

| 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... | |
| 19 | 0 | 8 | 11 | 3 | 0 | 2 | 1 | 11 | 11 | |
| 27 | 0 | 5 | 18 | 8 | 1 | 6 | 9 | 20 | 11 | |
| 16 | 0 | 3 | 13 | 2 | 1 | 6 | 3 | 8 | 9 | |
| 43 | 0 | 12 | 43 | 18 | 12 | 26 | 23 | 35 | 42 | |
| 105 | 0 | 28 | 85 | 31 | 14 | 40 | 36 | 74 | 73 | |
| 100,00% | 0,00% | 17,72% | 53,80% | 19,62% | 8,86% | 17,94% | 16,14% | 33,18% | 32,74% | |

