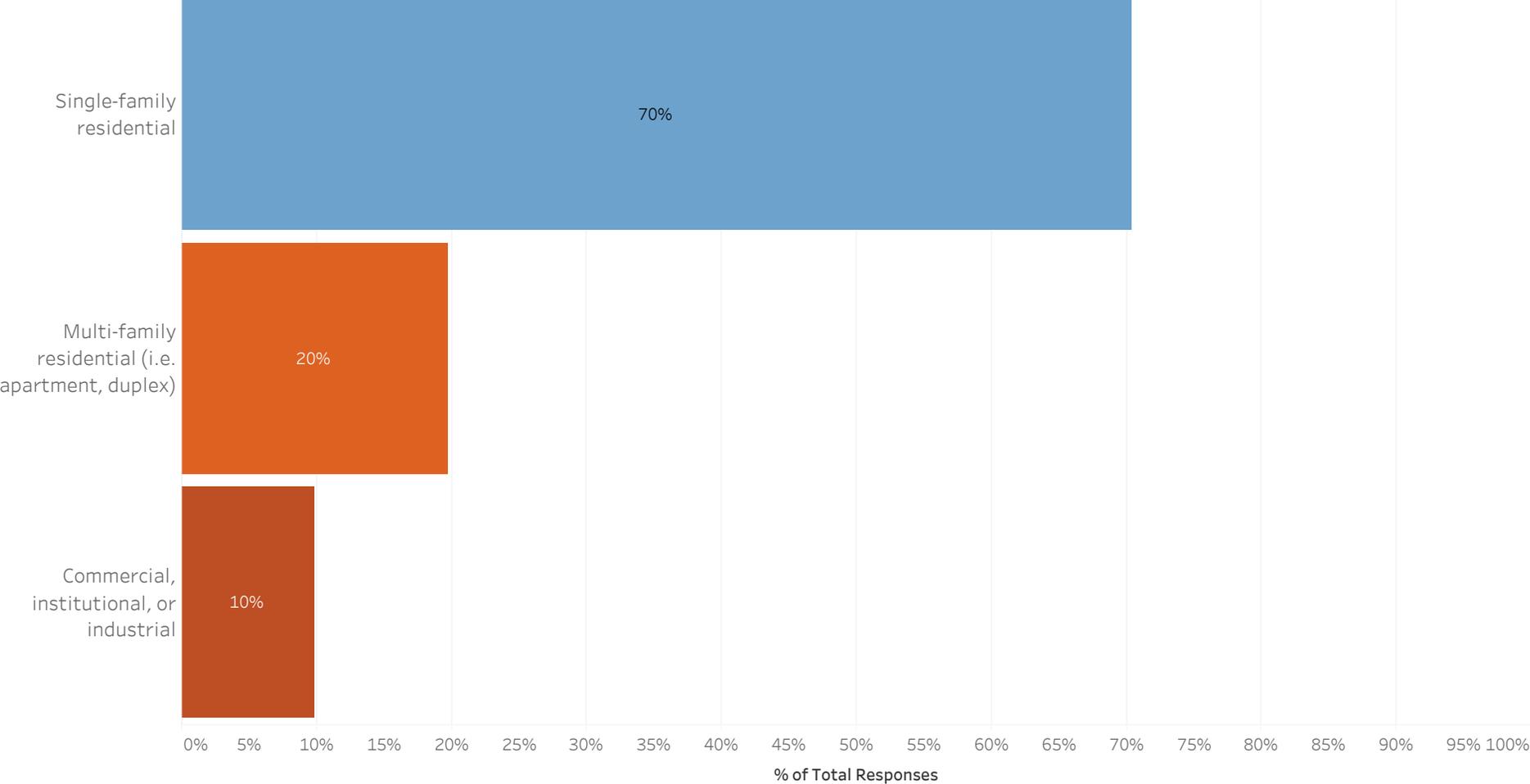
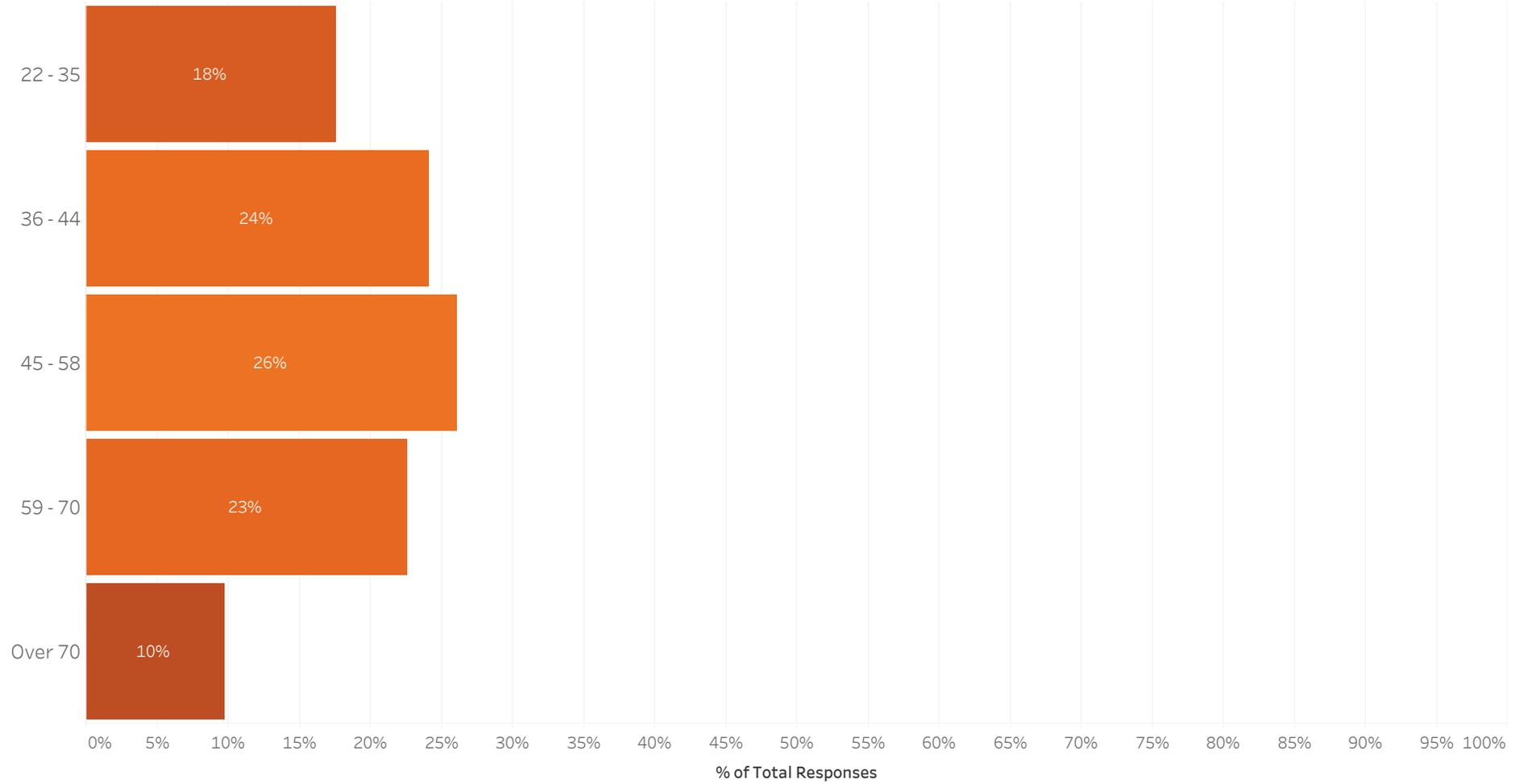


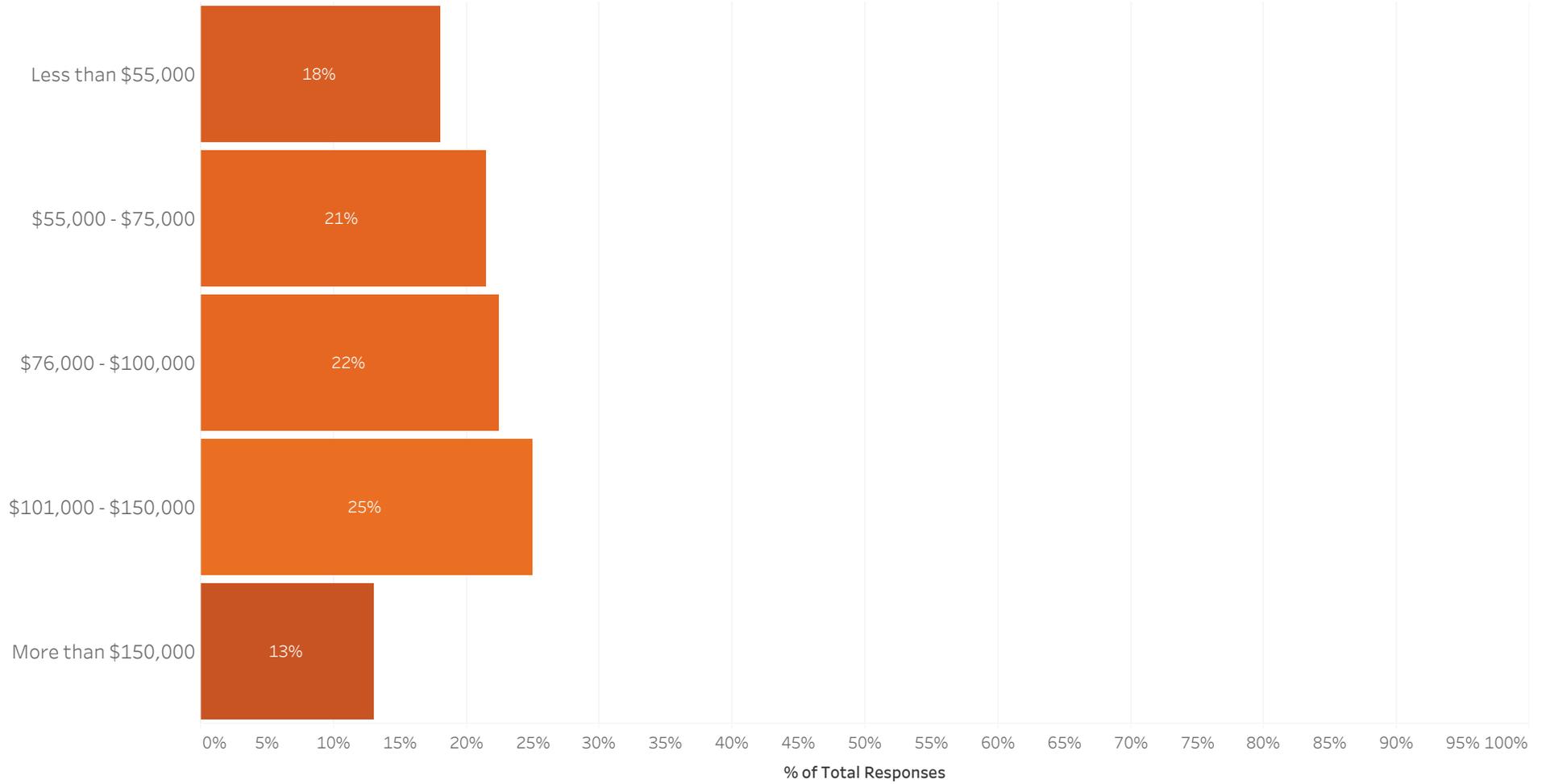
Which type best describes your account?



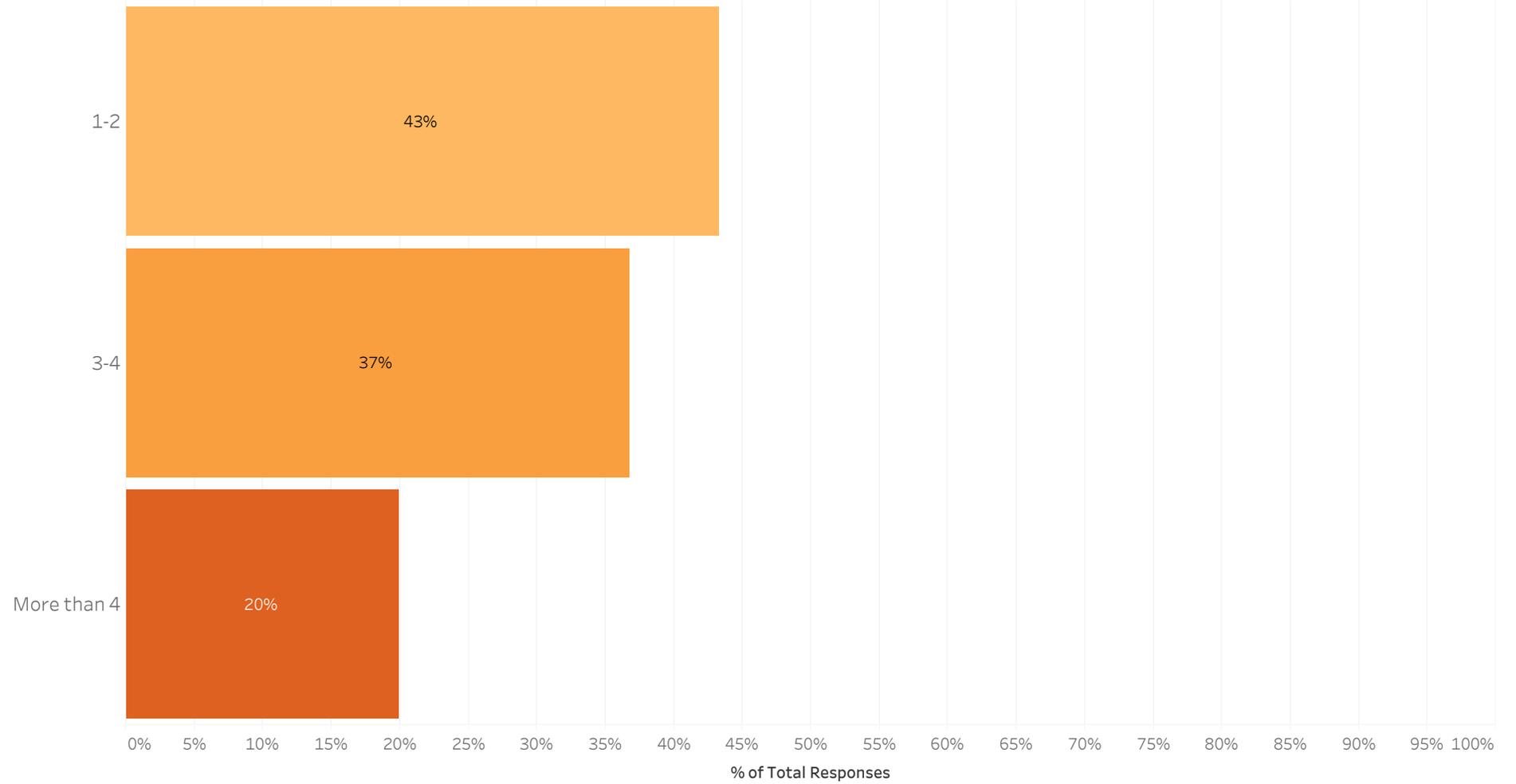
What is your age range?



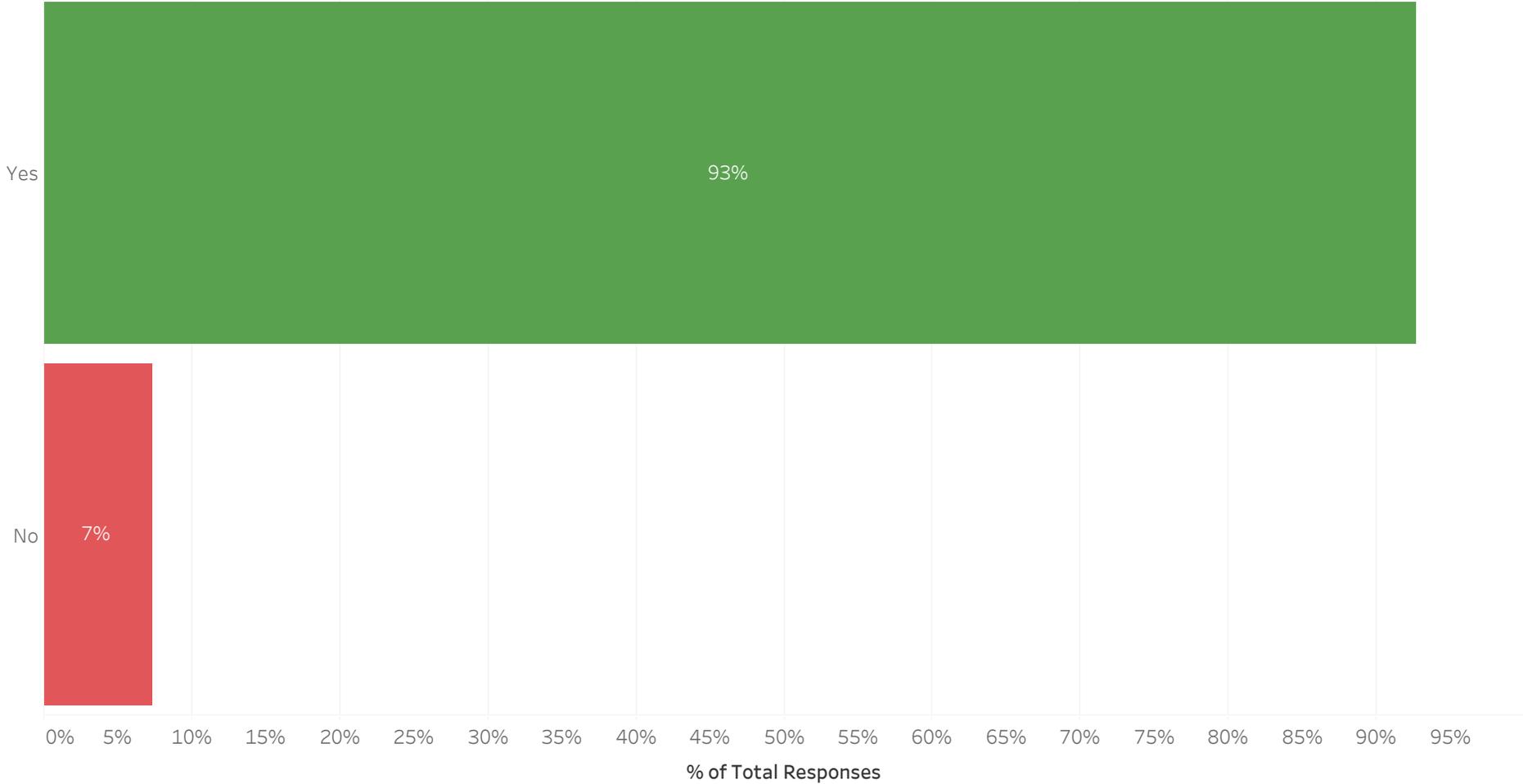
What is your total annual household income?



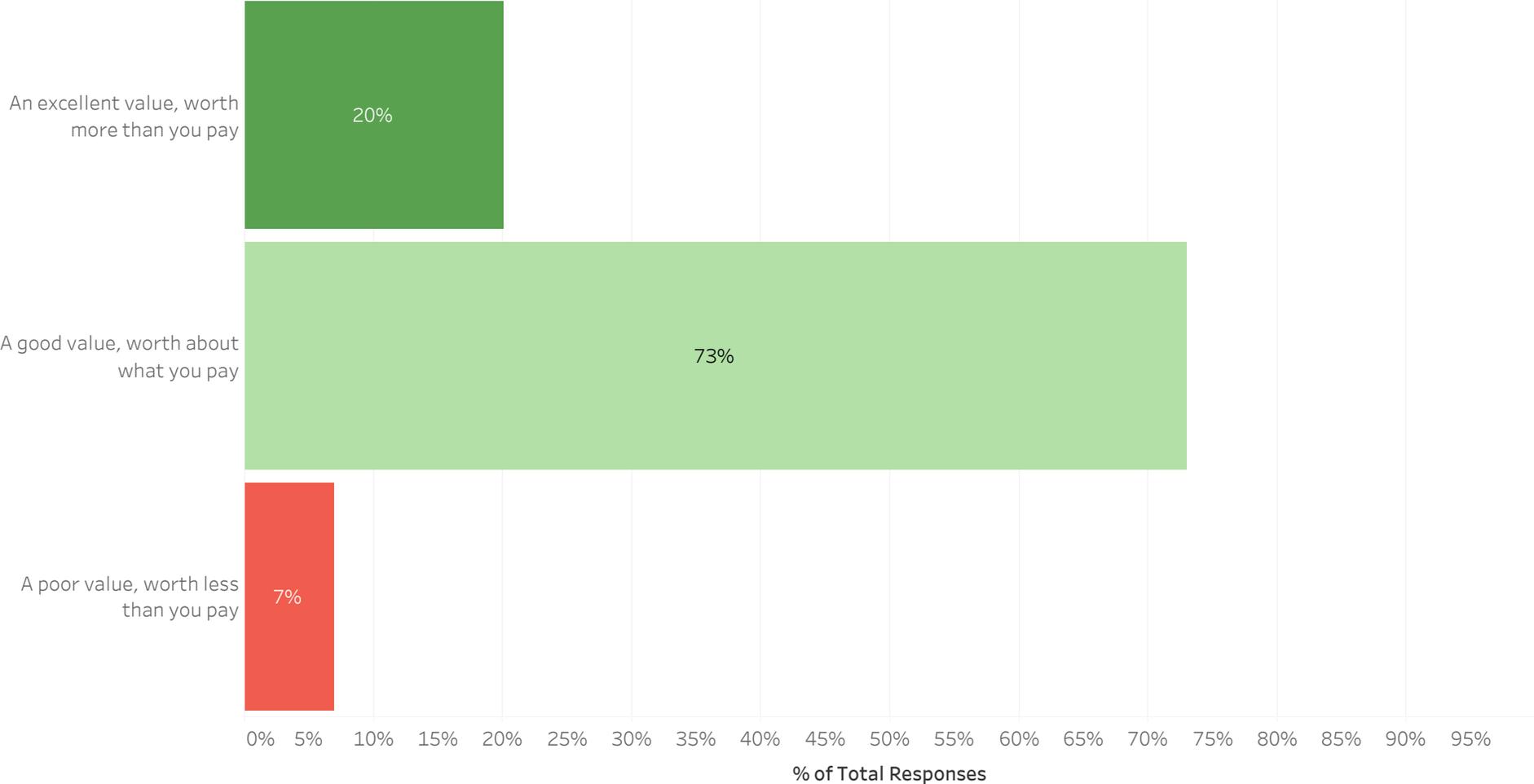
How many people live at this household, including you?



Question 1: Are you satisfied with the overall service you receive from Jordan Valley Water?



Question 2: Considering the overall value of the services offered by Jordan Valley Water, it is:



### Question 3: How can we improve the value of our services?

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The taste of our water is DISGUSTING!!

You have created a totally unfair tiering system which rewards no conservation. Also, when you shut off our water for a day, when turned on again surge flooded us. NO I am not happy. Reading the salaries paid to your people at the top also is outrageous. We are very much at fault for putting up with this!

Not increase prices. My area is more expensive than other areas.

A huge prize increase with no legit reason is ridiculous

A friend who lives in Riverton pays a flat fee for landscape irrigation water. I would like to have the same.

Making payment arrangements more available that don't require all sorts of crap.

By prudently investing in capital projects before they become emergency repairs that are wasteful, inconvenient, and expensive. You could easily have replaced the entire line under 900 East around 5300 South with the money you have used on spot repairs that tie up traffic and waste water. Near our home you have had two 100 foot high gushes of water caused by aging pipes. More water wasted, more expensive spot repairs. Your rates are far too high for the low quality maintainance you deliver.

Bill is higher then prior years

lower the rates of the water bill - the ksl news stated that there are so many in top management who make so much more in comparison to others - and perhaps this is the reason for the high rates

I'm not sure what other services you provide. All I know is I get a bill every month with a charge for my water and a graph that shows how much water I use in comparison to my neighbors. The reality is, as long as I turn my water on and clean, usable water comes out with good pressure and the price doesn't go any higher, I'll be happy.

Lower your administrative costs.

lower price

Stop being greedy

Lower the water costs

Customer service people in the office were rude! To the point I went to the mayors office to complain but they were not in!!!

