



2023
Lee's Summit, MO
Water Utility Survey
Findings Report
May 2023



ETC
INSTITUTE

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Executive Summary

2023 Lee's Summit Water Utility Survey Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Lee's Summit who receive water and sewer services from the Lee's Summit Water Utility during the spring of 2023. The purpose of the survey was to gather input regarding the quality of water and sewer services. This is the fourth survey administered for the Water Utility by ETC Institute; the first was conducted in 2010.

Methodology

The five-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the Water Utility's service area. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. After the surveys were mailed, ETC Institute followed up with households that received the survey to encourage participation.

The goal was to obtain completed surveys from at least 400 residents. The goal was met, with a total of 402 residents completing the survey. The overall results for the sample of 402 households have a precision of at least +/-4.9% at the 95% level of confidence.

Interpretation of "Don't Know" Responses

The percentage of respondents who gave "don't know" responses is important because it often reflects the level of understanding of a given service. For graphing purposes, the percentage of "don't know" responses has been excluded. The percentage of "don't know" responses for each question is provided in the tabular data section of this report. When the "don't know" response have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- An executive summary including methodology and major findings (Section 1)
- Charts and Graphs showing the overall results (Section 2)
- Importance-Satisfaction analysis (Section 3)
- Tabular Data (Section 4)
- Responses to open-ended questions (Section 5)
- A copy of the cover letter and survey instrument (Section 6)

2023 Lee's Summit Water Utility Survey Executive Summary

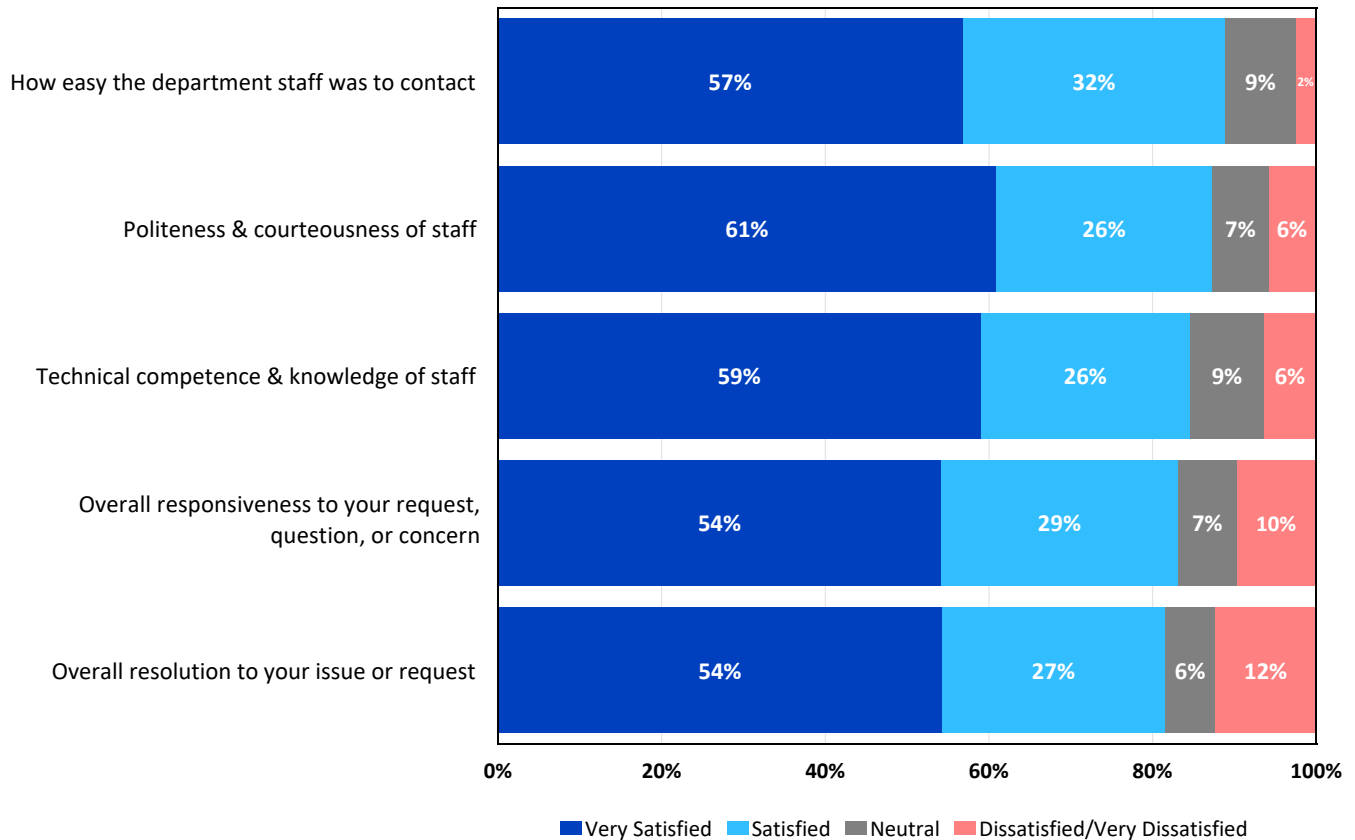


Interactions with Water Utility Department Staff

Twenty-two percent (22%) of respondents indicated they had interacted with Water Utility Department staff within the last two years. Of those, 65% had contact with office staff, 19% with field staff, and 16% with both. The primary method of contacting the Water Utility Department staff was by phone (63%) or in-person with field staff (23%). Respondents who indicated they interacted with Water Utility Department staff within the last two years were asked to rate their experience on a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied.” Each of the items rated received exceptionally high rates of “very satisfied” and “satisfied” ratings. The chart below details how respondents rated each aspect of customer service.

Q1d. Satisfaction with Customer Service Received from Water Utility Department Staff

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



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Observations of Water Utility Department Field Staff

Thirty-five percent (35%) of respondents indicated they have observed Water Utility Department field staff within the past two years. Thinking of their most recent observation, respondents were asked to rate Water Utility Department field staff in four areas. The highest ratings were given, based upon the combined percentage of “very satisfied” and “satisfied” responses from those *who had an opinion*, for the ease of identifying field staff (85%) and how field staff cleaned up the work areas when finished (85%).

Unplanned Disruptions to Water Service

Only 7% of respondents indicated they have experienced an unplanned disruption to their water service caused by a main break. Of those, 88% indicated they were either “very satisfied” (44%) or “satisfied” (44%) with the amount of time it took the Water Utility to restore water service, and 50% indicated they were either “very satisfied” (23%) or “satisfied” (27%) with Water Utility Department’s efforts to inform them about the disruption to their service. Of those who had an unplanned disruption, 52% lasted 4 hours or less and 48% lasted 5-11 hours.

Value of Various Utility Services

Respondents were asked to indicate their level of satisfaction with the value they receive from six different utility services. Water (75%), sewer (73%), and electricity (67%) utilities received the highest levels of “very satisfied” and “satisfied” response from respondents *who had an opinion*.

Respondents were also asked to indicate whether they think Lee’s Summit’s water and wastewater charges are “about the same,” “less expensive,” or “more expensive” than other communities in the Kansas City metropolitan area. Forty-two percent (42%) of respondents gave a “don’t know” response, 31% indicated they think it is “more expensive,” 22% indicated they think it is “about the same,” and 5% indicated they think it is “less expensive.” Although most respondents do not think the charges for Lee’s Summit’s water and wastewater are less expensive than other communities, respondents are still satisfied with the value they receive for their services.

