

| 1 | | 2 | | | | 3 | | | | |
|----------------|--------------|---------------|---------------|---------------|--------------|----------------------------|---------------------------------|--|----------------------------------|--|
| Spokojný | Nespokojný | Telefonicky | Osobne | E-mail | Poštou | Kvalita vody, tlak vody... | Poruchy, Prerušená dodávka vody | Cena vodného a stočného, Fakturácia... | Zmluvy, Zmena majiteľa, záloh... | |
| 46 | 0 | 7 | 46 | 18 | 6 | 6 | 15 | 14 | 41 | |
| 59 | 0 | 10 | 39 | 6 | 8 | 12 | 15 | 15 | 29 | |
| 50 | 0 | 15 | 38 | 13 | 6 | 10 | 10 | 21 | 37 | |
| 28 | 0 | 7 | 27 | 11 | 2 | 8 | 11 | 16 | 25 | |
| 183 | 0 | 39 | 150 | 48 | 22 | 36 | 51 | 66 | 132 | |
| 100,00% | 0,00% | 15,06% | 57,92% | 18,53% | 8,49% | 12,63% | 17,89% | 23,16% | 46,32% | |