The overall service is fine. The rates are too high. Seniors on a fixed income with large yards who are trying hard to keep them attractive are charged too much. Compare my bills in summer and winter and you will see very little water is used and/or wasted by this household.

stop paying your exec so much and charging so much for water

I have a septic tank. I only use incoming water. Seems way to expensive for the services provided. You are not handling outgoing waste.

Lower your thieving prices on your water monopoly.

Rates are little bit too expensive

Be specific, don't assume

---

### Question 3: How can we improve the value of our services?

well you are over billing for a 3 bed 1 bath home with no sprinkling system we were being charged on average 60.00 a month and in the last 4 months we have been paying upwards of 165.00 to 230.00 per month you guys are a real joke.

My tap wTer tastes like chlorine and has sediment in it, in the spring season. I have to buy drinking water. So I'm basically paying for water twice.

It costs a lot to keep my grass green. That make me choose to have a presentable yard or an affordable water bill.

Don't know

Prices went way too high all at one time. There was no reason for this except local government wanted a windfall and chose this as one of several to get it. To bad JVWCD was targeted and fell for the government scheme. This was a very unfair price raise you inflicted on your customers.

When I purchased my property, there was a leaking pipe around the road collect to my property. Costs me to pay a lot of money for the water bill. After I fixed the problem, you guys just credit me a little bit money to compensate my loss. Anyways, I think it's too much money your company try to charge.

Better infrastructure in the area would be beneficial. I have poor water pressure and it always seems some water pipe leak erodes the roadway with constant construction being down.

lower prices

help problem solve when water usage is way high.

????????

Summer months watering is way too expensive for us senior citizens on a low fixed income

Lower my rates

Price decrease

Pricing has gone up way too much and it's hardly affordable anymore. I used to pay \$30 now I have a bill over \$500. It's stressful and hard to keep up with

Would like to see more transparency with new tiered billing system. Where does the higher rate improve service?

monitor water wasters better. When gutters run full from sprinklers that's a problem

Too expensive

Stop jacking up prices

....

We always have to filter the water we drink, it tastes horrible. Also, we are on fixed income but the price hike is excessive.

cheaper, irrigation water

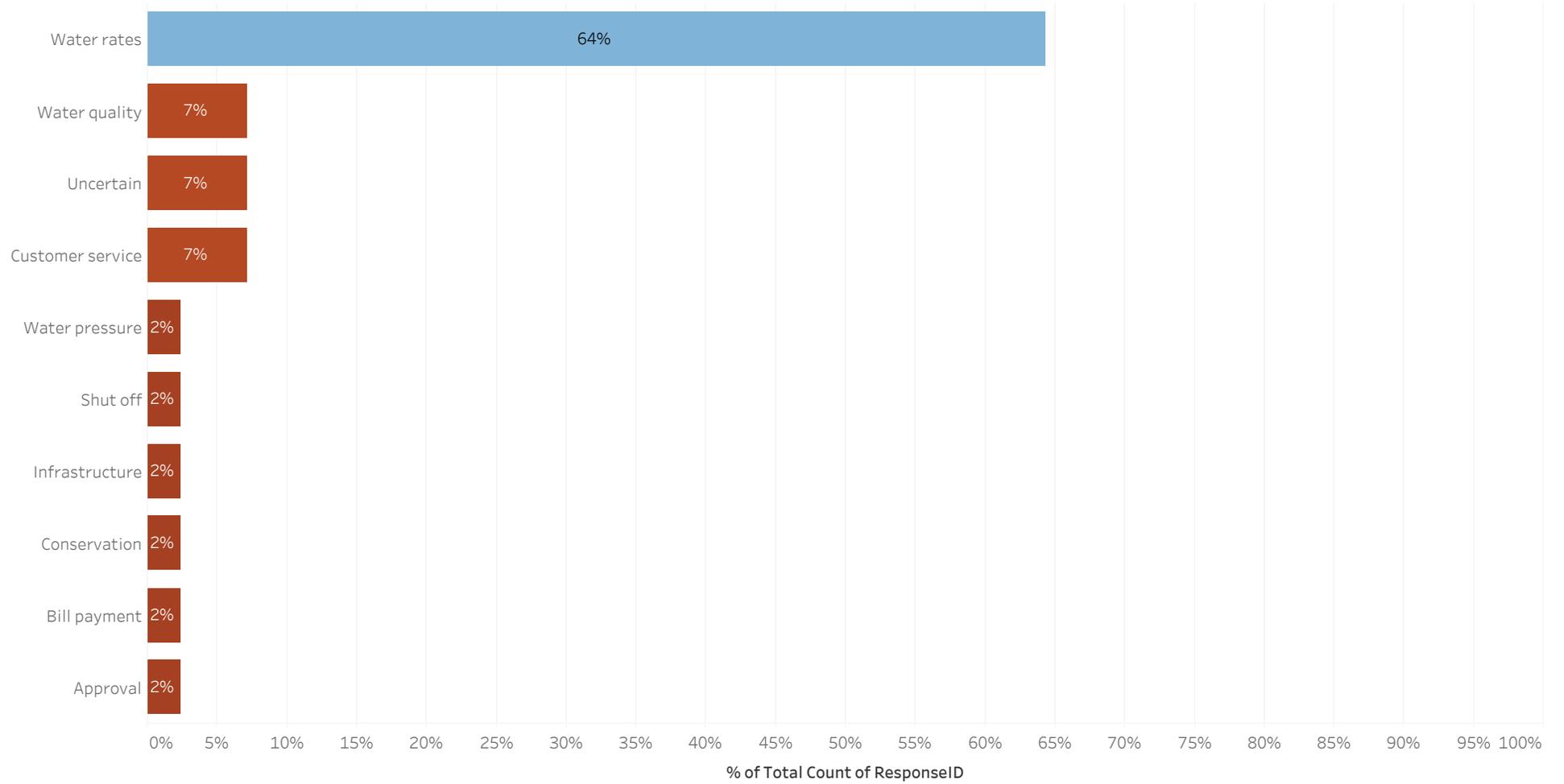
### Question 3: How can we improve the value of our services?

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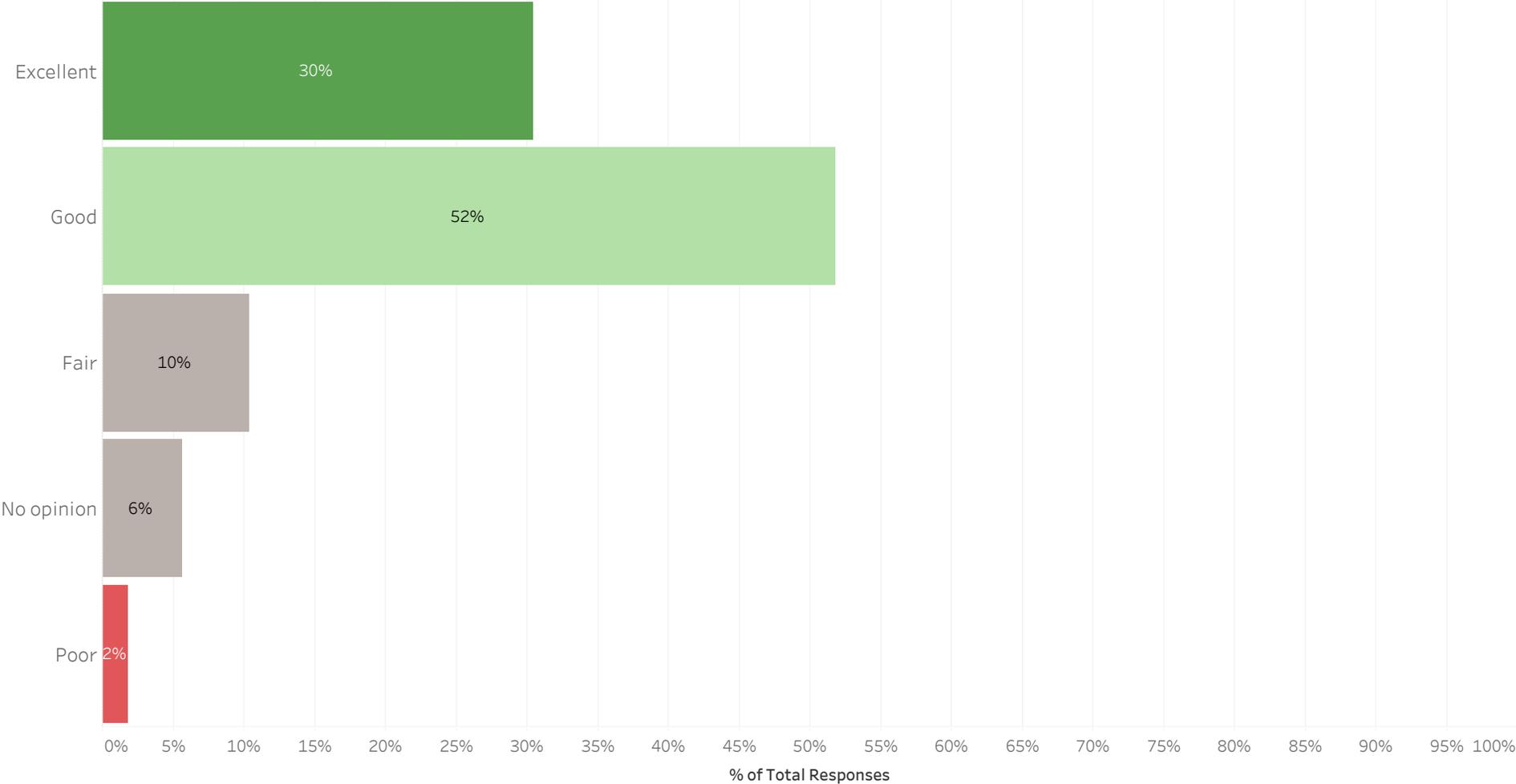
We used to have reasonable water rates until our self appointed community council got involved. I was told that there were 2-3 homes getting low water pressure near Canyon Gate Road. Instead of trying to install something in the homes to help them, the water bill for our entire area has increased SIGNIFICANTLY for 3 years in a row. What an unfortunate situation. Now during the summer months we all have poor water pressure.

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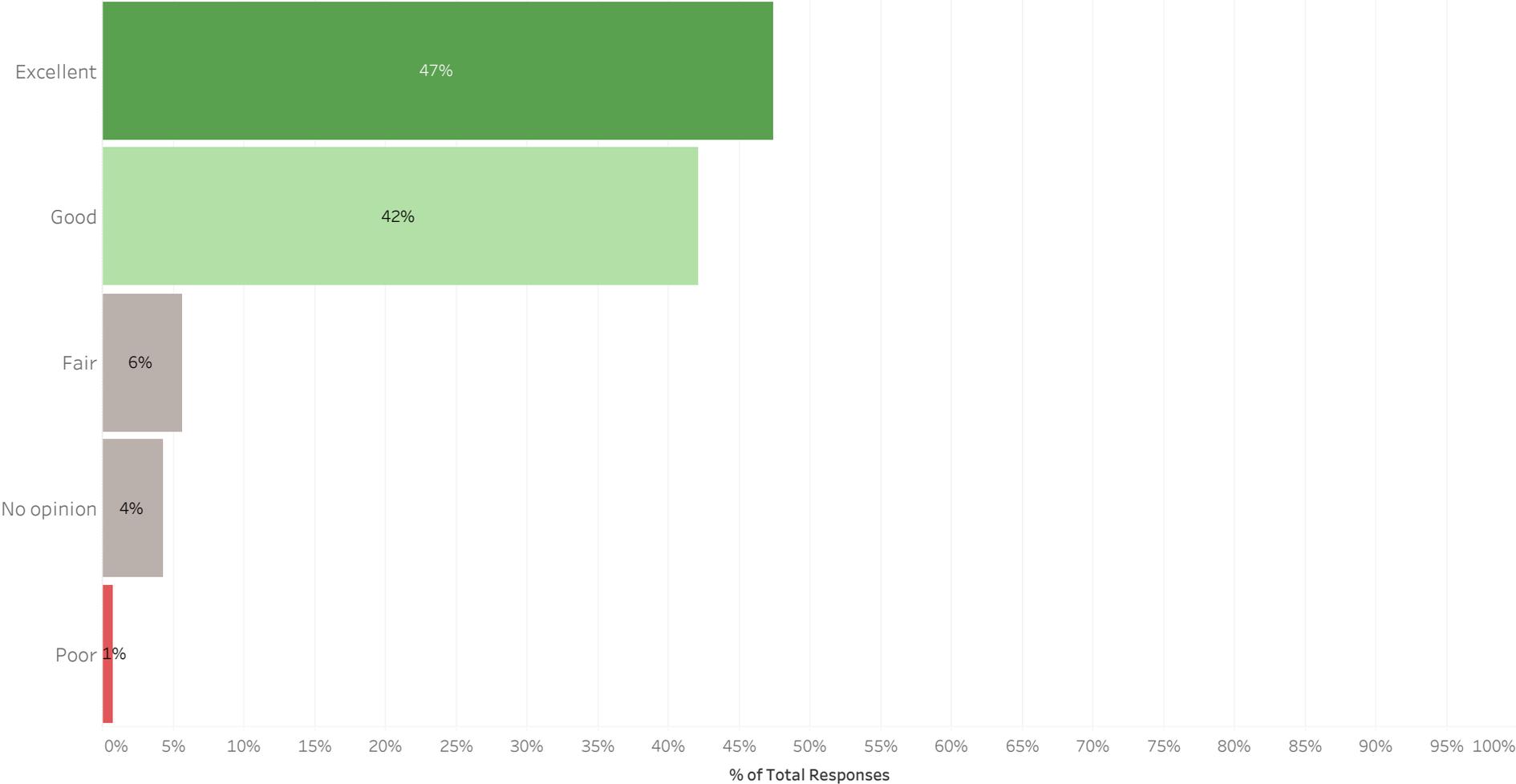
Question 3 (Categories): How can we improve the value of our services?



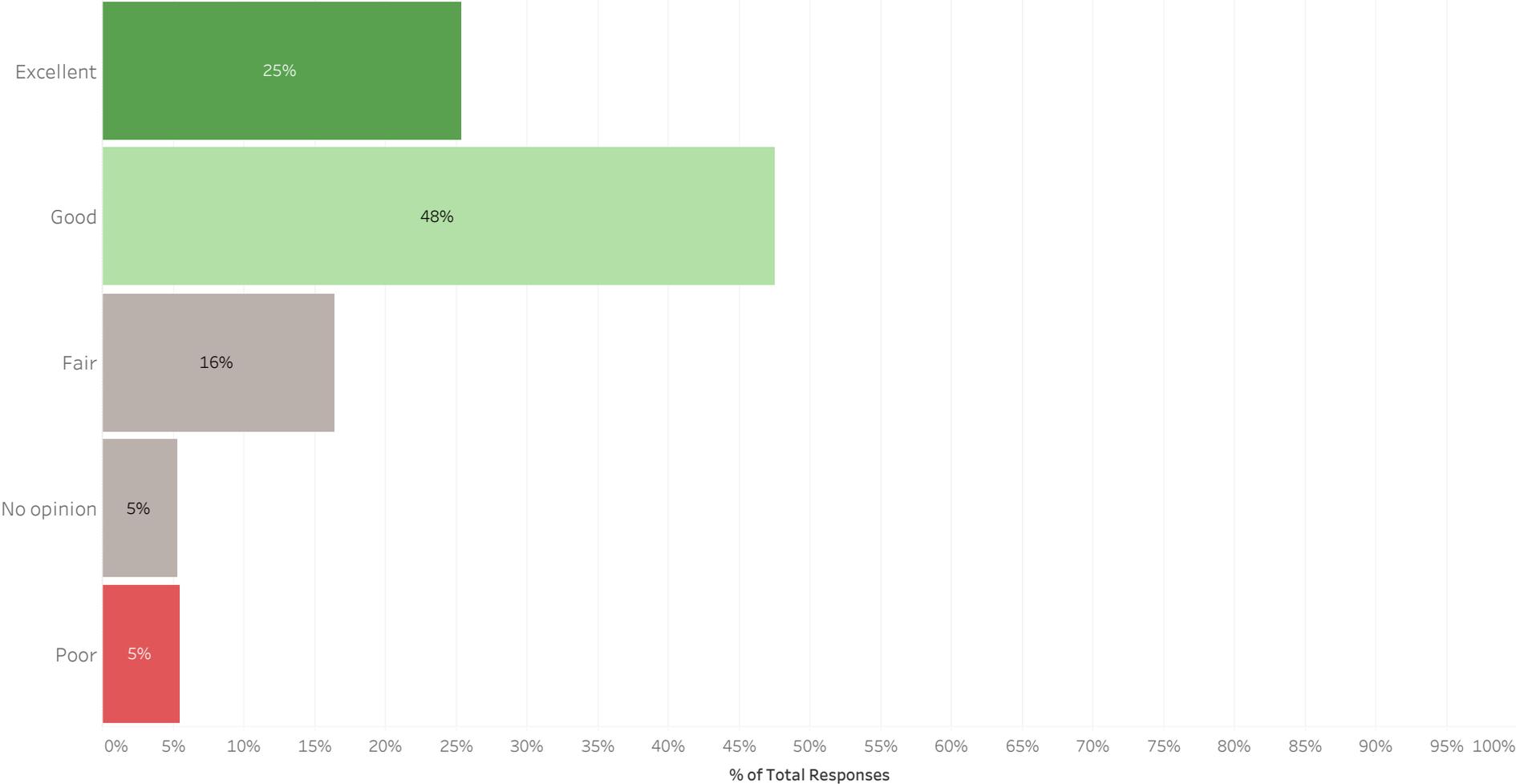
Question 4a: Please rate your water service in the following areas: Quality



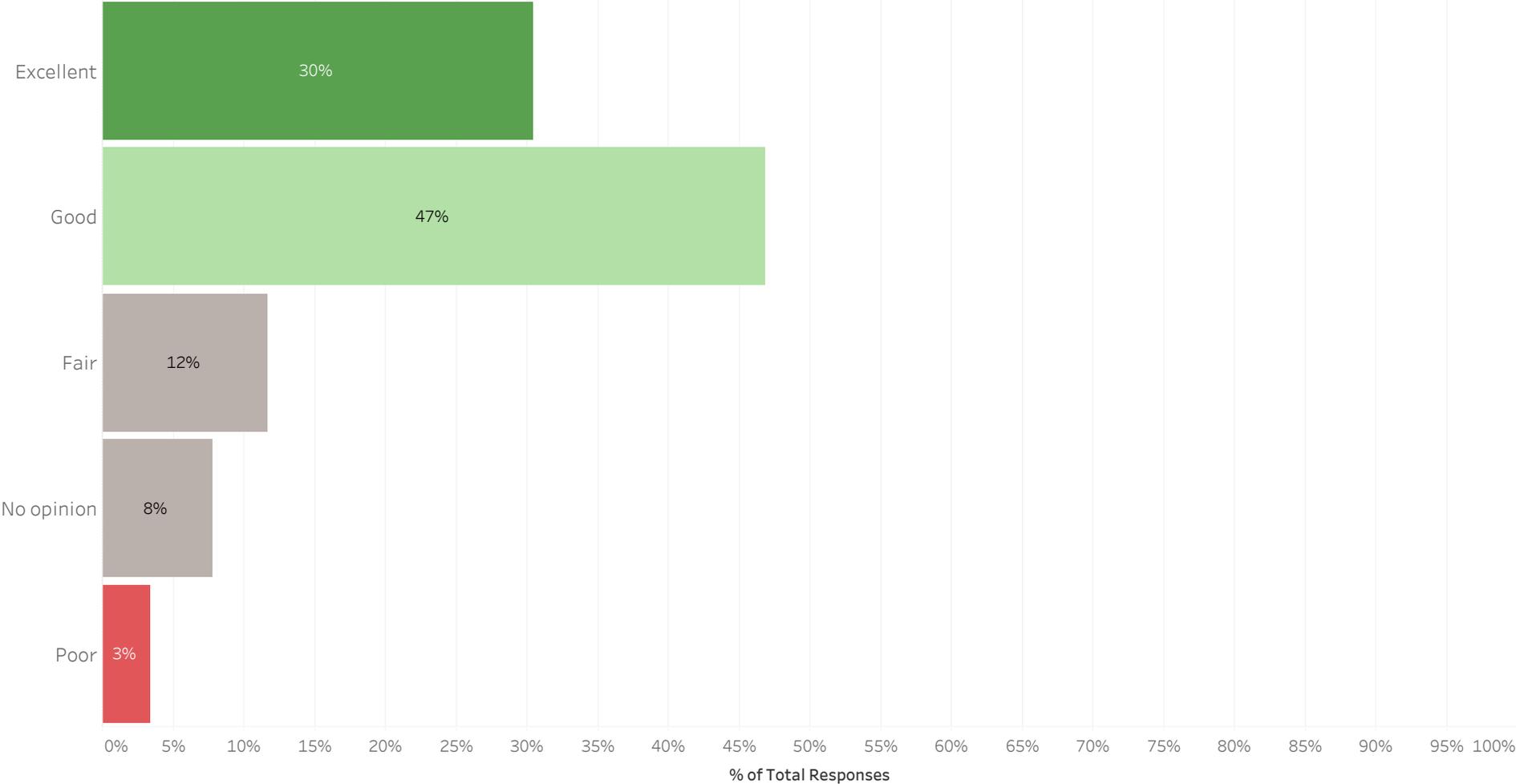
Question 4b: Please rate your water service in the following areas: Reliability



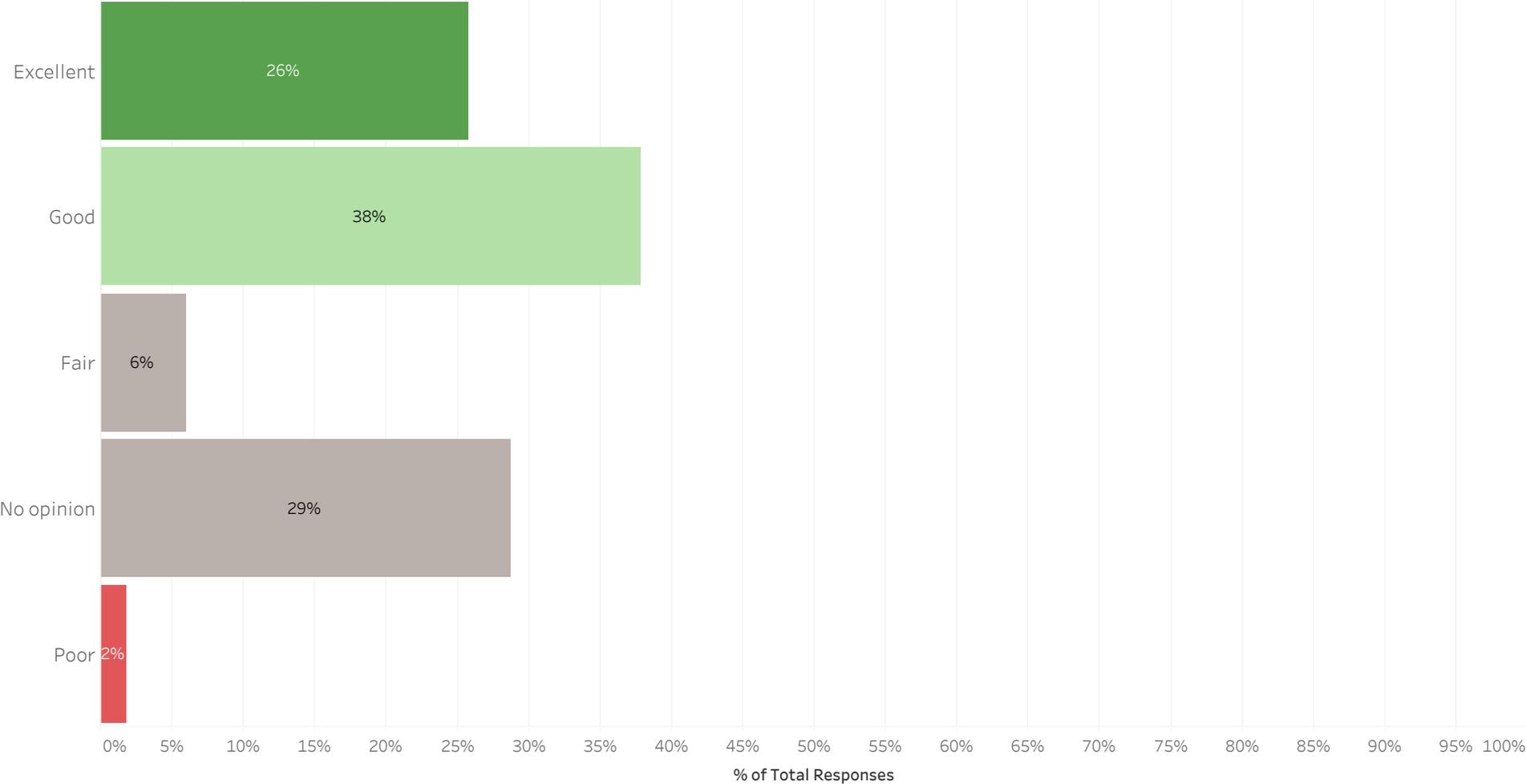
Question 4c: Please rate your water service in the following areas: Taste



Question 4d: Please rate your water service in the following areas: Odor



Question 5: How would you rate the customer service you receive from Jordan Valley Water personnel?



