

MANAGEMENT SERVICES DEPARTMENT

Corporate Planning Division

COWD	
Office of the AGM-Technical Services	
<b>RECEIVED</b>	
Date: FEB 20 2020	Time: 0:58
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IOM MSD – CPD – 02 – 162, S - 2020

FOR : ASSISTANT GENERAL MANAGER FOR ADMIN AND FINANCE  
 FROM : MANAGER, MANAGEMENT SERVICES DEPARTMENT  
 SUBJECT : FEEDBACK SURVEY (FOR LWUA) RESULTS FOR THE YEAR 2019  
 DATE : FEBRUARY 18, 2020

2.14.20 [Signature]  
 10:11 AM

This is to respectfully submit the Result of the 2019 Feedback Survey as designed by LWUA. The following are notable points in the survey results:

- On Quality of Water – For the year, the survey results convey a remarkable improvement on how COWD operates in terms of water supply, pressure, taste, level of confidence on the safety of water and services when compared to the 2018 Annual Survey Result. Moreover, the result signifies that there were about **76%** of the respondents are generally **Satisfied** with our services.
- On Quality of Customer Care Service – It generally indicates an increase in its mean value when compared with the previous year (3.65 to 3.86) but still rated as **“VERY GOOD”**. Most of the parameter gives a positive improvement when rated by the customer. However, COWD is consistently rated as **“Good”** in terms on **Accuracy of Information** where it includes *Notice of Water Interruption* that is the main concern of customers and about 3% (9) of the respondents signify particularly on this concern as stated on the customer’s comments/remarks.
- On Respondents’ Profile – The feedback was mostly derived from **Barangay Carmen** in the Western Service Area and **Barangay Poblacion** in the Eastern Service Area. Majority of the respondents comes from the **46 - 55** years old age bracket.
- On Customers’ Comments/Remarks – Consistently, problem on **Water Supply/Pressure** (134) is the foremost complaint of the customers. **Water Quality/Flushing** (91), **Water Billing/Meter Reading/Bill Delivery** (16) and **New Conn. Installation/Transfer Tapping/Change Meter** (14) concerns are other common complaints of the respondents.

For your information and ready reference.

[Signature]  
**SULDIE D. LARANJO**  
 Manager, Management Services Dept.

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CORPORATE PLANNING DIVISION	
By: [Signature]	
Date: 2/26/20	Time: 2:16 PM

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Noted by:  
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CAGAYAN DE ORO CITY WATER DISTRICT  
**MANAGEMENT SERVICES DEPARTMENT**  
**CORPORATE PLANNING DIVISION**

**ANNUAL FEEDBACK SURVEY for 2019**  
**(for the period covered from January to December)**

FEEDBACK SURVEY (for LWUA)							
		2019			2018		
No.	Quality of Water	Yes	No	Total	Yes	No	Total
1	Do you have a 24-hour Water Service?	988	212	1,200	639	261	900
2	Is your water pressure adequate?	921	279	1,200	565	335	900
3	Does your water taste good?	629	571	1,200	407	493	900
4	Are you confident that your water is safe?	678	522	1,200	437	463	900
5	Are you satisfied with the water service of COWD?	910	290	1,200	602	298	900

n=1,200

Prepared by:

