

MSWD Announces Customer Survey & Statement Redesign

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Calling All Residents: Have Your Say in the Future of Your Monthly Water Statement!

Mission Springs Water District is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill experience. This initiative underscores our commitment to delivering exceptional service and engaging our valued community in shaping the future of our utility statements.

Starting April 25, 2024, customers of MSWD are invited to participate in this survey, which will run through Friday, May 24, 2024. The survey seeks to gather feedback from customers regarding their preferences, and suggestions for improving the current water statement format.

By sharing insights, customers can play a vital role in driving positive change and enhancing the overall customer experience.

"We believe that our customers are our greatest asset, and their input is essential in guiding our efforts to enhance our services," said Assistant General Manager Marion Champion. "This survey is an opportunity for residents to voice their opinions and help us design a statement that meets their needs and expectations."

The survey covers a wide range of topics, including:

- Clarity and readability of the current statement
- Understanding of charges and billing information
- The importance of graphs and visual representations of water use
- Request of feedback of what additional features or information customers would like to see on their statements to improve usefulness



Participation in the survey is simple and convenient. Residents can access the survey online through the MSWD website, the Customer Connect portal, or through the provided link in email communications. English and Spanish paper copies of the survey are also available upon request for those who prefer traditional methods.

"We understand that every voice matters, and we want to ensure that all customers have the opportunity to participate," added Champion. "Whether you're a long-time customer or new to the community, your feedback is invaluable in shaping the future of our District."

For more information or to access the survey, please visit www.mswd.org/survey or contact the District at 760-329-6448 extension 120.

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