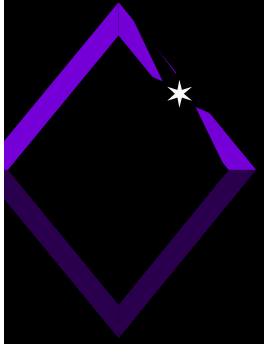




*Changing customers' expectations
in the water industry*

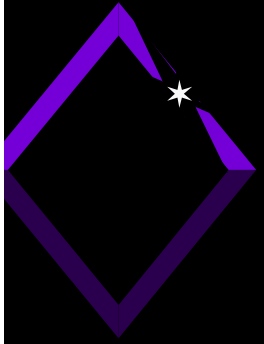


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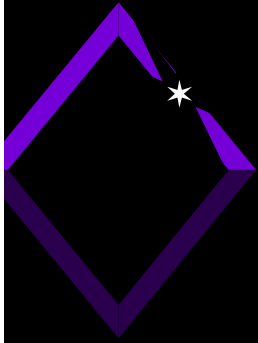
Water customers want ...

SPAMM



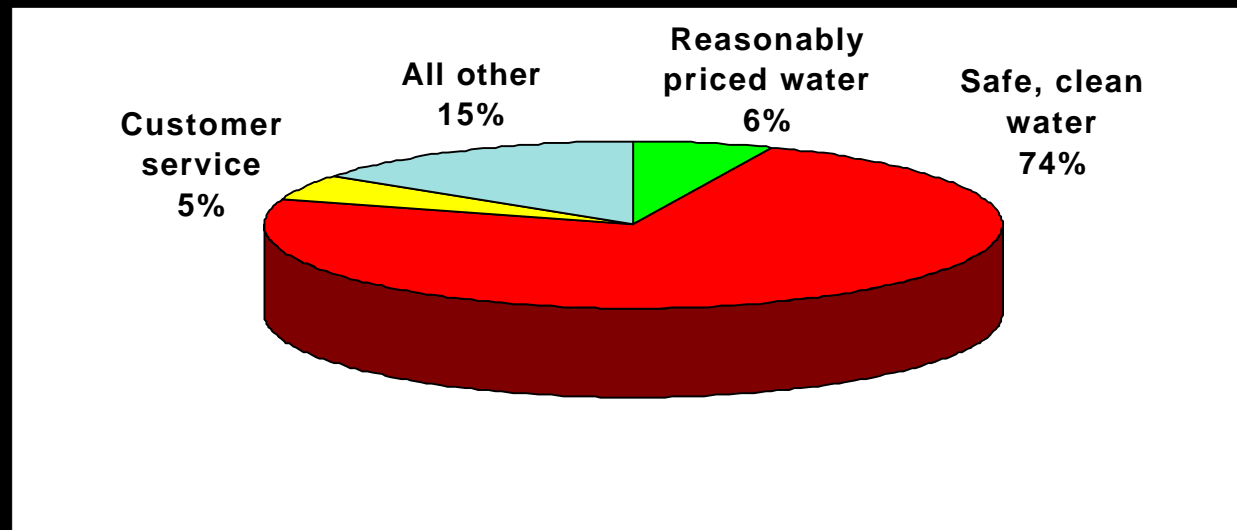
SPAM?

- ◆ Safety
- ◆ Participation
- ◆ Affordability
- ◆ Management

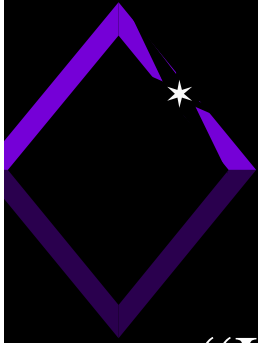


Safety

“What is the most important thing you want your local water utility to do or to provide?”

