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MEMBER AGENCY OF THE  
METROPOLITAN WATER  
DISTRICT  
OF SOUTHERN CALIFORNIA

**For Immediate Release**

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**LVMWD Conducting Customer Survey**

CALABASAS, CA May 24, 2012 –Las Virgenes Municipal Water District

(LVMWD) will be conducting a customer service survey over the next several weeks and asks those who receive the survey to respond promptly. LVMWD wants to assure participants that the questionnaire is purely scientific and responses will not be released to others or used for any commercial purpose.

The survey will be conducted by an independent firm, Survey Action Associates, and will be sent to randomly selected LVMWD customers via e-mail. Responses are made online and most customers should be able to complete the survey in less than ten minutes.

LVMWD's General Manager John R. Mundy said the District has conducted surveys in the past and they provide an important measure of how water customers perceive the services provided by the agency. "We want a clear understanding of how we're performing and to identify any areas where we may be able to improve. We appreciate area residents taking a few minutes to share their thoughts," he said.

LVMWD provides potable water to residents and businesses in the cities of Agoura Hills, Calabasas, Hidden Hills, Westlake Village and adjacent unincorporated areas of Los Angeles County including Chatsworth and the Santa Monica Mountains.

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