



County of Los Alamos

Los Alamos, NM 87544
www.losalamosnm.us

Council Meeting Staff Report

August 16, 2017

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

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