



2023 Customer Experience Survey

Analysis of Responses and Recommended Actions

June 23, 2023



This report provides an analysis of the results and recommended actions based on responses from the 2023 Customer Survey. The survey was issued and made available to customers over a two-week period from May 5 through May 19, 2023. At the LVMWD Strategic Workshop on March 28, 2023, staff presented a draft of the questions or items that would be included in the survey and received feedback from the Board before it was finalized and distributed.

The survey uses the Likert scale method for most questions. “The Likert scale is a rating scale used to measure opinions, attitudes, or behaviors. It consists of a statement or a question, followed by a series of five or seven answer statements. Respondents choose the option that best corresponds with how they feel about the statement or question”. For this survey, most statements had the options of strongly agree, agree, unsure/don’t know, disagree or strongly disagree. The Likert scale is commonly used in surveys and typically provides a good indication of respondents’ views and opinions.

Staff utilized its website platform, Granicus, for access and submittal of surveys. The survey was advertised via print ads in the Acorn (May 4, 2023 issue) and LV Enterprise (May 11, 2023 issue). There was a mass e-notification sent to 18,155 e-mails that the District has on file. The e-mail open rate was 49.37% (8,964). It was also accessible from the website homepage at LVWMD.com. There were 563 responses out of 1,222 views. The average time filling out the survey was 3 minutes and 39 seconds.

Based on generally accepted standards for statistical analysis, the 563 responses out of approximately 21,000 water service accounts, equates to a 95% confidence level in the results of the survey with a margin of error of +/- 4.1%. This means that there is a relatively high level of confidence that the results accurately reflect the views and opinions of all 21,000

customers. For example, if 50% of survey respondents strongly agree with a particular statement, the actual percentage for all 21,000 customers (if they were to all respond to the same survey statement) is somewhere between 45.9% to 54.1%.

The analysis summarized in this report and recommended actions are intended to provide guidance to staff and the Board of Directors in establishing work and budgetary priorities. LVMWD’s key objectives are outlined in the LVMWD Strategic Plan – Objective No. 7 - *Keep customers, city officials and other stakeholders well-informed and provide new/improved customer tools to enhance service delivery*². Some of the statements in the survey also support other objectives in the Strategic Plan, such as providing water reliability. Providing a high level of customer satisfaction is also one of several key standards highlighted in the Strategic Plan and includes:

- Accurate and Timely Water Use Data and Billing
- Easy to Pay Bill, View Water Usage in Near Real-Time
- Solve Problems
- Employ Technology to Improve Services
- Solicit Feedback and Meet Customer Expectations

Not all of the Key Standards were addressed with the survey – only items that staff deemed more critical. One of the objectives in developing the survey was to keep it relatively short, otherwise customers would be less inclined to take the time to fill out the survey.

After receiving results, staff evaluated the results and compiled an analysis of responses and recommended actions for each topic area as outlined in this report. The following items correspond with each of the survey questions and responses, which are provided in the Appendix.

Item #1: Future Surveys

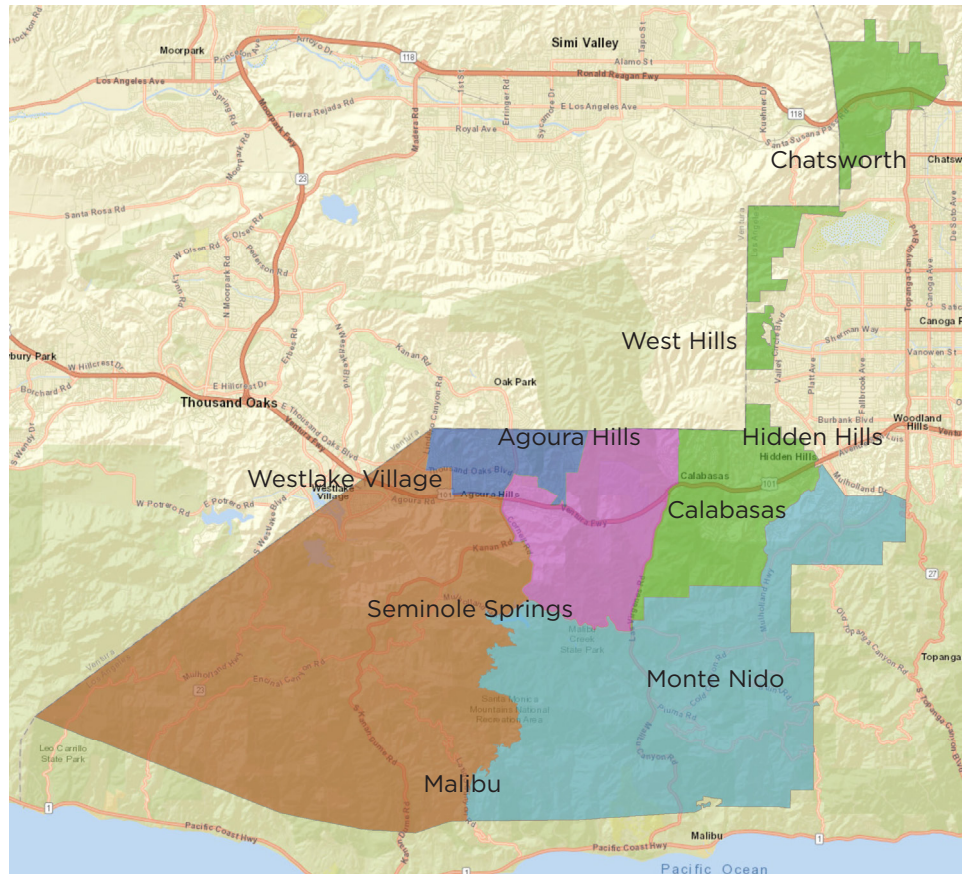
Respondents were given the option of providing their e-mail address if they were interested in participating in future surveys. 98 out of 563 respondents provided their e-mails. The e-mail addresses have been saved and will be utilized for future surveys but will not preclude other customers from participating in future surveys as well.

Item #2: Respondents' Place of Residence within the Service Area

Statement: *I am from:*

Response Analysis: The percentage of respondents from each geographical area are on par with the percentage of the total population within the District's service area with exception of unincorporated areas, which is underrepresented in the survey.

Recommended Action: For the next survey, conduct additional outreach efforts to solicit responses from customers that live within unincorporated areas. Contact homeowners associations and collaborate with the Las Virgenes Homeowners Federation to have them advertise the survey using their list of contacts.



Item #3: Staff's Professionalism and Responsiveness

Statement: *District staff has been courteous, knowledgeable, and responsive in assisting me with questions or issues when I've had contact with them in-person or by telephone.*

Response Analysis: The majority of customers (59%) strongly agree or agree with the statement, with a large percentage of customers unsure, likely because they have not needed to or were not required to interact with District staff, or they were able to address their needs (i.e., obtaining information) via the website. Only about 10% of customers disagree or strongly disagree with the statement.

Recommended Action: Congratulate and recognize staff on a regular basis for their professionalism and responsiveness, reinforce status quo of being courteous, knowledgeable, and responsive to assisting customers.

Item #4: Accuracy of Water/Sewer Bills

Statement: *My water/sewer bills have been accurate*

Response Analysis: 56% of customers feel that their water bills are accurate and another 34% are not sure or don't know if they are accurate. The 34% figure could represent the number of customers that trust that their bills are accurate (that the District is not overbilling) and that they simply have not taken the time to research the accuracy. Only 11% of customers don't feel or believe their water bills are accurate.

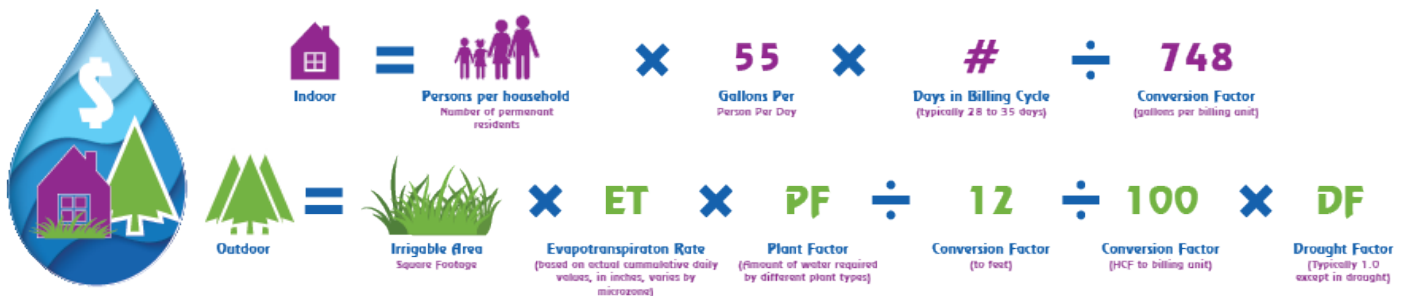
Recommended Action: Place a lower priority on changes to bills, bill appearance, information on the bills or how bills are processed. Consider and implement enhancements when feasible. Reassess in a future survey.

Item #5: Understandability of Water/Sewer Bills

Statement: *My water/sewer bills have been understandable.*

Response Analysis: 67% of customers agree or strongly agree that their water bills are understandable. 14% are not sure or don't know, presumably because they trust that the water bill is accurate and don't take the time to try and understand the amount of the bill or how the bill is calculated (reinforces Item #4). 20% of respondents indicate that they don't understand their bill to some degree.

