



METRO COTABATO WATER DISTRICT

Gov. Gutierrez Avenue, Cotabato City, P.O. Box 657

Tel. No. (064) 4211070; Telefax. No. (064) 4213009

Email Add: metrocotabatowaterdistrict@gmail.com



2022 CUSTOMER SATISFACTION SURVEY REPORT

I. OVERVIEW

As a government entity, it is essential for agencies like the METRO COTABATO WATER DISTRICT (MCWD) to provide quality service to their concessionaires. With the vision to be highly efficient water utility rendering excellent service to the community, ensuring customer satisfaction is an essential part of our process.

In order to monitor and ensure improvement in the delivery of service, the MCWD has established a Feedback and Complaints Mechanism pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services. Customer Satisfaction/Feedback Forms are made available at the main entrance of the office where clients can freely express their complaints, comments and suggestions.

II. DESCRIPTION OF THE CUSTOMER SATISFACTION SURVEY

A. Scope and Period Covered of the Customer Satisfaction Survey

Customer Satisfaction Survey was conducted to walk-in concessionaires from the whole service area (composing 53 barangays from Cotabato City, and part of the Municipalities of Datu Odin Sinsuat and Sultan Kudarat) served by MCWD for the period January-December, 2022. This survey aims to measure the over-all level of satisfaction of the concessionaires on the frontline services rendered by the office.

B. Methodology of the Customer Satisfaction Survey.

The methodology used by MCWD's Customer Satisfaction Survey was simple random sampling. A total of 7,213 respondents were given Customer Satisfaction Survey Form who were selected randomly from the customers who availed the thirteen (13) Frontline Services of the office. These frontline services are as follows: (1) Request for extension of grace period/partial payment or staggered basis; (2) Request for check-up/investigation (complaints of high consumption, meter status, category, etc); (3) Service Request/Request for Repair; (4) Application for New Service Connection/Reconnection; (5) Change of Ownership/Registered Name; (6) Request for Disconnection of Service; (7) Availment of Senior Citizen Discount; (8) Inquiry/Settlement of Forwarded Account or Demand Letter; (9) Reopening of Water Service Connection (with meter onsite); (10) Request of Meter Relocation/Transfer Tapping Site; (11) Inquiry of Accounts; (12) Payment of Water bills; and (13) Certification of Water Potability.

The Public Assistance and Complaints Desk Officer (PACD) was responsible in the distribution of the Customer Satisfaction Survey Form to the selected customers. These customers were given enough time to fill-in feedback form and return it to the PACD or drop at the designated drop box.

A 5-point Likert Scale was used to determine the level of satisfaction of each concessionaires for the eight (8) service quality dimensions or indicators in which 1 is the lowest or very dissatisfied and 5 as the highest or very satisfied. The service quality dimensions are as follows: (1) Responsiveness; (2) Reliability; (3) Access and Facilities; (4) Communication; (5) Costs; (6) Integrity; (7) Assurance; and (8) Outcome. These dimensions were elaborated in Filipino so that the clients can fully understand its context.



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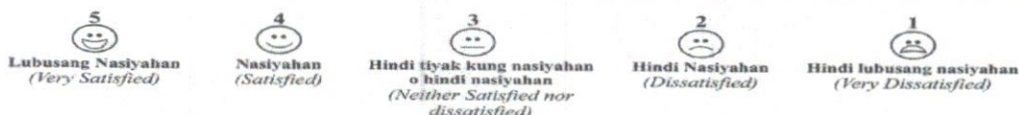


C. Below is a sample of the Customer Satisfaction / Feedback Form

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CUSTOMER SATISFACTION/FEEDBACK FORM

PANUTO: Bilugan ang bilang kung gaano ka nasiyahan (5 ang pinakamataas) sa mga nasabing aspeto ng serbisyo na ito sa iyo.
(Instructions: Please encircle the number (5 being the highest) to rate our services you have availed based on the criteria mentioned below.)



I. Alin sa mga sumusunod na serbisyo ang inyong tinangkilik?
(Which of the following services have you availed?)

- | | |
|--|---|
| <input type="checkbox"/> Application for New Service Connection/Reconnection | <input type="checkbox"/> Reopening of Water Service Connection (w/meter on site) |
| <input type="checkbox"/> Payment of Water Bills | <input type="checkbox"/> Partial payment/Request for Extension of payment Or Promissory Note |
| <input type="checkbox"/> Service Request/Request for Repair | <input type="checkbox"/> Others (please specify) _____ |
| <input type="checkbox"/> Investigation (Complaints of High Consumption & Meter Status, Category, etc.) | (Inquiry, Demand letter, Change of Name, Request for Disconnection, Availment of Sr. Citizen Discount, Request for Certification, etc.) |

II. Gaano ka nasiyahan sa mga sumusunod na aspeto ng serbisyo na iyong tinangkilik? (How would you rate your satisfaction with the following aspects of services you have availed?)					
1. RESPONSIVENESS (Mabilis na pagtugon)					
- Kahandaang pag-aasikaso at mabilis na pagtugon sa pagbigay ng serbisyo sa mga kliyente.	5	4	3	2	1
2. RELIABILITY (Kalidad ng Serbisyo)					
- Nakakasunod sa tamang oras ng proseso at nakakatugon sa inaasahan sa serbisyo na tinangkilik.	5	4	3	2	1
3. ACCESS AND FACILITIES (Pasilidad)					
- Madaling mapuntahan ang lokasyon, isinasaalang-alang ang kaligtasan at seguridad, may pagtatangi sa mga matatanda, may kapansanan at nagdadalantao. Ang mga customers ay komportable sa pag-aantay ng serbisyong tinangkilik.	5	4	3	2	1
4. COMMUNICATION (Komunikasyon)					
- Madaling maintindihan, wasto, at malinaw na naipapahayag ang mga impormasyon nakasaad sa Citizen Charter hinggil sa serbisyo, at nabibigyan ng pagkakataon madinig ang saloobin ng kliyente hinggil sa serbisyong tinangkilik.	5	4	3	2	1
5. COSTS (Gastusin)					
- Malinaw na nakasaad ang mga impormasyon hinggil sa mga babayaran (halimbawa, statement of accounts, Contracts, atbp.). Nabigyan ng sapat na panahon (grace period) ng pagbayad, at sapat lang halaga ng bayarin ng serbisyong tinangkilik.	5	4	3	2	1
6. INTEGRITY (Integridad)					
- Patas ng ipinapatupad ang mga patakaran o pamuntunan (halimbawa, walang diskriminasyon o palakasan.)	5	4	3	2	1
7. ASSURANCE (Kasiguruhan)					
- Ang empleyado ay magalang, maasikaso, may kakayanan at kaalaman hinggil sa serbisyo at nagbibigay ng malinaw at tamang impormasyon hinggil sa serbisyong tinangkilik.	5	4	3	2	1
8. OUTCOME (Kinalabasan)					
- Naibigay ang kabuuang benepisyo ng serbisyong tinangkilik.	5	4	3	2	1
Mayroon ba kayong kumento/suhestiyon/papuri/hinaing sa mga serbisyong tinangkilik? (Kung mayroon, maaring tukuyin) (Do you have any comment/suggestion/commendation/complaints on the services you have availed of?) (If yes, please specify)					

Maraming salamat sa inyong paglahok sa aming pangangalap na sumusukat sa kasiyahan sa mga serbisyo na inyong tinangkilik.

("Thank you for agreeing to take part in this important survey measuring satisfaction on the services you have availed of".)

Name & signature: _____

Gender: _____

Account No.: _____

Age: _____

Address: _____

MCWD Form No. CSD-16-1

III. CUSTOMER SATISFACTION SURVEY RESULTS

A total of 7,213 walk-in concessionaires were selected randomly to fill-in the Customer Satisfaction/Feedback Form. These concessionaires availed the different frontline services of the office.

