



**Interoffice Memorandum**

August 7, 2017

**TO:** Mayor Teresa Jacobs  
and Board of County Commissioners

**FROM:** Raymond E. Hanson, P. E., Director  
Utilities Department



for Ray Hanson

**SUBJECT: BCC AGENDA ITEM - Discussion Agenda  
August 22, 2017 BCC Meeting  
J.D. Power 2017 Water Utility Residential Customer Satisfaction Study  
Contact Person: Tim Armstrong, Assistant Director  
Utilities Department  
407-254-9765**

J. D. Power is widely recognized as an industry leader in the Market Research and Consumer Intelligence field. The J.D. Power 2017 Water Utility Residential Customer Satisfaction Study measures overall customer satisfaction for 87 U.S. water utilities serving 400,000 or more people.

Mr. John Hazen, Senior Director with J.D. Power and Orange County resident, will be discussing the methodology behind the 2017 Study, highlights of the study, rankings as determined by the overall customer satisfaction index and an overview of Orange County Utilities' results.

Board action is not required at this time.

All Districts.