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Satisfaction with Major Categories of Services

The highest levels of satisfaction with Water Utility Department services, based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents *who had an opinion*, were: the reliability of water service (96%), the reliability of sanitary sewer service (95%), the clarity of drinking water (89%), and the smell of drinking water (88%). The safety of drinking water is the one service that most respondents (61%) indicated should receive the most emphasis over the next two years.

Communication and Outreach

Perspectives of Department: Respondents were asked to rate their level of agreement with 5 potential descriptors of Lee’s Summit Water Utilities Department. Respondents most often agreed (selecting “agree” or “strongly agree”) with the words “efficient” (81%), “beneficial to the local economy” (79%), and “trustworthy” (78%).

Non-Emergency Information: Fifty-eight percent (58%) of respondents indicated they prefer to use the water/sewer bill insert/message to receive non-emergency information regarding Lee’s Summit Water Utilities; 56% prefer to use email, and 34% prefer to use text message, and 33% prefer to use the City of Lee’s Summit’s website.

Emergency Information: Seventy-three percent (73%) of respondents indicated they prefer to receive emergency information regarding Lee’s Summit Water Utilities via automated phone calls to customers.

Disposal of Materials

Respondents were asked to indicate what they believe the proper methods for disposing of seven different materials is. Respondents were given the option of selecting “trash,” “wash down sink,” “flush down toilet,” and “take to a drop off location or event.” The most selected method of disposal for each of the seven materials is listed below:

- **Expired or Unused Medication:** Take to a drop off location or event (90%)
- **Cooking Grease:** Trash (85%)
- **Food Scraps:** Trash (78%)
- **Baby Wipes:** Trash (97%)
- **Paper Towels:** Trash (98%)
- **Facial Tissue:** Trash (96%)
- **Flushable Wipes:** Trash (71%)

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Additional Findings

- Forty-eight percent (48%) of respondents indicated they were aware that insurance coverage for sanitary sewer backups is often available on a homeowners insurance policy, 47% indicated they were not aware, and 5% indicate this was not applicable to their situation. Most respondents (55%) are not aware of private, third-party warranty programs.
- Most respondents (94%) feel the tap water in Lee's Summit is safe to drink. The highest percentage of respondents mostly drink tap water (36%) followed by filtered water (23%).
- Forty-eight percent (48%) of respondents indicated they would be "very supportive" or "supportive" of a "rounding up" program with the additional amount being donated to a utility assistance fund. Twenty-eight percent (28%) were "not sure" about supporting the program, 10% were "not supportive," and 14% were "not at all supportive."

When respondents were asked if they would personally participate in a "rounding up" program, 55% indicated they were "very willing" or "willing" to participate, 31% were "not sure," 18% were "not willing," and 16% were "not at all willing."

- Thirty-nine percent (39%) of respondents indicated they would prefer to pay their Water Utility bill by direct payment (ACH), 30% through the website, and 20% would prefer to pay by mail.
- Thirty-seven percent (37%) of respondents indicated they use the Water Utility's cost-efficient option of electronic billing; 36% are aware but choose to not get an electronic bill, 20% were not aware of the electronic bill and do not want to receive their bill electronically, and 7% were not aware but would like to receive their bill electronically.
- Thirty-nine percent (39%) of respondents indicated they were not aware of the "Consumer Confidence Report" that the Water Utility Department releases every year in June. Thirty-nine percent (39%) of respondents indicated they have not reviewed the report and 24% indicated they have reviewed the report.
- Seven percent of respondents (7%) would be interested in serving on a citizen-based water advisory committee.
- Seven percent of respondents (7%) have had interaction with the complimentary Water Bar available for public use at Downtown Lee's Summit festivals and events.

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Trends Since 2022

Ratings stayed the same or increased in 19 of the 39 areas that were assessed in 2022 and 2023. Two areas showed a significant increase (increase of 5% or more) from 2022 to 2023. The areas that showed significant increases are listed below:

- Satisfaction with the statement: “The Water Utility restored water service in a reasonable amount of time.” (+7%)
- Reliability of sanitary sewer service (+5%)

Five (5) areas showed a significant decrease (decrease of 5% or more) from 2022 to 2023. The areas that showed significant decreases are listed below:

- Number of days (21) you're given to pay your bill (-5%)
- Sanitary sewer service charges (-5%)
- Field staff's professional attitude (-5%)
- Ease of using phone payment service (-9%)
- Water Utility Department's efforts to inform you about the disruption to your service (-9%)

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each major service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Water Utility services over the next two years. If the Water Utility wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the Water Utility. This analysis reviewed the importance of and satisfaction with major categories of services. This analysis was conducted to help set the overall priorities for the organization. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the overall satisfaction rating is listed below:

- Water service charges (IS Rating=0.1713)

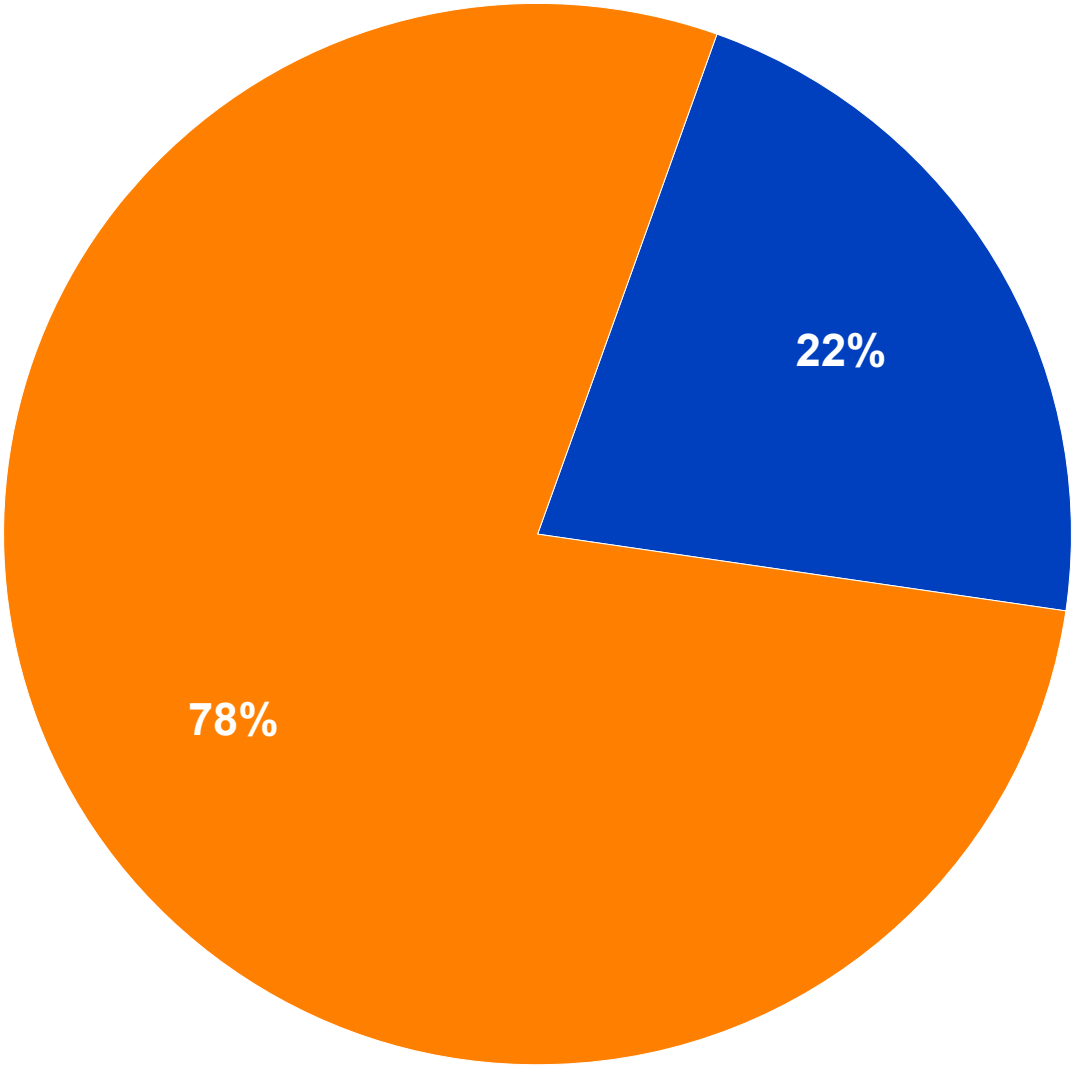
The table in Section 3 shows the Importance-Satisfaction rating for all 21 services that were rated.