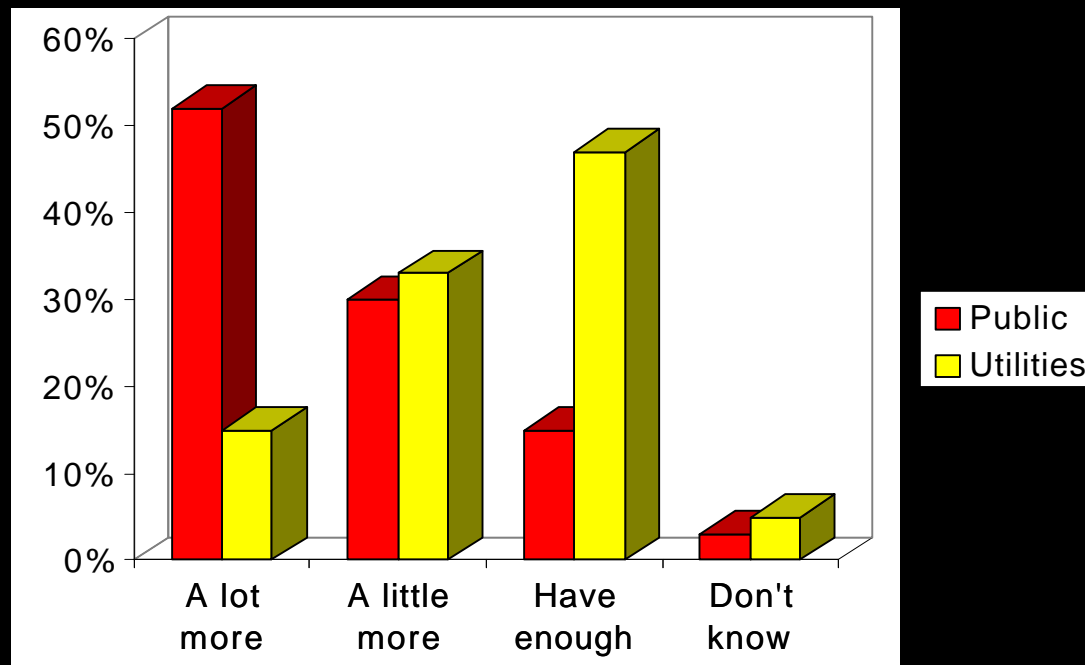


Source: Hurd, Consumer Attitude Survey on Water Quality Issues (AWWARF 1993)

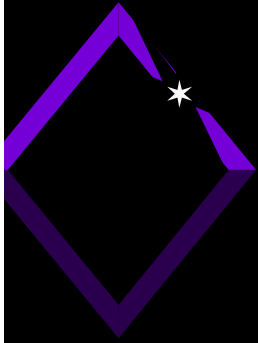


Participation

“How much more input should the public have in decisions made by the local water utility?”

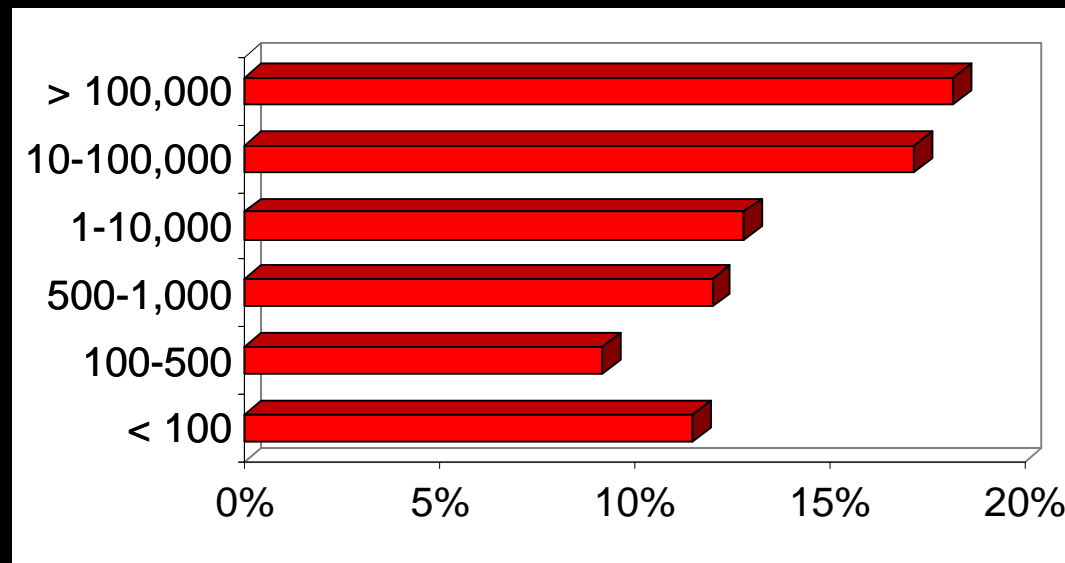


Source: Hurd, Consumer Attitude Survey on Water Quality Issues (AWWARF 1993)