Recommended Action: Place a lower priority on changes to bills, bill appearance, information on the bills or how bills are processed. Consider and implement enhancements when feasible. Reassess in a future survey.



Item #6: Understandability of Water Budgets and How to be Efficient with Water Use

Statement: *I understand how water budgets work and some of the things I can do to stay within my water budget.*

Response Analysis: 66% of customers indicate they know how water budgets work. 15% are not certain how they work. 19% don't know how water budgets work to some degree. From a separate analysis, 88.3% of customers were within their water budget during the month of March, 89.4% in April, and 95.4% in May of 2023. These high percentages indicate that customers generally know how to stay within their water budgets and have utilized the tools made available to them to stay within their water budgets.

Recommended Action: In order to reach the small percentage of customers that struggle to stay within their water budgets or don't know how they work, provide a workshop on "Water Budgets 101" (advertise via e-mail notification and bill inserts), create a podcast on water budgets and how they work, and provide the link to customers for the animated video on water budgets. Continue incorporating water budget information in outreach efforts.

Item #7: Awareness of Pure Water Project



Statement: I am aware and have at least some knowledge of the Pure Water Project Las Virgenes – Triunfo, which will consist of treating recycled wastewater to drinking water standards and will provide a new source of reliable and high-quality water to the region.

Response Analysis: While 45% of customers are aware of the Pure Water Project to some degree, 55% are not aware of the project to varying degrees or were not sure. This indicates that continued outreach efforts are needed. Based on other survey responses, other means to educate customers about the Pure Water Project is required, recognizing there is a lot of “noise” and obstacles to informing customers about the project (the war in Ukraine, drought, COVID, high inflation, housing crises, etc.).

Recommended Action: Provide more information to customers about the Pure Water Project with their bills and via e-mails and rely less on news articles, op-eds, special events, print ads, and social media in response to Item #10. Place more emphasis on other innovative means to disseminate information (i.e., the Pure Water Podcast series and the use of digital advertising via AdTaxi).

Item #8: Awareness and Access to Drought Information

Statement: During the height of the drought, I received an adequate amount of information or at least knew where to find information on watering restrictions, ways to save water, and rebate programs.

Response Analysis: 74% either strongly agreed or agreed, indicating that a strong majority of customers received or knew where to get information related to the drought. Only 18% of customers indicated that they didn’t get enough information or did not know how to get drought-related information. The high percentage of customers that agreed with this statement indicates that the development and implementation of the Strategic Communication Plan for Drought Messaging was highly successful³.

Recommended Action: No major changes to how we communicate to customers during the next drought but consider the use of a podcast series. Consider relying on more bill inserts and e-mail notifications.

Item #9: Preferred Maximum Frequency for Receiving Text Messages

Statement: The most I’d like to get useful information from the District via text is...

Response Analysis: The largest percentage (35%) of respondents prefer to only get texts for emergencies. However 34% indicate that a text once a month is okay. Only 2% indicated that a text every day is okay.

Recommended Action: Continue with current protocol and only send mass texts for emergencies that affect any given customer. However, explore the cost/benefit of developing a system to send texts monthly to customers that “opt-in”, notifying them of their water bill and providing a link to access their bill and other information. Make it easy to opt-out. Keep emergency Everbridge communications via text separate from all other text communications to minimize blocking of Everbridge communications.

Item #10: Preferred Means of Receiving Information

Statement: *I prefer to get useful information from the District by..*

Response Analysis: 64% of customers prefer getting their information via e-mail notification. 22% prefer getting information with their monthly bills (electronic or hard mail). Only 13% want to get information via text. Less than 1% of customers want to get their information via social media or from the newspaper.

Recommended Action: Same as Item #8. Staff will focus more on e-mails and information that can be included with bills. Newspaper ads and social media are still important but there can be less focus and less expenditure in these areas.

Item #11: Acceptance of Flow Restrictor Program

Statement: *Flow restriction devices should be installed for customers that routinely exceed their water budget by twice the amount and have been given several opportunities to be more efficient with their water use.*

Response Analysis: 60% of customers support the use of flow restriction devices to some degree. 24% of customers do not support the program to some degree with another 16% not sure where they stand on it. An unknown percentage of customers may be supportive or more supportive if they know that the District does not abuse the program (e.g., use on the worst offenders, after ample warnings, etc.).

Recommended Action: Continue with the flow restrictor program but ensure that customers are provided with ample warnings, opportunities to become more efficient with their water use, etc. Don't abuse the program.



Cason Gilmer, a senior field customer service representative for the Las Virgenes Municipal Water District, holds a water flow restrictor device he designed. It will be used to reduce water flow to customers who repeatedly exceed water usage. (Mel Melcon / Los Angeles Times)

Item #12: Overall Customer Service Satisfaction Rating

Statement: *On a scale from 1-5, with 5 being the highest level of satisfaction, how would you rate your overall customer satisfaction with your water/sewer service?*

Response Analysis: 27% of customers gave the highest rating of 5 on a scale from 1 to 5. 35% gave a rating of 4. The weighted average rating is 3.6 out of 5, which is considered very good.

Recommended Action: Take actions as outlined in this report. Provide a follow-up survey in 24 months to see if the actions made a difference in achieving a hire rating.



Item #13: Areas needing most Improvement / Highest Importance

Statement: *My top choice for one area that I feel needs the most improvement from the District for me to provide a higher rating is...*

Response Analysis: 52% of customers place the highest emphasis on keeping water and sewer rates low. 21% of customers rank the need for a more reliable water supply as the highest priority. Only 12% of customers place priority on being more transparent. Less than 8% of customers ranked making it easier to reach staff for questions as their priority. Less than 8% ranked doing a better job at explaining water budgets as a priority. The response to this question highlights that the District is on the right path with placing a high priority and dedicating resources to the Pure Water Project, projects that connect the District with other MWD supplies, and projects that address aging infrastructure (i.e. pipeline replacements). Additional efforts to further enhance transparency, explaining water budgets, and making it easier to access staff are a lower priority.

Recommended Action: Focus on water supply reliability and keeping costs down to the greatest extent possible. Given that rate increases are inevitable, begin escalating efforts to educate customers on the value of water, the expenses associated with delivering water and making water supply/delivery more reliable. Continue with efforts to get grants and low-interest loans to help pay for the Pure Water Project and other capital projects. Identify business practices that can be modernized and made more efficient (i.e., the deployment and full utilization of Smart Meters) to reduce costs and save money for customers. Deploy technology such as solar panels that reduce energy costs. Ensure that staffing levels and the organizational structure are optimal (right sized). Minimize inefficiencies related to high staff turnover, loss of institutional knowledge, hiring practices, etc.

Item #14: Additional Comments

Question: Is there anything else you'd like to share with us that can help us to improve the service we provide?

Response Analysis: There were 210 responses to this question. Most responses included multiple comments. The Appendix provides a list of all comments received. The analysis included assigning one more of the following categories to each response (the number in the parenthesis is the number of comments associated with each category):

- **Charges/Costs (35)**
- **Water Quality (5)**
- **Billing (23)**
- **Water Budget (40)**
- **Water Reliability/Resilience (34)**
- **Professionalism/Responsiveness (30)**
- **Flow Restrictor (11)**
- **Miscellaneous (36)**
- **Outreach (20)**
- **Accessibility/Information (45)**
- **Transparency (4)**
- **Positive Comment (27)**
- **Drought/Conservation (43)**
- **Fairness/Equity (42)**
- **Landscape Transformation (17)**

It should be noted that only 210 of the 563 survey respondents provided additional comments under this item. 353 respondents did not provide additional comments. In general, most comments were negative or critical of the District; however, there were 27 positive comments. One assumption is that customers may have been less likely to provide additional comments if their feedback with the previous survey questions was generally positive. This is reinforced by the fact that the overall customer satisfaction rating equated to 3.6 out of 5. Regardless, the comments provide good insight into what customers' attitudes, opinions and behaviors – at least the customers that likely provided lower ratings on the previous items in the survey.

The categories where customers were most critical were with Accessibility/Information (45), followed by Drought/Conservation (43) and Fairness/Equity (42). The comments provide valuable insight that will be helpful in managing the next drought. In reviewing the comments, most of these customers were frustrated with getting through the phones to talk to a customer service representative during the drought, did not believe that the District was being fair and consistent with the enforcement of water restrictions, or had other complaints about how the drought and water conservation mandates were being handled. One takeaway from the comments under these categories is the need to upgrade the phone system (e.g., to include a call back feature), which has since been approved by the Board and scheduled to be in place before August, 2023.

40 comments were associated with the Water Budget category. Although Item #6 of the survey suggests that the majority of customers understand how water budgets work, they may not necessarily agree with their water budget or they feel the water budget may not be fair. Based on the comments, there is an opportunity to make additional efforts to make sure customers are aware of how they can apply for and receive an additional allowance based on their needs. There may also be a benefit in providing more education on how water budgets work so that customers can better understand how the water budget system is, in fact, fairer than any other type of system for water rates and charges. The comments also reminded staff that customers who installed artificial turf need to have their water budgets adjusted down. This will be another task that staff will undertake in the near future.

