



NEWS RELEASE
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FOR IMMEDIATE RELEASE

Survey Indicates Water Service and Communications Top the List of Customer Satisfaction

Opportunities for Growth Include Increasing Awareness of Local and State Water Issues

SCV residents have spoken. A majority are satisfied with the water service they receive and feel that SCV Water provides them with accurate and reliable information.

“In our first year of service, 80% of our customers who participated in the survey were satisfied with the overall service they received, compared to 60% in 2017,” said Bill Cooper, board president for SCV Water. “One could draw the conclusion that as a new water agency, we are better equipped with a regional water management approach that allows us to provide exceptional benefits and service to our customers.”

In asking what satisfaction meant to customers, results showed it’s more than just providing reliable, clean water – it’s providing excellent customer service and clear communications, too. An overwhelming majority - 94% of customers - agreed that SCV Water provides them accurate and reliable information.

“We strive to be transparent with all that we do – our operations, financial information and planning. We want to listen to what our customers have to say and look for ways to partner together to protect our community’s water supply,” said Matt Stone, general manager.

Increasing Awareness of Local and State Water Issues

As the regional water provider, SCV Water has the opportunity to be a stronger voice in local and state water issues. To gain a baseline, customers were asked about issues including a proposed statewide water tax or fee to fund clean water assistance for communities unable to use their water supply; and local cleanup of the Santa Clara River from invasive plants, which would have potential water supply benefits. Results included:

- When asked about paying a \$1 per month tax / fee for clean water assistance for impacted communities, 40% were opposed, 40% were undecided, and 20% supported.
- When asked about paying to help remove Arundo from the river bed, 27% were opposed, 45% were undecided, and 28% were willing to pay from \$1 to \$5 per month.

Arundo is an invasive giant reed that spreads rapidly, and uses as much as 11,000 acre-feet of water a year, compared to native plants.

“These periodic surveys help us to understand the level of awareness our customers have about important issues related to our water supply and their satisfaction with SCV Water’s services,” said Stone.

This information was gathered in a recent public opinion poll conducted by a third-party consultant, to better serve our customers.

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About SCV Water:

The Santa Clarita Valley Water Agency (SCV Water) is a full-service regional water agency located in the Santa Clarita Valley. SCV Water provides water service to approximately 72,000 business and residential customers. It was formed on January 1, 2018 when local water suppliers combined into one integrated, regional water provider. More information can be found at www.YourSCVwater.com

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