

**Las Virgenes Municipal Water District  
Customer Survey 2012  
Report**

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## Report Summary and Highlights

### Overall performance

The survey included two measures of overall performance. The first was Quality of service. Compared to other utility providers, LVMWD customers are overall quite satisfied with Quality of service. The District score of 7.9, puts it in the top tier (of two tiers) of utility providers. The District is modestly below the two highest-scoring providers (8.4 and 8.3), but well above the two lowest-scoring ones (6.9 and 6.6).

The District score of 7.9 is also higher than its comparable score (7.5) of 2001.

The second measure of overall performance was satisfaction with the Quality of tap water. This score was also 7.9. Quality of tap water is unique to a water provider so there is no comparison with utilities that do not provide water.

The District does have some room for improvement of overall perceptions among its customers, but 8.5 is pretty much the ceiling for such scores.

### Specific aspects of service

We asked customers to rate their satisfaction with 14 specific items about their beliefs and experiences having to do with Las Virgenes. Here are the results. (Placement of items on one side or the other is arbitrary.)

	<b>9.0</b>	
	<b>8.9</b>	<b>Supply of water is reliable</b>
	<b>8.6-8.8</b>	
	<b>8.5</b>	<b>Water they provide is safe</b>
<b>Employees are courteous</b>	<b>8.4</b>	<b>Comply with environmental regulations</b>
	<b>8.3</b>	<b>Keep me informed about water issues</b>
	<b>8.2</b>	
<b>Do best to maintain natural environment</b>	<b>8.1</b>	
	<b>8.0</b>	<b>Employees are knowledgeable</b>
<b>Easy to contact</b>	<b>8.0</b>	<b>Information in bill is clear</b>
	<b>7.9</b>	
<b>Quick to respond</b>	<b>7.8</b>	
	<b>7.6-7.7</b>	
	<b>7.5</b>	<b>Help people &amp; businesses conserve water</b>
<b>Understand my concerns</b>	<b>7.4</b>	
	<b>7.3-7.2</b>	
	<b>7.1</b>	<b>Simple &amp; online billing options</b>
	<b>7.0-6.2</b>	
<b>Provide good value for the money</b>	<b>6.1</b>	
	<b>6.0</b>	

The top item, “The supply of water is reliable” (8.9) scores about as high as any item could on our scale. Another eight items that score 8.0 or above should all be considered definite successes, with some improvement still possible. The three items between 7.4 and 7.8 are more likely candidates for improvement. The two lowest-scoring items have to do with money and billing.

### **Three noteworthy changes since 2001**

For eleven of these items we have comparative data from 2001. Eight of these items show no significant change from 2001 to now. Against this overall pattern of little change, there were three items that did show significant change, all in a positive direction.

- “They comply with the unique environmental regulations in the area.” (+0.6)
- “They help people and businesses conserve water.” (+0.6)
- “They keep me informed about current water issues.” (+1.3)

It is likely that the District focused on improvement in these areas during the intervening years.

### **Which items are most important to customers?**

We estimated how important each item was by calculating its correlation with the LVMWD Satisfaction Index (combining service and product). We then created a chart with satisfaction scores on one axis and importance scores on the other. This kind of chart is useful in setting priorities for action.

The chart showed that all the items are at least moderately related to overall satisfaction – none should be ignored on the grounds that they don’t matter much to customers. Because all the items turned out to be fairly important, the chart was not definitive as to priorities. However, it should be consulted when priority decisions are made. It provides a better framework for decision-making than just the satisfaction scores alone.

### **Contact with the District**

Thirty-eight percent of respondents had contact with the District last year. By far the most frequent reasons for contact (at any time) had to do with billing, concern about cost, and auto-pay.

### **How people get information about the district.**

The most often used sources are (a) Newsletters with bills, (b) Messages on water bills, and (c) Notices sent through U.S. Mail. All these were used about equally.

The least often used sources—dramatically lower than the sources above—are (a) Social media and (b) Civic group presentations.

### **The LVMWD Board of Directors**

Sixty-four percent of respondents said they knew that the agency is governed by an elected board of directors. Thirty-six percent said they did not know.

Only 20 respondents said they had addressed the board at a public meeting. Of these, 8 were satisfied, 9 were dissatisfied, and 4 were in the middle.

Sixty-one percent were interested in keeping current with Board actions and decisions. Given four ways to keep current, the most popular choices were (a) using the District website and (b) attending sessions of interest. Least popular were (a) webcasts and (b) live TV/cable.

### **Other programs and activities**

Automated meters: 70% favorable; 18% no opinion; 12% not favorable.

Building and repairing district facilities: 88% of those who answered felt that building and repairing is important (scores of 8-9-10). 80% said it is important for them to know in advance about such activities.

Composting: 70% felt that the benefits of this program are worth the cost (scores of 8-9-10). Asked if they make use of free compost, 17% said yes; 46% no but might like to; 37% do not expect to use it.

### **Differences among divisions**

Most differences between divisions were small. Based on a number of specific findings, we can make the following generalizations:

- Divisions 2 and 5 are particularly concerned about the size of their bills.
- Division 3 is overall is a bit less satisfied than the other divisions (though not particularly dissatisfied with bill size).
- Division 4 is overall a bit more satisfied than the other divisions (though not particularly concerned with bill size).

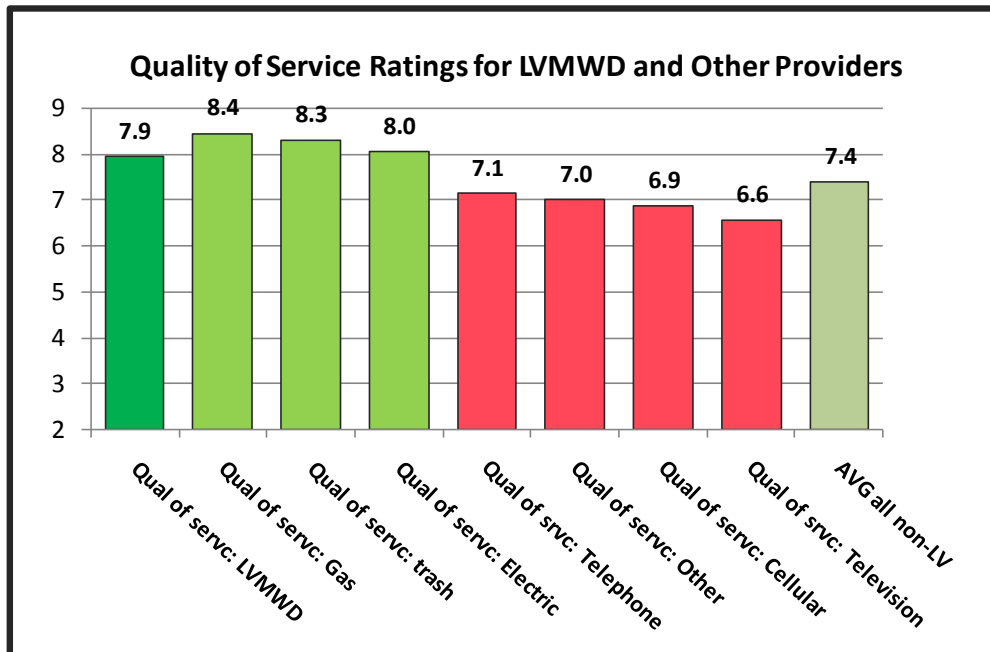
## Detailed Findings

### Overall satisfaction with Las Virgenes' products and services

How does LVMWD compare with other utility providers? We asked customers to "...rate the quality of service you receive from the following list of providers" on a 0-10 scale (Extremely poor to Extremely good).

It turned out that there are two tiers of providers. The upper tier includes Gas, Trash collection, Electricity—and Las Virgenes. The lower tier includes land-line telephone service, cellular service, television, and a collection of 'other' providers, such as propane.

Las Virgenes is solidly in the upper tier. It is statistically lower ( $p < .000$ )<sup>1</sup> than gas, but statistically equal to trash and electricity.

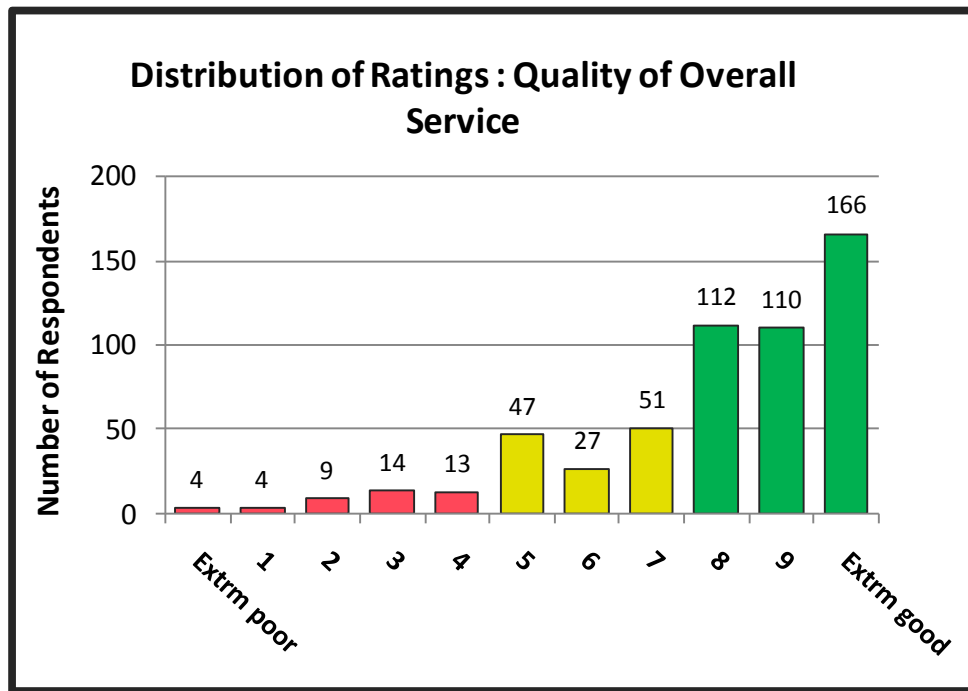


<sup>1</sup> Statistical significance is a way of determining if a particular finding, such as a difference between scores, is real, meaning unlikely to appear by chance. A significance level of  $p < .05$  means that there is a 5 in 100 probability (or less) that the finding would happen by chance.  $p < .001$  means that it would not happen by chance more than 1 time in 1000. A probability of  $.000$  means that there is no question but that the finding is 'real'. Keep in mind that something can be entirely real but still not be very important. Equally, a finding might look very important but prove (through statistics) to be ephemeral.

The chart below gives a more precise view of how people regard LVMWD. We have designated ratings of 8-10 (green) as positive, 0-4 (red) as negative, and 5-7 (yellow) as having various degrees of dissatisfaction but not strong negativity.

The chart shows that relatively few people—only 44 or 8% of the total—felt negative about the overall service they get from LVMWD. 70% were positive; 22% were in between.

This distribution is useful because it provides a nuanced view. The majority of LVMWD customers are positive. But there remains a substantial group that is somewhat dissatisfied and a smaller group that is definitely negative.

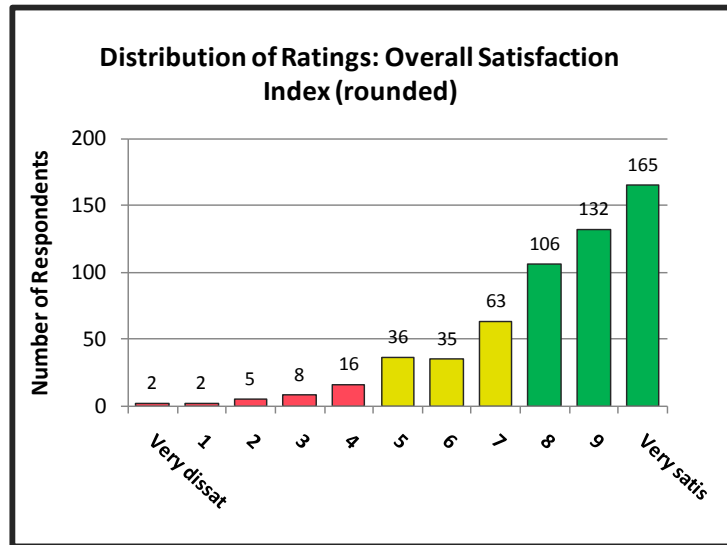


### Quality of LVMWD's product

We asked a question that addresses the non-service portion of what LVMWD provides: the actual product (the water): "How satisfied are you overall with the quality of the tap water that you receive?"

The mean score here is 7.9, exactly the same as the quality of service score, though the correlation between the two questions is .55—related but still somewhat independent of each other. (A perfect correlation, showing complete identity between perceptions of service and product, would be 1.00.) The distribution of ratings for Satisfaction with tap water looks quite similar to the distribution for Quality of service.

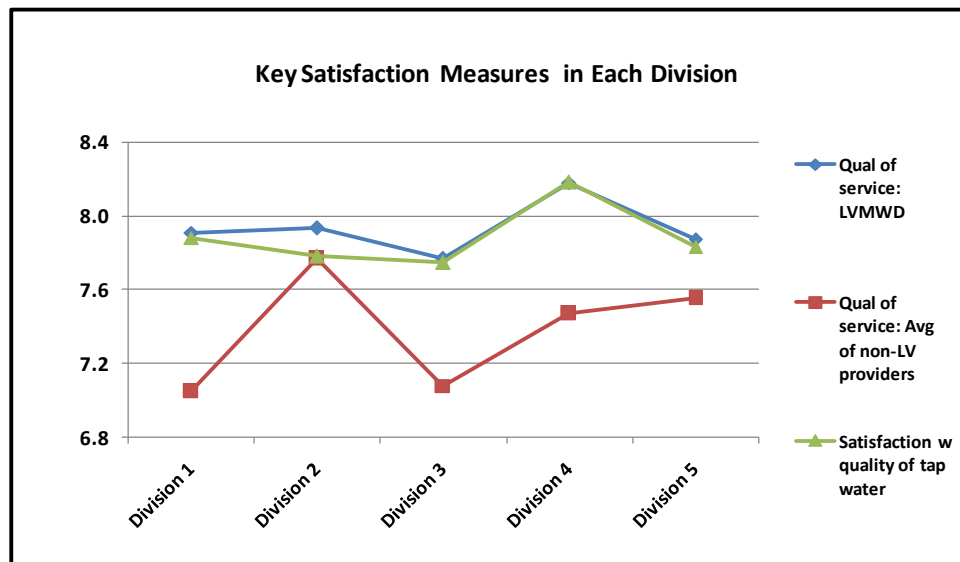
We can combine the two scores for each respondent, the service score and the product score, to produce a composite Overall satisfaction index. We will use this composite later on to help determine what other perceptions and beliefs are most important to customers.



**Does satisfaction differ among divisions?**

Satisfaction with LVMWD differs insignificantly among divisions. This is true for opinions about overall quality of service and for opinions about quality of tap water.

Referring to the chart below, the two top lines indicate Quality of service and Quality of tap water. The two lines move in almost total synchrony. This means that in any particular division, satisfaction with service is the same as satisfaction with water.





The chart does show differences among the divisions in how high these levels of satisfaction are. However, these differences are quite small. The largest such difference (.44) is for Quality of tap water between Divisions 3 and 4. But neither this nor any other differences were statistically significant using the usual cutoff of  $p < .05$ . (In a later section of this report we allow that Division 4 is more satisfied than the other divisions if we use a looser standard of approximately  $p < .20$ .)

On the other hand, when it comes to satisfaction with non-LVMWD providers, we see larger differences among divisions, and some of these differences are significant. Divisions 1 and 3 in particular are lower than the other divisions. Knowing that satisfaction with non-LVMWD providers is a composite of opinions about all the non-District utility providers, this measure should show less fluctuation than the LVMWD measure. But the opposite is true.

It's particularly mysterious why Division 2 stands out as being most positive about non-LVMWD utilities, while it is Division 4 that has the most positive opinions (non-significantly) of LVMWD. One would think that people who think positively of one would likely also think positively of the other—that the bottom line would move more or less in synchrony with the top line. We have no suggestions as to why this is so.

### **Customer satisfaction with specific aspects of service**

We asked customers to rate their satisfaction with 14 specific items about their beliefs and experiences having to do with Las Virgenes. The number line and tables on the following pages contain the relevant data. We will refer to these as we discuss the picture that emerged.

The number line depicts the range of mean scores on these items. It has considerable, from 8.9 to 6.1. Most of the items cluster in the range of 7.8–8.5.

- The highest-scoring item, “The supply of water is reliable” (8.9) scores about as high as any item could on our scale. It has no close competitors at its near-pinnacle.
- Eight other items score 8.0 or above. These items should all be considered definite successes, but still with some room for improvement. Some number of people are dissatisfied with each of these items. You will see this in the bar charts that follow the number line.
- There are three items between 7.4 and 7.8. These items certainly present opportunities for improvement.
- The two lowest-scoring items have to do with money and the related area of billing. By far the lowest is “They provide good value for the money.” Comments in the survey reveal a substantial group of customers who are vociferously disgruntled over prices for sewer service, and perhaps somewhat less unhappy about water prices. The next lowest item, “They offer simple billing and online billing options” (7.1) is also a sore point for some customers.

**Number Line:  
Satisfaction with Fourteen Specific Items**

	<b>9.0</b>	
	<b>8.9</b>	Supply of water is reliable
	<b>8.8</b>	
	<b>8.7</b>	
	<b>8.6</b>	
	<b>8.5</b>	Water they provide is safe
Employees are courteous	<b>8.4</b>	Comply w environmental regulations
	<b>8.3</b>	Keep me informed re water issues
	<b>8.2</b>	
Do their best to maintain the natural environment	<b>8.1</b>	
	<b>8.0</b>	Employees are knowledgeable
Easy to contact	<b>8.0</b>	Information in bill is clear
	<b>7.9</b>	
Quick to respond	<b>7.8</b>	
	<b>7.7</b>	
	<b>7.6</b>	
	<b>7.5</b>	Help people & business conserve water
Understand my concerns	<b>7.4</b>	
	<b>7.3</b>	
	<b>7.2</b>	
	<b>7.1</b>	Simple & online billing options
	<b>7.0</b>	
	<b>6.9</b>	
	<b>6.8</b>	
	<b>6.7</b>	
	<b>6.6</b>	
	<b>6.5</b>	
	<b>6.4</b>	
	<b>6.3</b>	
	<b>6.2</b>	
Provide good value for the money	<b>6.1</b>	
	<b>6.0</b>	

Note: The placement of items on one side or the other has no particular meaning.

## Noteworthy changes since 2001

In 1998, the District conducted a study similar to this one, and in 2001 repeated it. We therefore have comparative data for some of the items from times past. Can we learn anything useful from comparing scores from eleven years ago with current scores? It turns out that we can.