  
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Senior Research Analyst A

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AGM, AF Services



CAGAYAN DE ORO CITY WATER DISTRICT  
**MANAGEMENT SERVICES DEPARTMENT**  
**CORPORATE PLANNING DIVISION**

**ANNUAL FEEDBACK SURVEY for 2019**  
 (for the period covered from January to December)

No.	QUALITY OF CUSTOMER CARE SERVICE	N	FREQUENCY, PERCENTAGE & DESCRIPTION										2019		2018	
			Excellent		Very Good		Good		Fair		Poor		Mean	Desc	Mean	Desc
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%				
1	Accuracy of Information	1,200	30	2.50	685	57.08	349	29.08	71	5.92	65	5.42	<b>3.45</b>	GOOD	<b>3.14</b>	GOOD
2	Accuracy and Courtesy on Complaint	1,200	47	3.92	763	63.58	331	27.58	44	3.67	15	1.25	<b>3.65</b>	VERY GOOD	<b>3.35</b>	GOOD
3	Accuracy on Attending leakages	1,200	159	13.25	745	62.08	243	20.25	39	3.25	14	1.17	<b>3.83</b>	VERY GOOD	<b>3.53</b>	VERY GOOD
4	Courtesy and helpfulness of the meter readers	1,200	292	24.33	822	68.50	49	4.08	27	2.25	10	0.83	<b>4.13</b>	VERY GOOD	<b>3.98</b>	VERY GOOD
5	Courtesy and helpfulness of the bill carriers	1,200	300	25.00	811	67.58	58	4.83	24	2.00	7	0.58	<b>4.14</b>	VERY GOOD	<b>3.99</b>	VERY GOOD
6	Courtesy and helpfulness of CCSD	1,200	207	17.25	874	72.83	103	8.58	13	1.08	3	0.25	<b>4.06</b>	VERY GOOD	<b>3.94</b>	VERY GOOD
7	Courtesy and helpfulness of the Discon Team	1,200	64	5.33	819	68.25	290	24.17	24	2.00	3	0.25	<b>3.76</b>	VERY GOOD	<b>3.55</b>	VERY GOOD
8	Courtesy and helpfulness of tellers / cashiers	1,200	71	5.92	1034	86.17	80	6.67	14	1.17	1	0.08	<b>3.97</b>	VERY GOOD	<b>3.68</b>	VERY GOOD
9	Courtesy and helpfulness of New Conn. application personnel	1,200	81	6.75	819	68.25	269	22.42	27	2.25	4	0.33	<b>3.79</b>	VERY GOOD	<b>3.65</b>	VERY GOOD
10	Courtesy and helpfulness of the billing section	1,200	98	8.17	840	70.00	250	20.83	12	1.00	0	0.00	<b>3.85</b>	VERY GOOD	<b>3.69</b>	VERY GOOD
11	Overall Rating of COWD Services / Employees	1,200	79	6.58	801	66.75	291	24.25	23	1.92	6	0.50	<b>3.77</b>	VERY GOOD	<b>3.63</b>	VERY GOOD
	<b>Average</b>	<b>1,200</b>	<b>130</b>	<b>10.82</b>	<b>819</b>	<b>68.28</b>	<b>210</b>	<b>17.52</b>	<b>29</b>	<b>2.41</b>	<b>12</b>	<b>0.97</b>	<b>3.86</b>	VERY GOOD	<b>3.65</b>	VERY GOOD

Scoring: 4.50-5.00(Excellent), 3.50-4.49(Very Good), 2.50-3.49(Good), 1.50-2.49(Fair), 1.00-1.49(Poor)

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**FEEDBACK SURVEY RESULT SUMMARY BY SERVICE AREA, ITS ACCOUNT CLASSIFICATION and AGE BRACKET  
FOR THE PERIOD from January 1 to December 31, 2019**

