



Interoffice Memorandum

October 2, 2017

TO: Mayor Teresa Jacobs
and Board of County Commissioners

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

SUBJECT: BCC AGENDA ITEM - Discussion Agenda
October 17, 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.