## Question 6: How can we improve the service our staff provides to you?

I am fairly new having just moved into our house in July. Getting water service was difficult at best to get started with pretty much zero communication from JWCDC about services starting or billing procedures...just here's a bill. Working with staff on the phone seemed like I was putting them out rather than being treated like a paying customer.

My water pressure is low compared to other areas/states I've lived.

Everything is good and you responded to an issue I had earlier this year. Thank you.

Online billing system is the WORST! It only shows the amount if you are behind but not the actual month you are in. These amounts need to be combined to avoid confusion. Also- you are never informed you are behind.

Staff is fine. Public mtgs are not. Board doesn't listen. Waste of time ever to attend. Minds are closed.

Take the fluoride out it's terrible for your health

Every thing good

Could be more understanding.

Paperless billing

Thanks for providing alerts for water usage.

Improve the telephone answering system. Calls don't always get routed to the person I need to speak with.

N/A

You do a poor job communicating about rebates. I bought new toilets when I moved in a couple years ago and was not made aware of rebates so I missed out.

Increase water pressure. It's pretty bad.

I have no suggestions at this time, unless you're interested in what I think about your new tiered rate structure.

They're doing great!

Be more understanding of people that fall on hard times instead of hanging them out to dry

We have to buy ice and bottled water because the water you deliver tastes like it is from the bottom of Utah Lake. Compared to Salt Lake City water, your water is very poor, and suitable only for toilets and lawns. We can't even cook with it. The odor permeates everything it touches.

Can't think of anything.

Would be nice to have the choice to opt out of paper billing and go completely paperless. This would save the company a lot of money in the long run. Seems odd to be able to pay the water bill online but not be able to opt out of receiving a paper bill in the mail. This is the only house utility that we still receive a paper bill in the mail.

I always pay my bills with Ann she's super awesome and friendly give that girl a raise.

Stuff should pay more attention to the questions asked.

## Question 6: How can we improve the service our staff provides to you?

The billing can be difficult. Seems online banking doesn't work too well. Takes a long time to process with Chase Bank and Jordan Valley does not have a grace period. Can be kind of rude about it sometimes.

The staff is good to work with - but they have no control over the high prices that you charge

Better filtration

unknown. The one interaction I had was positive.

N/A

The staff is great! Unfortunately the water is very hard and tastes terrible!

I have no interaction

N/a

NA

Better customer service.

very good

A smaller bill would be great.

Fire your staff and start over... not one employee was nice or cordial or helpful... I'm new to the area was never told I was charged for secondary water if I used it or not and got slapped with a \$1200 bill!!!!!!

I am not really sure, I don't know that I have spoken to anyone after my initial call for service 3.5 years ago.

Your staff does an excellent job. They are friendly when I call and are extremely helpful.

The water never comes back on when the flyer says. I understand this is part of the maintenance, but this has happened multiple times. It'd be great to have a number to call that automatically gives us an update, instead of reach the front desk that might not be available over the weekend. The Rocky Mountain Power answering service seems to work well...

good

Doing good job

Don't send any more of those comparison with my neighbors charts. I have a lot of flowers and I have to water them to keep them alive in the summer. My neighbor on one side just has rocks and the other side they just have trees and shrubs. No one lives in the house directly across the street...and the other houses nearby don't have nearly the show of flowers that I do.

Keep up the good work.

Keep up the good work. Thanks.

no comment at this time

## Question 6: How can we improve the service our staff provides to you?

Nothing - good customer service

Haven't called in yet so I can't really give an honest opinion

Provide accurate, specific information.

When you have planned water shut offs customer services should be available for questions during the shut off time.

Please provide water quality information regarding particulates and chemical make up... ie. what percent of toxins are found in the water, what types of toxins etc etc.

Have no problem

you have a great staff that is always will to help in addition to my home being in Jordan Valley Water I work for a title company so I call a lot and the staff is always wonderful so thank you

Everything runs smoothly. Seldom have to call you.

n/a

We are satisfied

N/A

They have always been good

I just purchased my home and have not moved in yet so can not comment on the water but the service in setting up my account was excellent

nicer people working in customer service. you guys have some of the rudest people I have dealt with in some time.

Paper less bill. I hate getting the paper bill every month.

Nothing I can think of.

Keep up good work.

Offer rebates to ALL retail customers, not just specific groups. Offer them across the board!

I just need an email about bill. I have it deducted automatically and don't need a regular mail copy as well.

Your people just aren't customer oriented. They make it difficult to switch service to a new address. When you move to a new place, they leave a notice in the door and make no effort beyond that to contact the customer. If you don't happen to see the notice they shut off the water. The burden is always on the customer on every occasion I've had to contact customer service. They make no effort to make the customer feel like a customer. They are like the old fashioned monopoly utilities who wouldn't make an effort because they didn't have to.

Just recently my tap water has taken on more of a plastic taste.

Keep doing exactly what you're doing!

## Question 6: How can we improve the service our staff provides to you?

---

None at this time

SEEMS JUST FINE

They were friendly and helpful, thank you!

Learn how to give great customer service.

I took a sample of our yellow water in and got no notice as to the quality of our water. It went clear again so we had to assume it was good.

help problem solve when usage is way high.

NA

Na

Provide better estimates of water outages. And maybe don't shut it off for half the weekend when literally everyone is home and needs the water. Do that crap on the weekdays when we're all at work anyways.

providing any program for less payment

It's a rented duplex. No problems we know of

I haven't had any interaction with staff

Decrease prices or give provide lower rates for low income senior citizens

Very difficult at time to speak with customer service.

Every time I've interacted with someone, I've been pleasantly surprised at how helpful and kind they've been. Thank you!

have not needed to interact with you

Installers check work before they depart the home owners property.

Like any call center, more people on phones would be awesome; there was a time I tried to call to report a leak at a water quality station and it took me 5 tries to talk to somebody

KIM AND ANN ARE WONDERFUL TO WORK WITH

just keep it as it is

N/a

I haven't dealt with your staff so I have nothing.

Question 6: How can we improve the service our staff provides to you?

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I have not had to deal with any of the staff.

No opinion

I tired to set up a auto pay and they did not know how to do it.

Na

Staff does an excellent Job.

love the individual use reports and would like to see water quality reports

Haven't had to connect very much. So far so good.

Doing a great job.

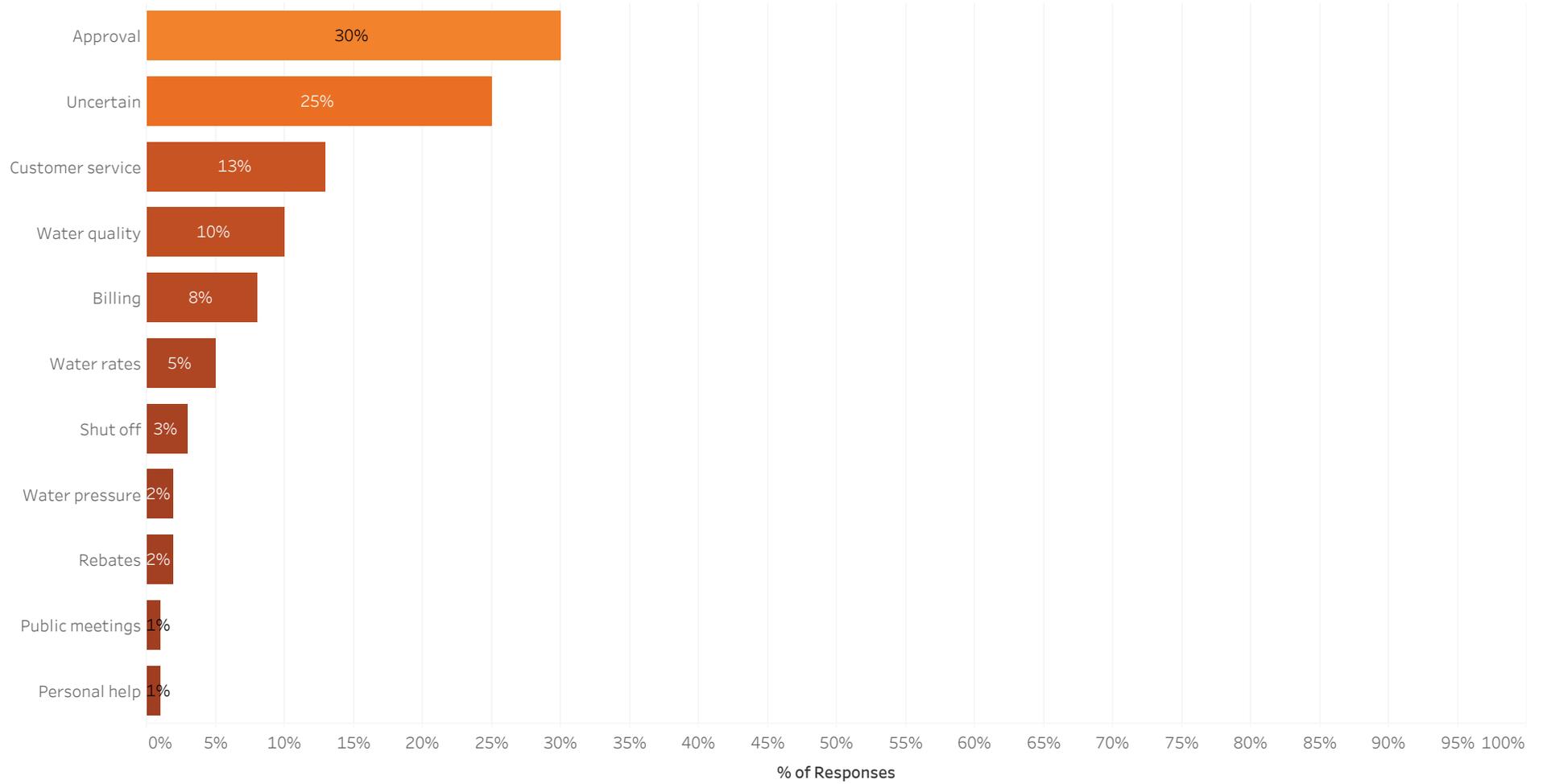
Never needed service.

Provide services on odors. Our water smells like sulfur

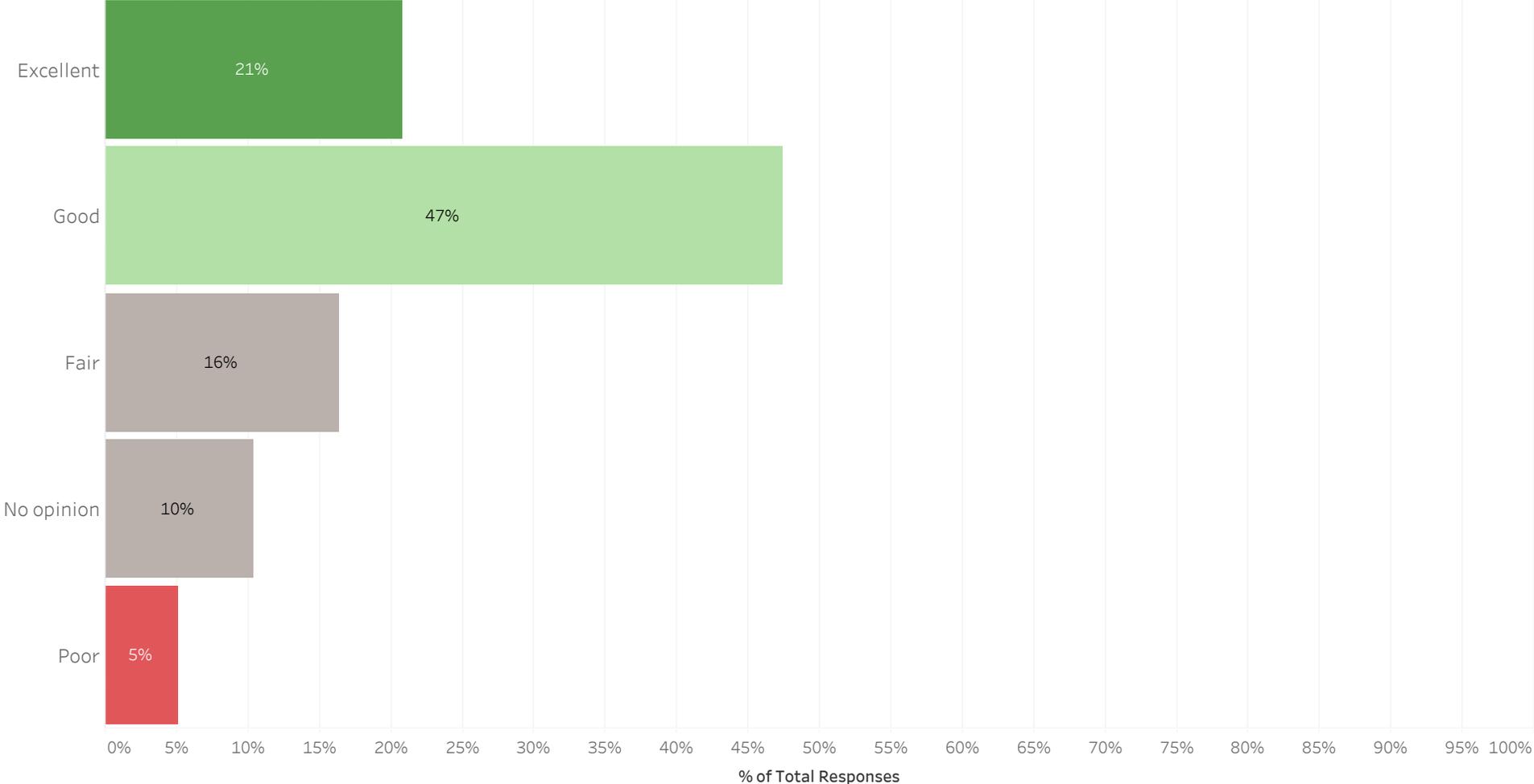
Good communication

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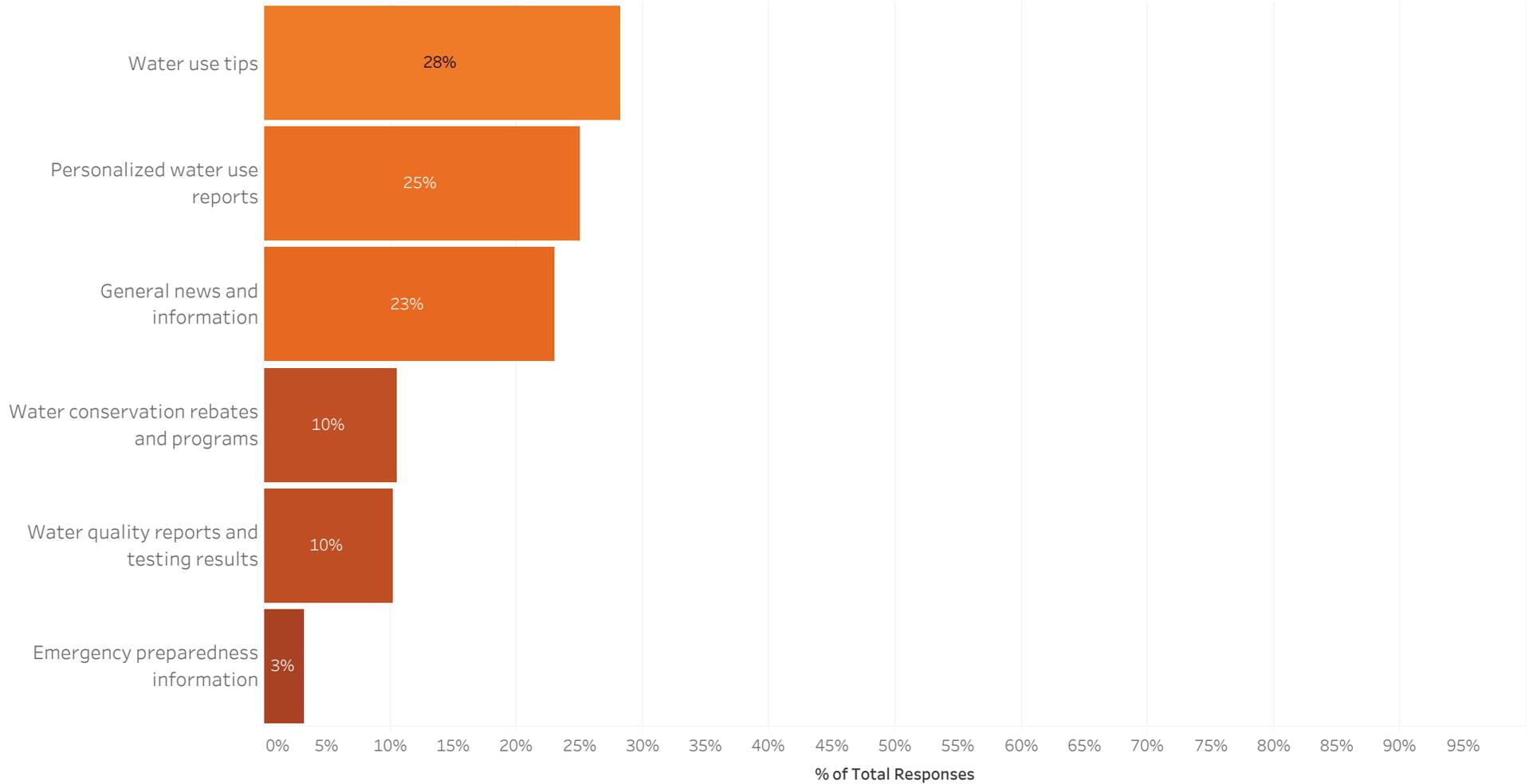
Question 6 (Categories): How can we improve the service our staff provides to you?



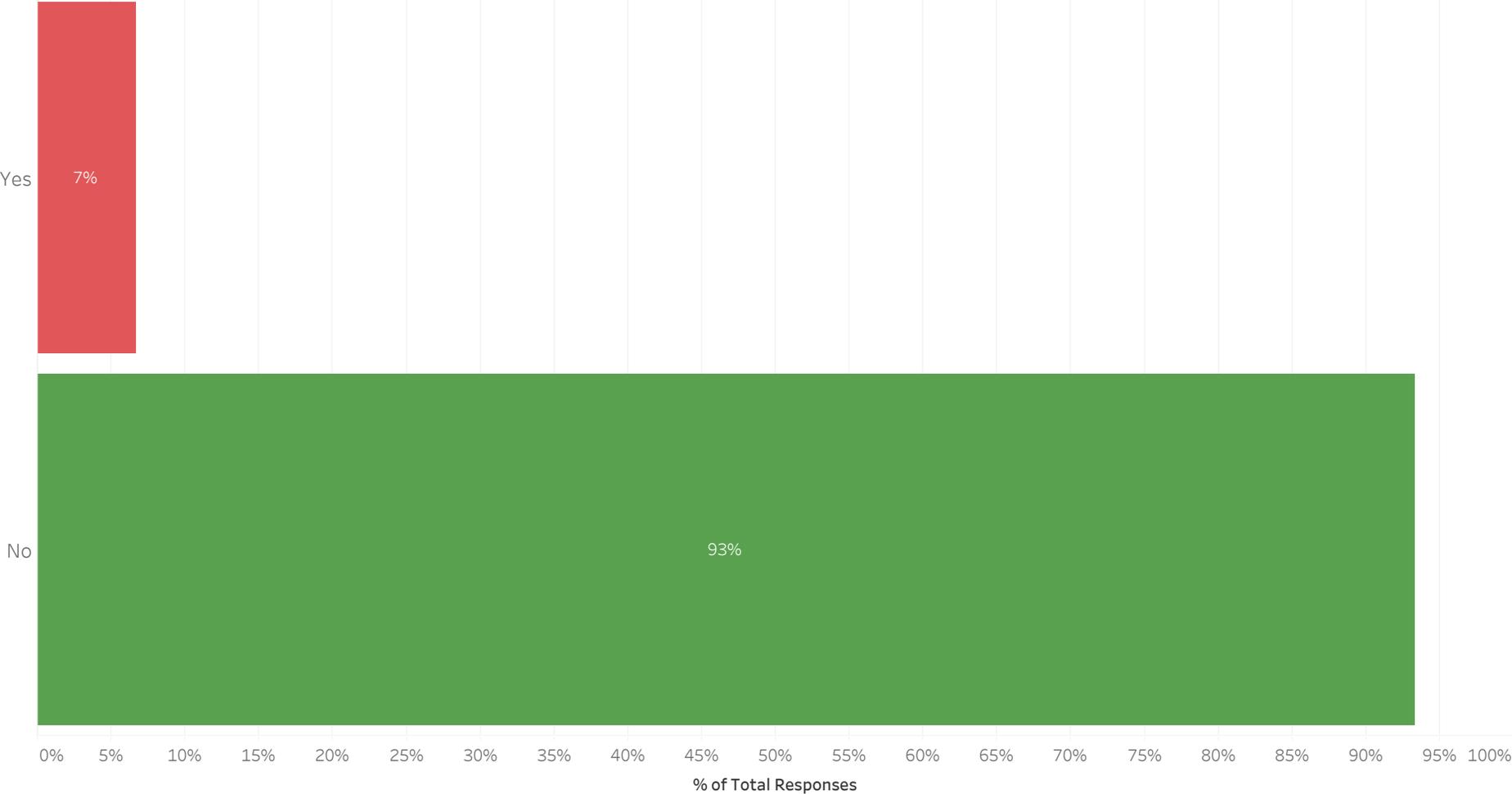
Question 7: How well does Jordan Valley Water keep you informed of its services and offerings?



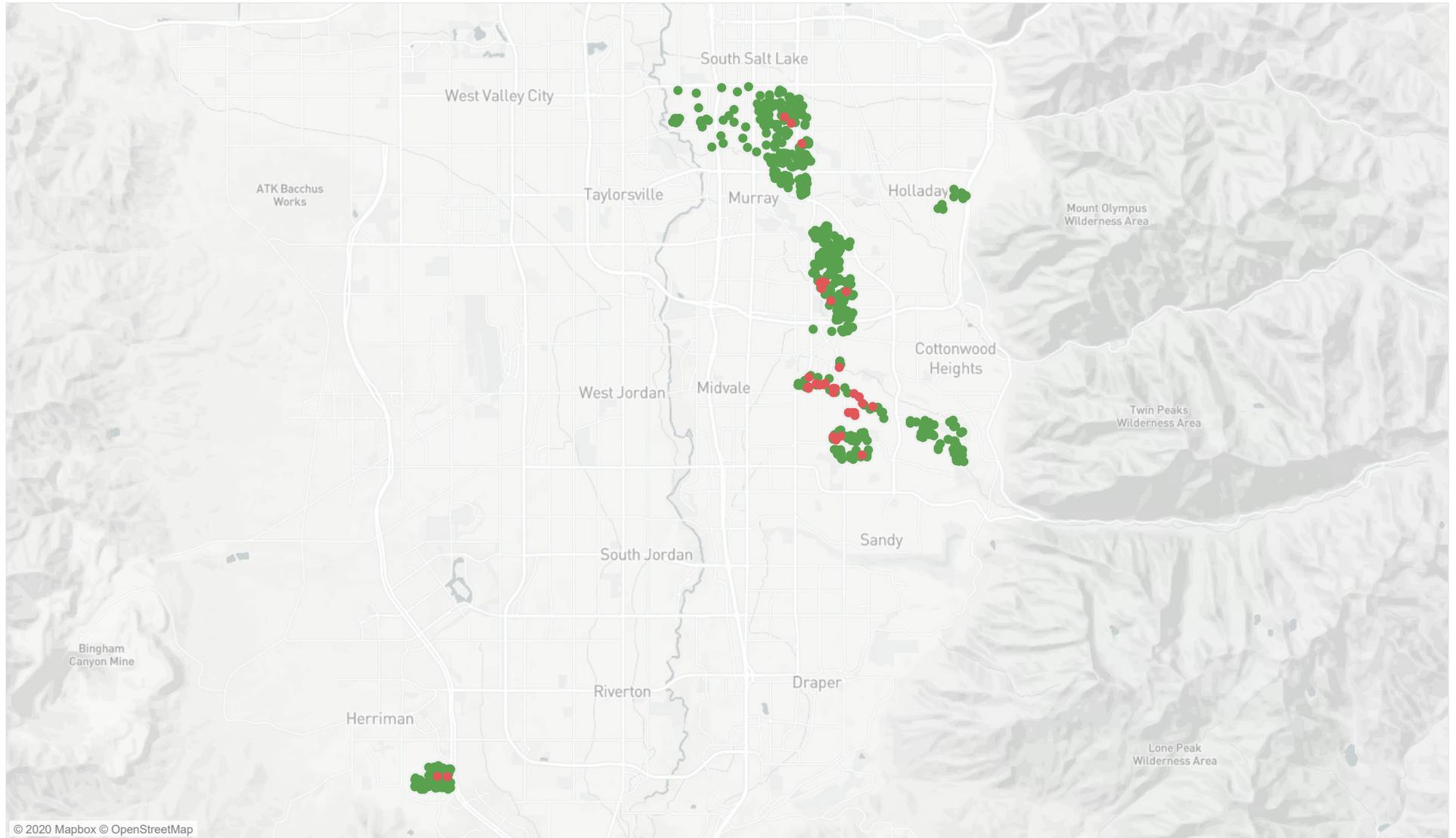
Question 8: What communications can you recall receiving from Jordan Valley Water over the last year?



