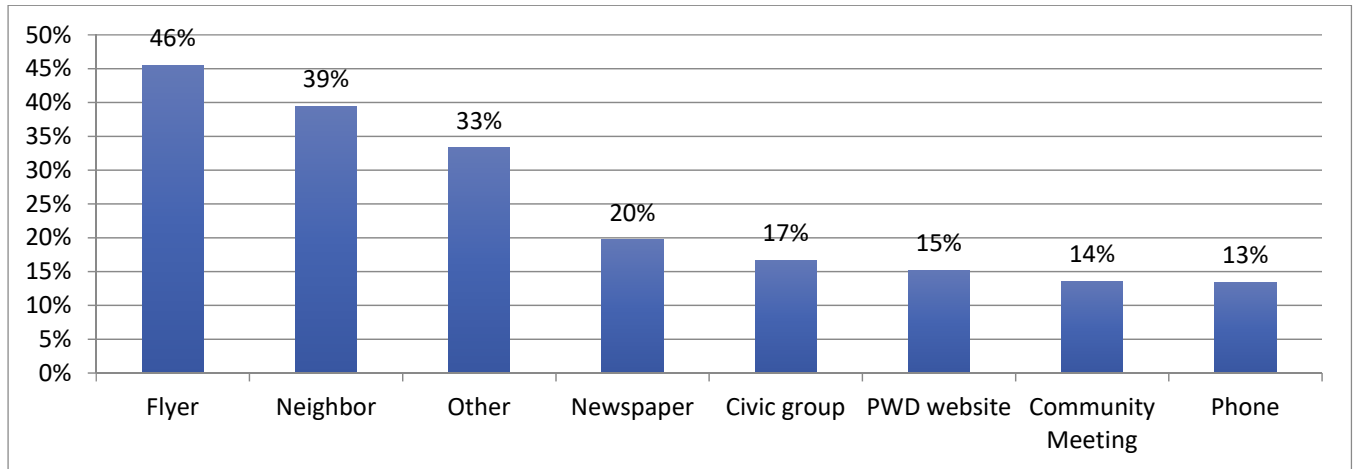
Using the levels of satisfaction with different elements of the project, an overall project satisfaction score was calculated for each respondent based on the average of the various elements. Table 5 shows the mean scores, as well as the overall calculated score.

**Table 5. Mean Satisfaction Scores**

Project Element	Mean Satisfaction Score
Inconvenience Minimization	2.96
Courtesy	3.50
Cleanliness	3.17
Timeliness	2.83
Overall	3.35

✓ **Finding #2: Only 17% of respondents had been made aware of the project before it started; and throughout the project, understanding of *purpose* of the project was low.**

Only 17% (n=66) respondents had been made aware of the project before it started. For those who had been aware, the most common way to have learned about the upcoming project was through a flyer (46%) or a neighbor (39%) (see Figure 16).

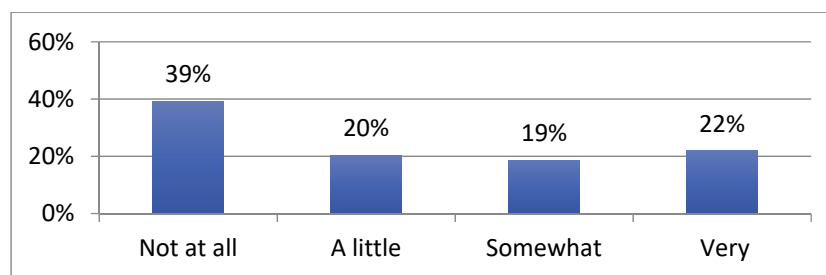


(n = 66)

**Figure 16. Modes of Learning about Construction Projects**

“Other” methods of learning about the projects included word of mouth and through friends, signs posted on poles or signs on the road, social media (Facebook), and one person cited a visit from a Water Department representative. Of those who were notified, 66% were satisfied or very satisfied with the way they were notified.

Regarding awareness of the purpose of the project, before it started, amongst the 17% (n = 66) people who were aware of the project before it started, only 58% said they knew the *purpose* of the project. At the end of the project, only 61% of all residents were aware to some extent about the purpose.



(n=400)

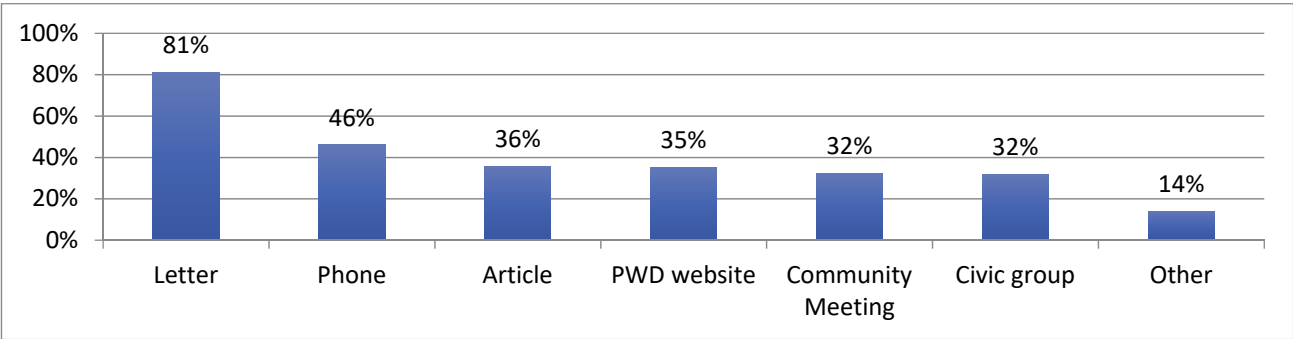
**Figure 17. Awareness of Project Purpose by the End of the Project**

While prior knowledge of the project or initial understanding of the purpose did not relate to differences in overall construction satisfaction, awareness of the purpose before by the end of the project was associated with overall satisfaction with the project<sup>5</sup> (see Table 5 for calculation of overall satisfaction score). When asked “In the future, what could PWD do to make construction projects better for residents?” the majority of the respondents suggested

<sup>5</sup> Results of a one-way Analysis of Variance (ANOVA). Significant at p<.001 level. [F(16.9, 265.9) = 7.63 p = 0.001].

better future communications about projects (see Appendix F) – including advanced notifications, more transparency and “a flyer in the mail with an explanation for the need of the project, list of street closures, and the estimated length of the project.” Several people pointed out wanting more information on the purpose and need for the construction project.

Looking into the future, all respondents were asked how they would prefer to be notified of upcoming projects. Similar to the results of the Customer Satisfaction Survey, the majority (81%) said by a letter in the mail (Figure 18).

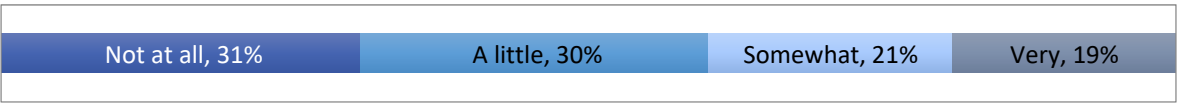


(N = 399)

Figure 18. Preferred Method for Future Notifications

✓ **Finding #3: 69% of respondents reported being inconvenienced by the project; lack of sidewalk and street access was the most commonly reported inconvenience.**

Overall, 69% of respondents were inconvenienced to some degree by the construction project, leaving 31% who did not feel inconvenience at all by the project (Figure 19).



(n = 399)

Figure 19. Degree of Project-Related Inconvenience

Figure 20 below shows that of those who reported being inconvenienced (n = 277), lack of sidewalk and street access was the most commonly reported type of inconvenience (78%). Second, 57% of those who were inconvenience reported noise.

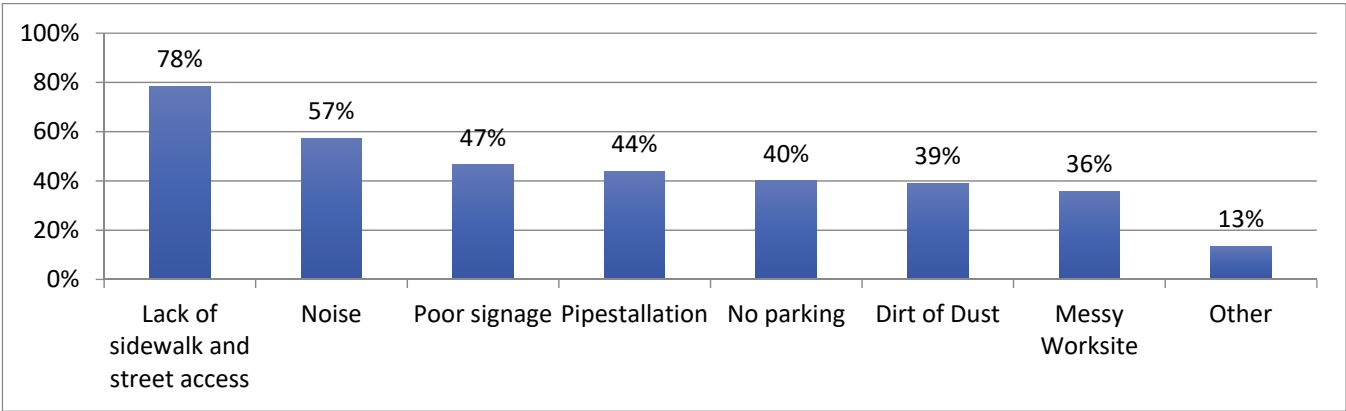


Figure 20. Construction Project Related Inconveniences



✓ **Finding #4: There was limited variation in construction satisfaction across site location, site contractor, and green/non-green projects.**

Overall construction customer satisfaction differences were investigated through three lenses: site location, site contractor, and green/non-green projects.

Overall construction satisfaction among the 10 sites ranged from 2.94 to 3.82 on a 5-point scale where 1 indicates the very dissatisfied and 5 is very satisfied. Table 6 shows the overall satisfaction score by site. Residents from the Orthodox and Frankford Avenue site area were the most satisfied, while residents near the 10<sup>th</sup> and Tasker/Morris Sites were the least satisfied. Despite the fact that there was a small range amongst the satisfaction scores, differences between Orthodox & Frankford and the bottom three sites (21st & Norris, 15th & Diamond, and 10th & Tasker) were significant ( $p < .05$ ). Related, there was only one significant finding related to contractors. Seravalli's sites received higher satisfaction than Nello's site. This is consistent with findings by site where Orthodox & Frankford outperformed 10th and Tasker. However, because of the small sample size, it is unclear whether differences in sites can be attributed to contractors or other factors affecting the sites.

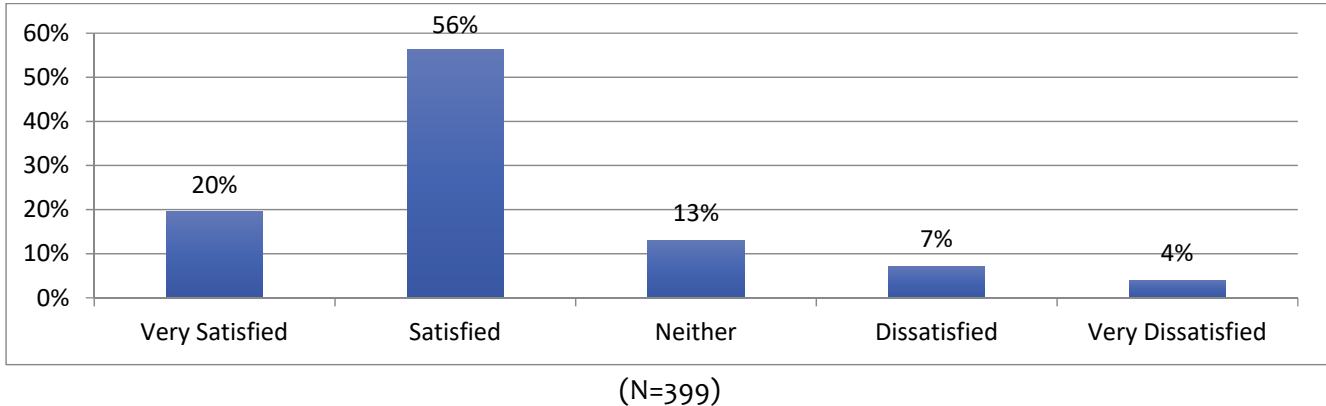
**Table 6. Satisfaction by Site**

Site	Site #	Contractor	Green Site	Overall Satisfaction Score
Orthodox & Frankford Ave	20355	Seravalli		3.82
Red Lion Road & Bustleton Ave	20404	Petrongolo		3.51
Ridge Ave & Roxborough Ave	20438	AP		3.51
Jefferson St & N Lawrence St	50070	Brightline	✓	3.51
Parker Ave & Mitchell St	20283	Pio		3.42
Budd Street	40658	Carusone		3.35
Olney and Ogantz	50044	Seravalli	✓	3.30
21st and Norris	40630	Carusone		3.11
15th and Diamond	40681	Petrongolo		3.03
10th and Tasker/Morris	40934	Nello		2.94

Of the 10 sites, Olney & Ogantz Streets and Jefferson & Lawrence Streets are environmental (green) construction projects. These green projects were compared against non-green projects on overall construction satisfaction, awareness of purpose at the end of the project, and level of inconvenience. Environmentally oriented sites (green sites) were found to have similar overall construction satisfaction scores to non-green sites, as well as similar scores on all the specific satisfaction measures.

- ✓ **Finding #5: Those who have experienced Philadelphia Water construction projects are satisfied to the same degree as all other customers, and satisfaction with a past construction is moderately correlated with overall satisfaction with Philadelphia Water.**

As with the Customer Satisfaction Survey, respondents to the Construction Project Survey were also asked about their overall satisfaction with Philadelphia Water (see Figure 21). In both surveys, 76% of respondents were satisfied or very satisfied with their experience as a customer of Philadelphia Water. In addition, there was a moderate correlation ( $r = .34$ ,  $p < .001$ ) between satisfaction with the construction project and overall satisfaction with being a customer of Philadelphia Water.



**Figure 21. Overall Satisfaction with Philadelphia Water**

# Recommendations

## Recommendations for Program

### ➤ **#1: Improve satisfaction with the bill-paying process and increase bill accuracy.**

Analysis of the customer satisfaction survey showed that satisfaction with the bill-paying process, perception of bill accuracy, and rating of the water quality are the most important drivers of overall satisfaction with Philadelphia Water. While addressing the rating of the water may be a much larger challenge, the bill paying process and accuracy of bill can be addressed immediately. All customers, satisfied and unsatisfied, have expressed confusion about and frustration with the fact that Philadelphia Water bills cannot be paid online or directly from a bank account. Many reported that of all of their utilities and services (such as PECO and PGW), Philadelphia Water was the most difficult to pay. Remedying this situation should be the top priority. Philadelphia Water may look to the systems used by PECO and PGW as a model for bill paying processes.

### ➤ **Implement a bill “check-up” messaging campaign**

Just under a quarter of survey respondents said that they were unsure of the accuracy of their bill. This suggests that the Department might be well-served by a bill stuffer campaign where it encourages bill-payers to call the Department for a “bill check-up,” where a representative will walk them through their bill and check it for accuracy. While it is not expected that all customers actually take the steps to do this, the gesture and offer itself shows an awareness and consideration of accuracy that might improve perceptions.

### ➤ **Communicate with customers via their preferred method**

Given the breadth of communication methods Philadelphia Water has employed to keep customers up-to-date on billing, construction, service, and other issues or changes, it is not necessarily vital for PWD to explore yet another technique. Rather, the focus should be on understanding how customers prefer to be contacted based on a range of topics, and then implement those standards into future communications.

Regarding stakeholders, 4 out of every 5 who were surveyed were unaware of a construction project before it started and 3 out of every 5 had no or only a little awareness of the purpose of the project by its completion. Improving communication via preferred methods and better signage to improve awareness may improve overall construction satisfaction.

### ➤ **Use census data to inform communication methods by ZIP code**

The disparities in communication preferences by education level and race suggest that the Department could better communicate with residents by making sure to mail to households in ZIP codes where demographics suggest a mailing preference, regardless of whether or not they are signed up for email notifications.

### ➤ **Explore new communication techniques to get the “right” message out**

Customer feedback points to a lack of communication or transparency around PWD initiatives and processes. While this initial research sheds light on preferred communication methods for various groups of customers—ensuring the “right” audience is reached—more market research and testing is needed to identify the “right” message. Do customers prefer operational and informational updates on initiatives that directly affect their day-to-day lives? Would they benefit from broader updates on how PWD compares to water utilities in other cities? Do they want to know how PWD is striving towards long-term preservation goals? Communicating the right message may improve

satisfaction over the long-term because customers will get the information they need to not only feel informed but to feel empowered and valued as customers as well.

➤ **Share with customers the “why” and “how” behind projects and initiatives, and update them regularly along the way**

When an initiative is impacting a customer’s quality of life, such as a construction project, continue to give the customer advance notice. Combine that with details on why the project is necessary (e.g. protect against unplanned water service interruptions) and how it will affect their day-to-day life (e.g. road closures, dirt on sidewalks). Include in these communications the long-term benefits of the project (e.g. safer water supply, less service disruptions). Also, provide regular and detailed updates throughout the project that keep the customer informed on changes in timeline, service levels, or expected outcomes.

An example of where this would be beneficial is with the itemized bill for stormwater. Customers routinely complain about this. Are they aware that Philadelphia Water is nationally recognized as a top utility for stormwater management? Communicating the benefits of proper stormwater management may reduce the number of complaints and increase overall satisfaction.

➤ **Improve and increase communication between PWD and stakeholders regarding the minimization of inconveniences during construction projects**

Even though over 60% of residents and workers felt not at all or only a little inconvenienced by construction projects, only 41% felt satisfied or very satisfied that PWD did all it could to minimize inconveniences. Improved messaging around job sites about what has already been done and what will be done in the future to minimize inconveniences will help in this endeavor. Providing an outlet (or increasing communication of an existing outlet) for stakeholders to report inconveniences may also improve the perception that PWD cares about its customers and is doing everything it can to mitigate inconveniences, especially efforts to improve sidewalk & street access and minimize dirt & dust.

## Recommendations for Future Research

➤ **Survey residents affected by construction work at various points throughout the project**

The initial construction survey was a convenience sample that targeted anyone living or working within a defined radius of a previously completed construction project. To minimize impacts to internal validity driven by recall bias from those who are asked to reflect back on the effects of the construction project, it would be beneficial to survey residents at multiple points throughout the project: at the onset, perhaps about expectations for the project to assess the value and effect of PWD’s early communications; at a midpoint, to see how the project is progressing and what daily life impacts the resident is feeling in real-time; immediately at the conclusion of the project, to minimize recall bias; and then a couple months later. This will allow PWD to assess how perceptions changed and how they did (or did not) influence that. It will give insight into what each PWD department (Public Affairs, Call Center, and Construction) can do to minimize disruptions for residents, a key goal for all construction projects.

➤ **Further study Orthodox & Frankford Avenues, which stood out as a higher satisfaction site in terms of site zone and contractor**

Since it is unclear whether Orthodox & Frankford’s performance can be attributed to its location, contractor, or project type, further investigation and analysis may shed light on why satisfaction was relatively improved at this

site. Being able to narrow down and leverage these factors could help improve satisfaction of future construction projects.

➤ **Understand how interdepartmental and interdivisional dynamics at the City of Philadelphia affect the quality of service and overall satisfaction of Philadelphia Water customers**

PWD staff provided commentary on how other city departments or divisions affect the ability of their team to deliver high-quality service and maximize customer satisfaction. Whether it is customers confusing the Revenue Collection Team with the PWD Call Center; or construction site contractors failing to keep PWD phone staff informed about project timelines; to city officials reducing headcount in the Call Center, making it more difficult to provide reliable service. It would be interesting to conduct diagnosis work on these interdepartmental or interdivisional connections, with a focus on the incentives (or disincentives) that exist for each team/division/department to keep the others up-to-date and functioning optimally—all the while keeping customers happy.

## Appendix A. Customer Satisfaction Survey

This survey is part of a large customer service and satisfaction survey from The Philadelphia Water Department. You may have already been invited to take this survey. Have you taken this survey about Philadelphia water before?

- ☐ Yes (4)
- ☐ No (5)
- ☐ Not Sure (6)

### Answer If WEB\_MODE Is Equal to CTI\_IN

IN\_INTRO1 \*\*\*Only need to say this if R is unsure of what survey is about\*\*\* The Philadelphia Water Department wants to hear your voice to help improve the services they provide. This customer service and satisfaction survey should take less than 5 minutes to complete and when finished you will be entered into a raffle to win one of many \$100 gift cards.

### Answer If WEB\_MODE Is Equal to CTI\_IN

IN\_INTRO2 Hello \_\_\_\_\_! Thank you for calling in. Let's begin: As a reminder, all of your responses to this survey will be kept completely confidential and no one will ever see any of your personal information. The only people with access to the data are the researchers at the Institute for Survey Research at Temple University.

### Answer If WEB\_MODE Is Equal to CTI\_OUT

OUT\_INTRO1 As a reminder, all of your responses to this survey will be kept completely confidential and no one will ever see any of your personal information. The only people with access to the data are the researchers at the Institute for Survey Research at Temple University.

### Answer If WEB\_MODE Is Equal to CTI\_IN Or WEB\_MODE Is Equal to CTI\_OUT

PWD\_NAME Could you confirm the spelling of your first and last name for me?

First name (1)

Last name (2)

### Answer If WEB\_MODE Is Equal to CTI\_IN

IN\_POSTCARD Could you tell me how you found out about this survey?

- ☐ I received a postcard in the mail (1)
- ☐ I got a notification in my June water bill (2)
- ☐ Other (Please tell us): (3) \_\_\_\_\_

If I got a notification in my ... Is Selected, Then Skip To Please tell us the best way to contac...

