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# In the Pipeline

## 2015 CUSTOMER SURVEY RESULTS

Approximately 32% of the customer base responded to the customer survey. Results were as follows;

Billing Preference: Monthly (478 vs. 218)

Quarterly Newsletter: Yes (405 vs. 289)

Use E-Billing/E-Banking: No (681 vs. 56)

Use online payment options: No (654 vs. 74)

Use Social Media: No (503 vs. 192)

Priority Investment: Maintaining Rates: 567; Infrastructure Repairs: 123; Taste: 72

## COMMENT BOX

Thank you to all of the customers who took the time to participate in our survey. We would like to take this opportunity to clarify and clear up some misconceptions derived from the comments we received.

**Billing Preference:** For customers who prefer quarterly billing, you may call in, or email, the office for an estimated quarterly billing amount. Once you make that payment, staff will issue a monthly statement indicating how much of a credit balance you have left. This way you are not cutting 12 checks per year.

**Newsletter/ Social Media:** Staff will look to start a regular publication in 2017 to keep customers updated on completed projects, achievements, regulations, etc., which will offer the opportunity to address concerns about common misconceptions. For example,

**E-Banking and E-Billing are free.** There were a surprising number of customers who confuse online payment options with billing statement delivery.

**E-Banking:** Is a service, provided by most banks, where you log in to your financial institution's online banking portal. Once there, you can see your billing statement for free, and elect to pay it for free.

**E-Billing/Email:** A free service where we will email your billing statement to you. E-billing and Email customers do not have to make payments online and do not have to print out their statement so long as their payment includes the service address and account number. These statements look exactly like a mailed statement.

It is an important goal for MAWSA to achieve more participation in paperless billing. The cost savings in bill and insert delivery helps us to maintain rates, which as you can see is, the largest priority of MAWSA and our customers.

## IMPORTANT NOTICE!

Customers utilizing Municipay to submit credit card payments online will no longer be able to do so as of July 31, 2016.

All credit card payments will need to be submitted through Billtrust at [MAWSA.Billtrust.com](http://MAWSA.Billtrust.com)

(Please note there is no www. in the server address.)

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### SUMMER WATER USE

- Filling a pool? Call before you start with a meter reading and after your fill with a meter reading. Sewer credits given in 500 gallon increments.
- Going on vacation? Have us set your daily reading to zero so that we know if you spring a leak while you are away. Consider having us shut the water off for your vacation.
- If you water your lawn; water in the evening on non-windy days. (There are no sewer discounts for gardening or decorative ponds.)



## DEVELOPMENTS AND PROJECTS

- Cedar Hollow: Water (Cedar Hollow/Hollow View)
- High Service Pump Replacement Project: Water
- Holly Tree Apartments: Water (Houck Dr., Pond Vista Ln.)
- Penn Towne Center/Sheetz: Water (State Route 72 South at Auction Rd.)
- Safety Campus: Water/Sewer (W. Colebrook St.)
- Sweetbriar Creek: Water (Bayberry Ave./Cranberry Ave.)
- Sun Hill Commons: Water (Sun Hill Rd. @ Green Ridge Dr.)
- Update water/sewer regulations
- Wastewater system evaluation to ensure the upgrade investment is reaching its fullest, most cost-effective, and efficient potential
- Web site update to increase user friendliness

*“In 2015 MAWSA retired over \$1.1 million in debt without raising rates.”*

### DID YOU KNOW?

- A leaking toilet can waste up to 6 gallons per minute.
- Have a leak and not sure how to find it? Ask us. If we can't walk you through over the phone, we will send out a technician at no cost.
- If you have an estimated reading on your billing statement, you may need a new transmitter. Contact our office to schedule an appointment as soon as possible.
- Chlorination of public water started in Chicago in 1908, resulting in a dramatic reduction in the US typhoid fever rate.
- Want to know how much water you use per week? Call, or email, our office for a graph of your typical water use—for free.

### A PENNY SAVED

MAWSA Staff is frequently asked what we do to save the customers money. Our answer is always, “Everything we can.” Here are a few highlights of specific practices and where those savings can be applied.

- When purchasing equipment and services, MAWSA utilizes its COSTARS membership to “shop around”. This cooperative purchasing program is offered by the Commonwealth as a conduit for members to leverage contracts effectively and efficiently.
- MAWSA price checks with suppliers to obtain the lowest price available.
- We have successfully implemented and are effectively managing a leak detection and repair maintenance program, which has reduced our historical water loss from approximately 40% down to an annual average of approximately 12% over the past 2 years. The water loss reduction allows us the capability to sell an additional 120,000,000 gallons per year to future customers.
- Promotion of services such as electronic bill delivery to save on paper, ink, envelopes, and postage; and promote the use of our payment portal to reduce the number reproduced statements for customers who have misplaced their originals.
- Energy efficiency can be about saving money as well as protecting the environment. MAWSA actively seeks to participate in energy demand programs. As participants we may be asked to power down for a high demand period of time. When we do, we qualify for a reimbursement payment that we use to offset utility costs.
- Promoting a safe work environment and healthy employees. By participating in a cooperative insurance program, MAWSA has qualified for rebates in health insurance premiums.

### ARE WE SEEING RESULTS?

**Yes!** In 2015 MAWSA retired over \$1.1 million in debt without raising rates. The efforts of our team and our customers have assured a rate freeze since 2012!