Question 9: Have you recently experienced a water service interruption for an extended period?



Question 9 (Map): Have you recently experienced a water service interruption for an extended period?

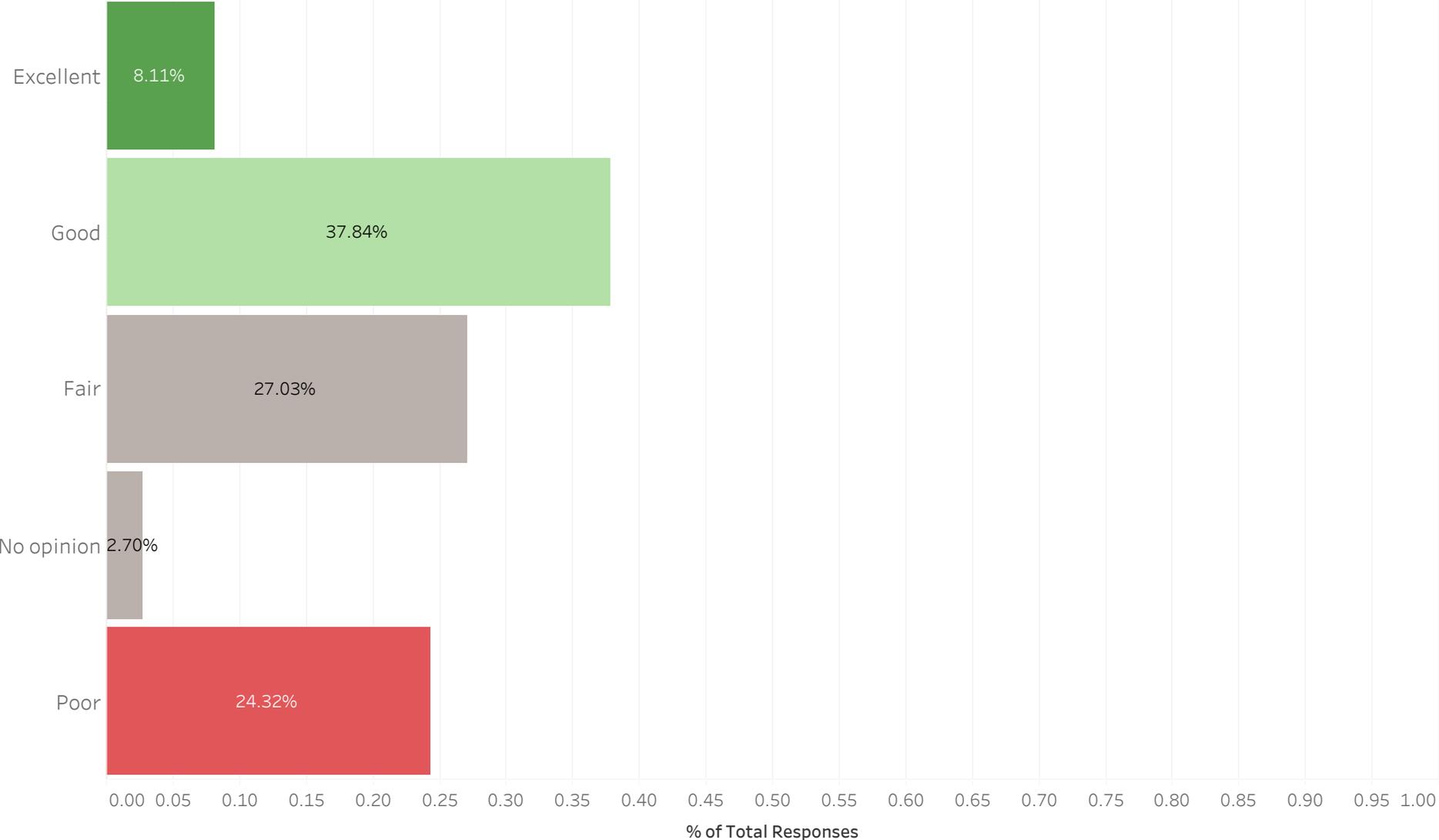


Response (Inv)

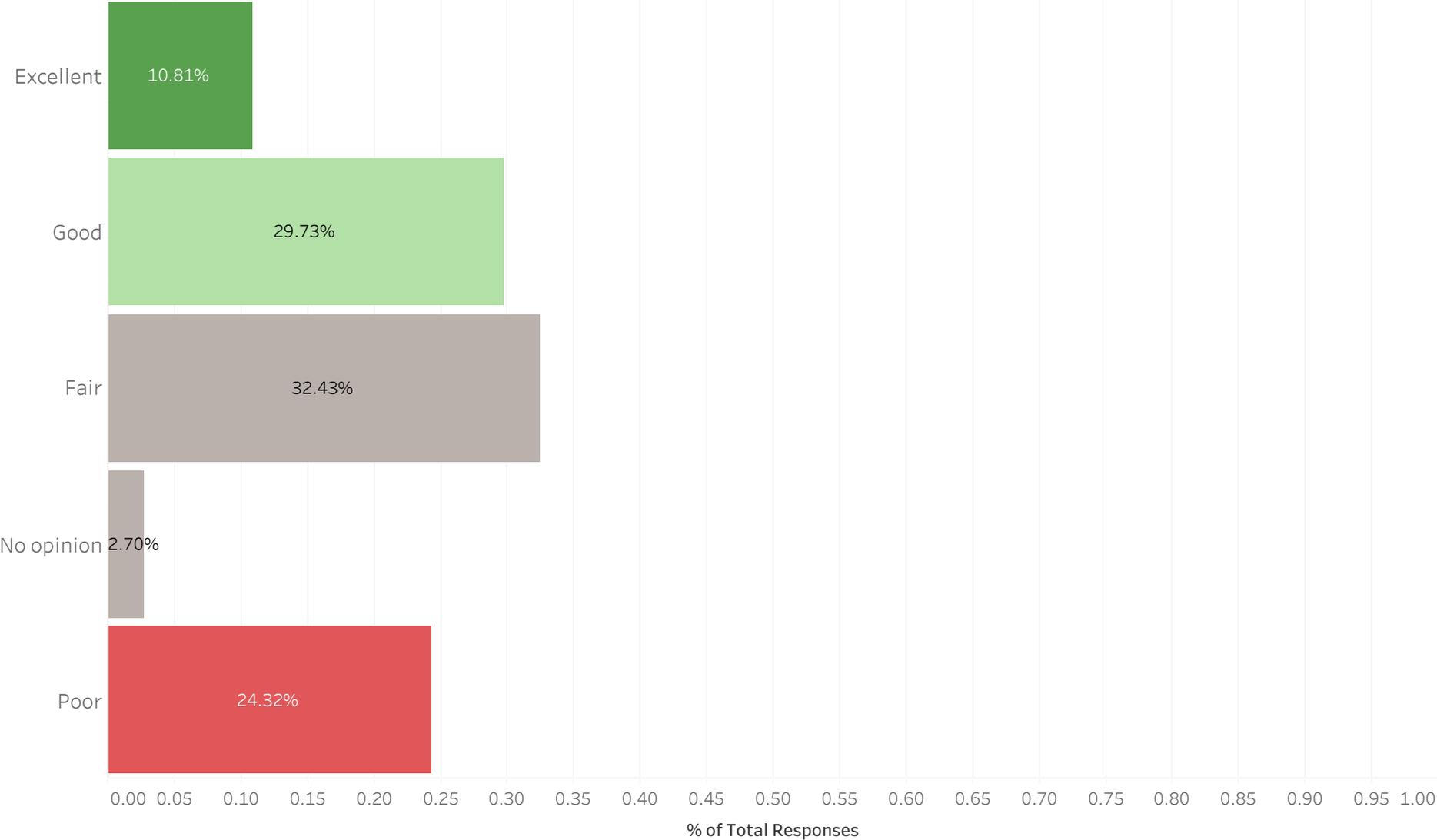
■ Yes

■ No

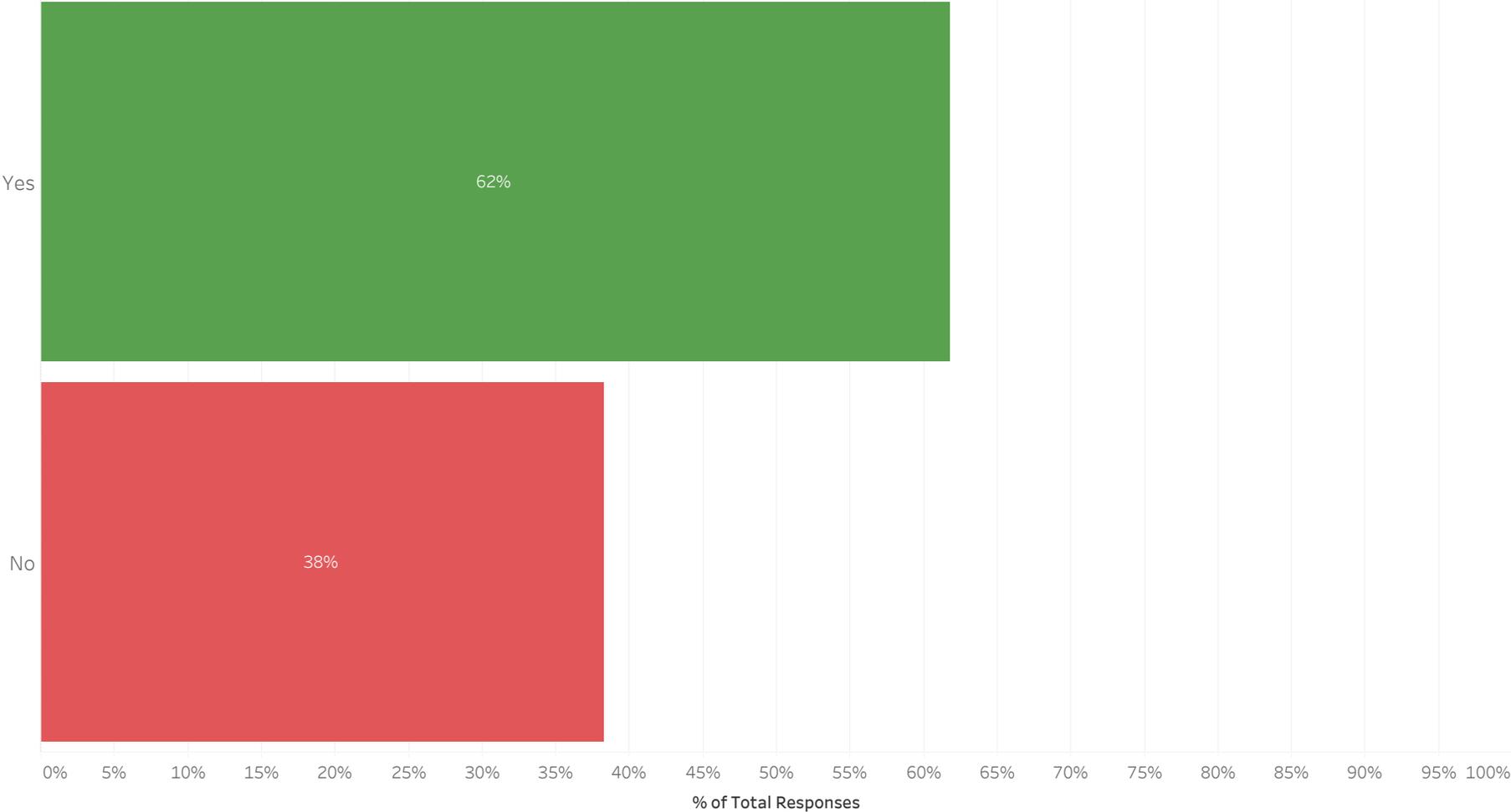
Question 10a: How would you rate Jordan Valley Water in the following areas? Communications about the interruption



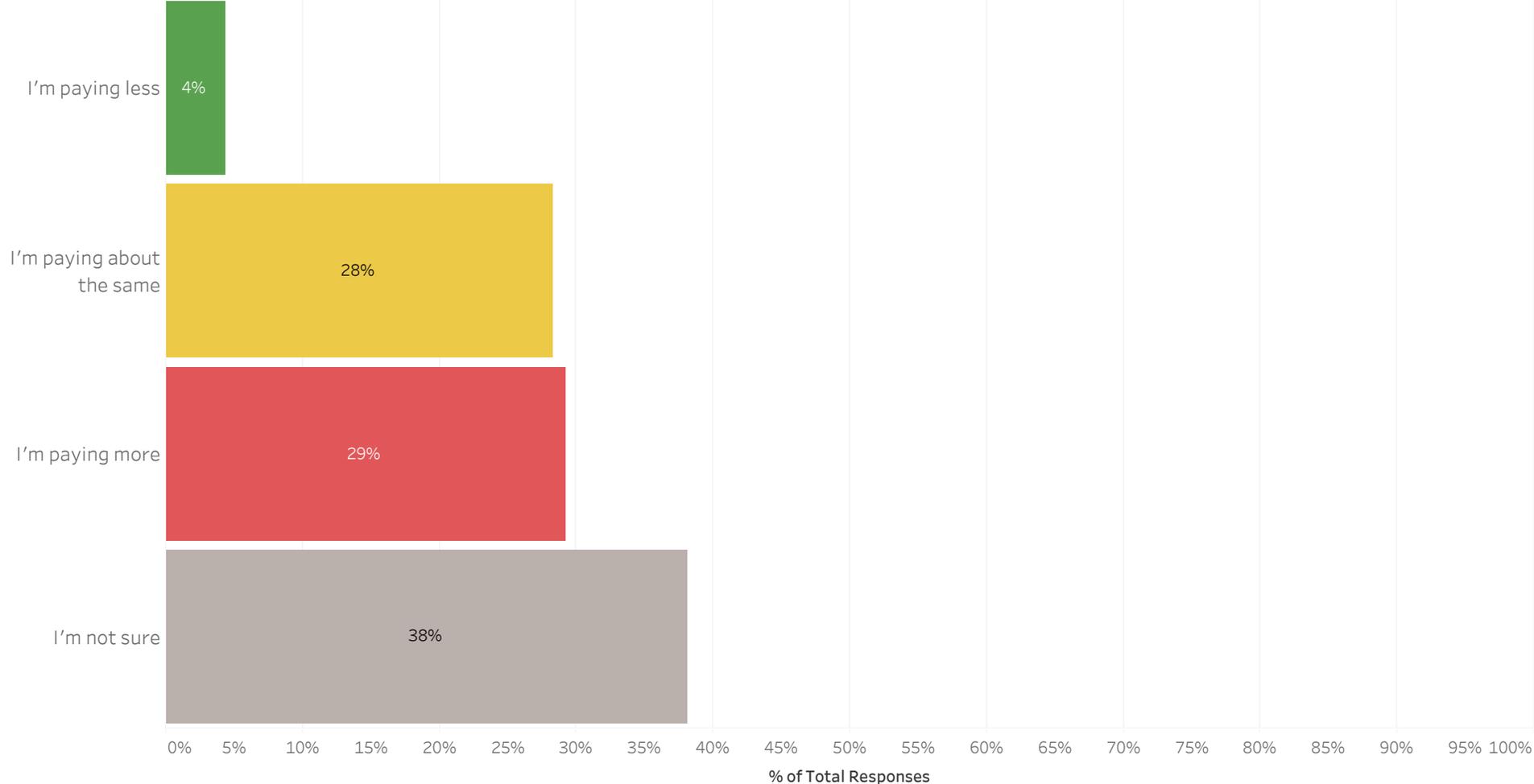
Question 10b: How would you rate Jordan Valley Water in the following areas? Performance in restoring the services



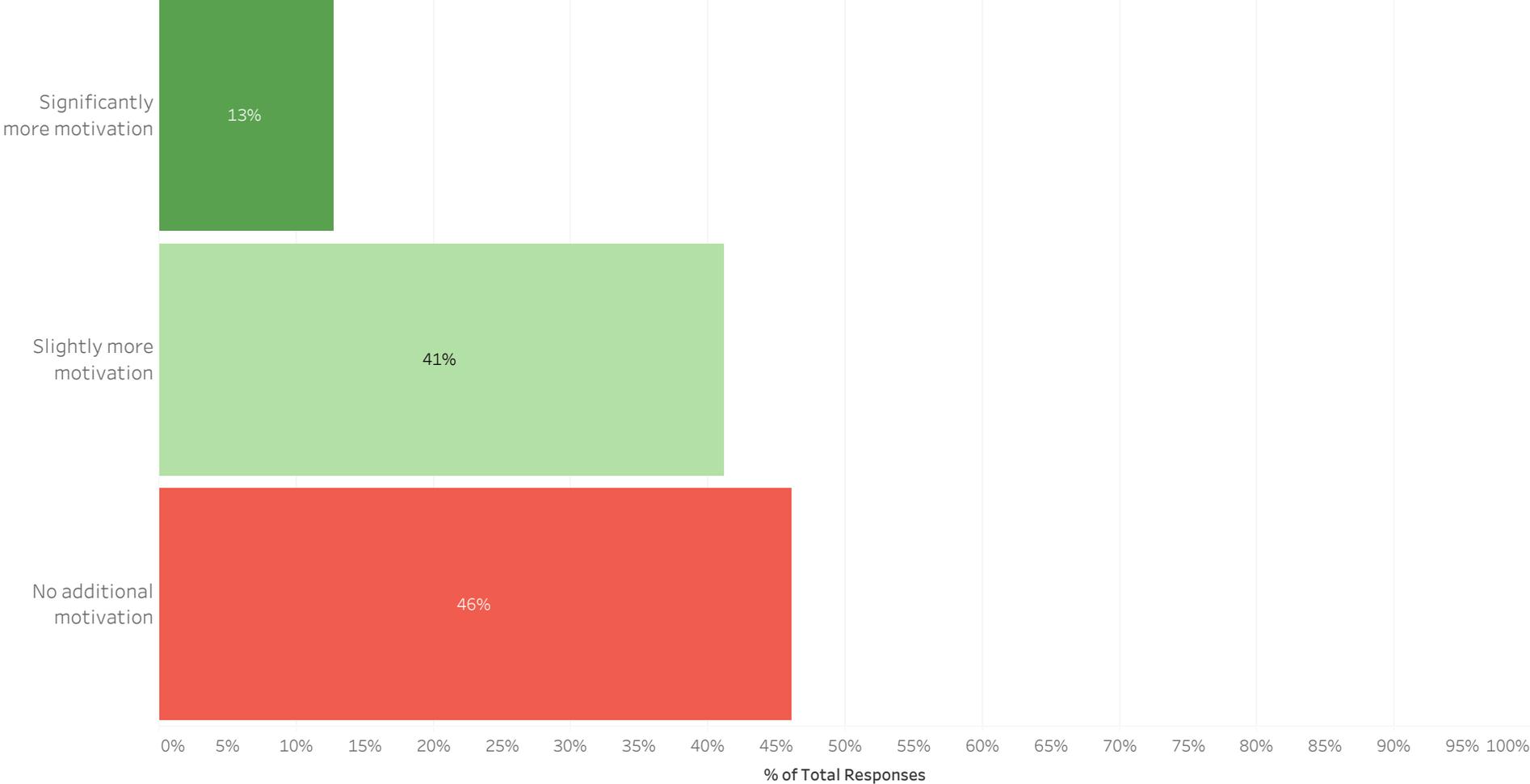
Question 11: Prior to this survey, were you aware that your water rates had changed to tiered rates?



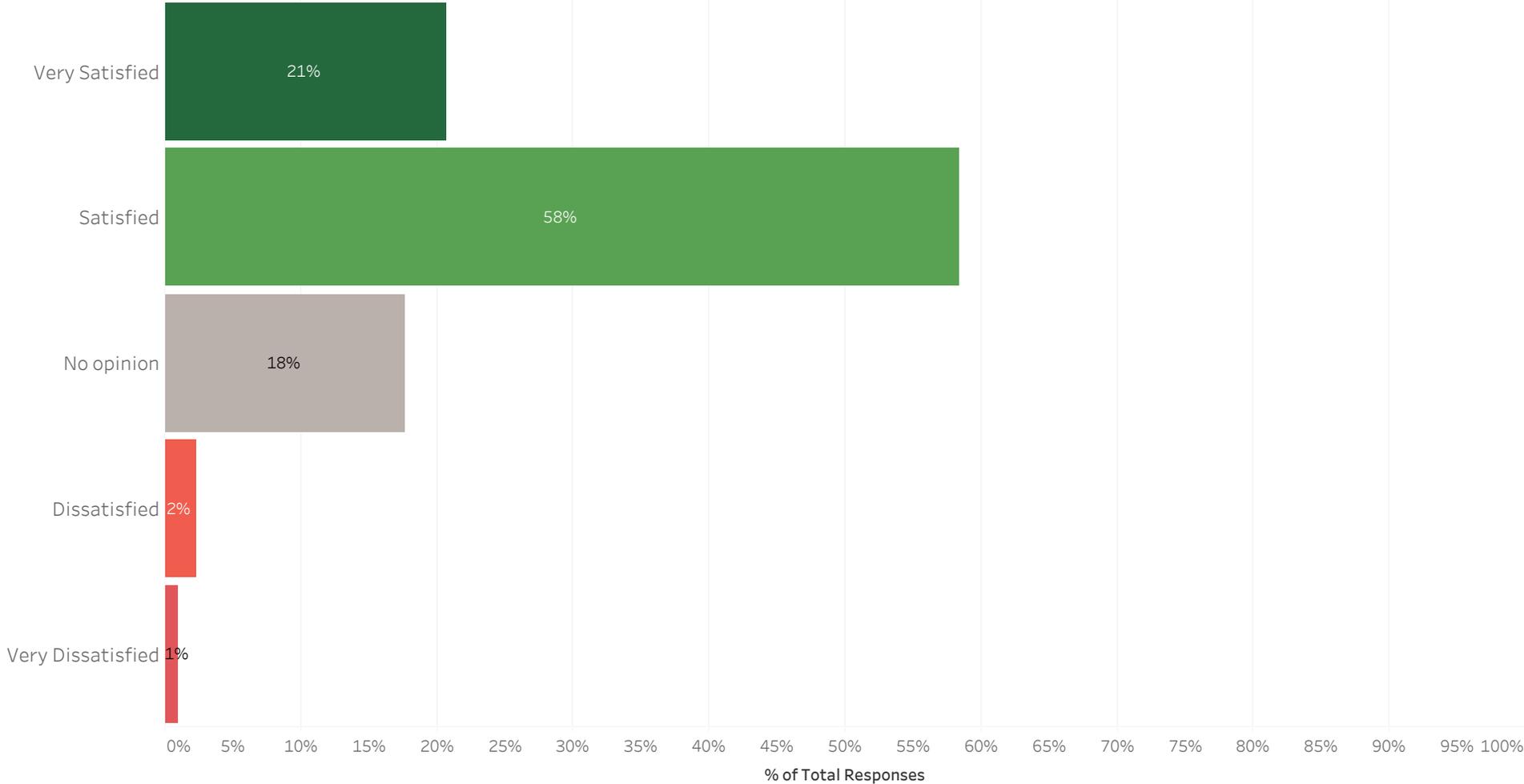
Question 12: How did the new rates affect your water bill?