### Answer If WEB\_MODE Is Equal to CTI\_OUT

OUT\_POSTCARD Did you see the postcard or notification in your bill?

- ☐ I received a postcard in the mail (1)
- ☐ I got a notification in my June water bill (2)
- ☐ Other (Please tell us): (3) \_\_\_\_\_
- ☐ Did not see a notification (4)

If I received a postcard in th... Is Selected, Then Skip To End of Survey  
If I got a notification in my ... Is Selected, Then Skip To End of Survey  
If Other (Please tell us): Is Selected, Then Skip To End of Survey  
If Did not see a notification Is Selected, Then Skip To End of Survey

#### Answer If Contact List External Data Is Empty

PWD\_POSTCARD Thank you for your interest in this survey! Unfortunately, the survey has ended. Gift card winners will be selected and contacted soon. Are you interested in sharing your voice about more important social issues in Philly? Find more information at BeHeardPhilly.com - click "sign up". If you have any questions about this study, please call ISR a 215.204.8355 or email isr@temple.edu Thank You

If Thank you for your interest... Is Displayed, Then Skip To End of Survey

#### Answer If WEB\_MODE Is Equal to CTI\_OUT

OUT\_CONFIRM\_ADDR Just to confirm: Your address is \${e://Field/PROP\_STREET\_ADDR} \${e://Field/PROP\_CITY} \${e://Field/PROP\_ZIP}

- ☐ Address is correct (1)
- ☐ Address is NOT correct (2)

Answer If Could you tell me how you found out about this survey? I got a notification in my June water bill Is Selected Or Did you see the postcard or notification in your bill? I got a notification in my June water bill Is Selected Or Thank you for your interest in this survey. Unfortunately the survey has ended. Gift card winners... Is Selected

PWD\_PERM\_RESSERV Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced by PWD if you live in City of Philadelphia or on select streets in Glenside, Wyndmoor, or Huntingdon Valley.

- ☐ Yes (1)
- ☐ No (2)
- ☐ Not sure (3)

If No Is Selected, Then Skip To End of Survey

Answer If Just to confirm: Your address is \${e://Field/PROP\_STREET\_ADDR} \${e://Field/PROP\_CITY} ... Address is NOT correct Is Selected

PWD\_ADDR Please enter your address information:

- First name (1)
- Last name (2)
- Address (3)
- City (4)
- State (5)
- ZIP Code (6)

#### Answer If WEB\_MODE Is Not Empty

PWD\_CONTACT Please tell us the best way to contact you in the event that you are one of the winners of the \$100 gift cards?

- Phone number (1)
- Email (2)

Answer If Could you tell me how you found out about this survey? I got a notification in my June water bill Is Selected Or Did you see the postcard or notification in your bill? I got a notification in my June water bill Is



Selected Or Thank you for you interest in this survey. Unfortunately the survey has ended. Gift card winners... Is Selected

PWD\_SVC\_ADDR Please enter the name and service address for the property listed on this bill . (The address listed below the customer name on the upper left hand corner of your bill.)

First name (1)

Last name (2)

Address (3)

City (4)

State (5)

ZIP Code (6)

Answer If Could you tell me how you found out about this survey? I got a notification in my June water bill Is Selected Or Thank you for you interest in this survey. Unfortunately the survey has ended. Gift card winners... Is Selected

PWD\_PERM\_RES Is this your permanent address?

☐ Yes (1)

☐ No (2)

Answer If Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Yes Is Selected Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Yes Is Not Displayed Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Not sure Is Selected Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Not sure Is Not Displayed

Q1 While in your home, what kind of water do you drink most often?

☐ Unfiltered tap water (1)

☐ Filtered tap water (2)

☐ Bottled water (3)

☐ Don't drink water (4)

Answer If Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Yes Is Selected Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Not sure Is Selected Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Yes Is Not Displayed Or Is your permanent residence serviced by the Philadelphia Water Department (PWD)? You are serviced... Not sure Is Not Displayed

Q2 How would you rate the quality of the water in your home that comes out of the tap or faucet (in terms of its odor, taste, or clarity?)

☐ Excellent (1)

☐ Good (2)

☐ Fair (3)

☐ Poor (4)

Q3 Next, we have a few questions about the details of your water bill. Are you the person who is primarily responsible for paying Philadelphia Water for your water bill? Select NO if: Someone else in your house pays the water bill or if you pay your landlord directly.

- ☐ Yes (1)
- ☐ No (2)

**If No Is Selected, Then Skip To Have you ever called the revenue depa...**

Q4 How often would you say that your water bill is accurate?

- ☐ Always (1)
- ☐ Mostly (2)
- ☐ Sometimes (3)
- ☐ Rarely (4)
- ☐ Never (5)
- ☐ Unsure (6)

Q5 How do you currently pay your bill from Philadelphia Water?

- ☐ Online (1)
- ☐ Zip check (automated monthly payment from bank account) (2)
- ☐ Phone (3)
- ☐ Mail (4)
- ☐ In Person (5)
- ☐ I pay my landlord (6)
- ☐ Don't currently pay (7)

**If I pay my landlord Is Selected, Then Skip To Have you ever called the revenue depa...**

Q6 How satisfied are you with the bill-paying process?

- ☐ Very satisfied (1)
- ☐ Satisfied (2)
- ☐ Neither satisfied nor unsatisfied (3)
- ☐ Unsatisfied (4)
- ☐ Very unsatisfied (5)

**Answer If How satisfied are you with the bill-paying process? Unsatisfied Is Selected And How satisfied are you with the bill-paying process? Very unsatisfied Is Selected**

Q7 What are the reasons that you are unsatisfied with the bill-paying process?

Q8 Have you ever called the revenue department of Philadelphia Water for an issue with your bill (other than just paying it)?

- ☐ Yes (1)
- ☐ No (2)

**Answer If Have you ever called the revenue department of Philadelphia Water for an issue with your bill (other than just paying it)? Yes Is Selected**

Q9 Regarding the most recent issue you called about, was it resolved?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Not sure (3)

Q10 Have you ever called the service department of Philadelphia Water to report a service-related problem (not related to billing)?

- ☐ Yes (1)
- ☐ No (2)

**Answer If Have you ever called the service department of Philadelphia Water to report a service-related problem (not related to billing)? Yes Is Selected**

Q11 Thinking about your most recent call, how would you rate the phone service provided by the representative that you spoke with? Please consider his or her efficiency, professionalism, knowledge, and courtesy.

- ☐ Excellent (1)
- ☐ Good (2)
- ☐ Fair (3)
- ☐ Poor (4)

**Answer If Have you ever called the service department of Philadelphia Water to report a service-related problem (not related to billing)? Yes Is Selected**

Q13 Thinking about your most recent service-related problem, how would you rate the service provided to fix the problem? Please think about the responsiveness, friendliness, and efficiency of staff, and the quality of maintenance or service.

- ☐ Excellent (1)
- ☐ Good (2)
- ☐ Fair (3)
- ☐ Poor (4)
- ☐ No service was required (5)

Q14 Have you been notified of a community meeting held by Philadelphia Water about an upcoming project in your neighborhood?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Not sure (3)

**Answer If Have you been notified of a community meeting help by Philadelphia Water about and upcoming project in your neighborhood? Yes Is Selected**

Q15 How did you receive notice of an upcoming project?

- ☐ Mailing (1)
- ☐ Flyer (2)
- ☐ Civic Association or community group (3)
- ☐ Word of mouth (4)
- ☐ Other (5) \_\_\_\_\_

Q16 How would you prefer to receive information about upcoming projects in your community from Philadelphia Water?

- ☐ Email (if so, please provide) (1) \_\_\_\_\_
- ☐ Mailing (2)
- ☐ Flyer (3)
- ☐ Notice on Philadelphia Water website (4)
- ☐ Other (5) \_\_\_\_\_
- ☐ I prefer not to receive any information (6)

Q17 Have you been informed of any Philadelphia Water Customer Assistance Programs such as Rain Check, Senior Citizen Discounts, Water Revenue Assistance Program, Homeowners Emergency Loan Program, Conservation Assistance Program, or other?

- ☐ Yes (1)
- ☐ No (2)

Q18 Overall, how satisfied are you with your experience as a customer of Philadelphia Water?

- ☐ Very satisfied (1)
- ☐ Satisfied (2)
- ☐ Neither satisfied nor unsatisfied (3)
- ☐ Unsatisfied (4)
- ☐ Very unsatisfied (5)

Q19 Thinking about your overall experience with Philadelphia Water related to your service, billing and payment, or communications, do you have any feedback for the Philadelphia Water Department on how to improve your experience as a customer?

PWDFEEDBACK Are you interested in providing more feedback in the future for Philadelphia's Water Department?

- ☐ Yes (1)
- ☐ No (2)

**Answer If WEB\_MODE Is Not Empty**

BHP\_AGE Now, just a few final questions about you...What's your exact age?

**Answer If WEB\_MODE Is Not Empty**

BHP\_GEN What's your gender?

- ☐ Male (1)
- ☐ Female (2)
- ☐ Other (3)

**Answer If WEB\_MODE Is Not Empty**

BHP\_ETHN What's your race/ethnicity?

- ☐ Asian/Pacific Islander (1)
- ☐ Black/African American (2)
- ☐ Hispanic/Latino (3)
- ☐ Native American (4)
- ☐ White/Caucasian (5)
- ☐ Other (6)

**Answer If WEB\_MODE Is Not Empty**

BHP\_EDU What's your highest level of education?

- ☐ Less than High Sch (1)
- ☐ HS Diploma/GED (2)
- ☐ Some College (3)
- ☐ College Degree (4)
- ☐ Some Grad Sch (5)
- ☐ Grad Degree (6)

**Answer If WEB\_MODE Is Not Empty**

BHP\_PARENT Are you a parent or caregiver to a school-aged child (PK-12)?

- ☐ Yes (1)
- ☐ No (2)

**Answer If WEB\_MODE Is Not Empty**

BHP\_HEARD This survey is through BeHeardPhilly<sup>SM</sup>- which is a social movement through Temple that allows all Philadelphia residents to have their voices heard by people making the big decisions in the city. By signing up you will also have the opportunity to win prizes or gift cards and weigh in on other important issues. Have you heard about BeHeardPhilly<sup>SM</sup> before?

- ☐ Yes, but I am not a member (1)
- ☐ Yes, and I am a member! (2)
- ☐ No, I have never heard of BeHeardPhilly (3)

**Answer If WEB\_MODE Is Not Empty**

BHP\_CONTACTMODE What's your preferred way to be contacted for taking surveys?

- ☐ Text Msgs (1)
- ☐ Phone Call (2)
- ☐ Email (3)
- ☐ Not Interested (4)

**Answer If What's your preferred way to be contacted for taking surveys? Text Msgs Is Selected Or WEB\_MODE Is Not Empty**

BHP\_TEXT Please confirm the number to send text messages.

If Please tell us the best way to contact you in the event that you are one of the winners of the \$100 gift cards?  
&nbsp; Phone number Is Not Empty

- ☐ \${q://QID37/ChoiceTextEntryValue/1} (1)
- ☐ Enter Number (2) \_\_\_\_\_

**Answer If What's your preferred way to be contacted for taking surveys? Phone Call Is Selected Or WEB\_MODE Is Not Empty**

BHP\_PHONE Please confirm the phone number.

If Please tell us the best way to contact you in the event that you are one of the winners of the \$100 gift cards?  
&nbsp; Phone number Is Not Empty

- ☐ \${q://QID37/ChoiceTextEntryValue/1} (1)
- ☐ Enter Number (2) \_\_\_\_\_

**Answer If What's your preferred way to be contacted for taking surveys? Email Is Selected Or WEB\_MODE Is Not Empty**

BHP\_EMAIL Please confirm your email address.

If Please tell us the best way to contact you in the event that you are one of the winners of the \$100 gift cards?  
&nbsp; Email Is Not Empty

- ☐ \${q://QID37/ChoiceTextEntryValue/2} (1)
- ☐ Enter Email Address (2) \_\_\_\_\_

**Answer If WEB\_MODE Is Not Empty**

BHP\_CONTACTFREQ Approximately how often would you like to take a survey?

- ☐ More than once a month (1)
- ☐ Once a month (2)
- ☐ A few times a year (3)
- ☐ Once a year (4)
- ☐ I don't want to be contacted (5)

**Answer If WEB\_MODE Is Not Empty**

feedback Any other feedback or comments on BeHeardPhilly&#8480 or PWD?

END Thank you for completing the survey! Your feedback will help Philadelphia's Water Department provide better service to its customers. If you are one of the winners of the giftcards, we will contact you via the best method you provided. If you have any questions about this study, please call ISR a 215.204.8355 or email [isr@temple.edu](mailto:isr@temple.edu)

## Appendix B. Quantitative Instrument- Construction Project Survey

### Part I: Intro/Set Up

1. Select the site number/name {{SITE NUMBER/NAME}}

2. I am speaking with a:

- a). Person Intercepted on the street
- b). Person at/in a home

3. Read Intro: Hello, my name is \_\_\_\_\_ and I am from Temple University and the Institute for Survey Research. We are working with the Philadelphia Water Department to talk to people who live and work in this area about some recent Philadelphia Water construction projects.

If you have a minute, I can see if you are eligible, and if you are, I can give you \$5 in cash for taking a survey that takes less than 5 minutes.

- 1. Yes [\[go to Part II: Survey Eligibility\]](#)
- 2. No [\[SKIP TO Part IV: BHP\]](#)

### Part II: Survey Eligibility

Performance Measure	#	Survey Question	
		Screener/Eligibility	
		Person Intercepted	Person at/in home
Current resident or employee of business	Pre_Q1	a) Do you live or work within a 10 minute walk of this location? 1. Yes 2. No <a href="#">[SKIP TO Part IV: BHP]</a>	b) Do you live in this house? 1. Yes 2. No <a href="#">[go to "Do you live within a 10 minute walk?"]</a>
Amount of time in area	Pre_Q2	a) For how many years have you lived or worked in this area? 1. Less than 1 year 2. 1 to 5 years 3. 6 to 10 years 4. 11 to 20 years 5. More than 20 years	a) For how many years have you lived at this house? 6. Less than 1 year 7. 1 to 5 years 8. 6 to 10 years 9. 11 to 20 years 10. More than 20 years
Overall PWD Satisfaction (Comparable to Q on Customer Satisfaction	Pre_Q3	Overall, how satisfied are you with your experience as a customer of Philadelphia Water? 1. Very satisfied	



Survey)		<ol style="list-style-type: none"> <li>2. Satisfied</li> <li>3. Neither satisfied, nor dissatisfied</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
Background Information	Project_Info	<p>The Philadelphia Water Department did a construction project on this street, from {{INSERT PROJECT LOCATIONS}} from {{INSERT START DATE}} to {{INSERT END DATE}} – so it lasted about {{INSERT MONTHS}}. The project was {{INSERT PROJECT DESCRIPTION}}            *See “PWD Construction Survey Locations.xlsx” for highlighted text)</p>
Memory/awareness of project	Pre_Q4	<p>Do you remember this construction project?</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No [SKIP TO Part IV: BHP]</li> <li>3. Not sure [SKIP TO Part IV: BHP]</li> </ol>

### Part III: Construction Project Questions

Performance Measure	#	Survey Question
		Outreach/Notification/communication before and during the construction
Notified?	Q1	<p>Did you know about the construction project before it started?</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No [Skip to Q5]</li> <li>3. Not sure [Skip to Q5]</li> </ol>
Method of notification	Q2	<p>How did you find out about this construction project? I'll list a few ways and you can tell me YES or NO</p> <ol style="list-style-type: none"> <li>1. Flyer or letter in the mail</li> <li>2. The local newspaper</li> <li>3. Attending a community meeting</li> <li>4. Through a civic group</li> <li>5. From another person or a neighbor</li> <li>6. The PWD website</li> <li>7. Phone Call or Robocall</li> <li>8. Other: _____</li> </ol>
Awareness of purpose	Q3	<p>Before it started, were you aware of the <b>purpose</b> of the construction project?</p> <ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Not Sure</li> </ol>
Satisfaction with way notified	Q4	<p>How satisfied or dissatisfied were you with the way you were notified about the construction project?</p> <ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> </ol>

		<ol style="list-style-type: none"> <li>3. Neither satisfied, nor dissatisfied</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
Preferred notification mode	Q5	<p>In the future, how would you want PWD to tell you about upcoming construction projects? I'll list a few ways and you can tell me YES or NO</p> <ol style="list-style-type: none"> <li>1. A letter in the mail</li> <li>2. An article or notification in the local paper</li> <li>3. Holding a community meeting</li> <li>4. Having civic groups tell residents</li> <li>5. Posting it on their website</li> <li>6. Phone Call or Robocall</li> <li>7. Other: _____</li> </ol>
		<b>Inconveniences</b>
Inconvenienced	Q6	<p>During the construction project, how much would you say that you were inconvenienced?</p> <ol style="list-style-type: none"> <li>1. Not inconvenienced at all [Skip to Intro_sat]</li> <li>2. A little inconvenienced</li> <li>3. Somewhat inconvenienced</li> <li>4. Very inconvenienced</li> </ol>
Factors of inconvenience	Q7	<p>What factors made you feel inconvenienced during the construction project? I'll list a few ways and you can tell me YES or NO</p> <ol style="list-style-type: none"> <li>1. Lack of sidewalk and street access</li> <li>2. Noise</li> <li>3. Poor signage about the project and closure</li> <li>4. Pipe installation on the road</li> <li>5. No parking</li> <li>6. Dirt and dust</li> <li>7. Messy worksite</li> <li>8. Other: _____</li> </ol>
Satisfied with attempts to limit inconvenience	Q8	<p>How satisfied were you with PWD's attempts to minimize any inconveniences?</p> <ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neither satisfied, nor dissatisfied</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
		<b>Satisfaction with Job Site Behavior/Cleanliness, Timeliness, Overall</b>
Section Intro	Intro_sat	<p>Next, I am going to ask you how satisfied or dissatisfied you were with a few different parts of the project. Here are answer options: [[GIVE SHOW CARDS]]</p> <ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neither satisfied, nor dissatisfied</li> </ol>

		4. Dissatisfied 5. Very dissatisfied
Reported Satisfaction of Workers Behavior	Q9	Thinking about the work force and how they conducted themselves during the project, how satisfied or dissatisfied were you with the courtesy and professionalism of the PWD construction project workers? 1. Very satisfied 2. Satisfied 3. Neither satisfied, nor dissatisfied 4. Dissatisfied 5. Very dissatisfied
Reported Satisfaction of Site Cleanliness	Q10	Thinking about how the site was kept during the day and after the team left at night, how satisfied or dissatisfied were you with the cleanliness of the site? 1. Very satisfied 2. Satisfied 3. Neither satisfied, nor dissatisfied 4. Dissatisfied 5. Very dissatisfied
Reported satisfaction with timeliness of project	Q11	Thinking about how the project proceeded and the pace of the work, how satisfied or dissatisfied were you with the timeliness for completing the work? 1. Very satisfied 2. Satisfied 3. Neither satisfied, nor dissatisfied 4. Dissatisfied 5. Very dissatisfied
Understood Purpose of Project	Q12	[DISPLAY IF Q3 ≠ 1] By the time the project was completed, did you feel you were aware of the <b>purpose</b> of the construction project? 1. Not at all aware 2. A little bit aware 3. Somewhat aware 4. Very aware
OPEN	Q13	In the future, what could PWD do to make construction projects better for residents?

\*\*General Construction Project Satisfaction will be calculated based on the average of 9, 10, and 11.

Q13 skips to BHP\_HEARD

Demographic	#	Survey Question
Age		What is your exact age?
Home zip code		What is your home zip code?
Gender		What is your gender? 1. Male 2. Female

		3. Other
Race		What is your race? 1. Asian 2. Black/African American 3. Hispanic/Latino 4. Native American 5. White/Caucasian 6. Other
Highest Level of Education		What is your highest level of education? 1. Less than high school diploma 2. High school diploma or GED 3. Some college 4. College degree 5. Some grad school 6. Grad degree

#### Part IV: BeHeardPhilly In-Take Questions

[DISPLAY IF Part III NOT SHOWN (i.e. was not eligible for survey)]

Unfortunately, you are not eligible for this survey. But, at Temple, we have started a social movement called **BeHeardPhilly** that gives all residents in Philadelphia a chance to have their voices heard by weighing in on important issues in the City. [[HAND FLYER]] There are currently over two-thousand people signed up, and it is becoming an important way for people making decisions in the City to hear the opinions of residents.

{{BHP Invite Block}}

## Appendix C. Weighting Report

Virtually, all survey data are weighted before they can be used to produce reliable estimates of population parameters. While reflecting the selection probabilities of sampled units, weighting also attempts to compensate for practical limitations of a sample survey, such as differential nonresponse and undercoverage. The weighting process for this survey essentially entailed two major steps. The first step consisted of computation of *base weights* to reflect unequal selection probabilities and selection of one adult per household. In the second step, base weights were adjusted so that the resulting final weights aggregate to reported totals for the target population.

For the second step, final weights were adjusted using the method of *Iterative Proportional Fitting*, which is commonly referred to as *Raking*. Specifically, design weights were simultaneously adjusted along the following raking dimensions using the *WgtAdjust* procedure of SUDAAN. It should be noted that survey data for some of demographic questions used for weighting included missing values. All such missing values were first imputed using a *hot-deck* procedure before construction of the survey weights. As such, respondent counts reflected in the following tables correspond to the post-imputation step.

