



DIPOLOG CITY WATER DISTRICT
2023 CUSTOMER SATISFACTION SURVEY RESULTS

No. of Respondents: 1085

WATER CLASSIFICATION		
Residential	989	91.15%
Commercial	96	8.85%
GROSS MONTHLY INCOME		
Below P15,000.00	856	78.89%
P15,000.00 - P30,000.00	128	11.80%
P30,001.00 - P45,000.00	55	5.07%
P45,001.00 - P60,000.00	16	1.47%
Above P60,000.00	30	2.76%

Where do you pay your monthly water bill?		
Online (Banks, G-Cash, etc.)	121	7.81%
Payment Centers (MLH, SM, EC Pay)	279	18.01%
Over-the-Counter	603	38.93%
DipCWD-Drive-Thru	546	35.25%

Are you using DipCWD's water for... <i>Gagamit ba ka sa tubig sa DipCWD sa...</i>	YES	
a. Drinking (<i>Pag-inom</i>)	316	29.12%
b. Washing and Bathing (<i>Paghuwas ug pagkaligo</i>)	1073	98.89%
c. Cooking and Food Prep (<i>Pagluto ug pag-andam ug pagkaon</i>)	999	92.07%
d. Watering Plants (<i>Pagbobo ug tanom</i>)	952	87.74%
e. Business Use (<i>Paggamit sa Negosyo/Opisina</i>)	362	33.36%

Where did you hear DipCWD's advisories and other announcements?		
Television	137	11.47%
Radio	664	55.61%
Social Media	350	29.31%
Newspaper	43	3.60%

Are you satisfied with DipCWD's water in terms of: <i>(Nakaangay ba ka sa tubig sa DipCWD sama sa)</i>	Very dissatisfied		Dissatisfied		Neither satisfied nor dissatisfied		Satisfied		Very satisfied	
	1		2		3		4		5	
a. Pressure (<i>Kakusgon</i>)	27	2.49%	105	9.68%	184	16.96%	425	39.17%	344	31.71%
b. Taste (<i>Lami</i>)	40	3.69%	86	7.93%	473	43.59%	238	21.94%	248	22.86%
c. Smell (<i>Baho</i>)	29	2.67%	67	6.18%	227	20.92%	446	41.11%	316	29.12%
Are you satisfied with the minimum water rate? <i>(Nakaangay ba ka minimum nga balayran sa tubig?)</i>	21	1.94%	90	8.29%	159	14.65%	465	42.86%	350	32.26%

Are you satisfied with the services of the following DipCWD employees? <i>(Nakaangay ba ka sa pagserbisyo ani nga mga empleyado sa DipCWD?)</i>										
a. Teller (<i>tigdawat sa bayad</i>)	1	0.09%	12	1.11%	60	5.53%	482	44.42%	530	48.85%
b. Plumber (<i>tig-ayo sa tubig</i>)	7	0.65%	17	1.57%	114	10.51%	461	42.49%	486	44.79%
c. Customer Service Personnel (<i>tigtubag sa mga reklamo sa opisina. Sa telepono, teks, ug facebook</i>)	12	1.11%	22	2.03%	122	11.24%	457	42.12%	472	43.50%

Submitted by:

Customer Satisfaction Survey (CSS) Committee

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CSS Committee Chairman

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CSS Committee Vice Chairman

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MARK MARBEN DUHAYLUNGSOD
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Noted:

RUEL D. TABADA
General Manager