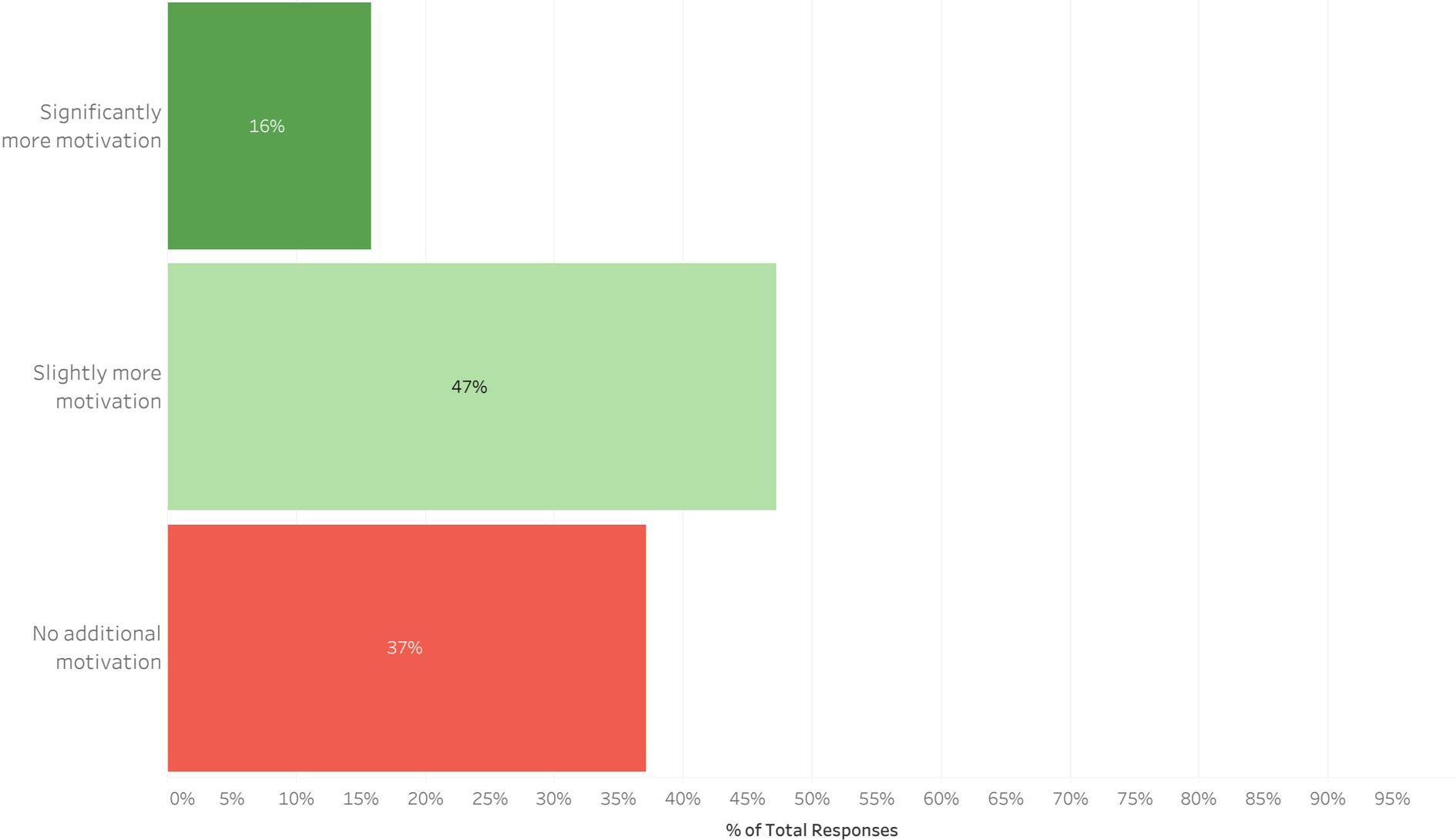
Question 13: How much have the tiered water rates motivated you to reduce your water use?



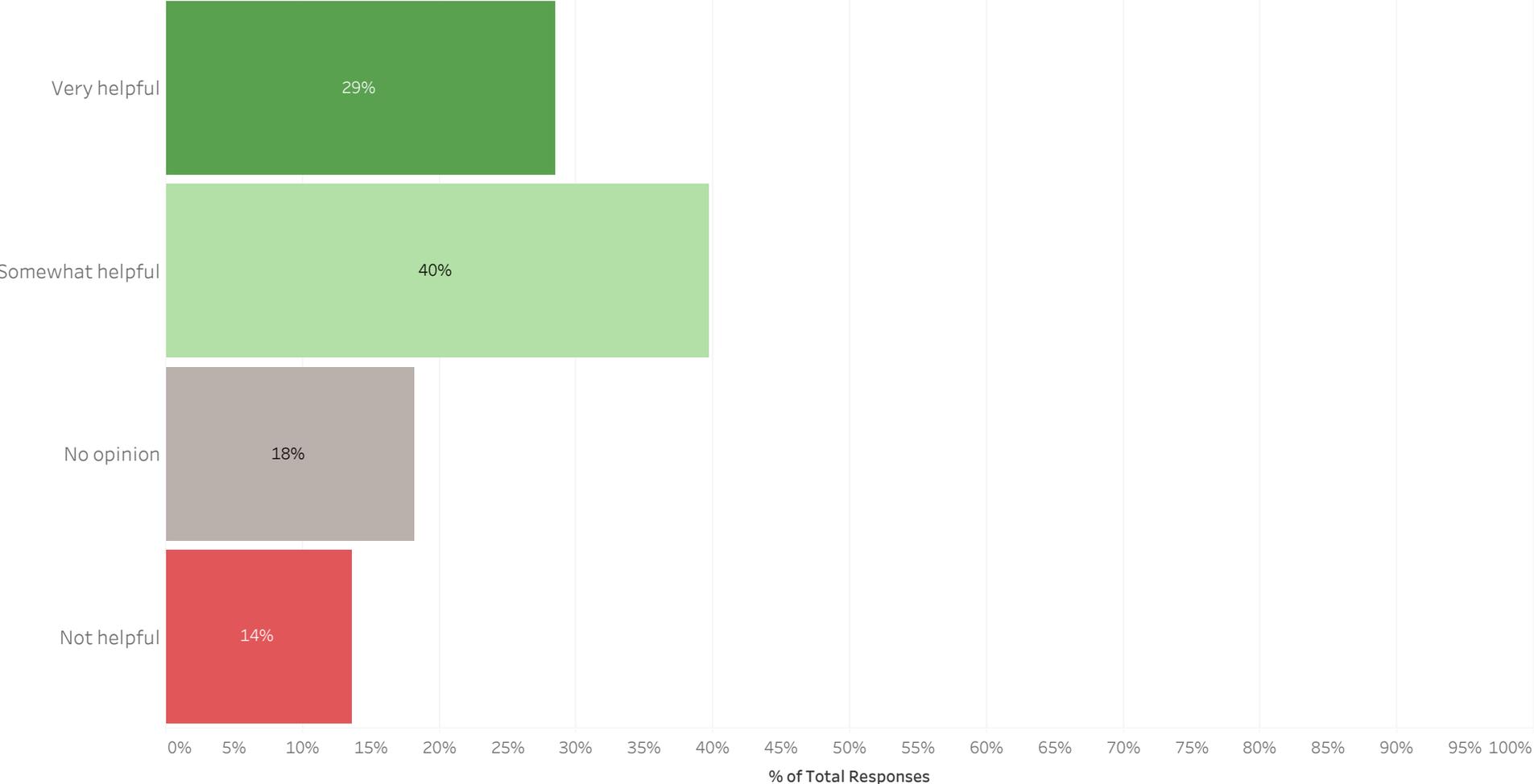
Question 14: Overall, how satisfied are you with the look and design of your monthly water bill?



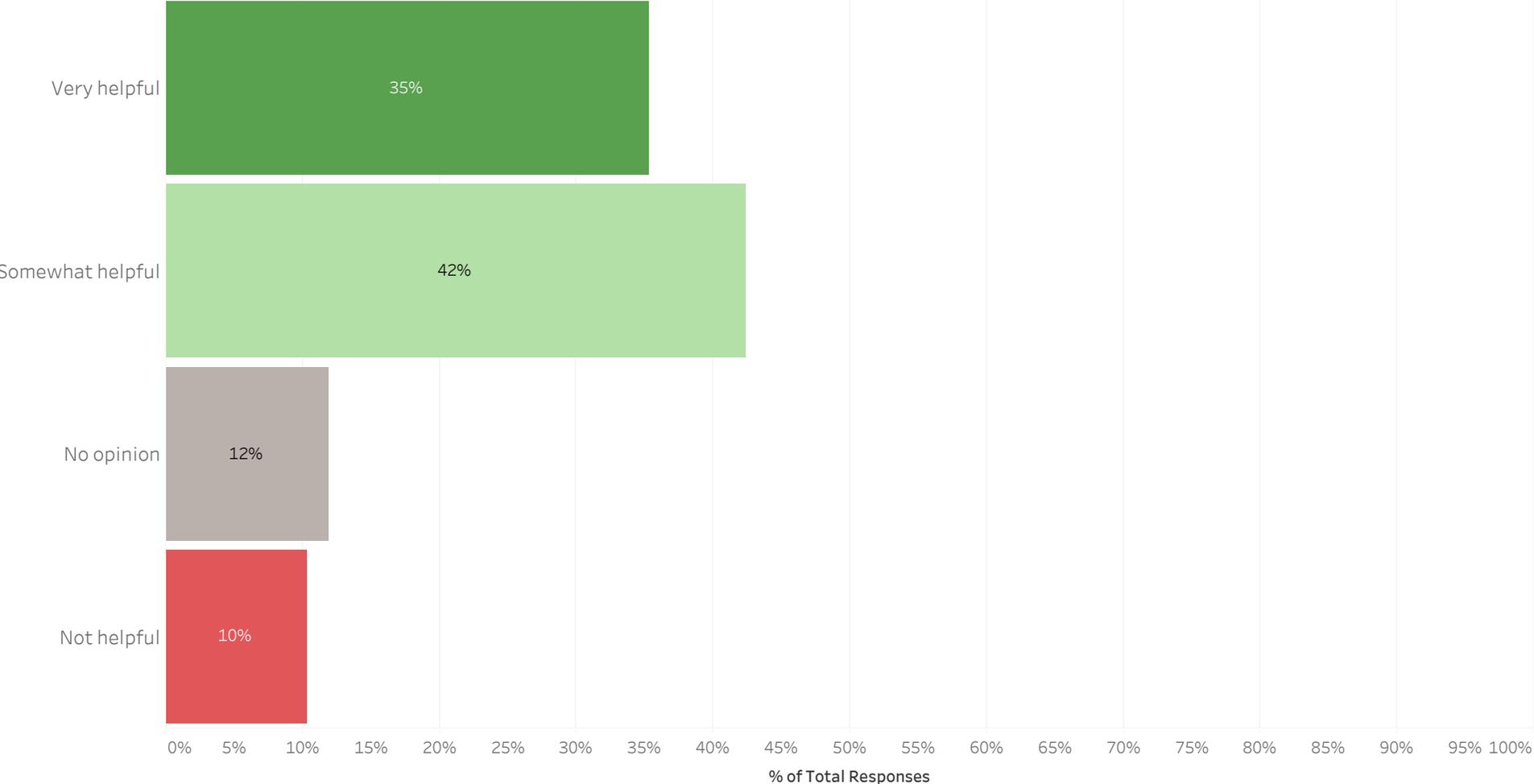
Question 15: How much has your water bill motivated you to reduce your water use?



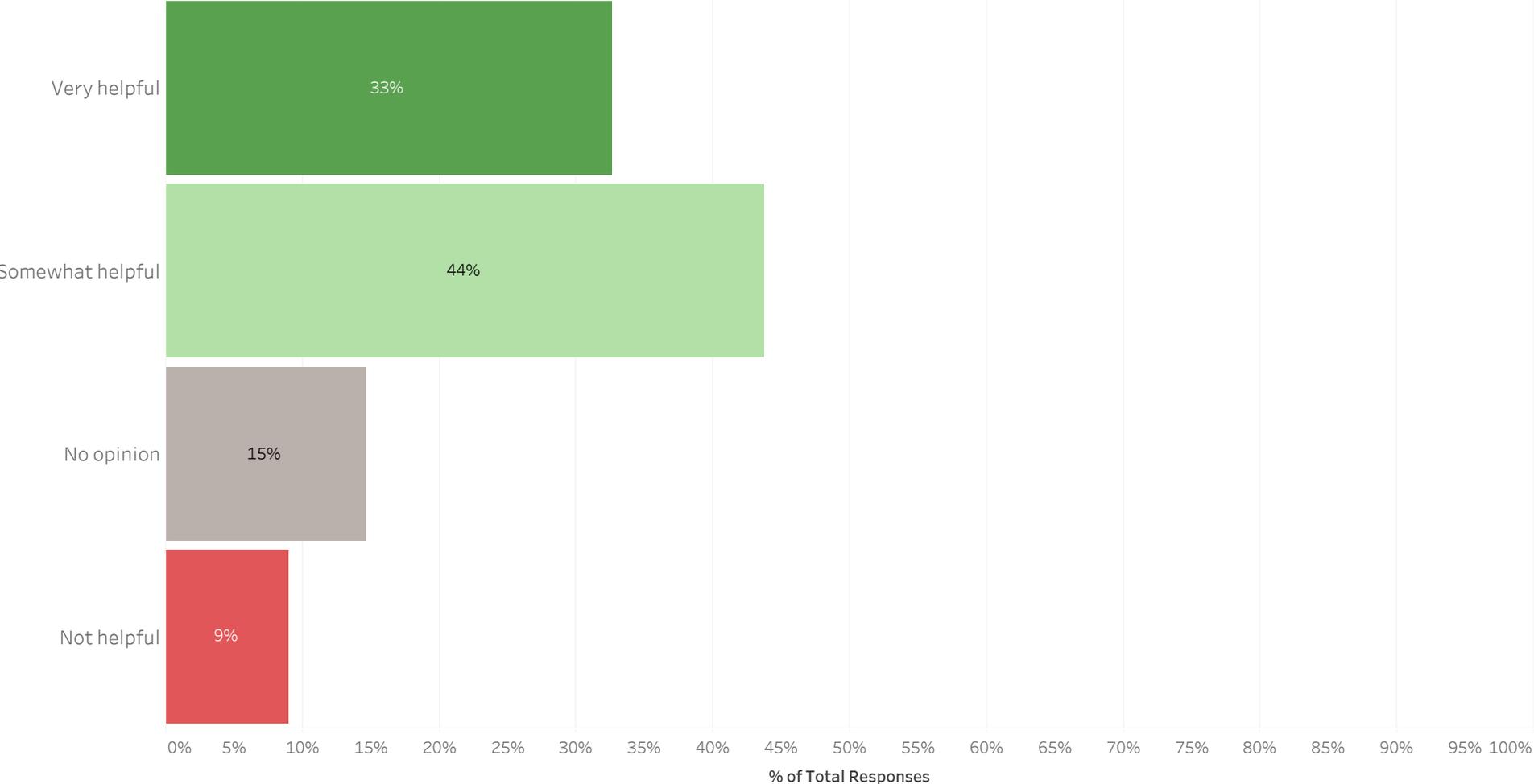
Question 16a: Please rate the following elements of your new bill: Neighbor water use comparison



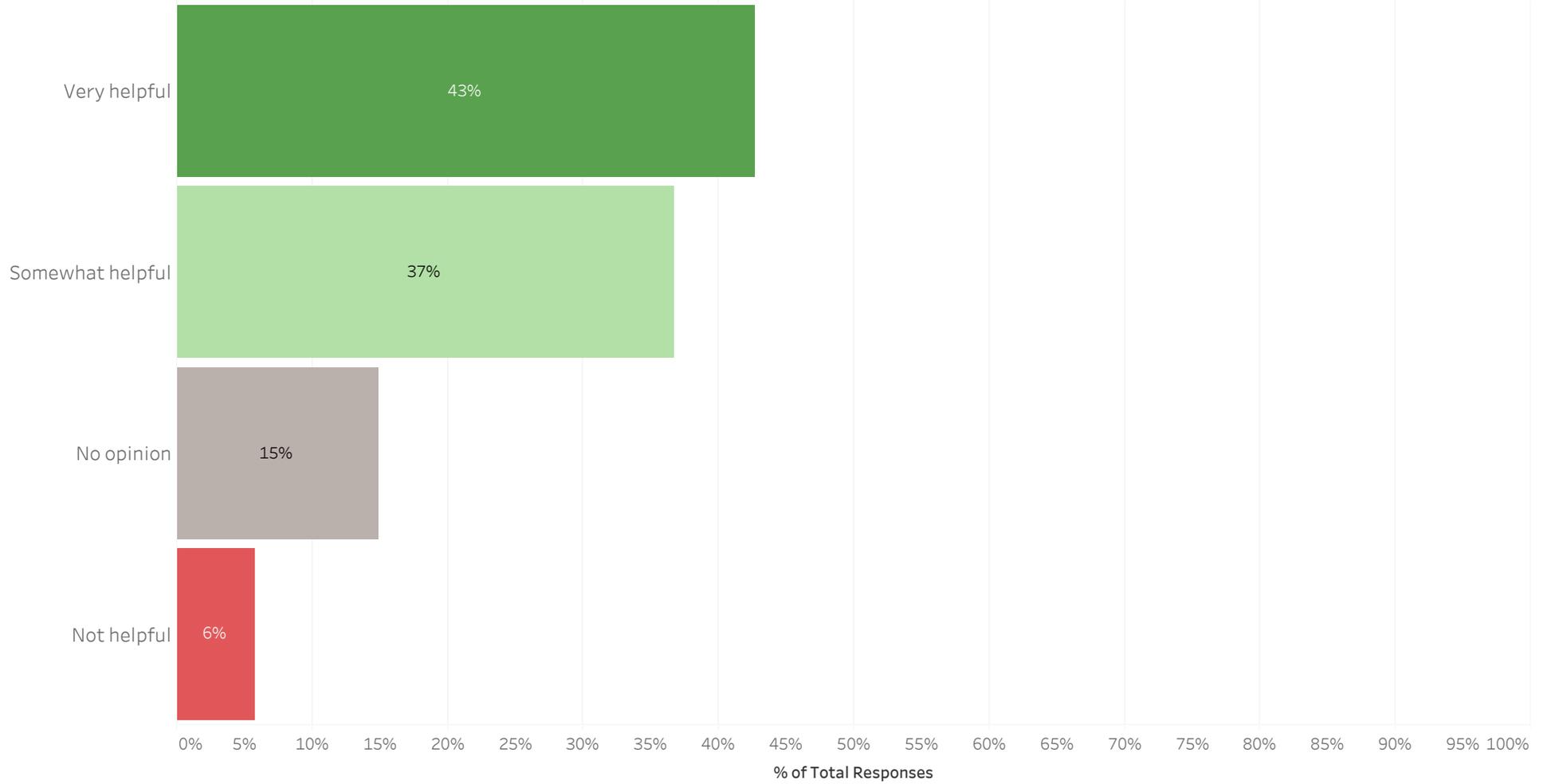
Question 16b: Please rate the following elements of your new bill: Efficient use comparison



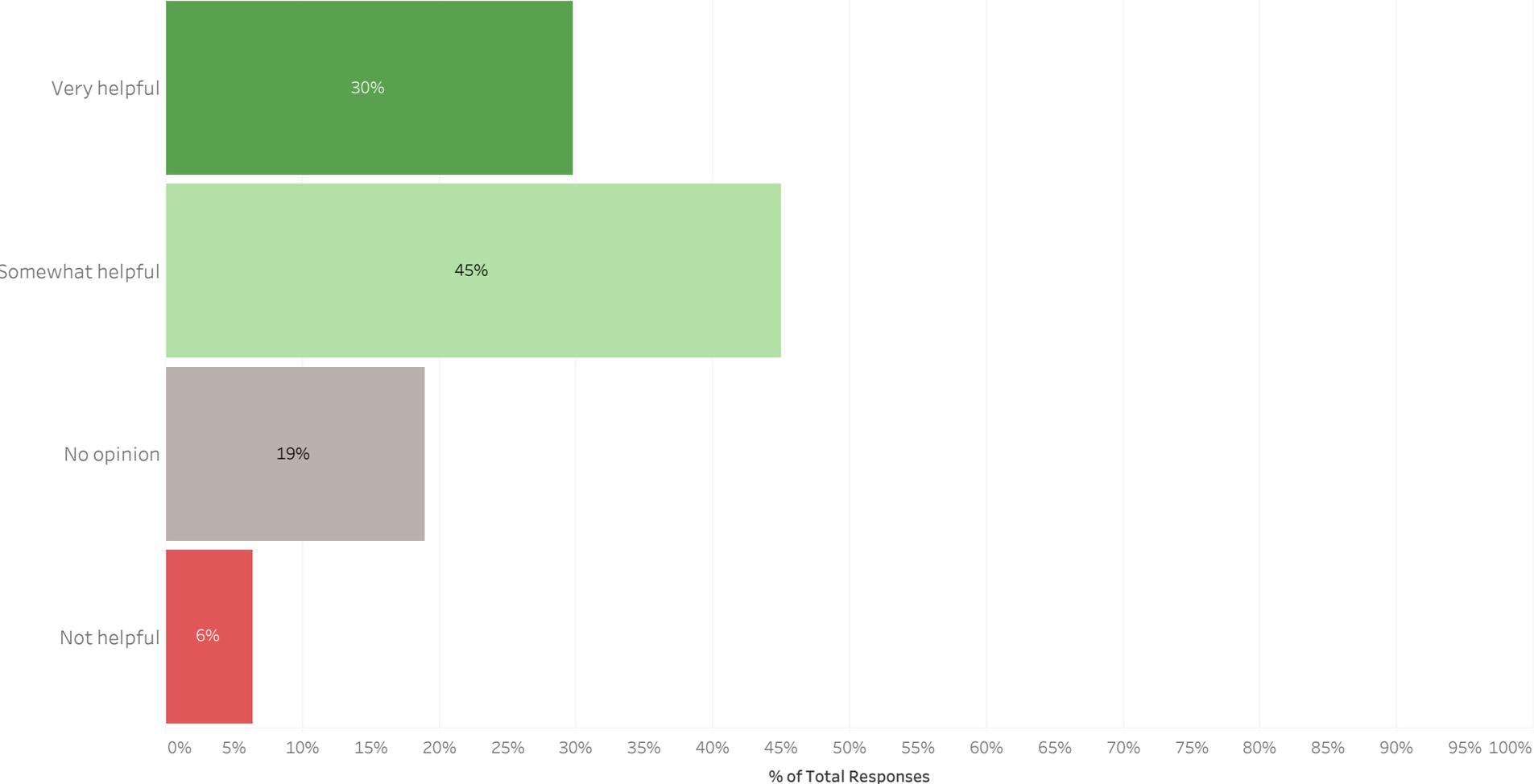
Question 16c: Please rate the following elements of your new bill: Water use grade (efficient, good, using more than average)