**Table 1.** First raking dimension for weight adjustments by gender

Gender	Respondents		Population <sup>6</sup>	
Male	835	42.1%	535,945	45.9%
Female	1,147	57.9%	630,438	54.1%
<b>Total</b>	<b>1,982</b>	<b>100.0%</b>	<b>1,166,383</b>	<b>100.0%</b>

**Table 2.** Second raking dimension for weight adjustments by age

Age	Respondents		Population	
18-24	61	3.1%	149,700	12.8%
25-34	303	15.3%	279,609	24.0%
35-44	258	13.0%	191,107	16.4%
45-54	267	13.5%	183,728	15.8%
55-64	456	23.0%	174,046	14.9%
65+	637	32.1%	188,193	16.1%
<b>Total</b>	<b>1,982</b>	<b>100.0%</b>	<b>1,166,383</b>	<b>100.0%</b>

**Table 3.** Third raking dimension for weight adjustments by race-ethnicity

Race-Ethnicity	Respondents		Population	
White	1,073	54.1%	451,742	38.7%
Black	476	24.0%	466,976	40.0%
Hispanic	51	2.6%	140,428	12.0%
Other	382	19.3%	107,237	9.2%
<b>Total</b>	<b>1,982</b>	<b>100.0%</b>	<b>1,166,383</b>	<b>100.0%</b>

**Table 4.** Fourth raking dimension for weight adjustments by education

<sup>6</sup> The needed population totals for weighting have been obtained from the American Community Survey (ACS).

Education	Respondents		Population	
HS or Less	452	22.8%	596282	51.1%
Some College	363	18.3%	283924	24.3%
College Graduate	548	27.6%	173411	14.9%
Beyond College	619	31.2%	112766	9.7%
<b>Total</b>	<b>1,982</b>	<b>100.0%</b>	<b>1,166,383</b>	<b>100.0%</b>

#### **Variance Estimation for Weighted Data:**

Survey estimates can only be interpreted properly in light of their associated sampling errors. Since weighting often increases variances of estimates, use of standard variance calculation formulae with weighted data can result in misleading statistical inferences. With weighted data, two general approaches for variance estimation can be distinguished. One method is *Taylor Series* linearization and the second is replication. There are several statistical software packages that can be used to produce design-proper estimates of variances using linearization or replication methodologies, including:

- SAS: <http://www.sas.com>
- SUDAAN: <http://www.rti.org/sudaan>
- WesVar: [http://www.westat.com/westat/statistical\\_software/wesVar](http://www.westat.com/westat/statistical_software/wesVar)
- Stata: <http://www.stata.com>

**An Approximation Method for Variance Estimation** can be used to avoid the need for special software packages. Researchers who do not have access to such tools for design-proper estimation of standard errors can approximate the resulting variance inflation due to weighting and incorporate that in subsequent calculations of confidence intervals and tests of significance. With  $W_i$  representing the final weight of the  $i^{\text{th}}$  respondent, the inflation due to weighting, which is commonly referred to as *Design Effect*, can be approximated by:

$$\delta = 1 + \frac{\sum_{i=1}^n \frac{(W_i - \bar{W})^2}{n-1}}{\bar{W}^2}$$

For calculation of a confidence interval for an estimated percentage,  $\hat{p}$ , one can obtain the conventional variance of the given percentage  $S^2(\hat{p})$ , multiply it by the approximated design effect,  $\delta$ , and use the resulting quantity as adjusted variance. That is, the adjusted variance  $\hat{S}^2(\hat{p})$  would be given by:

$$\hat{S}^2(\hat{p}) \approx S^2(\hat{p}) \times \delta = \frac{\hat{p} \times (1 - \hat{p})}{n-1} \left( \frac{N-n}{N} \right) \times \delta$$

Subsequently, the  $(100-\alpha)$  percent confidence interval for  $P$  would be given by:

$$\hat{p} - z_{\alpha/2} \sqrt{\frac{\hat{p} \times (1 - \hat{p})}{n-1} \left( \frac{N-n}{N} \right) \times \delta} \leq P \leq \hat{p} + z_{\alpha/2} \sqrt{\frac{\hat{p} \times (1 - \hat{p})}{n-1} \left( \frac{N-n}{N} \right) \times \delta}$$

## Appendix D. Construction Project Information

Site #	Suggested Intercept Location	Project #	PROJECT LOCATIONS	START DATE	END DATE	APPROX MONTHS	Zip code	Neighborhood	PROJECT DESCRIPTION
1	Parker Ave & Mitchell St	20283	MITCHELL ST from CINNAMINSON ST to PARKER AVE HAGNER ST from HILL RD to HIOLA RD HIOLA RD from HAGNER ST to DEAD END	9/14/15	12/28/15	4	19128	Roxborough	to replace a water main
2	Orthodox & Frankford Ave	20355	ORTHODOX ST from OAKLAND ST to LEIPER ST ORTHODOX ST from LEIPER ST to PENN ST ORTHODOX ST from PENN ST to FRANKFORD AVE ORTHODOX ST from FRANKFORD AVE to HEDGE ST ORTHODOX ST from HEDGE ST to MULBERRY ST PAUL ST from WOMRATH ST to CHURCH ST	10/27/14	11/20/15	13	19124	Frankford	to replace a water main
3	Red Lion Road & Bustleton Ave	20404	BUSTLETON AVE from RED LION RD to GORMAN ST HALDEMAN AVE from SANFORD ST to ROOSEVELT BLVD RED LION RD from NORTHEAST BLV to BUSTLETON AVE RED LION RD from BUSTLETON AVE to VERREE RD RED LION RD from VERREE RD to FERNDAL ST	10/23/14	11/16/15	13	19116	Northeast	to replace a water main
4	Ridge Ave & Roxborough Ave	20438	MAGDALENA ST from JAMESTOWN AVE to ROXBOROUGH AVE VICARIS ST from LAURISTON ST to SALAIGNAC ST WENDOVER ST from HENRY AVE to MAGDALENA ST RIDGE AVE from HERMIT ST to WALNUT LN JAMESTOWN AVE from HENRY AVE to MAGDALENA ST RIDGE AVE from MANAYUNK AVE to LAURISTON ST RIDGE AVE from LAURISTON ST to PECHIN ST RIDGE AVE from PECHIN ST to HERMIT ST OSBORN ST from DEAD END to RIDGE AVE	8/25/14	11/12/15	15	19129	Roxborough	to replace a water main

Site #	Suggested Intercept Location	Project #	PROJECT LOCATIONS	START DATE	END DATE	APPROX MONTHS	Zip code	Neighborhood	PROJECT DESCRIPTION
5	21st & Norris	40630	NORRIS ST from 20TH ST to 21ST ST NORRIS ST from 21ST ST to 22ND ST REDNER ST from 20TH ST to 21ST ST WOODSTOCK ST from BERKS ST to NORRIS ST WOODSTOCK ST from NORRIS ST to DIAMOND ST	5/18/15	2/1/16	9	19121	North Philly West (near Temple)	a sewer replacement project
6	Budd Street	40658	41ST ST from MARKET ST to POWELTON AVE FILBERT ST from 36TH ST to 37TH ST FILBERT ST from 38TH ST to 39TH ST BUDD ST from POWELTON AVE to BARING ST BUDD ST from BARING ST to SPRING GARDEN ST HOLLY ST from POWELTON AVE to BARING ST HOLLY ST from SPRING GARDEN ST to BARING ST	9/30/2013	1/28/16	28	19104	West Philly	a sewer replacement project
7	15th & Diamond	40681	15TH ST from DIAMOND ST to SUSQUEHANNA AVE 15TH ST from SUSQUEHANNA AVE to DAUPHIN ST 15TH ST from DAUPHIN ST to YORK ST CARLISLE ST from DIAMOND ST to SUSQUEHANNA AVE CARLISLE ST from SUSQUEHANNA AVE to DAUPHIN ST SUSQUEHANNA AVE from BROAD ST to 15TH ST BOSTON ST from PARK AVE to BROAD ST DIAMOND ST from 16TH ST to 17TH ST DIAMOND ST from 15TH ST to 16TH ST	1/24/14	2/10/16	23	19121	North Philly West (near Temple)	a sewer replacement project
8	10th & Tasker/ Morris	40934	10TH ST from TASKER ST to MORRIS ST 10TH ST from MORRIS ST to MOORE ST	6/1/15	10/23/15	5	19148	South Philly/ Passyunk Sq	a sewer replacement project



Site #	Suggested Intercept Location	Project #	PROJECT LOCATIONS	START DATE	END DATE	APPROX MONTHS	Zip code	Neighborhood	PROJECT DESCRIPTION
9	Olney and Ogantz	50044	OGONTZ AVE from CHEW AVE to OLNEY AVE BELFIELD AVE from LOGAN ST to WISTER ST CHEW AVE from OGONTZ AVE to 16TH ST 16TH ST from OLNEY AVE to CHEW AVE OLNEY AVE from 16TH ST to OGONTZ AVE 20TH ST from BELFIELD AVE to DEAD END VIRGINIAN RD from CHEW AVE to GRANGE AVE 17TH ST from CHEW AVE to GRANGE AVE	3/24/14	1/21/15	8	19141	Olney (right by Olney Transportation Center)	Green project
10	Jefferson St & N Lawrence St	50070	LAWRENCE ST from DEAD END to JEFFERSON ST 04TH ST from HARLAN ST to JEFFERSON ST	4/30/15	11/30/15	7	19122	Yorktown/N orth Philly East	Green project

\*Note: A Green project is a project for stormwater management through the use of green stormwater infrastructure systems, such as tree trenches, rain gardens, stormwater planters and bumpouts.

## Appendix E. Customer Satisfaction Open-Ended Responses

“Thinking about your overall experience with Philadelphia Water related to your service, billing and payment, or communications, do you have any feedback for the Philadelphia Water Department on how to improve your experience as a customer?”

The follow responses are divided into categories based on overall satisfaction score. The “Not Satisfied” group includes those who answered “Very unsatisfied, Unsatisfied, or Neither satisfied or unsatisfied;” the “Satisfied” group answered “Satisfied,” and the “Very satisfied group indicated being “Very Satisfied.”

### Not Satisfied Customer Comments (n = 367)

- 3 charges before it was one bill not good service
- A nicer online interface for paying bills would be great. Or auto payment options, like the ability to put my water bill on my credit card every month without having to sign in to pay.
- a water shut-off notice was put on my door in the morning, and when I came home from work the water was turned off! -for one month past due.2. the programs you have for low-income are really non-existent, unless you have connections. 3.
- Accept automated, recurring, online payments, with NO ADDITIONAL FEES. Build support for whatever my bank needs to set up automatic payments.
- Accuracy of billing and meter reading is critical
- After hearing our rates are going up because of persons not paying their water bills, I feel the solution is for you to turn the water off on those that do not pay. Otherwise you are giving a good outlet for those who pay a great way not to pa
- AFTRE the incident in Flint MI, Id appreciate knowing my city is doing all it can to keep our water safe, clean and affordable for its citizens. Id also like knowing what its doing to prevent a situation like that one in MI. In another city whe
- All i received was an aggressive angry note that my water would be cut off i think its racial and attitude that the company has, it was the 1st time in 50 years i didnt receive a bill and they say they are gonna ut my water off spoke to Waller
- Allow bill pay online for free
- Answer your phones!
- As a renter not much interaction. As an active citizen recognize the important work they do.
- At the Water Department Service at downtown (center city), the machines for the ticket should also have language selections, because not everyone is able to get their tickets from a touch screen machine due to a language barrier. In addition, t
- Autopayment. This is the only service I pay monthly that I have to manually pay every month. please give an option for an automatic payment.
- Be more responsive and listen to your customers
- Be more responsive to billing issues and change of address requests.
- be notified on things like community meetings i didnt realize that
- better auto pay.
- Better communication about the construction projects

- Better communication.
- Better online presence
- Better share the residential stormwater management programs that the water department has.
- better tasting water
- Biggest issue is water usage. It's unclear how it is measured in the sense that there seem to be different tiers of billing. Level 2 is \$40, Level 3 is \$50, Level 4 is \$60, for example. It doesn't seem to accurately bill you for your exact water
- Bill is too expensive. We should get discount for having rain barrels
- Billing needs much improvement. I had been on zipcheck. When I changed bank accounts there was complete chaos. I tried to change the info with you in a timely manner but it was not processed--so my closed account was billed, I had a fee to pay a
- Billing seems ok. Big problem with HELP Program. Paid \$7,000 to correct problem with property sinking. Inspector indicated on diagram that the problem was inside my house, but the City-approved plumbing company dug up my lawn to replace some
- Billing: Process payment faster. Better clarity on usage. Tax my neighbor for putting in pavers that allow for NO water to seep back into the ground. I feel as though I am paying for his storm sewage overuse. More programs to use gray water.
- Bills never seem to reflect actual use though most of the cost may be other things. Water tastes like it's from a frog pond sometimes so I always filter it to make it palatable.
- Bills should be available online and the water quality should be better. Just had it tested and our water is really not safe to drink.
- Bills should be mailed out in a timely manner. I have been receiving the bills a day before it's due or never received a bill for the month. Receiving a bill every other month and being charged a penalty charge for the water department's error,
- Can't think of anything
- Cause nothing was done about it (service) I'm very unsatisfied because I'm trying to get something resolved. I'm trying to get my bill straightened out. I filled out my application. I forget what it was called (wrap, wife in background) and we can't
- CEO needs to go to jail before the water gets like Flint, Michigan
- Charge less. Take responsibility for all piping outside the walls of a home. Fix aging infrastructure AND, when you dig up the streets, put them back together better. You do a terrible job of repairing the streets after you dig them up.
- Charges are a bit much
- communicate better
- Communication is poor at best. We had water on our block turned off repeatedly over a two-week period while they did street work. When it came back on, the water was brown and filled with sediment of some sort. We NEVER received any warning, we
- Create a legitimate online paying system and an easy way to autopay each month. Don't charge fees for using the online services especially for the recurring bill pay (since this has to save you money) Don't charge for water when doing work outside
- Create an online account for each customer that displays history of prior payments-Get rid of the fee associated with credit card payments-Allow for direct withdrawal from banking account-
- customer experience is fine..bills are high whether or not I am at home or away..no difference. Taste of water is not nice for drinking.

- Customer support is atrocious, I still never was able to reach a real person despite wells of trying
- Customers should be able to print water bill in order to pay by mail.
- Deliver better quality water for drinking purposes perhaps by creating new pipes that are devoted only for drinking/cooking purposes while leaving the existing lines intact for bathing etc.
- Dept needs to take responsibility for errors concerning a faulty meter. The customer is not responsible for a device the water company owns and reads monthly, especially when the problem originated on their end.
- DO SOMETHING about the open hydrants that drain our reservoirs all year long! I'm tired of seeing this precious resource squandered by people who don't even pay for it!
- Don't charge a fee to pay your bill. I don't have an option for who I receive water services from so why should I be charged to pay for a service I can't live without.
- Don't have any feedback at this time, but as a senior citizen I wish my bill wasn't so high, thanks.
- Don't see why I should have to pay a service charge to make an online payment. Also, think the water rate is too high.
- Drinking water quality is fair at best. Even after it goes through a filter into my ice machine or through a water dispenser it is left with a fishy undertone if left standing. Some sort of amine I suppose. Other than ice & boiling pasta I prefer not.
- Electronic bill delivery would be more dependable than USPS. Auto-pay through a totally reliable vendor would be desirable.
- Electronic bill statements to eliminate paper statements.
- Enabling bill delivery through bank accounts would be a great step forward. Rather than using the web interface. It's much improved, but still inconvenient. Linking to a bank would make bill tracking much easier.
- ensure accuracy of meters and improve your customer service...extremely rude people
- Every month our water bill is exactly the same; to the penny. Sometimes we have been out of town for a week or more and therefore not using ANY water. And then---same exact amount on next water bill. On the billing statement it says that the meter
- Every time I have spoken with a WRB representative they have been unhelpful and sometimes outright rude. I tried to have the 2 bills I receive monthly combined into a single bill so I don't pay two separate bills a month, pointing out they were
- Explain what storm charges mean
- Fee for online bill pay is too high.
- Feel that being charged monthly for a piece of property that has no water service (storm water charge) and no non-permeable property is ridiculous. It would be nice, since the bills are usually sent a couple of days before they have to be paid.
- Find another way to fund critical investments in aging infrastructure. Don't keep increasing rates which increases amounts water bill customers have to pay, many of whom are poor and low-income. Get innovative before we end up like Detroit. Detroit
- Get better bill payment centers. It would be way better if they took cash and debit cards in addition to checks or money orders.
- Get on any possible lead issues in an aggressive and public way
- Give us notice when projects will affect the quality of our drinking water. It's rather unpleasant to have a meal you're cooking ruined because no one told you work down the street would leave you with brown, sediment-filled water for several days.

- greater communication with the public and prices are little high now
- Have had a substantial amount of trouble with commercial properties I own sorting out a PWD error in assigning correct meter numbers to addresses. Required multiple site visits by PWD techs wherein we identified and agreed on where the problem(s)
- Have it cost nothing to pay by phone. Give a senior discount to all seniors making under say maybe \$40,000.. Reduce the cloudiness of the water
- have not been able to get explanation as to why storm water runoff bill so high when almost all of my runoff goes onto a 0.75 acre lawn
- Have PWD remove the loop holes in water testing to improve tap water quality. Drinking the water gave me a headache so I only drink bottled water.
- Have someone as an option be willing to explain those programs. I didn't even know about them until this survey
- How is it that the bill for water usage for two people can be so high? Your website is full of average bills being lower than anywhere in the area but that is not true. Our bill is Higher than the average for LOWER usage. I think you bill custo
- I paid my water bill online or by phone and was charged \$4 each time i paid . This Convenience Fee is EXCESSIVE . ( it amounted to 7.50f the bill ) In NYC where i moved from to Philly the charge is less than 10
- I am concerned about the safety of my water in light of the recent reports about lead in the drinking water.
- I am fine with the color, taste, and odor. I have a minor issue with poor water pressure. I have a major issue with the rates which seem to be double what my daughter and her husband pay in nearby Trappe, PA. Now you want to increase the ra
- I am sure I have been overcharged for my water usage several times. I have appealed these charges but of course my appeal was denied. Short of going to center city, there is very little left for me to do. I also believe other customers are bein
- I am trapped with a 36,000 PWD bill & this has affected my life terribly and credit even though a judgement was placed in my favor for the faulty bill. Broken meters were put in my home and the bill was still placed in my name. After fighting f
- I can not say no dealings with the Water Dept. at this address.
- I can not think of any thing right now.
- I demand the city of Philadelphia remove the fluoride and chlorine and other dangerous chemicals they are slowly killing us with. I buy my own water to drink which, is very expensive and I've purchased a water distiller. I had to also buy a sho
- I didn't realize there's always a storm charge even though I don't use it I didn't know it I also want to you know see uh what is the level like how purified the water is, is there a way to show the water is ok to drink or not ok to drink? I w
- I do not deal with PWD directly. I live in an apartment building. You should be speaking to home owners and landlords only.
- I do not like that I need my account number to pay my bill online. I would prefer a system where I can just create a userid and password so that I do not need to physically have my bill with me in order to pay it.
- I do not use the same amount of water every month, yet my water bill never fluctuates. I have been using less water since January but have been billed higher than expected or the same flat fee of \$54.01. I do not see why my water bill has not g

- I don't appreciate having to pay a fee to pay my bill online. Since that change I have gone back to paying primarily by check/mail.
- I don't get the senior citizen discount and i think there should be a wider parameter so that more seniors can get the discount. its cuts out a lot of people. i don;t think that's right
- I don't like how slow your online service is when updating billing information especially payments. If you speak to three different people, you can get 3 different answers. Customer Service are not forthcoming in offering all information availa
- I don't really have an opinion one way or the other because I've not had enough interaction with them to adequately make a judgment.
- I don't understand or like the billing based on CCF units. Why does it have to be such a big unit? And why does it reset every month? Also the cost of water is too low (which doesn't encourage preservation) and runoff fee -- which I can't contr
- I dont have a problem with them, I just want my rates down a bit. I want them to read the meter correctly instead of estimating it.
- i DONT KNOW, i HAVE WORKED FOR THE SHOOOL DISTRICT THEY CLAIM THAT THERE WAS LEAD IN THE WATER.
- i dont think the people are professional in any way. I dont feel that they are knowledable.
- I feel the charges for water are much too high. As a senior citizen who receives the discount, the fees are still on the very high side. My water usage is much less than it has been in years, and I am still paying ridiculous charges. Someone
- I FELL THAT THE UPCOMING INCREASE THAT IS TO BECOME EFFECTIVE JULY 2017 IS RIDICULOUS. WE ALREADY PAY ENOUGH MONEY ESPECIALLY IN DISTRIBUTION FEES, NOW I AM GOING TO HAVE TO PAY FOR THOSE THAT CANNOT OR WILL NOT? IF YOU CAN'T AFFORD SOMETHING,
- I get a little upset on the price of water, and I would like to know more about filtering my water because I drink a gallon of water a day.
- I get the impression that the people on the phone are not very interested in providing good service. They are curt and often unhelpful. Better training for your phone staff would be a good first step.
- I grew up elsewhere, and I just never acclimated to Philadelphia water's taste. I've had no real problems with it, but drink almost exclusively bottled seltzer water.
- I had called the dept about a year or two ago to report a car accident involving the fire hydrant that was hit by a hit and run in front of our house and asked if the service could come and fix it. It took them a month to respond and come and
- I had the worst time getting the water bill in my name. I had to take time off of work multiple times to go to the office in center city and was given incorrect information by the employees there. Very frustrating. The bill paying process on
- I had to go through hell to get a senior citizen discount.
- I have a meter but i dont think it works, its new, but I don think it's ever been read the price is always the same whether im home or not,. I know its not accurate its never accurate its murky and polluted water.
- I have always "trusted" that you in the water dept. know what you are doing and that you are providing us with safe clean water. I cannot help but ask why does it taste so bad? My family from NYC won't drink it. . . NYC's does taste better. Of
- I have lived in Philadelphia all 68 years of my life. I have never really had a problem with the water. But to be honest I really never paid much attention to it. NOW recently I read an article that Philadelphia has very poor quality of water