1. A 5-point Likert Scale was used to determine the level of satisfaction of each concessionaire for the eight (8) service quality dimensions or indicators and given weight using the interpretation below.



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Legend Guide:

Scale	Range of Weighted Mean	Verbal Interpretation
1	1 - 1.80	Very Dissatisfied (VD)
2	1.81 - 2.60	Dissatisfied (DS)
3	2.61 - 3.40	Neither Satisfied nor Dissatisfied (N)
4	3.41 - 4.20	Satisfied (S)
5	4.21 - 5.00	Very Satisfied (VS)

2. To compute the weighted mean or average of the responses, below is the formula used

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

Where, W = is the weighted mean

Σ = Summation

X = Weighted Variable

N = Total number of respondents

A. DEMOGRAPHIC PROFILE

Respondents were profiled according to gender and their respected area per zone. They were asked how satisfied they were with the frontline services provided by the Metro Cotabato Water District.

Table 1. No. of Respondents according to gender.

	Gender	No. of Respondents	Percentage
Profile 1	Male	2,200	30.50%
	Female	5,013	69.50%
Total		7,213	100%

Table 2. No. of Respondents per zone.

	Zone	No. of Respondents	Percentage
Profile 2	1	569	8%
	2	413	6%
	3	525	7%
	4	478	7%
	5	618	9%
	6	545	8%
	7	261	4%
	8	252	3%



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	9	191	3%
	10	298	4%
	11	549	8%
	12	376	5%
	13	94	1%
	14	204	3%
	15	280	4%
	16	309	4%
	17	163	2%
	18	208	3%
	19	659	9%
	20	221	3%
TOTAL		7,213	100%

B. THE SURVEY RESULTS

The following tables show the total number of concessionaires surveyed per Frontline Services of each month and the over-all Customer Satisfaction Rating in which final ratings for each dimension were computed using the Weighted Mean and the verbal interpretation on the last column. The over-all ratings were computed based on the average of the total weighted mean of the eight (8) quality dimensions and the Frontline services.

Table 3. No. of Respondents for each Frontline Service for the period January-December, 2022.

FRONTLINE SERVICES / MONTH	NO. OF RESPONDENTS												TOTAL
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
Request for Extension of Grace Period/Partial Payment or Staggered Basis	121	105	221	166	146	203	206	210	174	175	222	159	2,108
Request for Check-up/Inspection of Water Service Connection (Investigation)	100	64	47	45	68	82	69	93	95	141	129	118	1,051
Service Request/Request for Repair	44	24	28	36	38	45	52	63	34	39	58	40	501
Application for New Service Connection/Reconnection	49	37	48	46	48	57	76	38	33	34	38	42	546
Change of Ownership/Registered Name	7	12	7	15	7	18	15	14	18	17	14	11	155
Request for Disconnection of Service	6	7	10	10	6	8	5	8	6	3	10	7	86



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Availment of Senior Citizen Discount	14	12	6	2	4	5	5	4	2	3	2	3	62
Inquiry/Settlement of Forwarded Account or Demand Letter	2	5	4	1	6	5	6	2	1	2	5	10	49
Reopening of Water Service Connection (w/ meter on site)	87	97	124	110	125	165	163	206	232	190	175	162	1,836
Request for Meter Relocation/ Transfer Tapping Site	14	18	26	7	10	11	11	13	24	12	11	18	175
Inquiry of Accounts	12	9	12	16	16	17	27	8	11	5	11	11	155
Payment of Water Bills	22	25	38	46	39	50	69	59	43	30	35	18	474
Certification of Water Potability	1	1	2	1	1	2	1	1	1	0	2	2	15
TOTAL	479	416	573	501	514	668	705	719	674	651	712	601	7,213

Based on **Table 3**, the highest number of customers who were surveyed was for the Request for Extension of Grace Period/Partial Payment or Staggered Basis with 2,108 filled-up forms. It is followed by Reopening of Water Service Connection (w/ meter on site) with 1,836 respondents. Request for Check-up/Inspection of Water Service Connection (Investigation) and Application for New Service Connection/Reconnection comes next with 1,051 and 546 respondents, respectively. Certification of Water Potability still got the lowest number, with fifteen (15) customers surveyed.

Table 4. Over-all Customer Satisfaction Rating

No.	QUALITY DIMENSION	NO. OF RESPONDENTS	RESPONSIVENESS	RELIABILITY	ACCESS AND FACILITIES	COMMUNICATION	COSTS	INTEGRITY	ASSURANCE	OUTCOME	OVERALL RATING	VERBAL INTERPRETATION
	FRONTLINE SERVICES											
1	Request for Extension of Grace Period/Partial Payment or Staggered Basis	2108	4.87	4.86	4.86	4.87	4.85	4.86	4.87	4.87	4.86	VS
2	Request for Check-up/Investigation (High Consumption, Meter Status, Category & etc.)	1051	4.60	4.58	4.63	4.62	4.46	4.62	4.62	4.49	4.58	VS
3	Service Request/Request for Repair	501	4.64	4.61	4.68	4.70	4.67	4.70	4.70	4.53	4.65	VS
4	Application for New Service Connection/Reconnection	546	4.88	4.85	4.86	4.86	4.84	4.87	4.88	4.87	4.86	VS
5	Change of Ownership/Registered Name	155	4.89	4.90	4.87	4.89	4.89	4.89	4.91	4.89	4.89	VS
6	Request for Disconnection of Service	86	4.85	4.81	4.83	4.86	4.85	4.79	4.84	4.85	4.84	VS
7	Availment of Senior Citizen Discount	62	4.84	4.81	4.82	4.87	4.82	4.84	4.84	4.85	4.84	VS



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8	Inquiry/Settlement of Forwarded Account or Demand Letter	49	4.82	4.84	4.82	4.76	4.78	4.73	4.82	4.65	4.78	VS
9	Reopening of Water Service Connection (w/ meter on site)	1836	4.84	4.81	4.84	4.84	4.81	4.83	4.85	4.82	4.83	VS
10	Request for Meter Relocation/ Transfer Tapping Site	175	4.82	4.75	4.82	4.82	4.79	4.81	4.83	4.77	4.80	VS
11	Inquiry of Accounts	155	4.96	4.97	4.96	4.97	4.95	4.97	4.97	4.97	4.97	VS
12	Payment of Water Bills	474	4.94	4.94	4.94	4.95	4.94	4.96	4.95	4.95	4.95	VS
13	Certification of Water Potability	15	5.00	5.00	5.00	4.93	5.00	5.00	5.00	5.00	4.99	VS
	OVERALL SCORE	7,213	4.84	4.83	4.84	4.84	4.82	4.84	4.85	4.81	4.83	VS

NOTE:

Scale	Range of Weighted Mean	Verbal Interpretation
1	1 - 1.80	Very Dissatisfied (VD)
2	1.81 - 2.60	Dissatisfied (DS)
3	2.61 - 3.40	Neither Satisfied nor Dissatisfied (N)
4	3.41 - 4.20	Satisfied (S)
5	4.21 - 5.00	Very Satisfied (VS)

Table 4 shows the over-all customer satisfaction rating of the different services offered for walk-in concessionaires of the MCWD. Among the different services offered, Certification of Water Potability still got the highest over-all rating of 4.99, with only fifteen (15) surveyed respondents. Inquiry of Accounts is second with a rating of 4.97, which is closely followed by Payment of Water Bills with a rating of 4.95. Change of ownership/Registered Name comes next with a rating of 4.89.

On the other hand, Request for Check-up/Inspection of Water Service Connection (Investigation) got the lowest rating of 4.58. All services got a verbal interpretation rating of **Very Satisfied**.

Based on the quality dimension, Assurance got the highest weighted mean 4.85, followed by four dimensions who got the same weighted mean of 4.84. These are Responsiveness, Access and Facilities, Communication and Integrity. Next is the Reliability which got a weighted mean of 4.83 and closely followed by Costs which got a weighted mean of 4.82. Lastly, is the outcome which got the weighted mean of 4.81.