Of the fourteen specific items, there are eleven for which we have comparative scores. Eight of these items show very small changes—0.3 or less—from 2001 to now.<sup>2</sup> So the overall pattern is quite clearly that there has been little change. However, three items show much more change, all in a positive direction. Given the baseline of very little change in the other eight items, these three outliers have to be seen as significantly improved. The three very improved items are

- “They comply with the unique environmental regulations in the area.” Moved from 7.8 to 8.4, a change of 0.6.
- “They help people and businesses conserve water.” Moved from 6.9 to 7.5, a change of 0.6.
- “They keep me informed about current water issues.” Moved from 7.0 to 8.3, a change of 1.3.

It will be important to identify what has happened during the intervening years that would have caused these changes.

The change score for the middle item (helping people conserve water) is particularly interesting because its current score (7.5) is acceptable but not impressive when looked at without historical context. But the 11-year change of 0.6 suggests that the District has changed its conservation-encouragement practices during that time and perhaps 7.5 is a more impressive score than it first appears.

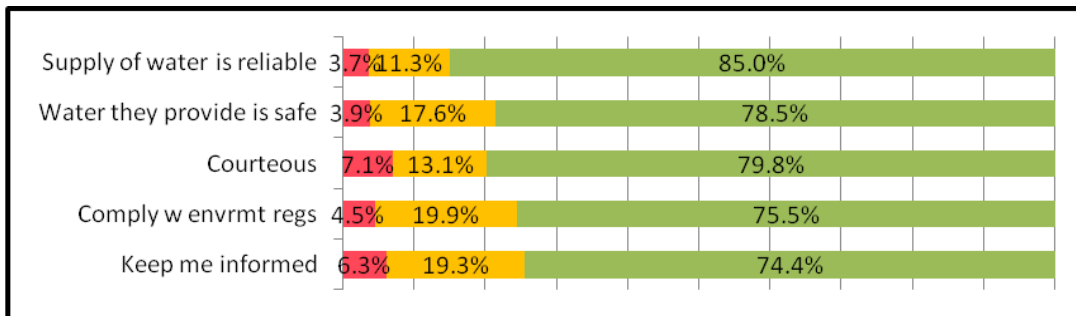
Beyond the fourteen specific items, we see improvement in both of the overall satisfaction measures—quality of service (change of 0.4) and quality of tap water (change of 0.6).

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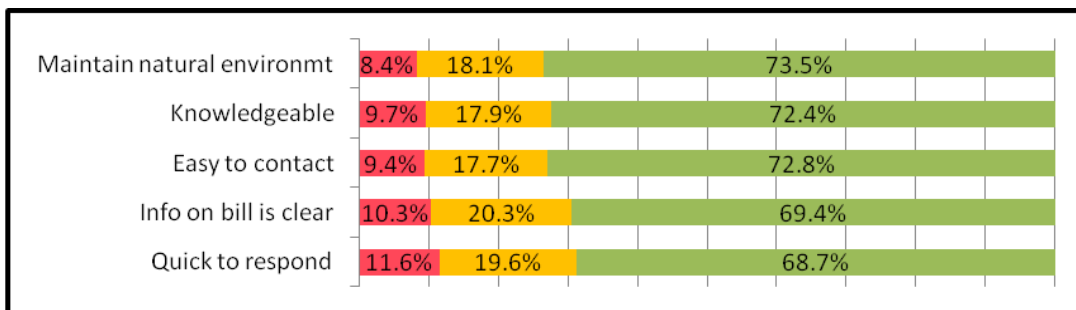
<sup>2</sup> For the type of scale (0-10) used here, we have developed a rule of thumb that a difference of .4 is typically the boundary between nonsignificance and significance. Differences of .3 or less are typically not significant. A difference of .6 is almost certainly significant. We have to consult our rule of thumb here because the original 2001 data is no longer available and so we cannot perform a precise test.

## Details: Satisfaction with Fourteen Specific Items Highest to Lowest

	Number Answering	Number Not Answering	Mean	Standard Deviation	2001 Mean (n=210)	1998 Mean (n=203)	Change '01 to '12
Reliable supply of water	539	34	8.9	1.8	---	---	---
They provide safe water	484	89	8.5	2.0	---	---	---
Courteous employees	435	138	8.4	2.2	8.3	8.1	0.1
Comply w environmental regulations in the area	331	242	8.4	2.0	7.8	7.6	0.6
Keep me informed about current water issues	524	49	8.3	2.1	7.0	6.3	1.3

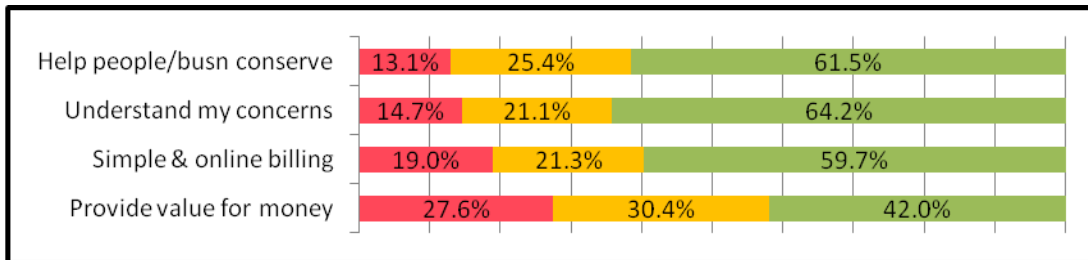


	Number Answering	Number Not Answering	Mean	Standard Deviation	2001 Mean (n=210)	1998 Mean (n=203)	Change '01 to '12
Do their best to maintain natural environment	370	203	8.1	2.3	7.8	7.4	0.3
Knowledgeable	402	171	8.0	2.4	7.7	7.9	0.3
Easy to contact	434	139	8.0	2.4	8.3	8.0	-0.3
Information in bill is clear	543	30	8.0	2.5	8.0	7.8	0.0
Quick to respond	387	186	7.8	2.6	7.7	7.7	0.1



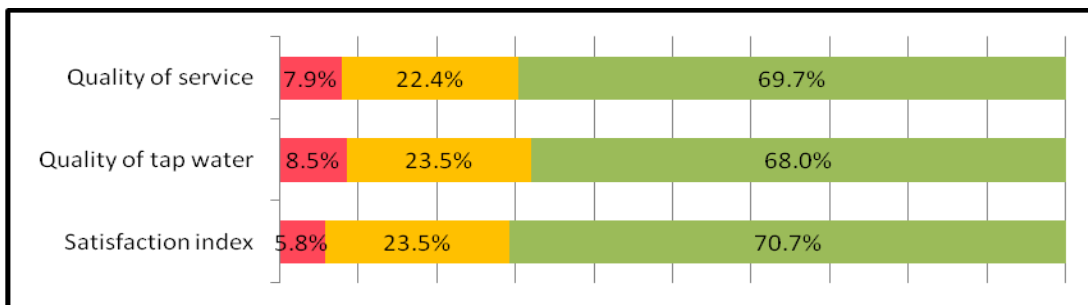
**Details: Satisfaction with Fourteen Specific Items  
Highest to Lowest**

	Number Answering	Number Not Answering	Mean	Standard Deviation	2001 Mean (n=210)	1998 Mean (n=203)	Change '01 to '12
Help people & businesses conserve water	421	152	7.5	2.6	6.9	6.2	0.6
Understand my concerns	380	193	7.4	3.0	7.5	7.2	-0.1
Offer simple and online billing options	494	79	7.1	3.2	---	---	---
Provide good value for the money	490	83	6.1	3.1	6.0	5.3	0.1



**Overall indicators of customers' satisfaction with the District**

	Number Answering	Number Not Answering	Mean	Standard Deviation	2001 Mean (n=210)	1998 Mean (n=203)	Change '01 to '12
Quality of service you receive from LVMWD	567	16	7.9	2.2	7.5	7.0	0.4
Satisfied with overall quality of tap water	562	11	7.9	2.2	7.3	6.6	0.6
Index (combined Qual of service and Qual of tap water)	570	3	7.9	1.9	---	---	---





## **The value of non-responses**

It is always worth looking at missing data—to see which items were most often not answered. We expect that people are more likely to answer some items than others because they have differing degrees of familiarity with the topics represented. If we see a pattern of non-responses that ‘makes sense,’ it gives us an added degree of faith that people are answering honestly and appropriately. At the very least, we would like to see that there is some variation in the number of responses that appear for different items.

The tables do show diversity in the number of non-responses. The low is 34 non-responses for “The supply of water is reliable.” The high is 242 non-responses for “They comply with the unique environmental regulations in the area.” This makes sense: we can assume that almost all customers use tap water regularly and so will be aware if there are interruptions. Customers are much less likely to know about unique environmental regulations and whether the District complies with them.

The reader may want to look over the numbers of non-respondents for each question and see if they make sense.

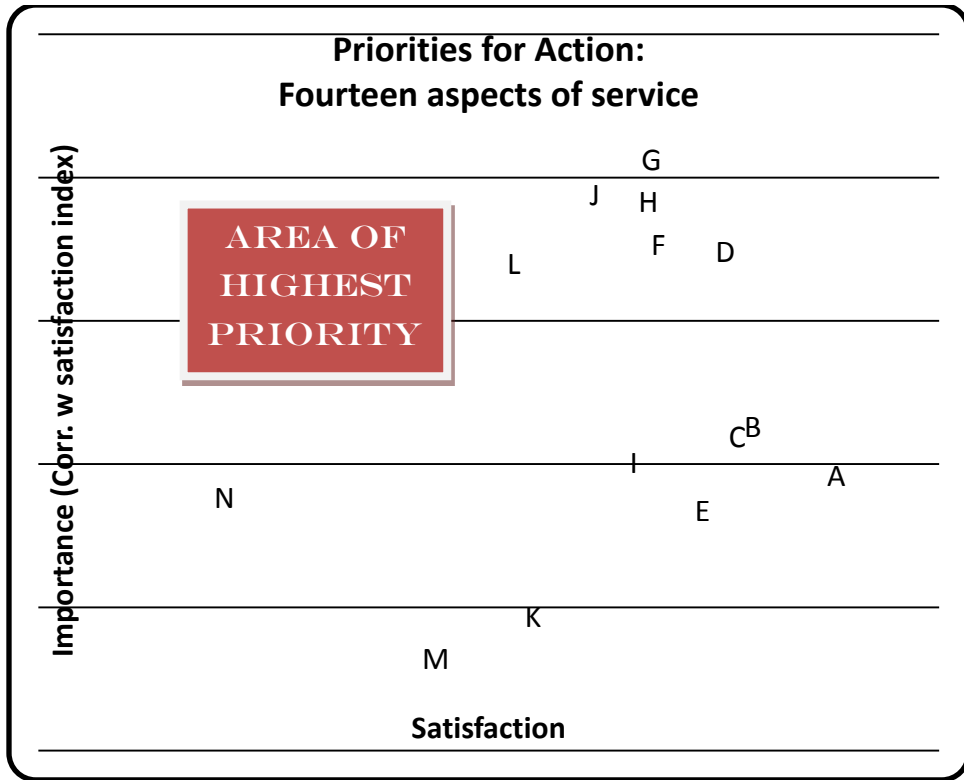
## **Which items are most important to customers?**

We did not ask respondents directly about the importance of each item. However, we can estimate how important an item is by calculating its correlation with the LVMWD Satisfaction Index (combining service and product).

The stronger the relationship (correlation) of an item with overall satisfaction, the more reason to believe that the item is important to customers. On the other hand, if an item has little relation to the Index, then it’s hard to argue that it has much influence on the Index, so we regard that item as less important to customers.

Correlations range between 0.00 (no relationship) and 1.00 (strong relationship). Negative correlations, down to -1.00 are also possible but don’t show up in our survey.

The chart below (“Priorities for Action”) considers both satisfaction and importance. A particular item may be low in satisfaction, but that in itself does not mean that the item should have a high priority for improvement. If the item has little relationship to what is important (overall satisfaction) then there may be other items that, although somewhat higher in satisfaction, should still take higher priority because they are more connected to overall satisfaction.



		Satisfaction	Importance
<b>A</b>	Supply of water is reliable	8.9	0.64
<b>B</b>	Water they provide is safe	8.5	0.66
<b>C</b>	Courteous	8.4	0.66
<b>D</b>	Comply w environmental regulations in the area	8.4	0.72
<b>E</b>	Keep me informed re water issues	8.3	0.63
<b>F</b>	Do best to maintain natural environment	8.1	0.72
<b>G</b>	Knowledgeable	8.0	0.75
<b>H</b>	Easy to contact	8.0	0.74
<b>I</b>	Information in bill is clear	8.0	0.65
<b>J</b>	Quick to respond	7.8	0.74
<b>K</b>	Help people & businesses conserve water	7.5	0.59
<b>L</b>	Understand my concerns	7.4	0.72
<b>M</b>	Simple & online billing options	7.1	0.58
<b>N</b>	Provide good value for the money	6.1	0.64



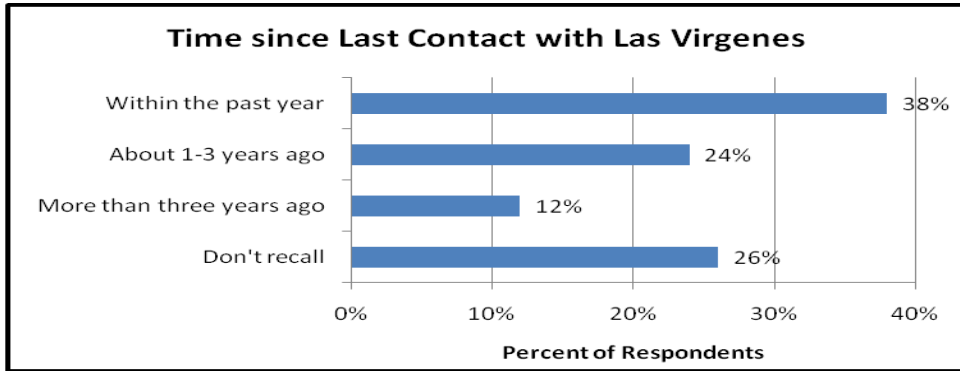
Here is what we see:

- All the items are at least moderately related to overall satisfaction – none should be ignored on the grounds that they don't matter much to customers.
- If there were items in the upper left area of the chart, such items would be of particular concern. They would be—other considerations being equal—the highest-priority Items because they would be the most important while also generating the least satisfaction. But there are no such items for this survey.
- The highest-importance Items (J, G, H, F, D) are getting fairly good satisfaction scores, though focusing on them for even greater satisfaction is still an option.
- Items K, N, and M, in the lower left quadrant, are the lowest performers but also show lower importance than other items. M and N are the money-related; K has to do with conservation. The chart is telling us that these items, though definitely important (a correlation of .6 is important), are not necessarily higher priority than other items.

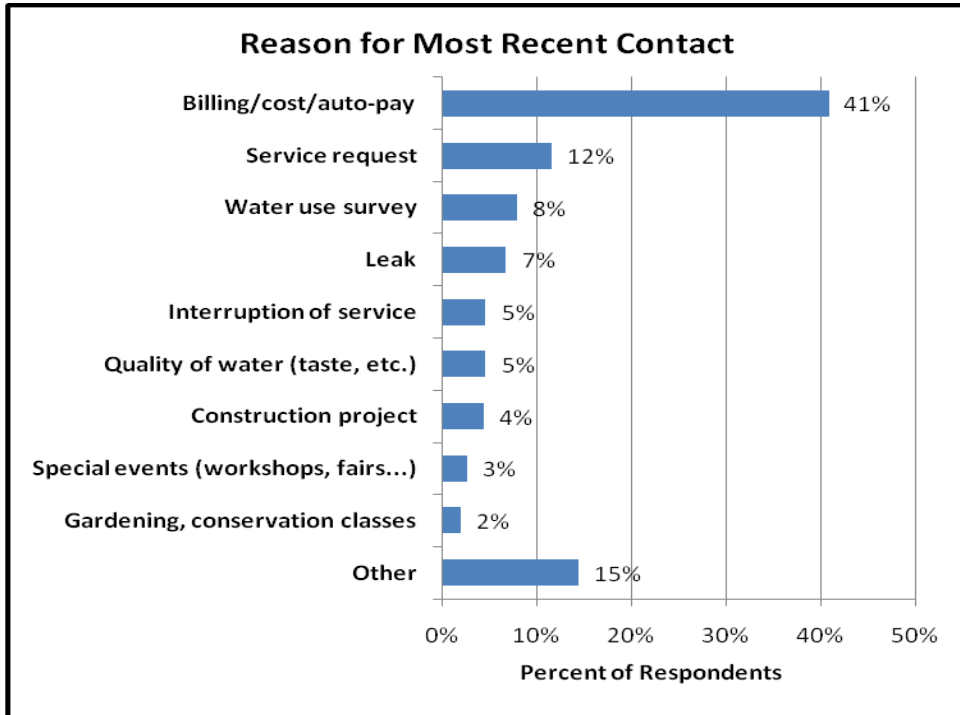
Because all the items turned out to be important (highly correlated with the general satisfaction index), the chart is not definitive as to priorities. Nevertheless, we have included the chart because it does provide a two-criterion framework for decision-making, better than the one criterion of satisfaction scores alone. There are of course still other criteria, not represented in the chart, including the comments that are included later in this report.

### Most recent contact with the District

Thirty-eight percent of respondents had contact with the District in the last year.



By far the most frequent reasons had to do with billing, concern about cost, and auto-pay.



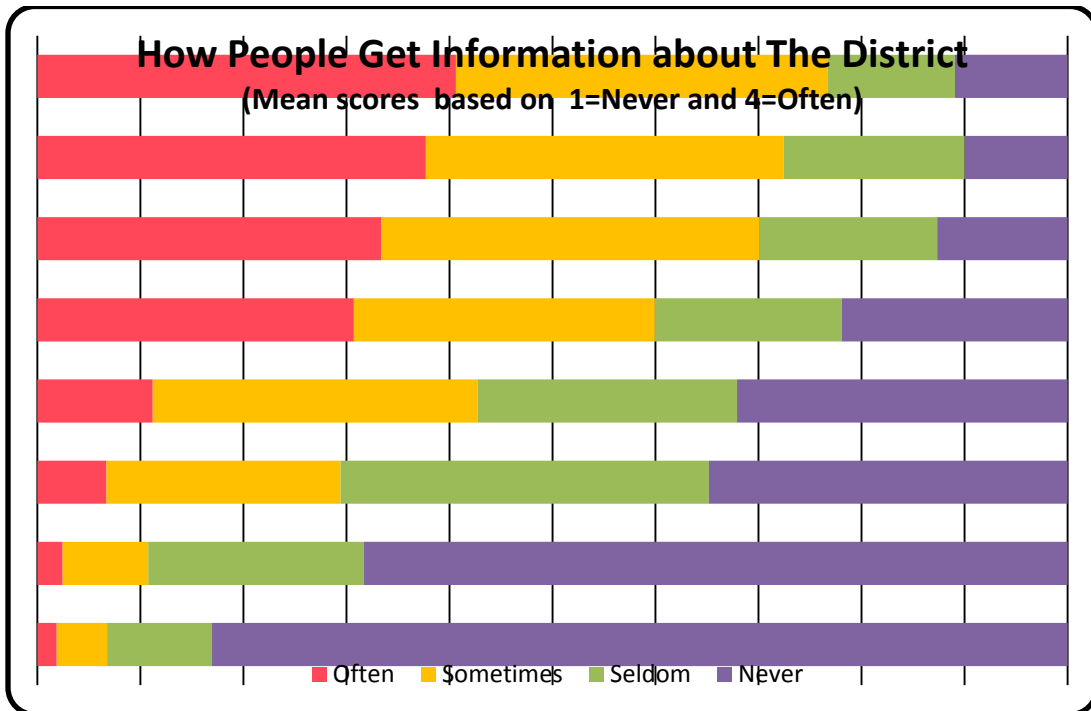
## How people get information about the district.