- I have never contacted the water department. That means I haven't had any problems so I guess I'm satisfied.
- I have only called once or twice and found the staff not very helpful and at times rude.
- I implore you to improve your billing and customer service. Not only did my experience with the water department taint the jubilation I experienced moving back to Philadelphia, and renting my first home, I would bet my right arm that the PWD is
- I just am very unhappy with the Flouride in our water. So that bothers me that we have to pay for that filter.
- I just received a bill today, I don't understand why it's so high. And that is why I have had previous calls with the water department
- i just think they're horrible. the main thing is to stop lying and do an actual reading, stop estimating based on the year before's usage
- I only had one problem one time when a pipe broke up the street and i had to keep calling the water department about it
- I own 4 properties in the city and always pay my bills in a timely manner so I can take advantage of the small discount. Philadelphia bills are higher than properties outside the city. You would think with closer clusters of properties and la
- I own a Philadelphia vacant lot and I receive a bill each month for rain water run off. This is a bogus charge as the lot is completely porous, lawn and garden. There is no run off. In fact, this lot is helping to preventing rain water from
- I pay 3x what most people pay in the suburbs, in part due to the stormwater "charge", so i will never be completely satisfied.
- I pay online but would at time pay at MSB if the lines weren't so long. The phone customer service line takes a long time to pick up.
- i really don't know uh there was one thing for a sr citizen that was the issue that i went for and i am a sr citizen but i found out because it was multi family i wasn't eligible and i would have preferred that i had been notified of that befor
- I receive 14 bills every month. Each in a separate envelope and each with a return envelope even though I am on zip pay. This is extraordinarily wasteful. Water department should not be so inefficient and wasteful.
- I shouldn't have to pay a fee to pay online- I pay online through my bank (which mails PWD a check) to avoid the fee- Many of the charges are opaque. - Is my usage REALLY the same month-to-month? Unlikely.
- I think a separate form of communicating with customers might provide a better way of relaying information that may be more beneficial to them since people may not read the information presented when it is included with your bill. There have b
- I think my water bill is extremely high compared to national averages and how much it's increased over the years
- I think that it is ridiculous that when I try and pay my water bill online that I have to pay an additional fee. I live on a fixed income, as does many Philadelphians, and although it is what some would say "only" two dollars, it makes a differ
- i think that these community mtgs i dont know if they really exist and if they really have them ppl working for the community and taking it back to the water dept it would be helpful for the customers
- I think that they need to expand service a little bit, more representative and longer hours and having concerns over calls in customer service

- I think the bill could be lower
- i think the bill would be fairer and encourage efficiency for ppl to not waste water and if there was one charge for amount of water used conservation
- I think the bills should not be going up I am not getting any new services to be paying new charges.
- I think the stormwater charge is unfair and should be assessed per square foot not per lot. Those of us who have small properties who contribute a small fraction of what larger homes do pay the same amount. This fee should be assessed equally b
- i think they should be doing the survey of the idea
- I think water is too expensive.I tried to call about the sr. discount a few times but line was always busy.I do drink tap water and I'm glad it's so good.Would hate to be in Flint's situation.
- i want independent testing of the water in the lab that i chose
- I was forced to enter information for one account as if I were a resident paying a monthly bill for my home. In fact, I pay nearly one hundred bills monthly for the past three years and this utility is far and away the most difficult, unrespon
- I will like to know what I would be charged if I was charged by my actual water usage instead of an estimate- my bill always says "estimated water usage" and never reflects my actual usage. Even if I have been on vacation for several weeks I a
- I work 30 years for the city. I feel as though i should have some good water, this water is terrible and house full of water bugs.
- I would appreciate if the waiting time for calls were shorter.
- I would appreciated if someone called for an issue with PWD or if they say they are coming out that they actually show up. And that they need improvement in the way they treat our veterans and senior citizens
- I would have to say the PWD customer service dept. should be looked at in ways of improving customer service by answering the phone to start. Trying to get through to discuss anything with PWD is in more ways than one, impossible. More options
- I would hope they would utilize both electronic communication (email, social media, etc) and mailings and flyering to assist with messaging about programs that can help members of the community and overall communications, since many residents o
- I would like a more detailed breakdown of water usage, such as daily use or usage time frame (use more in mornings or Saturdays), to help determine how to reduce my usage.
- I would like the option of being able to pay my bill online without such a large processing fee.
- I would like to have an online account.
- I would like to have automatic payments. I would also like to lay with credit card without a service fee.
- I would like to know more about our water quality.
- I would like to participate in conservation programs. Especially programs which help to reduce the amount of my bill.
- I would like to see the Revenue Department create an auto payment system similar to those that are used by Phila. Electric and PGW. These companies simply debit our bank account every month and do an automatic transfer, which costs us nothing.
- I would recommend tha the PW department has a website where I can log onto and download my bill.The cost of the water is very high in comparison to what I use on a monthly basis.
- I would recommend that the billing be more reflective of the water usage rather than other service chargesIf it werent for the fee, I would probably pay by credit cardIts a little bit more complicated than being just satisfied or dissatisfied.



- If only they can do better with their communication.
- if they could tell us how much we owed as far as the bill goes in an automated fashion
- Improve customer service (decrease hold time on phone, free bill payment).
- incentivize the rain check program, rain barrels, etc for residents. I tried to use rain check to update my currently concrete back patio. But the billing changed, the paperwork took almost a year, and in the end it cost more than I was able
- INEFFICIENT. NO ONE HAS ANSWERS. YOU'RE TRANSFERRED FROM ONE DEPT. TO THE NEXT.
- Issues w/ quality of my water I had to call the dept of Laboratory Assistance to fix the problem. Over the phone bill payment is horrible to navigate. The low income subsidies are increasing my rates.
- It is 2016, this is the only paper bill we still receive; seriously. Improve your billing systems 2. After MONTHS of our bank calling their billing department to confirm that the water department had received numerous payments, we finally ga
- It is about time that e-billing became an option, not just e-check.
- It is always difficult getting through to a representative for questions. Please make the lines more available to your customers.
- It is insane that Phila Water has no way to accommodate those of us in Montgomery County who receive water from Philadelphia in its billing. My PWD billing address is completely incorrect; I live and am serviced by Phila. Water at 8053 Stenton
- It is ridiculous that PWD charges an extra fee to pay online with my debit card. Seriously, I know water delivery is an old school industry but lets hold hands and enter the 21st century together, OK?
- It is ridiculous that you charge a fee for online bill paying (Phila is the only "business" I know that charges). Water is costly enough so I would rather pay for a stamp than pay the fee. And for a city that needs money, the time Phila takes
- It may have been done previously, but I would appreciate a more detailed bill breakdown noting the cost per CCF, service fees and stormwater charges. Without that information and looking at my bills over a specific time period, it looks like th
- it should be according to your usage not just a standard bill
- IT SHOULD BE ILLEGAL TO CHARGE A PERSON FOR THE RAIN THAT COMES FROM THE SKY. IT IS IMPOSSIBLE TO GET A DISCOUNT FOR PLANTING ANYTHING WHEN ALL WE HAVE IS CONCRETE IN AN INDUSTRIAL AREA. YOU HAVE TO KNOW THAT IT IS IMPOSSIBLE TO GET A DISCOUNT
- It should be much easier to setup automatic payments. I do not like having to request the form and mail it in. I would much prefer an online process.
- It should be possible to pay with a credit card or through electronic billpay. Also the storm runoff itemization is confusing - it would be preferable to incorporate any surcharges and fees into the price of the water, rather than adding vario
- It takes forever to get someone on the line. Once you do, that person is usually rude, unhelpful and has little power to resolve any issues. The service is deplorable. Most importantly, the water department should bill tenants directly and
- It takes too long to reach someone at the office..there should be an automated service to make a payment through the phone without a service charge. The site should also save customer's information cause it makes the process longer than it shou
- It would be appreciated if I received a monthly bill, not every other month and a penalty. It's rare that I receive the bill every month. I've called to complain but the info is correct on my account (other than my last name) so they can't do a

- It would be great if I was able to pay on line through my check free, paying on line now there is a fee, I am a senior citizen and would like to avoid charges.
- it would be great if the online platform didnt need your account number like a username or password or at least a way to search for it i dont always have that with mei also have a property outside of philly and i dont need it for that companyge
- It would be great if unfiltered tap water tasted better (looks okay, but some days tastes AWFUL). I would love to not have to use a filter.
- It would be nice to allow customers to pay via credit card without incurring any type of fees or service charges. Also, customers should receive discounts for using water saving devices, such as low flow shower heads and energy/water-efficient
- It would be very beneficial and convenient if customers could access their account online to view/download bills, setup automatic payments, and make one time payments. Online service has become common from most other service providers and util
- it's been fair over all
- It's completely ridiculous that a customer cannot set up automatic electronic payments on the website. The fact that it requires a phone call and forms to be submitted by paper mail is absurd in 2016. I still don't have it set up after 10
- It's fine.
- It's like the water company is living 15 years ago. Communication and checking my account online is nearly impossible. This month I was double-billed for this month and last month, though I paid my bill on time - June 13th.
- It's too expensive!
- its fine
- Join the 21st Century!!! How in the world is it that when I pay through my On-line Banking Account I'm told that you only accept checks, not electronic deposits... as a result it takes nearly a week to get a payment to you. And if that wasn't b
- Keep the people in mind who need the water, even if they are lax in their payments and offer them directly the programs or benefits you can provide to them in order to receive water.
- Less wait time to talk with a phone rep. Would prefer to receive an e-bill, without having to sign up for automatic payments.
- little more courteous will be nice.
- Long wait times when I make a phone call. Some years ago, I was notified that I needed to get water meter replaced. I was out of town for several months. When I got back, I was told that I needed to contact some private contractor. Could ne
- longer and confusing calling process, such ID number twice, and they way I have to enter ID number (not all at once)
- Lower rates
- Lower the bill
- Lower the bill
- Lower the rates and better understanding of the run off portion of the bill
- lower your rates
- Make a site to pay online without the fee.
- make bill pay more convenient

- make it cheaper
- make it easier to automate paying bills- work with billpay services from banks. Offer paperless bills, or send bills ahead of the date they are due.
- Make online credit card payments without surcharges. Stop ... Stop .... Stop raising the water revenue.
- Make rain water conservation efforts (green roof, water barrels, etc.) more known and accessible to city residents.
- Making phone wait times shorter and better customer service with more knowledge about usage
- Making us pay for rain water
- Maybe send analysis report from my area. I filled my above ground pool June 11, 2016. Upon checking ph level, I found water to be below 6.8. Normally I would have to lower ph from alkaline, but water was off the scale in acidity. Cannot find an
- More communication about water conservation and environmentally friendly programs that the PWD has or partners with.
- More frequent, targeted outreach to homeowners on available resources
- more information about programs would be nice
- More timely response to water disaster. Example: No water, bursting pipes..etc
- Most of my responses are related to an issue I had with PWD over 4 years ago, in which it took almost 2 years to resolve the error on PWD's part and for me to have to go in person and incur a \$25.00 parking cost to have them look into my bill
- My bill is high - the 15 per month storm water charge is higher than that of neighbors. I have planted much of the area around my house to control storm water run-off and I am a tenant. Have a rain barrel as well. Still paying more than folk
- My husband and I are excellent customers, we pay our bill on time and have never been late. In 2015 we had a problem that stemmed from a neighbors property, which resulted in our water being shut off while we were out of town at a conference.
- My main complaint is that I have to enter my long account number each time I pay my bill online. This means I have to find the paper bill and enter in the long account number. One of the main draws of paying online should be that I don't NEED m
- My online payment is through the bank and not directly with the Water Department. No direct billing option from bank available.
- MY ONLY CONCERN IS ABOUT THE PIPES, HOW OLD ARE THE PIPES THAT THE WATER IS FLOWING FROM IN THE STREETS AND FROM THE HOMES BUT ESPECIALLY FROM THE STREETS
- My only recent problem was that I purchased a rental property and received a bill for the month prior to settlement on the house, which should have been sent to the previous owner. My current bill shows that the previous owner did not pay the p
- My problem is I have poor water pressure. I'm on top of a hill in germantown. I have to wait until certain times of the day during the week. It's very poor on the weekends and off hours. They're regulating it down the street. I've been here 42
- My problem is the rate of inflation of water. 5 years ago, same number of children etc in the home and my bill was 25\$ less per month. We faithfully pay our bills on time but if you are raising your fees because you are unable to collect from t
- My service charge is higher than my usage charge and now your going to raise our rate to pay for people who don't pay their water bills!!! How about you shut their water OFF instead of ME and other people who do pay their bills having to make

- my water bill is 200 and no one knows why the bill was so high at the water dept they wont explain it to me and work harder to fix problems
- My water bill is now almost as large as my monthly gas bill. I have no idea why, as I live alone, drink bottled water, and shower only every other day if possible. You could improve my experience greatly by lowering my bill. Recently, it ha
- My water bill is the only bill I still receive in the mail, and is the only one without an online bill pay service that I can easily configure. Zip Check is clunky and antiquated, and if I ever get a high estimated bill I might get stuck with m
- My water doesn't taste right. It tastes like lead. and sometimes I have to boil my water
- Never
- No because it doesn't do any good. I don't get any senior citizens discounts and I don't know why because I am 73 years old
- no comments in regards to communication, but just about my water bill.
- no not really i just want some kind of help im on social security and the girl told me that i would have to have my water shut off to get help and i have good credit
- No specific feedback at this time. Water service is a necessity.
- No, no feedback.
- No, PWD is a utility and as long as I do not notice anything that is a good thing.... I would like to see water taste improve and do not completely trust unfiltered water but other than that am pleased with my service...
- None no issues so far
- None that I can think of.
- Not make it so high
- Nothing to report at this time.
- Now that you've mentioned services that I was not aware of, I'd like to know more about them
- On a few occasions my bill was too high, nobody came to check my meters. They always just say thats its right. What are you supposed to do?
- On my recent calls to Customer Service (end of March continuing through first week of June); I could not get answers to simple questions...was mostly told "our computer system entries aren't updated frequently enough to even tell you if someone
- Online bill paying can be made much simpler. Being able to save your checking or credit card information to your account would be helpful. Having a web address that actually goes to where you need to pay your water bill without having to spend
- Online billing!
- Our water has a very high level of solids that we have to filter out by a Zero Water filter after having it pass through a whole house sediment filter. The water, while clear, does not taste good and I worry about what is the water as far as t
- Overall there appears to be a lack of customer service when it comes to the Philly Water Dept. Their operators tend to be rude and need to listen first to the complaint.
- Paying a fee for an online payment option is a pain. Any chance West Philly could get softer water? How about less strongly flavored water?

- Philadelphia Water Department has performed maintenance on pipes on my block for the fourth year in a row. Although I am sure this work is necessary, as a customer and a resident, I would appreciate advanced notice when work is planned on my bl
- Please acknowledge online payments in a timely manner. Thank you.
- Please provide free on-line bill paying. The charge is too high to pay on-line. My bills say Actual Readings. Don't believe this is accurate. For example my September, November, February, April, and June bills were exactly \$87.57 each.
- Please provide the ability online for customers to schedule the payment before the due date. I usually, after I receive the bill, pay it. However, I lose interest income on my checking account because I pay the water bill well in advance of th
- PLEASE remove the fluoride. It's bad for people and bad for the pipes. It may be the reason so many pets have thread problems.
- poor people pay too much that storm water is ridiculous
- Provide detailed water analysis by street - metals, particulates, etc.
- Putting the water bill in my name was a very difficult/frustrating experience. I needed to physically go down to city hall with several forms of documentation and then waited several hours to be helped. While I was there, one of the clerks spen
- PWD customer service needs to improve their system for addressing "multiple-home" service situations that require a little bit of investigation vs. single home obvious repair issues. I represent the home owners association of our complex of 47
- PWD is best run City department
- PWD must stop adding highly toxic Fluoride to our water. Fluoride does nothing to improve water quality and is inhumane, unscientific, and a violation of human rights. I am allergic to Fluoride and it is difficult to filter out if water, I shou
- PWD needs to move away from mailed paper statements. It's 2016 - online account access should be available.
- Rates too high, run off charges, charges too high for households that only have one person living in them.
- Receiving information on water quality testing on a regular basis in the water bill or by email would be appreciated.
- Receiving notice of meter needed to be changed or faulty by water company as soon as possible. They told me my battery was expired and hit me with a \$3,000.00 bill
- Reduce mismanagement, reduce costs, improve low employee productivity, reduce corruption & nepotism, eliminate hiring preferences favoring lowly qualified employees, reduce political influence, & reduce storm management fee add-ons as unnecessa
- Remove the lead service line I was "gifted" from the city
- Responsiveness to water main breaks is slow, in my experience. Not happy with the water run-off charges and additional charges passed on to the customer even if there is no water service to the property or when the land is permeable with little
- Revenue Department does not respond to billing questions. Also, water and sewage is more costly on Philadelphia.
- send bills in a timely manner. Receive payments electronically. Water tastes bad after heavy rain. Bill is excessive for service received.

- Service, billing all okay. I'm dissatisfied because, as a senior who lives alone, with very low usage, my monthly cost is much too high -- mainly because of flat service & stormwater charges. (I don't get a Senior discount.)(I used to live in N
- Shorter wait times when calling would be nice.
- Since I am unemployed and my unemployment has run out so I have no income, I try hard to conserve water. Yet, my bill still goes up. I think there's a program for a senior discount but I won't be eligible until the end of August. I also think t
- since my husbands death im still getting high bills and this bill is unsatisfactory and i dont think i use this water and with the senior discount it should be even less
- Something needs to be done about the water system in my neighborhood. Because the was is undrinkable in my neighborhood without the use of a water filter. It would be great if they could come up with a system to purify the water in all the neig
- stop adding chareges to bill why do we ave to ave a 3dollar increase to pay fir those who dont pay and also stormwater charge need to stop
- Stop charging for paying bill, no matter the method. This Questionnaire must have been designed by a 3rd grader!!! Totally amateurish but thats the best we can expect from the city!
- Stop charging surcharge fee for online bill pay. This is ridiculous in 2016
- Stop charging to pay online and over the phone. Also, I am unable to pay online or over the phone to begin with and I have spoken to friends who tell me that they have the same exact problems. There is something wrong with the online payment
- Stop raising the water bill. thats my only complaint.
- stop shutting off the water supply in my area.
- stop the bill increases every few months. it has been twice already this year.
- Stop water fluoridation NOW. Water fluoridation is unscientific, harmful, and a violation of human rights to be "medicated" without consent. The addition of a bioaccumulative toxin to the water, which does NOT improve water quality is archaic a
- storm water charge ? fraud. in 6 years. fees, taxes, & who knows what has cause my bill to DOUBLE. \$60 a month for water ? only in philly.
- Storm water charges were a surprise to me. I would have like an explanation of what it is and why did they bring a new charge when in the history of the PWD they never needed a storm water repayment charge. PWD needs to explain. What is the pro
- Take away the fee to pay online
- Tell the truth regarding contaminats. Lower the rates. Improve the system and lower the fluoride levels or remove the chemical entirely.
- Tell us when it will be shut off
- The bill payment process online is a little cumbersome. I suspect that's an issue with the city, not the water department specifically.
- The bills are to high for individuals who are on a fixed income. They need more programs available like the other utilities
- The bills have random charges that are related to other things and it doesn't make sense why we have to pay for it when it doesn't improve our services or our community.
- The bills just pretty much state the same use each month (which sounds like way more than an average individual uses), regardless of if I'm home for a full 30 days or traveling for 14 of the 30.

- the charges for stormwater seem insane. Rain Check was a pain to try to use and I gave up half way through the process, I'm just going to do the work myself, I wasn't saving any money.
- The charges for water are way too high. Also you suggest that we use our garbage disposal for food waste, then you charge an arm n leg for water usage, water run off and sewage!!!!.
- the cost is to high and keeps going up.
- The disconnect between the Water Revenue Bureau and PWD is alarming and unacceptable. The systems should be able to speak to one another. Similarly, the staffing for customer service lines at both departments is abysmal. It routinely takes doze
- the gas station is leaking gas into our water system and its been 3 years and this still isn't resolved.
- The inability to use credit card without a major fee is a pain. I used a version of autopsy against my checking account with PGW years ago and they kept charging me after I moved and I had to fight for a year to get my money back so I will neve
- The Online experience (PWD website/billing screen/account portal) should be updated in line with other utility services
- The online payment system needs to be updated so that payments will post to your account the same day you make a payment.
- The Philadelphia Water Department takes a long time to process checks. I also had a meter problem and they replaced the battery and the representative told me he replaced the meter, he came in with a new meter. Then, I had to wait for a heari
- The processes around maintenance issues and billing are often very opaque and it is difficult to get issues resolved. Personnel are just as likely to be nasty and unprofessional as helpful. You never know what you're going to get.
- The program department was terrible. I had to pay an ridiculous amount to get off of the senior program. The auditor came and said my home is unlivable even though they came out during home renovations. I am hurt by the way that I am treated an
- The PWD should have an automated way to pay your bill online; and stop receiving paper bills.Its 2016 yall; get wit it.Paperless bills --- automatic online payment (at no cost to customer).PWD will get paid on time and save a few cents on each
- the question about my bill being correct was interesting - I've never considered before that my bill could be incorrect. Are there other ways of validating my water consumption? I'm not even sure I know how to read my own meter.
- The recent service call had to do with air getting in the line resulting in a series of mini explosions when the tap was turned on. It turns out an independent contractor doing work in the area asked the Water Dept. to temporarily shut off water
- The reservoir project in East Fairmount Park should have been more widely published.The Conservation /Discovery Center should have a clause in that LAND lease that the children of the surrounding neighborhoods will be included forever!!!
- The revenue office takes forever to process my timely payments. They are minimally faster with a mailed cheque but useless if I pay online!
- The service charge is really overpriced and the quality of the water to what we pay is really bad. I have to use a filter cause the water tastes bad. I don't understand why we can't get a filtration system like NYC, it would be worth it in the
- The service itself is adequate. However, I am unsure if my monthly bill is accurate. The additional charges seems to be excessive compared to the usage.

