



Republic of the Philippines  
**MARIVELES WATER DISTRICT**  
Mariveles, Bataan  
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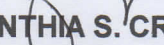
## SUMMARY OF CUSTOMER SURVEY SCORE (1ST HALF 2020)

	TOTAL NO. OF CONSUMERS	TOTAL POINTS	TOTAL POINTS SCORED	CSI	EQUIVALENT
January	181	3620	3578	98.84	Excellent
February	168	3360	3173	94.435	Excellent
March	81	1620	1558	96.173	Excellent
April	69	1380	1294	93.768	Excellent
May	65	1300	1206	92.769	Excellent
June	112	2240	2152	96.071	Excellent
TOTAL	676	13520	12961	95.865	Excellent
<b>AVERAGE CSI (1ST HALF)</b>		<b>95.87</b>		<b>Excellent</b>	

Prepared by:

**JEFFERSON NIMER**  
Util. Cust. Service Asst.

Noted by:

  
**CYNTHIA S. CRUZ**  
OIC - CSD




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## SUMMARY OF CUSTOMER SURVEY SCORE (2ND HALF 2020)

	TOTAL NO. OF CONSUMERS	TOTAL POINTS	TOTAL POINTS SCORED	CSI	EQUIVALENT
July	154	3080	2987	96.98	Excellent
August	72	1440	1380	95.83	Excellent
September	72	1440	1346	93.47	Excellent
October	91	1820	1743	95.77	Excellent
November	120	2400	2293	95.54	Excellent
December	379	7580	6901	91.04	Excellent
TOTAL	888	17760	16650	93.75	Excellent
<b>AVERAGE CSI (2nd HALF)</b>		<b>93.75</b>		<b>Excellent</b>	

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