The over-all satisfaction rating has an average weighted mean of 4.83 with a verbal interpretation of Very Satisfied.



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Table 5. Comparison of Respondents for the period FY 2021 & FY 2022.

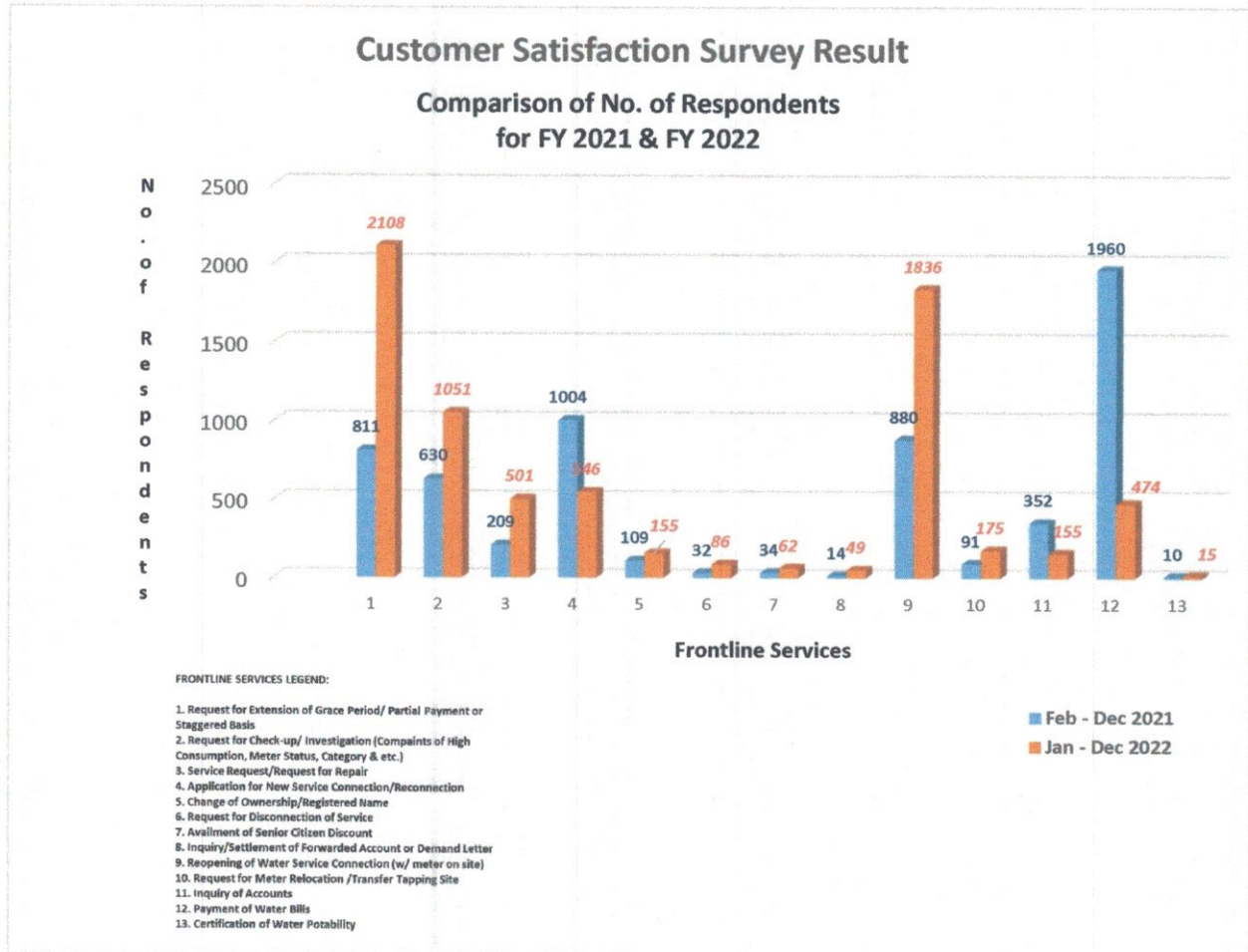


Table 5 shows the comparison of number of respondents surveyed for the frontline services for the period February-December 2021 and for the period January-December 2022. The request for extension of grace period/Partial Payment got the highest increase of 1,297 respondents. Next is the reopening of water service connection with an increase of 956 followed by request for check-up/investigation with an increase of 491 respondents.

On the other hand, respondents for payment of water bills got the highest decrease by 1,486. Second is the application for new service connection/reconnection with a decrease of 458. Lastly, inquiry of accounts had a decrease of 197 respondents.



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Table 6. Comparison of Satisfaction Rating of FY 2021 and FY 2022