Not surprisingly, based on responses to Item #13, customers were critical of costs and charges for service. There were 35 comments in the Charges/Costs category. Also reinforcing the responses to Item #13, there were 34 comments that were critical of Water Reliability/Resilience, or lack thereof. These comments reinforce the need for the District to be cost-conscious and to pursue the recommended actions outlined under Item #13, including the continued pursuit of the Pure Water Project and better connectivity with Metropolitan's water system.

There were 30 comments associated with Professionalism/Responsiveness. Most were critical, but 7 were complimentary of staff. The comments received reinforce the importance of remaining professional, whether in-person, on the phone or in writing. But it also calls attention to making sure there is follow-through – that customers’ requests and inquiries are being adequately addressed and that they don’t “fall through the cracks”. Staff will be investigating ways to make enhancements, which could include applying more robust quality control measures to ensure that customers’ needs are being met to the greatest extent possible.

There were fewer comments associated with Billing (23) and Landscape Transformation (17). All of the comments associated with Billing were critical. Staff will be exploring opportunities to make improvements in this category, such as giving customers the option to receive bill notifications via text. For comments associated with landscape transformation, there is frustration regarding the use of artificial turf and similar types of comments. The comments provided in this category will help establish and further enhance standards and messaging as part of the Landscape Transformation Program.

20 comments were associated with Outreach. Most of these comments indicated that there was not enough outreach during the drought or with other initiatives. However, Item #8 of the survey indicates otherwise. On the other hand, Item #7 of the survey indicates that only 45% of customers are even aware of the Pure Water Project. The comments reinforce the analysis and recommended actions outlined in this report, specifically under Items #9 and #10.

The fewest number of comments were associated with Flow Restrictor (11), Water Quality (5), and Transparency (4). The low number of comments in these categories suggests that these are areas that are not a priority to focus resources for the purpose of making improvements. The low number of comments associated with the flow restrictor program reinforces the response to Item #11 of the survey – that customers are generally in favor of or impartial to the program. A sense of poor water quality or lack of transparency do not appear to be a major issue either.

There were also 36 comments that fell into the Miscellaneous category. This was the case if a particular comment did not fit into any of the other categories. For example, a pressure surge that caused a water heater to break. Of the 36 miscellaneous comments, 3 were positive in nature.

Recommended Action: Share responses with staff and the Board of Directors, take steps to ensure that customers are being responded to and develop additional protocol so that there is follow-up with customer inquiries and requests for information, modify outreach efforts as recommended in this report (more e-mail notifications and bill inserts and less print ads), provide more education on how water budgets work and how customers can qualify for an adjustment, and focus outreach on what the District is doing to make water supply more reliable and actions to achieve its mission – “Dedicated to providing high-quality, reliable water service in a cost-effective and environmentally sensitive manner”²

Citations

1. Bhandari, Pritha and Nikolopoulou, Kassiani. “What is a Likert Scale | Guide & Examples”. Scribbr. June 22, 2023. Accessed June 27, 2023.
<https://www.scribbr.com/methodology/likertscale/#:-:text=A%20Likert%20scale%20is%20a,about%20the%20statement%20or%20question.>
2. LVMWD staff and Board Members, as listed p.19. “Strategic Plan”. Las Virgenes Municipal Water District. April 2022. Accessed June 27, 2023.
<https://www.lvmwd.com/home/showpublisheddocument/8059/638012423646800000>
3. McNutt, Mike and LVMWD Public Affairs Division. “2023 Strategic Communications Plan – Drought Messaging”. Las Virgenes Municipal Water District. January 2023. Accessed June 27, 2023.
<https://www.lvmwd.com/home/showpublisheddocument/14379/638116359467030000>

APPENDIX

2023 Customer Survey Responses

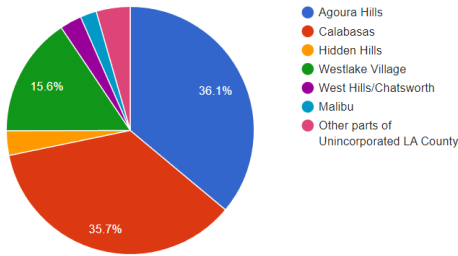
2023 Customer Survey Comments (Item #14 - Additional Comments)



Customer Survey Response

I am from :

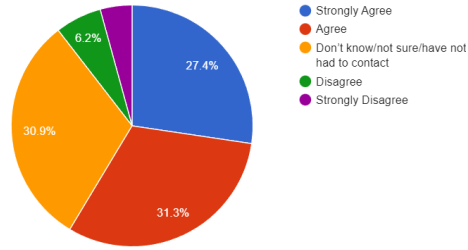
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ANSWER CHOICES	RESPONSES
Agoura Hills	36.06% 203
Catalabas	35.70% 201
Hidden Hills	3.20% 18
Vestlake Village	15.63% 88
Vest Hills/Chatsworth	2.84% 16
Malibu	2.13% 12
Other parts of Unincorporated LA County	4.44% 25
TOTAL	563

3. District staff has been courteous, knowledgeable, and responsive in assisting me with questions or issues when I've had contact with them in-person or by telephone (check only one that most closely reflects your opinion).

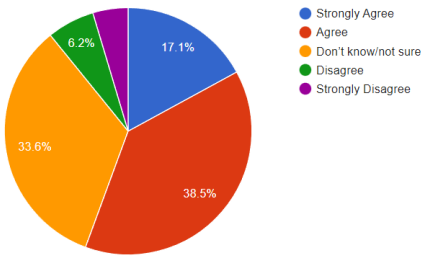
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ANSWER CHOICES	RESPONSES
Strongly Agree	27.35% 154
Agree	31.26% 176
Don't know/not sure/have not had to contact	30.91% 174
Disagree	6.22% 35
Strongly Disagree	4.26% 24
TOTAL	563

My water/sewer bills have been accurate (check only one that most closely reflects your opinion).

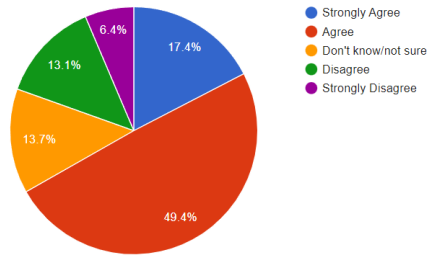
Answered: 563 Skipped: 0 Left Blank: 0



ANSWER CHOICES	RESPONSES
Strongly Agree	17.05% 96
Agree	38.54% 217
Don't know/not sure	33.57% 189
Disagree	6.22% 35
Strongly Disagree	4.62% 26
TOTAL	563

My water/sewer bills have been understandable (check only one that most closely reflects your opinion).

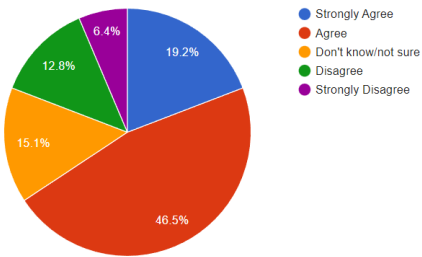
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ANSWER CHOICES	RESPONSES
Strongly Agree	17.41% 98
Agree	49.38% 278
Don't know/not sure	13.68% 77
Disagree	13.14% 74
Strongly Disagree	6.39% 36
TOTAL	563

I understand how water budgets work and some of the things I can do to stay within my water budget (check only one that most closely reflects your opinion).

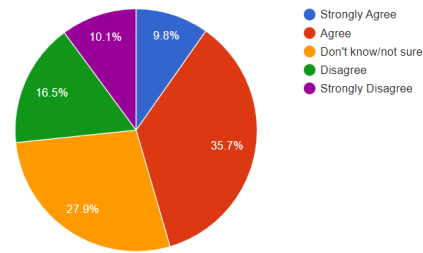
Answered: 563 Skipped: 0 Left Blank: 0



ANSWER CHOICES	RESPONSES
Strongly Agree	19.18% 108
Agree	46.54% 262
Don't know/not sure	15.10% 85
Disagree	12.79% 72
Strongly Disagree	6.39% 36
TOTAL	563

I am aware and have at least some knowledge of the Pure Water Project Las Virgenes – Truninfo, which consist of treating recycled wastewater to drinking water standards and will provide a new source of reliable and high quality water to the region.

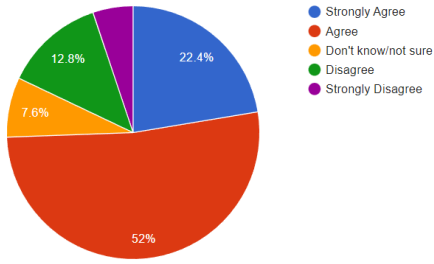
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ANSWER CHOICES	RESPONSES
Strongly Agree	9.77% 55
Agree	35.70% 201
Don't know/not sure	27.89% 157
Disagree	16.52% 93
Strongly Disagree	10.12% 57
TOTAL	563

During the height of the drought, I received an adequate amount of information or at least knew where to find information on watering restrictions, ways to save water, and rebate programs (check only one that most closely reflects your opinion).