The most often used sources are

- Newsletters with bills
- Messages on water bills
- Notices sent through U.S. Mail

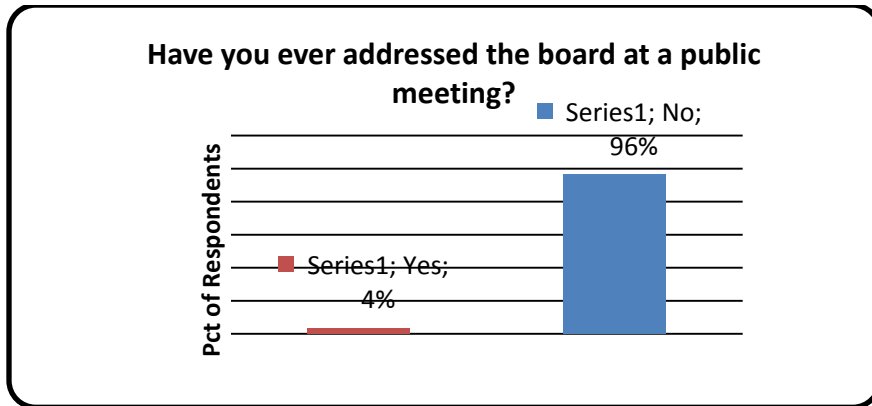
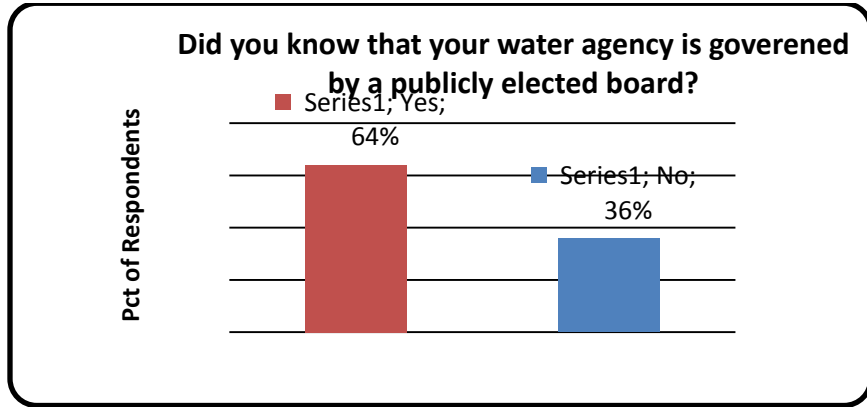
The least often used sources are

- Social media
- Civic group presentations

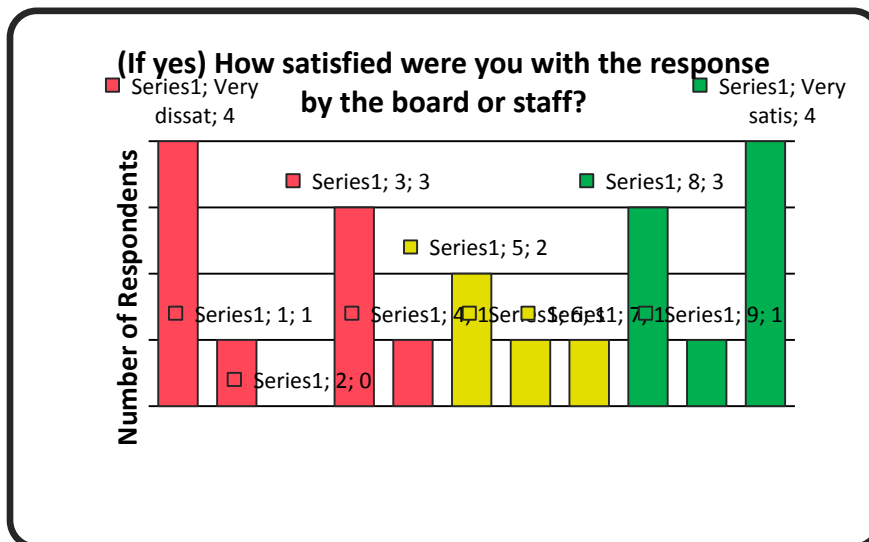


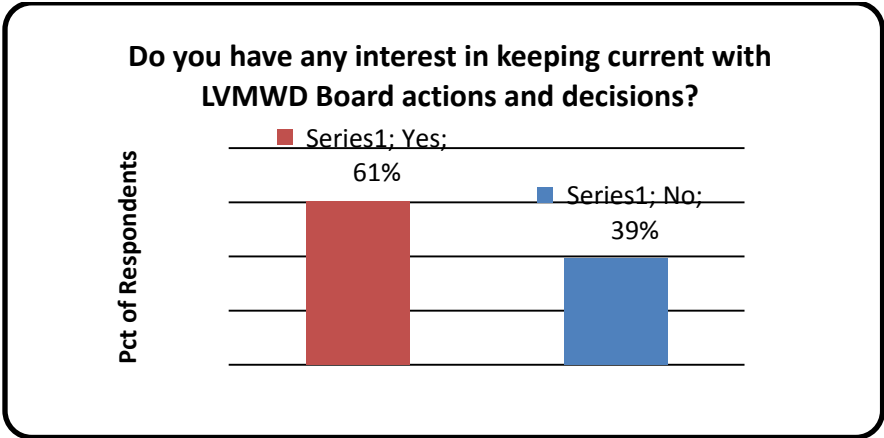
**The LVMWD Board of Directors**

The following two charts require no commentary.

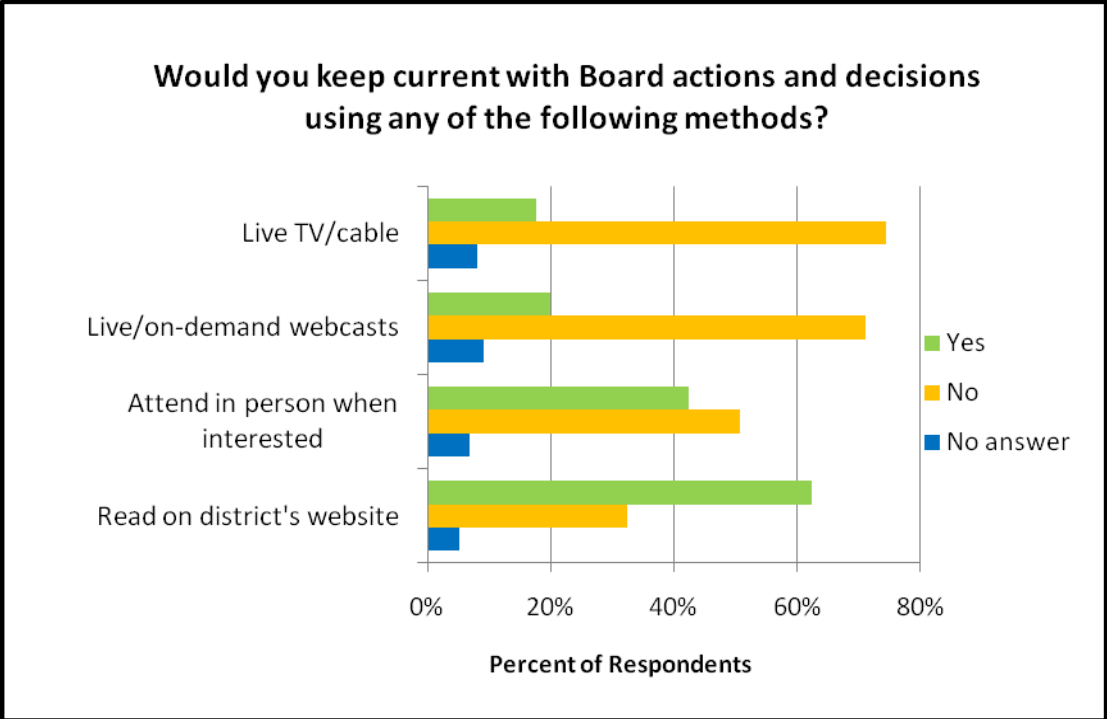


The following chart is based on the small number of customers who did address the board. Therefore, the individual bars have no significance. But the overall pattern is clear: a U-shaped distribution with about equal numbers satisfied and dissatisfied.





We asked the following item of all customers, not just those who expressed interest in keeping current.

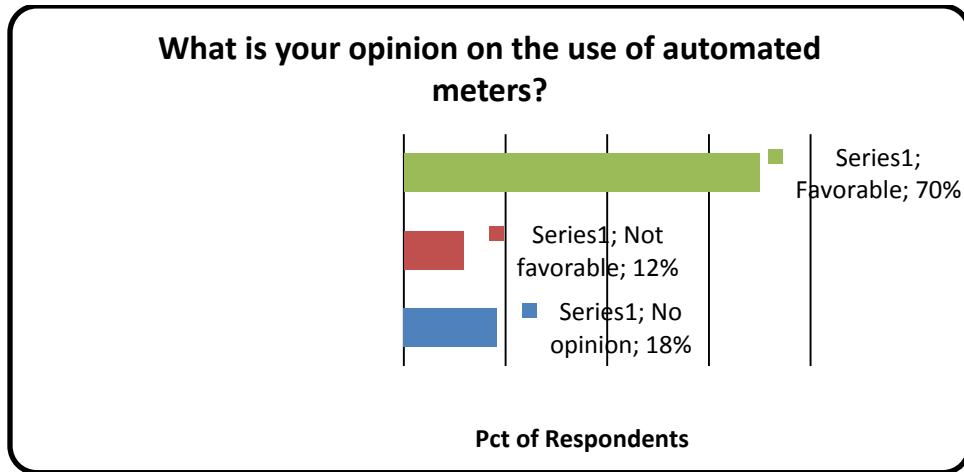


## Other programs and activities

We asked about the following other programs and activities:

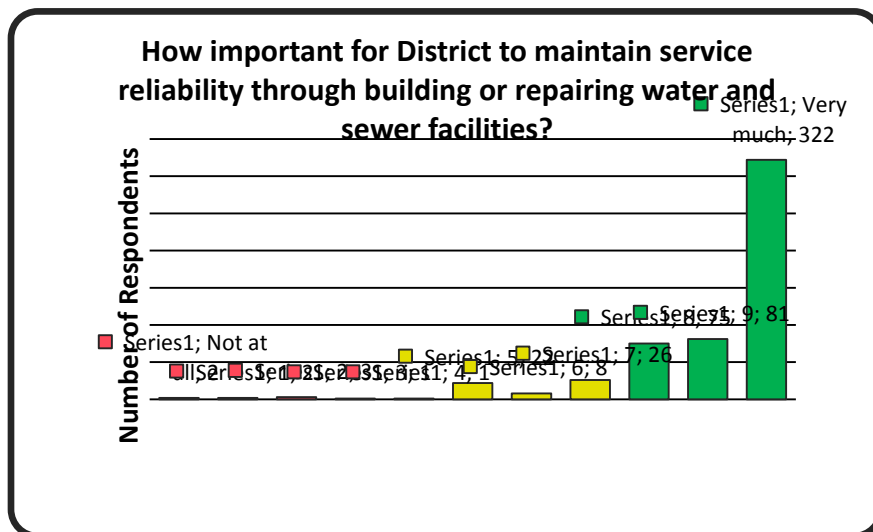
1. Automated meters
2. Building and repairing district facilities
3. Composting sewage solids

### 1. Automated meters

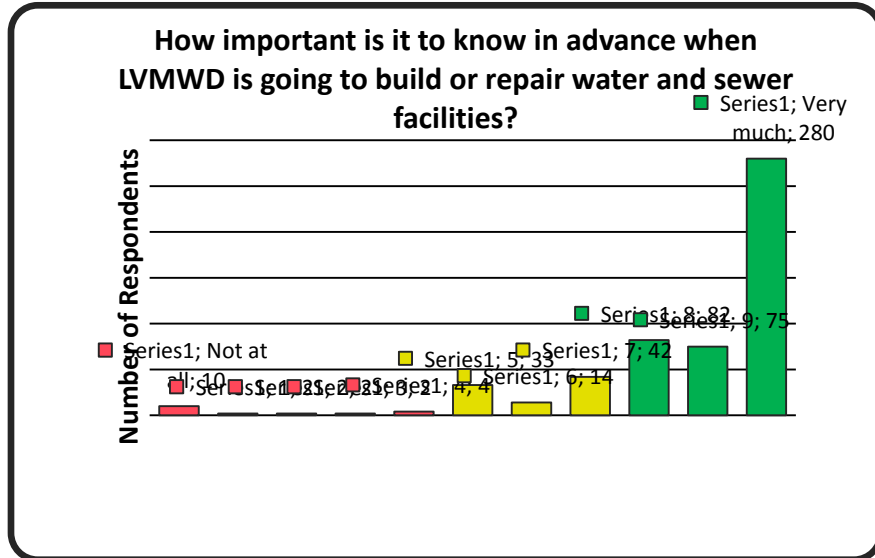


### 2. Building and repairing district facilities

We asked, “From time to time, the District needs to build and repair facilities like tanks and pipelines to meet current and future demands and to maintain fire protection. How important is it to you that the District maintain service reliability through projects of this type?” The large majority (88%) of respondents said it is important (scores of 8-9-10).

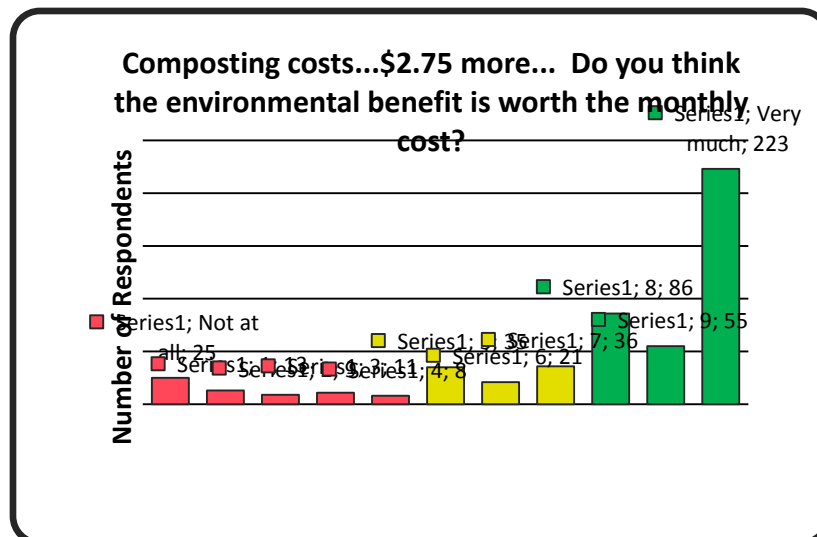


We further asked, “How important it is for you to know about these projects in advance?” Eighty percent said it was important, but the answers to this question did vary by division, Division 5 being a small amount (but statistically significant) higher than the other divisions. [Find details of division differences further down in this report.]

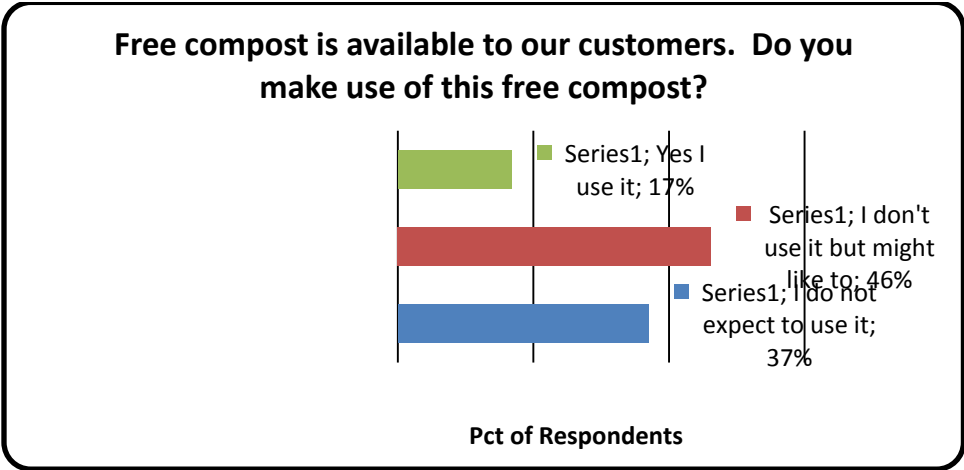


### 3. Composting sewage solids

We asked, “The LVMWD compost facility was built to treat sewage solids from your home. It turns these solids into compost that you can use in your garden. It also avoids the need to truck this waste away, and it makes energy from the methane gas generated during treatment. Composting costs approximately \$2.75 more per month than trucking the waste away. It is already included in your bill. Do you feel the environmental benefit is worth the monthly cost?” The majority of respondents (70%) did feel that the benefits were worth the cost (scores of 8-9-10).