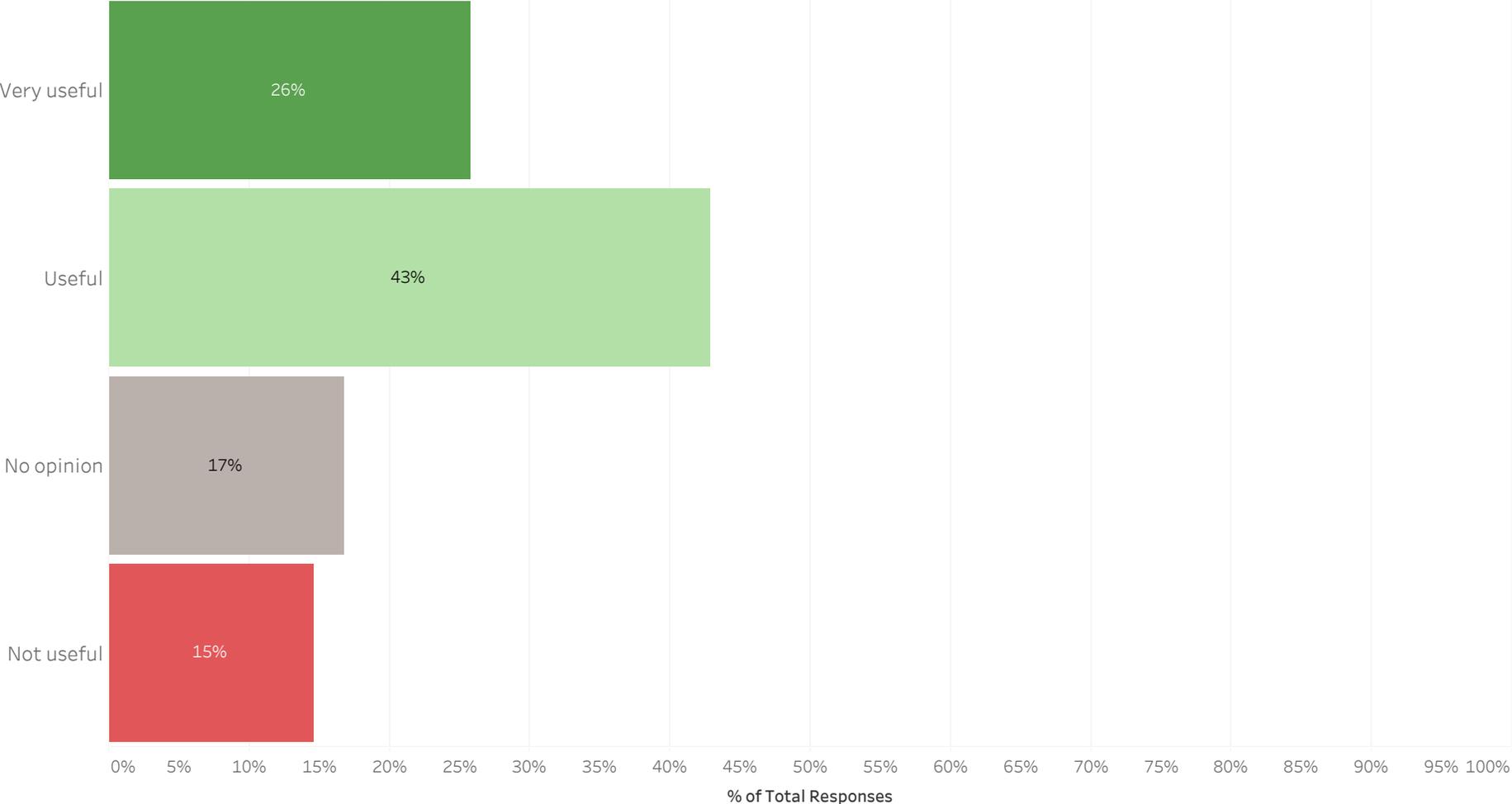
Question 16d: Please rate the following elements of your new bill: Daily water usage chart



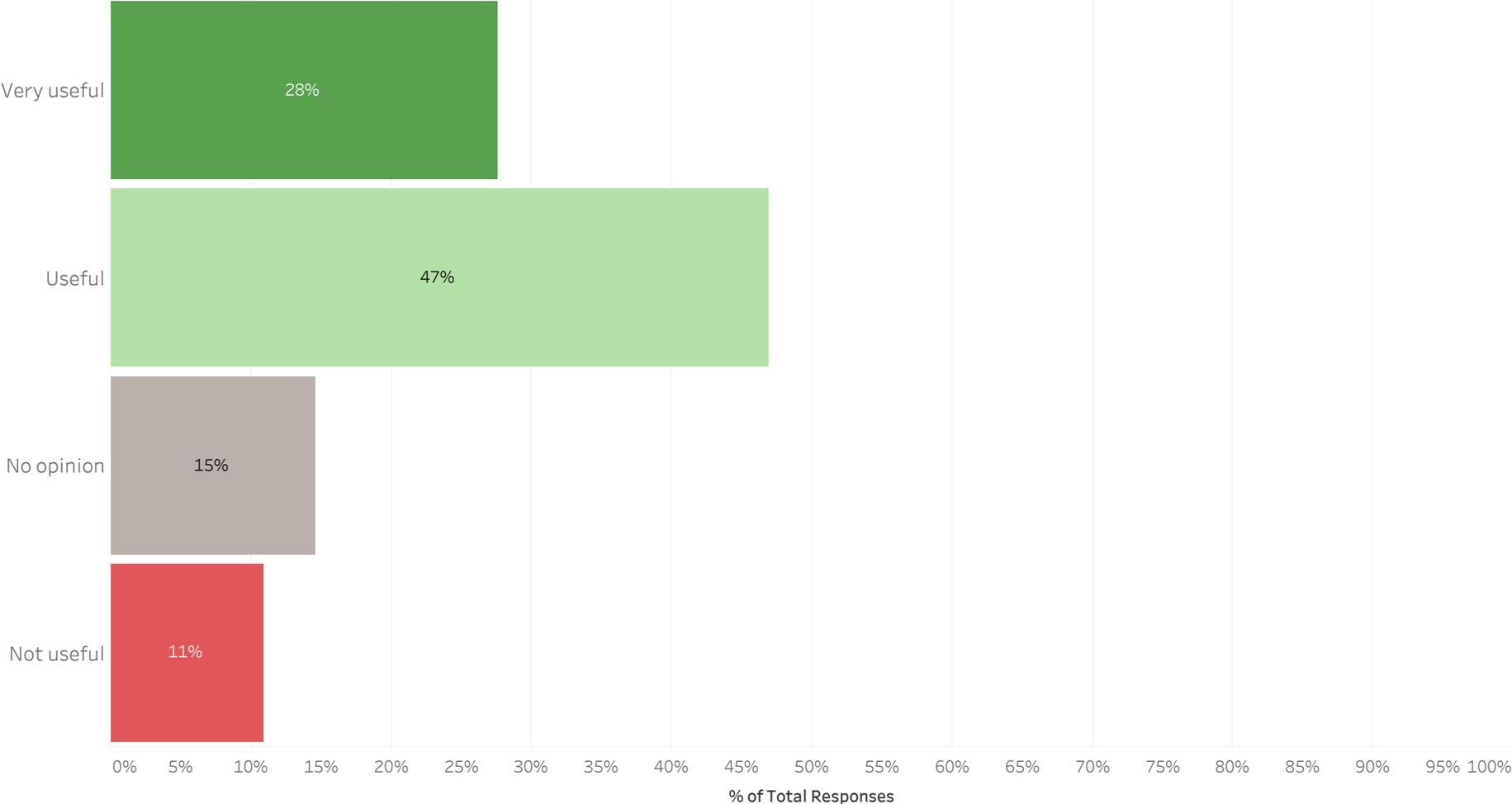
Question 16e: Please rate the following elements of your new bill: Water use tip



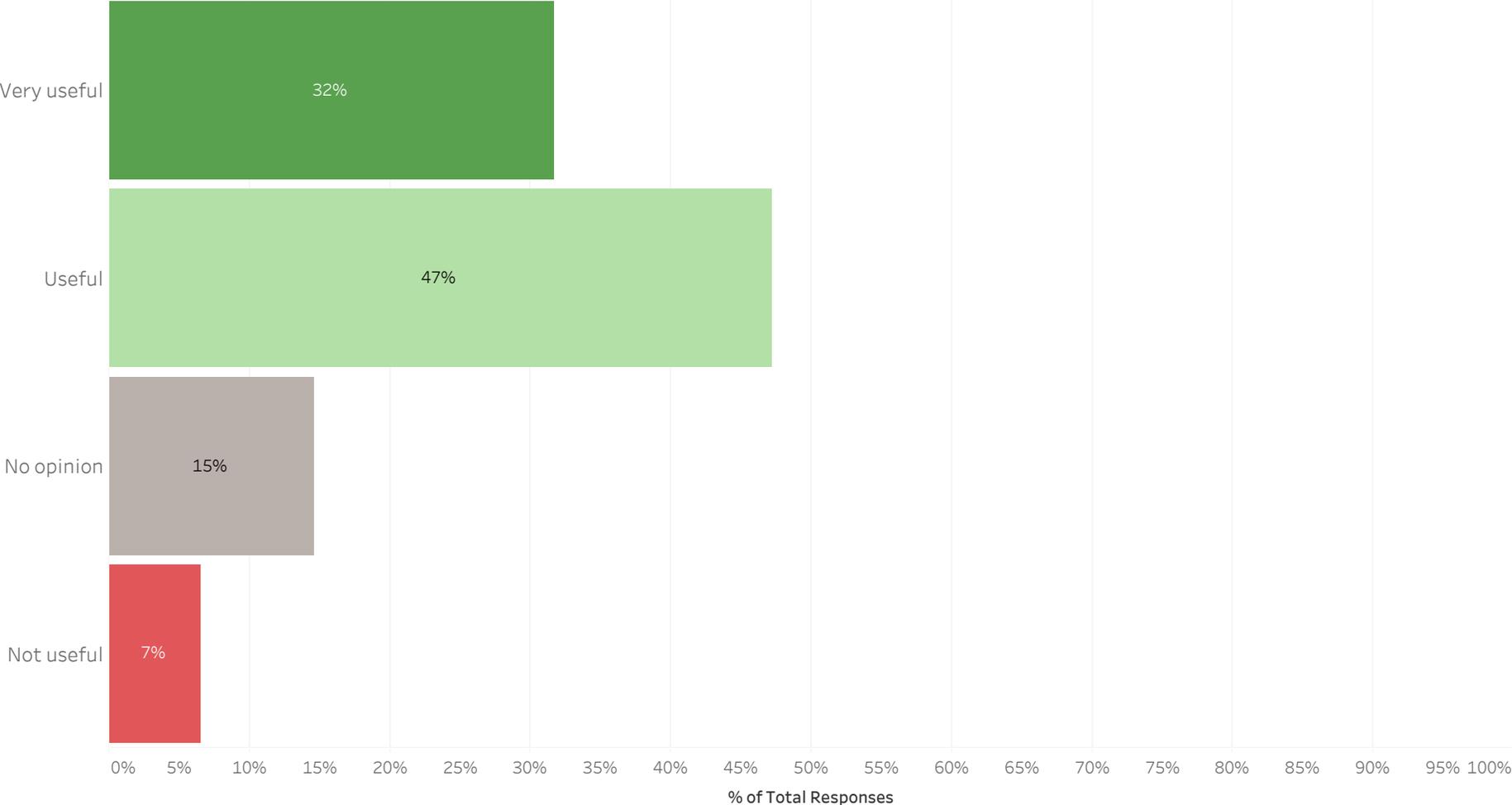
Question 17a: Please rate the following elements of your semiannual water use report: Neighbor water use comparison



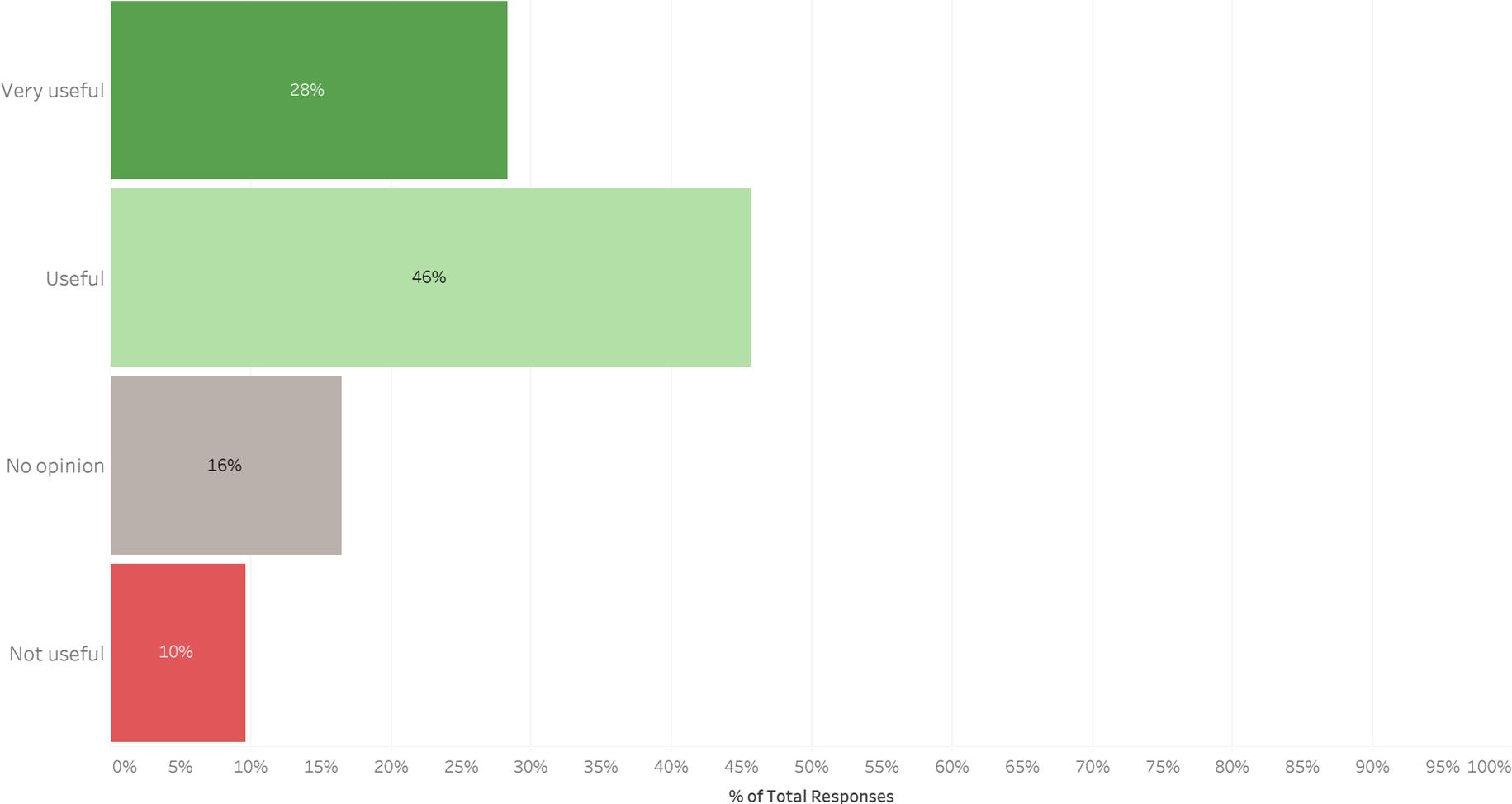
Question 17b: Please rate the following elements of your semiannual water use report: Efficient use comparison



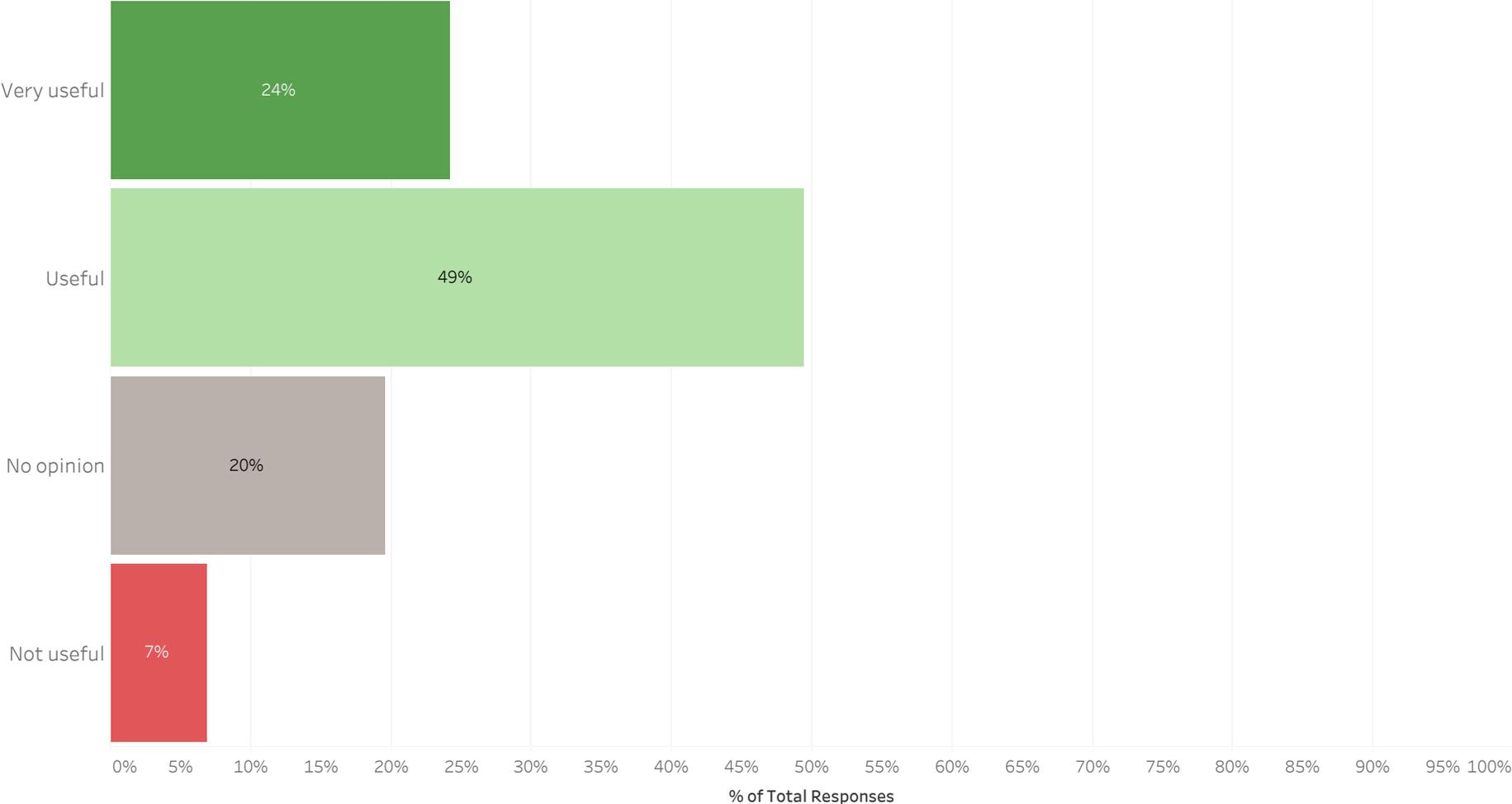
Question 17c: Please rate the following elements of your semiannual water use report: Seasonal water use comparison



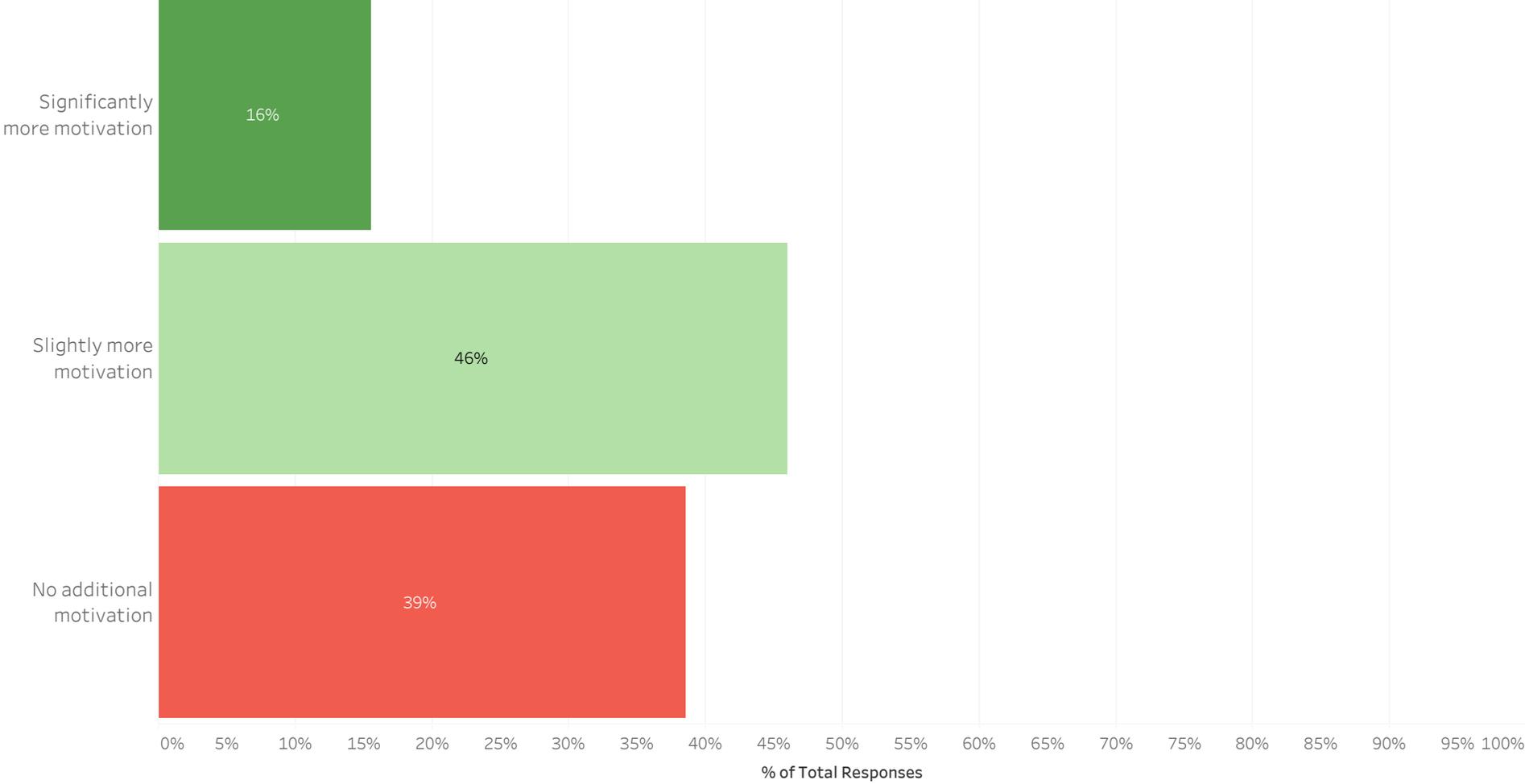
Question 17d: Please rate the following elements of your semiannual water use report: Water use grade (efficient, good, using more than average)