Charts and Graphs

Q1. Have you had any interaction with Water Utility Department staff within the last two years?

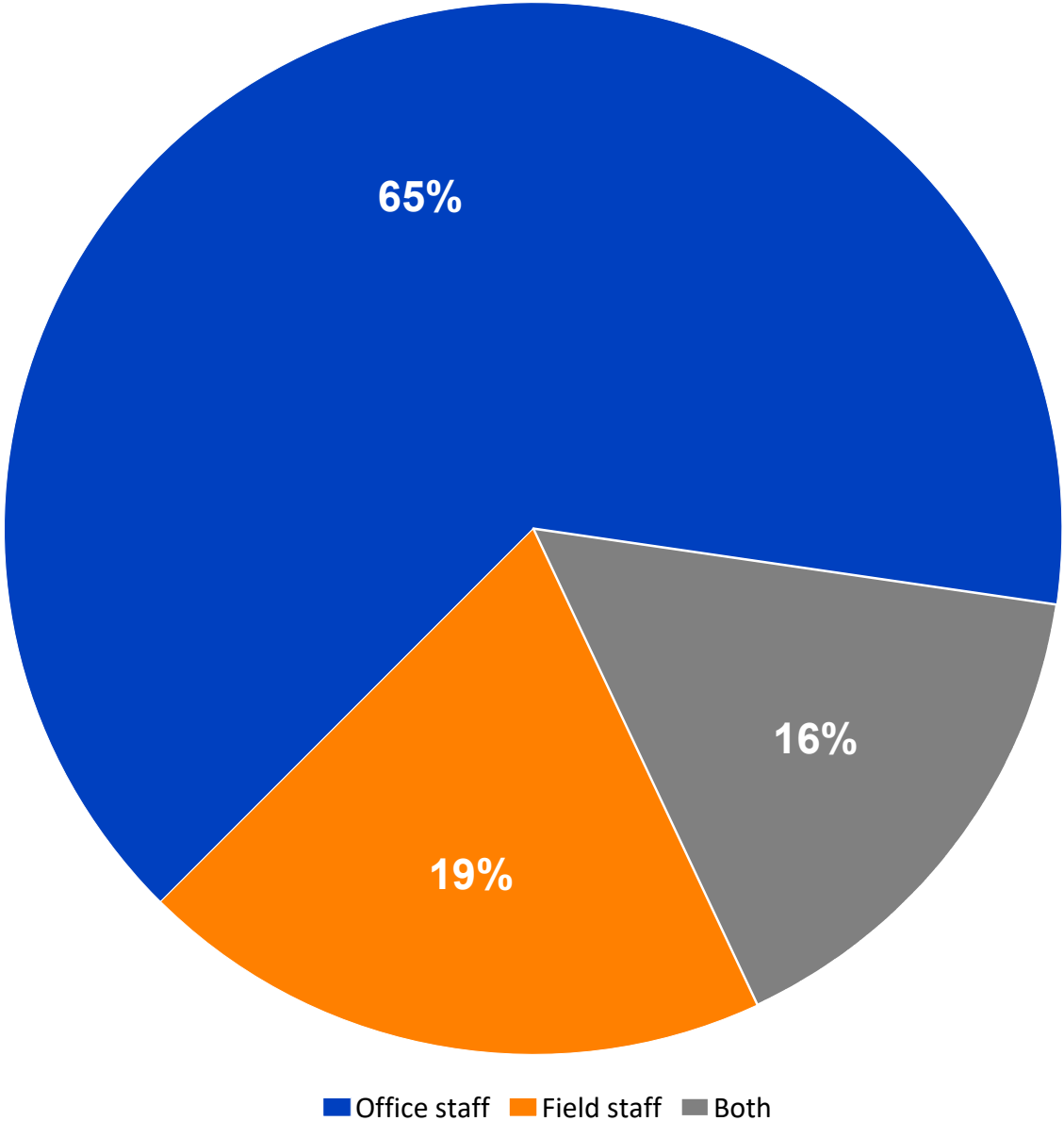
by percentage of respondents



■ Yes ■ No

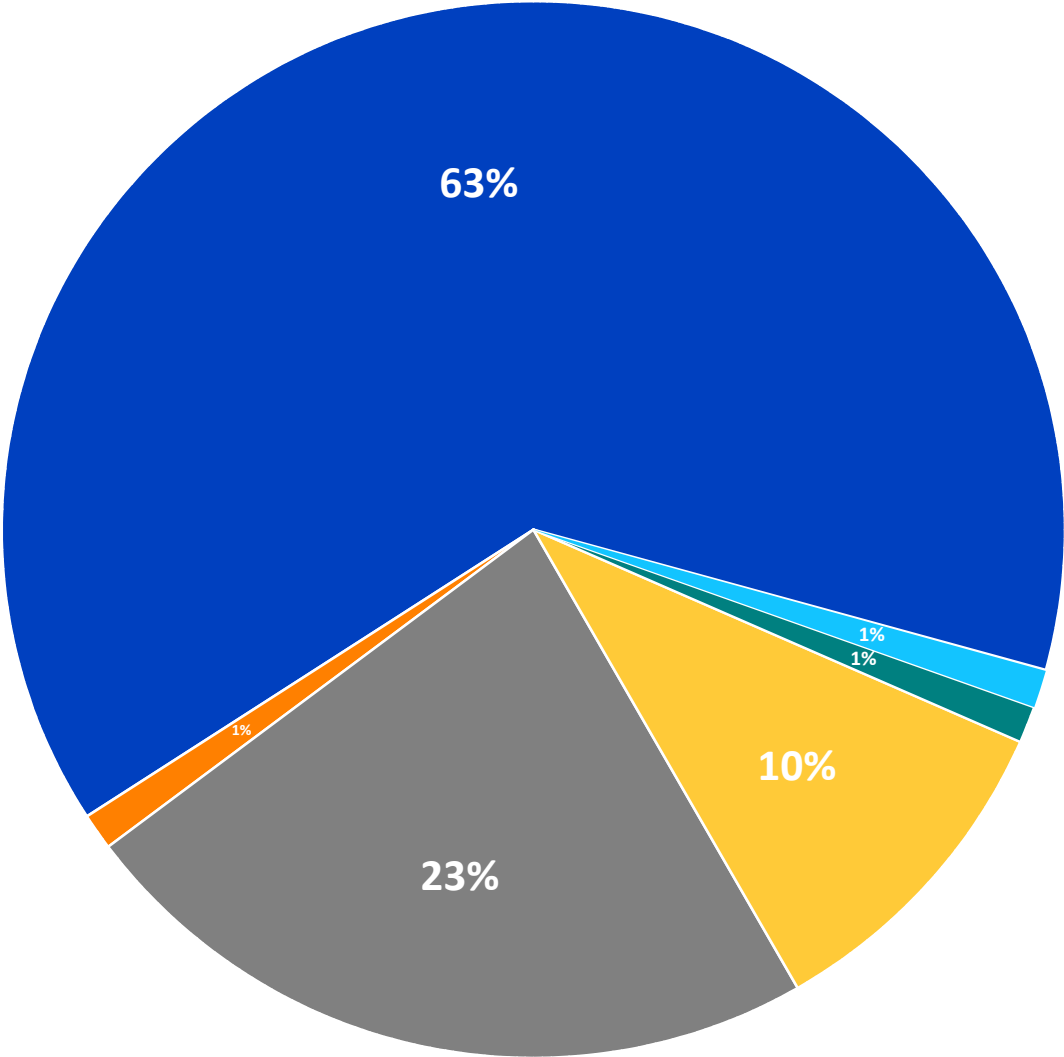
Q1a. Who was the contact with?

