

| 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... | |
| 13 | 0 | 2 | 5 | 3 | 3 | 0 | 2 | 1 | 10 | |
| 27 | 0 | 9 | 13 | 4 | 2 | 3 | 3 | 7 | 17 | |
| 19 | 0 | 3 | 6 | 6 | 5 | 1 | 1 | 2 | 16 | |
| 19 | 0 | 2 | 8 | 8 | 4 | 3 | 5 | 3 | 15 | |
| 78 | 0 | 16 | 32 | 21 | 14 | 7 | 11 | 13 | 58 | |
| 100,00% | 0,00% | 19,28% | 38,55% | 25,30% | 16,87% | 7,87% | 12,36% | 14,61% | 65,17% | |