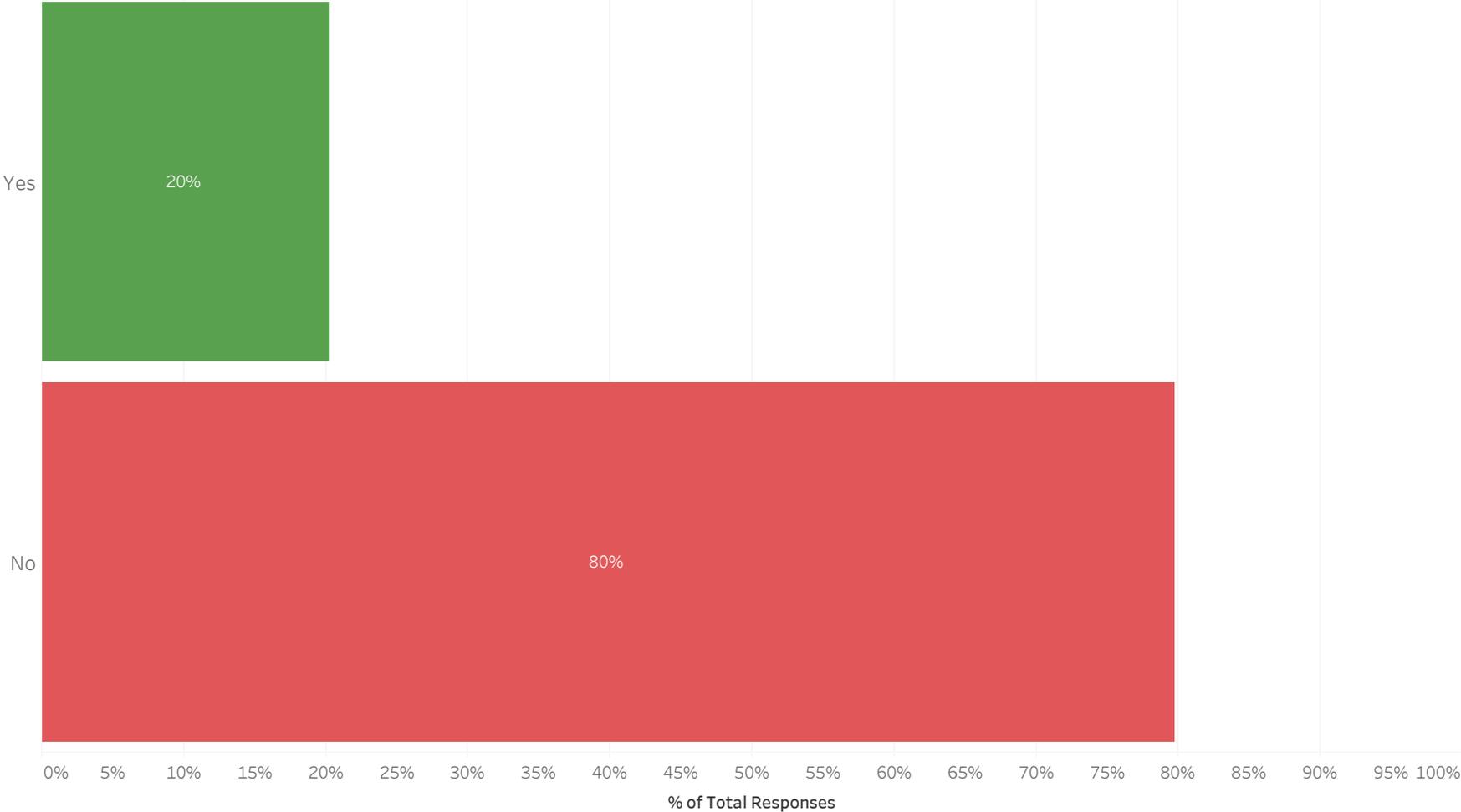
Question 17e: Please rate the following elements of your semiannual water use report: A list of available water saving programs



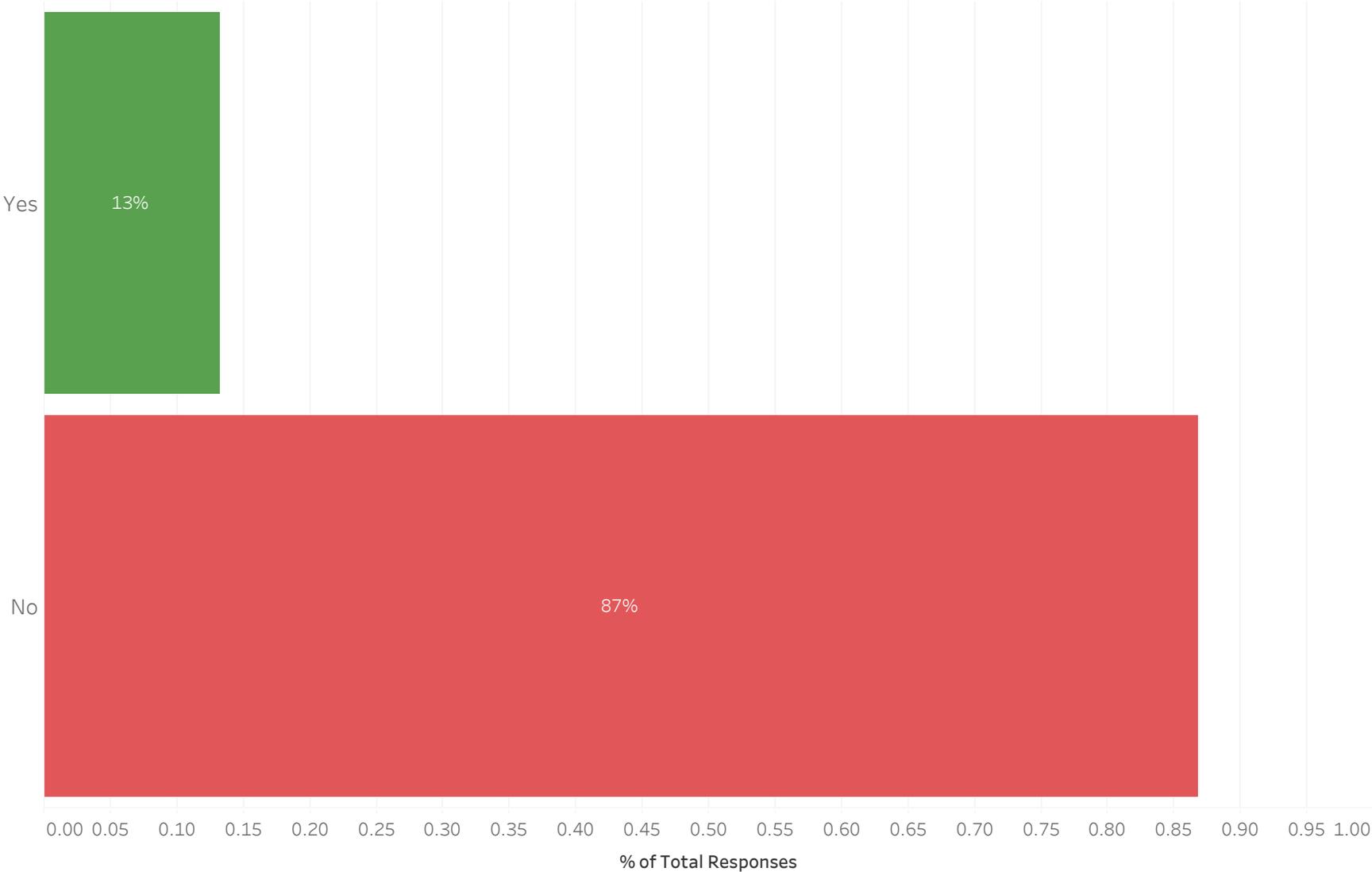
Question 18: How much has the semiannual water use report motivated you to reduce your water use?



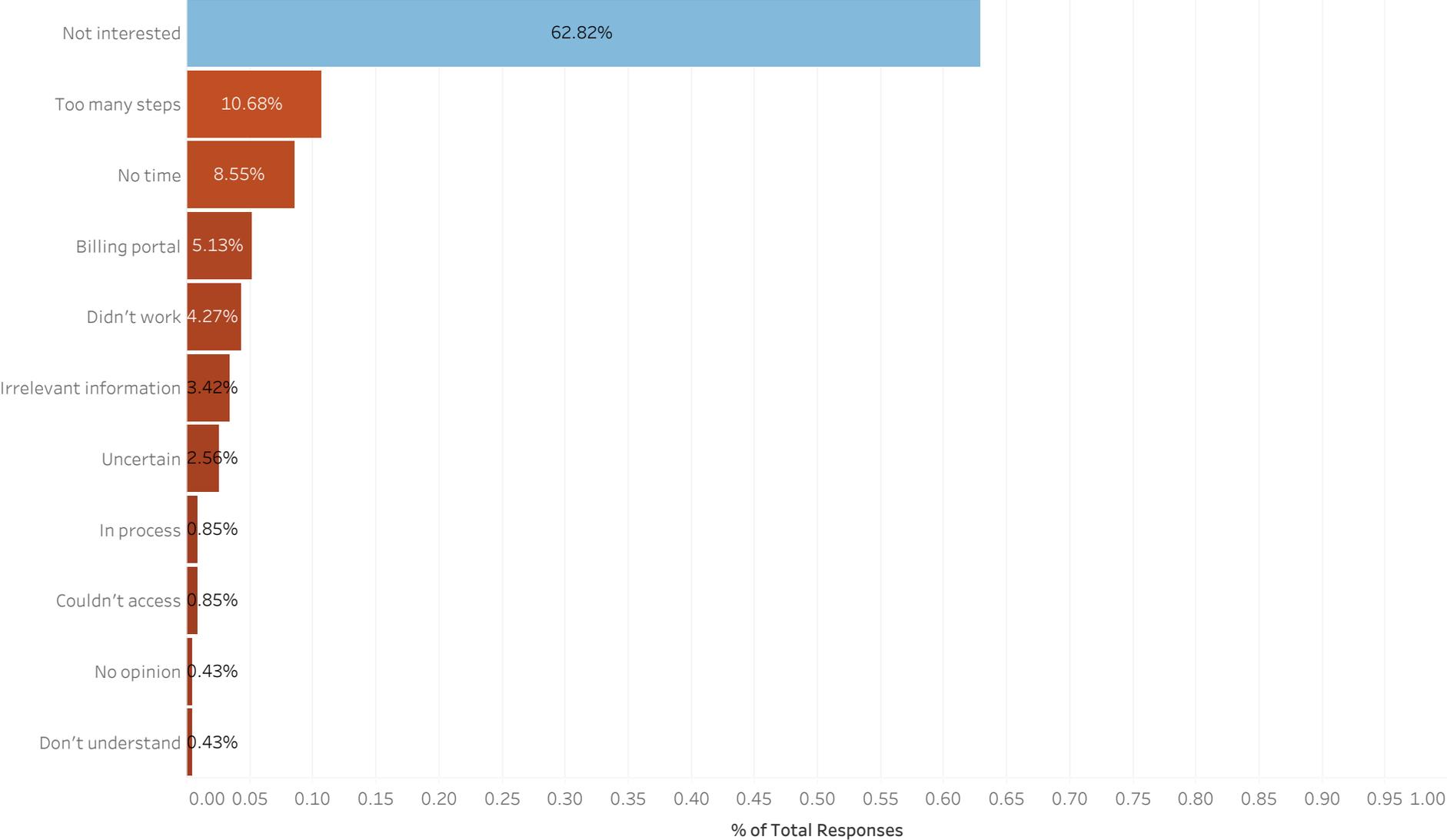
Question 19: Have you used your customized web portal at mywater.jywcd.org?



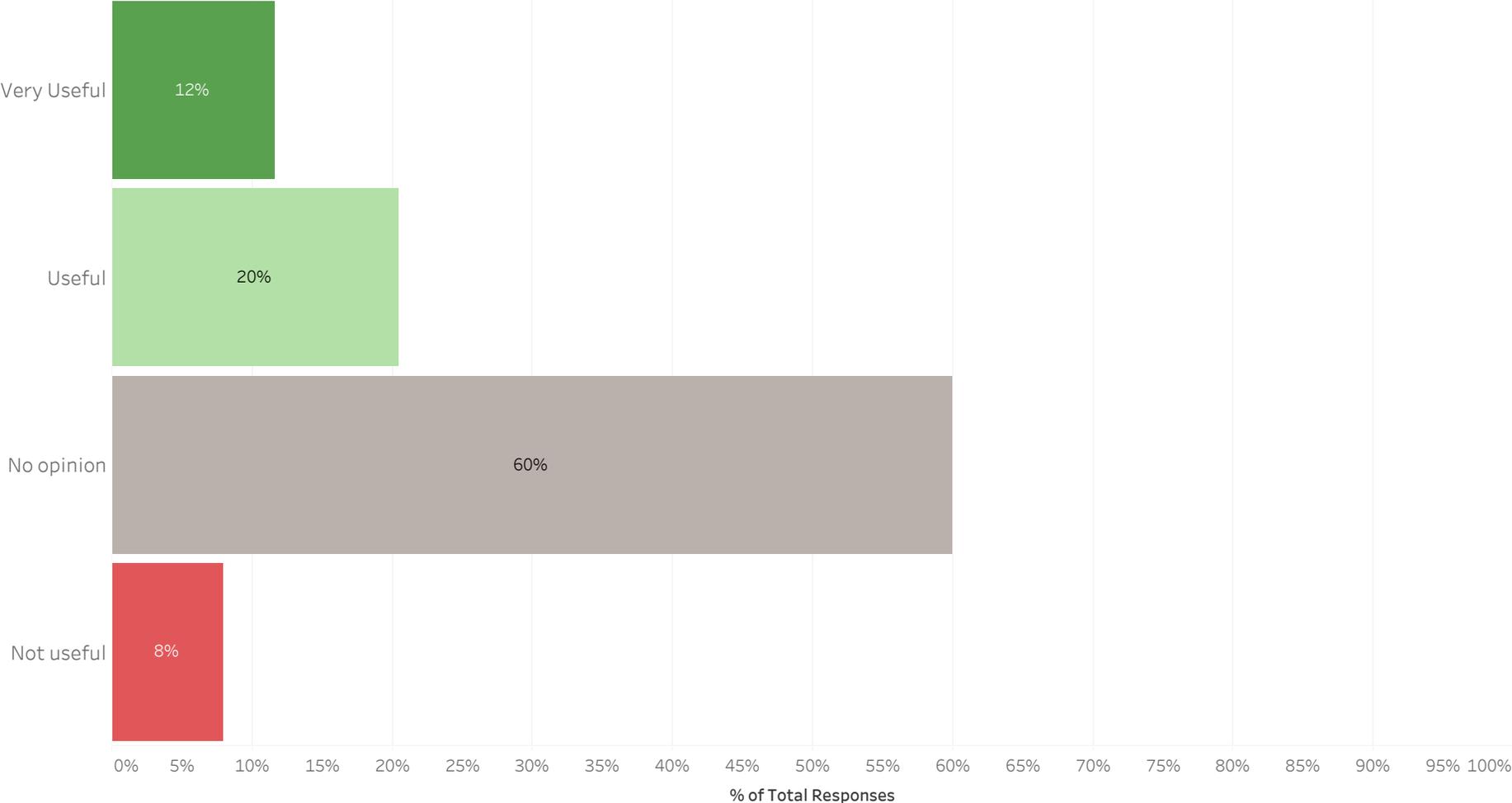
Question 20: Were you aware of the web portal prior to this survey?



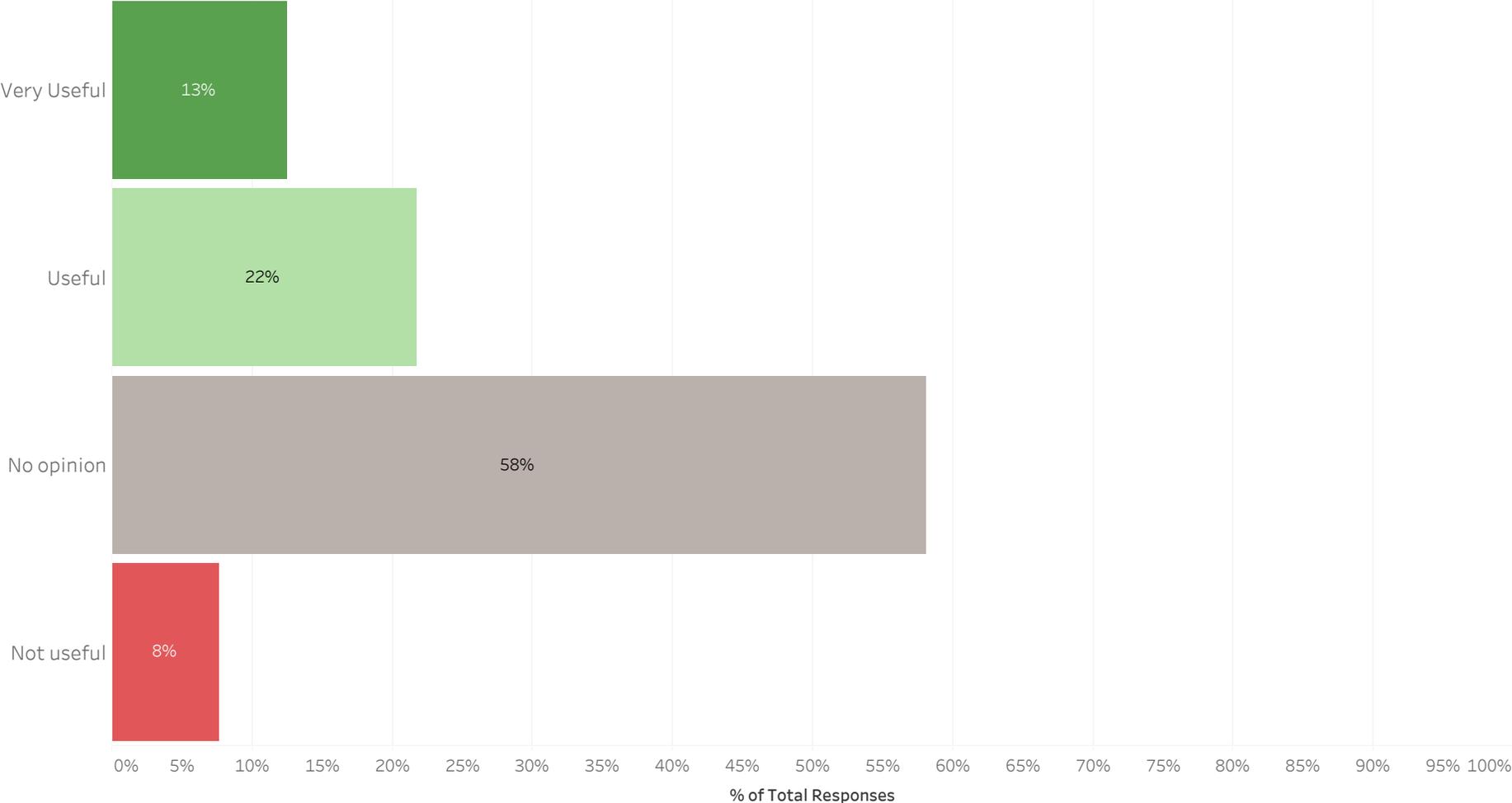
Question 21 (by category): What stopped you from using your mywater.jvwcd.org portal? (select all that apply)



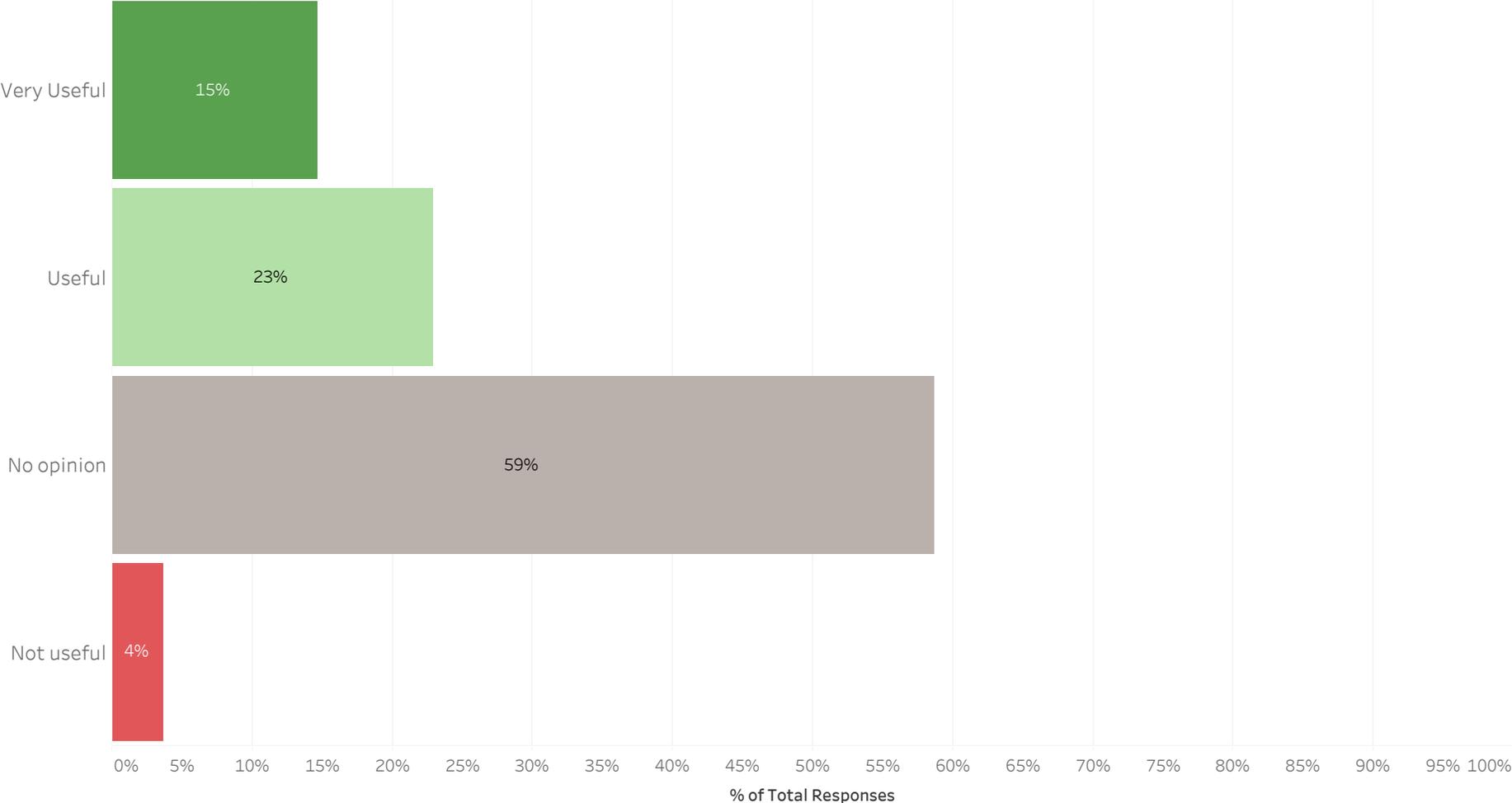
Question 22a: Please rate the following elements of your customized web portal: Neighbor water use comparison



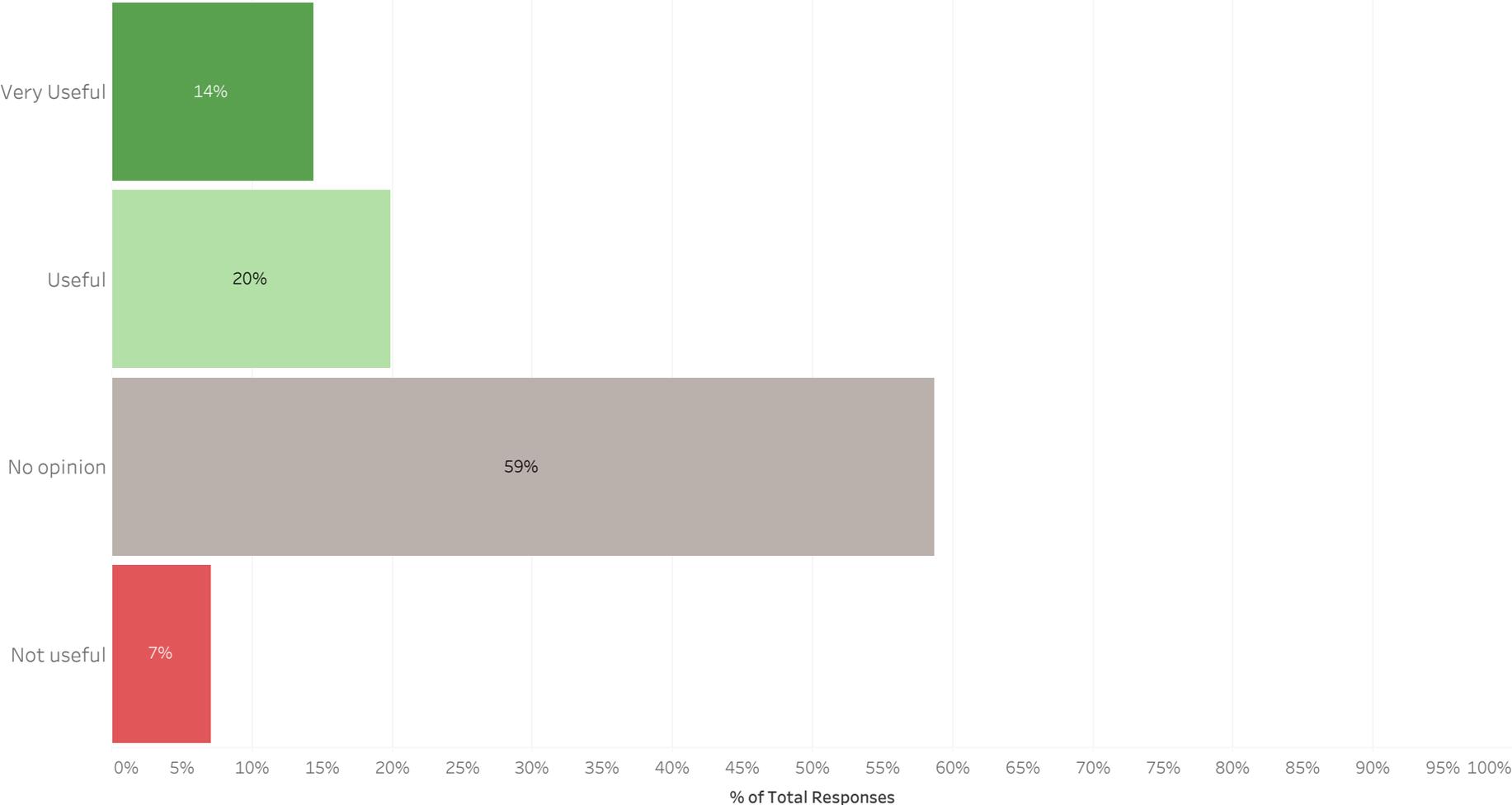
Question 22b: Please rate the following elements of your customized web portal: Efficient use comparison