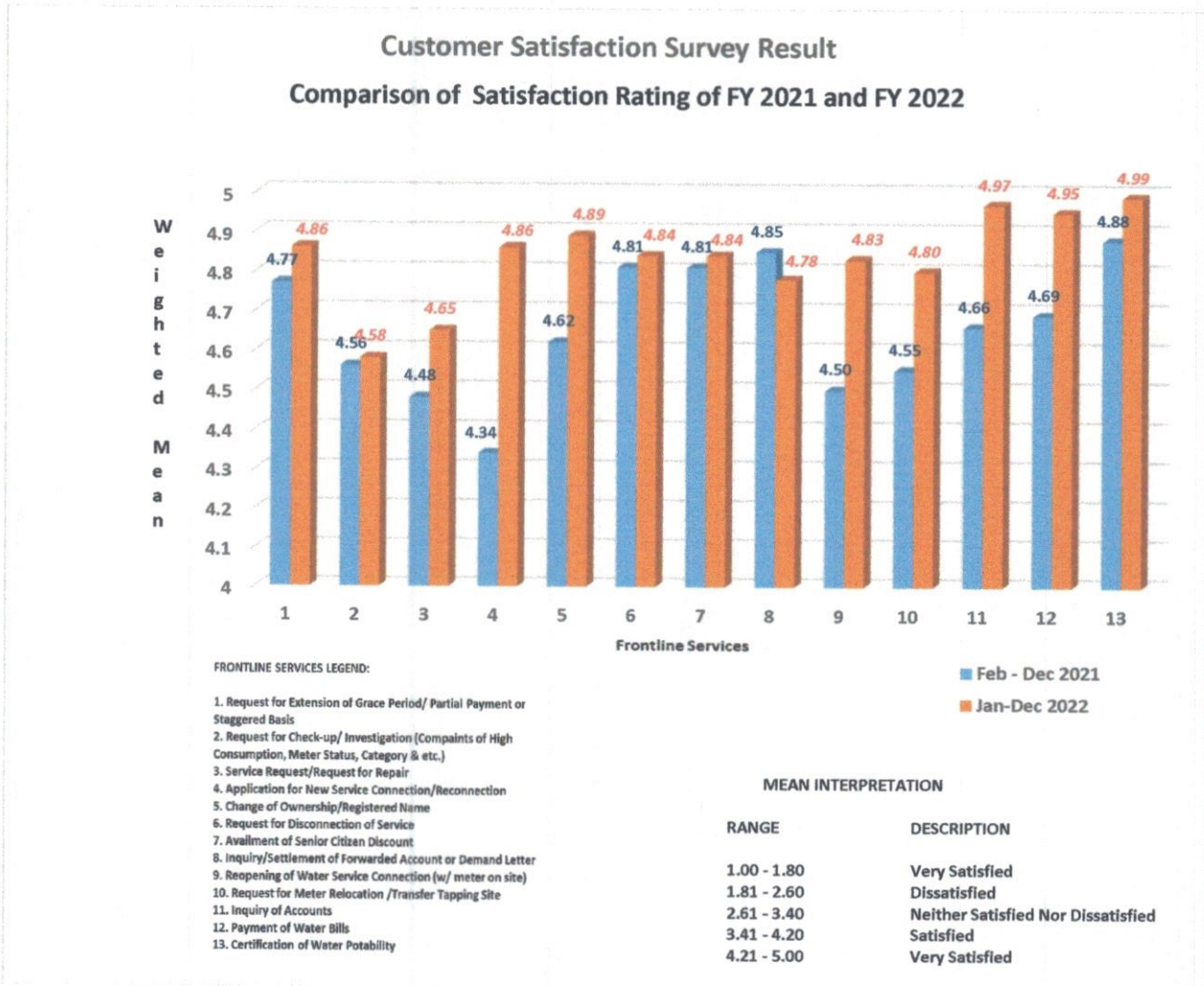


Table 6 shows comparison of weighted mean of frontline services for the period February-December 2021 and January-December 2022. The Application of New Service Connection/Reconnection got the highest increase of 0.52 with a weighted mean from 4.34 for the period January-December 2021 to 4.86 for January-December 2022. This is followed by Reopening of Water Service Connection (with meter onsite) with a weighted mean from 4.50 to 4.83 of the same period with an increase of 0.33. Third is the Request for Meter Relocation/Transfer Tapping Site with an increase of 0.31 with a weighted mean from 4.66 to 4.97 also of the same period.

While there are increases in weighted mean in most of the frontline services, there is also frontline service which got the decrease in the weighted mean. The Inquiry/Settlement of Forwarded Account or Demand Letter got a decrease in the weighted mean from 4.85 to 4.78 for the period February-December 2021 and January-December 2022, with a decrease of 0.07.

The average weighted mean for the period February-December 2021 was 4.66 while for the period January-December 2022 it has an average of 4.83 with an increase of 0.17. Both survey periods got a verbal interpretation of **Very Satisfied**.

The following summarizes the comments, complaints, suggestions as well as positive comments:





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	Positive Comments	No. of Respondents
1	I'm just satisfied.	3
2	Very good service.	1
3	Maraming salamat sa agarang pag-asikaso.	2
4	I have no suggestion because they have good services.	1
5	Keep up the good work. All staff are approachable.	2
6	Maayos/maganda po ang inyong serbisyo.	2
7	Thank you and God bless. Mabilis at madali akong natapos sa magandang serbisyo.	3
8	Keep up the great work and services to the people. Thank you for the assistance. Allah is great to us.	2
9	Salamat po sa magandang pakikitungo sa aming mga customer ng MCWD.	3
10	Maraming salamat po mula sa Teller to Security super duper approachable.	1
11	Mabilis, maasikaso, at responsible ang mga empleyado.	1
12	Maganda ang serbisyo ng water district. Pagpapatuloy lang po ang maayos na serbisyo. God bless.	7
13	Thanks for the smooth transaction. Mabilis ang transaksyon.	3
14	Thank you.	3
15	Good job po. Keep it up.	2
16	Kuntento ako. Mabilis na proseso.	1
17	Maganda ang pakikitungo nila sa client nila.	2
18	Wala naman pong problema para sa akin, lahat na kinakailangan okay naman.	1
19	Panatilihin ang maayos na transaksyon.	1
	TOTAL	41

	Negative Comments/Complaints/Suggestions	No. of Respondents
1	Abrupt increase of billing	3
2	Dirty and odorous water	58
3	Odorous Water	10
4	Dirty Water	20
5	Low water pressure	12
6	Low water pressure to no water	3
7	No water	15
8	Maghatid po sana ng bill para malaman po at di maputulan agad.	2
9	Iniiipit sa gate ang bills, sinasali pati hindi sa amin, Ok lng, huwag lang pati hindi naming bills.	1
10	On time sana pagdeliver ng bill at per door.	2
11	Pakihatid lang po every month ang bill kasi wala po ako natatanggap.	1
12	Kung pwede na wag ibigay sa bata yung bill ng tubig.	1
13	Magbigay pa ng mas malinaw na information sa client para hinde magkaroon ng agam-agam.	1
14	Please give us disconnection notice, madalas kasi mga bata nasa bahay.	1
15	Please allow us and give consideration sa kung ano lang maafford mabayaran para hindi maputulan.	1



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16	Iba ang lasa ng tubig at hindi pwedeng inumin.	1
17	As of this time, please do make the screen more visible to the customers. Overall, I am pleased.	1
18	Sana lang huwag putulin agad lalo na 255 pesos unpaid. Thank you	1
19	Kung maari gawing madalas ang pagsusuri sa mga metro upang mas lalong mapabuti ang serbisyo.	1
20	The Manager, di ko po nagustuhan ang attitude ng desk 2.	1
21	Kung may kliyente na nakaupo at naghihintay, asikasuhin agad, saka na ang cellphone.	1
TOTAL		137

IV. RESULTS OF ACTION PLAN REPORTED IN 2021

AREA OF CONCERN	ACTION TAKEN TO IMPROVE PROCESS/SERVICE	STATUS OF ACTION TAKEN	RESULTS/BENEFITS
WATER SUPPLY			
Low Water pressure to No Water	1. Construction of 8000 CMD Water Treatment facility at Dimapatoy water source.	70% completed	Target to be operational in the 4 th quarter of 2023.
	2. Pressure Management	Continuously implemented	Stabilized water pressure/ distribution.
	3. Installation of additional and/or replacement of main/distribution lines with bigger sizes.	100% completed of the following projects: a) 4"Ø Upvc pipe replacement - San Jose, Tamontaka b) 4"Ø & 2"Ø uPVC Pipe replacement along San Pablo Village c) 2"Ø uPVC Pipe improvement - San Jose St., RH 13 d) 4"Ø uPVC Pipe extension - A. Badoy to SK Pendatun e) 2"Ø & 1 ½"Ø GI Pipe Improvement - BARM Compound f) 2"Ø Pipe Improvement - OMI, Tamontaka g) 6"Ø uPVC Pipe Extension - Purok Mangungan, Bagua 2 h) 4"Ø uPVC Pipe Improvement - Kampilan, DOS	Improved water pressure and could cater additional service connection.



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	4. Replacement of transmission mains from Tanuel to SPDA Junction	Not yet implemented- waiting for the approval/release of loans from LWUA/ADB	
WATER QUALITY			
Dirty and Odorous Water	1. Daily monitoring of water quality specially from Bulk Water Providers.	a) Continuously implemented, done every 15 minutes to all injection points of Bulk Water Suppliers. b) Last July, 2022 - Created Quick Response Team to conduct immediate testing/ evaluation of water quality issue.	Improved water quality being distributed to the concessionaires. Quick action to complaints regarding water quality.
	2. Continue implement the Water Safety Plan	Continuously implemented	Assurance of safe and potable water is distributed to the concessionaires.
FRONTLINE SERVICES			
Immediate response to complaints like immediate repair of leakages	1. Accomodation of online customer's request thru email and social media.	Continuously implemented	Prompt action to customer's request resulted to improved customer satisfaction.
	2. Mobilization of Quick Response Team to address leak repair & no water complaints specially during night time and weekends or holidays.	Continuously implemented	Prompt action to customer's request resulted to improved customer satisfaction.
Late delivery/non-receipt of water bill	1. Continue to implement the SMS Text Blast on delivery of billing informations.	Continuously implemented	Customers received advance information regarding billing and disconnection notice.
	2. Implement Online Bill inquiry thru MCWD website.	Continuously implemented	Customers have other option of knowing their monthly bill.
	3. Partial implementation of Read and Bill System	Still on process of perfecting the program. Partially implemented the used of meter reading gadget.	Reduced the redundancy of encoding the meter reading by the Computer Operator.
	4. Continue customer orientation of Office Policies during application of new service application.	Continuously implemented	New Water service applicants are aware/ oriented of how to avail other option of getting their water bill.
On-time dessimation	1. Intensify implemen-	Continuously	Customers received



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of public information on water interruptions, disconnection and other updates of MCWD services.	tation of Text Blasting and public information dissemination thru radio, tv ads, & social media.	implemented	advance information on water service interruptions specially thru radio & social media.
	2. Encourage customers to provide/update their cellular contact numbers.	Continuously implemented	More customers availed of this service by providing/ updating their mobile numbers.
Improvement of Processes	Continue conduct study on Reengineering of Processes and make benchmarking w/ other water districts.	Still on process of improving the procedures	Still on continuous study/benchmarking how to reduce the processing time.
	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	Continued ISO-recertification of processes both on external and internal services.	Improved delivery of services.
	Revise the Customer Satisfaction/Feedback Form to include the parameter on Water Quality/Quantity	Not done	With new Memorandum Circular issued by ARTA on the Harmonized Client Satisfaction Measurement.