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



Q1b. What was the method of contact?

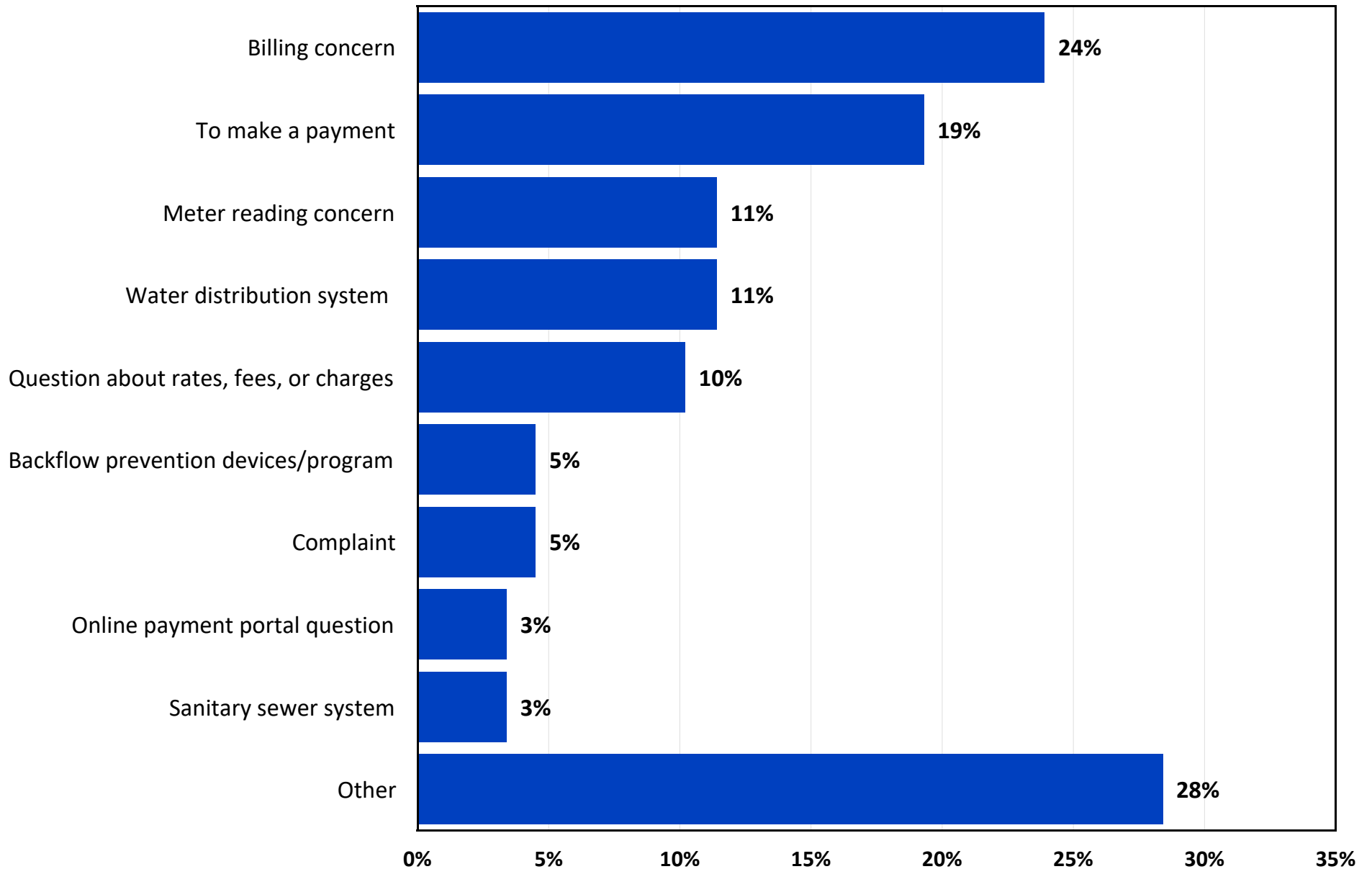
by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



■ Phone ■ Email ■ In-person with field staff ■ In person at Water Utility office ■ Mail ■ Other

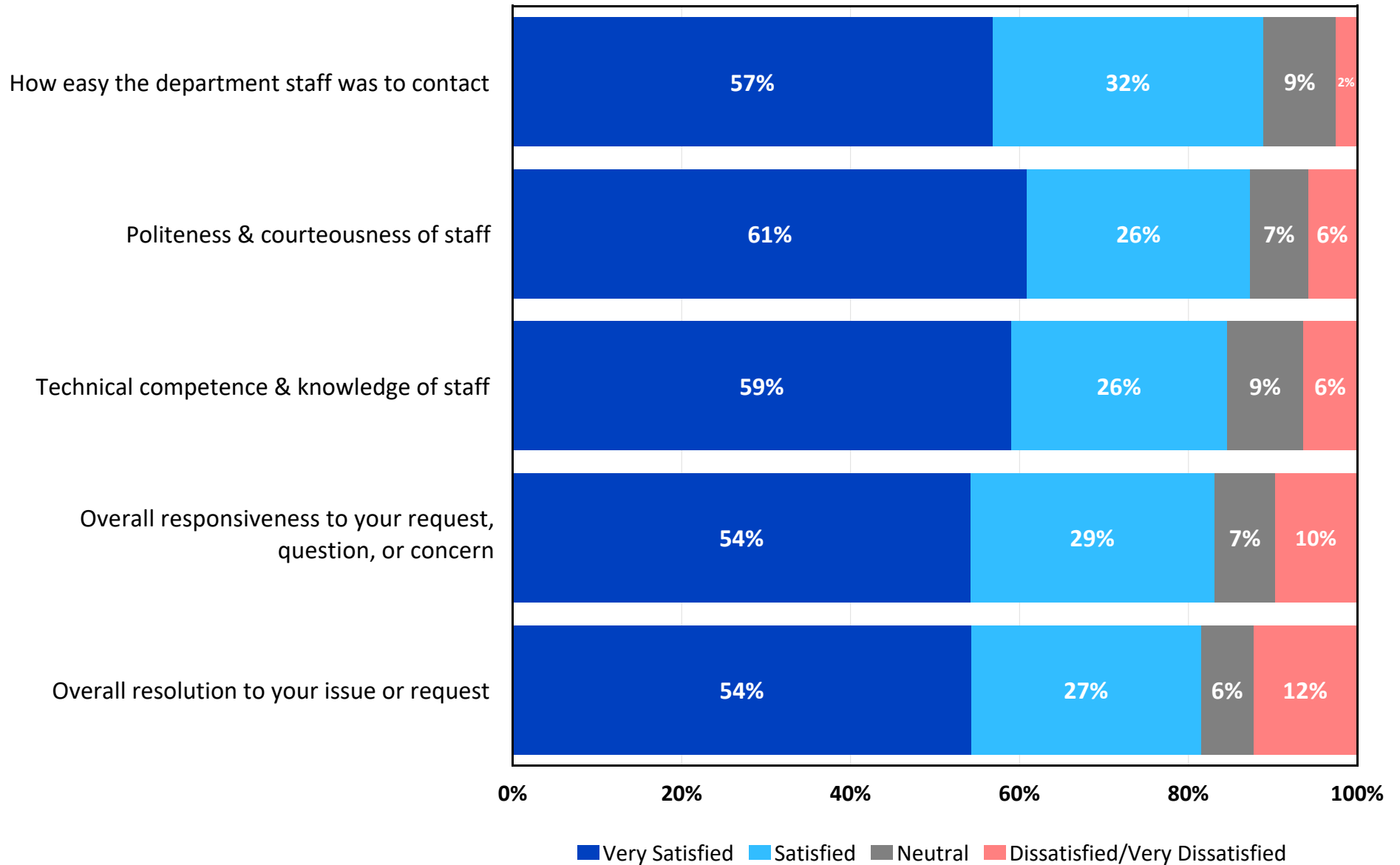
Q1c. If you initiated contact, what was the nature of your contact?