- the timing of the bill cause as of the 3rd of every month is when I get my soc sec and sometimes the bill has to be paid the 5th of the month or whatever and if it's too soon I wanna be sure im not late paying my bills because like I said I hav
- The timing of the bill seems arranged to make a citizen have to pay an exorbitant late fee. All my other bills are paid at the end of the month. The water bill is set up to be paid in the middle of the month. What else are you tricking me ab
- The wait times when calling are ridiculous.
- The water bill for the property at 5120 Cedar Ave, Phila., PA 19143 jumped from about \$45.00 to \$80.00 in a few months for unknown reason. Most of the charges are not related to usage. City of Philadelphia is just robbing residents who live on
- The water has a bad taste. It makes me concerned about its purity. If I could afford it I would drink bottled water.
- The water has a metallic taste and the water rates keep climbing for what result? More filtering should be applied. When i first moved into this house the rate I paid for 3 months is now more than double per month with no improvement in water tas
- The water often has an unsavory taste and smell (though my wife notices it more than I do). I would like more outreach from the water department about lead and the risks that I face, and what I can do to mitigate them.
- the water stains my shower and bath tub a red color
- The water tastes bad and I don't trust that it's clean - especially after it rains and the sewers overflow. Also, there should be a free online recurring bill pay option, like peco and pgw
- Their billing process is abysmal. Often bills are sent late with a due date already past or less than 3 days until due. This is unacceptable because they have such a strict shutoff policy. If you try to inform them that the bill was sent late a
- There should not be a fee to pay online.
- There were couple times where my water was shut off due to overdue balance the most was \$150. Just for future reference, if you do not receive payment on time, apply the late fee to the subsequent bill because that is what the fee is for. But,
- They are a total rip off. They keep raising rates. I don't believe they should charge to come to collect payments at the house. I think they are a bunch of thieves .
- They are doing what is expected of them. No more, no less.
- they could give more info about the quality of the water on a more frequent basis
- they could have set dates for the bills to arrive in the mail. I receive them at awkward moments they come at different times. Also they tat on a late fee, I do not understand this the only utility that does this.
- They dont respond to complaints over the phone, I've had okay service up until my new residence
- they have a long wait when calling in,
- they have to be gracious and courteous. The representatives are not always very courteous or provide customer service
- They need more customer service representatives. It takes over an hour on the phones at times to pick. They only refund you money when they know they were at fault if you ask them for it, and it shouldn't be like that.
- they need more sensitivity to people customer service
- They need to better customer service when calling in for emergencies. They people in the customer service department are rude and need better training.



- they need to keep their promises when speaking to their customers, and answer all questions, not just a form letter or "giving the same response to all questions" type of thing
- They NEVER answer the phone. I asked them to check my meter because my bill jumped very high and they came but never told me the result. They are generally rude on the phone. They have no sense of customer service because we have no choice but
- They promised that they would service my neighborhood with pipe lines and they never did. Sometimes we have problems with our water and the city never comes out to repair, but they never do. This is over 8 or 9 years ago and no changes have been
- They should be able to determine peak paying times by now so should have more windows open during those times
- they should have people available to answer the phones they don't the billing is always wrong and I want to go to channel 10 news bc it's so ridiculous
- Too slow when a pipe bursts
- train the employees more advise them not to give the wrong info
- Try harder to reduce costs.
- try to run it like a business most people are nice but the bad apples are like 10-20% they forget who they work for, since street was mayor there has been a steady decline my wife went to revenue and they made my wife cry it's pitiful it's not just
- Understanding how much I currently owe for my water bill is confusing while looking at it online. I think that I sometimes overpay because I don't understand how much is currently due. Please simplify the bill pay portal.
- Unknown
- Very hard to straighten out non-existent problems relating to our water meter (that is, PWD thought there was a problem when in there was none). In general, customer service is a weak spot.
- Wait time unacceptable + person with whom 1st contact is made is insufficiently trained to actually resolve most problems- although mannerly and pleasant
- Wait times via phone call were over 1/2 hour. Problems regarding billing take several months to resolve; continued to receive shut off notices even while the problem was being reviewed. Penalty charges still remained on bill even after the work
- waiting time, attitude of customer service unfriendly attitude, service is not worth my money, workers at PWD don't get the job done. Service workers not capable of doing their jobs without supervisors guidance.
- Water from tap has an odor and I will not drink it without filtration
- Water is the one bill that doesn't work with my bank's online bill pay feature. Every other utility works with my bank. This makes bill paying for PWD stressful because I'm always afraid I'll miss a bill that comes in the mail, especially if I'
- water report, doesn't always come to my door.
- Water service is great. I do, however, question PWD's ability to adequately manage storm water inlets in Philadelphia. I describe a personal complaint below. I also offer a suggestion for improving the quality of storm water collected in Phi
- We had a water main leaking on our street for months- it was an issue when we moved in and the previous owners had installed a sump pump to address it. The pump was in a poor location to address anything other than the leak. Kind of annoying, but

- We have a problem in that we must turn off water at the curb stop to replace a fragile valve. Our curb stop for some reason is deep underground and we paid \$500 to a service to locate it-- but we cannot reach it. He told us that if we lived in
- We need information on available funding to change the lead pipe that brings water into our house. How do we go about having our water tested?
- We purchased a new construction home and moved in a little over a year ago. Our home was one of 4 built together on 4 adjoining lots of land by the same developer as a part of the same development project. From the time we purchased the home we
- We would like to pay bills online with a credit card without being charged a convenience fee.<sup>2</sup> Several months ago, water was shut off to the entire block for almost 12 hours without any prior notification. I got a knock on my door around
- Well one time I called and I wanted to find out if there is any way we can get a discount because I'm disabled and needed help and there were no programs or discounts. They should have a program for people that are having trouble paying their b
- What more can I, as a consumer, do to conserve to contribute to the value of Philadelphia's water system?
- what raises my hackle is when they park in the middle of the street when they are not using the truck they could pull up on the corner I live in a row home it blocks the street
- When a customer calls for a service call, it may be out of desperation. Reps on the phone were fairly attentive to the issues, but it is beyond unacceptable that there is no time frame as to when an inspector will come evaluate the issue. Bette
- When are we getting "smart meters." I live alone; home bound & there is absolutely no way that I can be using 1 ?/water/month! They need to PWD needs to establish a price point for us disabled, low income <62 just like have for seniors; its dis
- When are you going to get into the 21st century and offer electronic billing? I can pay my bill on line but I still get a statement in the mail.
- When I first moved in my water bill was only \$20 dollars monthly. After a water issue, ever since it went up to \$41 and I am the only person living in here. After another water issue my bill went up another 20 dollars to \$61. Its just too high
- When I go to pay online, I can pre-date payment. i.e I want to pay when the bill is due and not 30 days in advance. Make direct payment easier and more efficient to use
- When I had an issue regarding my sewer pipe I called the emergency line and my neighbor informed me about the HELP program (I never knew about this program even though I've lived in Philadelphia for 41 years). The process between City of Phila
- When I moved to my current residence, it took over four months to properly transfer the billing from the previous tenant into my name. I received over 20 individual letters from an automated system stating that the problem was not able to be re
- When there was a major problem with billing, staff were incompetent and largely unreachable. Problem literally took years to resolve. Water taste sometimes is bad; either peppery or moldy/algae taste. Usually OK. Frequent water main breaks ne
- When you call the water department number, the message states they are very busy with other customers. Then the pre-recorded message offers caller to leave a call back number; I have done so they never called back. The line just drops the call
- When you call to complain about the water bill or about the service it takes about 10 or 15 minutes to get through. It's lousy trying to get in touch with them.

- Why do I have to pay a fee to pay my bill on line? It makes no sense. Less paper.
- Why is my bill so high? We hardly use any water. There are just two of us and we don't use a dishwasher and do only one load of clothes a week?
- Wish they had more free phone options. And an easier way to contact them.
- Would definitely like more transparency about what happens with sludge, what's in our water (what does PWD filter out of it), how PWD will stay public, and what projects are happening in our neighborhood. PWD is less difficult to deal with than
- Would like to find out if my bill is accurate or not
- Would like to know about plans for keeping the infrastructure safe and in good working order (maintenance upgrades).
- Would like to receive paperless billing
- yeah just charge me for what i use not for what falls out of the sky its a stormwater charge they're charging you it's almost half the bill for stormwater that i have no control over
- yes prior to the new billing procedure we were writing checks to water rev dept and now new billing not sure if water revenue or city of phila
- Yes, reduce some of the service charge and stormwater charge. These charges account for 1/3 of my entire bill. These charges cost as much as 1/2 of my usage....
- Yes, bill payments should be applied within a day or two and be available for customers to see payment has been applied, regardless of method or location of payment. Also the structure of the paper bill is confusing when there is more than one
- Yes, I am always concerned when I see things on television reporting how Philadelphia Water employees try to shirk the system by not actually working during their work hours. In particular, I believe, was the employee from Somerton whose car a
- Yes, I purchased this property in 2012 and have had issues relative to billing by the Water Department. There was neither a water meter nor a waterline to the property. I was erroneously billed by the department in 2014 and 2015. I requested
- Yes, We pay by zip check. Every month there an envelope enclosed with the bill. this is a waster or money and paper.
- You call and never get a human being, they put you on hold for 40 minutes and then you have to leave a message.
- You called the water dept the water was off. They said the water wasnt shut off by them- neighbor saw the water dept shut it off. They said I had to get a plumber. The next month the PWD said I turned the water on illegally That issue is st
- You should in 2016 be able to schedule a payment online and not have to use zip check.
- yrs ago you sent me a water test kit w/ insteuctions to let the water run for 5-10 mins before taking a sample, nice way to skew data and keep me unsafe you jerks, also eff your \$\$\$\$\$\$ raincheck program, the epa fines you slackers for pollutin

### Satisfied Customers (n = 506)

- (Bill question) It could have been better because I tried to make a my bill is so like high and I'm on a fixed income but it seems like it's never going down im on a customer program where I pay a certain amount every month but it seems like it
- 2012-13 problem replacing water meter. Was not resolved for 9 months (many estimated bills). Finally had to talk to meter shop to resolve issue. Other than that, service has been pretty good.

- A customized water bill report and ways on how to save energy as well as on Bill.
- A good e-newsletter/updates would be useful. Maybe also a new renter kit/website (if it exists I didn't see it!)
- A senior citizen discount or a fixed rate. I think it is extremely high for 2 people living in a house. (Service issue) It was good but then I was told that it had to be dug up so I had to get somebody. I mean they came out, it's not like th
- About a year ago, the Water Dept. turned off my water because they claimed I did not respond to a notification having an electronic meter reader installed in my basement. I did not receive this notice and was surprised at this drastic action
- About every two years a water main breaks then we have debris in the water. Probably poor soil in this area
- Allow me to apply for auto-pay online, instead of mailing in a form.
- Allow the website to store older bills, and have the user be able to access them.
- Answer phones more promptly when calling customer service.
- Answer the phones more, because everyone can't travel in to see them. They always have me on hold and it is inconvenient for people.
- appreciate tips on saving water/reducing usage
- As a customer I am satisfied with the water department but I pay just a home and they charge me for the past due balance and I think is too much
- As a customer I think that the frequent increases are kind of redundant with cost changes in the bills and no increase in service or quality of water. For seniors this is hard especially the seniors who do not qualify for low income subsidy
- as a retired person, raise limit for elderly discount.
- As a senior citizen who has applied for the Senior Citizen Discount the process of completing the application, forwarding supporting documents is a daunting task. My application and documents were lost more than once. I am ineligible for the
- As a utility bill it's the best professional and up to date
- As of this day, I feel that water department could lower its rates, as they are very high.
- Automatic Bill Pay would be awesome.
- Been here 46 years & rates have sky rocketed yet the same old pipes are in my street. Where are the replacements??? If I'm stuck with the same 46 year old pipes then I should be getting a reduced rate every 3 month billing cycle.
- being able to pay online without a service charge
- Better accuracy of meter reads
- Better contact information on website for service issues; better followup/follow-through on issue resolution.
- Better explain the purpose of Green Stormwater infrastructure. At a community meeting I attended, there was no explanation of the financial benefits. The meeting broke down to attendees complaining that they don't like trees, and the department
- better explanation of the storm water charge
- Better info on water quality and pipe issues (leak) within the city

- Billing related issues should be resolved online (or via email) and should not require customers to fax (archaic technology!) their ss#. We paid our bill twice when we moved and I was required to fill out a paper form and fax it. My ss# was o
- Bills have been increasing greatly.
- Bills seem too high and don't understand storm water charges
- Can we find out what the average water bill is for a household of similar size and number of people in household?
- cant think of anything
- Change ccf to gallons on bill Offer monetary incentives to reduce stormwater output (ie mitigation with rain barrels) Replace lead laterals for customers at reduce cost (not just offer loans)
- Charge us less! Everything seems to go up, but what you get!
- Cheaper Bill
- Cleaner water to drink
- Completely Satisfied
- confused about address it says city of phila rather than the water dept
- Consider eliminating the "storm water runoff" charge if the property has rain barrels.
- Continue to inform me about the safety of my water and what i can do to protect myself in light of recent issues with Lead etc. please keep costs down as much as possible for home owners- i live alone and yet i feel like i pay SO much for my wa
- Costs keep increasing
- Curious how bill is same every month when different amounts of water are used
- Customer service needs improvement. Phone operators are not courteous.
- Customer service reps need to really listen to customers bill issues and try to resolve it without multiple calls to the call center.
- Customer service- someone should be there answering the phone. it's not often that I have to call but when I do, it's nice to get through to someone.
- Description of what is covered vs not covered in terms of water damage as she called emergency hotline instead of wasting her time
- develop online account and let the customer to check the bill and payment history online 2. replace the paper bill with e-bill as an option for the customer. in this way Philadelphia Water can save paper and postage
- direct mail, maybe a letter, would have been nice to explain the lead stuff and educate customers about their responsibilities. that was a missed opportunity.
- Do a better job of removing contaminants
- Do not have information about lead levels at our tap. I am very interested in this
- Do you offer discounts for military veterans ?
- Don't cheat on lead tests
- During difficult financial times, it was hard for me to pay my bills. In addition to paying the bill to get the water turned back on, having to pay a restoration fee only adds to the burden of someone going through trying times. Please eliminat
- E-bills
- Ever since the water meter can be read electronically, nobody from PWD has ever been back to check on the water meter (maybe once). This concerns me.

- Everything has been as it should through the years. keep up the good work.
- everything is fine
- everything is good Philadelphia water Department is doing a good job
- Everything seems to function well. I would like to have my water tested for lead.
- Experience was good and customer service
- Explain more about the sewer portion of the bill and why it can be so high. What does it go to? How can I lower it? etc
- Explain the rain charge
- explain the stormwater charge more clearly on bill
- Figure out that David Watson has never lived at our address and stop sending bills addressed to him
- For the longest time my bill was EXACTLY the same for many months. I find it hard to believe that I spent the EXACT same amount every month. When I did call about this, I was told it would be a charge just to come out to check the accuracy.
- Free online bill pay.
- Get more customer service personnel.
- Give the ability to pay the water bill monthly online without a ridiculous service charge. This is the only bill I have to write a check for, stamp, and physically send in the mail. It's a hassle and something we shouldn't have to worry about i
- give us better information.
- Good experience
- Good service for a utility. Thank you:)
- great job.... need PWD to send electronic bill and save the trees
- Guidelines in the bill that explain the charges
- Have no specific concerns at this time.
- Have not had any interaction with Philadelphia Water. All water bills and/or issues have been handled by landlord.
- Having better control about locking up the fire hydrants so that only firemen can get in there so that citizens cant get in there. the water is expensive and we have to pay for that. they shouldn't be able to get in there.
- heavy calcium hard water but no feedback beyond that to improve
- Hold time is extremely long and you have to wait for awhile to have the opportunity to have a customer service rep call back.
- Honestly, PWD could pay my bill every once in awhile....that would be nice.lol
- how they come out with appt. the 4 hr block is insane. We all have jobs and this is crazy for working people2. how are you responsible for the pipes in the streets how when I do not have access. How is pipes in the streets my responsibility.
- How would I know if my bill is incorrect? I have noticed it is much higher than previous years, especially when I used to water my lawn and garden much more years ago.
- I always believe we are being over billed with everything from the city. More money is wasted by politician and blowhards in government doing what they want to do. People have no say and no way to fight.
- I am a tenant.
- i am concerned with the talk of the old pipes in the houses and in the streets that have not been replaced. I hope they are checking our waterways and the stormwater is being protected

- I am curious to know if there is lead pipe used between my home and the water main in the street. If there is, then what can the city do about it?
- I am disturbed about my basic usage, stormwater and service charge. Why is my service charge and my stormwater so high? I'm on a fixed income and this is a problem.
- I am grateful and appreciate the assistance provided by The Philadelphia Water in keeping water on and running throughout my home. Water is costly and my income limited and The Philadelphia Water has provided great assistance
- I am happy that the e-check fee of \$0.35 went away. I was always annoyed by that charge.
- I am overall satisfied with the service I receive from and my experience with Philadelphia Water. I would appreciate information on services, events and promotions involving the Water Bureau. These would be best communicated by inclusion in m
- I am pleased to see the website improved. I have had problems in the past with my past having a significant delay in processing and posting to my account. I am hoping that will improve.
- I am satisfied.
- I appreciated the no interest loan when our line coming off the main needed to be replaced, but we were without water for 6 weeks! The contractors were also unprofessional and incompetent. They knocked out our neighbor's water line and hit the
- I been living there for 60+ years and the quality of the water has never been checked
- I broke a toe on one of the water mains, and the worker was very unhelpful. She wasn't very kind about putting in my request
- i called about a huge diff in my bill and they explained it and i was satisfied
- I can not think of feedback right now.
- I can't think of anything now. Everything's good- it's not great, but it's good.
- I cannot think of any available improvements at this time.
- I did have to get behind them a couple of years ago about 15 or 20 years ago because I was having high bills and they had to change the meter, they did change the meter, the meter was leaking that's been years ago
- I do not really have any experience with customer service at Philadelphia Water Department. I can't remember a time when I had to interact with a water department employee for any service issue. I receive my bill every month, I pay it, and I us
- I don't like the charge for water run off on the property.I believe its unfair.Why are homeowners and business being charged.
- I don't pay the bill or even see it at this address because I'm a tenant. I had no unresolvable issues at former address where I did sees and pay the bill.
- I don't pay the bills, my apartment complex does. Water is consistent. Not very suitable for drinking but not bad either
- I don't really have any sort of relationship with pwd. Water is a necessity of life. I have it and I am satisfied but it's a pretty "vanilla" thing. There is nothing special about the quality or service.
- I don't think I do
- I don't think it's fair that there are no deductions taken from the storm water charge when you are using rain barrels and have no lawn. I currently use 4 rain barrels and likely will get another. It is not fair that I pay the full storm char
- I don't understand the storm drainage fee.
- I don't understand what the storm water charge is. And I know its going to go up in July

- I don't understand why they don't take debit card payments over the phone.
- I don't like how we have to pay if we pay online
- I don't like how you bill usage using ccf. It gives a wide margin for you to bill in and it doesn't give me details about my usage. I go into next ccf amount by just a couple of gallons and paying for water I don't use. I think it should be measured
- I enjoy the programs through the PHS
- I feel as though the BillMatrix fee should be waived for the customers; we are being charged to pay our bills.
- I feel it's way too expensive. Now I pay in a month what I used to pay in a quarter. It would be fair to only pay for water that I use. My usage for one person is much less than what they charge me for
- I feel like there is a disconnect between how the billing department works-- it seems so stuck in the past-- and the innovative projects the Water Department is working on such as the RainCheck program. I would love to see an electronic bill
- I feel that the purification should be regularly tested
- I found the followup on my interest in RainCheck to be somewhat slow.
- I get two separate bills for one residential property that come at different times. This is annoying. I should get one bill with the two items on it.
- I guess if they can come and make sure my water meter is working right.
- I have an automatic payment plan with the bank! Why do I keep getting a monthly bill in the mail and with a return envelope?
- I have been living in this house for 6 years and have never had any problems with water department. Thank you.
- I have been satisfied with my service
- I have no direct contact with Philadelphia water related to billing, but would be interested in more communication about construction, improvement, and disruption activity as it relates to my usage and neighborhood.
- I have no issues with PWD.
- I have no problem until now.
- I have not had any issues with my service, so do not have adequate customer service experience to comment. However, not having had any issues is a good thing.
- I have not had to call them about an issue, which is good as I have heard from friends that getting through to them is nearly impossible and that their customer service is the worst.
- I have no recommendations at this time.
- I have sent my pay stubs twice and still received a letter saying I didn't so I was denied WRAP program.
- I just don't get the high cost of stormwater charge. As a senior citizen I don't qualify for the discount. I think that should be looked at again. All costs are raising and the money we make may look like a lot but it really doesn't go that far
- I just don't understand how the bill changes from high to a little lower. In the winter the bill seems high
- I just think it's um I don't know, for the other depts like elec or gas, they're very clear w/ increases or not increases and I don't think they have a set fee, if that makes any sense. I feel like the water dept has a minimum \$50 charge when
- I just moved to a new home and haven't yet received my first bill. Previously, my landlord paid the bill.