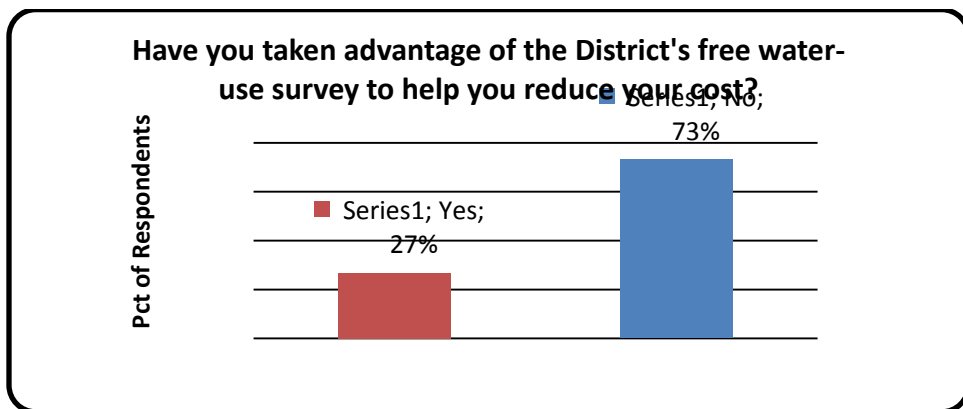
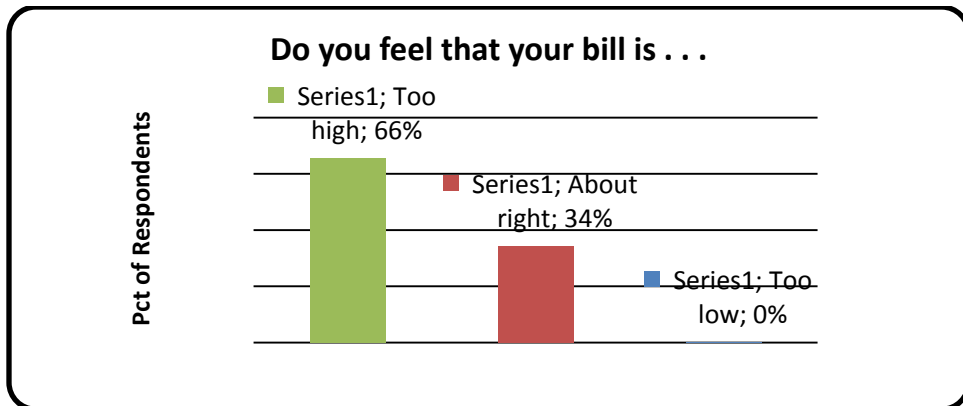
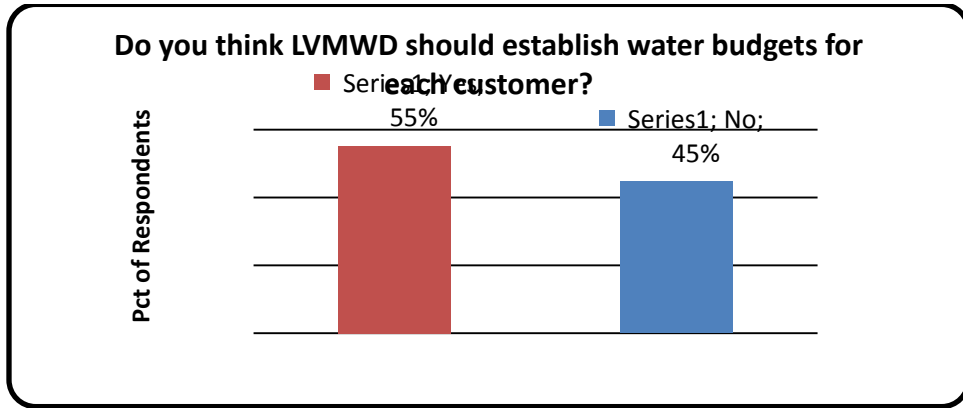
In addition, we asked whether people make use of the free compost that the District makes available. As the chart below shows, 73% percent of respondents either use the compost or might like to. Divisions 1 and 5 have particularly high percentages of residents who are in the 'might like to' category.





## Opinions about costs and billing

The respondents in this survey made a number of negative comments about prices and billing. You can find these in the comment sections later in the report. Here is the corresponding numerical data.



### Differences among divisions: Summary

Most differences between divisions were small. In the table below, we have noted any differences that reached even a very loose level of statistical significance. We draw two general conclusions.

- Divisions 2 and 5 are particularly concerned about the size of their bills.
- Division 4 tends to be more generally satisfied than the other divisions.

You may, of course, see particular differences that are of specific interest to you.

	Div 1	Div 2	Div 3	Div 4	Div 5
Do their best to maintain natural environment		High		Low	Low
Information in bill is clear			Low		High
Understand my concerns	High	Low			
Offer simple and online billing options	High	High	Low	High	
Provide good value for the money		Low		High	
Overall quality of service you receive from LVMWD				High	
Overall quality of tap water				High	
Satisfaction Index (service and quality of tap)				High	
Overall quality of non-LVMWD providers	Low		Low		
How important to know about construction and maintenance projects in advance					High
Gap between estimated and actual bill		High			High
Perception that water bill is too high		High	Some-what high		High
Would stay current with Board actions through TV	Low			Low	
Do not use compost but might like to	High				High

## Differences among divisions: Details for scaled items

There were fourteen questions that concerned specific aspects of the District’s service, plus three indicators of overall satisfaction. These were answered on a 0-10 scale. In the table below, the rightmost column shows the biggest difference between any two divisions for each item. For any item of interest, read across. Yellow scores are relatively high for that item; grey scores are relatively low.

	All Divs: Mean	Div 1: Mean	Div 2: Mean	Div 3: Mean	Div 4: Mean	Div 5: Mean	Biggest Difference
<b>Specific aspects of service</b>							
Reliable supply of water	8.9	8.9	9.0	8.8	8.8	8.8	0.2
They provide safe water	8.5	8.5	8.5	8.5	8.6	8.4	0.3
Courteous employees	8.4	8.5	8.2	8.4	8.5	8.4	0.4
Comply w environmental regulations in the area	8.4	8.3	8.4	8.5	8.3	8.3	0.2
Keep me informed about current water issues	8.3	8.2	8.3	8.2	8.1	8.4	0.3
Do their best to maintain natural environment	8.1	8.1	8.4	8.1	7.9	7.9	0.5
Knowledgeable	8.0	8.1	7.9	8.1	8.1	8.0	0.2
Easy to contact	8.0	8.1	7.8	8.0	8.2	8.0	0.4
Information in bill is clear	8.0	8.1	7.9	7.7	8.0	8.1	0.4
Quick to respond	7.8	8.0	7.6	7.8	7.9	7.7	0.4
Help people & businesses conserve water	7.5	7.5	7.7	7.4	7.3	7.6	0.5
Understand my concerns	7.4	7.9	7.0	7.5	7.5	7.3	0.8
Offer simple and online billing options	7.1	7.4	7.3	6.7	7.4	6.9	0.8
Provide good value for the money	6.1	6.2	5.7	6.1	6.4	6.1	0.7
<b>Overall satisfaction</b>							
Quality of service you receive from LVMWD	7.9	7.9	7.9	7.8	8.2	7.9	0.4
Satisfied with overall quality of tap water	7.9	7.9	7.8	7.7	8.2	7.8	0.4
Satisfaction Index (service and quality of tap)	7.9	7.9	7.8	7.8	8.2	7.8	0.4

The differences that show up are rather small and not statistically strong. Division 4 most consistently claims the high score prize. You can inspect the specific highs and lows and determine whether there is anything of practical value.

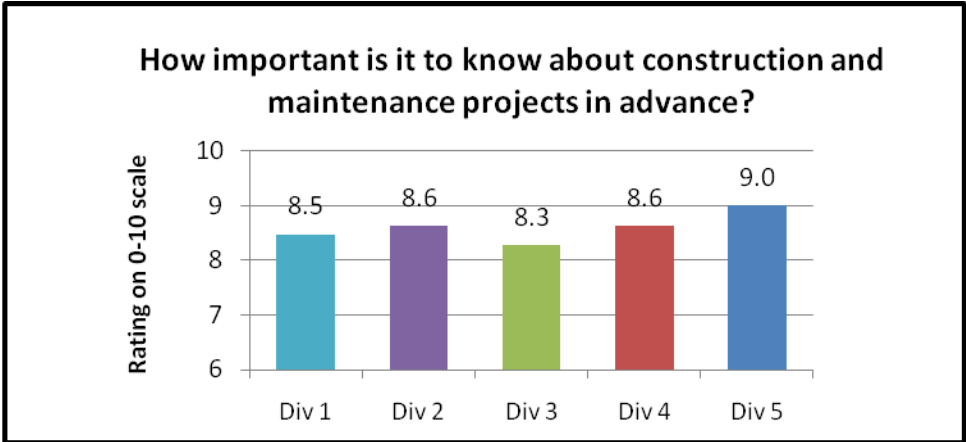
Any score that is highlighted (either grey or yellow) has a probability of .2 or better of being really higher or lower than its counterpart(s) for the same item. While .2 is not considered significant for

rigorous academic research, it does represent one chance in 5 (or better) that the difference is real in a population. As a guide to organizational focus, these odds may be good enough.

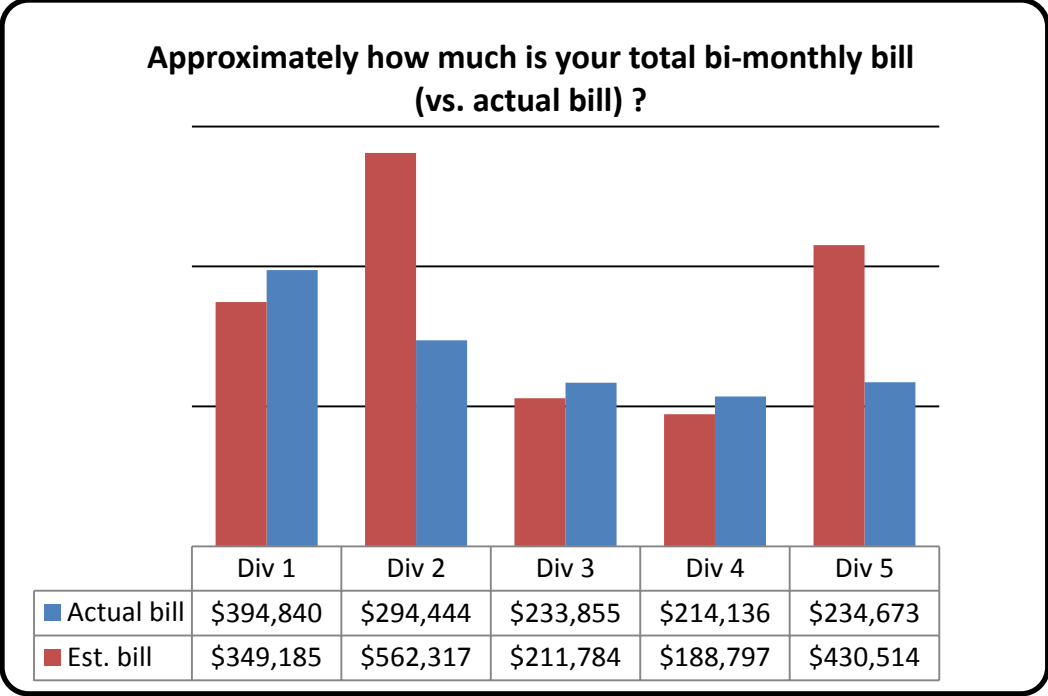
**Differences among divisions: Details for other items**

All the charts below contain differences that are statistically significant. We are not showing items in this section where differences between divisions were not statistically significant.

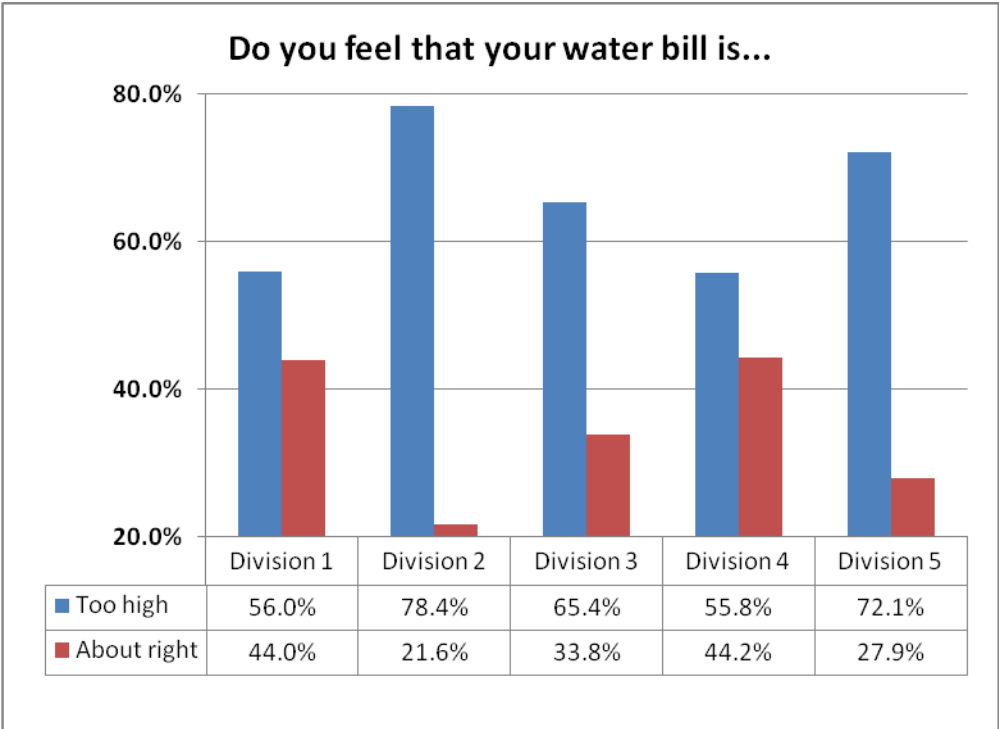
Division 5 was more concerned to be informed in advance about construction and maintenance projects. (Two other scaled items about District programs and activities did not show significant differences among divisions.)



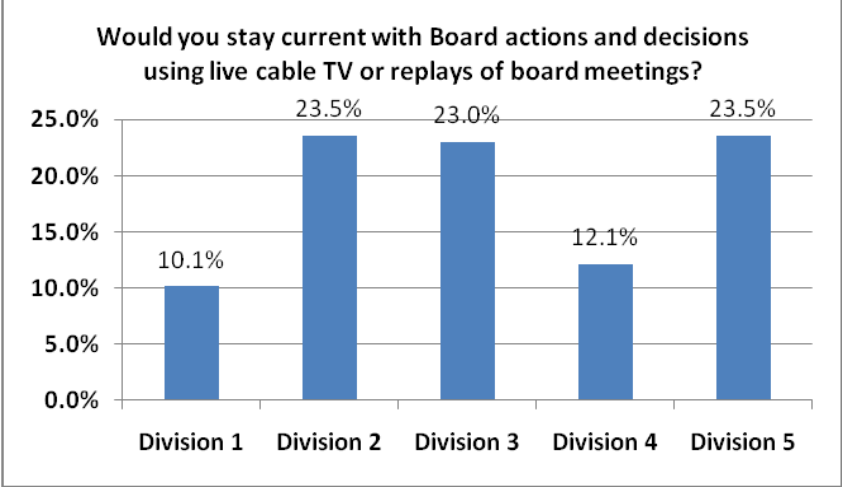
We asked, “Approximately how much is your total bi-monthly bill?” Three of the divisions—1, 3, and 4—were fairly accurate in their estimates, all of them estimating a little lower than their actual bills. On the other hand, Divisions 2 and 5 estimated far above their actual bills.



This pattern is congruent with respondents believing that their water bills are too high. Divisions 2 and 5 are most likely to believe that their bills are too high, followed by Division 3.



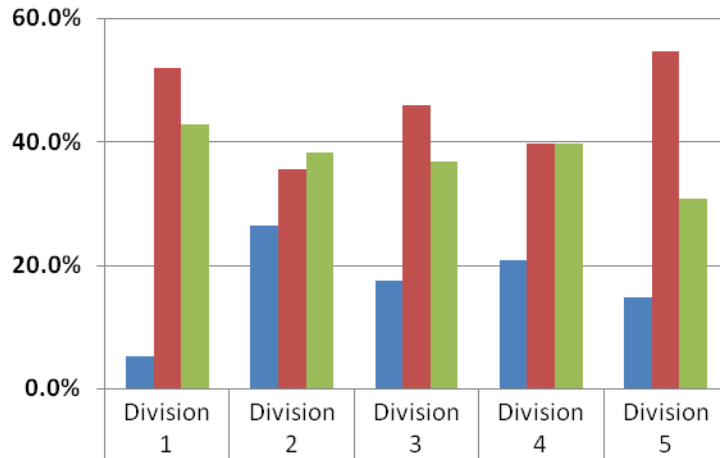
Divisions 2, 3 and 5 claimed to be about twice as likely as Divisions 1 and 4 to use television to keep current with Board actions and decisions. The other options we proposed for keeping current did not show significant differences among divisions.



We asked people whether they make use of free compost. Of the three answer choices, the most striking differences are between “Yes I use it” and “I don’t use it but might like to.” Division 1 shows the lowest current use counterposed with the greatest potential. Division 5 follows close behind. But even Division 3, which has the highest current use, still shows further potential use by 36% of the respondents.

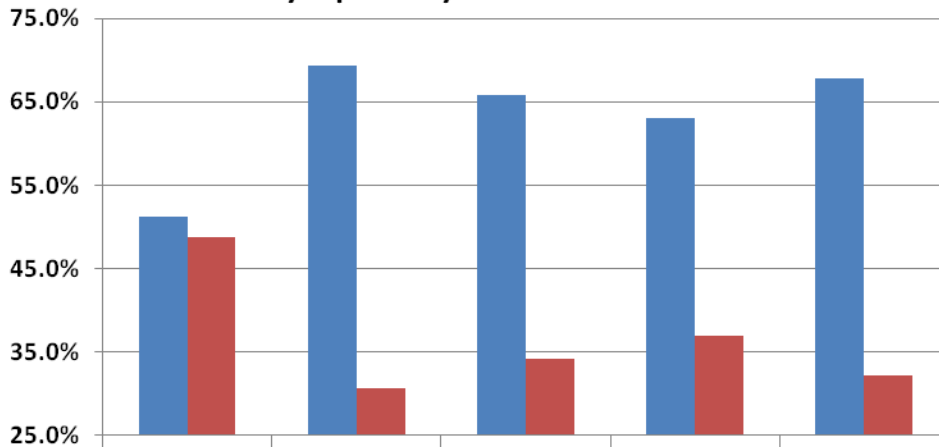
Note that this chart spells out the differences among Divisions. We have another chart earlier in this report about the same item, but which reports only the District-wide scores. The same is true for other items charted in this section: there are also corresponding earlier District-wide charts for most of them.

**Free compost is available to our customers. Do you make use of this free compost?**



■ Yes I use it	5.2%	26.3%	17.4%	20.7%	14.7%
■ I don't use it but might like to	51.9%	35.5%	45.8%	39.6%	54.5%
■ I do not expect to use it	42.9%	38.2%	36.8%	39.6%	30.8%

**Did you know that your water agency is governed by a publicly elected board?**



■ Yes	51.3%	69.3%	65.8%	63.1%	67.8%
■ No	48.8%	30.7%	34.2%	36.9%	32.2%

## Technical Notes

### How The Survey Was Conducted and Analyzed

#### How the survey was conducted and analyzed

This survey was designed in April and May of 2012 by a team at Las Virgenes Municipal Water District in collaboration with Survey Action Associates. The LVMWD team included Jeff Reinhardt, Carol Palma and John Mundy, and was led by Carlos Reyes. Members of the Board of Directors also contributed valuable input.

The District provided a list of 4439 Las Virgenes customers: this was a list of all customers whose email addresses were known by the District at that time. The District sent out an announcement letter in late May. The questionnaire was programmed and administered on Survey Monkey Platinum software, a system that includes encoding that assures the confidentiality of responses. The questionnaire was made available on-line between May 31 and June 10, 2012. We analyzed the data and prepared this report for delivery on July 9.