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years
(multiple choices could be made)



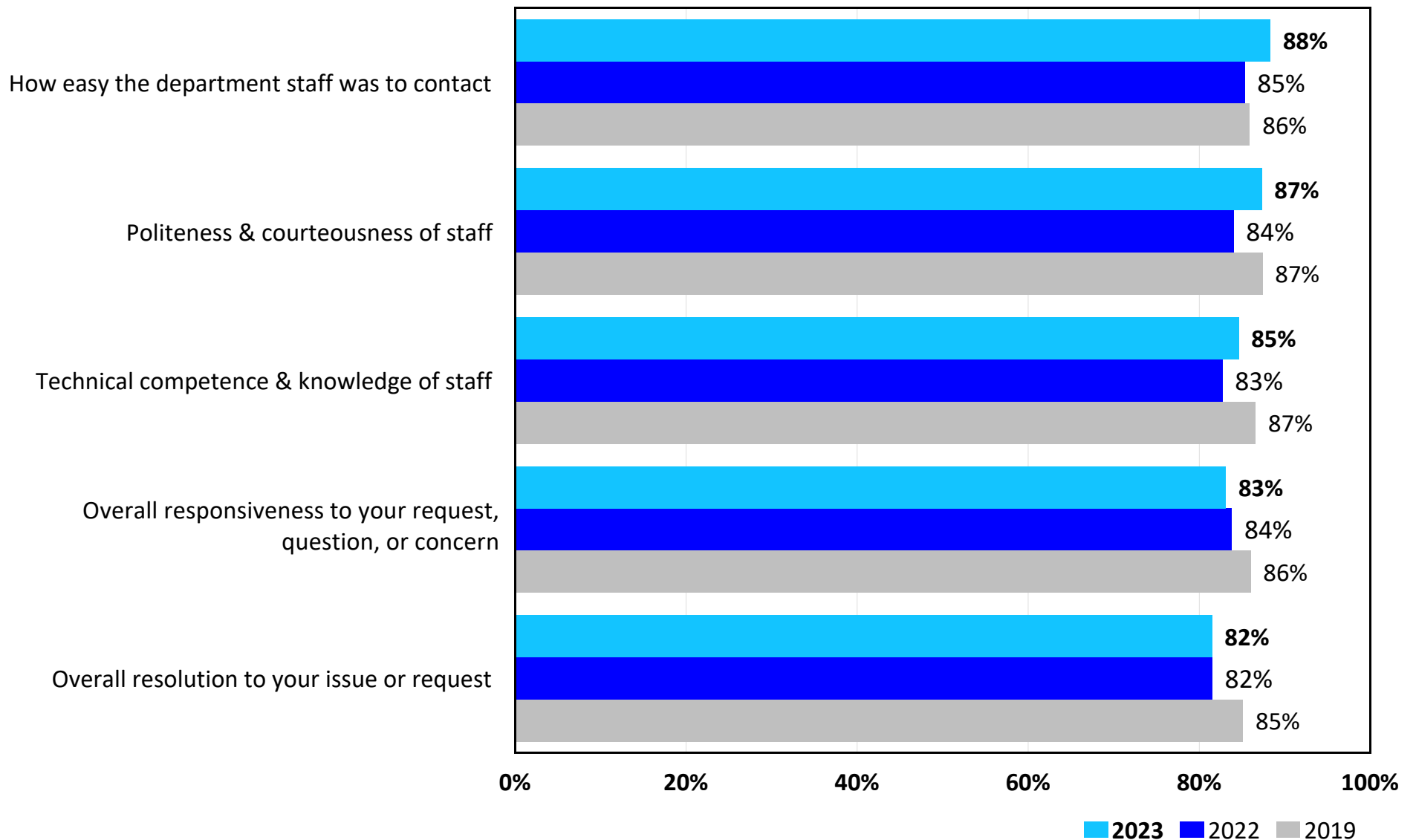
Q1d. Satisfaction with Customer Service Received from Water Utility Department Staff