- I just tried calling to ask a question about my bill and an automated recording informed me I have over a 30 minute wait but could be called back within the 48 hours if I chose that. Then it hung up. Neither choice was acceptable to me. Also, I
- I just wonder do they check the water bill every month. Because the water bill is always the same
- I like receiving monthly communications regarding any aspect of water usage, quality, improvements and programs for customers. I would especially like information (helpful hints) on how to save on my water bill.
- I like the being able to go online to see my current bill.
- I love the mailbox drop off in the office. Saves me a stamp and I know they received my payment...very efficient and cost effective.
- I never got any water quality report, I would like to get those again.
- I never received notice that I needed to update my meter. I guess if you don't set up an appt then they come and shut off your water. So, one day while I was in Chicago on business I get a call from my neighbor that PWD is at my house shuttin
- I pay by mail because there is a service charge and i'm not happy with that.
- I pay my water bill mid-month. But the paper bill doesn't arrive until near the end of the month. So every month I have to logon to the website to look up my amount due. It would be nice if my bill arrived sooner - but was still due at the s
- I pay our water bill on-line but I pay it through my bank's bill pay service because the Water Departments site is not user friendly - I need my account number, when I go to another document to double check or add the rest of the acct# it takes
- I prefer to pay my bill online, but I do not want to have to pay a fee for instantly paying my bill.
- I receive flyers and pamphlets from the water department, but never can attend any of the events. I am 76 years old, and handicapped . Things seem to be difficult for me to attend.
- I shoudn't be forced to use my account number to pay my bill. I should be able to log in with a password and see my current and previous bills just like literally every other website on the internet.
- I think if the bank is sending a check on my behalf and it's late then the bank should have to pay the late fee and not myself. I know it's now a lot but it just not fair.
- I think it was hard to pay the bill online or there was a service fee or something? Otherwise, I have minimal interactions. We have water. I drink it. I bathe in it. I use it for washing. Thanks
- I think it would be beneficial to send information about senior discounts low income programs so everyone is informed and can have the information.
- I think that they overprice. I don't like the way they do the system for billing. I pay the same for just me and my husband as maybe a family of 5 pays. I think for just two people I'm getting overcharged for my water
- I think the experience as a customer was satisfactory but I hope the payment can be easier.
- I think the lead of water is a problem, if it turns out to be true then my opinion of the water department will decrease alot.
- I think the service fee to pay your bill online is absurd.
- I think the water department should notify customers when there is a spike in usage prior to the bill coming to the customer. This way you would look for the causes of the spike i.e toilet running. Also offer suggestions on how to lower your bil
- I think the Water Dept. does a great job. I do have a major issue with the odors of raw sewage and garbage that start coming out of the sewers as soon as the weather heats up. In the past I've called the Water Department and they've sent out pe
- I think there should be some truth in what they say.

- i think they are okay. I have no complaints about them at all.
- i think they can improve the taste of the water i think a lot of the pipes are old iron pipes im not sure
- I think they need to have some kind of program for people with low income that are not seniors like myself that are living on a fixed income like Social Security Disability/SSI like I am and I also have a daughter that is disabled that also g
- I think they should be more accurate the bill is expensive and be more careful when they montior
- i think they should get real valid readings from the house. Rather than sending people estimates of the bills. I never see anyone come out to read the meter. How can they get an accurate reading if they dont come out. Ive never seen anyone come
- I think they should reveal what they put int the water supply
- I think we pay too much our bill has gone up too much
- I understand the water rates will be increasing soon. Such an increase would be more palatable if I were certain that PWD was pursuing deadbeats who do not pay their bills. Any such efforts should be visible, even highlighted, so that people
- i want when you call in that you could get an automated telling you how must your bill is, gas and electric have it only water dept doesnt
- I was unaware of the Senior Citizen Discounts - we are in our mid 70's and could use a few dollars break. I would like to know where we can check on these discounts.
- I wish bills would come though my bank's online bill pay system rather than in the mail.
- I wish storm runoff wasn't included in my bill, it makes it so variable and high because I live in Manayunk
- I wish that the PWD would offer more classes for the community - gardening, water conservation, clean streets initiatives such as awards for the cleanest streets in communities, etc for people of all ages.
- i wish they could lower my bill this is high 130 something a month im on a fixed income
- I would be elated if PWD would provide service protection for the water service line all the way to the street main.
- I would get more operators to work the phones....when I called had to 20 minutes then after waiting that long had to leave a number for them to call me back anyway....took way to long.
- i would like a senior discount im 80
- I would like it to be linked to my online bill payment so that I can receive and pay my bills electronically through my bank.
- I would like some assurance that my water isn't contaminated by harmful lead.
- i would like some kind of improvement bc im retired and present income is social security and if there is anyway i can get more satisfied with my billing i would jump at it this moment
- I would like the Water Department to provide more information about drinking water quality to consumers. For instance, how does the quality of water in my home compare to that in other areas, to bottled water, etc.? How does what we pay for wat
- I would like to be able to pay my bill online WITHOUT a service fee.
- I would like to get any information on other discounts or help for the water bills
- I would like to have the option to pay my water bill on-line for no additional fee. This is the only utility bill that does not provide this option for me. In conjunction with paying on-line I would like to be able to receive paperless billing.
- I would like to have the options for ebills so I can automatically authorize my bank to pay for water bill on monthly basis instead of manually pay it online

- I would like to know about discounts and special services for senior citizens.
- I would like to learn more a ot or ograms to reduce water consumption (Eco-friendly)
- I would like to not pay a fee to pay my bill online either with a credit card or with an e-check. I would like to be able to create an account online so that it remembers by payment information.
- I WOULD LIKE TO PAY ONLINE WITHOUT A SERVICE CHARGE
- I would like to received my bill electronically, but this is not possible for some reason.
- I would like to see automatic payments set up through PWD.
- I would prefer NOT to receive a paper bill in the mail. I would prefer to receive notice of the bill through email and not a paper bill in the mail. I pay all my bills through online banking. Also, there should be more meetings about the wa
- I would prefer to get my bill via email instead of a paper version. As a PNC checking account customer, I should be able to receive my water bill automatically, as I do from Comcast and PECO. And, no, I do not want to arrange for AutoPay since
- I would prefer to pay my water bill online, but the \$3.95 fee deters me from doing so. If the fee was lower, I would likely switch to paying my bill online.
- I would prefer to pay on-line, yet I choose to pay by mail because the service fee (\$25) is too much.
- I would rather have been able to pay my bill in some other manner(online, phone), but those options were no available(at least without paying a fee). I got tired of driving to payment center or sending via postal mail, so reluctantly signed up
- I would rather some of the taxes or surges that are on the bills be reduced. I feel like sometimes it's up there if you have other bills to pay and I think they need improvement on that aspect
- I would suggest sorting the billing to eliminiate including payment envelopes for those pay via zip check. I drives me crazy to see this needless waste
- I would wish there was an easier way to see infrastructure projects underway to correct reported issues on the same street. I live in an area being drastically developed and many of us believe the current sewers need to be upgraded to handle t
- I'd like to know more about the pipes running into my house - how old are they; are they lead; what programs are available to help defray the cost of replacing them when the time comes. Also, how do I know if my water is safe to drink?
- I'd like water service to cost less. Other than that, all is fine.
- I'd them them to keep being mindful of people's living situations.
- I'm 62 years old. Am I considered a senior citizen yet?
- I'm a part-time resident and usually use no more than 1ccf each month but, at least twice a year, the meter reads 0ccf. The month before or the month following the 0 reading, the reading is almost always 2ccf--so I end up with an additional c
- I'm between the rock and a hard place far ass the cost. the salary goes up.
- I'm concerned you asked about the accuracy of my bill. Now I am skeptical. I have always assumed it was correct. Sounds like I need to be on the lookout for errors. That's disturbing.
- I'm paying delinquent bills and i constantly pay and they send out a collection agency
- I'm unhappy that my bill went up so much. It doesn't fully explain why I am paying this extra charge, and how they determine it, and why it suddenly was necessary when I've lived here 30-some years.I called regarding a service issue, and there

- I've been on zipcheck for so long and every time they send the bill they send an envelope even though I don't use it- it's a waste of money.
- I've had no issues with the water department so far.
- I've had one major problem with the Water Department. It regarded the water meter which had not been read because I worked full-time and was not at home during the week. I had to call my city council person in order to have the matter resolved.
- I've never really had a problem. Things seem to be working fine.
- If a customer bill is unusually high they should call. I went from an -85 last month to owing 75 this month. ?????????????? I have no leak my bill went 40 to 50 to 160 this month ?????
- If a customer calls make it easy to speak to a real live person
- If I was ever told why my bill is so much higher today than in previous years, I can't recall. I THINK it has something to do with the aging sewer system. Maybe more PR about rising costs and how we can keep them down.
- If there was a special program for single mothers that was not directly connected to gross income that would be wonderful. I am overall satisfied at the current time.
- If there's a problem I would like it to be resolved. If I call I would like them to answer the phone. Because I feel like they still owe me 800 bucks
- If you participate in the rain check program, why do you not get a discount on the storm water charge?
- Improve the quality
- In general, my experience with PWD has been just fine. However, I would love an updated payment system. My other utilities (PECO, PGW) have a feature that allows my bill to be sent directly to my checking account's online bill payment system. T
- In the last 6 months I didn't get a bill, I had to call to get it
- Incentives and notices of projects/community involvement.
- Is there any way to shorten the time left on hold with a question or complaint, if I am not able to process payment or ask questions online?
- It doesn't seem like a major issue, but every once in awhile, there is a slightly foul, musty odor that comes from the water. If the water runs for awhile, (30 seconds) the odor is gone. It only seems to happen when you haven't used the water for
- It is always nice when the representative is pleasant and the call is promptly answered. Please keep up the good work.
- It seems to take a loooong time for the Water Dept. to process my check once mailed.
- It should be easier to contact the department. It is very hard to reach by phone.
- It takes way too long for you to post a check and then I get a late chg
- It took many months for our problem to be cleared up. If they had sent someone out after the first call the problem could have been fixed sooner.
- It was really hard to reach them on the phone...I had to call multiple days and they only talked to me right when the department opened in the morning. I don't know if they are understaffed or anything else, but that's my only issue.
- It would be ideal for PWD to bring back the homeowners help program. I have some plumbing issues and can't afford a plumber. I am on a low income and a resident, I would find it helpful for me.
- It would be nice if bills could be sent as eBills rather than by mail.

- It would be nice if my yard was repaired after the construction on the water mains. Still waiting on improvements after the damage of construction.
- It would be nice if PWD offered CRP to eligible customers like PGW and PECO. I am not sure why it is not offered and the other two are. CRP actually offers a monthly discount on each bill.
- It would be nice if there were no fee for paying my bill online or at least no more than 1.00
- It would be nice to hear about resources available regarding the water bill.
- It would really be helpful if seniors were offered some sort of discount for their water services. Most seniors are the backbone of most Phila services.ex. Water, gas and Electricity.
- It's basically impossible to talk to a live person when you need help with your bill or account. You get old waiting on hold.2. This wouldn't be an issue if the website had the functionality to perform the basic account-related tasks/edits y
- it's just that i think when u go in to the water dept the service could be better handled and i do know everybody uses water cause that's the excuse that they use but i do think that the svc is terrible you walk in and u wait and wait and i wat
- Its tough to improve the current system, when people are still littering so much. More education on what they do would be helpful
- Just constantly check the street drains and keep things more clean
- Just keep leaning the sewers and helping keep the mice out
- Just make sure that the water quality is excellent.You can also stop the mailing of my bill and send it to me via my email address (tbunn517@comcast.net)
- Just please keep communicating with us, 1. And two, I am a low-income senior citizen and I think there could be a larger discount.
- Just that the wait times when you call are much too long!
- keep costs down
- Keep expanding your watershed projects -- convert more concrete into green spaces.
- Keep the communication transparent. Maybe it would be a good idea to send people testing kits to get assurance of the water quality coming out of their taps.
- Keep up the good work Clean, reliable tap water is a luxury which many people in this world (including some parts of the US) take for granted.
- Keep up the good work. Your awesome.
- Keep up the great work!
- Keep up the great work!
- let me know about the discounts or programs
- Let us know when the rate will go up and explain how this will affect our bill.
- Lines are too long at the places to pay the bill. Either have more employees or make another location
- Low water pressure
- LOWER PRICES - Quit funding the general fund and only charge for water related service not other City related issues
- lower prices always help
- Lower rates
- Lower rates.
- lower the bill and overall cost.
- Lower the price of water

- lower the rate
- Lower the rates
- Lower water bills
- lowering my rates
- Make accessible the options to communicate by email oppose to calling.
- Make better water, I don't drink it.
- Make bill paying easier.
- Make it easier to lookup my account number and then pay the bill
- Make it the water in the city free
- make PWD available to bank bill-pay programs, the same as you would set up your bank to pay a credit card or electricity bill
- Make sure the testing for water quality is accurate according to established national standards.
- make the water taste better
- Make the WRB more available and responsive.
- Many utilities in the area do electronic billing through bank accounts (Citizens Bank for example). The bill arrives electronically to account holder and one can view and pay bill from the bank's website. The PWD is not in the list of utilities
- Minimize rate increases
- more communication, e.g., is online billing possible? i want to go paperless but nothing in the bill indicates that i can opt for this.
- More information about potential lead contamination and its sources
- More interactive things, like this.
- More online options and social media interaction
- More outreach in regards to lead in water, what PWD is doing to prevent a disaster like Flint, MI
- My bill arrives late in the month, after all of my other bills. I would prefer an earlier billing date so I could pay all of my bills at the same time.
- MY BILL IS USUALLY UNDER \$50, SO I HAVE NO COMPLAINTS OR FEEDBACK FOR IMPROVEMENT.
- My concern is, because I'm older and living on a limited income, servicing water problems (in terms of pipes and household issues) - I would have to give up my house, because I don't have the money. There should be some kind of assistance fo
- My gripe is when you go into the payment centers they need more staff to help the customers
- My meter is inside my house so they just charge me the same amount every month. Literally, the same amount, down to the cent. However, I wish I could know how much water I'm actually using so I'd know if I'm being ripped off or not...
- My only complaint is the billing services. I don't understand how/why I can't setup a monthly debit from my bank account with the PWD itself. I currently pay through my bank, which is tiresome because I cannot setup automatic payments due to
- My only issues with the water department may not directly apply to the water department. In my neighborhood a group of people are ripping up the streets to lay water mains for a 98 home development, and its getting bad. Yesterday my water was b
- My only problem is with the taste of the water in the summer

- my problem w/ the water dept isn't the water dept's fault i'm allergic to a chemical in the water and it causes me diarrhea so therefore i found out that i can use the pur water filter and if that doesn't register you know that the time is up i
- Need more accurate info of Senior Citizens Discount.
- Need more representatives, we are on hold for too long.
- Need to have direct debit and email notification, and stop expensive mailing of monthly bills,. which we immediately discard.
- Never had a problem with drinking tap until very recently (past 3 or 4 months). Extreme dirt taste, but water is clear.
- New billing system does not display whole bill just total due. Statement should be readily available.
- new pipes
- No but it would be nice when calling that some one in the water dept get back to me that day.
- NO charge for online payments
- No feed back at this time
- No feed back at this time. I am a new home owner, this is my first time paying my own water bill. so far everything is working out
- No feedback, everything is fine with my bill/service
- no i really don't
- No not really but i would like to know how they do the water bill are they checking on it to see how much i use to make sure the bill is accurate
- No other than that payment charge, no, i mean for them to charge me to pay my bill for the water that I've used--If I'm sick or something & I can't come, the mail is free (no charge from PECO), but if I want to call from the phone it's at a cos
- no really i've never had any issues
- No, because I have never had to communicate with them and they have never tried to communicate with me, as far as I know.
- No, currently satisfied.
- No, I just try not to use a lot of water. It could a lot worse
- No, I think for the most part it is pretty smooth
- No, I'm very satisfied
- no, it's been a non-issue
- No, not really
- No, not really.Thank you.
- No, the water seems fine to me. I like reading data about it, though. Access to test data to see exactly what's in the water and where my water is sourced would be interesting
- no, they do a very good job
- no, they have been every responsive when i call
- No. If I don't have any complaints, I'm satisfied. Some times I do worry about the age of our infrastructure.
- No. I have never had an issue.
- No. I have tasted water that tastes like something was in the water in the pipes. I can tell when I feel like something wasn't right, from whatever house it was coming from. And one time I saw little particles at the bottom of my cup. If the bu
- No. I haven't had the need to all them. That speaks well for them.

- No. Thank you. Have a blessed year.
- no. the municipal building is a very helpful. they are on point
- Nobody listens
- None at all, PWD service is acceptable.
- None at this moment, I am a satisfied customer
- none at this time
- None at this time
- Not happy with the fact that they're raising the rates. I feel like i'm already paying too much as it is. I think there's way that they can find getting revenue besides having to continually increasing rates for their customers.
- Not Really Lower....
- Not thrilled with the billing, think they're overcharging
- Not today.. satisfy customer
- Nothing at this time
- On my December bill could you please put in the full years charges for tax purposes. I am a duplex landlord.
- On the whole, I am quite satisfied. There was one situation a couple of years ago, wherein my bill's amount due spiked wildly. I attributed it to multiple instances of water being shut off to our street (while the water dept was making improvem
- Once in a while call customers or send the survey form to get feed back from them
- one of my properties they said that a check had the wrong date (the year just changed and i forgot) and they wouldnt allow me to use checks for a whole year they wouldnt accept a check and i had to do money orders for a year
- ONLINE PAYMENTS WITHOUT A FEE
- Our water has a strong chlorine odor when it comes out of the tap. Filtering helps but chlorine can still be smelled and tasted.
- Overall experience is generally good except for the occasional sputtering of faucets when first turned on some mornings. Also the water pressure could be stronger.
- overall good
- Overall, I think PWD is outstanding. Bills are great: Very clear, and always one page! I've had one issue only, when the account was being created the first time, information was pulled from the deed, I think, and it was incorrect went to an
- Overall, the service is fine. But why does it always take so long to fix things like water main breaks or do infrastructure upgrades when they are scheduled? If you are going to tear up streets, you should do it as quickly as possible to minim
- Paperless billing should be an option especially if you are set for automatic payments.
- Paying online is a pain. Shouldn't have to enter the account number each time and all of my payment information again.
- Perhaps they should charge higher rates during rainstorm event to discourage water drainage into the system that often gets overfilled creating issues with the sewage system.
- Philadelphia water is very hard water. It does a number on my hair and skin when I take a shower. Though I know this is partially a consequence of living in a city, I would like to know more about why the water is hard and if any, what actions
- Phone representatives should be more polite and professional.



- Please continue to communicate regarding the green water infrastructure. I believe that is some of the most important work the Philadelphia Water Department is doing and people need to be aware and involved in this work.
- Please go paperless. I pay online and don't need a monthly bill. It'd save you so much money on printing and postage. I can't fathom why this hasn't happened yet.
- Please just make it easier to do automatic payments. I once send a voided check to start the process but I never heard anything back. Mailing a check or paying a several dollar service charge for the privilege of paying online manually is to
- Please let us know how to help keep Philadelphia water safe, clean and available.
- Please make automated monthly online bill pay easier to setup.
- Please please please, close the hole you made in the streets of Philadelphia after you done working. Many holes still not cover as it should be. Thanks
- Please provide an easy, recurring online payment method. Nearly every other bill I can set up an automatic payment online, but it is not possible to do so with the water department. Thank you for your work with Clean City, Green Waters. I hope t
- Please provide educational materials and resources related to service and maintenance issues. Please tell me if there are discounts or special programs available to help cover costs for billing, service and maintenance.
- Provide bill via email rather than paper in the mail
- Provide information in my bill on senior discounts.
- Provide tap water that does not need to be filtered for flavor.
- Put some more people at the counter, when I come to pay. I've been waiting for almost an hour sometimes.
- Put the bill in gallons, not CCF
- Put Water Revenue Bureau under the Water Department.
- rate increases due to people that don't pay their bills that was mentioned on the news. not fair to the people that do. seniors regardless of income should get a discount in their bills.
- Rather than zipcheck, it would be helpful to have a payment system from my bank account that I can set up online, just like other utilities I pay. It was a real pain to set up zipcheck; they had to re-mail the form to me twice, and it took 6 mo
- Reaching the water department by phone is often a nightmare, getting someone to answer the phone and follow-up with service issues.
- Reaching your employees by phone is a nightmare. they are not available very often during the day, sounds like you keep "bankers hours". most people I talked to were fairly clueless about how to help me and were eager to transfer me to someone
- Reduce the online payment fee and have more customer service reps available especially during the first of the month when the lines are ridiculously long
- Reduce the storm water fee for those with rain barrels, rain gardens and porous surfaces.
- Reduce the stormwater charge
- Respond to their customers cause the PWD doesn't respond mostly
- Safer drinking water
- Satisfied
- Satisfied with present service. Thank you, Roy Miller, Jr.

