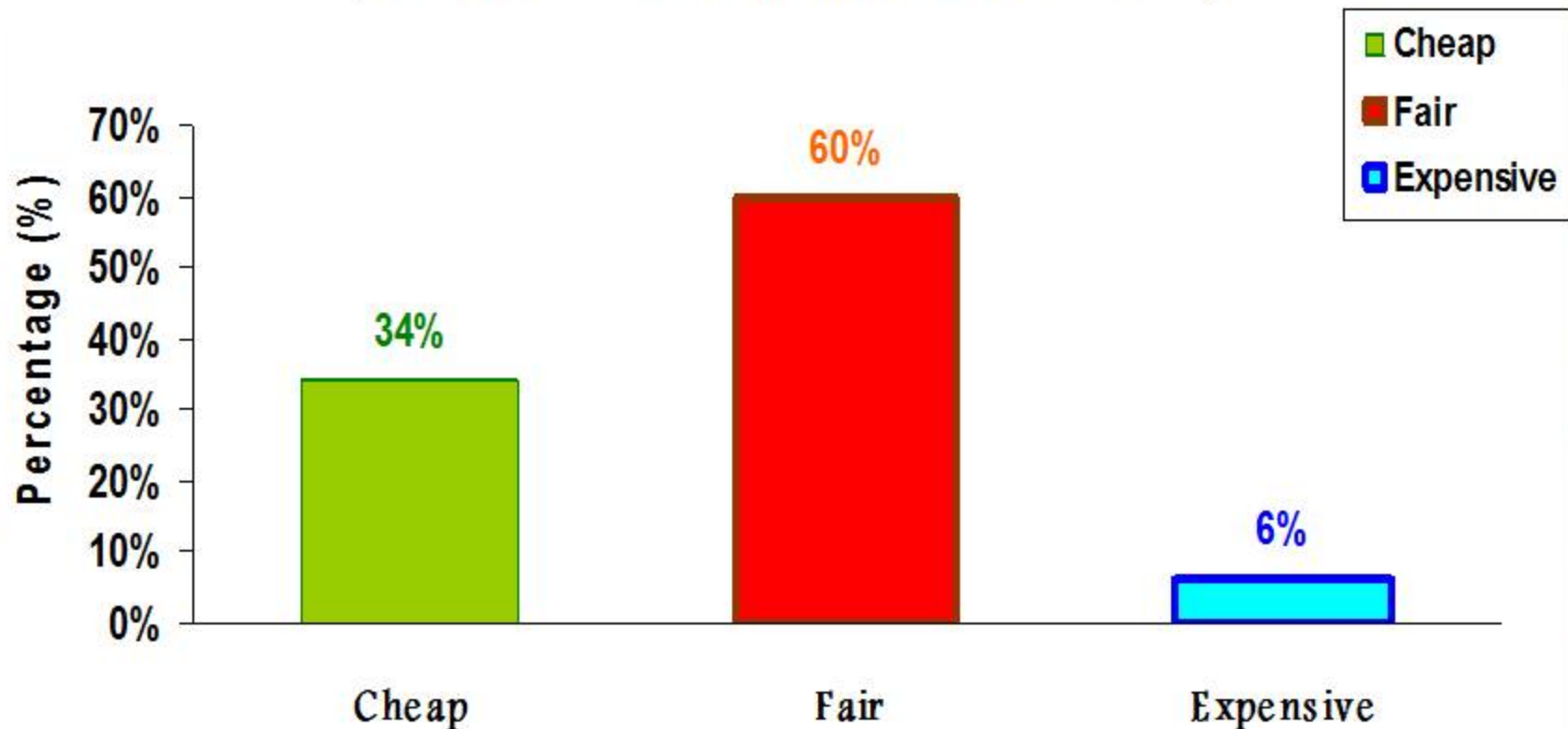# Result-Billing & Delivery

1. Water bills are cheaper than that of the telephone & electricity, what is your personal opinion on the water tariff rate?

Legend:
- Cheap
- Fair
- Expensive

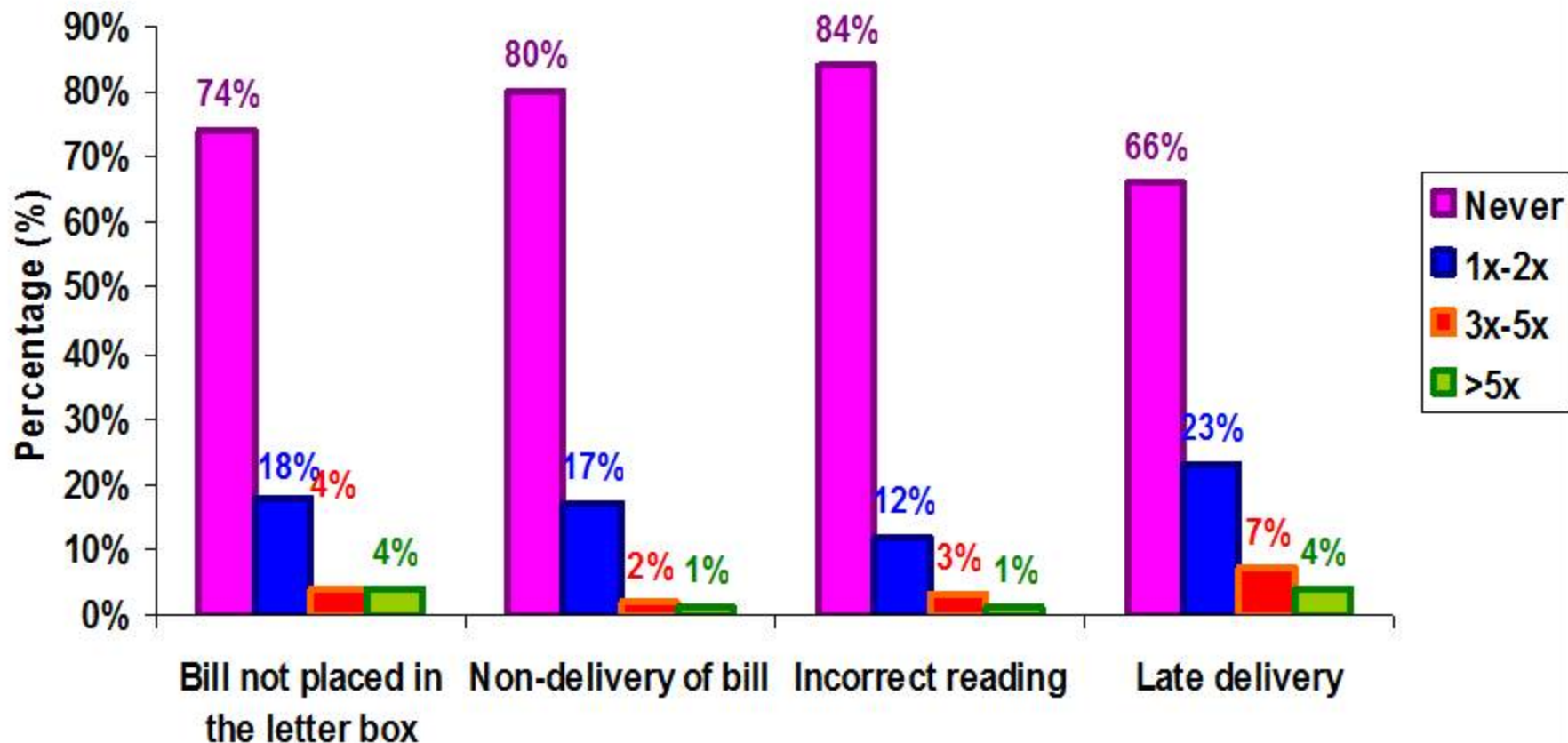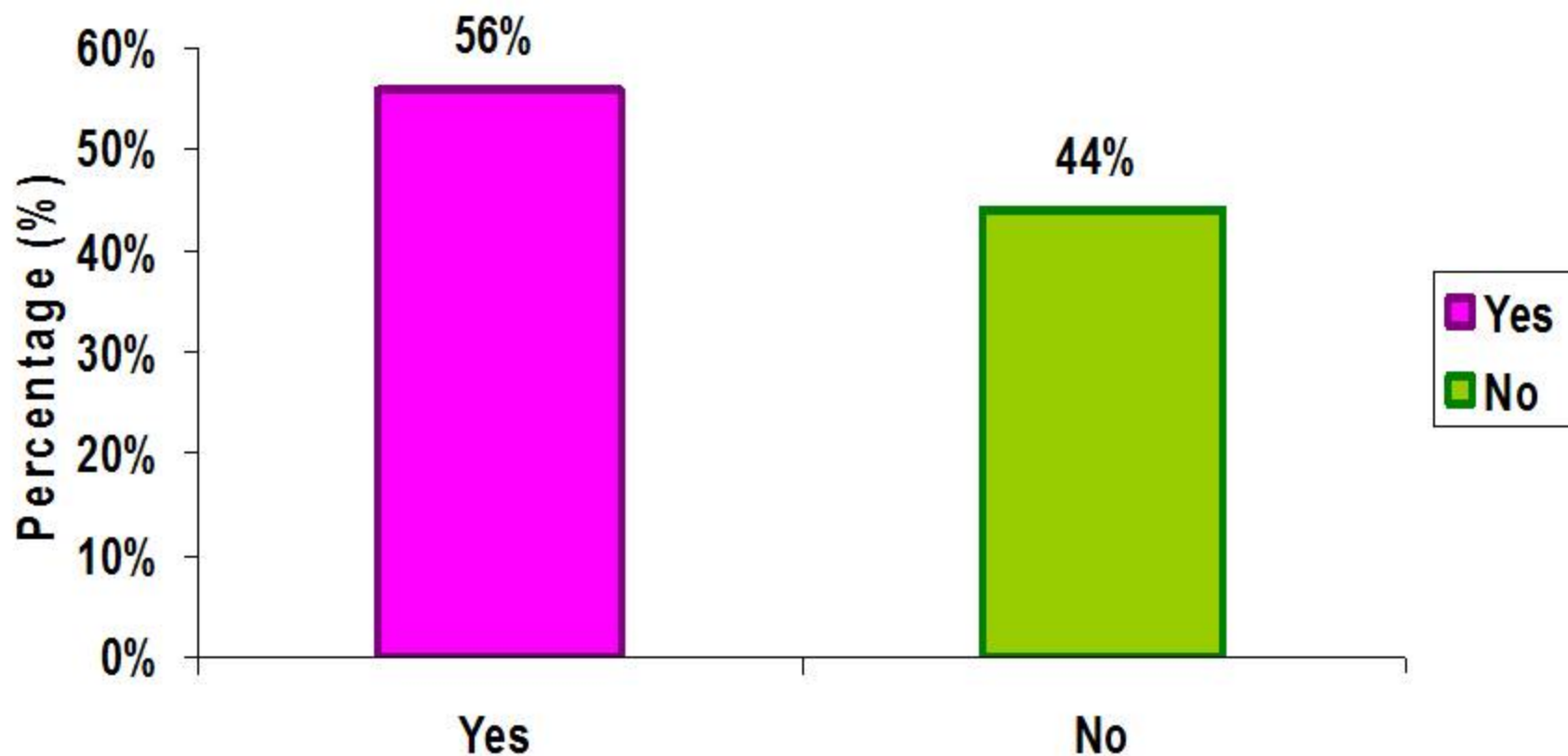| Category	Percentage (%)
Cheap	34%
Fair	60%
Expensive	6%