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



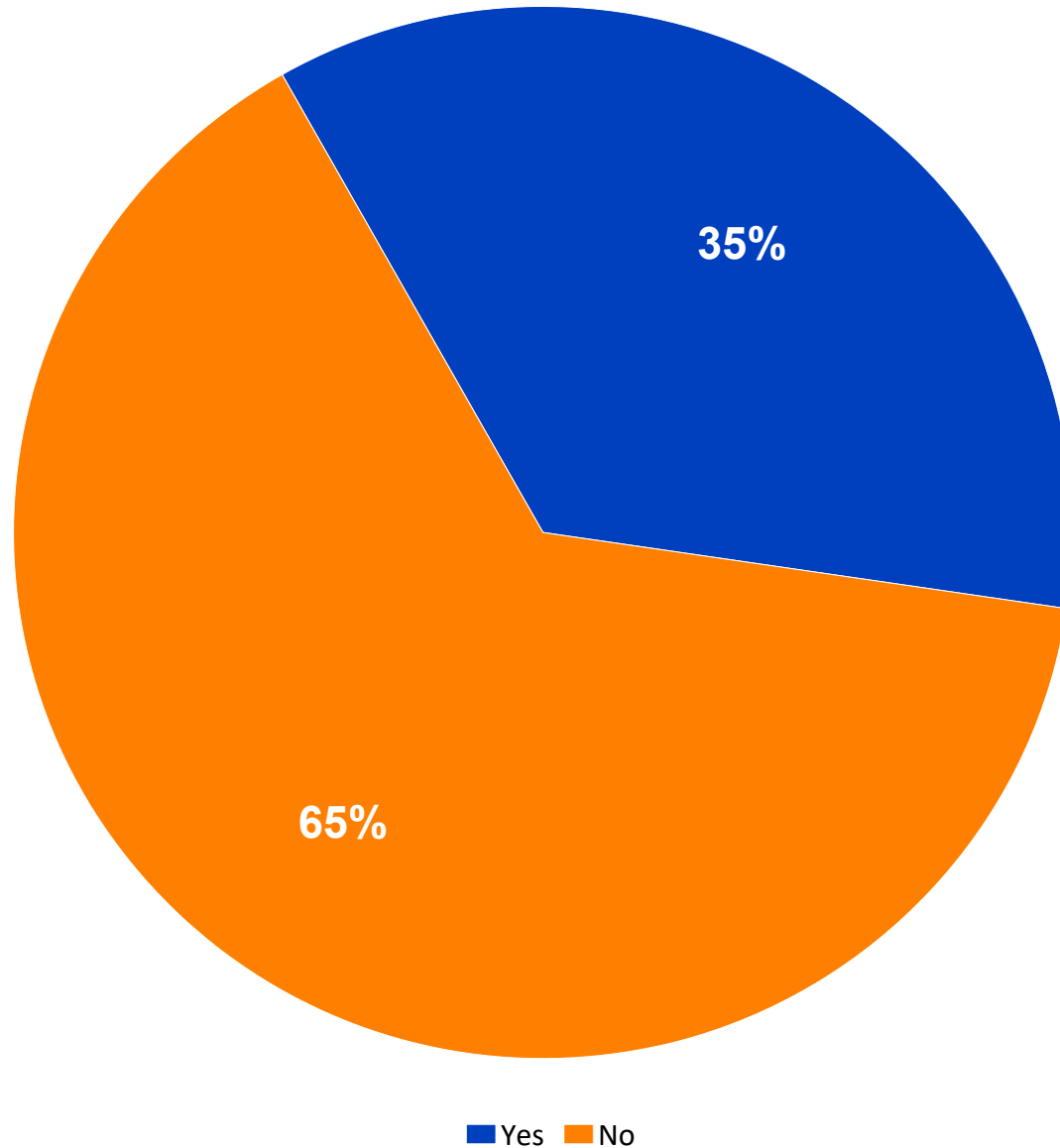
TRENDS: Satisfaction with Customer Service Received from Water Utility Department Staff - 2019 vs. 2022 vs. 2023

by percentage of respondents who had an interaction with Water Utility Department staff within the last two years and were “very satisfied” or “satisfied” with the item



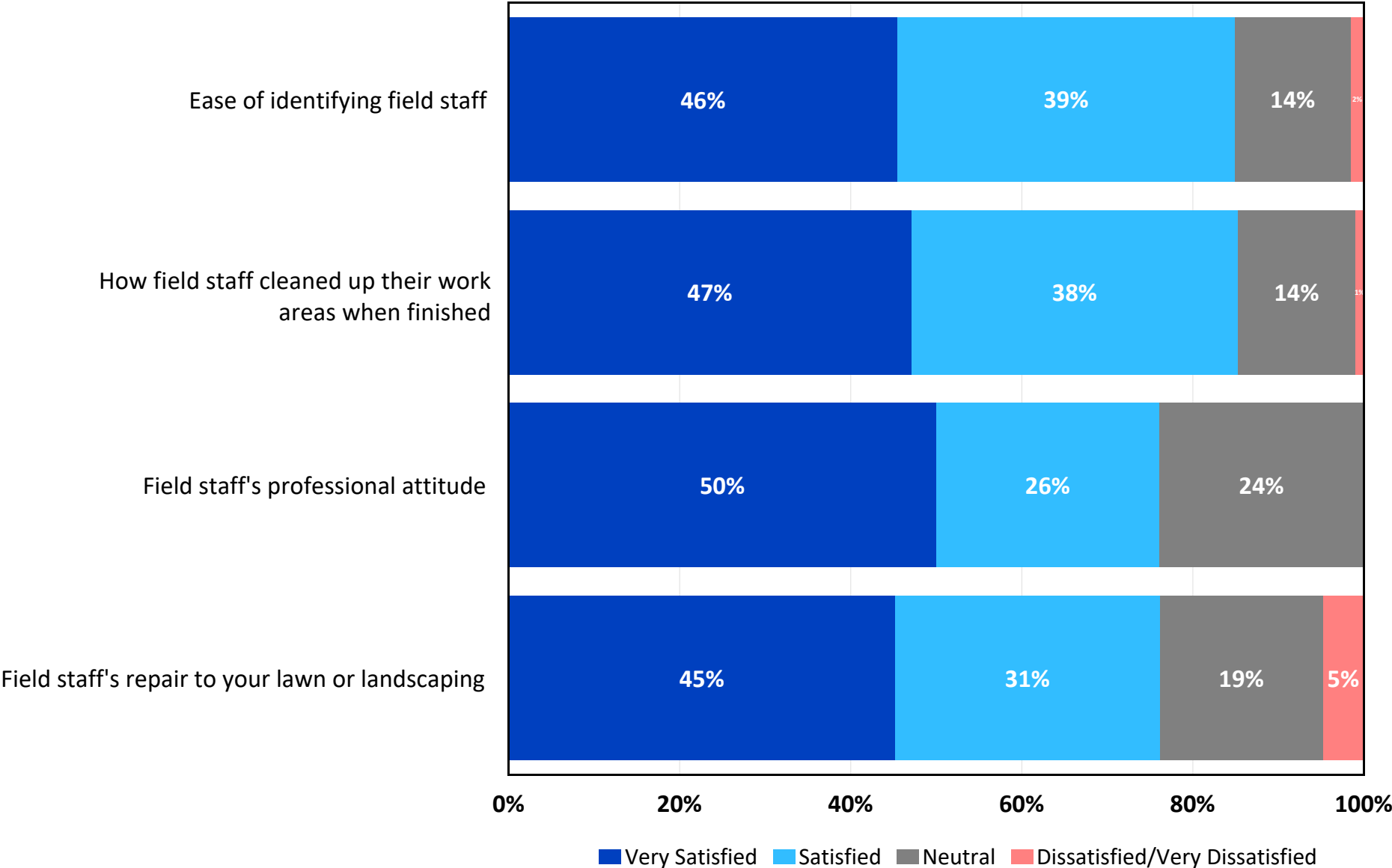
Q2. Have you observed any Water Utility Department field staff within the last two years?

