

| 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... |  |
| 14             | 0            | 2             | 11            | 5             | 0            | 0                          | 0                               | 2                                      | 12                               |  |
| 10             | 0            | 1             | 10            | 2             | 0            | 6                          | 1                               | 2                                      | 4                                |  |
| 21             | 0            | 4             | 15            | 5             | 3            | 4                          | 4                               | 5                                      | 14                               |  |
| 10             | 0            | 3             | 9             | 1             | 0            | 4                          | 2                               | 3                                      | 8                                |  |
| <b>55</b>      | <b>0</b>     | <b>10</b>     | <b>45</b>     | <b>13</b>     | <b>3</b>     | <b>14</b>                  | <b>7</b>                        | <b>12</b>                              | <b>38</b>                        |  |
| <b>100,00%</b> | <b>0,00%</b> | <b>14,08%</b> | <b>63,38%</b> | <b>18,31%</b> | <b>4,23%</b> | <b>19,72%</b>              | <b>9,86%</b>                    | <b>16,90%</b>                          | <b>53,52%</b>                    |  |