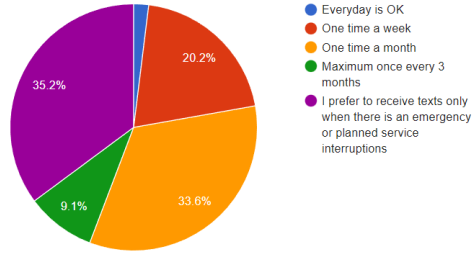
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ANSWER CHOICES	RESPONSES	
Strongly Agree	22.38%	126
Agree	52.04%	293
Don't know/not sure	7.64%	43
Disagree	12.79%	72
Strongly Disagree	5.15%	29
TOTAL		563

9. How often would you like to receive texts from the District with useful information?

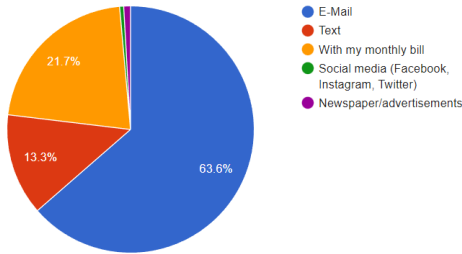
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ANSWER CHOICES	RESPONSES	
Everyday is OK	1.95%	1
One time a week	20.25%	11
One time a month	33.57%	19
Maximum once every 3 months	9.06%	5
I prefer to receive texts only when there is an emergency or planned service interruptions	35.17%	19
TOTAL		56

10. I prefer to get useful information from the District by (check only one that most closely reflects your top preference)

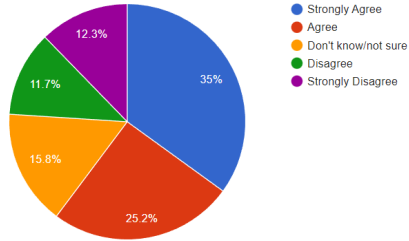
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ANSWER CHOICES	RESPONSES	
E-Mail	63.59%	358
Text	13.32%	75
With my monthly bill	21.67%	122
Social media (Facebook, Instagram, Twitter)	0.53%	3
Newspaper/advertisements	0.89%	5
TOTAL		563

11. Flow restriction devices should be installed for customers that routinely exceed their water budget by twice the amount and have been given several opportunities to be more efficient with their water use (check only one that most closely reflects your opinion).

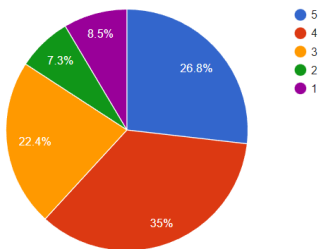
Answered: 563 Skipped: 0 Left Blank: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.99%	197
Agree	25.22%	142
Don't know/not sure	15.81%	89
Disagree	11.72%	66
Strongly Disagree	12.26%	69
TOTAL		563

12. On a scale from 1-5, with 5 being the highest level of satisfaction, how would you rate your overall customer satisfaction with your water/sewer service?

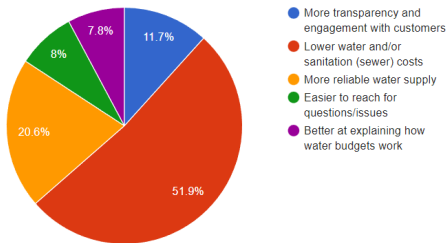
Answered: 563 Skipped: 0 Left Blank: 0



ANSWER CHOICES	RESPONSES	
5	26.82%	151
4	34.99%	197
3	22.38%	126
2	7.28%	41
1	8.53%	48
TOTAL		563

13. My top choice for one area that I feel needs the most improvement from the District for me to provide a higher rating is: (check the one that most closely reflects your opinion).

Answered: 563 Skipped: 0 Left Blank: 0



ANSWER CHOICES	RESPONSES	
More transparency and engagement with customers	11.72%	66
Lower water and/or sanitation (sewer) costs	51.87%	292
More reliable water supply	20.60%	116
Easier to reach for questions/issues	7.99%	45
Better at explaining how water budgets work	7.82%	44
TOTAL		563

Customer Survey Comments (Item #14 - Additional Comments)

Is there anything else you'd like to share with us that can help us to improve the service we provide?	Charges/ Costs	Water Quality	Billing	Water Budget
Thanks for the free Rachio.				
Please buy the L.A. Dept of Water and Power and dismantle it. You surpass that company in nearly every way.				
We attended the May 6 Native Plant Gardening workshop. Antonio and the LVM-WD staff were so knowledgeable, pleasant, and professional, and seemed genuinely happy to share info/techniques and to answer any questions. Thank you for offering this free program.				
After this record rain, restrictions should have been pulled back. Very hard sometimes to reach a live person to ask questions. In person, your people have been very professional and helpful. Easier access to "live" people.				
Water budgets are confusing on how you figure out what that number is. When you do get the number and I have been under the budget number, the program is set up that we do not get a credit for conserving. But if we are a few units over, we get hit with the insufficient fee. Don't agree with a one way street approach. Just my opinion. Otherwise you guys are doing a great job especially when our main pipe at the street broke on a Friday. You guys came out so fast to turn off the water shooting in the air. This was about 8-10 years ago. So a big Thank You. You were there for us. We have lived in our house since 1986.				x
Great staff!				
I have been very satisfied with LVMWD and your customer service. I called two times last year and once this year. Last year I had questions about the water budget and rules about hand watering. The customer service agent was professional, polite, and helpful. My family and I have stayed within our water budget since the restrictions were put in effect in May 2022. We converted our yards to drought-resistant plants, bark, berms, and a drip irrigation system. Because of the rain this year and lifting certain restrictions, I called recently to ask permission to drain and fill our swimming pool. The customer service agent told me that was allowed and I should call back when the time comes to refill our pool. We have hired a contractor and the work will take place starting in June. We are glad we can do the repairs.				
My opinion of the District was formed in early 2022 after receiving a couple warnings about excessive and wasteful water use. I felt the District was being unnecessarily heavy-handed in communicating with customers. I decided to ask for help from members of your Calabasas HQ. I was fortunate to meet Angela Lima who was extremely helpful in explaining the District's approach to reaching its goals re a sustainable water supply. I briefly described my planned actions to achieve compliance with my water budget. After listening, Angela made valuable suggestions that improved my overall plan. Tyler was very helpful as well. I greatly appreciate the help given to me by these exceptional members of your team, and through my interactions with them, I have turned from a critic to an admirer of the important work the District is doing to achieve and maintain a sustainable water supply for its customers. My sincere thanks to Angela, Tyler and Ursula Bosson. - - - Angelo J Bellomo				
Last week I had a water leak at the meter. The man who came to check it was extremely caring and professional. He actually had to turn the water off to the house but came back to see how things were going. I think his name was Frank, but you can check - he deserves extra recognition for his service to me. I felt that the Water company truly cared about me and my well-being. Kudos!				
Definitely second the flow restriction device point. My family works really hard to reduce our water use in many ways big and small. Its frustrating to read or see those that don't care, don't change, and overuse water simply because they can afford it. Me shutting off the water while I'm brushing my teeth is not going to compensate for someone who continually goes more than twice the amount over their budget. The consequences need to change.				

	Water Reliability / Resilience	Professionalism/ Responsiveness	Outreach	Accessibility/ Information	Transparency	Positive Comment	Drought/ Conservation	Equity/ Fairness	Flow Restrictor	Landscape Transformation	Misc.
						X				X	X
						X					X
		X				X				X	
		X		X		X					
		X				X					
		X				X					
		X				X					
		X				X					
		X				X					
		X				X					
		X				X					
		X				X		X	X		

This has been a very difficult drought period for many water districts. LVMWD has been very fair and has tried to satisfy all customers needs, and in my opinion with a great deal of success. The main challenge I have seen has been with higher valued home owners believing because they can afford a large water bill, that they can exempt themselves from reducing use. The water district should not be reluctant to increase penalties on those who burden others with selfish, wasteful and non caring behavior.				
I really appreciate the Water Smart app. Great tool to monitor use. I'm not sure it's widely used so promoting it could help				
I really appreciated your free Rachio irrigation timer and Flume. Being able to control my watering and keep track of potential leaks were such a life saver. Thank you so much				
Allowing customers to come to the facility and pick up water for landscaping needs is a GREAT asset.				
Just thank you for being so very helpful during the extreme drought last season. We worked very hard to meet the requirements during construction.				
I like the near real time water usage report. I have learned a lot about how I use water and learned many easy ways to reduce usage.				X
YOUR WATER CO. IS GREAT. THE WATER IS CLEAN AND SAFE TO DRINK. THERE WAS SOME WATER WORK A WHILE BACK AND THOUGHT THE WATER WAS A LITTLE BROWNISH AND CALLED LV WATER CO A MAN WAS SENT OUT TO CHECK MY WATER. HE SHOWED ME THE WATER FROM MY SINK AND IT WAS FINE. DON'T KNOW WHAT IT WAS BUT SINCE THEN NO PROBLEMS. HE DID POINT OUT THAT THE WATER IN LITTLE BOTTEL I WAS DRINKING FROM HE TOLD ME THAT MY WATER WAS CLEANER FROM LV WATER THAN THAT BOUGHT BOTTEL I WAS DRINKING FROM. THAT WAS SEVERAL YEARS AGO. THANK YOU LAS VIRGENES WATER.		X		
Thank you for all you do.				
Honestly, no complaints over here!				
I believe you do a good job. I especially liked the filling of our two tanks of re-claimed water for watering our yard...				
Both field technicians, Ray and Alex Jauregui were excellent and responded very quickly to my recent water leak problem				
Good job				
I am happy with LVMWD and its Board				
Appreciate the free compost. Thank you..				
I don't see where improvements are needed. Had to click something above. Love the Pure Water Project.				
I am happy				
Thank you				
The more you help facilitate transition from laws to native or drought tolerant plants, the better.				
Not at this time. PLease note, I changed my yard from grass to drought tolerant plants, but never received my rebate for the water barrell. If you can help with this it would be great.				
My water bills are wrong. We have fixed a leak, installed drip and use almost no water - it has been off - and you are still charging me \$1,000 a month which makes no sense at all!!!	X		X	
The record for 3/27/23 indicates that we used almost 4000 gallons. This has got to be wrong or someone has found a way to steal our water between 1:00 and 4:00 AM. Please check this out.			X	