#### Response rate

##### **Original customer list from LVMWD: 4439 customers**

Number undeliverable due to recipient having already opted out of other Survey Monkey surveys and so could not receive invitations: 79

Number of email invitations sent on May 31: 4360

- Reminder sent: June 5 2012 to 3957 respondents
- Opted out: 29
- Bounced (email failed to reach destination): 148

**Total valid email invitations: 4183**

##### **Number who opened the questionnaire: 637**

Records excluded from analysis: 64

- 53 records showed an insufficient number of answers. We eliminated respondents who (a) provided no answers beyond Question 5 (“They comply with the unique environmental regulations in the area”) or (b) did not answer Question 5 and did answer Question 6 (“How satisfied are you with the quality of the tap water that you receive?”) but did not answer beyond that.
- 5 records showed no names or email addresses and so could not be merged with demographic data that the District provided separately
- 6 records were conducted as tests prior to administration

**Valid respondents (included for analysis): 573**



**Response rate: 573/4183 = 13.7%.** We consider this a very respectable rate for a survey of this type where one can typically expect a rate between 5% and 20%.

**Non-responses to particular items**

In looking at the results and tables of this report, the numbers will sometimes add up to less than 573. We have generally not reported ‘missing data,’ meaning non-responses. For most items, there were few such responses. In cases where it seemed that the proportion of non-responses was interpretable, we have included that proportion.

**Representativeness of the sample**

Data on three demographic variables were available that allowed us to gain insight into the representativeness of our sample. What we see here is the distribution of groups in the total sample list versus the distribution among respondents. The results for the total sample are very close to the results for respondents except for one group. This is the top quartile of bill payers, where the median bill for the total sample was \$439 and the median bill for the respondents was \$370.

	Total Sample List n = 4439		Respondents n = 573	
	Number	Pct of Total	Number	Pct of Total
Service: Water only	606	13.7%	89	15.5%
Service: Water & sewer	3833	86.3%	480	83.8%
	Number	Pct of Total	Number	Pct of Total
Division 1	883	19.9%	80	14.1%
Division 2	676	15.2%	78	13.7%
Division 3	1021	23.0%	149	26.2%
Division 4	861	19.4%	115	20.2%
Division 5	998	22.5%	147	25.8%
		Median		Median
Avg bill: Top quartile	---	\$439	---	\$370
Avg bill: Second quartile	---	\$256	---	\$230
Avg bill: Third quartile	---	\$202	---	\$195
Avg bill: Lowest quartile	---	\$148	---	\$145

## **Zero-to-ten scale**

For many items in this survey, we used 11-point response scales—from 0 to 10. Zero represents the most undesirable response (‘Extremely poor’ or ‘Strongly disagree,’ etc.) while ten is most desirable (‘Extremely good’ or ‘Strongly agree,’ etc.).

To summarize the range of responses in some of the charts and tables that follow, we specified 8-10 as satisfied, 5-7 as somewhat satisfied, and 0-4 as dissatisfied.

## Optional Comments: Automated Meters

After ours was installed we received a bill for \$41,124.74! Our normal bill is around \$150.

Although we understand the \$ savings, there are unanswered questions about micro or radio waves effects on our health, and the talk is that eventually it will be watr, gas, electricity and who knows what else. Also the opt out amounts seem very high.

Am not familiar with this. Sounds like it might be good.

An important advance. No more people walking the neighborhood trying to read old meters in the ground are they accurate, and do they interfere with neighbor's meters?  
are they safe when they are transmitting?

as long as they are 'open' so that other devices can connect to them as well for home owner management as long as they don't add to the bill. Cost should be recouped via savings achieved through deployment and use.

Automated meter reading puts people out of work. Automated meter reading can be more accurate. It can also be used as a positive tool, but still has the potential for abuse. To continue customer independence (i.e. no control by headquarters) best to maintain manual meter readings.

Automated reading is great. Saves money, resources and avoids disturbances.

Automation needs to be designed to reduce overall costs and increase efficiency. There should no longer be a need to have humans walk from house to house reading meters. However, there should be an audit of automatic devices made on a regular basis to check for tampering and mechanical/electronic failures.

Based on my prior experience, I am concerned as to whether the information will be accurate. Of course, in my case, I had a human error, which ended up costing me several hundred dollars that I paid people to come find a huge leak that didn't exist. Their conclusion was that the person who read the meter and told me there was a leak was mistaken. That being said, I don't know if I want to take someone's job away to install technology that may or may not work better.

can malfunction at anytime, power outage etc...

can we depend on accurate counting?

Can't wait

cost? health effects of "radio frequency"?

Depends upon additional costs to me

do not know enough about the technology, does it produce any more or less radiation that gps systems we use in our homes?

Does this mean that we will be charged extra for the cost of installing/maintenance of the Automated Meters?

Don't know enough about the subject.

Don't know enough to form an opinion.

Don't like that I need to pay to opt out.

## Optional Comments: Automated Meters

Don't really know what they are.

Don't really like the idea of more EMF...

Electro magnetic radiation they emit is an additional hazard

Favorable if the reading is accurate. Manual reading is not always accurate.  
found a leak and cut my water bill in half!

Get mixed info from media. (radiation, possibility of external control like shut off water without my agreement)

Go for it.

Great Idea. I was contacted because of round the clock use of water and was able to locate a leak in my backyard.

Have heard they will use to monitor water use and then punish customers for over use or discontinue service

Health hazards and lack of verification of readings and strongly disagree to pay to opt out

How accurate are the readings

How much will our bill rise if this is initiated?

However, I would like them checked bi-annually by a live person, as erosion, elements, animals, etc. can alter them. Errors can be made and they need to be checked by a trained person.

I am concerned about low-power radio frequency and its impact on my family's health.

I am not sure what information they provide but it sounds promising. Need more info

I am sorry so many people have lost their jobs over this, and I feel the water company has outrageous fees attached to their bills causing a difficulty for many households...sewage fees are way out of line!

I believe they are dangerous and DO NOT WANT THAT AT MY HOME!

I constantly struggle with incredibly poor water pressure and do not see any improvement.

I do not know enough about them to make an informed opinion

I feel this system leaves room for error.

I have concerns about the possible reduction in water pressure for the yard. We currently need the high water pressure for watering high steep banks, while using a pressure regulator for house use. Will the yard pressure be reduced?

I have heard statements from "experts" for both how automated meters are bad, or not bad. Hard to say which is true, or to what extent.

I have heard the negative press and not much positive.

I have read negative comments about automated meters, but would need to be better informed to make a decision.

## Optional Comments: Automated Meters

I know there's been some controversy, but I'm OK with the automated meters so far. I am hopeful that if there is a major discrepancy in my water use, someone will be willing to listen and fix the problem.

I like because it more accurate this meter

I like the idea. Will see how the new system works.

I need to know about the cumulative effects of all the smart meter frequencies on health and wellbeing.

I still dont know why my bill is so high and no one has been able to satisfactorily answer that.

I was advised that I had a water leak. Very helpful.

I won't allow the Edison to put one of those transmitters on my property, nor would I want LVMWD to either

I would like to be copied via email on ANY and ALL data my automated meter sends to LVMWD.

I would not want automated meters if they increase the cost of service.

I would only approve if they cannot be used by the District to control water usage. And I mean do not have the capability at all to be used in such a way.

I would want to see the feasibility study? What would it mean for my rates? What would it mean relative to the fact that my neighbors water goes thru my property which has caused us endless problems?

I'd like to get an email message when an automatic meter senses there's evidence of a leak.

I'd like to see all my usage information to help use it to better monitor my usage.

If an automated meter would reduce my cost, then I would look on it as favorable.

If it ultimatley means loss of a job, then I would rather keep someone employed.

if it would costs and lower my bill, we should use them

If saves everyone money and does a better job than having people driving around and reading meters it will be a drfinate improvemnt. I would assume that LVMWD would be able to lower our rates if you can save on trucks and people and all of the expenses that come with these overheads!

I'm not as informed as I could be about the pros and cons of the automated meters.

In favor, provided the initial cost of installing them is not passed on to the customer.

In our economic environment, the board should consider lower pensions and salaries. Less programs and reductions in activies to lower cost of the district and return savings to the customer.

Invasive

It hazardous for the health, it causes cancer.

It saves money.

It will save money. Do it. Too many people are concerned about non existant health hazards. They are misinformed.

## Optional Comments: Automated Meters

It would also be nice if these could be used to provide a real-time update on usage to an iPhone app or something. Also if they could code usage (e.g., so much is from sprinkler use, so much from bathrooms, etc..)

It would be best if I could directly access this information and get alerts via email.

It would have saved me \$175 on my bill for a leak I couldn't control since I was out of town.

It's amazing that the gas and electric companies still read meters manually

It's too bad the meters are probably putting someone out of work.

Just another excuse to put people out of work and make more money for the company. I don't see how the current meters were so bad.

Just make sure they work. No more dog bites or perimeter alarms going off. Who wouldn't want that??  
But...don't charge me for it :)

Keeping our public utility infrastructure current is very important, and automation is a key part of that.

Let me pay on the phone without a charge you cheap bastards

Like traffic light cameras: They will be abused by devious minds and turned upon the citizens to terrorize;

Purpose is to maximize profit and de-humanize public service. If the system needs this, why have board members and employees?

Love it should save money right ??????????So why is that not reflected on our bills

Love it. Seems a logical improvement to quality of service and using technology to aid the customer and provider.

LVMWD found a leak on my property and a defect in my meter. I was immediately credited for the error. I am very grateful.

LVMWD should join the 21st century and stop charging for making payments online!

More cause for billing errors

More job losses? How accurate are these new meters?

My concern is the elimination of jobs.

Need more information

Need more information to have an informed opinion.

Nice feature to be notified if there is a leak.

no problems like the automation. wish I could access it real time :-)

Not sure if there are any health issues related to the radio frequency. Would like to eliminate meter reading.

## Optional Comments: Automated Meters

Would like to be alerted to a leak but wonder what other data you would be collecting and how it could be used to charge us more. I don't have enough info on them. They seem to be very controversial.

Not aware of all the pros and cons

Not discussed the issues with knowledgeable people regarding the benefits versus the risks

not necessary

ok if they are reliable.

On the surface, the idea to take advantage of current technology is good. Clearly there are safety issues that have been raised however there has not been an open discussion of exactly what those issues are or how valid they might be. There has been no notification of any detailed explanations from the district so until that has been made public it is not advisable to state an opinion. More details are needed - pro and con.

Only concern is can they be tempered with or manipulated "hacked"?

Only if it would save ME money. Otherwise leave things alone. The sewer/water bill is ENTIRELY toooooo much money !!!! Your salaries are way TO HIGH !!! HOW ABOUT TAKING A 20% CUT IN PAY AND REDUCE MY BILL! That is my suggestion. All of your are WAY OVER PAID. I SEE THE WORKERS JUST LOUNGING ABOUT.... It is messed up. Clean up your act!

Only if proven totally reliable. What would my recourse be if I felt my bill was too high?

only in favor if there is no harm caused to humans or animals by the radio frequency. i am very concerned about the new methods being used by the electric company to regulate meters.

Our water meter person informed us that the water meeting indicated that we had a leak but could not help us determine what the leak was, how to find it, or what to do about it.

People who are afraid of the radiation or big brother are uneducated...

Privacy concern

Probably favorable. Would like more information about the automated meters. Is this a pilot project? Are homeowners notified if an automated meter is installed?

Probably programmed to increase usage bill.

Reliability

Reliability and accuracy concerns among others.

Saves time and potential problems could be quickly fixed.

should save money for both customer and company

Since you have installed the automated meters, our bill has increased, yet our water usage has decreased. We think that these automated meters are just a means to increase cost and are very unhappy.

Some residents are concerned with low level RF associated with the meters. More study should be done before these meters are installed.

## Optional Comments: Automated Meters

sounds as if they increase accuracy and time or response

That would have helped when my bill went to \$900.00. Even though it was not your fault you could have helped with the bill as I see many construction sites spewing massive amounts of water from fire hydrants onto dirt to keep dust down.

The auto-meter was just installed recently. Is there any way if each customer can monitor his account (i.e., daily usage, weekly usage, etc.) via internet?

The cement around my meter has been cracked for years and needs to be replaced.

The thing that annoys me most are the charges NOT related to my usage. My usage is quite low, but the bills are extremely high due to the various other charges. When I was in the DWP district, my water bills were significantly less!

THEY ARE CONTROVERSIAL AND I WILL NEED TO READ UP ON IT. I DON'T LIKE THE IDEA YOU HAVE TO PAY MONEY TO OPT OUT.

They must be monitored Also at ted during the year for accuracy.

They would have to be proven reliable to me before I would consider having one.

This enabled LVMWD to send a notice to us that that we had a leak, which we found and fixed. Thanks!

Very good idea, Improves accuracy and reduces costs.

We were not given enough study information regarding these low-power frequencies which I thought we got rid of when the power lines were moved underground. Would have appreciated knowing possible physical effects.

What is the cost or the savings per household to have automated meters?

What is the transmission power and frequency of the automated meter?

where is it?

While I agree the cost savings in labor to read the meter is beneficial to LVMWD and myself, I am concerned with additional transmission devices around my home.

Will our rates reflect the reduction of manpower costs?

would like access to the data to help track water use

Would like no fee option to maintain current meter.

would like one also would like to have separate meter for lawn and pool

would like to know more,...ie, if we have one currently...thx.

Would like to understand more as there has been a lot of press regarding the issues around Smart meters for Electric.

You have a good system now and you won't gain much with these types of readers. You will just have to have technicians running around fixing and reprogramming.



You installed an automated meter for our property without asking and now you offer an opt out with ridiculous continuing fees for those who don't want your automated meters. On top of that, you have the nerve to ask to be allowed to raise your water rates!!!!

## Optional Comments: Building And Repairing Facilities

1. Clean up smell and discharges into Malibu Creek 2. Improve pressure in my neighborhood

A cover story for a Palace for Management; Big \$alaries and Pensions.

As to 15, only if they affect me.

Concerns are about the cost passed on to the consumer as rates are high as it is.

Don't eat up \$\$ with "management". Don't waste money, be efficient and don't delay if it just increases the cost of the repair. Pretend that you are in private business and have to bid a job and eat the overruns like the rest of us, not just pass them on to the trapped consumer. .

How much will it cost me?

I am opposed to rate increases due to water tank improvement and increased work traffic through 3 Springs Neighborhood in WLV

i don't like to see wasted money spent on projects

I expect the District to keep current, update equipment and plan for population and use increase over the years.

I get email notices from the LVMWD, which is a very good method to notify us. It is important to have some idea of the time the projects will take.

I like the alerts through the email.

I only would need to know in advance if it directly affected me, such as a shutdown of my water, or construction on my street.

I would like notification with my bill about said projects and where to go for details on each project. I would not expect a complete description of the project sent to each customer but rather a short general notification of the project and where on your web site that a customer can go for more details.

I would like to know right away if we are going to be impacted due to repairs.

I would like to see LVMWD dramatically increase their interest and activity in establishing new sources of water specifically desalination facilities similar to Santa Barbara as a minimum but with newer technology that could/would become full service 24/7 operations. Perhaps in conjunction with one or more neighboring districts or cities within this district as cities have large volumn requirments for both water & wastewater.

If it affects me directly like the street will be torn open, I'd like to know in advance

I'm against another multi-million dollar tank, unless LVMWD can prove it will lower my water bill. Water bills have been increasing at a rate exceeding inflation for a number of years, and it's time the district figured out how to reduce expenses and reduce water rates. To do otherwise is unacceptable in todays economy.

It is important to me so that I may know if any planned building and/or repair will affect me in advance so that I may make arrangements.

It went just great on the Reyes Adobe pipe redo.

Just don't raise my rates to do these projects. And if you do these projects, watch the costs, just don't pass them along to the customer.

## Optional Comments: Building And Repairing Facilities

Just went through the improvement of the pipeline on Agoura Rd, very minor inconvenience. With all the recent main breaks and associated flooding, not to mention the loss of water, in the DWP system, it shows the importance of good maintenance and timely replacement of aging systems, even though we have relatively new infrastructure.

La Virgines Water District has done a poor job of anticipating future building needs. Non rubber stamp board members are needed.

Live near the Calabasas Country Club and did not know that the water lines there were being repaired until we drove by. Not sure if it affects us or only the Country Club, would have liked to have some info.

Make sure not wasting customer money

make sure your contractor fixes the street as required by the cities.

Need to be more thoughtful about location of warnings to drivers when doing water related road works.  
only need to know if will impact my service

Question 14 is ridiculous - why would we not want to maintain reliable service.

Re #14. You just answered my queries re the reduction of rates. I have surmised there will be no reduction of rates because of the need for capital improvements, i.e., expenditures.

Take a cut in pay to pay for it.....

The end leg of our sewer is spewing over and into the street. No one has come by to check it. It is a very real health hazard.

The public and area affected always needs to know about building and repairing....I usually never find anything out until after the fact.....or until it affects my life in a negative way...

The recent backbone plan does not contain enough information to validate that the enhancements are or will be needed. There also does not seem to be an ROI analysis to show how many years it will take for these investments to break-even. I do not mind paying higher rates now if it will reduce rates or at least minimize rate increases in the future. The current plan seems to indicate higher rates now and higher rates in the future?

There is no option for us who have animals as far as the need to have reliability.

There will be problems with the community if our pristine environments are violated with ugly water towers, storage tanks, etc.

These projects are acceptable IF they are necessary.

They are working in front of my property now. They notified me when my water would be shut off in advance which I appreciate, and they let me know when it would be back on. Very helpful.

they need to be able to do the work within their budgets and not continually raise rates on customers that are already paying high rates in this district

They sent out a letter informing us about the sewer line repair in Liberty Canyon with an approximate start and end time which was helpful to know.

This area is already built out and your latest future projections of water use is highly suspicious.

## Optional Comments: Building And Repairing Facilities

Unfortunately, I border the reservoir, they are a terrible neighbor.....cell tower and water storage tank are a disaster

Upgrades and infrastructure maintenance is important for a reliable system.

We depend on our board to review and manage the information on these projects through the evaluation, approval, and execution phases. I expect them to let us know if there are issues we should be involved with.

We like to know in advance when projects affect roads, the water itself, and how long the project will take to complete.

## Optional Comments: The District's Composting Program

A hose bib adjacent to the pick up spot should be provided for washing hands after the loading.

AT \$4.35 PLUS A GALLON OF GAS, HOW CAN IT COST MORE TO COMPOST THAN TO TRUCK IT AWAY??? TOO MUCH ADMINISTRATIVE COSTS.

Awesome compost!

Charges should be imposed to the people using the compost not to those that do not. Is it fair that I pay for compost that I do not use?

Close it down!

Could not properly evaluate

did not know this was even a program or how you participate in it

Didn't know about it.

Didn't know it existed - I'm an unsuccessful home-composter for my garden, so very interested in the free compost!

Didn't know this was available ..good to know!

Do you mean it costs \$2.75 more PER HOUSEHOLD? The question is unclear. I don't believe composting costs more than trucking the waste away given the price of gasoline, and landfill charges, and given that the methane produces energy that is apparently harnessed. You all should revisit the cost analysis. It's not credible.

good to offer

Great but need to let people know about it

Great program and I am very pleased that this is offered to our community. Happy to pay more to keep the service.