Result-Billing & Delivery

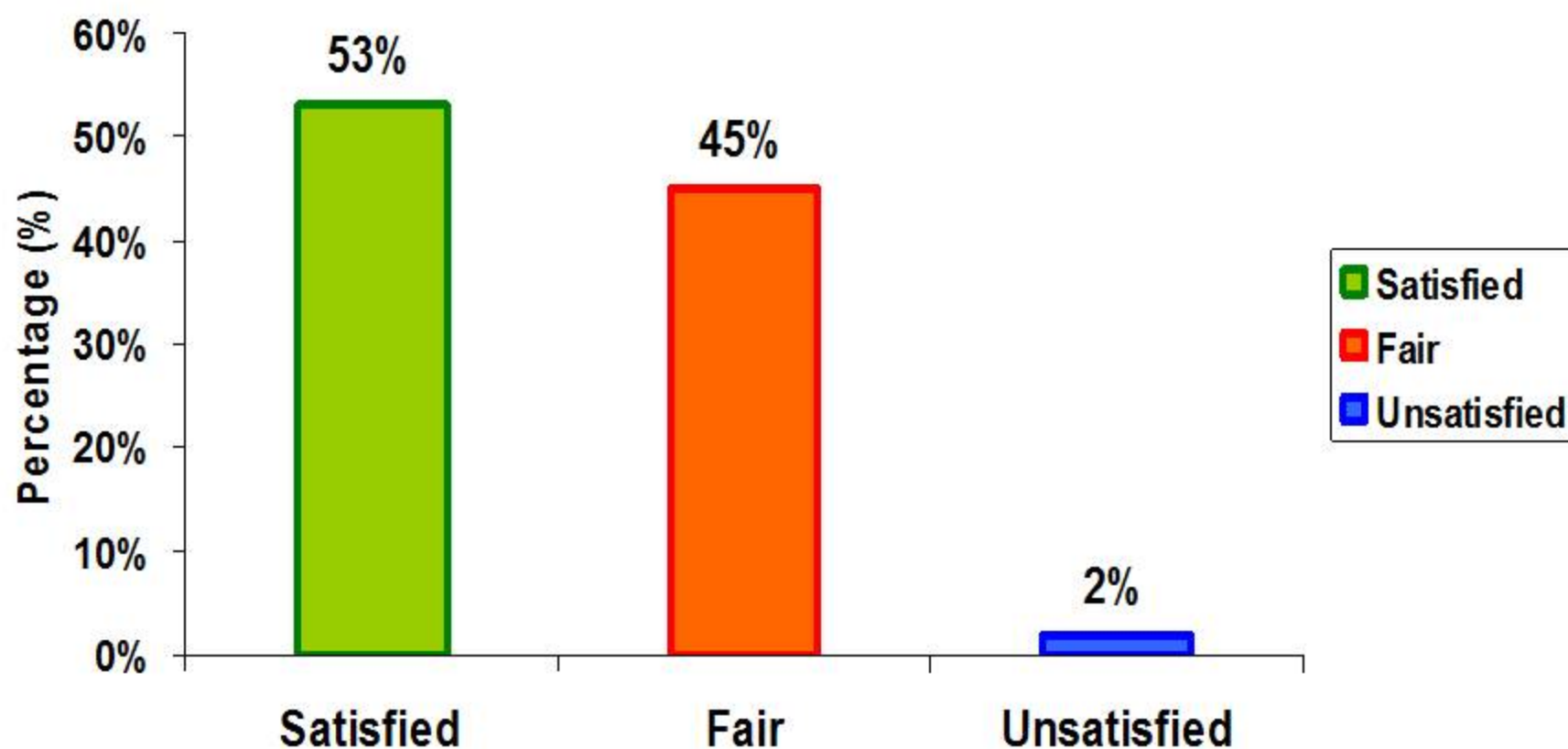2. Have you experienced the following billing & delivery problems?

