

| 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... |  |
| 9              | 0            | 2             | 9             | 1             | 0            | 0                          | 0                               | 3                                      | 8                                |  |
| 10             | 0            | 2             | 8             | 0             | 0            | 0                          | 0                               | 4                                      | 6                                |  |
| 10             | 0            | 2             | 7             | 2             | 0            | 2                          | 0                               | 1                                      | 7                                |  |
| 7              | 0            | 0             | 5             | 1             | 1            | 0                          | 0                               | 1                                      | 7                                |  |
| <b>36</b>      | <b>0</b>     | <b>6</b>      | <b>29</b>     | <b>4</b>      | <b>1</b>     | <b>2</b>                   | <b>0</b>                        | <b>9</b>                               | <b>28</b>                        |  |
| <b>100,00%</b> | <b>0,00%</b> | <b>15,00%</b> | <b>72,50%</b> | <b>10,00%</b> | <b>2,50%</b> | <b>5,13%</b>               | <b>0,00%</b>                    | <b>23,08%</b>                          | <b>71,79%</b>                    |  |

