



LEMERY WATER DISTRICT
Carnero Subdivision, Sangalang
Lemery, Batangas

CLIENT SATISFACTION MEASUREMENT REPORT
CY2022 (1st Edition)

I. Overview

Lemery Water District's main mission is to provide safe and potable, adequate, affordable, reliable, sustainable piped water supply to domestic, commercial, industrial, agricultural, and other uses within the boundaries of Lemery, Batangas.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C No.2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

The Lemery Water District (LEWAD) commissioned a Customer Survey Form (CSF) with the cooperation of its partner, Primewater Infrastructure Corporation (Primewater Lemery) to determine the level of customer satisfaction with its service to water consumers. The LEWAD Contract Monitoring Unit (LEWAD-CMU) with Primewater Lemery personnel's assistance conducted said survey every year from the year 2014.

II. Scope and Methodology

The LEWAD conducted a random survey from November 21 to December 02, 2022, using the Customer Feedback Form (**Figure 1**). The LEWAD CMU and Primewater Customer Care Officer assisted walk-in consumers who were encouraged to answer the customer feedback form by placing a check mark (✓) on the circle that corresponds to their answer, wherein three (3) as the highest and one (1) as the lowest rate. It was handed out and collected at the end of the transaction, Survey forms are also available near the Payment Center of Primewater Lemery.

The respondents for the survey are consumers who have availed of any frontline services of the LEWAD and Primewater Lemery. The LEWAD defines frontline services as: "the process or transaction between consumers and LEWAD and Primewater Lemery involving any applications for any services offered by the latter as indicated in its **Citizen's Charter**.

The target number of answered Customer Feedback Forms is 100 pieces per year. The customer Feedback Form is a checklist form with 3 sections and 8 questions with corresponding choices. To tabulate the data collected, an Assessment of Customer Service Performance (**Figure 2**) is utilized. This report shall be used to

respond to the needs and expectations of consumers and identify the areas for improvement.

Listed below are a series of questions stated in the survey form:

How are personnel?

1. The way we handle your concerns
Kung paano naming mapangasiwaan ang inyong pangangailangan
2. Promptness and professionalism
Pagiging maagap at propesyonalismo
3. Ability to answer your query
Kakayahan na sagutin ang inyong katanungan
How about our service?
4. Water supply in your area
Suplay ng tubig sa inyong lugar
5. On time distribution of your billing statement
Nasa tamang oras ang pamimigay ng water bill at mga abiso sa inyong lugar
6. Payment facilities/ Payment Option
Mga mapagbabayaran ng water bill
7. Customer care hotline
Pagtawag sa aming opisina
8. Accuracy on your billing statement
Kwastuhan sa inyong bill ng tubig

The Eight (8) questions in the survey forms were scored using a three (3) point scale, as follows:

Scale	Rating
1	Dissatisfied
2	Satisfied
3	Highly Satisfied

II. Results

Assessment of Customer Service Performance of Primewater for the Year 2022

Summary of the Result of the assessment conducted from January to December 2022 based on the Survey Form given to **ONE HUNDRED (100) walked-in consumers**.

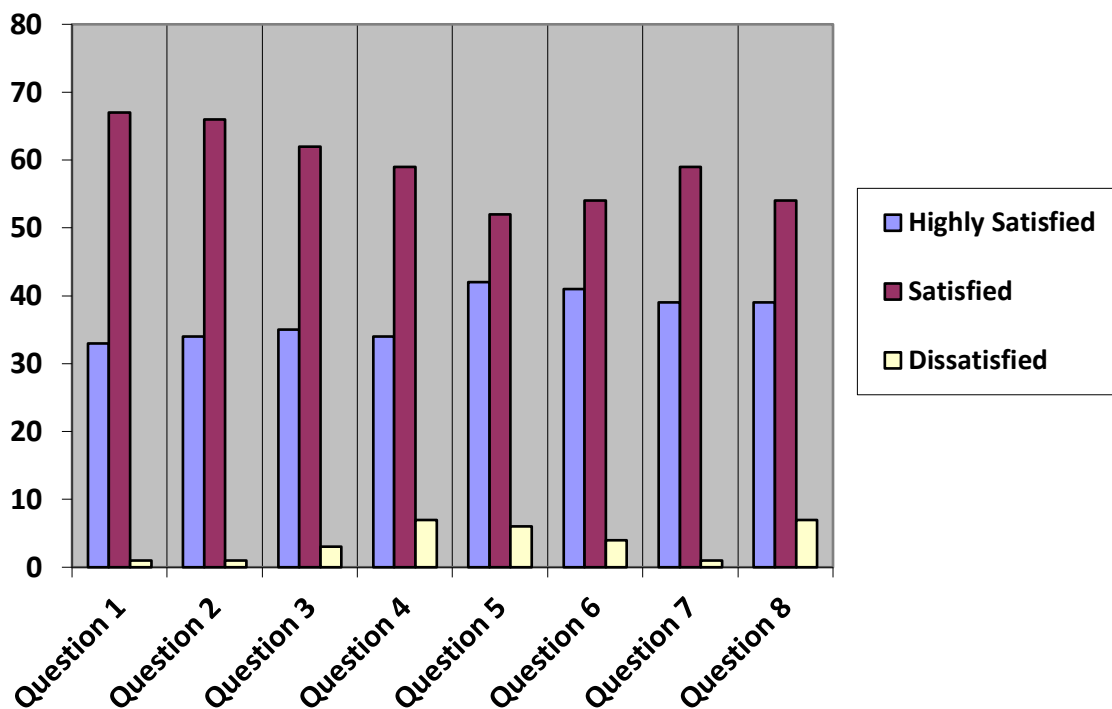
How's our personnel?	Highly Satisfied	Satisfied	Dissatisfied
1. The way we handled concerns	33	67	1
2. Promptness and professionalism	34	66	1
3. Ability to answer query	35	62	3