Result-Billing & Delivery

3. Can you anticipate the next water bill delivery date?

Result-Billing & Delivery

4. How do you find the attitude of our Meter Reader?
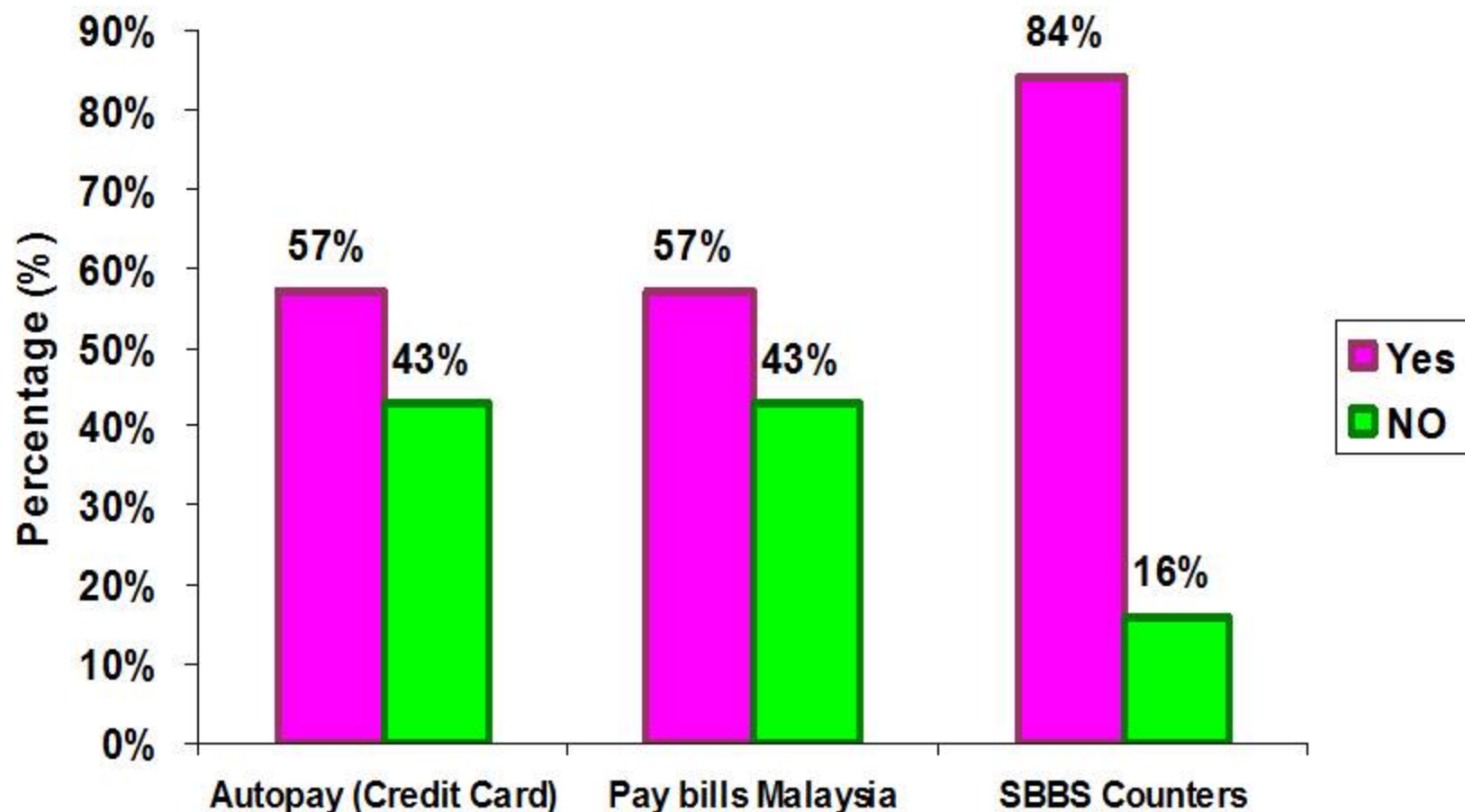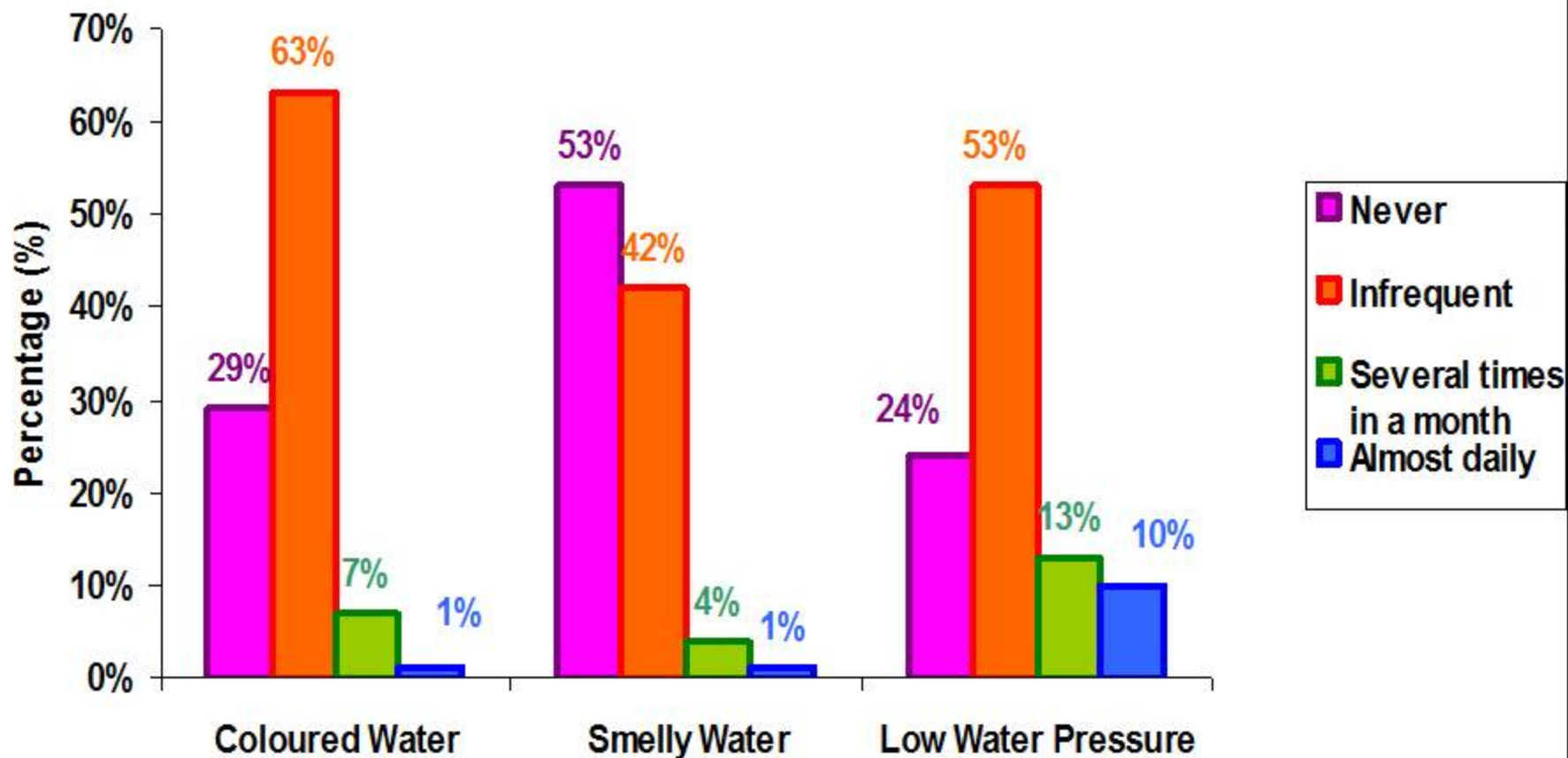

Bar chart showing percentages for the attitude of the Meter Reader:
- Satisfied: 53%
- Fair: 45%
- Unsatisfied: 2%

Y-axis: Percentage (%), from 0% to 60%

Result-Billing & Delivery

5. Do you know that we are providing facilities for payment such as:

Legend: Yes (magenta), NO (green)

