



FOR IMMEDIATE RELEASE

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(Canyon Lake, TX – May 30, 2023) —The Texas Water Company (formerly Canyon Lake Water Service) will conduct its mid-year Customer Satisfaction survey beginning May 30, 2023. This survey measures customer satisfaction levels and gains insight into customer expectations for water and wastewater service.

Great Blue Research, Inc., a professional survey and research company in Glastonbury, CT, will be conducting the survey.

Beginning with this survey, the Texas Water Company will no longer use a phone survey to gather customer feedback and comments and will instead use a digital-only survey format. Using a digital format will allow the survey to reach more customers while at the same time reducing costs. After the survey process begins, the survey will also be accessible anytime through a link on our website. Customers receiving the survey email will be in all counties where we operate, including Comal, Blanco, Hays, Travis, Kendall, Medina, and Bandera.

In the second half of 2023, the Texas Water Company will begin conducting short contact surveys to gather customer comments and feedback after interacting with a customer service representative or having work done by a Texas Water Company field service technician. Depending on the interaction, customers may receive an email to take the short survey or be provided a QR code to access the survey online from any device.

“Our vision is to provide world-class service to the customers and communities we serve. The customer satisfaction survey is a vital tool to measure our performance and gather input into how we conduct business,” said Larry Jackson, Director of Customer Service and Communications. “While taking a survey may seem time-consuming to customers, the knowledge we gain is invaluable to improve our service.”

If you have questions concerning the customer satisfaction survey, contact our customer service department at 830-312-4600 or by email at customerservice@txwaterco.com.

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About The Texas Water Company

SJWTX, dba The Texas Water Company, is a subsidiary of SJW Group, is a public water and wastewater utility providing service to approximately 75,000 people through over 26,000 connections in a service area comprising over 250 square miles in Comal, Blanco, Kendall, Bandera, Medina, Hays, and Travis counties