						X		X			
						X	X				
						X	X				
						X	X				
				X		X					
						X					
						X					
						X					
						X					
						X					
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						X					
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						X					
						X				X	X
										X	X
											X
				X							X

Make Watersmart link available from invoice cloud. Also, Watersmart is in GPD, but monthly budget is in units, and billing periods don't align. It would be good to have a running total in either GPD or units to see how current use compares to budget so adjustments in use can be made before the end of the billing period.			X	
I have no idea how water budgets are calculated each month. We need better explanations and details. Getting through to a live person is impossible at times. I received no response to my December 2022 appeal. Hooking up the new water meter in May 2022 damaged my water heater due the surge in water pressure when turned back on. For any scheduled service, the customer should be notified in advance, not just spur of the moment. LVMWD has room for improvement is my thought.				X
You sending us text that we exceeded that many or this many gallons is very up-setting. I really don't know what is my budget. I have 70 trees what should I do let them die. I check online how much I am using.				X
Saw a water district truck at Costco, CA tax exempt license plate 1308520 on 27 April 2023. Wish I had a Tex exempt vehicle to run personal errands in at district rate payers expense, expect to see the picture in the Acorn				
Instead of increasing rates and decreasing water budget we should be looking at water waste at companies and with agriculture practices. I'd like to see more transparency on water usage from all areas not just homeowners. Also LVMWD should be actively protesting increased housing in the area which would lead to more water usage.	X			
More incentives to save water.	X			
I have been a customer for over 10 years. In that period, my bill has increased from under \$110 to \$150 / month with no additional occupants and ZERO landscape water usage. This is about a 36% increase. What other industry is allowed this exorbitant amount of increase? You, SCE, and The Gas company are all monopolistic tyrants when it comes to rates. I get that costs increase and we had a drought, but the fees also never come down. During the pandemic, a neighbor's meter broke and flooded my garage via an underground conduit ruining carpets and personal effects. I was told I would have to pay to replace and then ask for reimbursement. Just another strong arm tactic telling me you really do not care. By the way, same leak in the recent heavy rains because your idiot field tech used duct tape as a bandaid to patch the issue last time instead of determining the cause. I was once a fan of the District and the Board, now I am just another disgruntled resident. Please do better.	X			
We should be able to use gray or the water the parks and schools use to water plants, yard etc. To say that someone might drink from a hose is a lame excuse when the districts allow it to be used in parks etc. I understand it is costly but we should make the investment.				
For those of us that have been careful with water, our levels were set pretty low to begin with. Then to require a 50% reduction on top of that is like being penalized for being conservative with our water use. There needs to be a more practical way to determine limits for each household regardless of previous history.				X
would like the opportunity to have non potable water				
While I tried to be compliant, I was distraught to see so many broken water pipes on Mulholland, Calabasas Pkwy w wasted water. Was this due to increased pressure on watering one day a week? Never saw it before or wasn't it newsworthy before the drought?				
It is good to have a team to help the Customers, not just outside the house, but also review the leaks inside the house and help control the costs and usage.				
We called the LVMWD and asked about the present drought situation. They said we are on no restrictions. I feel it is too early in the game, regarding the drought, to not have any restrictions.				

				X							X
		X		X							X
		X									X
		X									X
					X		X	X			X
							X				X
											X
				X			X	X			X
							X	X			X
								X			X
								X			X
							X				X
							X				X

I THINK YOU SHOULD SCALE BACK THE WHOLE WATER CONSERVATION PENALTY SYSTEM. CONSUMERS ARE EXHAUSTED BY THE CONSTANT BARRAGE OF DON'TS AND MUST DO'S				
Sometimes the water goes out, such as when there's a water main break, and we get no information as to why or when it will be back on even when we try to contact you. Often you can't get a live person				
We were successful in reducing our demand for water as we never received a notice of excess water use. That being said, we did not know how our efforts were doing in comparison to others in the district. Southern California Edison provides a notice several times a year giving us a use comparison to assist us with conservation. It would help if the district would institute a similar notice with water consumption.				
The water shut down on April 19,2023 was disruptive and harmful to our family and neighbors. We were not able to cook food at home, wash our hands, bathe, or do basic life activities that required water. We ended up spending unnecessary money on bottled water for cleaning and washing, eat out as a family of 6 for at least 3 meals because we were unable to cook, and we had to find creative ways to shower, which required spending unnecessary money. For the Kimberly neighborhood that was impacted by the water shut down that lasted nearly a day later, we should be compensated by a waiver or discount of our water bill for the month.				
1; Get on the desalination bandwagon . . . the Pacific Ocean is a nominal length of miles from our area and has an ENDLESS supply of potential treatable potable water. It is the future without any doubt and all matters of capital improvement, higher energy costs, and questionable negative ocean related environmental issues can be creatively be sorted out and resolved. Seriously, pumping costs and evaporation of a cubic foot of water from Oroville Dam needs to be realistically considered for the likely drought futures ahead . . . that can be supplemented by a sound Pacific Ocean desalination program. 2. Consider adding a new water storage "lake" at the open space land owned by the City of Agoura Hills known as the former "Heschel Property", It could serve as a positive environmental attribute for wildlife, bird migration, proximity to the new animal crossing over the 101 Freeway, and an emergency water source for battling future wildfires in our very high hazard fire region.				
My budget and monthly goal are very different. I rely on budget estimate hope that's okay				x
My water pressure is poor and less than when I moved here 18 years ago. Sprinklers that reached no longer do. I have had no adjustments				x
Boooo!!!				
We are new to the area and this district is terrible compared to our old water provider. Just FYI.				
I think you couldn't care less about your customers.				
I had a very bad experience with the LVMWD				
Close the methane producing Rancho Las Virgenes Composting Facility. It has been polluting our canyon air for decades now.				
You totally suck, California SUCKS				
probably, but I can't think of anything right now.				
The head of the water district should be fired for publicly naming and shaming customers that exceeded water budgets. The District can take appropriate action against them, but publicly naming customers is outrageous, violation of privacy, and the head of the District chasing personal publicity. No other District acted in such a way. He is an embarrassment to this community, with tabloid style press releases and statements.				
Your service overall is very disappointing, truly it's horrible.				

Water at corner of Lewis and Clark and Jed Smith for about one month.				
We received a threatening letter from LV water district and it didn't apply to our house AND we have replaced real grass with artificial turf, which requires no water, and we were still threatened by you. We called and a rep came out and the matter was resolved. It was still an irritation.				
Lower rates to customers that put in artificial turf and low watering plants	x			
The District did not treat Agoura Hills & Calabasas the same, nor did they treat various neighborhoods the same for water restrictions and penalties. By the look of yards across the district there are huge disparities in how the yards have come back with the rains. We know people who did more watering and should have been penalized. Our yard is large but not in an upscale neighborhood and water availability in 2022 was unevenly permitted. There needs to be a rebate for lawns that were completely gone during the drought/water restriction - or some other compensation. So many lawns look perfect that it's disgusting the disparities...we were given a warning when our neighbors lost their first level of their house due to pipe break. We were given a penalty warning then and tried to explain this to the district office but no one cared to listen,we helped our neighbors shower.and have meals. Other districts around us did not shut down water and other areas had more water to use. So unfair				x
Southern California will ALWAYS need people to be conserving water... it has to be the way of life. LVMWD has the responsibility to continually promote this message. The opposite message is getting through. Just last week, my HOA said that CC&Rs Green Lawn rules are going to be enforced because water restrictions have been lifted. Again, we cannot go back to the old days of lush lawns.				
There was absolutely NO REASON to put us at one day per week watering during the drought. If we stay reasonable with our water use, it DOES NOT MATTER when we water and how often. You've killed all of our landscaping and our neighbors landscaping for NO REASON. You just want everyone to put in artificial turf which is NOT NATURAL and HEATS UP the environment. If we could have cut back our watering and been moderate and reasonable about it, we wouldn't have killed off everyone's yard. You're responsible for people spending THOUSANDS of dollars when there was NO REASON to do so. The people that use the most water aren't going to cut back, it's only people that weren't being excessive in the first place that cut back.				x
Some ratepayers have mature landscaping that requires substantial water. They should be given a larger water allotment, so that established trees do not die. Trees are important to the environment. Why are you allowing artificial turf. This seems to be the worst thing for the environment...better to recommend drought tolerant landscape to replace lawns.				x
Restrict business water not homeowners. Artificial landscape is bad for the environment				
I feel like residents could benefit from more holistic education on water use--on unexpected aspects of life that require large amounts of water, like meat consumption, for instance. Lawns take water and should be replaced but there are many more opportunities to reduce our water consumption if we look at the bigger picture rather than monthly budgets per se. Do people know about rainwater catchment systems? Laundry-to-lawn for greywater? Permeable landscaping and driveways rather than concrete? How about LVMWD joining with public health to offer new options for human waste disposal. (Flushing takes tons of water, too.) If we "keep the poop in the loop," in the natural ecosystem, that's another way to improve soil health and reduce water usage. I know you may scoff, but please, let's be wise and think big. There's so much more we can do with a little innovation, education, and enthusiasm for change. Thanks for listening!				