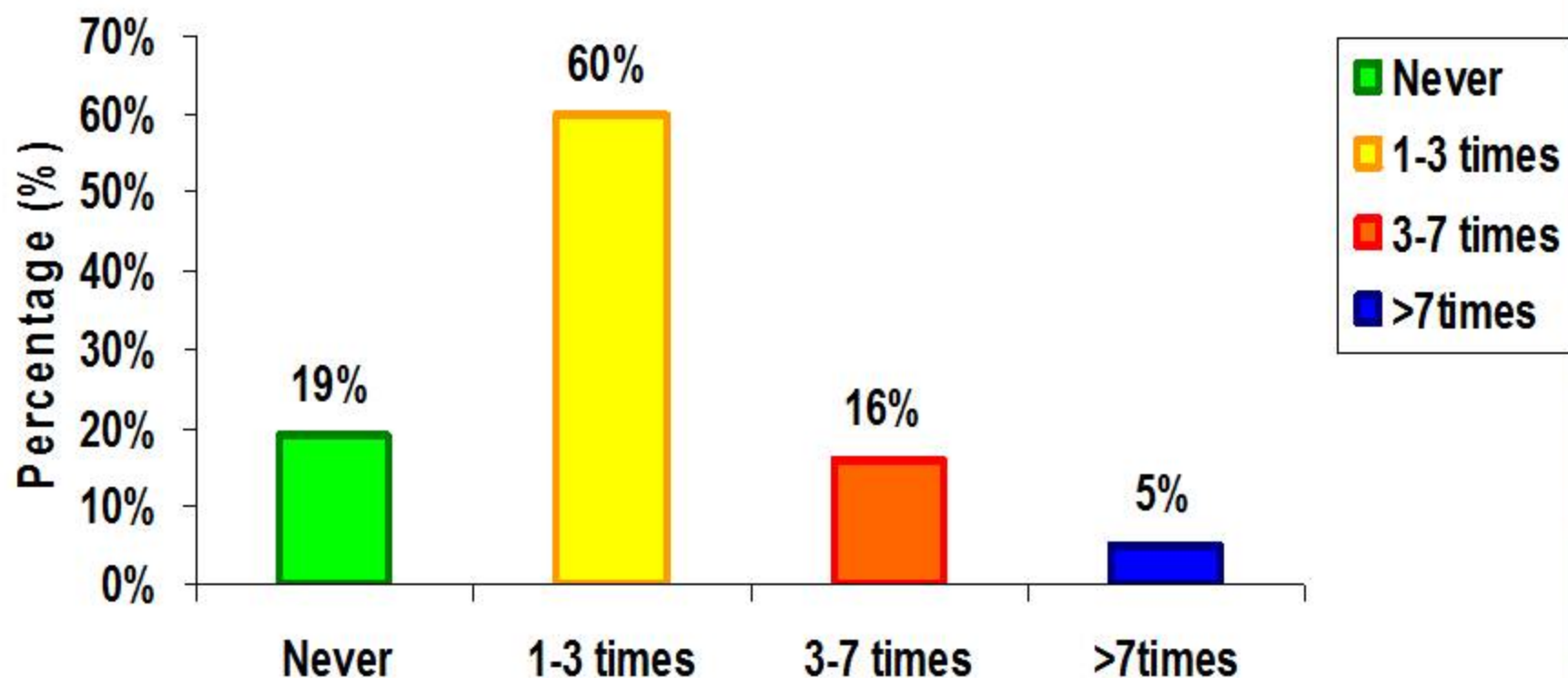|	Autopay (Credit Card)	Pay bills Malaysia	SBBS Counters
Yes	57%	57%	84%
NO	43%	43%	16%

Result-Production & Distribution

6. Have you encountered the following water supply problem?
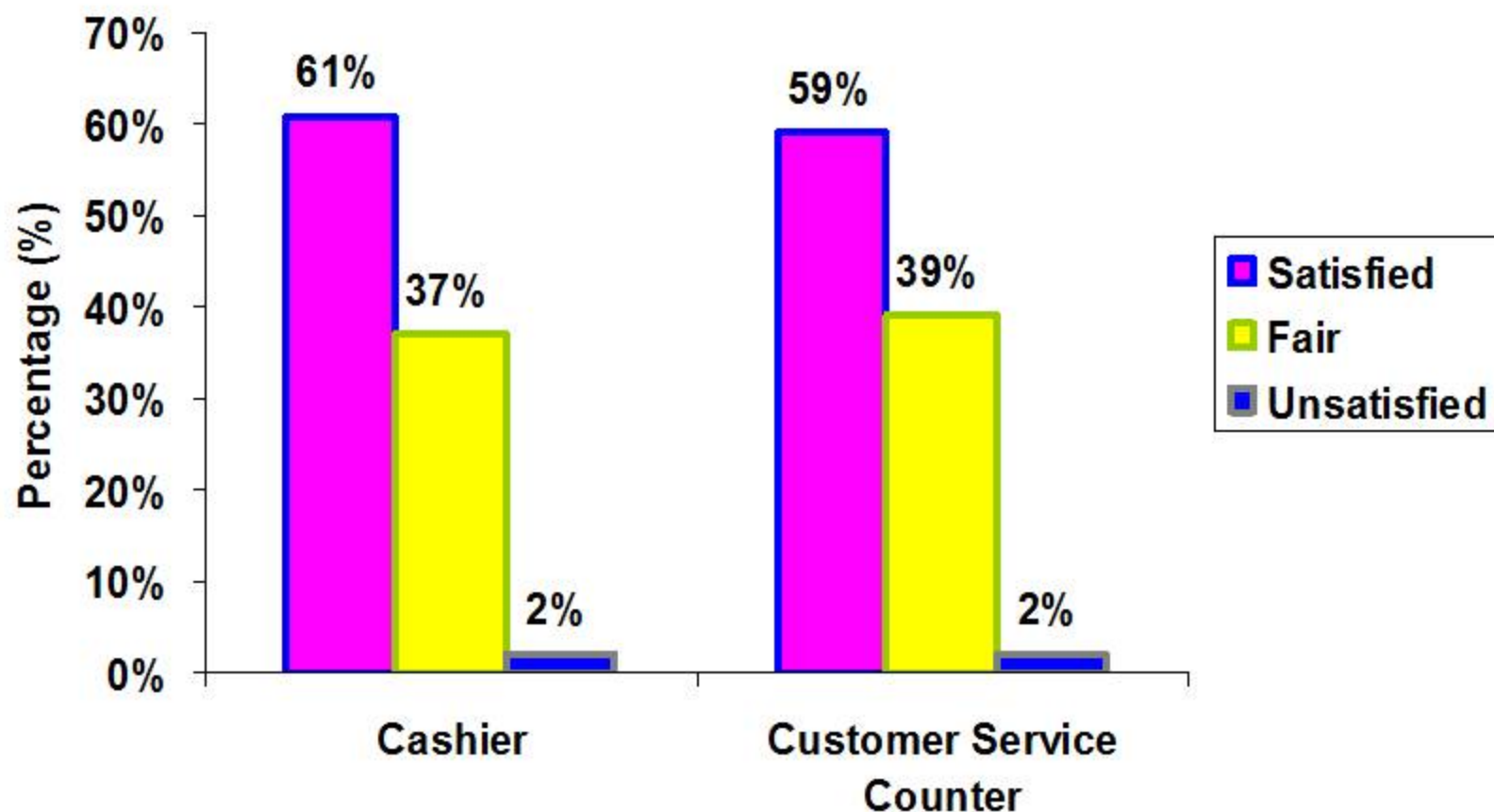
Result-Production & Distribution

7. The average numbers of water supply interruption at my premises in a year is :

Result-Customer Service

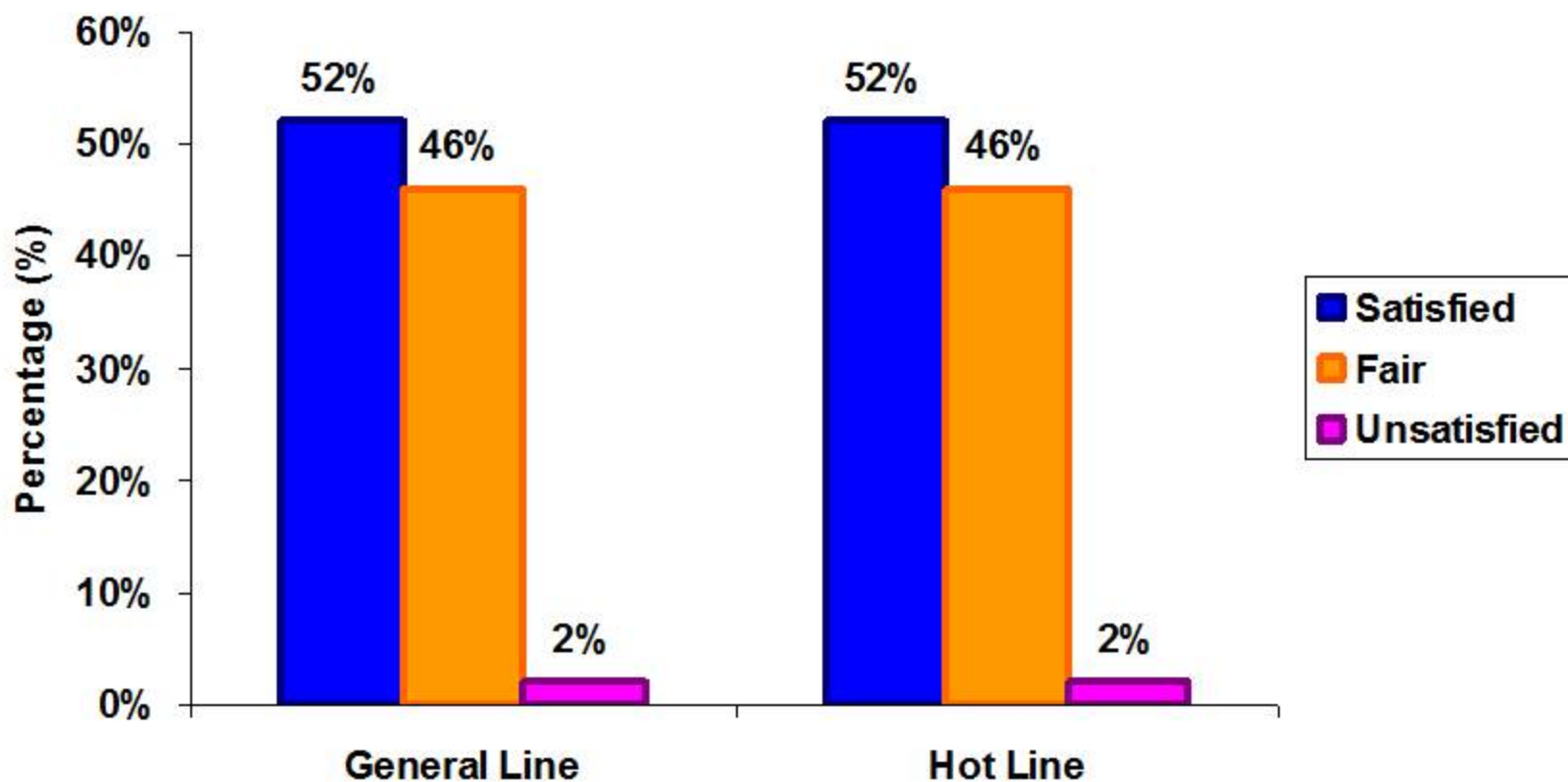8. The Customer Services provided at Sibu Water Board's counters, Jalan Salim, Sibu are:

Cashier: Satisfied 61%, Fair 37%, Unsatisfied 2%

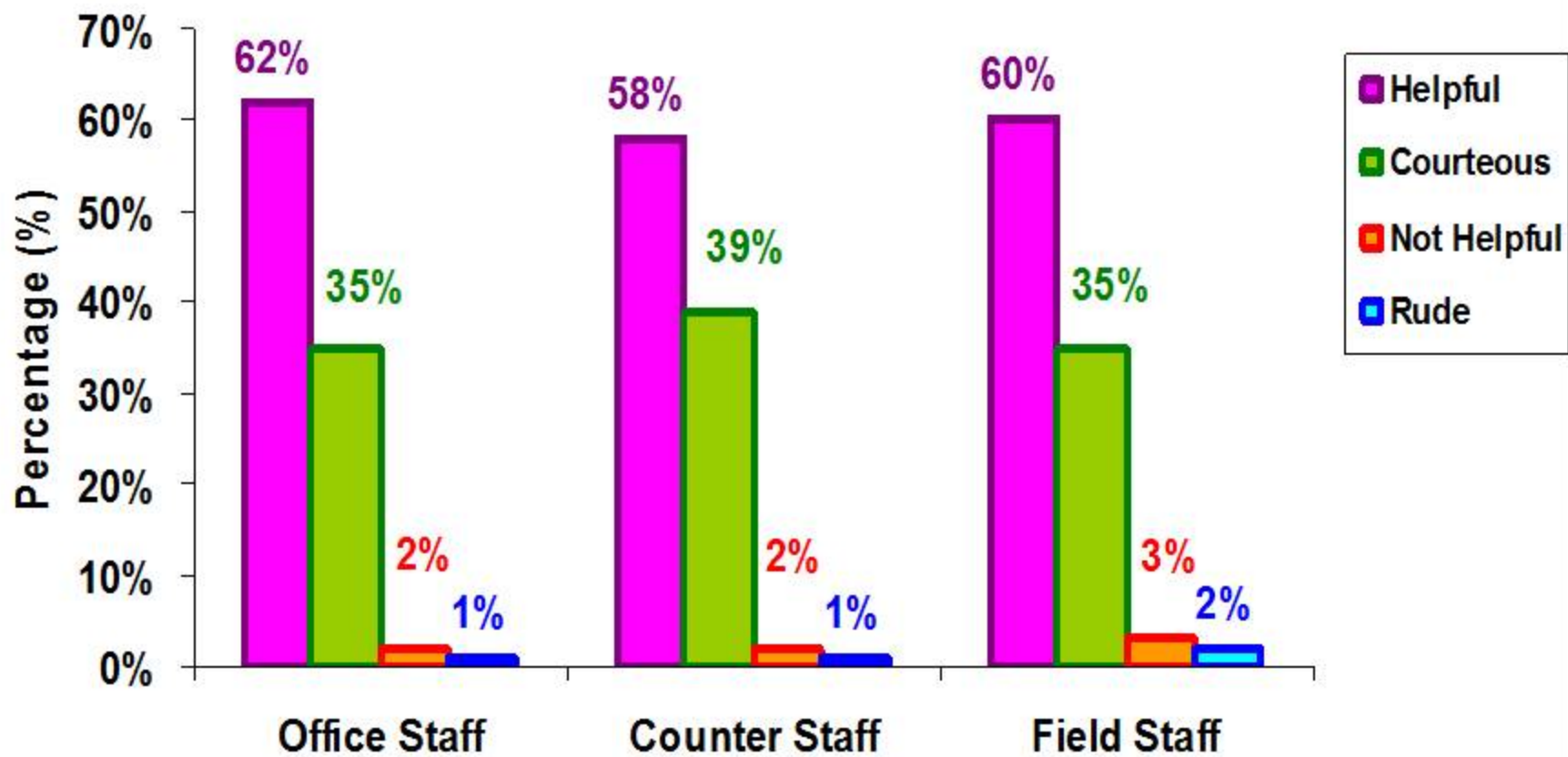Customer Service Counter: Satisfied 59%, Fair 39%, Unsatisfied 2%

Result-Customer Service

9. How do you find the performance of telephone receptionist of Sibu Water Board?
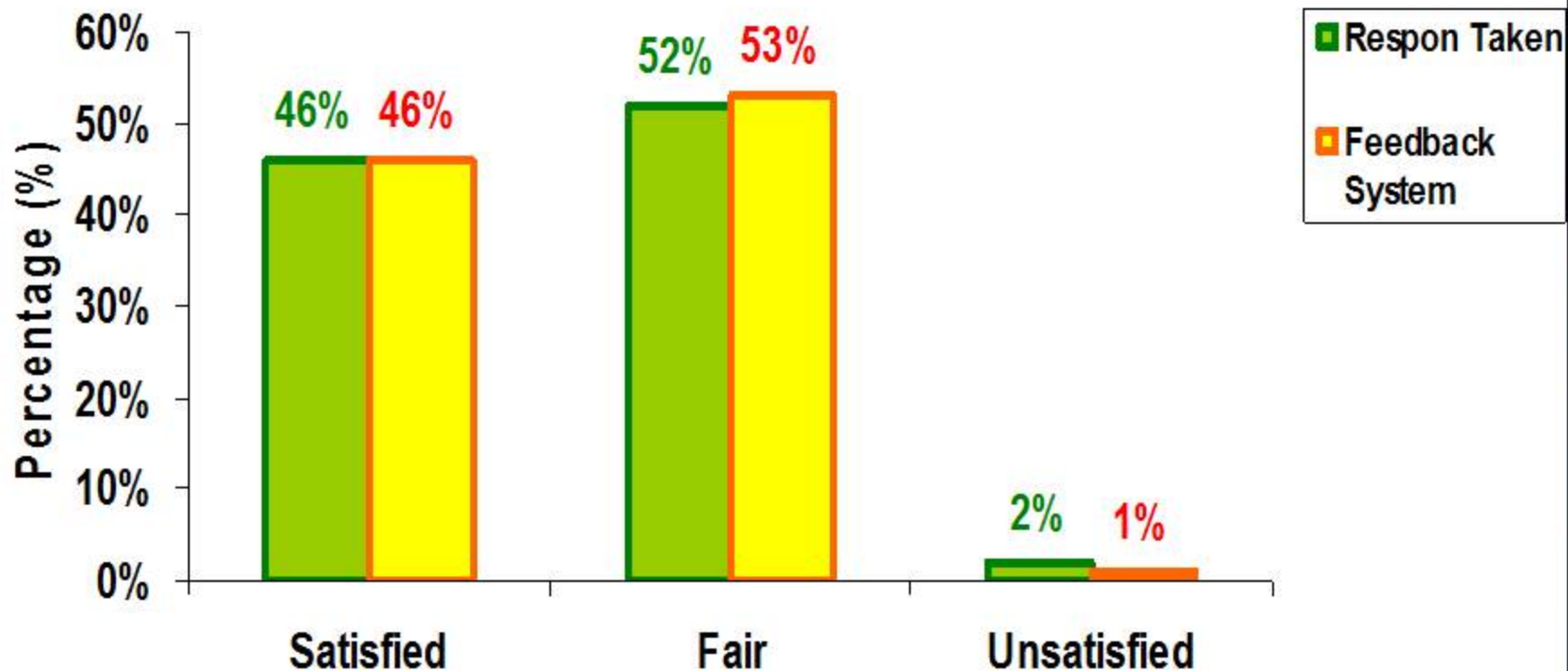
Result-Customer Service