BARANGAY	ACCOUNT CLASSIFICATION		AGE BRACKET					
	RESIDENTIAL	COMMERCIAL	16-25	26-35	36-45	46-55	56-65	66 and above
<b>WEST SERVICE AREA</b>								
<b>CARMEN</b>	<b>168</b>	<b>7</b>	<b>13</b>	<b>27</b>	<b>60</b>	<b>49</b>	<b>15</b>	<b>11</b>
<b>BALULANG</b>	<b>99</b>	<b>3</b>	<b>8</b>	<b>13</b>	<b>25</b>	<b>33</b>	<b>21</b>	<b>2</b>
<b>CANITOAN</b>	<b>80</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>24</b>	<b>23</b>	<b>11</b>	<b>5</b>
KAUSWAGAN	44	3	5	10	10	11	10	1
BULUA	45	1	2	12	12	13	6	1
IPONAN	41	1	4	11	12	11	2	2
PATAG	26		1	3	11	5	6	
PAGATPAT	17	1	1	4	3	8	2	
BAYABAS	17		1	3	4	9		
IGPIT, OPOL	15		3	2	6	3	1	
BARRA, OPOL	9	1	1	4	1	3	1	
MALANANG, OPOL	8				3	3	2	
BONBON	5			2		2	1	
TABOC, OPOL	3	1	1	1	1		1	
POBLACION, OPOL	3					3		
LUYONG BONBON, OPOL	2				1	1		
BONBON, OPOL	2				1	1		
LUMBIA	1					1		
SUB-TOTAL	585	19	46	104	174	179	79	22
<b>EAST SERVICE AREA</b>								
<b>POBLACION</b>	<b>95</b>	<b>43</b>	<b>20</b>	<b>18</b>	<b>33</b>	<b>39</b>	<b>23</b>	<b>5</b>
<b>GUSA</b>	<b>101</b>	<b>6</b>	<b>9</b>	<b>17</b>	<b>24</b>	<b>39</b>	<b>14</b>	<b>4</b>
<b>LAPASAN</b>	<b>62</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>23</b>	<b>24</b>	<b>7</b>	
CAMAMAN-AN	43	2	5	9	14	13	3	1
CONSOLACION	42	1	4	10	12	13	3	1
MACASANDIG	38	5	4	12	13	10	4	
CUGMAN	41		4	11	10	11	5	
PUNTOD	35	3	4	8	12	9	5	
MACABALAN	36		2	8	11	9	4	2
NAZARETH	24	1	4	3	9	6	3	
TABLON	9	1	1	1	4	3	1	
BUGO	4	1		2		1	2	
AGUSAN	2			1				1
CASINGLOT, TAGOLOAN PUERTO								
SUB-TOTAL	532	64	60	106	165	177	74	14
<b>GRAND TOTAL</b>	<b>1,117</b>	<b>83</b>	<b>106</b>	<b>210</b>	<b>339</b>	<b>356</b>	<b>153</b>	<b>36</b>
<b>PERCENTAGE</b>	<b>93.08%</b>	<b>6.92%</b>	<b>8.83%</b>	<b>17.50%</b>	<b>28.25%</b>	<b>29.67%</b>	<b>12.75%</b>	<b>3.00%</b>

Remarks:

- 1) Feedback were mostly derived from **Barangay Carmen (175 respondents)** in the **West Service Area** while **Barangay Poblacion (138 respondents)** in the **East Service Area**.
- 2) Majority of the respondents' water connection were classified as residential and 29.67% of the respondents comes from the age bracket of **46 - 55** years old.

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NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
251	3.141	Gamay ra teller	GUSA									1		
252	3.25	Kulang ug teller	CONSOLACION									1		
253	1.141	Paspas unta ang counter	POBLACION									1		
254	1.144	Separate lane sa cheque	POBLACION									1		
255	1.170	Uban teller mga strikta	LAPASAN									1		
256	3.21	Usahay kulang ang teller daghan close	CUGMAN									1		
257	2.253	Usahay langan ang mga teller	BULUA									1		
258	4.107	Dako ang penalty miski isa ra ka adlaw na late mag penalty na dayon	CARMEN										1	
259	1.40	Dako ang penalty nga 10%	PATAG										1	
260	03	Dako kayo ang penalty	BALULANG										1	
261	3.119	Daku ra jud ang interest sa tubig	CARMEN										1	
262	4.134	Pwede ba gamayan ang rate.	CARMEN										1	
263	3.54	Sa baloy maayo man ang serbisyo ang tubig wala may mulo	TABLON											1
<b>TOTAL COMMENTS (263)</b>				<b>134</b>	<b>91</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>3</b>	<b>12</b>	<b>8</b>	<b>2</b>
<b>PERCENTAGE TO TOTAL (%)</b>				<b>50.95%</b>	<b>34.60%</b>	<b>5.32%</b>	<b>6.08%</b>	<b>3.42%</b>	<b>2.66%</b>	<b>4.56%</b>	<b>1.14%</b>	<b>4.56%</b>	<b>3.04%</b>	<b>0.76%</b>

**NOTE:**

- 1.) **21.92%** or **263** of the 1,200 total respondents for the year 2019 discloses their **comments and/or suggestions**.
- 2.) **Top four (4)** common concerns/comments (high percentage) are:  
**Water Supply/Pressure (50.95%), Water Quality/Flushing (34.60%), Water Billing/Meter Reading/Bill Delivery (6.08%), and New Conn. Installation/Transfer Tapping/Change Meter (5.32%).**
- 3.) **Water Supply/Pressure** ranked as the top concern of concessionaires.
- 4.) Although negative comments are dominant, there are still **2 (0.76%)** respondents who gave a **positive impression to COWD services**.