- Satisfied with water quality and service.
- Scrutinize the bill more closely
- seems like everything is going good. I do boil my water before i put it in the refrigerator
- seems to be working well so far.
- send notification once or twice a year to remind the process, paying process, late fee process, reminder about payments, "these are the bills and these are the rules". Annual reminder about payment because senior citizen can easily forget. To k
- senior citizen discount info please.
- Shorter hold times during telephone calls
- Shorter wait times for emergency calls - broken water main
- shut off notice when anything over \$75
- Single login process with the online account access, billing and payment instead of separate browser access to the payment site.
- So far so good
- So far so good!
- solve the problem of water in our driveway 5728-5730 n19th st
- Some months it is \$40 + and the next month it is \$47 + (change). It seems like the year I let my neighbor use the hose for their backyard, it seemed to go up and down after letting them use my water. Or it could be just a coincident?
- Somehow i think im being billed more than what i use. it's only me in the house. I don't use a lot of water i think my bill is too damn high for the amount of water i use. and i don't have any leaks that i'm aware of. no leaky taps
- sometimes i receive a bill and its higher and im not sure of exactly why
- Sometimes the bill comes out exactly the same and then all of a sudden it goes higher. How do they figure the bill out? To me its not consistent
- Sometimes the water tastes good but then if it rains real hard there's a fish smell to it, a fish scent in the water, I figure the water comes from the Schuylkill or something, I don't drink it then, I drink the bottled water I'm satisfied w/th
- Start "ebills" through Wells Fargo so we can opt out of paper bills.
- Storm water should be lower it is more then my usage and service
- telephone service is not good first it takes a long time to reach the water dept either its too many people or complaints wait time is too long ive called twice but still havent had my problem resolved and dont want to call a 3rd time problem st
- Tell about upcoming major projects in neighborhoods in advanced
- THANKS FOR PROVIDING ONE OF THE BASIC NEEDS CONSTANTLY.WE REALLY APPRECIATE YOU.
- that they update our bill when we pay we shouldnt have to wait a week or two for it to show
- The ability to find and view my bill online is clunky. I'd love to see features such as a mobile app that tells me my current usage (perhaps from my meter), notifies me when usage is high, based on levels I set, etc.
- The biggest complaint is with online bill paying. There is a \$3.95 service charge to pay by debit/credit card online. There is also no option to set up autopay to the card. My water bill is my only bill utility bill I do not have on autopay.
- The biggest issue is the cost. I remember when my monthly bill equaled a bill for every 4months

- The bill jumps from one amount to the other even if nothing was done differently. The PWD charges for automatic payment from bank account.
- The bill paying process is not good. I don't know if it's like a personal one person to person it depends on who you get on the phone but they don't appreciate I mean they don't consider that you're calling them that you've got a problem they
- The billing period needs to be extended, its too close for each payment.
- The billing/payment process is out of date. The on-line resources are not effective.
- The bills keep climbing. I stumbled upon the senior citizen discount, however the maximum income level is too unrealistically low. The requirements to qualify should be broader. I also like the fact that I can go to a satellite office to pay, s
- The customer service representative seemed to be very uninformed about projects going on in neighborhoods done by the water department. The Water Department is doing work on a street that affected our water for the whole day. Our apartment buil
- The information provided is acceptable.
- the new computerized water bill is a great step in the right direction.
- The online bill pay service is a bit annoying for e-check, since I have to enter my information from scratch each time (including entering my routing and account numbers twice each). This is still preferable to me than having the payment deduc
- The online system could use some work.
- The only thing that bothers me is the storm water charge, I think it's much too high
- The only thing that makes me hesitate is my worry about the quality of the water after what happened in Flint. Not necessarily from the water department, but my own pipes.
- The only thing that would improve my experience as a customer would be to have cleaner water.
- The payment plan in terms of going on the website it should not be a charge to pay. Should be an e-bill option available instead of just a paper bill
- The Philadelphia Water Department is doing a good job and my customer experience is fine the way it is.
- The Philadelphia Water Department is fair in the billing process for all the customers. The water department is the lowest utility bill in Philadelphia
- The sewers need to be kept cleaned and open on st level.
- The smell and the taste of the water at times isnt very good.
- the time I spend waiting for them to answer my call.
- The wait time for calling PWD is way too long. We have four accounts and get four separate bills. It's a waste of resources and time to pay separately. I like separate bills but can they all be in the same envelope and can I pay them all togethe
- the wait time on the phones can be long
- The wait times could be shorter
- The wait times on the phone for customer service are way too long. I know you have the option to get a call back that saves your place in line, but it is not always a convenient time to answer the call because I am usually at work.
- The water better be safe!
- The water bills could be mailed earlier. Sometimes get to my house very close to the due date. I think the rates are very high!
- The water condition was really good.

- The water department should have a free pay by phone service as an option to pay your bill such as using a checking account
- The Water Department should partner with the Streets Department to penalize contractors/plumbers/absentee landlords/others for inadequately repaired plumbers ditches as part of the permitting and/or business license process. These tear up City
- The water supply in this area is always slow not at full speed. It's been this way for years
- the way the total due is presented on the bills (with the late fee already calculated) can be confusing.
- The website for viewing your bill needs to be updated and should be easier to navigate for landlords who may have multiple PWD accounts they pay. Also, it would be helpful if spikes in water usage could be flagged early, for example, when they
- The website used for payments is clunky, slow and fee based... By paying online I'm saving the PWD money...
- there have been projects by PWD in our area that have gone on for months and months with no really no end in sight until one day it's suddenly done and the trucks disappear. It would have been nice to have been notified ahead of time and kept a
- There is a noticeable trend in the city where the bill does not switch to the name of new owners, but the new owners are responsible for the bill because it was their water use. PWD should be able to remedy this easily. Companies like PECO, C
- There needs to be an automated payment option, that doesn't cost extra
- There should not be an additional charge to use online payment, especially when that service should be saving the water department money. (Develop once, use thousands/millions of times)
- There was a time we questioned our bill as it increased intermittently during the year. Some were inordinately high. We could not explain this fluctuation. Your department could not explain the fluctuation. Our usage did not change. The nu
- They an change the water. I'm afraid to drink it
- they are ok compared to some cities i hear about especially down in NJ
- They can give me the senior citizens discount that would be nice
- They could be more courteous and not be so negative. Employers should be friendlier and more respectful of customers
- they could improve the phone process with the return call process. 24 hrs is a long time to return an emergency phone call
- they could remove the fluoride from the water its not necessary for anyone to ingest that chemical considering its for teeth
- they need to hir friendlier customer sevice p
- they should get bak to you... i have an issue with my water bill . They were very courteous
- They should have more operator to answer the phone when customers call for a complaint or a need
- They should realize that the US mail is horrible and be more mindful when they only give you a short time to send documents and forms via mail. Ex. Applications and proof of income.
- They were very nice when i went to court
- think they are doing a good job
- think they are doing a good job considering all those pipes underground
- This over three dollars fee for paying the bill online is ridiculous. I should get rewarded for paying my bill online, not punished!!

- to know quality of water in our house
- try not to make your bill so complicated. It seems like the utilities are adding extra things in to make the bill more complicated. They are looking for a gimmick to add more charges to me.
- try to make the water better for drinking purposes
- Very disappointed that I've had no notification whatsoever concerning any kind of senior citizen discount or other discounts, and I've lived here all my life.
- very expensive
- Very good in talking w water dept reprs but water bill was high in April n may of 2016. I called n they said was accurate bills. Now my June 2016 is back to regular cost. April n may was \$100.00 now Junes bill is \$55.00. I have the senior
- very hard water, not good taste, and rusty water in toilet. Suggested to run a check on quality of water.
- Wait times for customer service are way too long.
- Water as far as everything is concerned is good
- Water bill is often suspect, and there is no way to verify if it is wrong. Have often received exactly the same bill in succeeding months (which should be impossible, given the variability of water use).
- Water comes. It's good. Keep it up
- water drain is a problem near the vacnt lot behind my house
- water filters should be supplied for every home free of cost
- Water has sulfur smell once in awhile. I leave it run for a few minutes. That issue not resolved. However, the billing and communications have been fine. Thank you
- Water pressure at current address is VERY low, requiring auxiliary pump. I recognize problems and expense associated with aging and deteriorating infrastructure, but it's going to have to be upgraded sometime. How about NOW?
- Water quality is good. My only problem is with the customer service at desk. It's about time you start automated payment system like PECO and PGW.
- Water rate increases should be better tempered. Philadelphia Water has opportunities to improve its financial efficiency by more realistic staffing, better supervision, and - notably - reduction in overtime costs, much of which is needlessly e
- We appreciate that you are working hard to not let Philadelphia become another "Flint, Mi", Thank you!
- we drink a lot of bottled water we don't drink the tap water. i hear on the news now that they're having problems with the water. we don't really use it
- We tried to get my last name corrected on the bill in 2000 after we received the first bill after we moved in--- 16 years later, it's still not corrected, because the process to have it corrected (even though it was the Water Department's data
- We're disappointed that Philly Water doesn't offer an option to have the bill automatically deducted from our bank account. It's one of our only bills that we have to write a check for or remember to pay online. Kind of annoying.
- we've been here 50 yrs my husband and i i don't know any different this is it the only game in town so i don't know any diff you know it's like the elec co you're w/peco but all these cos come out of the woodwork the water co is more or less a
- We've had a good experience in general. I would have liked to receive any information about collecting rain water and/or receiving a free rain barrel. This seems like something that would help the city with run-off and water conservation.

- well i will say like as far as okay like as far as the water plugs i would say i would say as far as like the fire dept i would think that people wouldn't turn it on just because it's hot because you never know when the fire dept needs that ext
- Well it would be nice to have received notification/reminder about rate increases before you hear about them on the news. Like maybe a 2 month before it hits reminder so that we can adjust our budgets.
- When a problem arises, I want the water company to not get on the defense and consider that it could be there problem.
- When I call customer service the wait time should be much shorter.
- When I called about a fire hydrant (someone in the neighborhood turned it on) and the PWD took all day to turn it off (unsure if they actually came out).
- When I signed up for Zipcheck, it was hard to tell whether it had started yet, because the bill looks exactly the same, but with a tiny note that it's being automatically paid. You might want to make that more noticeable.
- when my water bill was out of control they told me what was wrong i had leaks and they helped with that and ive been ok
- When paying my bill online, the only problem I have is the ridiculous fee I get charged to pay online!
- when PWD checks the meters; they just go on your property, never knock on your door just shove a notice under the door and PWD did not allow me to dispute the decision and just gave 10 days to comply
- where I live it's in the corner of 63rd and Malvern and its alot of foliage. i called about the men not cleaning the sewer drain and its never cleaned in a timely matter. My neighbors get flooding in the basements.
- WHERE IS MY SENIOR CITIZEN DISCOUNT, I AM OVER 70 YEARS OLD
- While my experience at home has been positive or neutral, my brother is a teacher here in Philly. There's no potable water at the school where he works, which I think is disgraceful and wholly unfair in every way to those students.
- Why did my BILL go up?
- Why don't you offer email notification of monthly payment due through online banking like Citizen's or via traditional email notification? I have to wait for mail or check website monthly. Seems archaic.2 I know you have incentive to incr
- Why the rate increase? Now I must budget more MONEY that I don't have in order to pay my bill now.
- wish i wasnt getting charged with something i dont use, i dont have a sewr and i get charged for swere water when i have nothint to do with that
- with service they dont understand what youre telling them its either leaking here or not here its not like they will look into something else
- would be nice if the price were lower. I have to pay all the bills your self
- would like a breakdown on how the water is treated and what chemicals are used and how much lead and fluoride is in the water
- Would like automatic bill pay
- Would like more comprehensive information regarding rate hikes.
- Would like sewer inlets cleaned on a regular basis. Loved here 50 years. Used to see streets cleaned, too. Now only just before elections.
- would like to be able to reach someone sooner rather than long wait time on phone
- Would like to know about becoming a test household for water quality sampling.
- Would like to know if there are meetings about water issues

- Would like to know that the water department is doing more than its best to ensure that the water provided in Philadelphia is pure and clean and free of any contaminants. The water is good mostly; however, on a few occasions, the water has sme
- would like to know when work is done in my neighborhood and how it might affect my water supply or water pressure. sometimes the pressure fluctuates.I'd like more assurance that our city water supply is safe. I've heard second hand, from medica
- Would like to receive updates on Water-related programs by email.
- would like to see my building (condo) able to meter each unit instead of one meter divided equally among units
- Would prefer bills by email (or monthly notices via email of bills that can be read online), rather than paper bill by USPS (waste of money).
- Yes - when I use tap water for a vaporizer, it leaves a soot at the bottom of the vaporizer after most of the water is gone. It almost looks like small pieces of dark slate. I believe that the water is too 'hard' but am not sure of the terminol
- Yes the Usage charge I can understand; service charge is ok because we use your conduits and meters but the storm water charge for runoff from rain should not be a charge I have a rain barrel and I still pay a storm water charge which is unfair
- yes why go after people who only owe small amounts and the ones who owe big amounts they don't get shut off....people who owe 100 or 200 get shut off others who owe thousands don't get shut off..explain this in news letter
- Yes, I would like to make a direct payment online where I don't have to pay a fee.I presently pay through my bank bill paying and it takes longer for you to get your payment.There should be no reason to have to pay a fee to make a payment onlin
- Yes, please provide an option to receive bills electronically rather than just by mail.
- yes, they take forever to see the payment. you dont see the payment for a couple months
- You often don't answer the phone on the first attempt.

### Very Satisfied Customers (n=277)

- 4/16 i applied for the senior discount and I was told that I was ineligible for the senior discount. However, when I had my taxes done at career link and i was told that i was indeed eligible for the discount based on my income and the young la
- A LOT OF HYDRANTS ARE LEAKING AND WHEN I REPOERT THEM THEY RESPONCE IS NOT ACCURATE IT USUALLY TAKE A COUPLE DAYS TO ATTEND TO THE MATTER AND ALL THE WATER THAT MAY BE NEEDED IN AN EMERGENCY MAY SLOW THE DIASTER WHATEVER ITS NEEDED FOR..IN MY
- Ability to have auto debit, rather than bill payer
- Actually, I have always been happy with the water service in the city. One thing that I truly appreciated this year that I have not noticed in the past is that they sent out a card with a website address where you could read about the water qu
- After it rains the water smells like river water... fishy.
- All is good and am thankful for having water. Please think of ways to help those with extreme water bills, able to have the simple luxury/need of running water.
- All senior citizens should be eligible for a senior citizen discount, not just those with a limited income.
- Allow online payment without a fee

- Always easy and things are very well handled
- As long as the water is clean and clear, I'm happy.
- Assistance programs should be sent separately and not included in the bill.
- At this time, no improvement is needed.
- Basically need to improve call center. It is impossible to get through.
- Be available to efficiently serve the public.
- Because the water is always there and excellent quality, we usually take it for granted and are thankful for the good service and good quality. The service is great and needs to be much appreciated. Thanks for one of the most needed provisions
- Better checking old sewer lines that could burst at anytime and cause major damage to nearby properties
- Better tasting drinking water
- Called about a broken water pipe in a neighbor's house - up for sheriff's sale. service rep came out and would not shut off the water because owner of record's stuff was still in the house. After 1 1/2 days of running water had to call police w
- communication needs to improve
- Convince me that you need the annual rate increases --
- Doing a good job
- Easier access to online automatic payment.
- Email bill instead of mailing
- Everything is fine.
- Everything is good
- Everything ok, would like to be notified of any problems with the water
- Everything seems fine so far. Thanks.
- everything seems to be ok fair amount of options to pay and their is assistance
- Everything seems very reliable, unlike the other public services in the city.
- everything's okay keep up the good work!
- Full disclosure - I work for Philadelphia Water. As a water customer I am very satisfied. I believe the upgrade to the customer service phone system has helped and continuing to improve the water revenue/billing system will be very helpful as
- go entirely electronic - no paper bill mailed
- Go paperless!!!!
- Great department. I wish PECO and PGW were as efficiently run and responsive.
- Happy with the quality of the water and service. Thank you
- Honestly think Philadelphia Water Dept. seems to be one of the best run city dept. Never had a problem..bills seem accurate. Water quality seems very very good, granted I do use a filter but even when I don't it seems to be very clean..especi
- How about being a little more like Walmart and Roll Back those rates say for one month out of every year?
- I always appreciate the annual reports on the water. I am interested to learn about where the water comes from and how the three major sources of water differ in the different measurements. Although I am not a scientist, I appreciate the open
- I am a new homeowner and have just paid my first bill.



- I am confident that our tap water is safe, but I would like to see PWD take a more aggressive approach to investigating circumstances or situations when lead might or might not be leached from older, lead service lines. This would involve test
- I am perfectly fine with everything as far as customer service. But, I did see a 10% increase in the bill. They need to find a way to make the people who do not pay their bills to pay them; because we are being penalized for this. They need to p
- I am satisfied and I do read the bill
- I am satisfied with the water service and quality of the water, but after 39 years can you get my name right? Eugene not Eugene.
- I am very satisfied with the quality and service provided by the Philadelphia Water Department
- I appreciate that our water quality is excellent and I appreciate the Rain Check Program to reduce water overflow into our waterways. I worry that our drinking water is contaminated with medications and other chemicals that hurt our gut biomes
- I believe the Water Department's storm water program needs to be promoted more in the 19134 zip code. There is a tremendous amount of new home construction taking place in this area. Is there anything the Water Department is doing to promote it
- I bring to attention that seniors or friends should look at the back of your water bills. The more they keep people informed with notes on the back of your water the better. Writing the notes on the back of the water bill is a form of communication
- I did the Water Check program and was VERY satisfied!
- I do not appreciate that my water bill is being increased basically to compensate for non-paying customers. I know it is hard for people who don't have the money to pay their bills, like the elderly & disabled, but what about the individuals who
- I got cheap safe water to drink and clean with. I've never had a problem
- I have always been satisfied with the service I received from Phila Water Bureau. I guess I would say keep up the good work.
- I have always been treated fairly as a customer.
- I have been satisfied with the service
- I have never had a problem that I remember.
- I have no complaints or improvement suggestion - I trust my water, I trust the water bill, and it's a utility bill that seems reasonable in terms of cost. The most reasonable of the 3 - water/gas/electric.
- I have no complaints what so ever
- I have no issues with the Philadelphia Water Department. My major concern is with the "age" of the sewage pipes that are on my property and the pipes external to my property. If they break who is responsible? Does the Philadelphia Water Department
- I have noticed that when I first turn my water on in our kitchen there is a brownish tinge that goes away rather quickly. I have not inquired to determine whether there is a problem. Otherwise our service seems to be good.
- I have no problems with PWD that require improvement.
- I hear that our pipes are very old. I'd be willing to pay a bit more to have funds available so you can reduce the repair backlog.
- I like paying my bills with my credit card and I think it's despicable that if you do they charge a fee and even if you go on the dot.gov website over the internet they charge too
- I LIKE TO KNOW ABOUT SENIOR CITIZENS DISCOUNT OR DISABLE VET

- I participated in the Rain Check program and am very happy with my planter box.
- I pay by ZipCheck. Every month a return envelope is included in my bill. Very confusing and wasteful.
- I please with how things have gone over the years. I have no complaints
- I really appreciate Zip Check.
- I taste the clourine in the water and all I need is a filter on my faucet its still good to drink.
- I thikn k all of the additional charges are a bit much like the usage charge, service charge, storm water charge, they are a bit much. Too many taxes. Even if you aren't your water at all (when you're away) you're still be charged and i don't t
- I think everyone there is very professional the only think I think it's the water departments responsibility up to the first elbow (my pipe broke and the water department refused to take responsibility for the broken pipe because it was before
- I think it would be great if there were more efforts on the part of the PWD to suggest water-saving strategies... maybe rebates for low-flush toilets like PECO has rebates for energy saving appliances.
- I think the service that's given is one of the best in different departments that we have here. They answer quick, if you have a problem it's related quick. Someone is there to straighten your problems the same day or within a few days.
- I think the way that they're doing things is excellent
- I think they do a wonderful job
- I want to say that Philadelphia has the best water ever. I have been to other states and their water is very hard, smells bleachy but not Philadelphia. Our water is the main reason why we have the best soft pretzels and bread.
- I would like information 're senior citizen discounts, as I am currently not working and receiving social security.
- I would like my bill to arrive faster in the mail. I have received mailed bills from the water department on the day they are due.
- I would like the Philadelphia Water Department to improve their automatic payment service. Zipcheck doesn't have an online interface where I can update information.
- I would like to be able to go online and put my checking acct info in and have it done online without paying a fee. That's pretty much it. Can I say something about I think it's great their green waters policy, the clean water green waters in
- I would like to better understand my water usage and ways to decrease it if possible. Thank you.
- i would like to get info in the mail about community meetings to find out what they are about and what they are planning to do and how its gonna effect my wife and I and future bills are they gonna go up or downI would also like to learn by mai
- I would like to go paperless with the bill. This is the only bill that I have that I get a mailed copy. I would like to receive an email notification when my bill is posted on line, so I can discontinue the paper copy.
- I would like to pay my bill online without a convenience fee.
- I would like to see it easier to pay our bill online (I believe there is currently a fee to pay online).
- I would pay my bill on-line with a credit card if there was not a service charge for doing this. Also, in the past 6 months I have had 2 occasions when my bill came very late. I know when to expect my bill and do not like it when it does not
- I would say it's been a very good experience.