											X
		X								X	
								X		X	
				X			X	X		X	
			X				X	X		X	
			X				X	X		X	
			X	X				X		X	
								X	X	X	
			X	X			X			X	

I believe that there should be a menu of options for lawn replacements and specific plants that require less water. The options of the samples at the water district site are not good enough. It should not be up to consumers to self educate and find a way to participate in decreasing their water usage is my belief that our water Districk should have better sources and good options for homeowners. We are on our own and it's just not working. Replacing lawns with artificial turf is obviously not good for the environment. I have gone into the offices in person to seek some help and instead, no one has ever been available to speak with. And as I stand there waiting, I look at the brochures that are available for us to look at and they are completely out of date with no truly useful information one in particular really set it off for me that was reminding us to turn off our water when it's raining... Is that really the best that our water district can do for us??? I truly believe that people				
I would like there to be a continued effort for conservation. We invested in updating out water systems to drip and limit our usage. I don't believe that one winter of heavy rains prepares us for the next drought. We still need conservation measures and some people need the restrictions enforced. I would also like to see investment in capturing rain water when we do get the rains, again to better prepare for future drought seasons.				
I think the restrictor threats were terrible. While I spent a fortune fixing leaks and putting in drip now I spend another fortune with drought tolerant plants and irrigation because I have no lawn and my HOA requires planting. I live next to open land and no accommodation for extra water in case of fire was provided for ...LV MWD made the Wall St Journal because we were so restricted. So while u communicated and I understand droughts (I've lived in Ca 50 yrs) I felt this district was not prepared and drinking your recycled water I will never do. That is why u got a 1				X
Your attitude and approach to serving your customers needs to improve at the least and change 180 degrees at the most. I have friends and relatives all over Socal and in comparing your response to the"drought" to other water providers. Yours has been the most draconian. I participated in the zoom meeting you held at the onset of your "drought" measures and I couldn't believe how deferential you were to all the good for nothing politicians that showed up. You seem to have forgotten that you exist to serve your customers not the other way around. You also seem to have a political agenda. I don't want a green polyester rug on my front lawn nor a succulent garden nor a rock garden. Grass is very good for the environment and the planet. I could go on but you should have got the idea by now.				
Make it easier to receive benefits for switching from lawn to drought friendly landscape.				
Your demand by text and voicemail last year that I immediately pay my water bill, implying if I didn't rush a payment to you the water would be shut off, was outrageous since I had paid the bill in full 2 weeks earlier. When I tried to call I couldn't get through. During the drought your bills have not clearly shown how well I was doing in meeting my obligations. Just basically poor communications.			X	X
Fast Customer Service engagement. More flexibility with solutions to water issues / problems with my bill			X	
The current tier system is unjust. I am a single person that is extremely conservative with water use (no lawn, rain barrels, dishwasher once a week, laundry every 2 weeks, no long baths, etc.). Sometimes I'm traveling for over a month and yet, my base bill is the same as my neighbors with lawn and multiple household members. There should be no base charge and just charge for the water that is consumed. This would be the fairest method.	X		X	X
I do not understand how my bill can increase over 60% in one month with no change in use! It is very frustrating I have felt for years that my water bill is inaccurate and Meyer not read correctly or accurately.	X		X	X

Hard water levels are obscene and are/have ruined most of our appliances; fixtures and pool. Late fees on invoices are assessed too soon and without repeated warnings especially given paperless option in place. I plan to go back to paper invoices and notices if late fee issues aren't re-evaluated by the District.	x	x	x	
recently had a major leak. Was advised that credit is available once every five years. Given the age of the WLV homes and the expansion and contraction of the soil of the result of the draught, five years is an unrealistic period of time. Conditions have affected the expansive soil conditions, resulting in inaccurate historical estimates being applied to the present.	x		x	
I find it odd that I get the same bill amount to the penny on many monthly occasions. It seems like the bills use averages rather than actual usage.	x		x	
There was an issue with my sprinkler system that they ran for 8 hours, which was clear was an issue and not me voluntarily running them that long, based on my usage history. When I tried to at least have the penalty removed, I was going to have to jump through hoops because it was my landlord who fixed the system so I didn't have a receipt, and I never received a credit, and finally just gave up.			x	
I would like to see a grace period on bill payments that are mailed. I sent mine in two weeks before the due date and it still arrived late and I was penalized. Also you should make it easier to know about programs like lower charges for leaks etc rather than letting us find out by accident.			x	
the bill is impossible to understand. what's an hcf? how does that relate to anything I can compare to?			x	
Your website is atrocious, your bill notification is poorly done			x	
A better explanation of the Readiness to Serve fee would be greatly appreciated. This fee is usually at least double of what my actual water usage fees are.			x	
Your billing is mystifying. How do you differentiate between indoor and outdoor? Sometimes our outdoor becomes inefficient without any change in our activities, which resulted in efficient outdoor the month before.			x	x
I believe that the estimate budget should be in line with the actual budget billed the following month.			x	x
Your invoices are too complicated and your turn around time from the date you send the invoice out until you expect payment is too short. It should be 30 days of more.			x	
1) Per the question above about: "Are water bills understandable?" The answer is NO, because people know gallons, not (units)... and requiring a mathematical conversion is not a realistic approach.			x	
PLEASE follow through on same day electronic payments with all banks. paying my bill with my bank and having it post FIVE days later is unacceptable in this day and age! you are the only entity that can't figure out how to have payments post the same day. that is my #1 problem with you guys; else, you're great!			x	
Please adjust your system so that our bill payment due dates do not keep changing from month to month.			x	
Offer a Level Pay Plan like the other utilities do, so customers can budget better.			x	
Billing issue - I pay my bills online promptly every month and get charged late fees b/c the online payment takes way too long to process.			x	
Customer service dept is nasty! Also difficult to reach! Also water bills are extremely high compared to peers in Woodland Hills	x			
The incredible rise in costs for water and for sewage disposal far exceeds reasonable rates. My family and I conserve in every way possible yet our bills have skyrocketed. I am a disabled senior citizen, and cannot afford the rates now. I cannot imagine where this will go in the future. All of my attempts to contact customer service have left me in a circle of phone calls and waiting on hold and still not getting the information that I need. It almost seems purposeful to discourage me from attempting to getting any answers from customer service.	x			

				X				X			
				X							
				X							
				X							
		X		X							
		X		X							

<p>I have been a long-time conservationist of water in my household use. I should not be required to lower my water usage as it was already extremely low. I also contacted LVWMD multiple times via email for water wasters in my neighborhood. Nothing was done, that I could see, after my emails. And now, that the drought is allegedly over, (of course it's not, we live in a desert) the LVMWD should be punishing those that wasted water and violated the prior restrictions.</p>			X	
<p>There was no reason our restrictions should have been more extreme than the state of CA. Also, I have an outstanding dispute and have not heard back from LVMWD.</p>				
<p>Water Budgets based on house landscape area is not accurate and not fair. Homes with vertical wall plants are not in the logic when viewing a google map. I have asked for a survey and ignored multiple times for increased water allocation. Homes with back hillsides get a lot more allocation than those that are not. They are not watering this area but given the higher amounts, And Green Grass is actually good and provides CO2 removal vs fake grass. Its a matter of watering it properly and using proper methods.</p>			X	
<p>We had asked for additional water usage, but no one got back to us. We had to go to your office to get the information. Your first warning about over usage was in small print and was over looked by many.</p>			X	
<p>I had a small leak and had no idea. I wish there was better communication. I thought i would be notified but because it was under 10 continuous gallons i was not. If the technology is there to let you know when water is running continuously... why not let us the customers Know? I waited for manager to discuss but was disconnected. And had a meeting to get to after holding for 15 minutes. A text to know when Any amount of water is continuous I would love to know. Even if i check every Monday but a leak starts on Tuesday I wouldn't know!! If you have the technology why not notify people if there is a form of continuous use under 10 gallons an hour?? Would love feed back The question about how often to receive text ... to me isn't a particular number... if you have important information then text me but I don't want adds everyday. I want "important " information... leaks, outages, weather</p>				
<p>I have not received a response to two emails sent to LVMWD. Calls made to LVMWD during the pandemic were not answered.</p>				
<p>I asked for a specific date that my meter will be read and was told by Dave Pederson that I would get that info by last November. I never got it. How am I supposed to know where I stand if LVMWD cannot tell me when the meter read date will happen each month?</p>				
<p>Calling is horrible. Extremely long waits. Followup is often poor.</p>				
<p>Customer service could be better, faster, and more efficient when I show up at the office to pay my bill. They act like they don't know what they are doing and I have to wait longer then expected and they mess up my transaction every time.</p>				
<p>During the shortage I submitted a Doctor's Note for medical reasons, indicating that we needed more water. I sent it it THREE TIMES with no response. I'm about to send it in for the 4TH time and would like to have it on record incase we ever have allowances again.</p>			X	
<p>My document requesting an increase in water due to equine on my property was acknowledged of receipt but was never further responded to letting you know if I was given an additional Waldman I filled out a document requesting an additional allotment of water, have an equine on my property, the document must responded in Reseda, and I never heard from the water district again regarding my request every despite my follow-up.</p>			X	
<p>I have 7 animals - 4 are horses. In the summer they need to drink ALOT of water. They need baths n the corral hosed down bc of dust. Plus if birds or squirrels poop in the water bins the water needs to be changed out bc the horses won't drink it. Lvmwd does not understand this n it is frustrating! Animals are living beings n must be taken care of in all weather conditions. I'm not alone in these feelings. You need to be better educated about the water needs of horse n livestock owners esp in the summer!</p>			X	