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DISTRIBUTION OF CUSTOMERS' COMMENTS AND SUGGESTIONS ON HOW COWD CAN BEST IMPROVED ITS WATER SERVICE

NO.	RES. NO.	COMMENTS: (To the survey interviewer): Please ask the respondent if he/she has any specific comments or suggestions that could be useful in improving COWD service delivery.	BARANGAY	WATER SUPPLY /PRESSURE	WATER QUALITY /FLUSHING	NEW CONN. INSTALLATION / TRANSFER TAPPING / CHANGE METER	WATER BILLING/ METER READING /BILL DELIVERY	NOTICE OF WATER INTERRUPTION	CCSD (CUSTOMER CARE SERVICE DESK)	LEAKAGE REPAIR	INSPECTOR / FIELD WORKERS	TELLER/ CASHIER	WATER RATE /PENALTY	POSITIVE RESPONSE
				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
1	4.169	Di ga agas kung daan na ang meter. Usahay Lubog	MACABALAN	1	1	1								
2	2.139	11:00 p.m. muagas, 4:00 a.m. mawala. Lubog ang tubig.	MACABALAN	1	1									
3	2.137	5:00 a.m. - 11:00 a.m. dili muagas hinay pa jud. Lubog ang tubig, walay lain source	MACABALAN	1	1									
4	4.67	9:30 PM to 5:30 AM muagas ra. Naay itom itom na mao dili na safe imnon.	CUGMAN	1	1									
5	4.97	Dili unta mulubog ang tubig, Hinay sa buntag	POBLACION	1	1									
6	164	Hinay ang tubig tapos usahay lubog	PAGATPAT	1	1									
7	238	Hinay kaayo sa buntag ang agas. Hugaw ang agas	GUSA	1	1									
8	3.110	Hinay kaayo ug lubog kaayo ang tubig	KAUSWAGAN	1	1									
9	4.150	Hinay ug lubog ang tubig.	CARMEN	1	1									
10	3.180	Hinay ug morning, Lubog ang tubig	POBLACION, OPOL	1	1									
11	3.184	Hinay, dili kasaka sa taas. Naay times nga lubog	KAUSWAGAN	1	1									
12	4.89	Hinay, usahay molubog	POBLACION	1	1									
13	2.140	Kada lunes sa kadlawon hinay unya lubog ang tubig.	POBLACION	1	1									
14	2.300	Kadlawon dili muagas, hugaw ang tubig ug lubog	LAPASAN	1	1									
15	2.229	Lubog ang agas sa tubig, himay ang agas	CARMEN	1	1									
16	2.120	Mapalong unya lubog ang tubig	MACABALAN	1	1									
17	2.36	Pagsalod, Hinay unya lubog	PAGATPAT	1	1									
18	1.85	Usahay mawala og lubog	IPONAN	1	1									
19	4.137	Wala wala ang agas tapos lubog ang tubig	BAYABAS	1	1									
20	1.25	Walay agas, kung mo agas man gali lubog.	PUNTOD	1	1									
21	3.181	Hinay, ang mga tubo nasubay sa kanal	CARMEN	1		1								
22	2.133	Hinay ang agas or mawala, dako kaayo ang bill	CARMEN	1			1						1	
23	1.143	Walay agas/ Wala nag announcement	CARMEN	1				1						
24	4.185	Atimanon daw ang tubig sa elaha dapit. Gusto ipa tan aw ra ang linya kung sa elaha ra daw ang hinay ug suplay. 9am to 3pm mawala ang tubig.	LAPASAN	1						1	1			
25	1.111	11:00 pm - 6:00 am muagas	MACASANDIG	1										
26	60	11:00 pm - 8:00 am muagas	CUGMAN	1										
27	1.96	12:00 am to 1:00 am moagas	NAZARETH	1										
28	1.174	12:00 pm - 7:00 am muagas na	CARMEN	1										
29	1.134	24 hrs unta ang agas sa tubig	MALANANG, OPOL	1										
30	2.280	4 pm - 7 pm walay agas	BULUA	1										
31	2.26	6:00 p.m. - 6:00 a.m. ra muagas. Walay sources lain.	IGPIT, OPOL	1										
32	2.283	6-11 am walay agas	BARRA, OPOL	1										
33	4.118	7 PM mo agas ug kusog	CARMEN	1										
34	1.256	7:00 am - 9:00 am; 2:00 pm - 3:00 pm hinay kaayo	CONSOLACION	1										
35	1.172	8:00 am - 5:00 pm muagas	MACASANDIG	1										
36	3.50	Bayad na lang ta ani miskan walay agas, maayo mo bill pero purayagaba ang agas.	MALANANG, OPOL	1										
37	2.112	Buntag ang hinay	CUGMAN	1										
38	3.148	Buntag hangtod ugto hinay ang agas	BAYABAS	1										
39	4.83	Buntag hinay	POBLACION	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
40	4.87	Buntag hinay	POBLACION	1										
41	4.132	Buntag mo agas, usahay dili mo agas	CARMEN	1										
42	2.37	Dili kasaka ang tubig sa ugto	BONBON	1										
43	3.185	Every Saturday hinay	BARRA, OPOL	1										
44	3.78	Gabie ra ang agas	MACASANDIG	1										
45	2.290	Gabie ra mo agas	MACASANDIG	1										
46	3.95	Hapon ang agas	CUGMAN	1										
47	1.88	Hapon ug buntag hinay ang agas	GUSA	1										
48	1.20	Hinay	LAPASAN	1										
49	282	Hinay agas pag alas 8 sa buntag	GUSA	1										
50	134	Hinay ang agas	BALULANG	1										