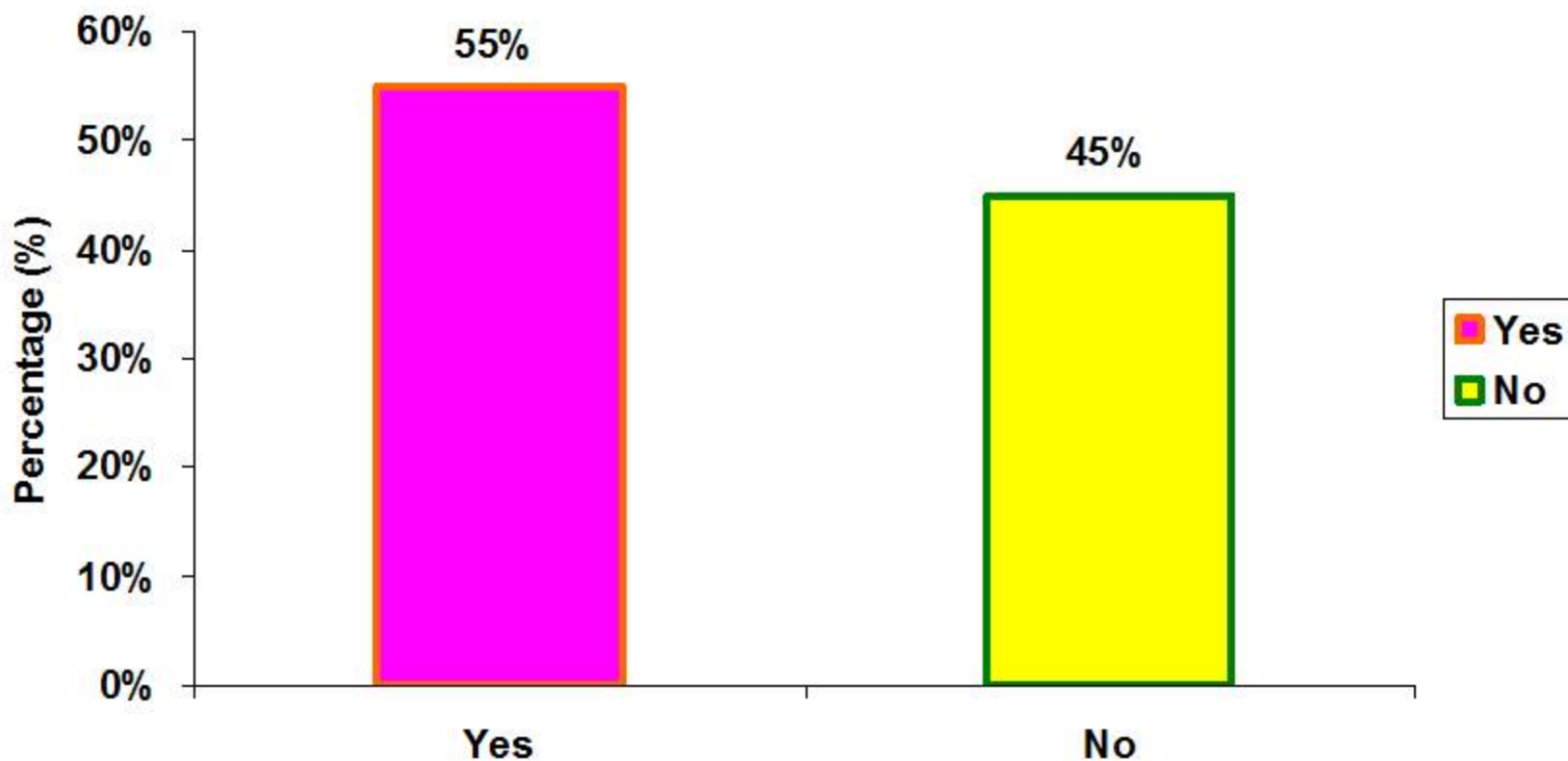10. How do you find the attitude of Sibu Water Board's staff?

Result-Customer Service

11. If you have made any complaint to SWB, how do you find the respond time and feedback system?

Legend:
- Respon Taken
- Feedback System

	Satisfied	Fair	Unsatisfied
Respon Taken	46%	52%	2%
Feedback System	46%	53%	1%

Percentage (%)

