

SURVEY OF PUBLIC OFFICIALS

IAWC Ex. 5.1

MARKING INSTRUCTIONS: Completely darken appropriate circle or skip question if not applicable. Correct: ● Incorrect: ☒ ☓ ○

1. Service Performance

From your point of view as a public official, in providing water service to you and your constituents, how satisfied are you that Illinois-American Water Company ...

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...provides reliable service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is responsive to your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is competent in providing water service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...has employees with positive attitudes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is accessible?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is accountable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is pro-active in providing notification concerning service issues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with the company's services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments concerning company service.

2. Water Quality

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied are you with the purity of your tap water?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the taste of your tap water?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
How satisfied are you with the safety of your tap water?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with the quality of your community's tap water?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments concerning water quality.

3. Governmental Relations

If you do not have a primary contact at Illinois-American Water Company who assists you with governmental relations issues, please skip to section 3b.

In Illinois-American Contact:

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
..access to your primary contact?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
..the responsiveness of your primary contact?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
..the effectiveness of your primary contact in responding to your requests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
..the degree to which your primary contact anticipates your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

15. General Management Contact

In regard to government relations involving Illinois-American Water Company, how satisfied are you with...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...access to company management in general?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...the responsiveness of company management in general?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...the effectiveness of company management in responding to your requests?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...the degree to which company management anticipates your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with the company's governmental relations efforts?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments concerning how Illinois-American Water Company might improve the effectiveness/responsiveness of its governmental relations efforts.

16. Communications

How often do you receive written communications from Illinois-American Water Company?	Weekly <input type="radio"/>	Monthly <input type="radio"/>	Quarterly <input checked="" type="radio"/>	Semi-annually <input type="radio"/>	Never <input type="radio"/>
How satisfied are you with the frequency of receiving written communications?	Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input checked="" type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
How would you describe the frequency of receiving written communications?	Much Less Than Expected <input type="radio"/>	Less Than Expected <input checked="" type="radio"/>	As Expected <input type="radio"/>	More Than Expected <input type="radio"/>	Much More Than Expected <input type="radio"/>
How satisfied are you that Illinois-American Water Company provides written communications that are...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...useful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...timely?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...effective?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
How often do you have verbal communications, by phone or in person, with Illinois-American Water Company?	Weekly <input type="radio"/>	Monthly <input checked="" type="radio"/>	Quarterly <input type="radio"/>	Semi-annually <input type="radio"/>	Never <input type="radio"/>
How satisfied are you with the frequency of receiving verbal communications?	Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input checked="" type="radio"/>	Very Satisfied <input type="radio"/>
How would you describe the frequency of receiving verbal communications?	Much Less Than Expected <input type="radio"/>	Less Than Expected <input type="radio"/>	As Expected <input checked="" type="radio"/>	More Than Expected <input type="radio"/>	Much More Than Expected <input type="radio"/>
How satisfied are you that Illinois-American Water Company provides verbal communications that are...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...respectful of your time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...effective?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...positive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with the communications of the company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments concerning company communications.

5. Community Relations

How satisfied are you with Illinois-American Water Company's...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...service to the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...sponsorship of community events?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...participation in community events?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...commitment to volunteerism?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
...support of school programs?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied are you with Illinois-American Water Company's commitment to the community?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments concerning how Illinois-American Water Company might improve its commitment to the community.

6. Company Image

How strongly do you agree or disagree that Illinois-American Water Company...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
...is a leader in the water service industry?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is environmentally responsible?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...uses state-of-the-art treatment technologies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...attempts to meet customers' expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is a good corporate citizen?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Business Practices

How satisfied are you that Illinois-American Water Company...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...provides good value for your utility dollar compared to other similar household utilities (e.g. electric, gas, telephone, cable)?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...provides a reliable, uninterrupted water supply?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...is prepared for emergency conditions such as drought, storms, etc.?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
...adequately supports conservation efforts?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the overall performance of Illinois-American Water Company in your community?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use the space provided below to make additional comments about Illinois-American Water Company's business practices.

8. Classification

How long have you been in office?	Under 1 Year	1-4 Years	5-8 Years	9-10 Years	Over 10 Years
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is the population of your community?	Under 5,000	5,000-9,999	10,000-14,999	15,000-19,999	Over 19,999
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>