51	2.218	Hinay ang agas	BAYABAS	1										
52	2.288	Hinay ang agas	CANITOAN	1										
53	2.11	Hinay ang agas	GUSA	1										
54	1.30	Hinay ang agas	IGPIT, OPOL	1										
55	1.225	Hinay ang agas	IGPIT, OPOL	1										
56	3.237	Hinay ang agas	IGPIT, OPOL	1										
57	2.152	Hinay ang agas	KAUSWAGAN	1										
58	2.212	Hinay ang agas	KAUSWAGAN	1										
59	3.8	Hinay ang agas	KAUSWAGAN	1										
60	2.129	Hinay ang agas	LAPASAN	1										
61	2.109	Hinay ang agas	MACABALAN	1										
62	3.281	Hinay ang agas	MACABALAN	1										
63	3.289	Hinay ang agas	MACABALAN	1										
64	3.277	Hinay ang agas	PUNTOD	1										
65	1.211	Hinay ang agas sa buntag	AGUSAN	1										
66	2.117	Hinay ang agas sa buntag	BONBON	1										
67	1.78	Hinay ang agas sa buntag	CARMEN	1										
68	4.154	Hinay ang agas sa buntag	CARMEN	1										
69	1.42	Hinay ang agas sa buntag	CUGMAN	1										
70	43	Hinay ang agas sa buntag	CUGMAN	1										
71	.82	Hinay ang agas sa buntag	CUGMAN	1										
72	2.163	Hinay ang agas sa buntag	IPONAN	1										
73	2.293	Hinay ang agas sa buntag	KAUSWAGAN	1										
74	3.85	Hinay ang agas sa buntag	KAUSWAGAN	1										
75	2.224	Hinay ang agas sa buntag	LAPASAN	1										
76	3.154	Hinay ang agas sa buntag	MACABALAN	1										
77	3.153	Hinay ang agas sa buntag	POBLACION	1										
78	2.51	Hinay ang agas sa buntag	PUNTOD	1										
79	4.152	Hinay ang agas sa tubig	CARMEN	1										
80	1.232	Hinay ang agas sa tubig	GUSA	1										
81	2.116	Hinay ang agas sa tubig	NAZARETH	1										
82	3.228	Hinay ang agas sa weekends	CARMEN	1										
83	4.39	Hinay gamay pag buntag	POBLACION	1										
84	4.145	Hinay kaayo	CARMEN	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
85	4.130	Hinay kung buntag	POBLACION	1										
86	4.260	Hinay mo agas ang tubig sa buntag	GUSA	1										
87	3.248	Hinay na kaayo ang tubig	MACABALAN	1										
88	2.128	Hinay sa buntag	BALULANG	1										
89	3.93	Hinay sa buntag	CARMEN	1										
90	3.221	Hinay sa buntag	CARMEN	1										
91	3.11	Hinay sa buntag	CONSOLACION	1										
92	1.48	Hinay sa buntag	CUGMAN	1										
93	2.171	Hinay sa buntag	GUSA	1										
94	1.172	Hinay sa buntag	LAPASAN	1										
95	1.67	Hinay sa buntag	LAPASAN	1										
96	3.142	Hinay sa buntag	MACASANDIG	1										
97	3.266	Hinay sa buntag	TABOC, OPOL	1										
98	2.215	Hinay sa buntag ang agas	CARMEN	1										
99	3.288	Hinay sa domingo	CAMAMAN-AN	1										
100	3.159	Hinay sa morning	PUNTOD	1										
101	3.206	Hinay ug buntag	CARMEN	1										
102	3.81	Hinay ug walay tarong nga agas.	BULUA	1										
103	2.184	Increasan ang pressure	POBLACION	1										
104	1.94	Isa na ka bulan walay agas	BULUA	1										
105	4.106	Kulang ang supply sa tubig	CARMEN	1										
106	1.64	Kusgan pa ang agas	PUNTOD	1										
107	1.55	Kusog unta ang tubig	CARMEN	1										
108	1.95	Maayo kaayo mi mobayad ug tubig pero ang tubig dugay kaayo muagas usahay wala pa jud.	NAZARETH	1										
109	4.182	Mahimo lang na dili mawala ang tubig bahalag hinay	CUGMAN	1										
110	4.141	Mawala ang agas paghuman ug bayad.	BULUA	1										
111	2.48	Mawala ang agas sa tubig taga sabado	IPONAN	1										
112	1.153	Mawala kalit ang tubig	LAPASAN	1										
113	3.152	Mo kalit ug kawala ang tubig	POBLACION	1										
114	1.282	Morning pa palong na	CANITOAN	1										
115	1.57	Pag morning hinay ang agas	NAZARETH	1										
116	1.213	Sa buntag hinay	PAGATPAT	1										
117	1.49	Sa buntag hinay ang agas	MACABALAN	1										
118	3.264	Sa gabie lang ga agas	BULUA	1										
119	2.226	Sa weekend mawala or mo hinay	CARMEN	1										
120	3.87	Taga buntag mawala ang agas sa tubig	CARMEN	1										
121	2.289	Tagdugay mo balik ang tubig	IPONAN	1										
122	3.86	Usahay dili mo agas	CARMEN	1										
123	1.51	Usahay hinay	BARRA, OPOL	1										
124	2.41	Usahay mawala	CAMAMAN-AN	1										
125	1.80	Walay agas sa buntag	CARMEN	1										
126	2.34	Walay agas sa buntag	CARMEN	1										
127	3.91	walay deliver sa tubig	LUYONG BONBON, OPOL	1										
128	2.35	Walay saktong agas	BULUA	1										