by percentage of respondents



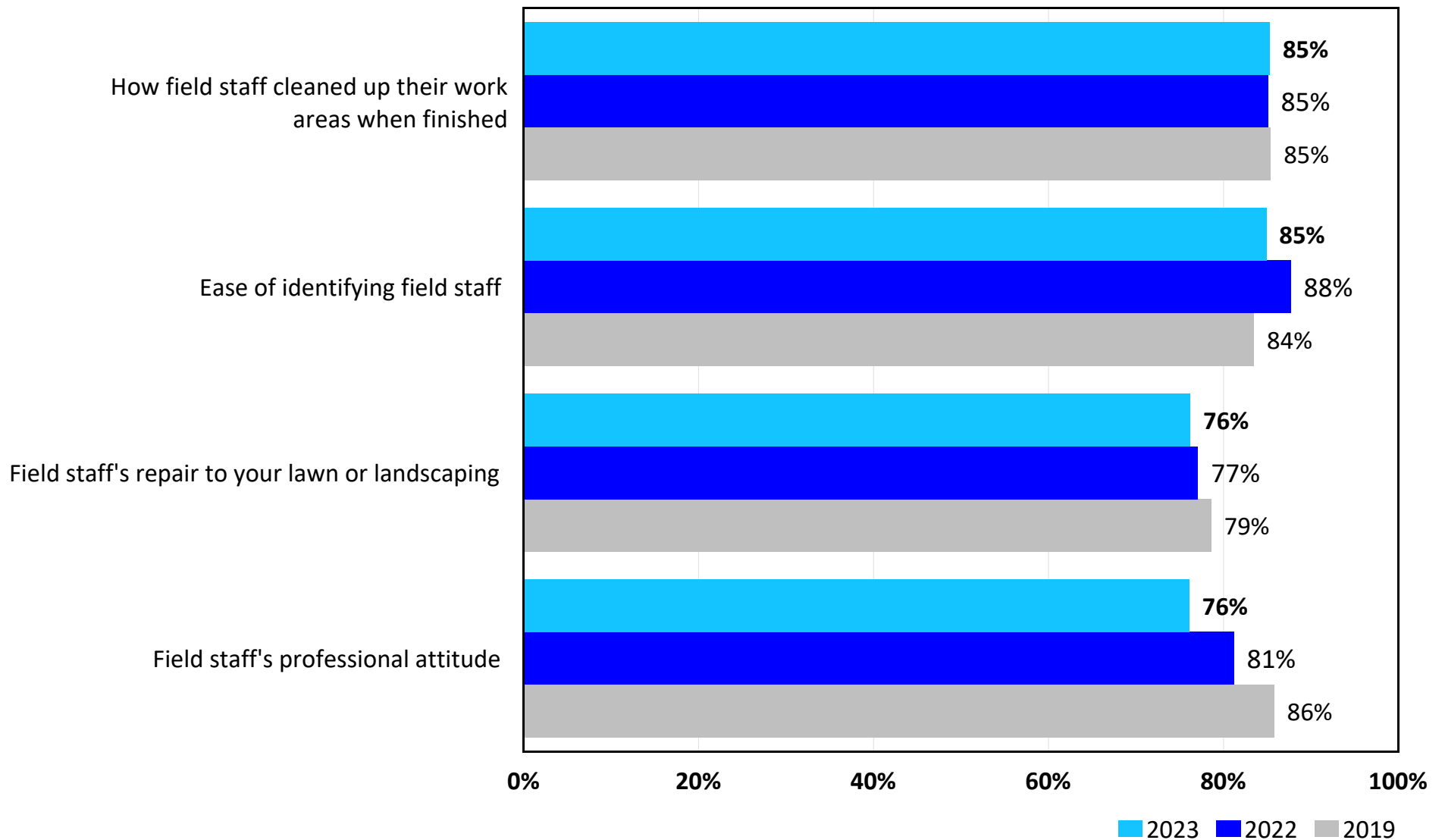
Q2a. Satisfaction with Recent Observations of Water Utility Department Field Staff

by percentage of respondents who indicated they observed a Water Utility Department field staff member during the past two years



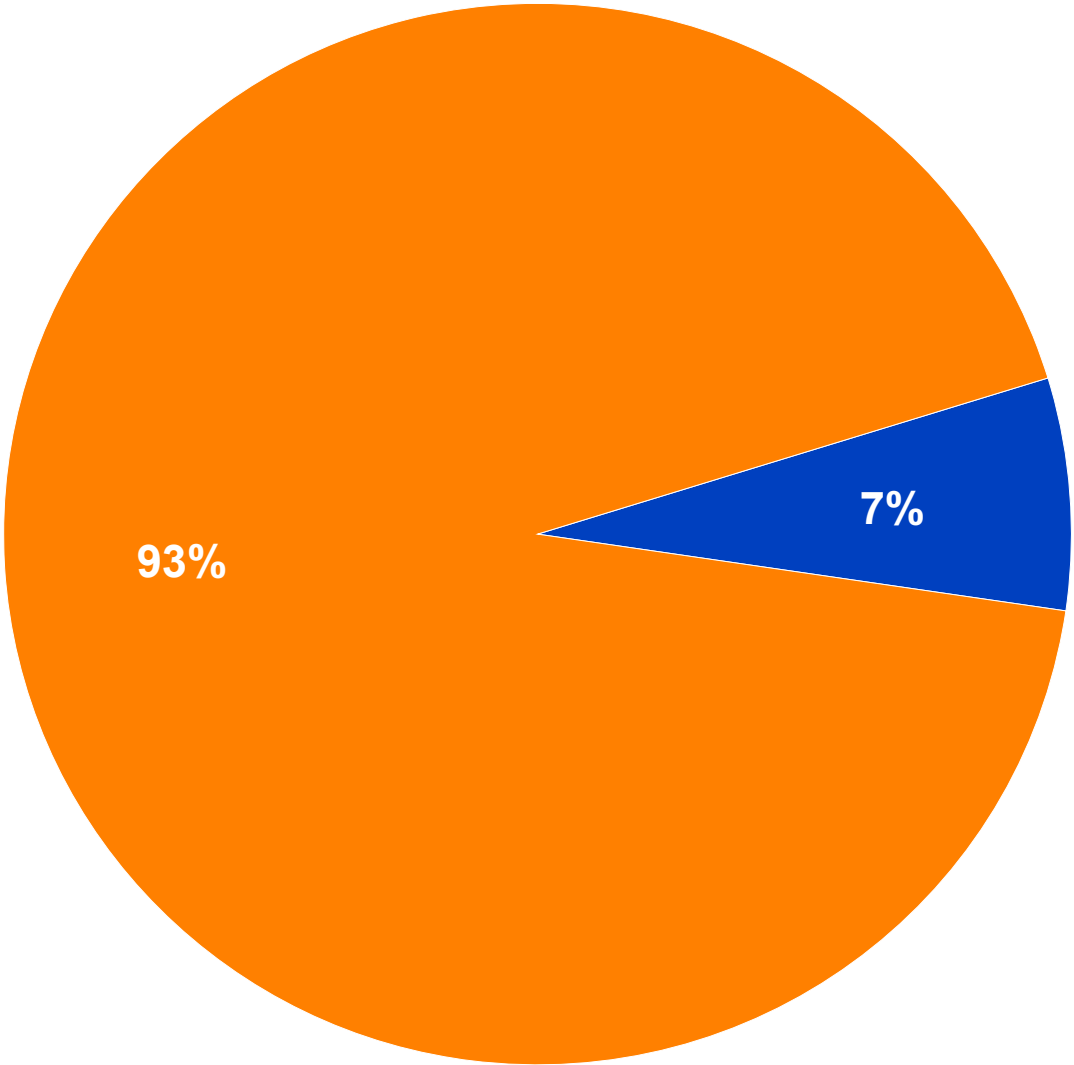
TRENDS: Satisfaction with Recent Observations of Water Utility Department Field Staff - 2019 vs. 2022 vs. 2023

by percentage of respondents who indicated they observed a Water Utility Department field staff member during the past two years and were “very satisfied” or “satisfied” with the item



Q3. Have you had an unplanned disruption to water service that was caused by a main break?