Has a cost-benefit analysis been done to determine how much of the compost that is made is actually being used by customers? If it costs more to turn the waste into compost and if people don't use the compost, then why make it? Who uses the energy from the methane gas and how?

Have used it...there was a concern for the salt content in the compost.

I am disappointed that it is unavailable during the summer months this year when I need it the most. I would have liked some advance notice so I could have stocked up ahead of time. Now I am unable to make my gardens look nice until it reopens in September.

I am extremely dissatisfied with your flat rate sewage charge. I strongly feel that my sewage cost should be related to my water consumption. My family of 2 does not generate as much water usage or sewage treatment as a larger family.

I am not aware of the Free Compost available for free for the customers. Can someone please send us info how to get this Free Compost? You may forward the info to my email Thanks.

## Optional Comments: The District's Composting Program

I am not knowledgeable on composting but if the water district made it easy to learn I would definitely be interested.

I compost my own...

I didn't know about it!

I didn't realize this was available. I very much like to use compost for my garden and lawn--I will look into this

I do not have any way to transport the product.

I don't know anything about free compost

I don't know what the compost is?

I don't like the smell, I have my own compost barrel and use it consistently.

I found it too full of large woodchips to use in my vegetable garden. I screened all of it (too much bother) to make it useable in areas I was seeding. I would prefer a more ground up consistency, like other compost I purchase or make.

I have concerns with concentration of contaminants in the compost from human waste so I would not use it around my home even on ornamentals. I think it is useful around public/business spaces where there is little chance of human consumption.

I have my own septic tank - do I still pay for the sewage costs? I hope not!

I have no way to get composted materials to my house, but would be willing to pay for a delivery.

I just used it recently for the first time.

I knew about it, but don't use it.

I know the facility is closed now, but I have not heard how long it will be down.

I never knew about the compost. If the District made it easy to get it in bags, I might use it. The District needs to have convenient, easy pick up locations.

I really should use it as it is a fantastic idea and I do all my own yard work. Thanks for the reminder!

I saw city uses the potable water to water public area. It will be nice if each customer can use these water for their garden, also. Do you have any plan to provide potable water to individual customer?

I think it is a terrific idea

I think your charges for sewer service are outrageous. Since the sewer charges are fixed conserving water is of little value. You should strongly consider making the sewer service fee the same as the water charges, the less water you use the less you pay for water. Based on the charges on my monthly bill you should change your name from a water district to a sewer district. Sewer is one of the most expensive utility costs that there are. My question is why?

## Optional Comments: The District's Composting Program

I use the compost infrequently. I have issues with providing the compost to non residents who are not charged the monthly fee of \$2.75. Customers pay for non-customers to use who do not pay. Is that appropriate? I also feel the monthly charges (non water use charges) are currently excessive. My bills are typically \$125 of which water accounts for about \$25.

I used in the past and it was toxic to plant life. Killed my plants. Also, they expect customer to load it in bags in a very dusty unsanitary environment. They should have bags loaded with non-toxic compost ready for pickup or even delivery to customers. They do not care as they are a monopoly. No competition, bad service, bad quality of tap water, nasty customer service.

i was not aware of the offer

I wasn't aware of the free compost material

I worry about materials in the compost from the waste people put down the toilets and sinks at their homes.

I would like to know more about free compost.

I'd have to check the website to see how to transport from the facility to my house.

I'd support it more strongly if it were cheaper.

i'd use it but I don't have a way to pick it up

I'd use it, but I wasn't sure if it was safe. Especially if my dog gets into the flowerbeds.

If LVMWD sells it to the HOA gardner's/landscapers wouldn't that offset the cost?

It is a good program with a courteous staff

It is a great benefit.

Its a great program, it DOES gross people out though..

It's not really clear to me when and where to get the compost and what it can be used for.

Like the ability to get compost. Waiting for facility to open.

Love it! Keep up the good work.

Make sure, like all LVMWD's other, that they are cost effective. If we're subsidizing programs that are losing money -- farm them out to private/volunteer/NGO organizations, please.

More options on how to access free compost

my husband loves it!

My neighbor used compost in her garden and my family could not sit in the backyard due to the stench! I am opposed to the use of compost in densely populated neighborhoods. Fine for large rural properties...not in Morrison Ranch, ever.

My suggestion is to have everyone over at LVMWD take a \$20% cut in pay.....

## Optional Comments: The District's Composting Program

never even knew about it

Not aware of free compost and would like to know how it is made available to customers.

Please continue it.

Please refer to June 7 2012 letter in the Acorn...I'm with them and would give up the compost program for a lesser amount on my bill.

Should arrange for delivery and I would pay for delivery since most of us have gardeners who look after our properties why not get them to make use of this service?

Sorry, not free anymore. Was charged a nominal fee of \$8.00 for 3 cu yards last spring. A bargain for sure, but it's not free.

the notice on the gate says the facility we reopen in the fall. I would like more information regarding this operation. I found it very useful.

The smell from the treatment plant is awful. I wonder what kind of pollution your creating. Human waste as compost? What happened to plant matter?

This is a horrible waste of money. It drives the cost of our water and does little except increase budgets, bureaucracy and raise false expectations.

this is one program that needs to continue

This is the appropriate thing to be done with our waste. Rather than depending on individuals to build composts for their own home, it is more efficient and effective that it be done by the community. I am very grateful it is being done for us.

This is the first time I am hearing about the availability of compost. Was the free use of the compost advertised? If available how does one go about obtaining it?

To be honest - I was not aware of it.

Too bad I'm on Septic, otherwise I'd GLADLY pay more on my bill.

Too hard to get it transported in a car.

Trucking our waste elsewhere should not be an option. Neighbors have expressed concerns about heavy metals etc. in the compost, and whether it is safe around children or when growing vegetables. Perhaps more information in the newsletter is needed.

Unless you can guarantee that all heavy metals and toxins are removed from your slug end product, I can't use the product around my property.

Very favorable opinion of the compost program.

was not aware of it but will probably use it

We already let our lawn die to comply with the District's plea of water shortage: Then we are told they cried "wolf." There was no emergency - just policy to raise rates. Then the District promotes a rebate program to



## Optional Comments: The District's Composting Program

install water-free landscaping - but first applicants must submit "before and after" photos of a lush lawn. Dead lawns from the first district program do not qualify. What will the "composting" double-cross be?

we are happy to pay modest fees for environmentally sustainable practices.

We greatly appreciated the free compost when we re-landscaped. Then I learned that it was dangerous for use in my vegetable garden after I had used it for two years for that purpose. Not so happy about that.

We have no sewage.

We have used the compost for years and we always tell new neighbors about its availability

We love the free compost, which is a very nice perk for customers. We've used it many, many times and actually helps us save water.

We need more information about it,. I didn't even know about it.

We'd like to but the hours don't work for us since my husband works 6 days a week from 5am to 4:30 pm in Camarillo

When does it reopen?

When will you reopen?

Why isn't this more exposed ??????

Would like to see a delivery service

## Optional Comments: Bill Too High Or Low

"readiness to serve" charge is silly- should be built into water cost- so people that use more water pay more and people that use little pay much less.

# 1 I would like to see LVMWD dramatically increase their interest and activity in establishing new sources of water specifically desalination facilities similar to Santa Barbara as a minimum to better control LVMWD COSTS.  
# 2 The calculated adder for sewer charges seems high based on how we use our water and the number of pricing tiers available to get us to the highest rate quickly seems unfair.

\$70 per mo, comparing to gas \$30, power \$20. I have usually been well under my budget/allotment recommendation.

1) My sewage charge is unreasonably high for a household of 2 adults. 2) I am alarmed that my water bill has risen over the past 4 months although my water usage has been reduced or stayed the same. I notified LVMWD and was told that my meter reading is correct. I am waiting for my next bill before calling again. 3) I was extremely unhappy that you rescinded penalties for families who went over their allotted supplies. You clearly stated that such water abusers would be penalized and then you changed your decision. This was an affront to those of us who try to conserve.

2 person, single family house. Stopped irrigating landscape, so water usage is only about 11 units per billing cycle. The actual cost of the water usage is not the problem. It's the service charge that everyone pays. We should receive a greater discount for our conservation efforts as opposed to our neighbors who use more water. 80% of my bi-monthly bill is comprised of a flat sanitation charge which is much too high. I live alone and also actively conserve all utilities so I am forced to pay for more than my fair use.

About 8 times higher than my cost in my last location - Vancouver, BC - granted in Vancouver water falls from the sky(literally) with much greater frequency. More surprised/annoyed about the fixed sewage fee versus the variable water consumption fee. Would prefer fully variable costs.

although i pay a lot more because of the sewer...we are very conservative for water use

Any reduction in water use would result in a miniscule reduction in our bill, since two-thirds of the bill is for sewer and infrastructure costs.

As a household; we have landscape with hardscape, no grass and with native water tolerant plants.

As I stated previously-----my usage is low, and makes little difference on my total bill because the additional charges are most of the bill. I completely dislike the fact that all homeowners are charged the same fees, although their family size and yard size are so different. This seems inconsistent with my previous response to a question, yet, it is consistent because of the way the previous question was phrased.

BIG INCREASES IN THE PAST FEW YEARS.....

BILL INDICATES WATER IS SMALL PERCENTAGE OF COST.SEEMS TO BE AN ACCOUNTING SMOKE SCREEN

bill is much too high

Can't say if water use is billed properly. My sense of it is -- should just be charged as a flat rate (say by the gallon) to everybody equally. No need for social engineering in water use and/or wasteful "green" programs.

Compared to my prior water provider LADWP, you are very expensive

## Optional Comments: Bill Too High Or Low

Compared to surrounding areas with different water/sewer company, the LVMWD is much much higher. My household consistently uses 50-65% of our budgeted usage amount, yet the bill seems very high still.

Do not have enough information on LVMWD costs.

Don't have the bill handy, but I know it's been increasing. Given advances in technology, why don't we hear about initiatives to make water more available and less costly, such as covering the California aquaduct? The evaporation off the aquaduct must be huge! Why don't we use desalination? The Pacific is a vast untapped water supply, and technology advances and engineering done for Desal in the Arab countries ought to be leveragable to the US particularly given our proximity to the Pacific. It's ridiculous we're dependent on snow cap in the Sierras.

Don't mind paying for system maintenance and upgrades, but don't like so many high-salaried employees in the expensive building.

Don't understand why the service fees are so high.

Elevation surcharge is unfair because my house is much lower than the storage tank and could be fed by gravity if it was not the last connection. The readiness charge and sewer charge are also unfair because they don't relate to usage.

Even if I did not consume a drop a water the bill would be too high! Water is essential to life!

Everyone over @ LVMWD should take a 20% pay cut and lower our bills. I have done that on my end with the pay cut. Now you should too!

For those of us who have acreage and a large number of animal the LVUWD should make recyclable water available. The lines are in the street already. The city uses it to water, and I might add they run it in the hours that we are not suppose to water and in the rain!

Good value

Have no way to gauge whether the bill is appropriately billed.

I am one person and I think it is extremely high.

I am trying my best to conserve the water, but the bill still too high.

I am well below my allocation, but the bill seems high to me. We have requirements from the homeowners association for maintaining lawns and landscaping, so it's hard to cut back any more.

I believe our current bill is based on previous years useage which is problematic for us since we just turned our unwatered weeds into grass. Our bill will become higher because of it.

I believe the amount charged for water is reasonable. I also believe the sanitation service charge is EXCESSIVE. We are a retired couple - TWO PEOPLE living here and pay \$108.. each billing period . Too high! I conserve a great deal. In the past when many conserved you rewarded those who did not by returning payment. As I understand. It cost money to conserve, new drip systems, timers, landscape removal, etc. LVMWD did not provide funding support fopr those who incurred these costs. However, refunded monies to those who did not conserve nor incur cost for conserving.

I conserve water like crazy - this is so much money!! Didn't know about survey (below)

## Optional Comments: Bill Too High Or Low

I cut back on watering my garden and even the use of water inside my home. Still, my water bill is way too high.

I do not know if my bill is too high or too low. If the paper bill indicated what others in the neighborhood are using it would be helpful. I believe I have seen this information on the website. I have only been on the website once in the last 6 months.

I do not use that much except for garden of which I have no choice if I want to keep up property values

I don't get credit for CONSERVATION.

I don't know the average of water bills in other cities.

I don't see how you can justify charging more for water based on the amount you use. You pay the same amount for all wholesale water the district purchases so how can you charge us more (based on units) for the same resource unless it is punitive. The service is good from the district but the pricing is not.

I don't use much water and travel quite a bit - no shower every day, only one person. Much higher bill than I had in Camarillo.

I feel that the sewer charges are a bit high. There may be a reason for it, but it has never been explained to me.

I feel the sewage costs are too high.

I find water to be very expensive here.

I have a large amount of land around my property. I believe there should be different water rates for landscaping needs as opposed to human consumption needs.

I have a low flush toilet which I flush only twice a day, I have absolute minimum tiny garden area which even then I keep under-watered, I don't use washing machines, bath very infrequently because of water and gas costs and I'm a disabled senior with very limited income. I can't possibly reduce my use of the very little water I already under-use.

I have no problem with the cost of the water. It is the "Readiness To Serve Charge" and the "Service Charge" that I question. If I use no water for 2 months, my bill would be \$135.40. Perhaps if those charges were explained it would help.

I have put most of my outside water use on a drip system, but I haven't had it long enough to see much difference.

I have RA 1 property, almost 3/4 acres, yet I get the same allotment as people in R 1 communities. I should get more water allotted than I do.

I have received a credit for not using allotment. Would like the credit to be higher when I use less than half the allotment.

I have very low usage of water and my bill is too high because of about 75%-80% of this bill is just for the service.

I live on a large lot and wish LVMWD would allow us to install a second meter for landscape water.

I moved to this area from a DWP area about 1 year ago, the cost of water is much higher than I paid with DWP.

## Optional Comments: Bill Too High Or Low

I need relative prices across similar geographic locations to determine

I only use a fraction of the allocated amount of water. How ever 95% of my bill is sanitation fees and "ready to serve".

I pay more for sewer connection and for elevation charges than our water runs. I conserve water always but I resent paying such high additional fees.

I submitted the average amount due as listed on my bill. (1 or 2 months?)

I think it is deplorable that they charge a fee to process an internet payment. Of all companies a utilities company should help conservation and do away with as much useless paper billing as possible!

I think people with horses and other livestock should pay more. Also, people with pools should pay a lot more.

I think the charges are outrageous. Especially the "extra usage" fees. The allotment is not accurate to previous history etc. Extra charges even when there isn't a drought happening. Seems like legal theft to me.

I think the cost of water in los angeles is artificially low, incentivizing inappropriate use and increasing the likelihood of serious problems in the future.

I think the tiers are unrealistic for our property.

i think we are lucky to have clean, running water. i think our bill is reasonable, however of course if it was lower that would be great. our family is very, very water conscious and always are under our allotment, i wouldn't mind a greater discount for that. we are very responsible about waste and are horrified to see how much excess people use, whether in washing dishes or watering lawns. people who use more than they should, should be warned then penalized heavily.

i think with two teenage kids my allotment is too low

I use very little water and yet in the past two years my bill has almost doubled due to sewage cost increases.

I would like relief when I need to fill my pool when it is repaired.

i would like the option to use non-drinking water for lawn

I would like to be billed every month to help even out my expenses. I am on a fixed income and a large bill every other month hurts my budget.

If a household uses more water than the budgetted amount, they are charged extra. But what happens if a household uses less water than the budgetted amount? Is their bill discounted?

I'm not really sure how much my bill is because my husband pays the bills but I know it's high and i do know that the past water restrictions were virtually impossible to meet if you wanted your front and back yard to stay alive.

I'm very aware of water shortage and I make an effort to save water. No matter how much lower than the budgeted I use, the bill hardly ever is less. This is not exactly an incentive to save. The fixed costs on the bill are huge. It is some months higher than my electric bill.

In addition to the size of the lot, there should be a consideration in terms of the number of people living in the house.

## Optional Comments: Bill Too High Or Low

In these difficult economic times, everything is too high. People are getting help so they don't default on their loans. Why can't others who have always paid their bills on time also get a break?

It actually varies to outside problems. That is leaky faucets and etc. I am already aware of water conservation!

It feels expensive to me, but the service is good.

It is nearly impossible to keep landscape alive under what you consider "normal" water usage

It is the sewer part of the budget that seems exorbitant.

It is too high. We do not use much water for gardening. Cannot argue with them. Nasty people who love to disconnect service. They are employed for life, do not care about customer, have no competition. What do you expect?

It really depends upon the amount of rainfall we receive each year, so this bi-monthly average can really change up or down. Being raised on the East Coast, I feel that the bill is too high, but I'm prejudiced about that and that it is probably about right given the circumstances here in the West.

It's outrageous and not fair to have extra water filtration fees. With this fee the message is that we do care for environment (bottom line: quality of water that pours to the ocean), and no other district in LA county doesn't do anything about their filtration which at the end drains to the very same ocean. It would be fair if all of LA districts would have the same fee for water filtration (\$100 extra on the bill), so all drain ending in ocean would be of the same impact. Perhaps then we would be able to swim in the ocean, instead of being afraid of getting major diseases from it.

It's the most I've ever paid for water. I honestly don't know if it's too high or not based on our landscaping, but there are only two of us.

it's the sewer charge that's the problem!!! It's not based on use so we're subsidizing those who don't conserve.

We can't put into the sewer what we don't consume, and maybe if big users had to pay according to water used like DWP, they'd conserve like those of us who do!!

It's what it is.

Just a gut feeling - not based on anything solid.

Just bill me monthly rather than bi monthly.

Landscaping and garden. Although we have another home in Oxnard and spend 50% of our time over there!

Lawn needs to be watered or it will die. I had to resod my lawn 3 years ago and I don't want to repeat that - it was very expensive.

Living on 1/2 acre and having 3 horses we strive to use water as efficiently as we can, and we seem to do very well, (compared to avg on street etc.) Most of the concern seems to be over electricity, but I see water as a more valuable and rare resource. I was disappointed when, after the last water crisis wound down, those who were over their allotment were forgiven, and those of us who conserved got no reward other than feeling good about what we accomplished.

more conservation or charge people a lot more. we should not all have green grass all year long.

## Optional Comments: Bill Too High Or Low

more than half is from a fixed sewage cost and not water usage. Seems to me that the sewage cost should vary based on the water used.

More than half my bill is is the Sanitation service charge.

Much too high for a small three person household.

Much too high!

My bill is way too high no matter how much grass I remove my bill does not go down

My bill remains similar whether I conserve aggressively or use it normally because of the base service charges. It's nice that you offer a discount occasionally to people such as myself who conserve water (well under budget), but when compared to my neighbors I use substantially less water. Shouldn't my base service fee be cheaper too?