I sent a completed form with a letter at the beginning of the water restrictions asking for an increase in our allotment due to my husbands health issues. I included a letter from his Dr. I never heard back. I think you can do better especially for customers with health issues. Disappointing.				X	
not friendly Staff, rude!!					
I've found, when I've called in the last 2 years, that the people on the phone are far less patient and much less caring than before two years ago. I don't understand why the customer is treated like an adversary. It's sad to me that the last company...las virgenes water...that used to convey such a helpful attitude has become others...less caring and quite impatient.					
I think your operation is unresponsive an unethical. I am consulting with an attorney because of yoru lack of transparency and dishonest policy, mainly with an absurd "readiness to serve" charge that is bogus and that was never revealed to me when I put my metre in. I offered to resolve this, but due to your lack of transparency, I probably will end up escalating into a class actin suit.	X				
During the drought our home personally was never fined, but I did disagree with HOA's and homeowners being fined especially the excessive amounts by LVMWD when LVMWD was NEVER fined by MWD. CalWater and other districts did not fine, or threaten to put restrictors on. I think LVMWD was very heavy handed during the drought. Fines should not be imposed if the water district is not being fined.	X				
People who constantly waste water should be heavily fined. No discounts for anybody for water usage.	X				
We were forced to install a larger meter (\$11,000)and a fuel plan for our fire rebuild that cost us \$35,000. Only 1 other neighbor was forced. This is beyond abuse and we are not happy. You were also fining us for using too much water and our house was never registered right. That is fixed now, but what your co. put us through is beyond understanding.	X				
I find it irritating that the "Readiness to Serve" charge is the same for everyone. It's consistently higher than my usage.	X				
As a retired senior citizen and military veteran it would be nice if you offered discounts. My family is also receiving public assistance, Cal Fresh, so we often struggle to meet our financial obligations. Thanks	X				
Lower the water cost to those of us that have not abused the amount of water used. Publish the names of the abusers and their fine amounts. Alot of people have green grass, I do not.	X				
How much of our inflated water bill is going towards solutions to avoid water restrictions during future droughts and how much of it is simply paying high executive salaries. My usage has gone down and my bills just keep rising and I have zero say in how or why other than to fill out these surveys trying g to ensure adequate customer service, however there are bigger and more important questions that need to be addressed	X				
We need to not have any water restrictions when we are paying a premium on water with Las Virgenes Water District .	X				
Now we are out of drought, are you going to lower the water price for us?	X				
Please include a clickable link on every text or email to a login page so we won't have to waste time looking for one. Also, we can't put water into the sewer that we're not getting from you. Please adjust your sewer charge to reflect that as LAD-WP does.	X				
tell us what the district is doing to reduce costs of water	X				
The water restrictions were horrific, and the fact that we had to pay more money for using less water is just sad.	X				
Obtain additional sources of water so not entirely dependent on MWD; reduce water costs	X				

The district should place reduced rate plans as the DWP and Edison have.	X			
My house is under renovation and no one is living there. I have the water turned off and yet I'm still being charged \$40 a month for nothing and there's no way apparently to lower that?	X			
Too expensive charges.	X			
Stop price gauging people.	X			
Rates are outrageous! even when we are on vacation the bill stays the same, how is that possible?	X			
I hope you drop the price of water as quickly as you have been raising them. I know people on fixed incomes who are cutting back on water because it is too expensive to even take a	X			
Lower our sewer cost, water use cost and the salary of the Las Virgenes Water District Management so our rates can go down.	X			
Now the drought is currently over, please reduce the cost of water, can be increased if or when we go into the next official draught	X			
Now that we have adequate water supply, roll back the rates to 4 years ago.	X			
Once drought restrictions were lifted, there needed to be more transparency and communication. More follow through with consequences for those who exceed their water budget.				
Yes, I have provided by the water restrictions and our water bill stayed the same or went higher. We are a family of five who is very water conscious. When I see neighbors sprinklers on for 20 minutes or longer AND one the days they are not supposed to water .I wonder if they get notices. Also we had so much rain and why aren't there better plans put in for a drought stricken California?				
Water budgets and restrictions were applied unevenly. unfairly and not enforced at all. While I walked in the neighborhood in the morning, I saw some houses watering everyday even in rain. Some households had such a large budgets, due to partial artificial turf, they could water as much as they wanted without going over their budgets. Meantime, some households cut back watering to the point they needed to replace their lawns. It was not fair.				X
there was a lot of unhappiness about the differences in how different jurisdictions handled the water crisis. Should have implemented water restrictions earlier on and been quicker to discipline infractions. As a result, those neighbors that ignored the crisis are rewarded for having lush lawns now. While my house would need \$10k to do a dead lawn.				
If the water district is going to be charging the amounts that they are then you must be able to give better explanations as the what is going on. We complied with the requirements and all of our landscaping suffered or died but we see others that did nothing and have their plants thriving. How can this be? If you do not cut people off that why should anyone comply????				
It was very frustrating that other neighborhoods near us were able to irrigate their yards over the past 2 years while we weren't. In addition, we now how have to spend a lot of money to replant grass and other vegetation that died when we weren't allowed to water. It would be appreciated if the district would recognize this and give credits to its customers for reimburse for costs associated with having to replant.				
I feel the water district should make every effort for homeowners to be able to ge recycled water delivered to their homes the same way the common areas get recycled water. Not enough effort from the water district has been made to achieve that!				
During times of water restrictions Calabasas businesses should also have to follow. I work at a large Calabasas employer that uses alot of water...we were under no restrictions this past year. Kind of sucks that at home i'm not flushing my toilet so that people can get their cars washed.				

Being restricted to one day a week killed my lawn. Other areas were allowed to water more often. This is not fair and we should get compensated to replace the my yard, whether with drought resistant plants or other options.				
reward those that can really conserve				
Why can not residents access recycled water for landscaping purposes; why is that it is never talked about?				
Giving us estimated budget targets to reach and then assessing us water usage amounts that are based on entirely new data causing our estimated budget targets to be invalid is not fair. If you tell me my estimated budget amount is 10 units and I use 9 units but then you assess a revised allotment of 5 units based on real weather, which then penalizes me is not fair. Your CS reps have repeatedly told me it's all a guessing game on your part. Your methods of budget b. Actual is a game of bait and switch. Shame on you.				X
I feel that the water restrictions imposed in 2022 were much harsher than other areas of LA and it shows poor water management.				
That San Fernando Valley could water 2x a week, and we could only water once was outrageous!				
Please be more vigilant with people that waste water				
Demand (not fine with penalties and interest month after month) that HOA / Management Companies turn off their sprinkler timers to stop watering common areas during rainy days. Saw many common areas in Peacock Ridge (off Reyes Adobe Road) being watered during the heavy raining months of February, March and April 2023. Already brought it to the attention of the Peacock Ridge HOA / Management Company.				
Expect more flexibility when there are issues such as leaks clients are not aware of, overages etc.				
Would like a text notification when water is off and a general reason why - I'm always having to search resources like social media/next door. More clear guidelines and information during drought water usage				
During the water shortage, i made my best to abide by all the rules/regulations and all the basic and non basic water saving protocols there is. Still it wasn't enough! My lawn became dry and burned (we just bought the house and we newly planted but we had to redo it after the drought. Some of the trees and most if not all of the plants died. Because once a week for 10 min was not enough(we also have the Rachio sprinkling system i got it when they were offering it through the water company)I cut back on showers for the whole family and even monitored flushing the toilets. But again I always got a « you can do better» if someone can take a look at the household water usage during the water shortage, and determine where we could have improved further, i would be very appreciative. Because i really did everything i could think of and still felt the water company is expecting more and that was very stressful. I don't want to waste water and i want to be able to help in case of drought				X
This is has been the worst experience of my life. Due to the rations I was giving only 20 to maximum 50 units for 1.2 acre. My garden basically died. The staff and manager's supervisors were never reachable and don't accommodate any request. Units must increase based on size of land !				X
Buckets for showers so people don't waste the cold water every time they get in the shower. I've been doing it for years. I have recommended this before. I use the water for my plants.				
Some people do not even realize there is a drought. There has not been enough outreach and advertising telling people they need to conserve water.				
I would like to see more forward thinking along the lines of capturing rain water for future use. We lost water that was contaminated to the Ocean. This maybe our last heavy rain for awhile but we will have others. Why are we not getting ready to capture what we do get?				

