

Your satisfaction is everything to us.

That's why we've conducted customer research since 1996. We want to know what you like and what you feel could be improved. The results of our 10th survey are in, and we're delighted to share them with you:



These numbers are an all-time high for the Portland Water District. We couldn't have asked for a better compliment, and our hard-working team is truly grateful.

WHAT ELSE DID WE LEARN IN THE SURVEY? Turn over to find out!



Portland Water District
From Sebago Lake to Casco Bay

207.761.8310
customerservice@pwd.org
www.pwd.org



We asked. You answered. Our Customers' Top Priorities

In addition to measuring how well we're meeting your needs and what you think of our service, our customer satisfaction survey lets you tell us what matters most.

1. Safe water that tastes great
2. Protect the water source, Sebago Lake
3. Reasonable water rates
4. Meet environmental goals
5. Maintain water systems and infrastructure

Thank you for sharing your thoughts with us and giving us the information we need to ensure we have the people, resources, services, and strategies in place to achieve our ultimate goal of 100% customer satisfaction.

Please visit our website to learn more about our survey and to share additional feedback.



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