Result-General

12. Do you know that the customer is responsible for the damages or loss to the water meter?
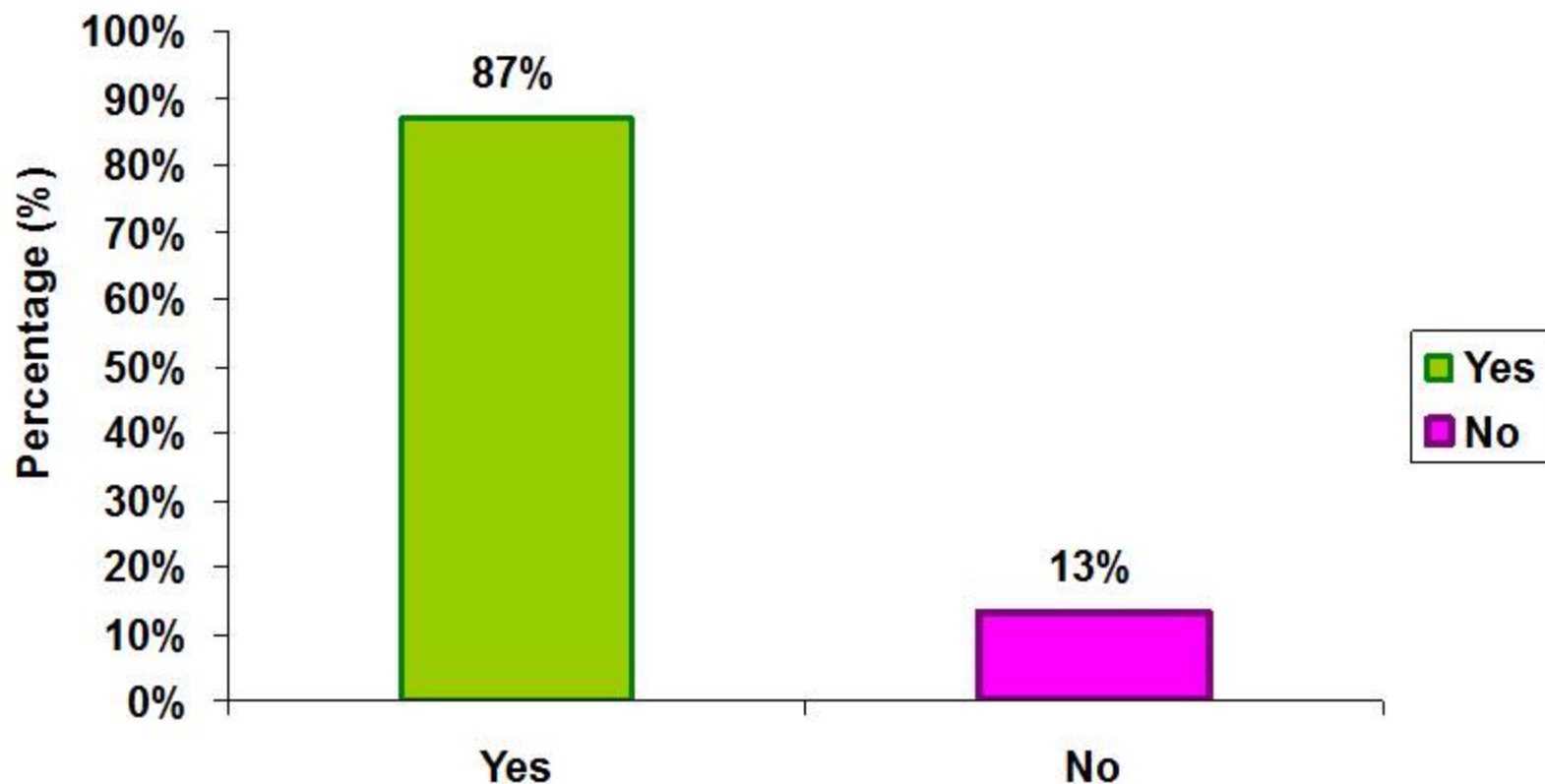
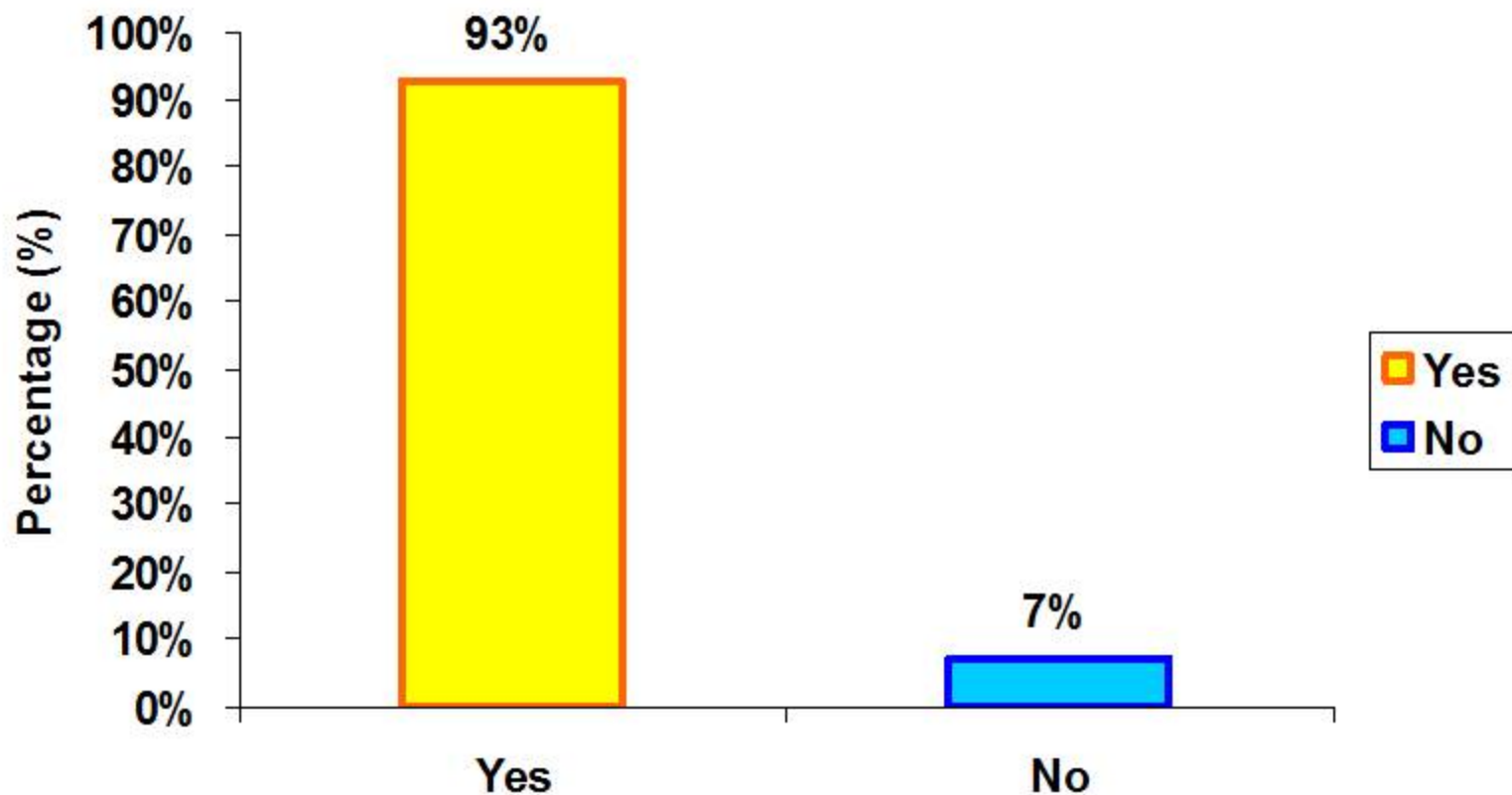**13. Do you observe sufficient warning and safety signages being displayed when SWB carries out excavation work at the site?**
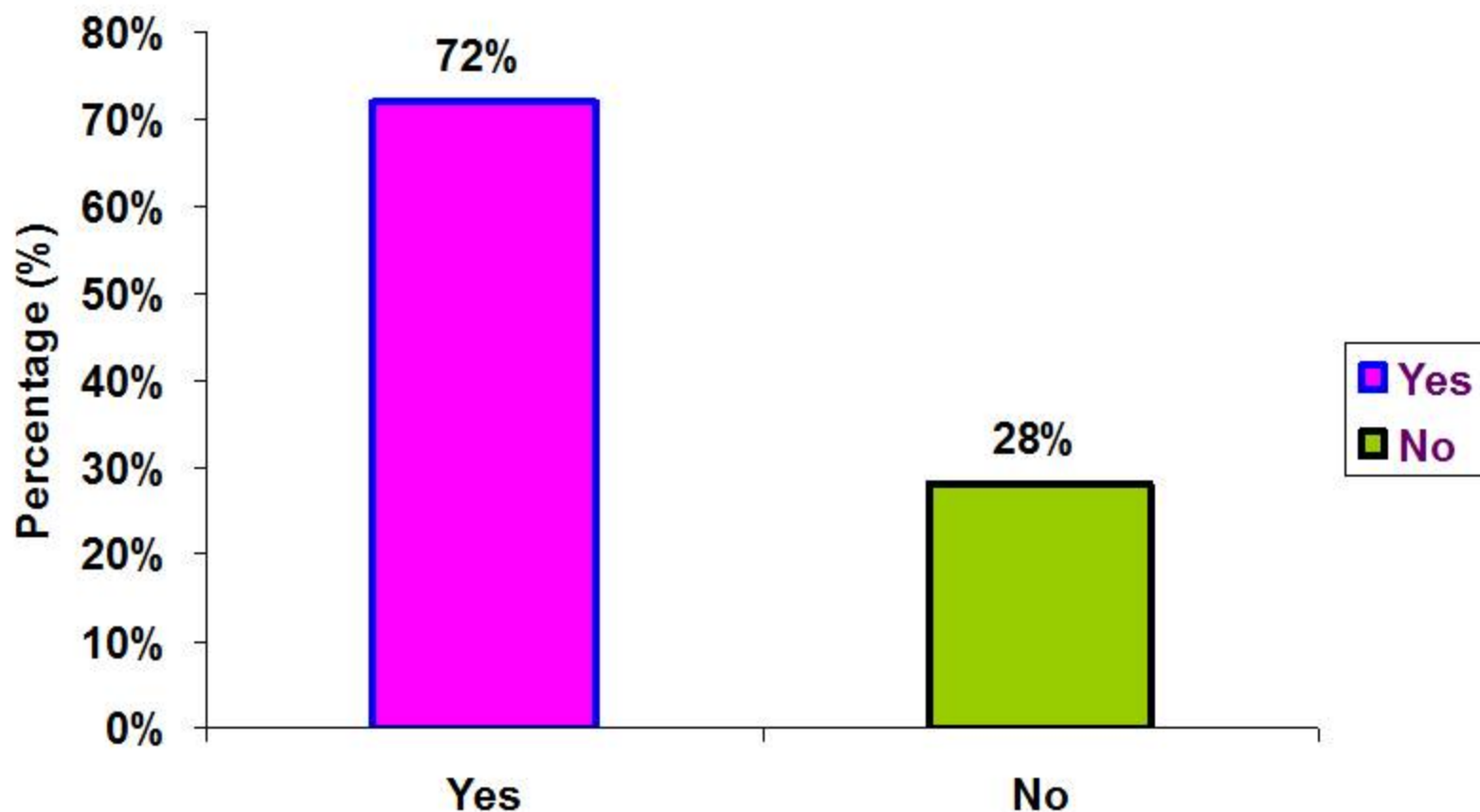
14. If you have engaged any licensed pipe fitter or plumber, are you happy with their services?
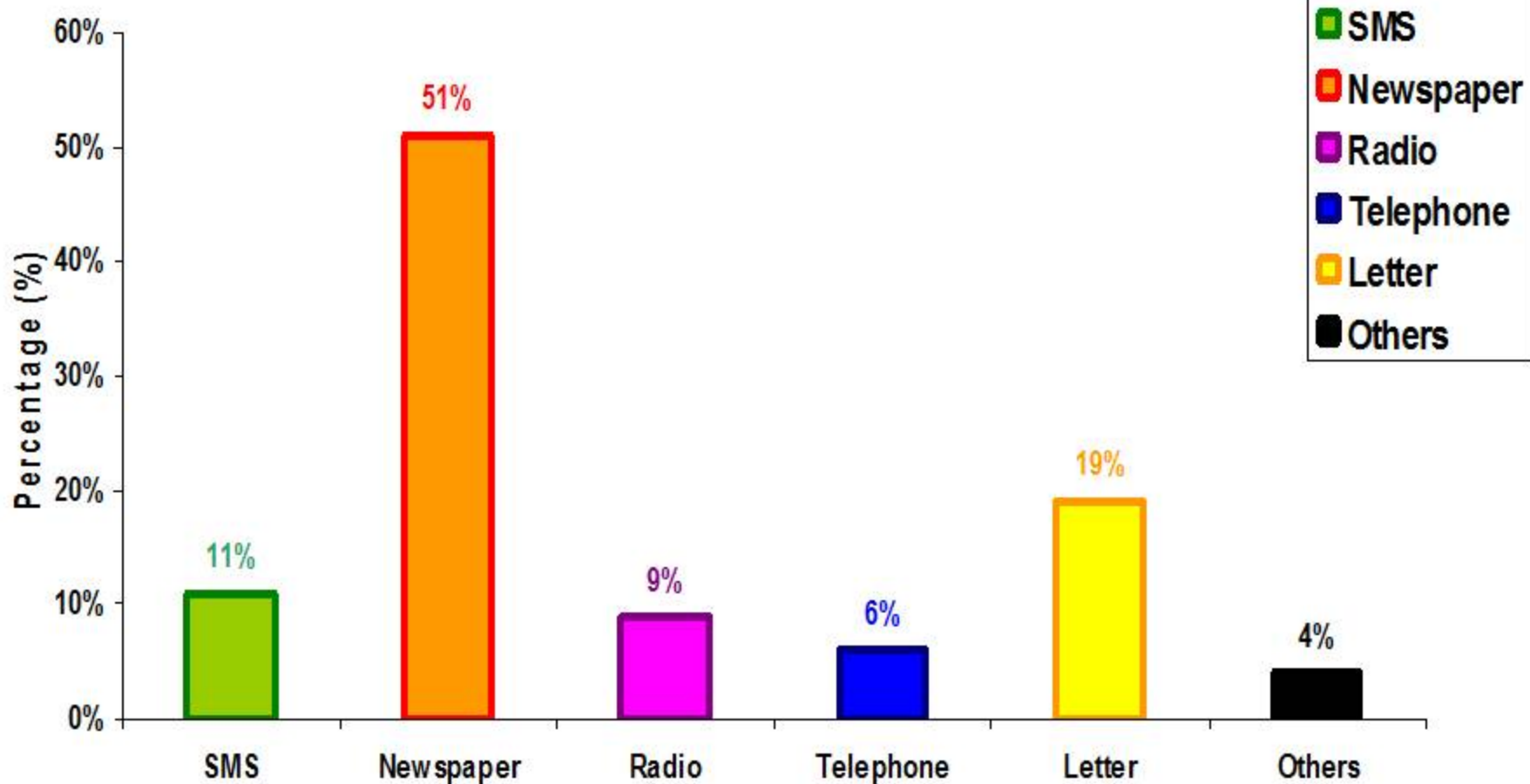
15. Are you informed in advance of any scheduled interruption of water supply at your area?