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
129	3.12	Walay saktong agas	CARMEN	1										
130	4.54	Walay saktong agas	CONSOLACION	1										
131	4.53	Walay saktong agas	LAPASAN	1										
132	2.12	Walay saktong agas	PAGATPAT	1										
133	2.106	Walay saktong agas sa buntag	CARMEN	1										
134	4.256	Walay tarung nga agas sa buntag	GUSA	1										
135	4.76	Dili mo toltol sa balay. Lubog og naay wati nigawas.	CONSOLACION		1		1							
136	3.40	Lubog ang tubig, Dugay ihatag ang bill.	CONSOLACION		1		1							
137	4.99	Usahay dili mi makabalo na naay interruption unya mukalit lang ug lubog.	POBLACION		1			1						
138	1.11	Lubog/hugaw/taya ang tubig. Ang leakage dugay maadtuan.	CANITOAN		1					1				
139	4.90	Itom usahay lubog, naay taya. Kulang usahay ang teller.	POBLACION		1							1		
140	2.30	Naay hugaw. Daghan unta teller	KAUSWAGAN		1							1		
141	4.207	Tubig kay hugaw, mahal ang bayad	BALULANG		1								1	
142	1.47	4 am sa buntag lubog	CUGMAN		1									
143	1.52	4-5 am lubog ang tubig	CAMAMAN-AN		1									
144	3.28	Baho ug chlorine	CARMEN		1									
145	4.104	Bahog chlorine	BULUA		1									
146	4.11	Bahong Chlorine	CANITOAN		1									
147	3.22	Brown ang tubig	CANITOAN		1									
148	1.22	Brown water, naay ga sinaw sa tubig	LAPASAN		1									
149	3.261	Color brown, bahog chlorine ang tubig	BALULANG		1									
150	1.50	Daghan balas sa pag pa-agas	LAPASAN		1									
151	2.27	Daghan siya molotaw nga itom itom	BULUA		1									
152	4.32	Danlog unya naay lumot	CANITOAN		1									
153	2.240	Dili mi gainom from COWD source	CAMAMAN-AN		1									
154	3.84	Ga lubog usahay	POBLACION		1									
155	3.149	Galubog ang tubig	CARMEN		1									
156	2.32	Gikalibanga me	CANITOAN		1									
157	2.281	Gina filter namo ang tubig	MACASANDIG		1									
158	1.26	Hugaw ang agas sa tubig	KAUSWAGAN		1									
159	1.61	Hugaw ang tubig	CARMEN		1									
160	1.8	Hugaw ang tubig	MACABALAN		1									
161	3.191	Hugaw jud ang tubig	CONSOLACION		1									
162	4.26	Hugaw usahay	CANITOAN		1									
163	2.138	initon lang ang tubig	MACASANDIG		1									
164	3.193	Lubog	BALULANG		1									
165	3.258	Lubog	POBLACION		1									
166	2.127	Lubog after mawad-an ug tubig	POBLACION		1									
167	3.90	Lubog ang agas	POBLACION		1									
168	4.156	Lubog ang tubig	CARMEN		1									
169	3.27	Lubog ang tubig	CONSOLACION		1									
170	1.243	Lubog ang tubig	GUSA		1									
171	1.169	Lubog ang tubig	IPONAN		1									
172	1.53	Lubog ang tubig	LAPASAN		1									

