

# SURVEY OF PUBLIC OFFICIALS

IAWC Ex. 5.8

**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 checked="" type="radio"/> | <input type="radio"/> | <input 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 type="radio"/>            | <input checked="" 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 checked="" type="radio"/> | <input 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.

### 3a. Specific Primary 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 your primary contact?                                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input 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 type="radio"/>            | <input checked="" 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"/>            |

**38. 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.

**39. Communications:**

How often do you receive written communications from Illinois-American Water Company?

|  | Weekly                | Monthly               | Quarterly             | Semi-annually         | Never                 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|  | <input type="radio"/> |

How satisfied are you with the frequency of receiving written communications?

|  | Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|  | <input type="radio"/> |

How would you describe the frequency of receiving written communications?

|  | Much Less Than Expected | Less Than Expected    | As Expected           | More Than Expected    | Much More Than Expected |
|--|-------------------------|-----------------------|-----------------------|-----------------------|-------------------------|
|  | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <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"/> |
| ...timely?             | <input type="radio"/> |
| ...effective?          | <input type="radio"/> |
| ...easy to understand? | <input type="radio"/> |

How often do you have verbal communications, by phone or in person, with Illinois-American Water Company?

|  | Weekly                | Monthly                          | Quarterly             | Semi-annually         | Never                 |
|--|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|
|  | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How satisfied are you with the frequency of receiving verbal communications?

|  | Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied                        | Very Satisfied        |
|--|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|
|  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

How would you describe the frequency of receiving verbal communications?

|  | Much Less Than Expected | Less Than Expected    | As Expected                      | More Than Expected    | Much More Than Expected |
|--|-------------------------|-----------------------|----------------------------------|-----------------------|-------------------------|
|  | <input type="radio"/>   | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <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 checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> |
| ...support of school programs?                                                                     | <input type="radio"/> | <input type="radio"/>            | <input 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 checked="" type="radio"/> | <input 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 checked="" type="radio"/> | <input 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 type="radio"/> | <input checked="" 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"/> |