Result-General

If yes, please indicate through which media?
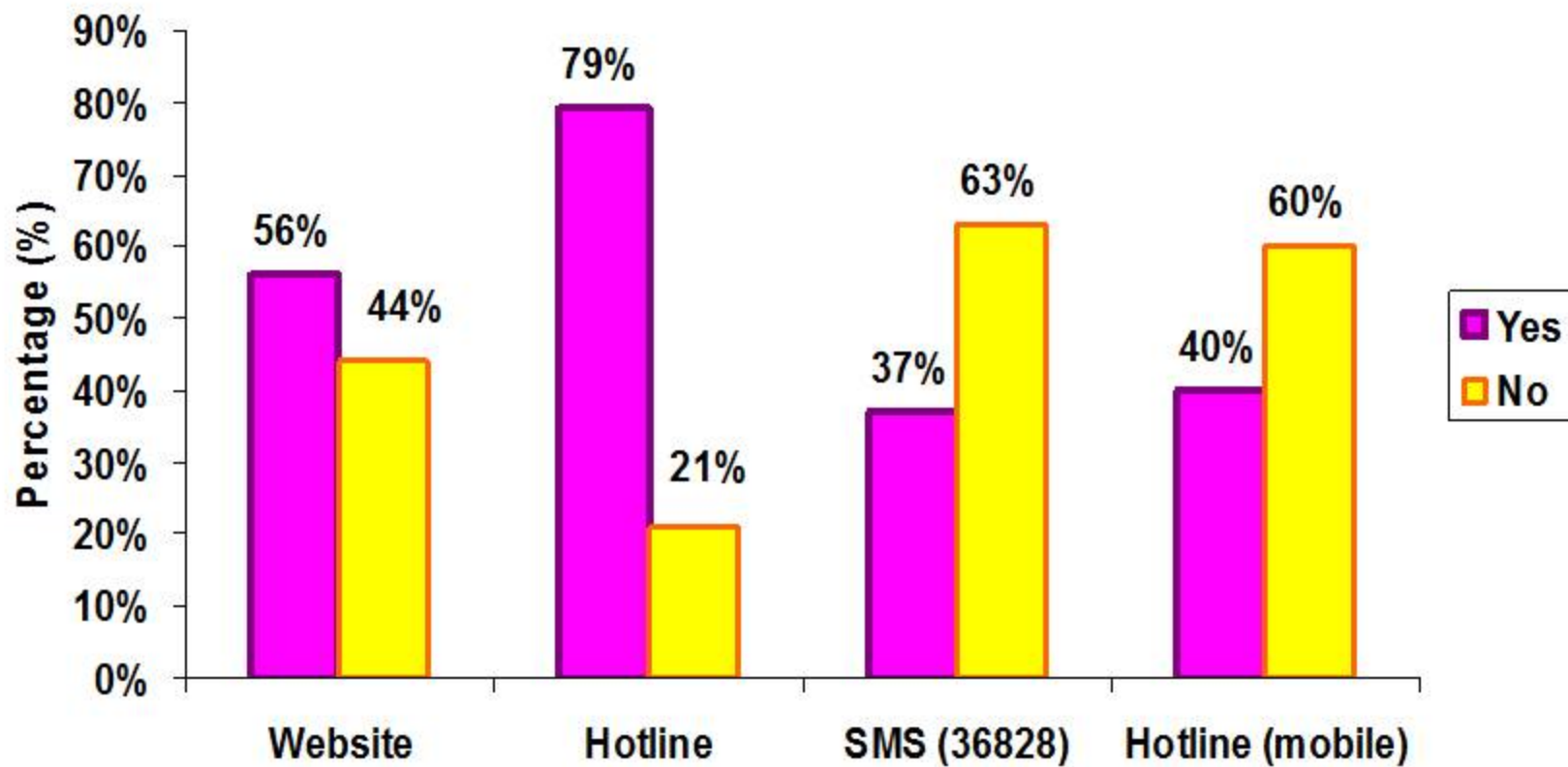
Legend:
- SMS
- Newspaper
- Radio
- Telephone
- Letter
- Others

- SMS: 11%
- Newspaper: 51%
- Radio: 9%
- Telephone: 6%
- Letter: 19%
- Others: 4%

Result-General

16. Are you aware of the existing of the following services provided by SWB?

Result-General

17. What are your views on the facilities available at the our office as follows?

Legend: ■ Satisfied ■ Fair ■ Unsatisfied

Parking Lots: Satisfied 57%, Fair 40%, Unsatisfied 3%
Public Toilets: Satisfied 49%, Fair 49%, Unsatisfied 2%
Canteen: Satisfied 40%, Fair 58%, Unsatisfied 2%
Landscaping: Satisfied 49%, Fair 50%, Unsatisfied 1%