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
173	3.29	Lubog ang tubig	POBLACION		1									
174	4.96	Lubog ang tubig sa buntag	POBLACION		1									
175	1.137	Lubog ang tubig, Ma-clear unta	LAPASAN		1									
176	1.114	Lubog gamay ang tubig, among gasalaon	CARMEN		1									
177	1.233	Lubog kung buntag	LAPASAN		1									
178	3.117	Lubog siya kung mohinay ang agas	POBLACION		1									
179	2.17	Lubog taga buntag	GUSA		1									
180	2.62	Lubog unya naay baho	IPONAN		1									
181	4.42	Lubog Usahay	POBLACION		1									
182	157	Lubog usahay ang tubig	CARMEN		1									
183	74	Mag yellow ang tubig	CARMEN		1									
184	3.132	Manimahong chlorine	PUNTOD		1									
185	2.24	Mayroong kami amiba at nag mineral kami para sigurado	IPONAN		1									
186	4.228	minsang marumi	BALULANG		1									
187	2.135	Mo lubog inig balik sa tubig	CANITOAN		1									
188	4.100	Molubog ang tubig usahay ug kalit	POBLACION		1									
189	3.134	Mura kalawang iyang color sa tubig	CANITOAN		1									
190	3.115	Naay balas balas ang tubig	LAPASAN		1									
191	3.135	Naay lubog kung	BALULANG		1									
192	1.183	Naay molotaw, lubog pod, puti siya	BULUA		1									
193	4.183	Okey lang basta lempyo ang tubig	CARMEN		1									
194	3.52	Usahay galubog ang tubig.	CONSOLACION		1									
195	4.86	Usahay hugaw	POBLACION		1									
196	4.195	Usahay lubog	CARMEN		1									
197	1.257	Usahay lubog	LAPASAN		1									
198	1.122	Usahay lubog ang tubig	GUSA		1									
199	3.116	Usahay lubog ang tubig.	CANITOAN		1									
200	3.57	Usahay lubog ang tubig.	CUGMAN		1									
201	2.237	Usahay lubog bisan isala ang tubig	KAUSWAGAN		1									
202	4.199	Usahay lubog ug hugaw	CAMAMAN-AN		1									
203	207	Usahay molubog	IPONAN		1									
204	203	Usahay pagbalik sa tubig lubog	CANITOAN		1									
205	4.168	Yellow ang tubig	MACABALAN		1									
206	4.36	Ang reading dili masabtan usahay dako usahay gamay. Kung magpa transfer ug meter ngano magbayad na naa naman daan linya unya magbayad na pod utro.	KAUSWAGAN			1	1							
207	4.35	Ilogon compound dalan naay ga-agas after the meter though it should be inspected because it is complained. Cluster hit by car, meters are not in position anymore.	POBLACION			1			1	1	1			
208	4.69	3 months na installed	CARMEN			1								
209	1.35	Ang connection maagian sa sakyanan. Dapat ilubong ang hose para dili maputol.	PATAG			1								
210	1.36	Dapat iplatar ang stub-out pag install	IPONAN			1								
211	4.146	Di katuyok ang meter	CARMEN			1								
212	2.97	Dili i-allow ang tapping kay muhinay ang tubig	LAPASAN			1								
213	2.194	Duol sa kanal ang mga hose	CARMEN			1								