How about our service?			
1. Water supply in our area	34	59	7
2. On-time distribution of your water bill	42	52	6
3. Payment Facilities Payment Option	41	54	4
4. Customer Care Hotline	39	59	1
5. Accuracy on your billing statement	39	54	7

Based on the results, the majority of the respondents gave a satisfactory grade to Primewater and a few limited feedbacks that they need to focus on and improved on.

The survey showed a very high degree of customer satisfaction with the LEWAD and Primewater Lemery's complaints handling procedure. The overall mean rating for all survey items was considered outstanding.

The graph below showed the results of the survey per service quality dimension found in the survey form.



III. Continuous Improvement Plan for FY 2023

Issues/Concerns to be Addressed		Improvement Action Plan	Timeframe
1	Harmonized Client Satisfaction Measurement	LEWAD shall revise the Customer Survey Form to align with the ARTA Memorandum Circular No. 2022-05 dated September 20, 2022 a. To administer the Customer Survey Form to all clients with the completed transaction b. It shall be administered between January to December of each year.	Within a year (2023)
2	Immediate action for complaints through phone calls, emails, and feedback forms.	Shorten the interval time of rendering action	2023 onwards
3	Maintaining excellent satisfaction provided to consumers	LEWAD/Primewater Lemery shall provide training for frontline officers that directly engage with consumers to develop their skills in providing excellent and quality service	2023 onwards

A. clear image of physical Customer Feedback Form used.

Figure 1. Sample Accomplished Customer Feedback Form

ASSESSMENT REPORT ON PRIMEWATER PERFORMANCE

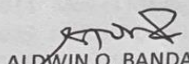
LEMERY WATER DISTRICT
LEMERY, BATANGAS

ASSESSMENT ON CUSTOMER SERVICE PERFORMANCE
OF PRIMEWATER FOR THE YEAR 2022

Summary of the results of the assessment conducted from Nov. 21, 2022 to December 02, 2022 based on survey form given to 100 walked-in consumers.

	Highly Satisfied	Satisfied	Dissatisfied
How's our personnel?			
1 The way we handled your concerns	33	67	1
2 Promptness and professionalism	34	66	1
3 Ability to answer query	35	62	3
How about our service?			
4 Water Supply in our area	34	59	7
5 On time distribution of your water bill	42	52	6
6 Payment Facilities Payment Option	41	54	4
7 Customer Care Hotline	39	59	1
8 Accuracy on your billing statement	39	54	7

Based on the results, majority of respondents gave Satisfaction grade to Primewater and few negative feedbacks that they need to focused and improved on.

Prepared by: 
ALDWIN O. BANDALARIA
SIRMO-B

Checked by: 
MARIA CECILIA MENDOZA
ADMIN CHIEF

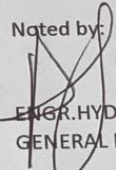
Noted by: 
ENGR. HYDE RAMIREZ
GENERAL MANAGER

Figure 2. Assessment Report

Prepared by:


JOSEPHINE S. MANABAT
ASA-A/ CART Member

Checked by:


MARIA CECILIA M. MENDOZA
Admin Chief/ CART Member

Approved by:


HYDEE DELA LUNA RAMIREZ, CE, DPA, AER
General Manager/CART Chairperson