- I'd like to know more about PWD construction projects in my hood. I'd also like PWD to clean up after the projects
- I'm satisfied. None at this time.
- I'm worried about my old pipes breaking. My neighbors have had to pay thousands of dollars for this. Plus the sidewalk and street has to be dug up, and it takes weeks. There should be insurance for this
- I've called about an illegal hook-up of a fire hydrant \*multiple\* times and I'm not sure anything is being done. I've requested a lock and shut-off, but the person keeps attaching a hose to the fire hydrant. North Union and Ogden Streets.
- I've had no real issues with Phila water, very courteous on phone and promptly replaced the meter that was not being read when I was receiving an estimated bill rather than actual.
- I've never had a problem
- I've noticed that the taste of the water was different a few month ago. And it took a few weeks for the water to return the normal taste. I know that there was a spill recently but I hope this is not the reason.
- I am satisfied.
- If they can notify you of any new programs going on
- if they the change the qualifications for the senior discount tell us, especially if they have been long time city owners also a discount for sickly
- im very satisfied i never have a problem i get my bill and i pay it the same day i have no problems i have no suggestions i get my bill and i pay it the same day i get my bill im old time honey
- In general, I think they do a good job. My only bad experience was when theywere working on our street and did not tell anyone that the waterwould be shut off.
- is there a way to get the bill electronically?
- It annoys me that billing is out sourced to a company outside the state and that the Water Dept still sends paper bills.I applaud all the wd'ts conservation efforts (except paper bills) and am very happy with my downspout garden and the people
- it is all good.
- It takes a long time for the Water Dept. to process checks sent for payment, sometime as long as 2 weeks. No other of my monthly checks sent out for payments take that long to clear. It strikes me as odd, like my payment sits in a bin or on a
- It would be interesting for PWD to share more technical aspects of the whole system.
- It would be nice for there to be automatic bill pay each month, without having to go to the payment site every month and reenter the same information month after month after month
- It would be nice if ebills were available.
- it would be nice if they gave me info on how to save instead of me researching
- It's been ver good overall. The Zip Check payment system is very convenient and the RainCheck program was great- I worked with an awesome contractor for my downspout planter
- ive lived here 32 years ive never had a problem my overall experience has been good
- Just billing could be better and clearer, outside work
- Just tell people to be nicer and more pleasant! Say good morning, thank you, have a nice day etc. sometimes the person who answers can be rude
- Keep doing your job
- Keep on checking lines and replacing old ones!
- keep the water on

- keep up the good work
- Keep up the good work :)
- Keep up the good work!!
- Keep up the good work.
- Let me know of any interruptions
- Like to see the sewers cleaned more often.
- Lower rates. :^)
- Lower the water bill-not much maybe \$5.00-Why should we be punished because people don't pay their bills-find them and make them pay just like the rest of us. Especially the employees of the water company and the ones who work in City Hall. Yo
- Lower the water bill, especially the storm tax
- Maintain it
- Make it possible to have paperless billing
- maybe have a customer rep contact the person when creating a bill for water not metered rather than creating a debt that wasnt real and having the customer fight the false charge, thinking i was stealing water but the property was in the proces
- more communication with customers when you do service calls think they should offer more forms of payment besides zip checkthey should offer suggestions on ways to treat your water like hard water tips
- More initiatives like raincheck. More tree planting and de-paving of city properties - private and government owned
- Most times getting through to a customer service agent can take several phone calls, but besides that everything is fine.
- My mother has been deceased for over twenty years and I have been living at this house and paying all the utility bills and taxes. Now that I have reached age 67, I feel that I should qualify for the senior citizen discount on the water bill.
- My overall experience has been very satisfactory. Thus, I do not feel that any improvements are needed. Thank You.
- Never had any issues thus far
- never had problems so dont need to be improved for me
- No because I haven't had any true experience with Water department except to pay my bill.
- NO COMMENT BUT KEEP UP THE GOOD WORK!
- no complaints at all my experience has been ok when i needed them they were there and helped me in a way i didnt know they could like i found out about the program just let ppl know about their services
- No customer issues, good service
- No feedback at this time. Thank you for asking.
- no feedback, they are doing fine
- No feedback. It is tough to get someone on the phone at PWD sometimes though.
- no feedback. satisfied
- No I am very satisfied. However, any information about lead pipes would be great to have.
- no just keep up the good work (issue w/bill) the customer service rep was very pleasant nowadays that's unusual so i was very happy about that she listened to me carefully and responded to my questions (issue w/bill was that it was high)
- no not really not right now can't think of anything

- No only feedback is shit happens, one minute im working another moment i may not be, very discerning to come home and not have water and it took a lot and long time to have them to work with me
- No problems in the 4 years we have lived here. Keep up the good work.
- No, except the storm water. Thats as much as the bill anymore. We get some heavy rains and theres about 30 bucks added to your bill
- No, I am pretty much satisfied.
- No, I don't. I found it very excellent!
- No, I have never had a problem.
- No, I'm fine with them.
- No, none as of now, thank you.
- No, you are very efficient and proactive. Excellent job
- No. I turn the faucet and (hopefully) clean water comes out. What more could a person want?
- No. All good.
- No. You guys are great. I love Philadelphia Water. It's delicious!
- None at this time.
- none keep up the good work
- None on my behalf any questions were always answered!
- None that I can think of.
- none the service is fine. other companies rip you off
- Nope! You're doing great!
- Not really I mail my bill and also pay online once in a while and I also use the drop box in MSB when in the area. I have never had any problems with Revenue Bill service. Thanks
- Not sure how improvements can be made, however, I am VERY satisfied with the services received to date. I have previously paid my bill via check in the mail. After giving the online process a try, I will continue to do so on the payment websi
- Not that I can think of at this time.
- Not that I know of.
- Nothing much. You are doing good.
- nothing tastes better than south philly coffee the water is better than nj spring water
- Offer on-line payment with no service charge.
- Old mains replaced
- Overall nice work
- Perhaps it's necessary, but we find the cost to be very high for us.
- Please set up a system that will alert customers that their usage is out of their normal range for that week or month. We ended up with an extra high water bill when our tenants toilet was leaking and we didn't know it.
- Please stop adding fluoride to the water
- Probably the best run Department in the City.
- Provide us with as much information on the contents on our drinking water and any/all efforts PWD makes to provide clean water
- PWD is a great entity that does its job well. I'm very pleased with its service and proud to say it's a high-functioning public entity!

- PWD provides adequate service, I have no complaints. PWD also provides financial assistance for their customers in need and this has been a life saver for me. On this level they are doing a good work!
- PWD was very helpful in helping me with settling my brother estate.
- reps are very nice
- Satisfied with my service.
- Satisfied with the service.
- seems fine
- Send bills electronically rather than by mail, which wastes resources. Since customers can pay electronically or by automatic bank withdrawals, they ought to be able to receive monthly bills electronically, too. Other than that, no thoughts.
- Service is good
- Since I pay with a bank withdrawal, stop wasting postage by also sending an envelope and lots of paper each month.
- some people have hydrants running full blast
- Some problems with purity with the water. In general there is some confusion with older women or men who feel they must get insurance in case water main breaks. Older citizens need more information on how to properly insure their homes in case
- Sometimes when there is a service issue--particularly when it is for a new meter--it seems needlessly complicated to connect with the right person. However, among all the utilities in Philadelphia, PWD is the easiest to deal with.
- Stop sending my bill Postal, send it as an email
- Thank you for the abundant, good tasting water you provide! I appreciate the annual publication about the process of treating and distributing the water. I'm also grateful for your involvement with community programs such as the fishing events
- Thanks for your service.
- The CSR at the Welsh and BLVD location was very helpful to me for it being the first the interacting with the PWD and she should be promoted to management. She was kind, patient and helpful.
- The one big problem that I had they did resolve it, but it took a while. A couple of times, before I set up zipcheck, I'd pay my bill in person and it was ridiculous. There is always a long line. One time I got in line at 10 of one and I did
- The only thing I can say is I would like to see more drain cleaning in my area of the river words including Port Richmond bridesburg and Fishtown . And more enforcement of open fire hydrant during the summer I feel that it's a significant
- The only thing I would suggest is to have better trained bilingual Spanish speaking staff when calling for assistance. I've called in the past for my mother because she's had problems communicating with unqualified staff members.
- the Phila water is fine
- The water is fine. The water pressure is good. Life is good.
- There should be an option not receive a paper bill, i.e., an e-bill option. Go back to the previous logo 'PWD' and drop 'Philadelphia Water est. 1801'.
- Theres one thins that makes me make the phone call its artsy abc, they mentioned Philadelphia having lead problems with water.
- they are doing a great job

- they could improve and save money by using email more instead of sending envelopes.
- They have to replace all these huge water mains esp in winter they break then water turns into ice and people can crash it happened at bottom and top of the street and a cross street 3 times in the past 5 years
- They should give more information about water runoff
- They've done an excellent job
- to be more in contact, having involvement with clients and people in the city. received a free testing kit from lowe's and never heard anything after he sent it in,
- Totally satisfied with all aspects of PWD!!!
- Truly have had no specific issues.
- Two different times we received a water bill that was at least triple our usual bill. We thought it was an anomaly so we waited and next month the bill was higher. It turned out one time that the third floor toilet had leak and was running. the
- Very good service.
- very satisfied customer
- Very well run, no problems
- waive the credit card fee and there is always a long line to pay bill in person and i dont like carrying cash in center city i would prefer to use my debit card without a processing fee
- want to know more about senior citizen program.
- Water could be cooler in the summer
- Water departament has very helpful with my bills and programs..Thank You
- Water should have a modern website, like PECO. Signing up for ZIP-check is a very cumbersome process which should be analyzed and made easier. Filling out that ZIP-check postcard and then waiting to see if it was worked on is such an out-of-d
- We are having financial problems and sometimes need to make partial or late payments. We appreciate your patience.
- We are very satisfied with the service and the water quality. Thankfully we have not had any issues in the neighborhood that related to water problems.
- well, i went in and askewd one of the workers that was out here months ago what was going on they were doing something else and what the worker told me was they were rerouting the sewer lines. Better communication with residents
- When I first moved here I did not like the taste of the water--too much chemical/chlorine. 8 months later I don't notice it--not sure if it's the water that's changed or if I got used to it. 2) I get 2 bills, one for water/sewer and one for
- Who do I call to complain about an issue with stormwater drains in my neighborhood? Often these drains are clogged or broken.
- Would like to know the lead levels in the water at least from the source of water to a particular address than a generic list that lists all the areas of distribution. Less generalized values and more precise measurements for a particular suppl
- Would like to see current results of water quality tests on a quarterly basisWould also like to see a list of infrastructure updating that PWD has in progress and planned. It seems that you all work incredibly hard to fix one off situation bu

- Y'all could get customer service to answer the phones quicker, keep people waiting too long and everybody doesn't have a computer, its doing too much. and I work in the day time by the time I get off everything is closed. phone system need to b
- yeah make it easier for persons to get the discounts if they're paying the bills if a person living in the same house for 10 yrs and their father passes away why make it hard for them to get the discount that's the nitty gritty of it. My dad pa
- Yes. Eliminate the on-line service fee to pay my water bill.
- You do a great job and I know our water is safe. Thanks
- You like the update of giving customers numbers when they come in to pay their bills. It speeds up the process

## Appendix F. Construction Project Open-Ended Responses

*"In the future, what could PWD do to make construction projects better for residents?"*

The follow responses are divided into categories based on the calculated overall satisfaction score. The "Not Satisfied" group includes those whose overall satisfaction score was 3 or less; the "Satisfied" group had scores greater than 3 but less than or equal to four; the "Very satisfied group" had scores greater than four.

### Not Satisfied Customer Comments (n = 113)

- a flyer in the mail with an explanation for the need orf the project, list of street closures, and the estimated length of the project.
- actually keep us updated for now and for the future because we deserve to know. Because we own our homes and want to know where our money is going.
- add more transparency
- advance information via marketing means
- advance notice. include work notifications with bill statement
- advance notification with rume andsd purpose
- area meeting for residents
- awareness about upcoming projects
- Awareness.
- being more helpful towards senior citizens
- better communication. signs that show how to get around
- better notification, time frame, safety, so many things for residents to deal with
- better notufuca4ion prior to work being done and estimated 4ime of completion
- better quality work
- Better timing.
- Cleanliness and prior notification
- communicate about what's going on and how long it takes
- communicate better about the projects details
- communicate with community beforehand
- Coordinate better, street management,
- coordinate the traffic work 7 days a week



- correct everything that was found to be dissatisfying to residents
- do all the work at night. because presumable that is when people are sleeping and if they are not noisy that would be a better time. we have to rethink the projects together, if we have to do the projects go ahead and do it but it you don't ha
- do better at informing the community about project details
- Do it right the first time
- do tv commercial
- earlier no4ice
- educating the construction workers in basic feminism; don't yell at women passing by
- explain the project better to help us prepare better. tell us exactly what they are doing let us know ahead of time so we can work with them instead of around them. be cleaner. as far as their equipment and being more courteous when someone asks
- faster completion
- fire all the politicians
- first let people know when they are going to start the project, why they're doing the project, those were the main problems.
- get it done faster
- giftahmkfrsknphi
- GIVE DISCOUNT ON BIKL
- give notice about a month in advance
- give us a couple of weeks notice
- have a supvr monitie the site regularly, supver shoukd mewt wuth residents periodically; do not start early, spk also to residents affected by water runoff.
- He could have it fast
- heads up an detiurs months innaevance
- hire more people to work on project
- i dont like the way they did the handicap ramps. theyre too far in and my handicap friends need help from e to get them on the street so they can go up the original proper ramps.the ramps are in a parking spot instead of near a swere where it i
- i guess in communicating it, maybe explain the purpose of the project to people who live near the project.it would be nice to know ahead of time so you can plan ahead to park somewhere else. maybe a couple weeks ahead of time before construction
- if they take your vehicle tell me where it is
- inform them let them know how long it's going to take. let them know in advance what they're planning on.
- INFORM PEOPKE OF WGATS GOUNG ON AROUND THE CUTY
- Inform prior
- inform us ahead of time. Let us know that the project is in the planning. what we can expect, and the details of the project. let us know that we are going to be inconvenienced, the buses will be off their regular routes. and there will be a lot of
- inform us on what they're doing and why
- Informing Prior
- Just come door to door let us know so the residents can be prepared
- KEEP DOING WHAT TGEY DOING

- keep roads clear!
- keep us informed
- keeping the streets cleaner and the streets more clear
- leave us a letter or something we dont know when it is
- less road blockage, renew neighborhood
- let people know a head of time whats up
- let residents know what they gonna do and how long its gonna take
- LET THEM KNOW, PUT SIGNS UP EVERYWHERE AGEAD OF TIME
- let us know ahead of time communicate
- Let us know in advance use usps, we need to know
- lower the bill; why does one pwrson do all the work ub the hole while the othwrstand around.
- make people more aware of what and when they are soing. kep the area cleanere whwre they are working
- make sure the work is done well so they do not have to come back. make sure the pumps and tools work good so we get good drinking water.
- make sure they repair the street after the work
- make the community more aware and let them know whats going on
- MAKE WORKERS MORE COMPASSIONATE TO PEOPLE IN THE NEIGHBORHOOD
- making it more cleaner. less dust , make the piles of dirt more compact after they are digging or put the dirt into a dumptruck.
- making people aware of it
- Mindful of residents. cleanliness
- more awareness before project
- more communication
- More consideration for the residents. Explaing the project.
- more info before the project starts
- more information
- MORE INFORMATION ABOUT THE PROJECT
- more information, esp. why it was happening or length of time...biz was affected by too much congestion due to lane closure.
- more notice
- more notification, signage posted at least one month ahead so that residents coud plan properly.
- Need more help to make job go faster its too slow
- not ckosing down streets during busy times
- not sure what...but they should do more
- NOTIFICATION
- notifications, proper road signage
- Notifing people before the projectSTARTS
- notify ahead of time and consider the lack of parking and possibly work in increments
- notify before hand and better signs
- notify people
- notify them iof the oyurpose
- notify us
- Prior notice. Clean up better

- put it on the website social media
- quick work
- Radio ads, text messages, more strategic, let us know the dates and times
- remove all materials after job is completed
- send letters
- silent machines
- speed up completion time and communicate better
- stick with it; no lapses in between
- tell us what's going on; signage on the street. post hours and what to expect
- the issue that I have is not knowing it's gonna happen
- they can send notices
- they could make it neater after the project
- they could notify people and let us know that they are about to work in this area. be more protective of the equipment because the kids got out of school and broke a lot of the equipment, it was dangerous for the kids. we notified that the cu
- THEY GOTTA WARN YALL WHAT THEY GONNA DO. THEY GOTTA LET YOU KNOW
- to ensure all agencies have been notified - esp. septa; better communication with the residents.
- try to involve the community more
- updates on time lines
- we should get more notice, a flier on every door, how long will we be inconvenienced for
- work faster
- work faster
- y'all are telling us when things happen when the roads shut down we got to know

### Satisfied Customers (n = 115)

- advance notification
- advance notification
- anyway possible
- Article in the paper
- be courteous
- be more informative
- be more proactive with your timeline, more updates progress report
- BETTER NOTIFICATION
- BETTER WORKING HOURS
- change our pipes
- Change the hour. Do work at off peak hours
- clean up after themselves better
- Clean up and prior notification
- communicate problem and end of project
- consider our work hours.
- continuously make efforts to change for the better
- Do more construction projects.
- do them at night

- Dont do late in the evening or early morning, walnut bridge out
- dont leace holes in the srreet
- Everything was fine. Keep it that way
- fix things before they break
- get things done in a timely fashion
- give more information
- give notice about how they're going to do it. when they're going to do it because they just popped up. give out flyers saying we're going to tear up your street from this start date to this end date.
- give out free purifiers for people ton put on tap; or mail out coupons to buy them when people do surveys
- give people better notifications, text messages, length of time
- Give people heads up month notice
- having more communication with the community
- hi3e more people
- hire guys in the neighborhood whi need jobs
- Holes in the Street. mess
- hurry up and get it done
- i dont know
- i would say keep up on the good work and let us know ahead to keep us aware of what is going on with the system. the water wasn't clean especially the drinking water, they should let us know if something is wrong. no just keep on doing what the
- inform moee people
- inform prior to prohect
- inform the community when and why these projects happen
- keep tgings safe
- keep water pressure up
- Keeping everyone informed.
- ket everyone know ahead of time\
- ket them know in advance
- ket them know in advance
- let oeople know before
- let people kbow ahead of time abd be quicker
- let people know
- let people know before it starts
- let people know in advance; use good pipping so they do not have to do the job over
- let people know what is going on. let us know when they are going to do anything, like roadwork. sometimes nobody knows anything and all you hear is them drilling in the street. you dont know what is going on.
- let them know be kind about know about turning off water help older people they dont know as much
- let them know exactly what is going on instead of just putting signs up saying construction is going on.clean my car after the construction.
- let us know ahead of time
- letthe community know what they are doing and how long they are going to take and let them know about the traffic detours.

- letting people know in advance where they're going to work
- letting the people know when and what they're doing
- letting them know ahead of time
- lots of problems in the summer they need to do better
- make sure they send letters out to notify people instead of being blindsided by the situation. not knowing what is going on, they hear through other people. i should have heard through a letter from them. make sure before they leave the dirt and
- Make sure work doesn't interfere with water flow around the site
- make them cheaper
- make the tools quieter by putting tarp up. don't take so long, one person is working and another person is just standing there. do the job right the first time. speed up the process.
- more communication
- more notice
- More notice put in the paper road closures
- more notification
- more notification, when it's going to happen so people can make plans on where to park and which streets will be blocked off.
- more postings on the web and in the neighborhood
- more workers onsite
- need more notification a month a couple weeks
- Need to notify in multiple ways not everyone gets the news in the same way
- no problem...don't increase water bill.
- Noise
- not do the area all at once. do small parts at a time
- notice
- notify ahead of time
- notify by phone or letter
- NOTIFY EVERYBODY
- notify us of what they're doing
- Notify with a flyer, post it
- patch up holes after completion
- Phone call would be nice. put up signs in advance
- phone calls to notify residents
- post more signs and let people know when shutting off water
- prepare people ahead of time
- Prior notice
- Prior notification
- prior notification
- put out some flyers, start and end date
- put up more signs. it was confusing driving
- put up signs to let us know what's going on
- start earlier around 7 am.
- start later in the day

- Take care of problem a little better. took them a while to get to his block
- take on more responsibility. They make residents pay for a lot of issues
- Taking their time.
- tell us before
- tell us before
- tell us earlier
- tgey did a fibe job
- They could ckean up better. Cause less traffic.
- they should notify early and not take as long
- THROUGH PEOPLE'S OPINIONS, OPINION BOX IN CLINICS AND STISTORES
- try not to interferw wutg parking
- try to make more space for drivers
- under the circumstances, they csnt do anything. they dint know when a pipe is going to go. They do need to go through the areas and check to see the the streets. there has been a hump in front of my house that has been there for a while.
- update with new tools
- use the same efforts they use when a customer does not pay a bill...to notify customersresidents in advance
- website post signs up
- Work a little faster
- work during the summer not the winter
- work duringoff hours.
- work faster
- work more at night and have more parking
- Work on the mess they leave behind

### Very Satisfied Customers (n=36)

- a rep attend the community mtgs. with projected begin and end dates; with fu attendance if the project is scheduled to go beyond projected end date or other.
- aallowing more time for payment
- advance notification
- advance notification...including hours of operation
- be more quiet people drilling wakes up everyone
- Clean up after themselves
- Clean up better.
- do it during off hours...they did try to work with us
- h2ads up aweek b2fore
- having a time table
- i dont know if they could. Tgey were great.
- just notice
- Keep doing what they are doing
- Keep the streets clean.
- make every pipe copper

- make them aware
- more communication
- more community meetings a head of time
- more information shared with residents throughout the process.
- more notice
- notification thru email or phone call
- notificatioon and timenfeamesn prior to
- Notify us, let us know in advance
- place signs at the ends of the streets or way ahead of the project before you drive right into the project
- pls clean flow of water should not be brown
- Prior notice
- Prior notice
- Prior notification
- Send letters to everyone
- Send stuff out
- Tell us about it months before
- tgey did a great job
- timing
- to start and complete one block at a time
- was good enough the way it was done
- we were happy they did not leave any mess or residue from the construction sir.

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