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				(PRODN.)	(PRODN.)	(COMM'L)	(COMM'L)	(MSD)	(COMM'L)	(MAINT.)	(COMM'L)	(FINANCE)		
214	3.128	Gaagi sa kanal ang hose	CUGMAN			1								
215	2.102	Ibawal ang tapping para kusog ang agas	MACABALAN			1								
216	1.135	Isaka ang mga hose nga naa sa kanal	BAYABAS			1								
217	4.184	Pwede ba daw ebalhin ang meter sa dalan	MACASANDIG			1								
218	2.105	On time dapat ang billing; Walay announcements talagsa	CANITOAN				1	1						
219	4.80	Wala na insakto ug reading. Usahay lang dugay ang teller.	BALULANG				1					1		
220	3.43	Dili gaabot ang bill unya ang penalty daku raba kung dili dayon mabayran.	PUNTOD				1						1	
221	2.268	Delayed ang billing sa tubig	CONSOLACION				1							
222	1.87	Dili gakatunong ang paghatag sa bill	POBLACION				1							
223	1.19	Dugay gakaabot ang bill sa amoa.	CUGMAN				1							
224	4.135	Dugay usahay ang meter reader	POBLACION				1							
225	3.77	Gakalakbay ang pagdawat sa bill.	POBLACION				1							
226	3.268	Ipabutang ang bill sa tig balay	CARMEN				1							
227	4.79	Sa gate ra ipilit ang bill usahay mawala.	IGPIT, OPOL				1							
228	4.22	Wala ko kadawat sa bill	CANITOAN				1							
229	3.172	Wala naabot ang bill sa amoa karun nga bulan mao nianhi nalang ko diri opisina.	BALULANG				1							
230	1.39	Dili clear ang announcement	LAPASAN					1						
231	4.174	It should be has announcement	IPONAN					1						
232	4.148	Mag inform sila kung mawala ang tubig	CARMEN					1						
233	1.138	Mag-announce kung mawala ang tubig (specify ang area - luag ang Macasandig)	MACASANDIG					1						
234	1.29	Magpahibalo kung naay interruption	IPONAN					1						
235	4.7	Wala na inform kung walay agas	CANITOAN					1						
236	3.208	Dugay na repair ang leakage unya sige pa jud ko balik balik para mag follow up	CARMEN						1	1				
237	2.285	If we report some leakages on our street, please have it repair immediately. Pls. don't wait for second complaint on your desk.	GUSA						1	1				
238	4.186	Mag inquire daw sa elaha na kumusta ang ilang tubig, pwede ba daw mag house to house daw kung unsa ang problema sa elaha.	CONSOLACION						1		1			
239	1.191	Improvement of service	CANITOAN						1					
240	4.161	Priorities late actions	BULUA						1					
241	3.72	Sige naku balik balik ug follow up hangtud karon wala japon nasulbad akong complaints.	POBLACION						1					
242	3.32	Dali ra magprocess sa complaints pero ang paglihok sa leakage dugay maaksyunan.	CARMEN							1				1
243	4.190	Atimanon ang leak sa elaha dapit kay mag baha	GUSA							1				
244	1.120	Atimanon ang leakages	GUSA							1				
245	3.108	Daghan na tubig na awas unya dugay pa jud ayuhon.	PATAG							1				
246	1.136	Ma-atiman ang leakage	POBLACION							1				
247	1.131	Madali unta ang leakages ug atiman	IPONAN							1				
248	4.225	Magkalot or mag repair unya biyaan lang, delikado kaayo kinahanglan humanon.	BALULANG							1				
249	1.164	Dapat daghan tellers	MACASANDIG									1		
250	1.31	Dapat naa tanan ang teller kung rush hour	POBLACION									1		

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