

LEMERY WATER DISTRICT
LEMERY, BATANGAS

**ASSESSMENT ON CUSTOMER SERVICE PERFORMANCE
OF PRIME WATER FOR THE YEAR 2025**

Summary of the results of the assessment conducted from December 3 to 4, 2025 based on survey form given to 10 walked-in consumers.

	Highly Satisfied	Satisfied	Dissatisfied
How's our personnel?			
1. The way we handled your concerns	50	46	4
2. Promptness and professionalism	49	48	3
3. Ability to answer query	48	46	6
How about our service?			
4. Water Supply in our area	44	45	11
5. On time distribution of your water bill	49	46	5
6. Payment Facilities Payment Option	49	46	5
7. Customer Care Hotline	41	53	6
8. Accuracy on your billing statement	45	52	3

Based on the results show that the majority of respondents are Highly Satisfied with Prime Water's Services, and the limited negative feedback provides valuable guidance for continuos enhancement and service excellence. Most notably the WATER SUPPLY IN OUR AREA.

BARANGAY/STREET AFFECTED

District II	1
Cahilan	1
Sanggalang	2
Sambal Ilaya	2
5. District I	1
6. Poblacion	2
7. Sambal Ibaba	2
	<u>11</u>

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