

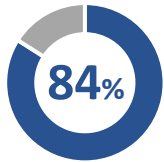
Halifax Water

2020 Quality of Service

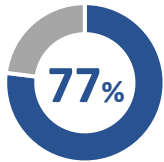
Key Highlights

Methodology: 400 telephone surveys with Halifax Residents, 303 with Halifax Water Customers
Data Collection: October 30 – November 9, 2020

Rate quality of water received in household as *excellent/good*



Halifax Water Customers
(vs. 87% in 2019)



Well Water*
(vs. 75% in 2019)



96%

Rate their water as very/generally safe
(vs. 95% in 2019)



Customer Satisfaction

92%

Very/generally satisfied with Halifax Water's *products and services*
(vs. 93% in 2019)



96%

Very/generally satisfied with Halifax Water's *overall service delivery*
(vs. 96% in 2019)

(vs. 96% in 2019)

Customer Service Index
77.9



Very/generally satisfied with Halifax Water staff's...

(Among those who have had a service interaction)

97%

Service Reliability



91%

Politeness



89%

Accessibility



86%

Ability to answer questions



83%

Promptness



84%

Very/generally satisfied with **Stormwater Services** received from Halifax Water.
(vs. 83% in 2019)



(Among those who receive Stormwater Services)

Information Campaigns

Most *preferred method for accessing information* about Halifax Water's water, wastewater, and stormwater programs and services

51% **Internet (general)**
(vs. 56% in 2019)



7%

Seen or heard information related to the Online Customer Portal



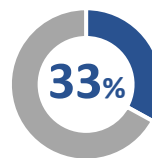
18% Aware of Halifax Water's *subsidy program to assist residential customers with replacing their lead water service lines*
(vs. 17% in 2019)



Program Awareness and Interest

13%

Aware that Halifax Water has an **emergency financial assistance program** to help low income customers



Think it is *important to be able to visit* Halifax Water's office and speak to someone *in-person*



70%

Very/somewhat interested in managing their Halifax Water **account online**