My husband pays the bills so I don't know the amount. I hear the complaints about the high bills. With Edison, our bills are metered out with the average 1/12 of the bill is paid each month. We don't get huge bills during July August and Sept. We get the same each month and I really like that

my water consumption is very low because we conserve as much as possible. those who conserve should be rewarded more than 10%. however, the sewage cost is over 1/2 my bill which is extreme. those who go over their allotment should pay for their overage. no refunds should have been given previously.

My water usage dropped, and I am afraid that each year my payment will be higher if the usage goes up based on my previous water allotment!

My wife handles bills so I can't answer.

No more increases while the economy is down

Not the water portion that I think is high, it's the base sewer charge. That said, I am in favor of the cost associated with on-site sewage treatment and the additional charge - as long as it doesn't increase every time I turn around

Obviously, I would like our bill lower...because we do conserve to a degree and usually qualify for the discount. However, I am not educated in the cost analysis for all the factors involved in sewage and water transport costs to say our bill should or could be lower.

On top of bill we have to pay a pumping charge. All users should share all charges.

Open irregular water supply to residential .

our allotment is not in relation to our property size

Our lot size is larger and a corner lot yet we recieve restrictions/penalties based on average lot size

Our water bill is outrageous.

over pay for employee benefits and sewer costs

perhaps the service fee should be tiered to how much your water you use. Another incentive for conservation

## Optional Comments: Bill Too High Or Low

previous question - we already have a baseline budget, where users pay higher rates with higher water use.

water budget? what's the difference?

Rumor has it that my water bill is higher due to my location. I would like to know if this is true?

Sewage Treatment charge seems excessive for our household.

Sewer charge is high

Sewer charges make up 58% of my bill. That is crazy since 2/3's of my water usage is outdoors and doesn't go into the sewer. The sewer charges are a rip off. Thw water charges are reasonable but the sewer charges are outrageous

Sewer cost is too high for the number of people in household

Sewer fees are exceptionally high when compared with other utilities, even allowing for the fact that we do not truck our waste away. We try hard to stay within our water allotment, and it was disappointing when very high water users were forgiven the extra costs because the rest of us saved water. Any savings should be applied to the LOWEST water use tiers only, not the highest.

sewer service veyr high

Should be able to "bank" (get credit) for use below your allotment to apply to summer high landscape/pool water demand. Should have ability to review allotment with onsite inspection of property if consistently over allotment. (your sewer charge is a killer)

Should provide additional incentive for consistently being below budget or significantly below budget.

Sometime higher, sometimes lower--the number above is an average. You should offer "reclaimed" water to homes for their landscaping, if they want it.

sometimes too high sometimes just right

stringent conservation reduces cost but greatly hampers life style

The above figure is not based on summer rate. During those months our water bill, even with conscientious conservation is about 700.00 to 800.00 for 2 months. Based on the size of our property, we feel our rate should be lowered in order to have it more affordable. This position, is related to what we can't control. Namely, the size of our home; that's a given. Each summer, or other hot days for that matter, we take every possible measure to conserve water, sometimes at the expense of causing Brown spots our our turf with little or no significant reduction on our bill.

the additional sewer fees

The benefits that sanitations workers get do not match the general public. They are too generous.

The bill has been going up and I don't like that. However, everything is going up so I really am not surprised. the budget idea scares me...We take vacations, seasons change, water use changes for many reasons and although we have always been below our "budgeted allotment" I am afraid that will not always be the case. Lets say that in future years the budget is based on use? Then I will be paying more for conserving. That doesn't feel right.



## Optional Comments: Bill Too High Or Low

The continual increase in rates is outrageous. These have been far in excess of the inflation rate and are not justified. Among other things, the District's operating expenses (including personnel costs) should be substantially reduced. I see no effort whatsoever in District budgeting or other attempts to reduce water rates. Instead, they simply blame it on costs imposed by the Metropolitan Water District. This is terrible service and the ratepayers deserve better.

The cost of our bill is mainly for the sewer fee.

The fixed cost is too much. The fixed cost should be prorated based on the water usage.

the house is empty

the main problem with the bill is not the water charge; its the elevation charge and the sewer charges which are too high.

the penalty is higher at a base rate that is never attainable -- how many customers are below their base rate who live in homes in the district? The base is too low -- always has been.

The rate is much higher than DWP for less water/services

The sanitation charge seems very high

The Sanitation costs are too high

The sanitation service charge of \$108 per billing should be based on the water usage, not the flat rate. Through strict conservation on my part, my water usage has always been below the budget. But with the high flat rate Sanitation charge, my bills are always near \$200, too much for a two retiree household. Another comment is that the Board always automatically approve rate increases no matter what. It is discouraging to the consumer who has no alternative.

The sewage bill is what makes the water bill high. If LVMWD wants to budget water why let builders continue to build homes in this area. If one person is maintaining a piece of property they use less water for showers, not watering or laundry.

The sewage connection charge always seems high compared to our charge for water usage. Our water conservation efforts do not reduce the fixed sewage connection charge.

The sewage fees attached to our bill is sometimes more that the water fees...it didn't used to be this way...what happened?????

The sewage portion seems high

The sewage treatment charge if very high.

The sewer bill is too high and your wages and pensions are too high..it's about time a cap is put in place!!!

The sewer charge is much too high.

The sewer charges are more than water, and what's the readiness to serve charge - seems like another way charge the customer extra fees. The water charge is pretty reasonable.

The sewer charges are very high.

## Optional Comments: Bill Too High Or Low

The tiered system is patently unfair. The cost for the product (water) is the same regardless of how much a customer is purchasing. Each unit should cost the same amount. Establish a price that makes sense and charge the same amount per unit for small and large users.

The tiers for how the budget was set for a house our size was way too low. It didn't take into consideration how many people are living here and am not sure it took the acreage into consideration.

The water allotment should take into consideration the number of persons in the home AND the property size needed to be landscaped. For larger properties using less water (perhaps per acre) than average should get a discount. We planted very conserve-wisely yet go over our budget due to our size. It's not congruent or reward feeling.

The water cost is small compared to the sewage!

The water district instituted a tier system that did not (in my opinion) adequately take into consideration the number of people that live at home.

The water usage is less than \$20.00 the bill is high due to all the additional costs. I don't understand how people in LA pay so much less and we get stuck paying hundreds to maintain the sewage.

there is no credit for using new technology water saving sprinklers like CyberRain and no incentive to make any other changes to water useage by pool owners the solution is always simply use less or pay more

They billed us as though we had four people in the household when we had five. I believe the environmental interference by politicians has harmed our ability to receive water at a decent cost. The water district has been much too concerned with loony politics than with a business-like approach to delivering a product.

This is a horrible way to bill. All I know is total usage but no way to know what's driving it so other than making some general improvements that I just randomly think will help, I have no way to target my improvements and measure them effectively going forward.

Too high

Too high considering that our lot is huge, we do not water slopes, and we have a pool that needs retopping with water every week due to heat extraction.

try to conserve water as much as possible, low flow water/plumbing fixtures , drought tolerant plants , short showers ect

Water budgets don't take into account special circumstances on a property, or more general situations like corner lots with TWO easements.

Water costs here are crazy compared to other nearby areas.

water is priced very good- but sewer treatment is 5 times the water cost

Water is the most renewable natural resource we have. Billions of gallons more per year than we use. Stop scaring people, wasting money on recycling and propaganda. Do more to capture water locally, reduce evaporation and fix leaks. How much water I use or don't is none of your business and is an example of a public entity over reaching their original authority.

water part is acceptable. The sewage fee seems high

## Optional Comments: Bill Too High Or Low

Water rates are too high.

water sewerage charge is enormous

We are always below our water budget and yet very high bills

We are Jon,y nine months in this water district. It is all new and different. Can't address any of these particular questions at this time. I had No idea that this water Compsny cared about the environment or the things you do.

There is defiantly a disconnect between who you are, what you provide and how different a company you are then living in lid s genes county. ....and letting a new homeowner become informed. You need to reach out to a new homeowner in a more personal way.

We are punished every month for landscape that was here when we moved here... some are 50 year old trees. We are very water conscious family of 5, and I feel we should have a LOWER water bill than smaller families who water their lawn for 30 minutes DAILY, and who seem to wash their car every 3-5 days.

we are way below our consumption and yet the amount is quite high

We barely use any water; we are a 2 adult person household.

We can be on vacation for a month and will still exceed our water budget based on sprinkler use and nominal water usage in the home. The water budgets are a complete and utter joke as there is absolutely no chance of ever meeting your budget.

WE DO NOT CONSERVE, WE PAY HIGH WATER BILLS. WE CONSERVE, WE PAY HIGH WATER BILLS. THE ONLY PEOPLE WINNING HERE ARE THE ADMINISTRATORS IN THIS OUTRAGEOUSLY BLOATED, OVER MANAGED, OVER PAID BUREAUCRACY.

We don't even water our backyard to save water but bill didn't go down much.

We have land larger than than normal in a fire area. To keep it groomed and safe, we constantly run over our budgeted amount. The budgeted amount is unfair to people in our situation.

We have no choice.

We need to elimiate the tiers

We only water the lawn 2 times a week, we do not have a pool, there are only 2 seniors living in the house, and that's a lot of money! And yes, we have low flush toilets, low flow showers, etc.

We reduce our usage, but the bill still goes up.

We seem to be paying TWICE for sewer services: once as an assessment on our taxes and again on our water bill.

We take showers at the gym - At home water is used basically for my tiny yard and potted plants - and the toilet gets flushed only for our bowel movements. Yes, it seems high.

We use well below our projected conservation amount yet pay the same as those using more?

We would like to see credits on the bill for very low water usage, as our allotment is usually never met or exceeded, due to our conservation efforts.

## Optional Comments: Bill Too High Or Low

We're conservative and are still are charged quite a lot.

When we spend so much in plants and grass in Three Springs to make a beautiful environment it is not fair to jack the bill at certain levels when others choose to let their plants and lawn die. I have a 5 bedroom 5 bath home with a pool. The allotment should be increased.

Why is the sewer cost figured across the board for everyone. Our household uses less water because we are asked to and it's the right thing to do, and we are penalized by a high sewer cost. We use a fraction of our budget and pay the same sewer cost as the guy with full landscape & pool. What kind of reward is that!

Will be changing to more desert friendly landscaping soon.

You ask us to conserve water. My usage is less than 33% of my usage from last year but my bill keeps going up. With LVMWD is absolutely no financial incentive to conserve water. With your huge surplus of funds, you bail out our school districts where the community voted not to contribute more funding than we are already paying in our property taxes. When any government organization has a huge surplus it means they are taking too much from the citizens and in this economy, your organization needs to be audited (external and independent auditors) with the objective of reducing the unnecessary burden immediately. By actively reducing the price per gallon, you will prove that your mission is aligned with serving the community. Remember LVMWD, you are a utility, not a tax collection agency.

your fees make up 70% of my bill. out of 200 dollar bill, 60 dollars goes for water!!

Your tiers are not scaled fairly.

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

Accurate and timely emails sent, to the customer, once they have signed up for on-line billing.

again, i am grateful to have clean, accessible water. it is key to our lifestyle. i feel the same way about sewer service. it is a great benefit to have both water and waste managed and provided so easily for us. please, please work to not be corrupt. please put the safety of our public first over desire for power and money. i hope that everyone producing pollutants in this community is held accountable and there are no free passes for disposal or skirting around regulations. i am also concerned about septic systems in the santa monica mountains and the pollution of our ocean. i have heard that there are not strict enough standards for how we dispose of septic waste, and that regulations are not adhered to because of the high cost. i know there are better ways to manage septic waste than is done in malibu and the canyons in the s.m. mountains. new standards should be implemented and people and communities should be held accountable. it is a privilege to live right next to the pacific ocean and people who want to do that should be willing to pay whatever it takes to ensure their waste isn't polluting the ocean. thank you.

Although I have never attended one I like the gardening classes offered. Using drought hardy plants and so on. I hope someday to attend one of these classes and hope they will still be offered.

**AMAZING CUSTOMER SERVICE**

Angry at all utilities. We are seniors and all of the utilities are too high. We can hardly keep current and sometimes late, and sometimes incur late charges. It is a very serious problem because we can not avoid the use of utilities.

Basing the sewer charge on water used would be a great motivator to conserve. DWP's been doing it since I worked there in the 60's through the 80's...why can't LVMWD??? I'd love feedback about why that would be such a problem or such a bad idea

Bill monthly for water service. Send me a notice via email when the charge will occur

Can a sub meter be installed for sewage? Couldn't find info on your website? Water for outside (spa as well as landscape) doesn't go into the sewer but we pay for it!

Can the water be softened from the facility?

Communication with people regarding landscaping, classes and presentation of the increase at local site have been very good.

Concern about my bill in summer time

decrease the sewing cost. give a larger discount to those who are under their allotment.

Do not receive sewer service

Do not want new tank put in

don't mind paying for water, but with only 2 of us in the house I can't understand why we pay so much for sewer email address Had issues with AOL browser - completed by telephone with LVMWD

Every time I have called for service it is given very quickly. We appreciate the compost facility. We appreciate the classes given on gardening and water conservation.

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

Everyone's expectation is that the water will be available when desired, and that it will be of good quality. Other than that, most people don't think about what it takes to get the good quality water to them at all times, or about the need to conserve.

fees are too high!!!!!!!!!!!!!!!!!!!!

For the amount of water I use and I recall to be under budget, I think the sewer service charge I am paying is way over priced.

From time to time it seems that there is a chlorine smell which is a little stronger than it should be. But other than that the water quality seems fine. I do use under the sink and faucet filters for cooking and drinking, though.

great office staff ... always friendly ... even when i drive them absolutely crazy with my account number/customer number /// whatever number it is ... that i always screw up ... at least 1x every 2-3 years ... and they are a friendly and SMART group of staff! they are also patient w/my method of payment ... small installments EVERY week ... gotta love LVMWD!!!

HATE the fact that you utilize a payment method that takes on a \$6+ fee ... ridiculous!! There are other FREE options available.

How can i see my electronic reading whenever I like?

How hard would it be to convert homes' gray water to be used on landscape?

I am a volunteer that runs Agoura Pony Baseball, a local youth baseball league in Calabasas at Lupin Elementary. We already use reclaimed water to water our fields, but we spend thousands of dollars annually on water. We are a non-profit organization with a shrinking population meaning we have less revenue to cover our costs. We would like to convert our fields to artificial turf which would save a huge amount of water annually, but the upfront costs are huge. We welcome LVMWD to donate funds to support this effort which would save a huge amount of water in the long run. Please contact me, \_\_\_\_\_ to discuss.

I am very bothered that I pay for sewer on my water bill as well as my tax bill; some months the sewer charge is higher than my water usage.

I believe the cost of water is too high and that those of us living on larger properties pay a disproportionate amount for our landscape water. I would like to compliment your employees who I have frequently spoken to on the phone. They are courteous and helpful, and that is rare in the utility business.

I continue to have trouble getting my bill sent to my email on time

I don't think capital improvements should be implemented (e.g., new water towers) unless the need is clearly demonstrated and alternative means fully exhausted. My household was able to reduce water usage and others should be encouraged to as well.

I don't think each customer should individually be given a water budget, but a general budget is probably necessary so we know how we are doing in conservation. I think the sewer billing is high, but again the job that LVMWD does is outstanding, so I guess it goes with you pay for what you get.

I drink water from the tap. Is it safe to drink or I need to get different water?

## Anything else you'd like to tell us—whether positive or negative— about your water and sewer service?

I enjoyed the tour of your facilities.

I had a main water leak under my home for over a year. I tried everything I could do find the leak. The water company was completely useless

I hate that I can't pay online without a fee. Every other bill I pay I am able to do online WITHOUT a fee.

I hate that you flouridate [read POISON] the public water supply and that's why I won't drink or bathe in your water -- just wash my hands.

I hate that you gouge money out of those that you think are "rich"... we have worked very hard and come from nothing to have a beautiful home and garden and LVMWD and others make it nearly impossible to maintain our property.

I have been a customer for 12 years. This year has been tough and we were threatened to have our water shut off for owing \$60. I can understand if we were several months behind and owing hundreds of dollars, but to threaten a disconnect and charge a \$10 service fee to leave a bill on our gate?

I have been in my home since 1996 and we have terrible water pressure in our area and it has continued to decrease over the years.

I have had several notices about a slow leak in my system. However, I have a slow drip irrigation system so I think this is to be expected.

I have read that LVMWD has exceptionally clean water compared to other areas. Can you confirm that?

I have to pay my bill late from time to time and have had to come into the office to pay bills and call the office with billing questions. The office staff is always extremely courteous and helpful and they seem very well informed about the billing process. Great customer service!!

I heard that the water is very hard in our area, I have a clear shower glass in the bathrooms, and they have lot of hard water stains that very difficult to remove.

I like the information provided in the newsletters about native water-wise plants, but it would be nice if you also provided a list of places where you can get those plants. I have a hard time finding those at the nurseries.

Would be great if you could work with local nurseries to convince them to have a water-wise section in the store so people can go and select from all of the water-wise plants available. I would like to plant more water-wise plants, but could use some assistance getting started.

I live next to a green belt that uses reclaimed water. I asked if there was a way to tap into the sprinkler system that is watering the green belt lawn next to my lawn. I would gladly pay for the work and the metering. The two lawns are next to each other. I was told no. Each newsletter tells how hard they are trying to save water, but I didn't like how they turned down my idea.

I never understood anything about the quality of the tap water. I called twice to understand if I could use the tap water to make my baby's bottles. I also want to know if it is safe to drink tap water. I received a documentation regarding the composition of the water but it is too technical and doesn't answer my questions. I need to know why everybody drinks bottled water or has a filter on its tap. Should I do the same. i have young children and this is important to me to understand.

## **Anything else you'd like to tell us—whether positive or negative— about your water and sewer service?**

I should be able to pay online without additional fees -- trash, satellite, phone, cellular, etc. are all automatically paid via credit card without fees and electric company lets me debit without fees. Yet, the water bill, despite their internal "green" initiatives, requires writing a check, a stamp, and trip to post office.

I sure wish that we had sewer in our area since most of the septic systems are old. We are in Malibou Lake at the end of Crags and are in the midst of installing a new alternative septic system.

I think customers should get a conservation credit. Especially when they use much less than most customers with the same amount of property.

I think customers that go out of their way to conserve should be rewarded in some way. Anything from Airline miles to future credits.

I think landscape tastes are changing and additional fairs and demonstration gardens would be useful. Even more user-friendly might be some landscape plan templates showing the plan and a picture of the final garden. Thanks,

I tried to sign up for automatic bill payment but it didn't work.

I was very happy that they alerted me to a leak and fixing it cut my water bill in half!!!! Thanks.

I WILL SAY IT FOR A THIRD TIME ! I think it is deplorable that they charge a fee to process an internet payment. Of all companies a utilities company should help conservation and do away with as much useless paper billing as possible! It is also a waste of water to produce paper. Their lack of a free internet billing and payment policy makes me feel like this company truly does not give a damn about the environment. They appear to only care about every penny they can get from the customer! It is a very sad day when a company charges you money to process your bill payment.

I wish my water bill was lower during summer time. But I guess due the acarage of my garden and grass it would be impossible!