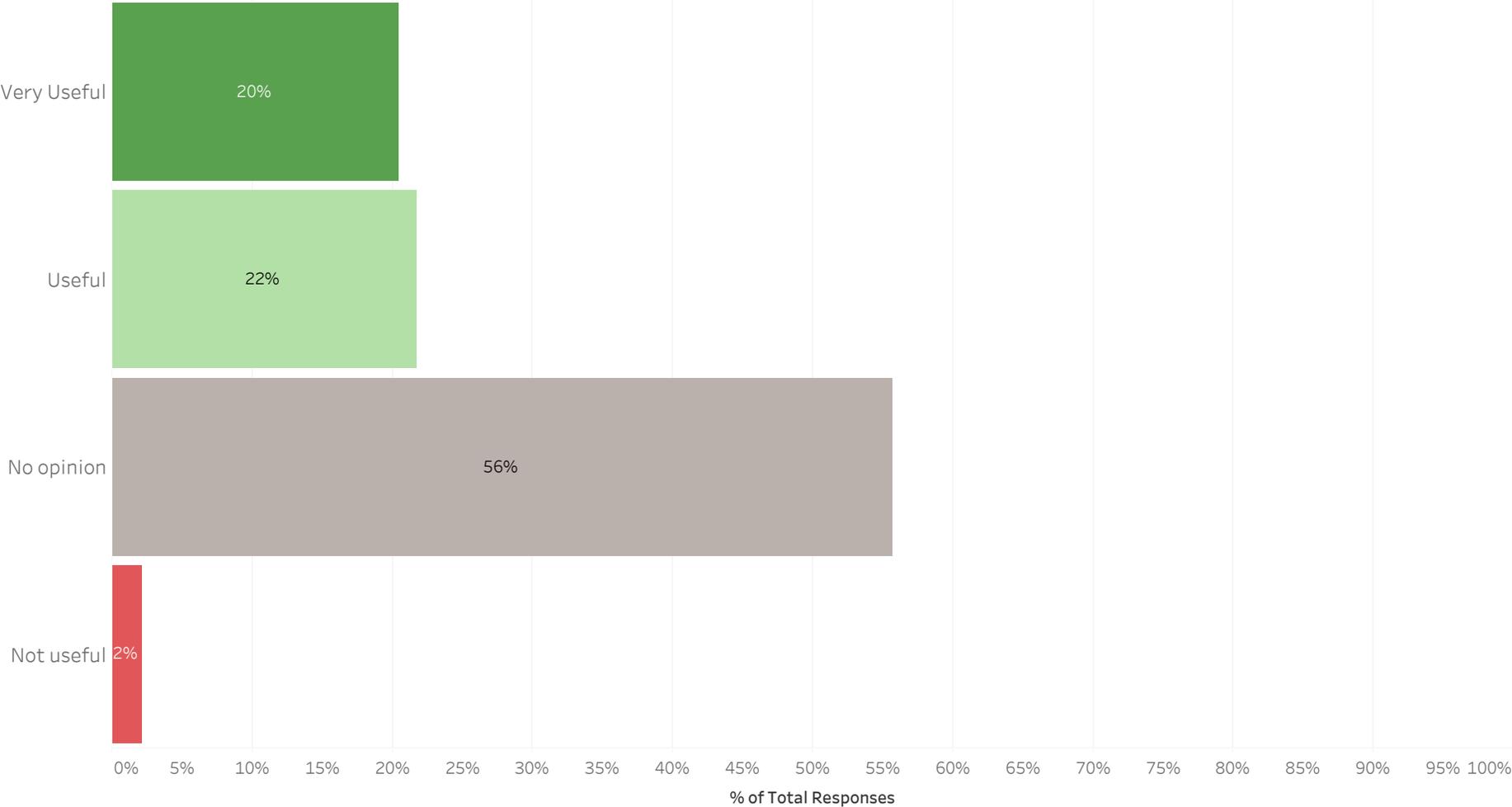
Question 22c: Please rate the following elements of your customized web portal: Real-time water use



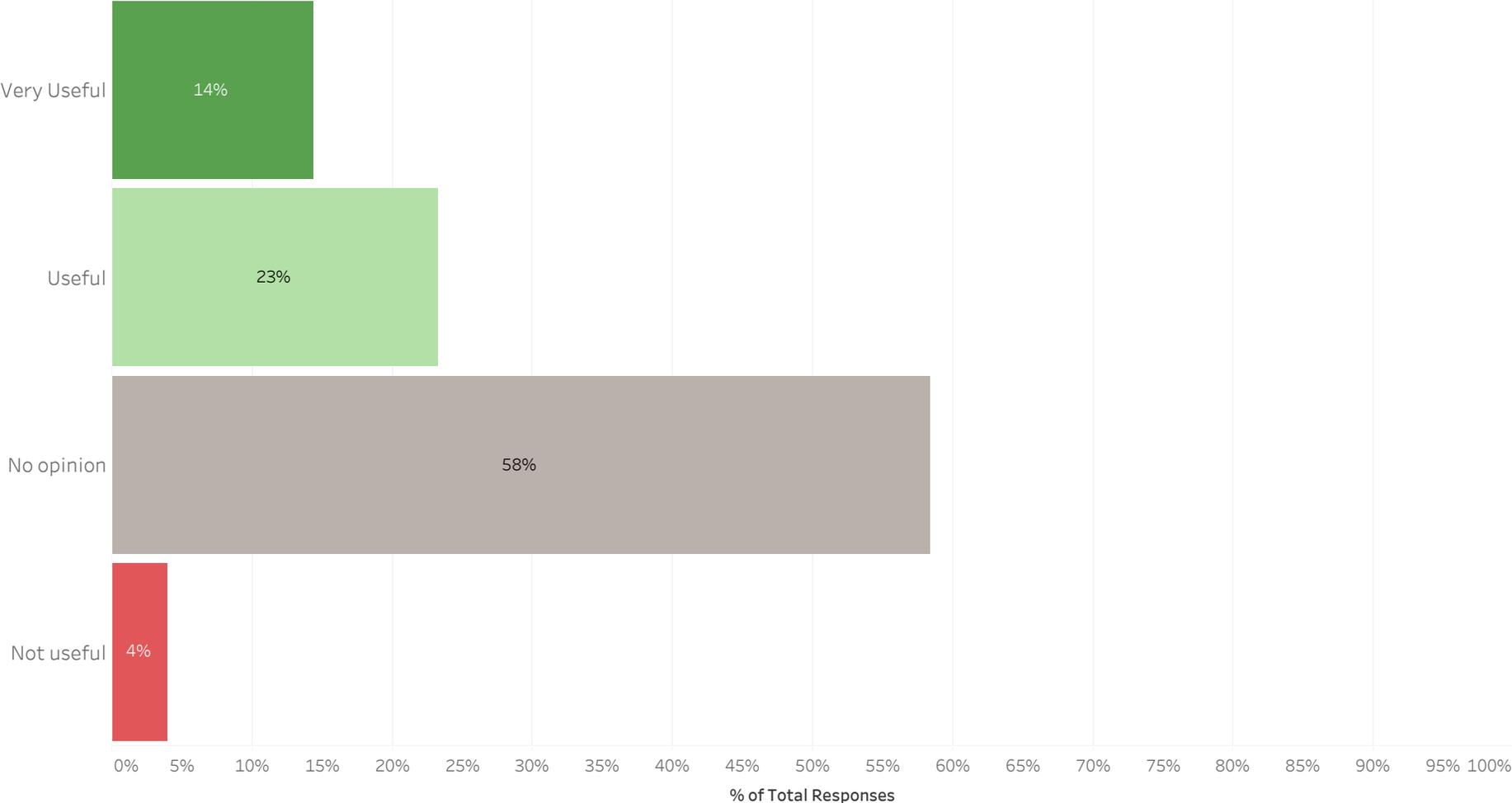
Question 22d: Please rate the following elements of your customized web portal: Water use grade (efficient, good, using more than average)



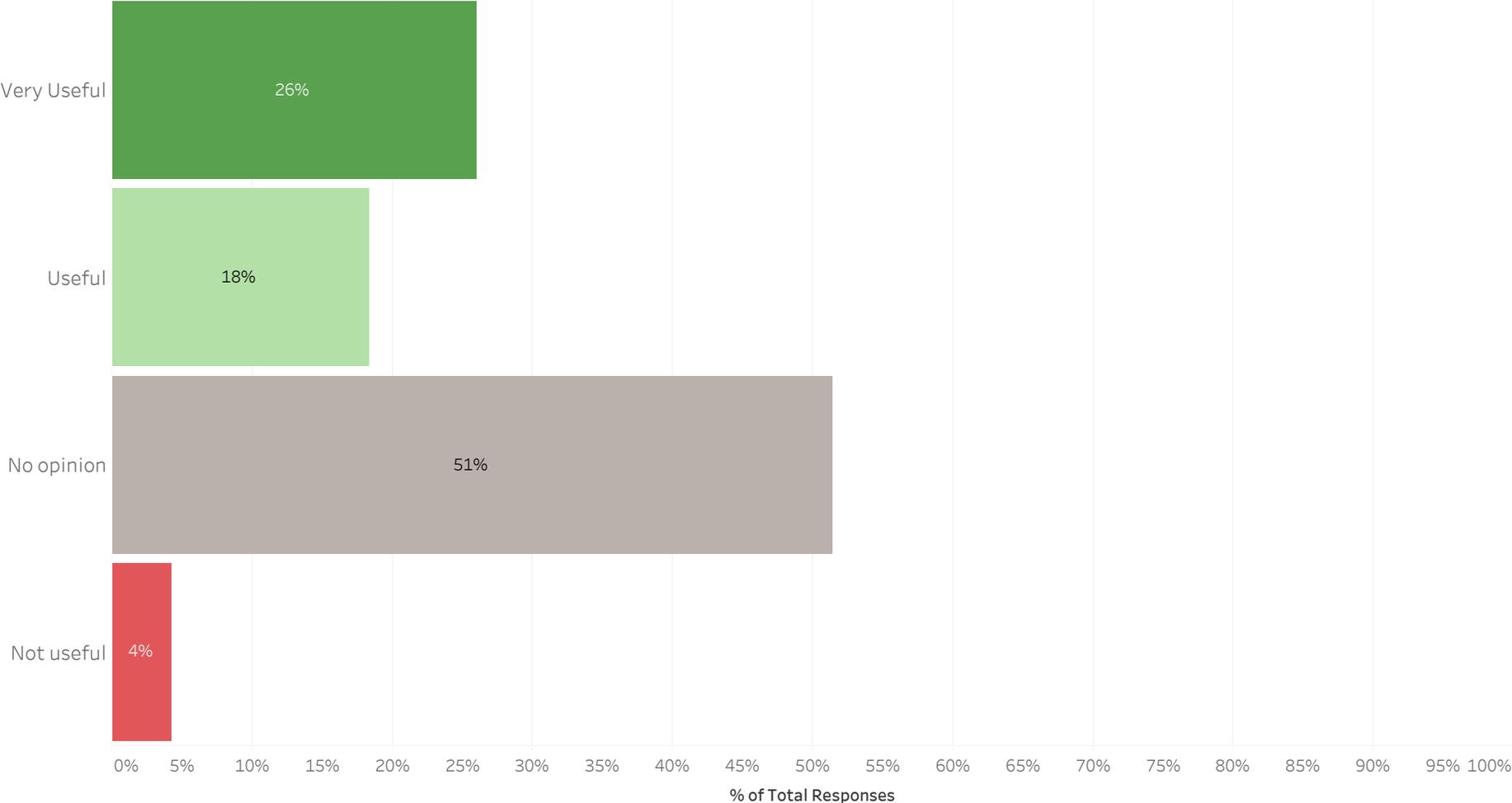
Question 22e: Please rate the following elements of your customized web portal: Bill access



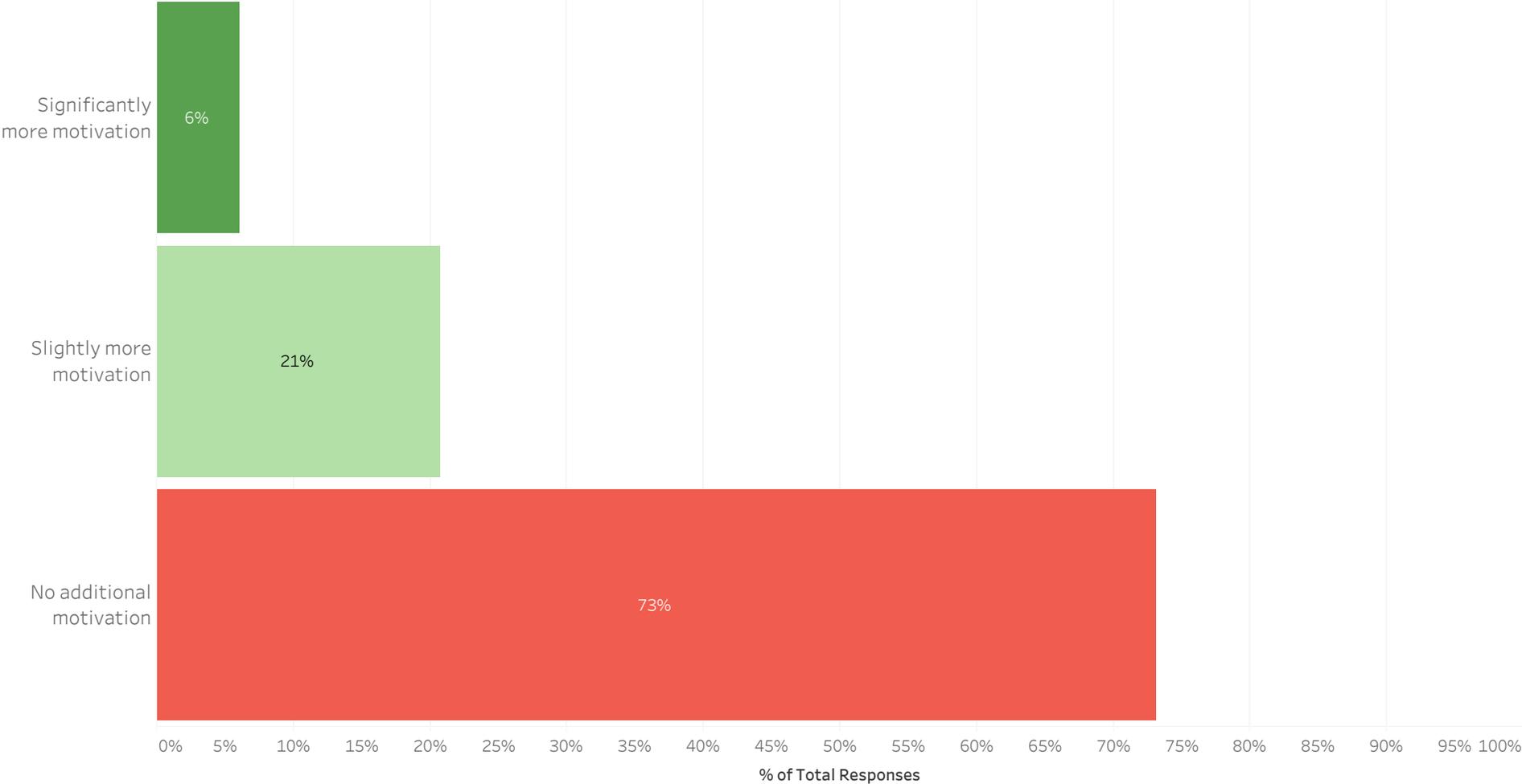
Question 22f: Please rate the following elements of your customized web portal: Alerts and notifications



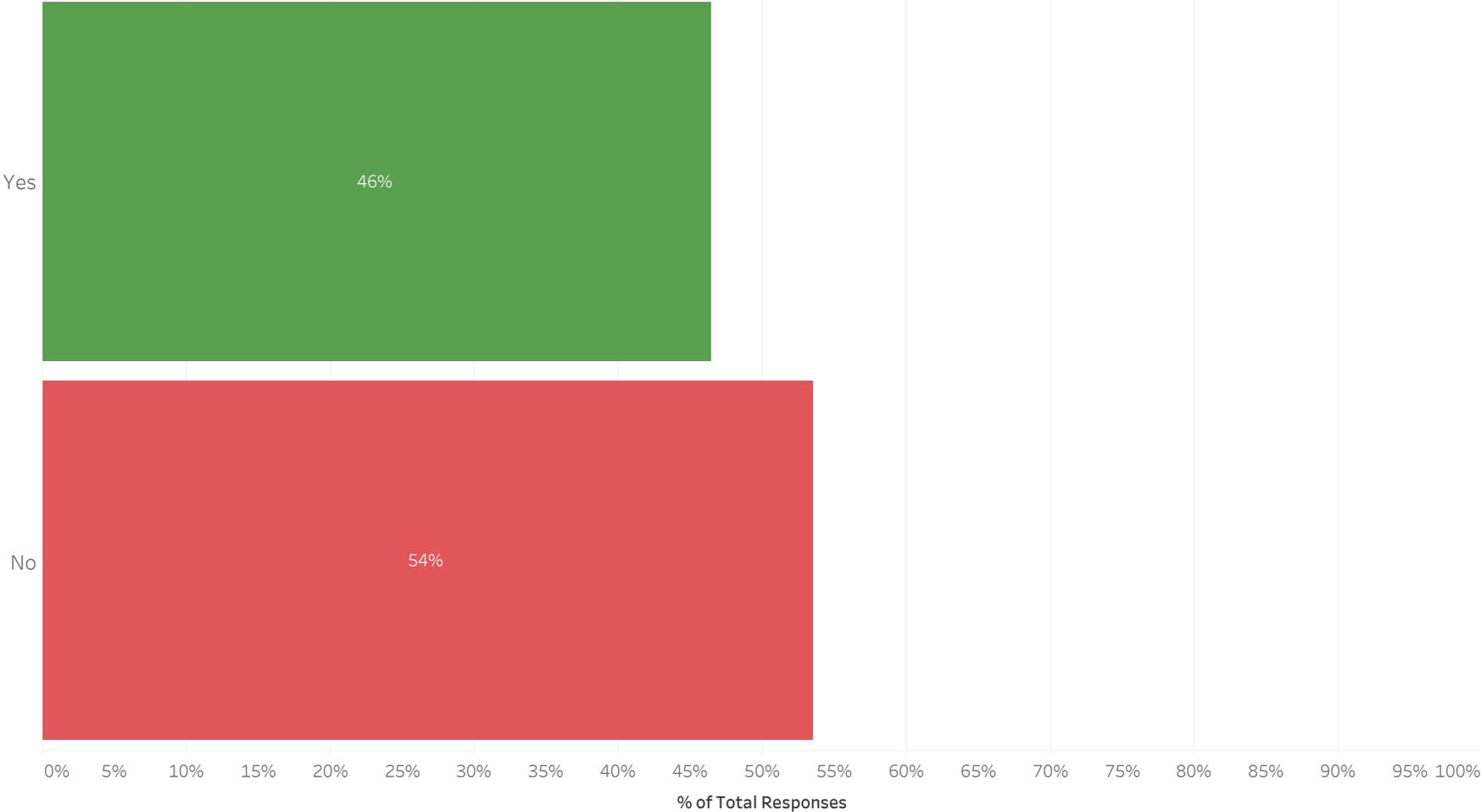
Question 22g: Please rate the following elements of your customized web portal: Online bill pay



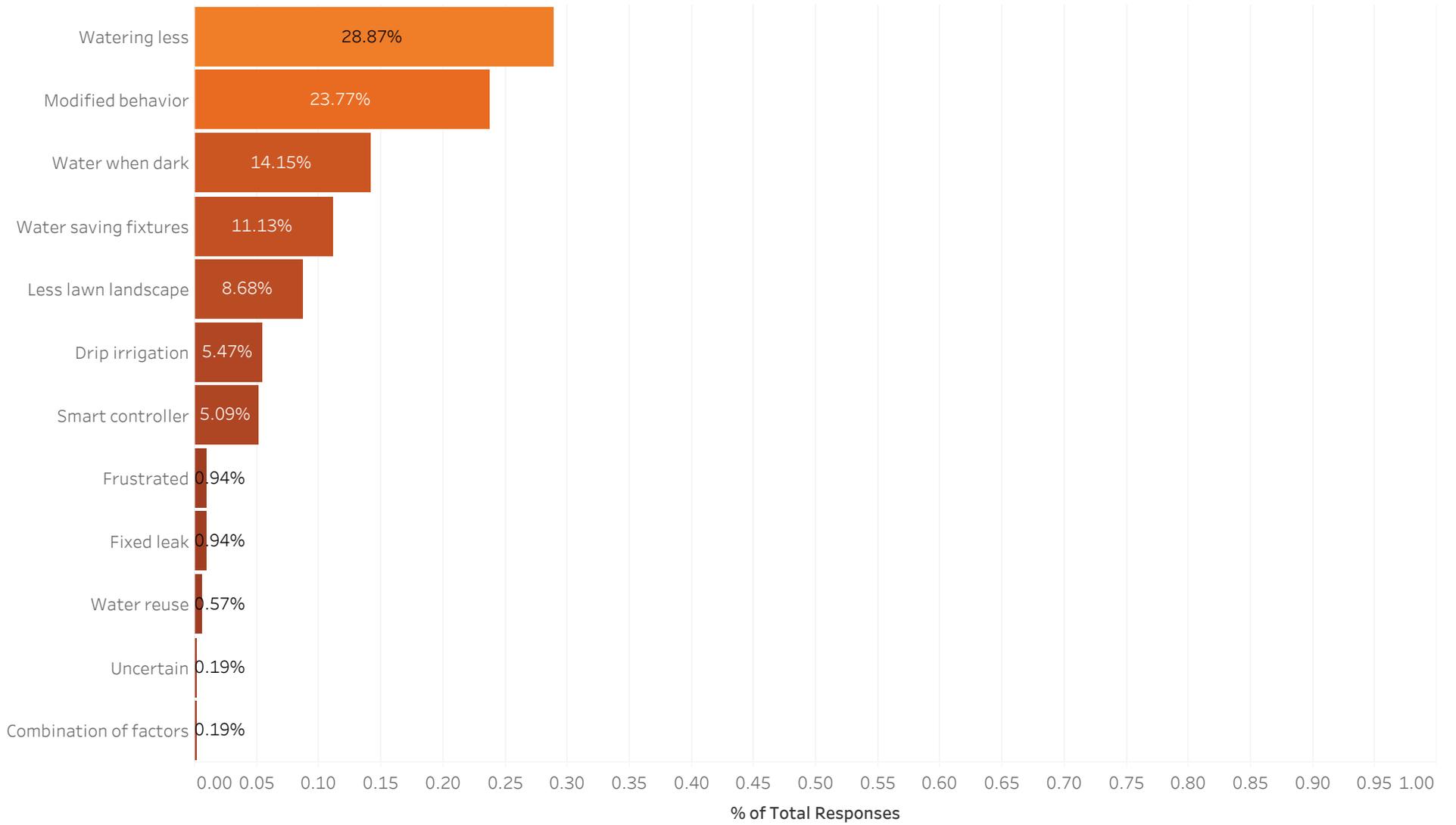
Question 23: How much has your customized web portal motivated you to reduce your water use?



Question 24: Have you recently made changes to reduce your overall water use?



Question 25 (by category): Which of the following actions have you taken? (select all that apply)



Question 26 (by category): What would motivate you to reduce your water use? (select all that apply)

