

Conclusion

- Overall satisfaction with the quality of wastewater services provided by Johnson County Wastewater remained steady between the winter of 2017 and the summer of 2018. Areas that have shown significant increases in satisfaction since the winter of 2017 include: how well Johnson County Wastewater keeps residents informed (+8%) and hours that customer service is available (+7%).
- For those who had called Johnson County Wastewater during the past 90 days, satisfaction with how easy it was to contact JCW personnel showed a significant increase of 12% from the winter of 2017. Nine customers who had a sewer backup during the summer of 2018 felt it was caused by Johnson County Wastewater. The average wait time that it took for respondents to speak with someone in customer service was 2.6 minutes in the summer of 2018, a decrease of 0.2 minutes from the winter of 2017.