V. CONTINUOUS IMPROVEMENT PLAN FOR FY 2023

ISSUES/CONCERNS TO BE ADDRESSED	IMPROVEMENT ACTION PLAN	TIMEFRAME	RESPONSIBILITY
WATER SUPPLY			
Low water pressure to No water	1. Operation of newly constructed 8000 CMD Water Treatment Facility at Dimapatoy water source.	4 th Quarter of 2023	Water Resources Division, Production Department
	2. Replacement of Raw water pipelines from 12"Ø to 14"Ø at Dimapatoy water treatment facility.	2023 and onwards	Engineering Department
	2. Installation of additional and/or replacement of main/distribution lines.	2023 and onwards	Engineering Department
	3. Replacement of transmission mains from Tanuel to SPDA junction.	2 nd quarter of 2023 to 2024	PMO – subject to approval/release of loan from LWUA/ADB
WATER QUALITY			
Dirty and odorous water	1. Daily monitoring of water quality specially	2023 and onwards	Water Quality Division, Production Department



METRO COTABATO WATER DISTRICT

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	from Bulk Water Providers.		
	2. Continue implement the Water Safety Plan	2023 and onwards	Water Quality Division, Production Department
FRONTLINE SERVICES			
Improvement of processes	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	2023 and onwards	All Departments
	Continue to conduct review/enhance of Quality Management Systems in line with external ISO Audit and continued certification.	2023 and onwards	All Departments
	Update the Citizen Charter	2023	CART
Late Delivery/non-receipt of water bill	Implement the Read and Bill system	2023	Commercial Department and Information Technology Section
	Continue to implement the SMS Text Blast on delivery of billing information.	2023 and onwards	Commercial Department and Information Technology Section
	Continue to encourage customers to provide/update their mobile numbers.	2023 and onwards	Commercial Department
	Continue Implement Online Bill inquiry thru MCWD website.	2023 and onwards	Commercial Department and Information Technology Section

Prepared by:


GINA F. CAMIÑA
OIC-Division Manager
Customer Accounts Division

Verified by:


JOCELYN A. PLAZOS
OIC-Department Manager
Commercial Department

Approved by:


MA. MELINDA ELAINE V. BARCIMO
OIC General Manager



**CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
FOR THE PERIOD JANUARY-DECEMBER, 2022**

FRONTLINE SERVICES	RATING SCALE	Request for Extension of Grace Period/Partial Payment or Staggered Basis															Request for Check up/Inspection of Water Service Connection(Investigation)														
		2103															1051														
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation
1. RESPONSIVENESS	5	101	87	188	150	132	183	189	193	158	160	194	143	1878	9390	4.87	49	45	35	35	47	58	60	67	70	91	82	77	716	3580	4.60
	4	17	18	33	11	13	15	14	15	13	13	25	15	202	808		41	10	8	8	16	23	5	22	22	43	37	35	270	1080	
	3	3	0	0	5	0	3	3	1	2	2	2	1	22	66		8	6	4	1	4	1	2	3	3	5	8	4	49	147	
	2	0	0	0	0	1	1	0	0	0	0	1	0	3	6		1	2	0	0	0	0	1	1	0	2	0	0	7	14	
	1	0	0	0	0	0	1	0	1	1	0	0	0	3	3		1	1	0	1	1	0	1	0	0	0	2	2	9	9	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10273	4.87	100	64	47	45	68	82	69	93	95	141	129	118	1051	4830	4.60	
2. RELIABILITY	5	105	87	188	134	131	182	188	191	151	154	192	144	1847	9235	4.86	49	43	32	34	45	58	58	67	68	86	80	74	694	3470	4.58
	4	16	16	31	28	13	16	14	16	20	21	24	13	228	912		40	15	11	9	20	24	8	22	25	47	40	37	298	1192	
	3	0	2	2	4	2	3	4	2	2	0	5	2	28	84		9	3	4	0	1	0	2	3	2	6	8	5	43	129	
	2	0	0	0	0	0	1	0	1	1	0	1	0	4	8		2	2	0	1	2	0	0	1	0	2	0	1	11	22	
	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1		0	1	0	1	0	0	1	0	0	0	1	1	5	5	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10240	4.86	100	64	47	45	68	82	69	93	95	141	129	118	1051	4818	4.58	
3. ACCESS AND FACILITIES	5	102	87	195	142	132	175	184	194	154	159	196	143	1863	9315	4.86	52	44	33	35	48	60	59	72	67	93	89	75	727	3635	4.63
	4	16	17	25	21	12	20	17	15	17	15	22	13	210	840		39	13	8	9	17	22	5	19	23	45	33	38	271	1084	
	3	2	1	1	2	2	5	4	1	2	1	2	3	26	78		9	5	6	0	2	0	4	2	4	3	5	4	44	132	
	2	1	0	0	1	0	2	1	0	1	0	2	0	8	16		0	2	0	1	1	0	0	0	0	0	1	0	5	10	
	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1		0	0	0	0	0	0	1	0	1	0	1	1	4	4	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10250	4.86	100	64	47	45	68	82	69	93	95	141	129	118	1051	4865	4.63	
4. COMMUNICATION	5	102	89	197	147	131	179	188	192	158	155	191	144	1873	9365	4.87	50	47	35	36	48	59	57	71	69	92	87	77	728	3640	4.62
	4	14	15	22	16	12	20	13	15	13	19	25	15	199	796		39	11	8	8	17	23	5	19	22	45	33	34	264	1056	
	3	4	1	2	3	3	4	5	3	2	1	3	0	31	93		9	4	4	1	2	0	5	2	4	4	8	5	48	144	
	2	1	0	0	0	0	0	0	0	1	0	3	0	5	10		2	1	0	0	0	0	1	1	0	0	0	1	6	12	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1	0	0	1	0	1	0	0	0	1	1	5	5	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10264	4.87	100	64	47	45	68	82	69	93	95	141	129	118	1051	4857	4.62	
5. COSTS	5	103	89	188	140	128	178	184	191	153	156	193	139	1842	9210	4.85	45	40	29	34	40	50	44	54	55	71	67	65	594	2970	4.46
	4	13	13	29	22	13	22	16	16	16	17	25	18	220	880		42	17	14	10	24	30	20	34	32	62	49	44	378	1512	
	3	3	3	4	2	5	2	5	3	2	2	2	2	35	105		10	4	2	1	3	1	3	4	6	6	10	7	57	171	
	2	1	0	0	2	0	1	1	0	2	0	1	0	8	16		1	2	2	0	0	1	0	1	2	1	1	0	11	22	
	1	1	0	0	0	0	0	0	0	1	0	1	0	3	3		2	1	0	0	1	0	2	0	0	1	2	2	11	11	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10214	4.85	100	64	47	45	68	82	69	93	95	141	129	118	1051	4686	4.46	
6. INTEGRITY	5	101	87	195	143	134	178	186	194	155	160	190	142	1865	9325	4.86	54	45	35	37	44	58	56	66	69	89	84	77	714	3570	4.62
	4	14	15	24	19	11	18	15	14	15	14	26	15	200	800		36	15	9	6	22	24	10	25	24	48	38	34	291	1164	
	3	5	2	1	3	1	6	5	2	3	1	4	2	35	105		9	3	3	2	1	0	2	2	2	4	5	6	39	117	
	2	1	1	1	1	0	1	0	0	1	0	2	0	8	16		1	1	0	0	0	0	0	0	0	0	0	0	2	4	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	1	0	1	0	0	0	2	1	5	5	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10246	4.86	100	64	47	45	68	82	69	93	95	141	129	118	1051	4860	4.62	
7. ASSURANCE	5	100	86	196	147	135	181	186	192	157	158	196	143	1877	9385	4.87	54	45	34	34	45	59	58	69	68	90	86	76	718	3590	4.62
	4	18	17	24	16	10	18	15	16	13	13	23	14	197	788		35	15	10	10	20	23	8	22	25	46	33	35	282	1128	
	3	2	1	1	2	1	3	5	2	3	4	3	2	29	87		11	3	2	0	3	0	2	2	2	4	6	5	40	120	
	2	1	0	0	1	0	1	0	0	1	0	0	0	4	8		0	1	1	1	0	0	0	0	0	1	2	0	6	12	
	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1		0	0	0	0	0	0	1	0	0	0	2	2	5	5	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10269	4.87	100	64	47	45	68	82	69	93	95	141	129	118	1051	4855	4.62	
8. OUTCOME	5	101	89	195	146	129	178	190	192	155	156	195	143	1869	9345	4.87	40	39	30	29	33	44	41	55	60	86	81	71	609	3045	4.49
	4	16	16	24	18	17	19	13	17	16	18	23	14	211	844		42	19	14	12	30	37	24	34	30	49	39	37	367	1468	
	3	3	0	2	1	0	5	3	1	1	1	3	2	22	66		16	5	2	4	4	1	3	4	4	5	7	7	62	186	
	2	1	0	0	1	0	1	0	0	2	0	1	0	6	12		1	1	1	0	1	0	0	0	0	1	0	1	6	12	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	0	0	0	0	0	1	0	1	0	2	2	7	7	
TOTAL	121	105	221	166	146	203	206	210	174	175	222	159	2108	10267	4.87	100	64	47	45	68	82	69	93	95	141	129	118	1051	4718	4.49	
Average																4.86													4.58		

**CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
FOR THE PERIOD JANUARY-DECEMBER, 2022**

FRONTLINE SERVICES	RATING SCALE	Change of Ownership/Registered Name															Request for Disconnection of Service															
		155															86															
Total No. of Respondents		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	
1. RESPONSIVENESS	5	6	11	7	13	5	17	14	13	18	15	12	10	141	705		6	6	8	8	5	7	5	7	6	3	8	5	74	370		
	4	1	1	0	2	2	1	1	0	0	2	2	1	13	52		0	1	2	2	1	1	0	1	0	0	2	1	11	44		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	758	4.89	6	7	10	10	6	8	5	8	6	3	10	7	86	417	4.85
2. RELIABILITY	5	6	12	7	14	5	18	15	13	17	14	11	10	142	710		5	5	6	9	5	7	5	7	6	3	8	6	72	360		
	4	1	0	0	1	2	0	0	0	1	3	3	1	12	48		1	2	3	1	1	1	0	1	0	0	2	0	12	48		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	1	0	0	0	0	0	0	0	1	2	6	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	759	4.90	6	7	10	10	6	8	5	8	6	3	10	7	86	414	4.81
3. ACCESS AND FACILITIES	5	5	12	7	13	5	17	13	13	17	14	12	10	138	690		5	6	8	8	5	7	5	7	6	3	8	6	74	370		
	4	2	0	0	2	2	1	2	0	1	3	2	1	16	64		0	1	2	1	1	1	0	1	0	0	2	0	9	36		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	0	0	1	0	0	0	0	0	0	1	3	9	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	755	4.87	6	7	10	10	6	8	5	8	6	3	10	7	86	415	4.83
4. COMMUNICATION	5	6	11	6	14	5	17	15	13	18	14	12	10	141	705		6	5	8	9	5	7	5	7	6	3	8	6	75	375		
	4	1	1	1	1	2	1	0	0	0	3	2	1	13	52		0	2	2	1	1	1	0	1	0	0	2	0	10	40		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	758	4.89	6	7	10	10	6	8	5	8	6	3	10	7	86	418	4.86
5. COSTS	5	7	12	7	13	6	18	15	13	16	13	12	10	142	710		6	6	7	9	5	7	5	7	6	3	8	5	74	370		
	4	0	0	0	2	1	0	0	0	2	3	2	1	11	44		0	1	3	1	1	1	0	1	0	0	2	1	11	44		
	3	0	0	0	0	0	0	0	0	0	1	0	0	1	3		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	758	4.89	6	7	10	10	6	8	5	8	6	3	10	7	86	417	4.85
6. INTEGRITY	5	7	10	7	14	6	17	14	13	18	14	11	10	141	705		5	5	7	8	5	7	5	7	6	3	8	6	72	360		
	4	0	2	0	1	1	1	1	0	0	3	3	1	13	52		0	2	3	2	1	1	0	1	0	0	2	0	12	48		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		1	0	0	0	0	0	0	0	0	0	0	1	1	0	
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	758	4.89	6	7	10	10	6	8	5	8	6	3	10	7	86	412	4.79
7. ASSURANCE	5	7	12	7	13	6	18	15	13	18	14	11	10	144	720		6	6	7	8	5	7	5	7	6	3	8	5	73	365		
	4	0	0	0	2	1	0	0	0	0	3	3	1	10	40		0	1	3	2	1	1	0	1	0	0	2	1	12	48		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	761	4.91	6	7	10	10	6	8	5	8	6	3	10	7	86	416	4.84
8. OUTCOME	5	7	11	7	13	6	17	14	13	18	14	11	10	141	705		6	6	7	8	5	7	5	7	6	3	8	6	74	370		
	4	0	1	0	2	1	1	1	0	0	3	3	1	13	52		0	1	3	2	1	1	0	1	0	0	2	0	11	44		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	3	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL		7	12	7	15	7	18	15	14	18	17	14	11	155	758	4.89	6	7	10	10	6	8	5	8	6	3	10	7	86	417	4.85
Average																4.89														4.84		

**CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
FOR THE PERIOD JANUARY-DECEMBER, 2022**

FRONTLINE SERVICES	RATING SCALE	Availment of Senior Citizen Discount													Inquiry/Settlement of Forwarded Account or Demand Letter																
		62													49																
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation
1. RESPONSIVENESS	5	12	8	5	2	4	5	5	3	2	3	2	3	54	270		2	4	3	1	5	4	5	2	1	2	5	8	42	210	
	4	2	3	1	0	0	0	0	0	0	0	0	0	6	24		0	1	1	0	1	1	1	0	0	0	0	1	6	24	
	3	0	1	0	0	0	0	0	1	0	0	0	0	2	6		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	300	4.84	2	5	4	1	6	5	6	2	1	2	5	10	49	236	4.82	
2. RELIABILITY	5	12	8	4	2	3	5	5	3	2	3	2	3	52	260		2	4	3	1	5	5	5	2	1	2	5	8	43	215	
	4	2	3	2	0	1	0	0	0	0	0	0	0	8	32		0	1	1	0	1	0	1	0	0	0	1	5	20		
	3	0	1	0	0	0	0	0	1	0	0	0	0	2	6		0	0	0	0	0	0	0	0	0	0	0	0	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	298	4.81	2	5	4	1	6	5	6	2	1	2	5	10	49	237	4.84	
3. ACCESS AND FACILITIES	5	12	9	5	2	4	5	5	3	2	3	2	3	55	275		2	4	3	1	5	4	5	2	1	2	5	8	42	210	
	4	2	2	1	0	0	0	0	0	0	0	0	0	5	20		0	1	1	0	1	1	1	0	0	0	1	6	24		
	3	0	1	0	0	0	0	0	0	0	0	0	0	1	3		0	0	0	0	0	0	0	0	0	0	0	0	0		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	1	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	299	4.82	2	5	4	1	6	5	6	2	1	2	5	10	49	236	4.82	
4. COMMUNICATION	5	13	9	5	2	4	5	5	3	2	3	2	3	56	280		2	4	3	1	4	4	5	2	1	2	5	8	41	205	
	4	1	2	1	0	0	0	0	0	0	0	0	0	4	16		0	1	1	0	1	1	1	0	0	0	0	5	20		
	3	0	1	0	0	0	0	0	1	0	0	0	0	2	6		0	0	0	0	1	0	0	0	0	0	1	2	6		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	302	4.87	2	5	4	1	6	5	6	2	1	2	5	10	49	233	4.76	
5. COSTS	5	13	8	5	2	4	5	5	3	2	3	2	3	55	275		2	4	3	1	4	5	5	2	1	2	5	8	42	210	
	4	0	3	0	0	0	0	0	0	0	0	0	0	3	12		0	1	1	0	1	0	0	0	0	0	1	4	16		
	3	1	1	1	0	0	0	0	1	0	0	0	0	4	12		0	0	0	0	1	0	1	0	0	0	0	2	6		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	299	4.82	2	5	4	1	6	5	6	2	1	2	5	10	49	234	4.78	
6. INTEGRITY	5	13	9	4	2	4	5	5	3	2	3	2	3	55	275		2	4	3	1	4	5	5	2	1	2	5	8	42	210	
	4	1	2	1	0	0	0	0	0	0	0	0	0	4	16		0	1	1	0	1	0	1	0	0	0	0	4	16		
	3	0	1	1	0	0	0	0	1	0	0	0	0	3	9		0	0	0	0	0	0	0	0	0	0	1	1	3		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	1	0	0	0	0	0	0	1	1		
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	300	4.84	2	5	4	1	6	5	6	2	1	2	5	10	49	232	4.73	
7. ASSURANCE	5	13	9	4	2	4	5	5	3	2	3	2	3	55	275		2	4	3	1	5	5	5	2	1	2	5	8	43	215	
	4	1	2	1	0	0	0	0	0	0	0	0	0	4	16		0	1	1	0	1	0	1	0	0	0	0	4	16		
	3	0	1	1	0	0	0	0	1	0	0	0	0	3	9		0	0	0	0	0	0	0	0	0	0	1	1	3		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	300	4.84	2	5	4	1	6	5	6	2	1	2	5	10	49	236	4.82	
8. OUTCOME	5	13	8	5	2	4	5	5	3	2	3	2	3	55	275		1	4	3	1	3	2	4	2	1	2	5	8	36	180	
	4	1	3	1	0	0	0	0	0	0	0	0	0	5	20		1	1	1	0	3	3	1	0	0	0	0	10	40		
	3	0	1	0	0	0	0	0	1	0	0	0	0	2	6		0	0	0	0	0	0	1	0	0	0	1	2	6		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	1	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	14	12	6	2	4	5	5	4	2	3	2	3	62	301	4.85	2	5	4	1	6	5	6	2	1	2	5	10	49	228	4.65	
Average																4.84														4.78	

**CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
FOR THE PERIOD JANUARY-DECEMBER, 2022**

FRONTLINE SERVICES	RATING SCALE	Reopening of Water Service Connection (w/ meter on site)													Request for Meter Relocation / Transfer Tapping Site																	
		1836													175																	
DIMENSION/ CRITERIA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	
1. RESPONSIVENESS	5	77	84	104	94	112	144	147	174	197	165	157	144	1599	7995	4.84	9	17	18	6	9	7	11	11	21	12	9	16	146	730	4.82	
	4	7	11	15	12	13	19	14	28	24	21	15	17	196	784		4	1	8	1	1	2	0	2	3	0	2	2	26	104		
	3	2	2	2	4	0	2	1	1	5	4	2	1	26	78		1	0	0	0	0	2	0	0	0	0	0	0	3	9		
	2	1	0	1	0	0	0	1	3	5	0	1	0	12	24		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	1	0	0	2	0	0	0	0	0	0	1	0	0	3	3		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8884		14	18	26	7	10	11	11	13	24	12	11	18	175	843		4.82
2. RELIABILITY	5	69	81	99	91	111	146	142	168	191	158	154	141	1551	7755	4.81	9	15	16	5	8	7	11	9	22	12	8	17	139	695	4.75	
	4	12	15	20	15	13	17	17	31	31	26	19	19	235	940		4	2	9	2	2	2	0	4	2	0	2	1	30	120		
	3	6	0	4	3	1	1	4	5	5	5	1	2	37	111		1	0	1	0	0	2	0	0	0	0	1	0	5	15		
	2	0	1	1	1	0	1	0	2	5	1	1	0	13	26		0	1	0	0	0	0	0	0	0	0	0	0	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8832		14	18	26	7	10	11	11	13	24	12	11	18	175	832		4.75
3. ACCESS AND FACILITIES	5	71	86	106	95	112	146	141	174	197	158	159	147	1592	7960	4.84	10	16	19	5	8	8	11	11	22	12	9	17	148	740	4.82	
	4	11	9	15	14	12	18	18	27	27	25	13	14	203	812		3	2	7	2	2	1	0	2	1	0	2	1	23	92		
	3	5	2	3	1	1	0	3	3	3	4	2	1	28	84		1	0	0	0	0	2	0	0	1	0	0	0	4	12		
	2	0	0	0	0	0	1	1	2	5	3	1	0	13	26		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8882		14	18	26	7	10	11	11	13	24	12	11	18	175	844		4.82
4. COMMUNICATION	5	71	88	105	91	114	148	145	174	194	161	157	146	1594	7970	4.84	10	15	19	5	8	8	11	11	22	12	9	17	147	735	4.82	
	4	13	9	15	17	11	17	14	29	27	21	15	16	204	816		3	3	7	2	2	2	0	2	1	0	2	1	25	100		
	3	3	0	4	2	0	0	3	3	6	7	3	0	31	93		1	0	0	0	0	1	0	0	1	0	0	0	3	9		
	2	0	0	0	0	0	0	1	0	5	1	0	0	7	14		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8893		14	18	26	7	10	11	11	13	24	12	11	18	175	844		4.82
5. COSTS	5	68	83	102	88	109	145	136	172	190	157	158	147	1555	7775	4.81	9	16	18	7	9	7	11	11	22	12	9	16	147	735	4.79	
	4	17	14	15	19	15	18	26	28	29	24	14	13	232	928		4	2	7	0	0	3	0	1	1	0	2	2	22	88		
	3	2	0	6	3	0	1	1	5	8	8	3	2	39	117		0	0	1	0	1	1	0	1	0	0	0	4	12			
	2	0	0	0	0	1	1	0	1	5	1	0	0	9	18		1	0	0	0	0	0	0	0	1	0	0	2	4			
	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8839		14	18	26	7	10	11	11	13	24	12	11	18	175	839		4.79
6. INTEGRITY	5	69	83	101	94	114	147	140	177	196	159	158	146	1584	7920	4.83	8	16	22	7	8	8	10	11	21	12	9	16	148	740	4.81	
	4	16	11	20	12	11	15	19	25	27	24	13	16	209	836		5	2	4	0	0	2	1	1	1	0	2	2	20	80		
	3	2	2	2	4	0	2	4	3	5	5	4	0	33	99		1	0	0	0	2	1	0	1	2	0	0	7	21			
	2	0	1	1	0	0	1	0	1	4	2	0	0	10	20		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8875		14	18	26	7	10	11	11	13	24	12	11	18	175	841		4.81
7. ASSURANCE	5	70	83	108	96	112	150	143	180	196	163	158	152	1611	8055	4.85	9	16	20	7	8	8	11	11	21	12	9	17	149	745	4.83	
	4	13	13	14	10	11	14	17	22	29	20	15	10	188	752		4	2	5	0	2	2	0	2	3	0	2	1	23	92		
	3	4	1	1	3	2	0	2	3	3	5	2	0	26	78		1	0	1	0	0	1	0	0	0	0	0	3	9			
	2	0	0	1	1	0	1	0	1	3	2	0	0	9	18		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1	0	0	0	0	0	0	1	0	1	0	0	0	2	2		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8905		14	18	26	7	10	11	11	13	24	12	11	18	175	846		4.83
8. OUTCOME	5	69	85	105	89	105	141	141	173	194	159	154	146	1561	7805	4.82	10	14	21	6	6	7	10	12	16	12	8	16	138	690	4.80	
	4	16	11	13	18	19	23	18	31	29	26	18	15	237	948		3	4	5	1	3	3	1	1	8	0	3	2	34	136		
	3	2	0	4	3	1	1	3	2	4	5	3	0	28	84		0	0	0	0	1	1	0	0	0	0	0	2	6			
	2	0	1	2	0	0	0	0	0	4	0	0	1	8	16		1	0	0	0	0	0	0	0	0	0	0	1	2			
	1	0	0	0	0	0	0	1	0	1	0	0	0	2	2		0	0	0	0	0	0	0	0	0	0	0	0	0	0		0
TOTAL		87	97	124	110	125	165	163	206	232	190	175	162	1836	8855		14	18	26	7	10	11	11	13	24	12	11	18	175	834		4.77
Average																																4.81


CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
 FOR THE PERIOD JANUARY-DECEMBER, 2022

FRONTLINE SERVICES Total No. of Respondents DIMENSION/CRITERIA	RATING SCALE	Inquiry of Accounts														Payment of Water Bills																
		155														474																
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation	
1. RESPONSIVENESS	5	11	9	12	16	15	16	26	8	10	5	11	10	149	745		22	24	34	44	39	48	66	50	42	30	34	18	451	2255		
	4	1	0	0	0	1	1	1	0	1	0	0	1	6	24		0	1	4	1	0	2	2	8	1	0	1	0	20	80		
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	1	0	0	0	1	0	0	0	0	2	6		
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	1	0	0	0	0	0	1	2		
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	769	4.96	22	25	38	46	39	50	69	59	43	30	35	18	474	2343	4.94	
2. RELIABILITY	5	10	9	12	16	15	17	26	8	11	5	11	10	150	750		22	24	35	45	39	48	65	50	43	30	34	16	451	2255		
	4	2	0	0	0	1	0	1	0	0	0	1	5	20		0	1	3	0	0	1	4	8	0	0	0	2	19	76			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	1	0	1	0	0	1	0	3	9			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	1	0	0	0	0	0	0	0	0	1	2			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	770	4.97	22	25	38	46	39	50	69	59	43	30	35	18	474	2342	4.94	
3. ACCESS AND FACILITIES	5	10	9	12	16	15	17	26	8	10	5	11	10	149	745		22	24	35	44	36	48	67	52	42	30	33	17	450	2250		
	4	2	0	0	0	1	0	1	0	1	0	0	6	24		0	1	3	0	3	1	2	7	1	0	2	1	21	84			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	2	0	1	0	0	0	0	0	0	3	9			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	769	4.96	22	25	38	46	39	50	69	59	43	30	35	18	474	2343	4.94	
4. COMMUNICATION	5	11	9	12	16	15	17	26	8	10	5	11	10	150	750		22	24	34	44	37	49	64	52	42	30	35	18	451	2255		
	4	1	0	0	0	1	0	1	0	1	0	0	5	20		0	1	3	2	2	1	5	6	1	0	0	0	21	84			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	1	0	0	0	0	1	0	0	0	0	2	6			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	770	4.97	22	25	38	46	39	50	69	59	43	30	35	18	474	2345	4.95	
5. COSTS	5	11	9	12	16	14	17	26	7	10	5	11	11	149	745		22	24	35	43	36	49	66	51	42	29	34	16	447	2235		
	4	1	0	0	0	2	0	1	1	0	0	0	5	20		0	1	3	2	3	1	3	7	0	1	1	2	24	96			
	3	0	0	0	0	0	0	0	0	1	0	0	1	3		0	0	0	1	0	0	0	1	1	0	0	0	3	9			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	768	4.95	22	25	38	46	39	50	69	59	43	30	35	18	474	2340	4.94	
6. INTEGRITY	5	10	9	12	16	15	17	26	8	11	5	11	11	151	755		22	23	36	44	38	49	65	55	43	30	33	18	456	2280		
	4	2	0	0	0	1	0	1	0	0	0	0	4	16		0	2	1	2	1	1	3	4	0	0	2	0	16	64			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	1	0	0	0	1	0	0	0	0	0	2	6			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	771	4.97	22	25	38	46	39	50	69	59	43	30	35	18	474	2350	4.96	
7. ASSURANCE	5	11	9	12	16	15	17	25	8	11	5	11	11	151	755		22	24	36	44	38	49	66	52	43	29	35	17	455	2275		
	4	1	0	0	0	1	0	2	0	0	0	0	4	16		0	1	2	2	1	1	3	5	0	1	0	1	17	68			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	1	0	0	0	0	1	3			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	1	0	0	0	0	1	2			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	771	4.97	22	25	38	46	39	50	69	59	43	30	35	18	474	2348	4.95	
8. OUTCOME	5	11	9	12	16	15	17	25	8	10	5	11	11	150	750		22	23	35	45	38	49	66	53	42	30	33	17	453	2265		
	4	1	0	0	0	1	0	2	0	1	0	0	5	20		0	2	3	1	1	1	3	5	1	0	2	1	20	80			
	3	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	1	0	0	0	0	1	3			
	2	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	TOTAL	12	9	12	16	16	17	27	8	11	5	11	11	155	770	4.97	22	25	38	46	39	50	69	59	43	30	35	18	474	2348	4.95	
Average																4.97																4.95

**CUSTOMER SATISFACTION/FEEDBACK FORM
TABULATION SUMMARY
FOR THE PERIOD JANUARY-DECEMBER, 2022**

FRONTLINE SERVICES Total No. of Respondents DIMENSION/ CRITERIA	RATING SCALE	Certification for Water Potability														TOTAL	GENERAL AVERAGE	GENERAL DESCRIPTION	
		15														7,213			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total	Computation (Rating Scale X)	Mean Interpretation			
1. RESPONSIVENESS	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.84	Very Satisfied
2. RELIABILITY	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.83	Very Satisfied
3. ACCESS AND FACILITIES	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.84	Very Satisfied
4. COMMUNICATION	5	1	1	1	1	1	2	1	1	1	0	2	2	14	70				
	4	0	0	1	0	0	0	0	0	0	0	0	0	1	4				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	74	4.93	7,213	4.84	Very Satisfied
5. COSTS	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.82	Very Satisfied
6. INTEGRITY	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.84	Very Satisfied
7. ASSURANCE	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.85	Very Satisfied
8. OUTCOME	5	1	1	2	1	1	2	1	1	1	0	2	2	15	75				
	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	TOTAL	1	1	2	1	1	2	1	1	1	0	2	2	15	75	5.00	7,213	4.84	Very Satisfied
Average																4.99		4.83	Very Satisfied

Prepared By:


01/17/2023
RIZZA R. LAGUIAB
Customer Service Assistant-D

Reviewed By:


01/20/2023
GINA F. CAMIÑA
OIC-DvM Cust. Accounts Div.

Verified By:


JOCELYN A. PLAZOS
OIC-DM, Commercial Department

Noted By:


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OIC-General Manager