



# County of Los Alamos

## Council Meeting Staff Report

August 16, 2017

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<b>Agenda No.:</b>	7.A
<b>Indexes (Council Goals):</b>	BCC - N/A
<b>Presenters:</b>	Julie Williams-Hill, Public Information Officer
<b>Legislative File:</b>	8984-17

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### **Title**

Presentation of 2017 Department of Public Utilities Customer Service Survey Results

### **Recommended Action**

**None - discussion item only.**

### **Staff Recommendation**

None - discussion item only

### **Body**

The seventh biennial survey was just completed by Chris Cordova, Owner of Southwest Planning & Marketing. DPU has a strategic objective to achieve and maintain a mean customer satisfaction rating of equal to or greater than 3.5 on a scale of 1 through 4. (1 representing "poor" and 4 representing "excellent.") Mr. Cordova sampled 421 residential customers and 78 commercial customers utilizing phone, text, emails and in-person intercepts surveys. Based on the sample size the margin of error is a 95% confidence interval plus or minus 4.65 percent.

### **Alternatives**

N/A

### **Fiscal and Staff Impact**

None

### **Attachments**

A - Los Alamos County Department of Public Utilities 2017 Customer Survey