



**DIPOLOG CITY WATER DISTRICT
CUSTOMER SURVEY RESULTS FOR CY 2024**

WATER SATISFACTION		
Residential	973	91.71%
Commercial	88	8.29%
Total	1061	

GROSS MONTHLY INCOME		
Below 15,000.00	824	77.66%
15,000.00 - 30,000.00	169	15.93%
30,001.00 - 45,000.00	36	3.40%
45,001.00 - 60,000.00	12	1.13%
Above 60,000.00	20	1.89%
Total	1,061	

SEX		
MALE	401	37.79%
FEMALE	660	62.21%
Total	1,061	

Where do you pay monthly water bill?		
Online (Banks, G-Gcash, etc.)	158	9.00%
Payment Centers (MLH, SM, EC Pay)	200	11.39%
Over-the-counter	763	43.45%
DipCWD-Drive-Thru	635	36.16%
Total	1,756	

Where did you hear DipCWD's and other announcements		
Television	43	4.01%
Radio	492	45.90%
Social Media	513	47.85%
Newspaper	24	2.24%
Total	1,072	

Are you using DipCWD's water for:	YES	
a. Drinking	134	12.63%
b. Washing and Bathing	1040	98.02%
c. Cooking and Food Prep	962	90.67%
d. Watering Plants	787	74.18%
e. Business Use	130	12.25%
Total	3,053	

Are you satisfied with DipCWD's water in terms of	Very Dissatisfied 1	Dissatisfied 2	Neither satisfied nor dissatisfied 3	Satisfied 4	Very Satisfied 5	SQD					
a. Pressure	18	1.70%	24	2.26%	161	15.17%	459	43.26%	399	37.61%	95.33%
b. Taste	14	1.32%	33	3.11%	523	49.29%	333	31.39%	158	14.89%	91.26%
c. Smell	8	0.75%	27	2.54%	142	13.38%	552	52.03%	332	31.29%	96.19%
Are you satisfied with the minimum water rate?	7	0.66%	23	2.17%	45	4.24%	363	34.21%	623	58.71%	97.05%
Are you satisfied with the services of the following DipCWD employees?											
a. Teller	0	0.00%	2	0.19%	22	2.07%	350	32.99%	687	64.75%	99.81%
b. Plumber	4	0.38%	9	0.85%	59	5.56%	388	36.57%	601	56.64%	98.70%
c. Customer Services	7	0.66%	6	0.57%	49	4.62%	367	34.59%	632	59.57%	98.72%

OVERALL SQD 96.72

Submitted by:

Customer Satisfaction Survey (CSS) Committee

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