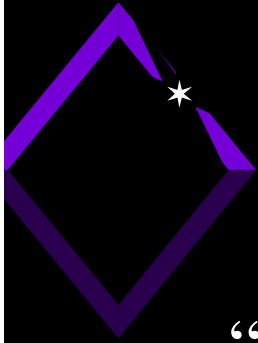


Affordability

Percent of customers in Pa. paying more than 2%
of household income for water
(Investor-owned systems, by system size)

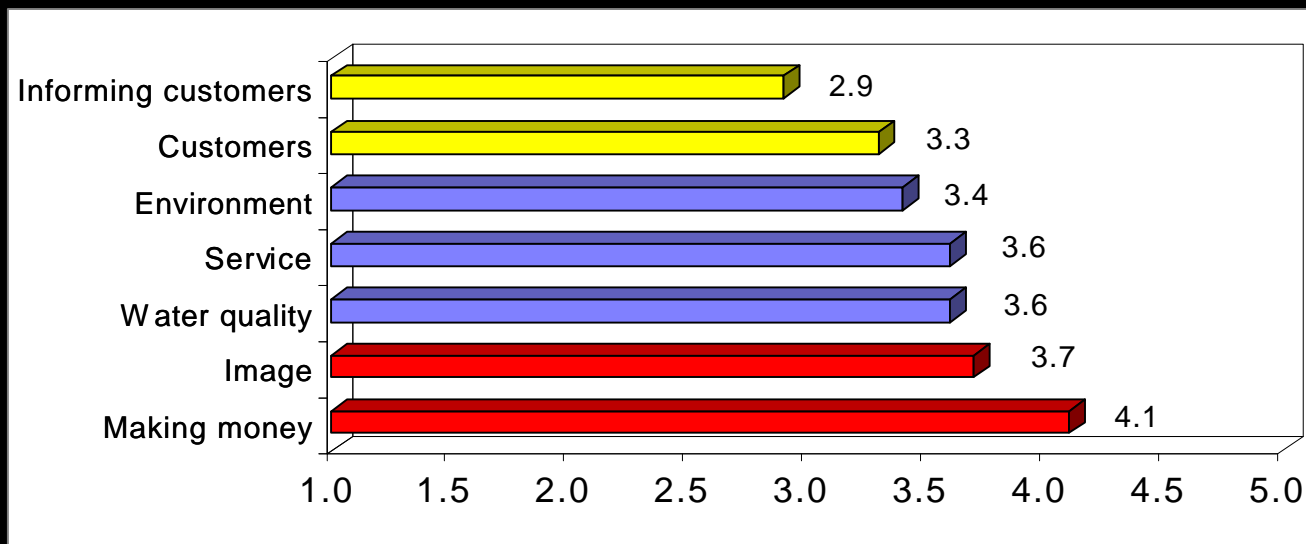


Source: Rubin, Are water rates becoming unaffordable?, JAWWA Feb. 1994

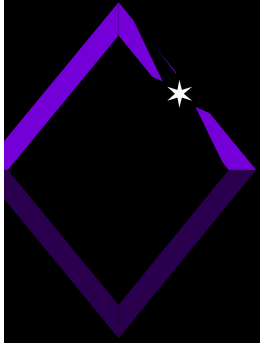


Management

“How much does your water utility care about ...”
(1 = Doesn't care at all; 5=Cares a great deal)



Source: Hurd, Consumer Attitude Survey on Water Quality Issues (AWWARF 1993)

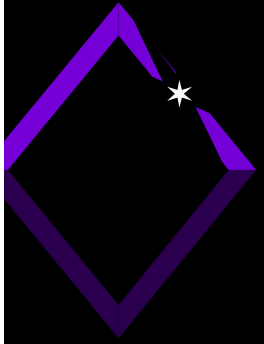


You can't get

SPAM

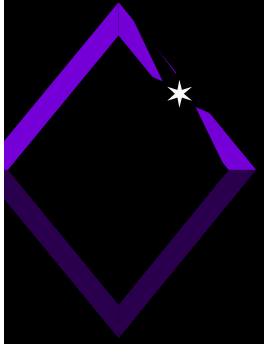
without the

CAN



CAN?

- ◆ Commission
- ◆ Action
- ◆ Needed



What CAN a Commission do?

- ◆ Link rates to quality & safety of service
- ◆ Expand ability of customers to participate
- ◆ Protect low-income water customers
- ◆ Look at how utilities treat their customers