I wish that I had the option to pay on line using my American Express. That option was recently taken away.

i wish there was another option but bc there isn't u guys don't do well in cust service issues. everything is a threat. plus telling us there's a leak when u didn't bother to find out if anyone is home is unproductive. stop threatening folks who have been good customers for over 3 decades.

I would like a website that allows me to log on from the front page and not have to search for the link. I would like to be able to see my usage and billing/payment history online. I have been advised I can see them only if I pay online. Like many, I use my bank's billpay feature to schedule payments which allows more convenient money tracking. Most other providers give me the opportunity to review my account online. Thanks, and happy to have running water in my home and not a 5-mile trek away.

I would like it if you would place the water service valve for the house closer to the house and separate from the valve for the sprinkler service. I would like to be able to turn the water service to the house off when I am away for extended periods of time.

I would like to be able to pay my bill on line like every other utility. In order to do this with LVMWD, there is an outside source and there is a fee involved. this is wrong. I refuse to give my fiscal information to an outside source and i shouldn't have to pay a fee to pay my bill.



**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

I would like to be able to pay my bill on-line with my debit card or my on-line banking.

I would like to be able to pay my water bill online. Also, I didn't know that there was a free "water survey."

Several years ago, I had someone come out to check our water usage and they just gave me a pamphlet...not that helpful. Would like more individualized help.

I would like to know why sewer costs are so high since the sewers are 30 years old.

I would like to see more use of recycled water in my area. There is no reason that I should pay elevation prices when you bring the water to my gate and I bring it up the hill to my house. Elevation charges are way out of line.

I would love it if I could pay my bill on line without being redirected to another company. I prefer the websites of SCE and So Cal Gas for example. I tend to run late on bills and love the ability to go on line pay and it posts that day. 6.75 to use a debit card is very steep.

In my opinion, when you rationed us, your monthly allocations were completely wrong. Summer months were too low and winter months were too high.

Is there anything that can be done about how hard the water is in this area?

It is nice that when I call, someone picks up immediately. Very personal service.

It seems the water district is under the control of radical environmental politicians rather than customers and is not running like a business. It seems the district is not forward looking and able to develop and design ways of capturing water and making it economical for users.

Just keep in mind that some families already try to conserve water by not flushing toilets until bowel movements. Watering late at night, not leaving the faucets running while not in use and of course the use of HE appliances. Spot watering plants

Like any monopoly the District is inefficient. Just look how long it took the District to implement paying the bills online.

Lower my bill

Lower the sewer charge and make it reasonable as the water charges are.

LVMWD is one of few agencies charges a fee for online payments by credit card. I can pay my gas, electric, trash, phone bills, etc. by credit card, but must pay LVMWD by a paper check in order to avoid your fee for using a credit card.

LVMWD is one of the finest run utilities that we deal with, and Metropolitan Water is an industry leader in their delivery of water to Southern California, we are lucky to have such a fine group serving us.

LVMWD needs to stop charging a fee for paying their bill using a credit card.

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

LVMWD provides an excellent water service by any reasonable standard. That said, costs are rising, and I can't tell whether the district is leaning into advanced technologies to improve availability AND reduce cost, or to help users monitor water use real time so leaks can be detected immediately. Innovation is needed, not just maintenance.

LVMWD really needs to get up to speed with ease of bill payment online through the website. There is absolutely no reason I can see that LVMWD does not allow easy use of credit cards for paying bills. Also, please allow a complete opt-out on receipt of paper billing and brochures. I'm sure most of the color brochures included with the bills end up immediately in the trash and I'm sure they are expensive. That's a cost we don't need.

LVMWD seems like a relatively good company. I wish my family and I could safely drink our tap water without having to filter it though. I also think you should provide better disclosure about your free compost so that people don't use it to grow food.

LVMWD should implement a on-line pay system (free to the consumer) as a payment option to bring themselves in line with all other utility companies. Recently, I paid in person by check and it took LVMWD 10 days to cash the check. Ridiculous!

My biggest complaint is interruption of service that occurs in our neighborhood (somewhat regularly) due to problems on LVMWD's end. I live in Corral Cyn.

My only complaint has to do with the time an employee of LVMWD showed up to shut-off the water due to lack of payment. The original bill was never received and a few days before the shut-off was scheduled, I received a notice of shut-off. Unfortunately, I was out of town and was not around to open the notice right away. I was in total shock when the guy showed up to shut off my water. Everywhere else I've lived, the water company gave more than one notice of past due payment. It seems like a notice with a distinctive marker would have been appropriate - the letter I received looked like a normal bill... Even better, an email would have worked. They obviously have my email. I was left with the impression that LVMWD enjoyed cutting of peoples' service, so they could charge a re-connect fee. Up to this one-time, I had never been late with a payment. I simply did not receive the bill and didn't realize that two months had passed by.

Negative: If the District was truly concerned about the citizen-customer and doing the job required there would be no need for surveys like this one. Higher rates and public relations surveys are not what the public wants or needs. Positive: A lot of people work really hard to make the greater Calabasas area a great place to live. If water fails we are all dead. The responsibilities of the Water District are awesome. You should act accordingly.

No, very happy with the service.

No..I've said what I feel and I'm sure I'm not the only one that disapproves. I will say that I'm proud of our water system and the quality of the water. I see the service man always checking the quality of the water from the access meter. He is doing a great job and I feel safe with our water!!

Offer Credit Card payment with no service fee ( I believe that it is illegal in California to charge this fee)

Often wonder why the sewage cost is so high when the only run off we use is from the shower we take, the toilets and sink run off. We have very little run off from out yard, yet there is no way to regulate that amount on line payment availability please instead of mailing or going in the office in person. thank you.

## **Anything else you'd like to tell us—whether positive or negative— about your water and sewer service?**

Online billing is cumbersome and expensive - all other utilities do not charge for online billing. I don't understand LVMWD's position.

Open irregular water supply to residential.

Our water is very "hard" and is corrosive. It would be nice if softeners or filter services were offered - or other ways - to improve this condition.

Our water service is great except that no matter how much cutting back on my water usage, still my bill remains high.

Over all, you are doing a great job.

Parting comments concerning the proposed new tank: 1. Why is LVMWD approving any new building permits within the district if we have a limited supply of water? ie WLV recent approval of the new retail shopping plaza on Russell Road (Lot # 3)? 2. This example of an off the cuff estimate by LVMWD's General Manager was that the tank wouldn't be necessary if water consumption were to be reduced by 50% . (Note: the water tank holds less than 1% of the capacity of the reservoir. No reason was given as to why such a drastic amount would prevent the need for the tank.) A 50% Reduction in water usage is simply ridiculous as is the implication that this new small tank will solve the problem. Can LVMWD be asked to explain the GM's calculations? people who use more water should pay more for sewer and those who use less water should pay less for sewer. the sewer cost should fluctuate with the water usage cost. i should get a break on sewer cost for conservation efforts. also, if I have 1 person living at home I should pay less for sewer than the family next door with 6 people. I contribute 1/6 the amount of waste into the sewer system.

Periodically see negative articles on LVMWD costs and make up thereof but do not get complete information to form own opinion.

Please share FULL documentation of how conservation measures, recycling grey wster, and working to improve irrigation methods for the long term might obviate the need for a 5 million gallon water tank. We should set the example for the rest of California and the USA on what should and CAN be done to conserve water. It is being done, and is part of routine life, in many parts of the world now. readiness to serve charge is ridiculous. just another way to grab money to pay the unions, new trucks and excess wages

Reduce water rates!

Send info on survey to reduce water use using email. I don't receive paper bills any longer.

Several years ago (maybe more) I was contacted by a resrepresentative about a reduced rate for sewer hookups. I told them that according to the seller and the realtor we dealt with, that our home was already on sewer connection. I was told that they would research it and get back to me. I never heard back, but not much later, a sanitation service charge appeared on our bill, and surprisingly (to me) it's more than the cost of our water.

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

Several years ago, the Metropolitan Water District offered significant rebates (thru LVMWD) for customers converting their toilets to more efficient models. I performed this work on my home and it took approximately seven weeks to complete the remodeling work in three bathrooms (as well as other work within the house). I submitted the rebate request with all of the appropriate document. [I believe that the three toilets would have provided a rebate on the order of \$200 - \$300.] My rebate request was denied because the timespan of the work took longer than the 30 days allowed according to the program website. I examined the website page and found that one would have had to scroll down a little further past the point where the more pertinent information was displayed. I did NOT appreciate the glib and dismissive letter that I received from LVMWD explaining this. I have been a conscientious water user, (ALWAYS) conserving usage as much as anybody, and I feel that the officious and bureaucratic tone of denying my rebate was offensive. --

sewer bill is too high approx 65 per month.

SEWER PROBLEM- HUGE across the street from 29704 Triunfo Drive; Agoura Hills 91301. It needs to be addressed now

sewer problems were an issue for a few years in my area. It took WAY too long to address and fix. In addition the charges for water are way too high. The people working for you on a service level are great; the higher ups that thought the sewer issue was not really a problem are horrible. Finally problem was addressed and fixed (for the most part). I am not sure if the maintenance needed was enough to avoid future problems with the sewer system here.

Should be tightly regulated. Must improve customer service. Must come into the 21st Century and offer easy e-check bill payment online. Must improve tap water quality. Must lower rates. We do not have to pay for their enormous pensions, big salaries, huge benefits, and guaranteed employment for life.

Sometime water tastes bad (reportedly due to algae treatment). If your sewer charges are based on % of water use then folks with large landscape areas are getting the shaft. Should be based on water used in the house only.

Sometimes the domestic water has a smell in the morning; sulfur smell. I have not had a chance to call the water district. Probably not a issue but it does make me wonder if the water is safe.

Tell me how to reduce my bill.

Thank you for your donations to the lvusd.

Thank you. I know you are doing the best with what you have!

Thanks for keeping the sewers operating properly. We've lived here 45 years and have had no problems in that time. I very much doubt if allocations/limitations really make some people conserve water (or any commodity): the abusers of the last attempt at it just paid extra and had it refunded, didn't they?

The beauty of LVMWD service is that 'water' is one of those invisible services. Unlike the phone or cable service, it is usually reliable and therefore rarely an issue with the customer. I have not made it an issue in the past but I like the fact that it is not an issue in my life. I don't have sewer service; it is something that has been discussed in my area but not sure that it is being implemented.

The best utility is one I never have to think about. LVMWD qualifies.

## **Anything else you'd like to tell us—whether positive or negative— about your water and sewer service?**

the classes helped us plan our yard of native plants..and our water use is minimal.

The district is apparently using a new payment provider which does not accept american express cards, like the district always has. Many people like myself, do not use visa or mastercard due to the interest charges. I only use Amex and have always used it to pay the water bill, up until last month when I was told that the payment provider does not take amex. This is a huge inconvenience especially where the district has always accepted the american express card. The online billing website was great before; now its atrocious. One cannot get past bills and the site is very difficult to navigate.

The extra fee for the sanitation is the same for everybody and not fair to the ones that have small households and very small yards.

The inability to easily obtain my bill online without having to go to several different places and to then be able to pay online through my bank is a significant frustration.

The leak i noticed was at the cement square by the sidewalk. I notified the LVMWD on Thursday, and they did not send anyone out until Tuesday (mon was a holiday). That meant over 4 days of leaking water running down the street. That is a huge waste and bad for the environment, regardless of who had to foot the bill.

The LVMWD website is very poor. It is by far the least user-friendly of any utility. I'd like to pay my bill online, but the information it asks is much more than any other business I deal with electronically, making it harder to use.

The mission should be to deliver a quality product at the lowest possible cost.

the online bill pay option needs to be fixed

The sanitation charge needs to be re-thought, it's much too expensive.

The service you provide is a good one. But I beleive the non-water usage charges are too high.

The sewer costs are much to high in relation to the water used in the home. Alot of the water is used to water the yard and does not enter the sewer system.

The water bill is based on an unreasonable assessment of our needs. We never waste water, we never water our lawn except when it is about to die, and the tier system is an unreliable means for determining just how much water an individual home needs. It unfairly targets those who purchased homes in an area long ago before the rates went through the roof. I was told that our unincorporated area is assessed based on a single family apartment usage (anything in excess automatically jumps to a higher tier) and that is absurd if true.

The Water District should not automatically assume that information from Calabasas City Staff is always correct, and should discuss issues with affected community members when sewer extensions are required, before major decisions are made.

The water rates and sewer charges are far too expensive. LVMWD needs to check neighborhoods for inefficient daytime water use and/ or leakage and advise customers on how to save water.

There is a huge sewer problem in the Calabasas/Mulwood area and our neighborhood is always smelling sewage. Many homeowners in the area have repeatedly complained and during the summer months it always gets worse.

There should not be a fee to pay the bill online.

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

They should have options for people that are having financial struggles

This is most over done water district I've ever seen. You scare people into believing we are running out of water, when the real issue is you keeping up with demand. Capture more water locally, fix leaks and reduce evaporation. These are the high yield activities of a water district--not recycling human waste and all this noise about water rationing. All of this comes down to your reluctance to finance long term projects that would be in the best interest of the community by scaring people into thinking we are running out of water. Every year we hear the same, snow pack this and that, but in the end there is always enough water and we will get more next year and the year after and all the year's to come. Focus on the basics and the fundamentals of what you are supposed to do, not some made up green agenda.

This survey was incredibly biased in the way questions were asked. You should not see it as an indication of what people really think.

Two things; first we stay under our water quota yet the bill is still high and second, I think the water quality is good as I have noticed the water at my job kind of stinks. Our water at home doesn't. :)

Unrealistic water budget when it was in effect, and current Tier system. We only have 2 adults in household and still don't meet target usage in winter with minimal yard watering. Our only utility that charges if bill paid by credit card.

Water budgeting is a good idea "if" more factors are considered in the allocation. Swimming pools, jaccuzzi tubs, landscaping, number in household, tec.

Water quality is great. Best municipal water I've tasted. Thanks

Way too high compared to other areas in california.

We are at Malibou Lake and would REALLY like to connect to the sewer which is only about 30 feet from our house, but the cost is OUTRAGEOUS. i believe 12,000- 16,000 dollars for just the connection--not the physical labor---, with no payment plan through LVMWD it is cheaper to pump our septic twice a year (which we do not have to do) for close to or over 30 years before this would pay off for us. if my figures are wrong, please let me know, because we WANT to do it, we want to help the environment, we would rather not deal with septic, but the cost makes it impossible.

We have been very happy with LVMWD.

We have septic instead of sewer. How about LVMWD provide septic pumping services for customers at a reasonable charge? More solids could be diverted to compost.

We just bought a home in the area and would like to know more about water budgeting and usage options...thank you.

we need to conserve more as a community. broken sprinklers in agoura hills should be fixed. it would be nice to pay the water bill though my credit unions bill pay system. customer service reps are usually rude.

We prefer the tiered method that was used previously. We were always\ys way under but now with adding a lawn are bill is too high. We would have still been within our limits under the tiered system

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

We rarely exceed our allotment and I would like to know how we can use the reserved amount on our bill and what that exactly means. We have just redone our back yard to make it drought tolerant. However, we need to water more often to make sure the plants take. Will the reserves be applied if we go over our allotment.

We want to be informed if a technician from VMWD find a possible leakage at our property by checking the meter. We got an extremely high bill of \$1000 without knowing the problem until we the bill came.

When I built my house I was required to put in a meter for the house and for the garden so that my sewer charges would not be affected by my outside water usage. Half way through building my house they told us not to install that meter. I am all set to just install a meter, all of the plumbing is in place, will that benefit me??????

WHEN REVIEWING USAGE, TAKE IN CONSIDERATION LOT SIZE, I HAVE 1.2 ACRE LOT, LANDSCAPE, USAGE GOAL WAS UNREALISTIC AND UNATTAINABLE

When we have had an issue due to water pressure or a leak etc, you have been super responsive and have excellent follow up and follow through. You could keep more complete data on the pressure regulating stations to see high flow demands etc. When one failed, you said it was us so we hired a plumber and it ended up being your issue.

When you have water budgets, you should reward those of us that conserve water below allocations with reductions in billing!!!

Why can't sewer cost be figured by water units used? Why is it that I see sprinklers going on city green belts when its raining outside? You can afford wireless meter readers but not sprinkler valve rain detectors? Why is it I see Drought Over or Rationing Over on my bill or other Calif literature when we should be told to ration all the time, our lakes and reservoirs are not full? All in all, LVMWD does an outstanding job! But some of these things I wonder about?

Why no sewers in Twin Lakes?

Would have been nice if someone got back to me regarding the water dispensation I requested 3 years ago due to our lot site and our fire hazard location.

Yes. There was no follow-up on my request to have you add yourselves to Chase's e-pay option. Yes, I know I can pay you via your website, but that's another login/password hassle. Please follow thru and make sure you are on all major and local banks' e-pay lists.

You already bill us in levels of water use. We have all "low flow" and lower water use in washing machine and dishwasher and it really makes little difference. Using reclaimed water would help in the landscaping portion of our water use, especially in the hot months.

You POISON the water by adding FLUORIDE! We had to install a whole-house filtering system to remove it. I think your company sucks because of that. You should REMOVE the fluoride from the water. Look it up on the internet and you can see all of the damage fluoride causes!

you should allow credit card payments online

You should have consideration of lot size and location. We have a larger lawn area than average. You penalize us if we use too much water. Our HOA penalizes us for a dead lawn. What are we to do?

**Anything else you'd like to tell us—whether positive or negative—  
about your water and sewer service?**

Your billing system is for the birds. Every other of my many bills, both for my business and my home, allow 30 days for payment. Not the Water Dept. They delight in constantly adding late charges to my bill. When I attempted to speak to them about it, I dealt with a very nasty person who had no interest in resolving the problem. Customer Service at its worst!

Your prices are too high. I don't like the fact that you are an unregulated monopoly.

Your rates are TOO high. My suggestion is to have all workers, hourly and salaried take a 20% pay cut and pass the savings on to the consumers. Your rates are too high to support your workers. They just mill about in the field.

Your service is top-notch but your charges are growing excessive. In addition to higher water rates and unreasonable (in my opinion) sewage charges, I am also charged with a readiness to serve charge. I live in Fountainwood, not the mountains. Is this RTS charge really necessary? Why do you charge a flat fee for sewage (which hurts me) but charge more for those who live in a tract home at a slightly higher elevation (which also hurts me)? Especially when that charge is also a flat charge and not based on actual usage (which again hurts me)? Finally, do you have any rate reductions for seniors? I have not seen any mention of this on my bill. Thank you. I really hope someone is reading this.

Your Water Budgets are ridiculous. No human beings could live in a house and adhere to water budget unless they stopped watering their yard, didn't wash laundry or dishes, didn't shower or some combination of all of those. your web site and billing application are the worst of any utility we deal with to think this is 2012 and you have only started a rudimentary billing system is beyond belief look at LADWP to see how it should be done and how they communicate their bills with their customers there is no facility to offer automated bills such as offered by Edison or So Cal Gas, why is this so hard for LVMWD?