							X	X			
							X	X			
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You need to build more reservoirs to keep all that water when it does rain in our desert. It's your fault we have water issues. your are not planning ahead.				
You should offer more rebates on water saving appliances and devices.				
We never understood why LVWD cut back watering to once a week while our friends in LA County were asked to voluntarily keep watering to twice a week. My understanding is that our area relies more on water from the state instead of the Colorado River. Why wasn't there consistency in water restrictions? I don't recall transparency on this issue, and friends in other water districts were watering as always.				
* It took multiple contacts for the smart meter cover to be properly installed. * The board needs to communicate their proposals to develop alternative water resources. * The water budget by property should be better developed and communicated. In other words, the exact math for each household should be made public including commercial property. It was very unclear why multiple neighbors had diverse budgets. * The Lvwd Triunfo project needs direct communication to the users.				X
Less marketing about how great LVMWD are and a simpler message about water use and budgets. More clear communication is necessary. Articles in The Acorn are necessary. You can't send out one complicated communication and expect people to understand what is happening. The newsletters are over the top, not informative enough. Consult with a communication company about the best way to get messages across.				X
I'd like easy to understand information about levels of tested water and toxins. Many people in our area are experiencing autoimmune and immune dysregulation health conditions so I believe the water may not be safe for all of us.		X		
With older water equipment (pipes, pumps, valves) on my property, I need more information about how to manage costs of uncontrolled water flow, or the cost for emptying and refilling my pool when I need to replace interior plaster surface. That information may be available, but I don't know where it is since communication this information appears not to be a priority for the water district. Maybe this information could be available as FAQ??				X
re: water budget. The calculation is complicated and not intuitively simple to grasp. Also, needs to be tailored specifically to my residence instead of a one size fits all cookie cutter approach. I was inspected by an auditor/consultant you sent and he was not helpful and really did not offer any answers, suggestions, advice or recommendations. I felt the exercise was a complete waste of time.				X
Hourly water use amounts are often in the wrong time and overlap sometimes. This makes it very difficult to determine water use budget. Also, the ETO figure is not useful without knowing where the measurement is taken.				X
You need more accessible and easier tracking of real-time water use against your budget so you can see how you are doing on a real-time basis. The water budget seems to be a moving, confusing target. The user needs a line graph with a simultaneous line graph of the water budget for each month for comparison.				X
your online smart meter data doesn't provide me with usage data in water units. The same units you use to bill customers. I shouldn't have to calculate myself. Also the data should be available on daily basis that coincides with the billing cycle. In other words I should be able to see on any given day how I'm doing against my budgeted water allotment.				X
Easier to reach for questions/issues - don't make me choose 1 answer on surveys				
I have tried to call regarding the best time to do laundry or run the dishwasher and can't get the information I need in order to keep my bill's cost down. Please send me an email...				
This will sound odd, but the website has too much information on it. It's too busy and could be slimmed down and made more concise. Also, I hope you can connect the website with the smart meter website soon.				

more information on the new meters				
The phone response, or lack thereof, is atrocious. It is easier to drive 15 minutes than it is waiting for someone to answer the phone.				
Your website is next to worthless. What the DEVIL is an Invoice???? Join the rest of the Utility folks and go to "BILL". Trying to log on to your website is an effort on my patience. JUST MAKE IT FRIENDLY! Trying to find my BILL, what I paid in the past is a journey down a Rabbit hole. MY SUGGESTING IS TO SPEND SOME MONEY AND GET A DECEDENT WEB DESIGNER TO FIX YOUR PROBLEM.				
I have been disappointed by the long time lack of ANY effort of the LVMWD to increase supplies of fresh water in view of some very obvious remedies. I do not comprehend why we are not using desalination to increase supplies. Nor has anyone explained why freshwater from the Ogalla aquafer cannot be piped to feed our thirst. And what makes LVMWD think that the MWD and the farmers of the San Joaquin valley have any interest in a long term solution to the water needs in 91302.				
households with pools should be given more consideration when it comes to using more water. I have a covered pool and am in the sun all day long.				x
keep in touch with anything new				
Regular updates re pure water project				
Your threats of restrictors for paying customers are authoritarian and beyond absurd. Do your job and capture rain water instead of threatening people like in China				
You have no right to restrict nor penalize paying customers in any way You can charge more for over use to encourage people to save				
Do not like the restriction				
I do not appreciate the heavy handed approach to seeking compliance with water regulations. Letters seemed to be sent indiscriminately for minor violations.				
The LVMWD is probably one of the best in the area however the drought imposed hardship on the customers is a travesty. People may use more water for unknown reasons to us and to think of forcing a restriction device on their pipes is draconian. Lastly and more important to your survey, I escaped that shit hole and moved to Texas where people are free to use the water they need to thrive!				
I disagree with the idea of putting a flow meter on people who use too much water. I think that they should be charged appropriately for the excess water that they use. And I think that they should be charged significantly if they want to use more water. This is not a communist Society we are a capitalist Society.				
Tell the idiot governor to complete the delta water project like the voters asked				
Find a long term solution to fixing our water issues. Also, how can we capture water at home? Showers, toilets... etc.				
form alliances across the entire state to expand water storage and supply and to improve water availability and distribution, fairly and effectively throughout California. Prompt our state government to propose details of and to establish alliances across state lines to accomplish similar goals throughout the west coast and bordering regions. Or our society may well die of thirst as climate collapse accelerates.				
Desalination is much more efficient and would bring costs down overtime. Let the gray water go back to the aquifers or ocean. Or maintain the dams and reservoirs and don't let the rain water flow back to the ocean.				
The water district in all areas of Los Angeles need to adequately inventory and BUDGET/provide enough water for the tax paying residences 1st...not the corporate and ag interests !!!! we have plenty of water to access stop miss managing it. We have always been in a water shortage for 50 years...!!				

You must know the issues revolving around the Wolsey fire, holding fire hoses that suddenly had no water, continues to be terrifying. How will you keep this from happening again?				
Investment needs to be made in a desalination plant now to ensure there is adequate supply for our area that is not dependent on outside factors.				
Start collecting rain water ASAP.				
I think the district needs to capture rainwater .				
We would not be in this restrictive environment if the powers that be took the steps to mitigate short water supply when there was an oversupply of water. More dams, more underground aquifers. Not letting 95% of rainwater run right into the ocean when we are in the midst of a drought. Poor planning has gotten us into this position and we still continue to make the same bad decisions knowing full well how to mitigate the effect of drought. We also continue to allow housing growth when we cannot guarantee water . How stupid is that? Our tax base is moving out of California because of such poor administration at all levels of government, yet we continue to allow unlimited immigration and housing growth without a true long term plan to sustain the increase, California is a failed state and it is embarrassing that we continue to vote for the same people that got us into this mess.				
Why are desalination plants not in the works? Were we able to capture a large chunk of water runoff from recent rains or did it go to the ocean?				
Why does California let excess rain water drain into the ocean instead of saving this precious water? To save a "SMELT". We are talking people vs a fish? RIDICULOUS!				
Water has become a political tool of the Democratic party. We would have plenty of water if it weren't dumped in the north to "save" fish.				
its about time now that you have enough water at the moment to stat a water desalination plants all along the California cost so three years from now when we have another drought which you will you won't need to ration again. be pro active instead of reactive and stop with the global warming bull shit,				
CA gets a big Fail from me. The ocean needs to provide our water. Get your act together.				
Stop paying the higher ups and get a water supply that is reliable. I have loved here 50 years and this has been going on for 50 years. Take responsibility and do something instead of putting your clients out and ruining their home values				
We are located next to an ocean and we should not suffer from drought There should be ways to utilize salt water to drinking water				
Why don't you do something with the rain water and run off that flows into the ocean. And then you bitch about no water. It doesn't take an Einstein to figure out how to save wager. And you tell me I can't capture rain water before it runs into the ocean. Seems like we're being led by a bunch of fools.				
Better rain water and run off management and we would never have a drought issue. Politics is the issue!!! Voters will remind you all soon!				
My biggest complaint is with the estimated budget. I don't know if I am complying or not until I get my next bill and the actual budget is different than the estimated. To me a budget should be a budget. Period if events occur that make the budget too high or too low, make the adjustment in the next month.				X
Confusion about how to monitor your water usage. When calling in, we are explained different ways by different people on what to look at and how to monitor.				X

I found it difficult to impossible to know what my water budget was from month to month (yes I knew the estimate was on my previous months bill). And, it was extremely difficult to perform the calculations to know if I was within my “estimated” budget at any given time throughout the month.			X	
I like to see what my total actual water budget is , instead of in- door and out-door allocation. I like to know how many Units , Cubic Feet or Gallons I can use in a day.			X	
This is the second summer we’ve had a houseguest and it would be nice if budgets could reflect additional long-term guests like this			X	
Due to the appalling quality of the water, I’ve had to spend over \$1,500 in shower cartridge replacements from limescale and grit that had continuously got into the water and (according to two different plumbers,) destroyed the splines in the cartridges. I’ve so far replaced FOUR in the past five years. I also Tweeted to the district under Gatsby’s Dad, with a photo of one of the pieces of grits and the destroyed faucet... almost dissolved by limescale in only five and a half years!		X		
In the last 2 years water flow has been dramatically reduced and particles of dirt and crud have been coming out of my faucets. I am not happy.		X		





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