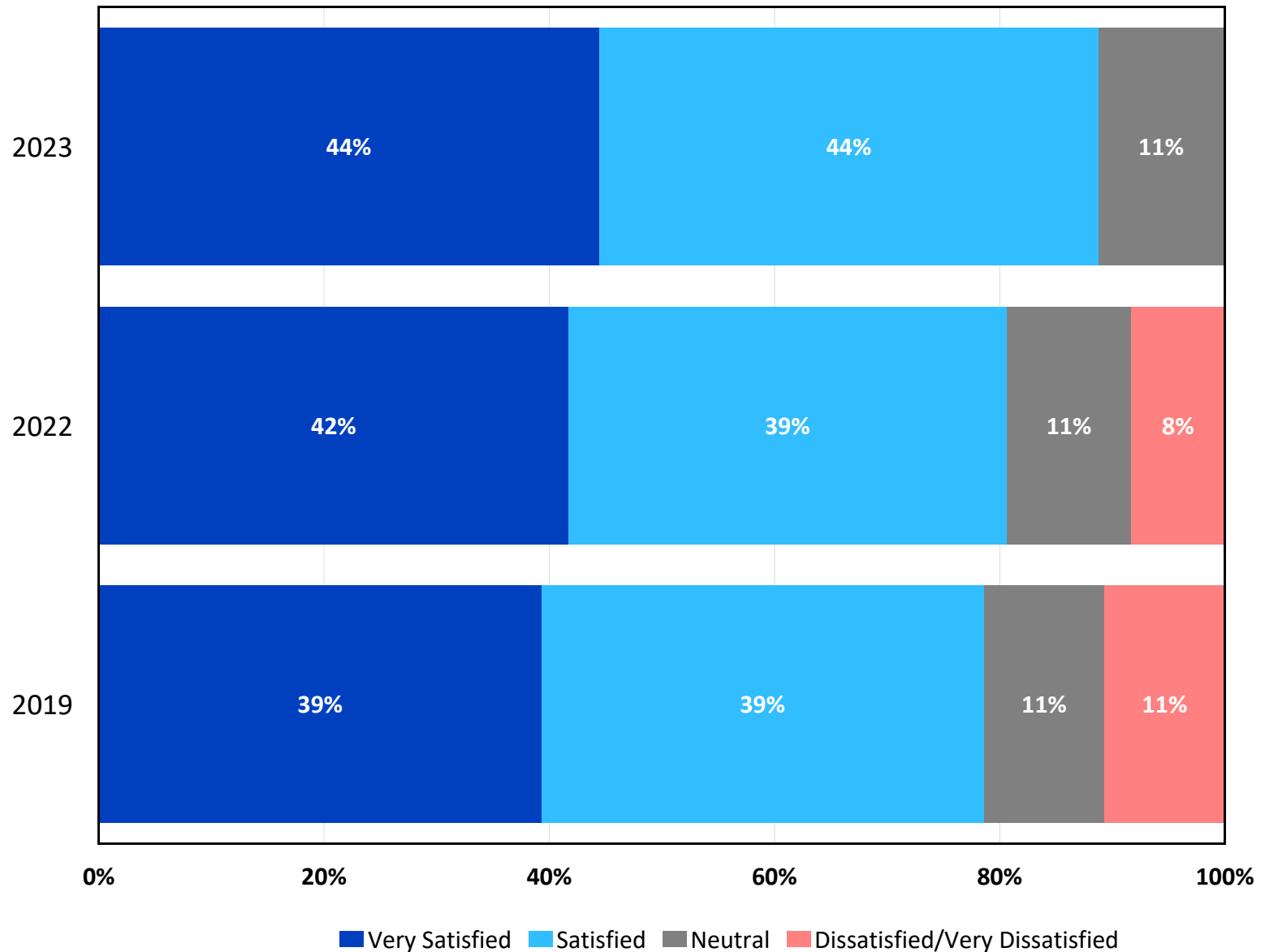
by percentage of respondents



■ Yes ■ No

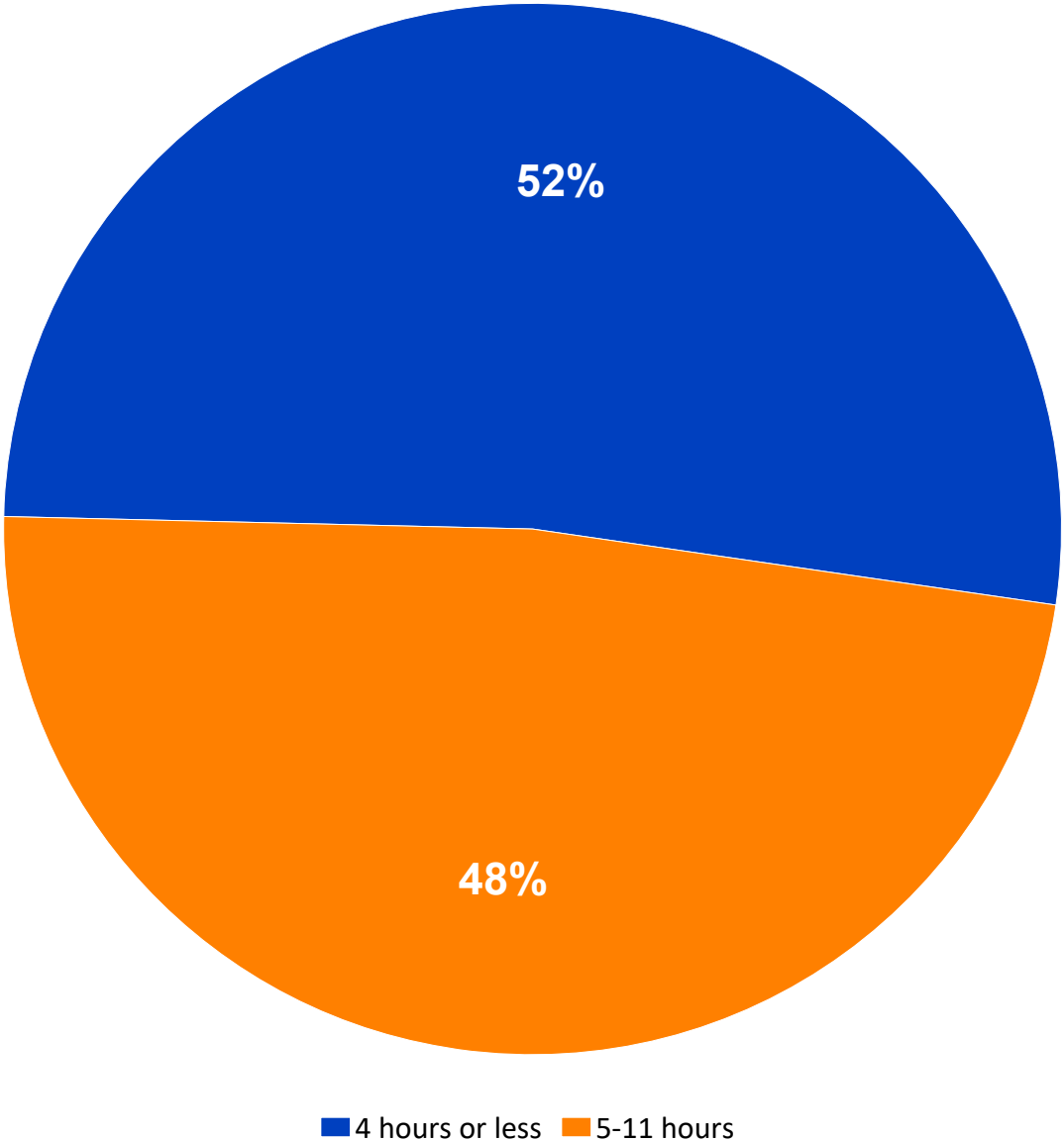
Q3a. Please rate your satisfaction with the following statement: *“The Water Utility restored water service in a reasonable amount of time.”*

by percentage of respondents who had an unplanned disruption to their water service caused by a main break



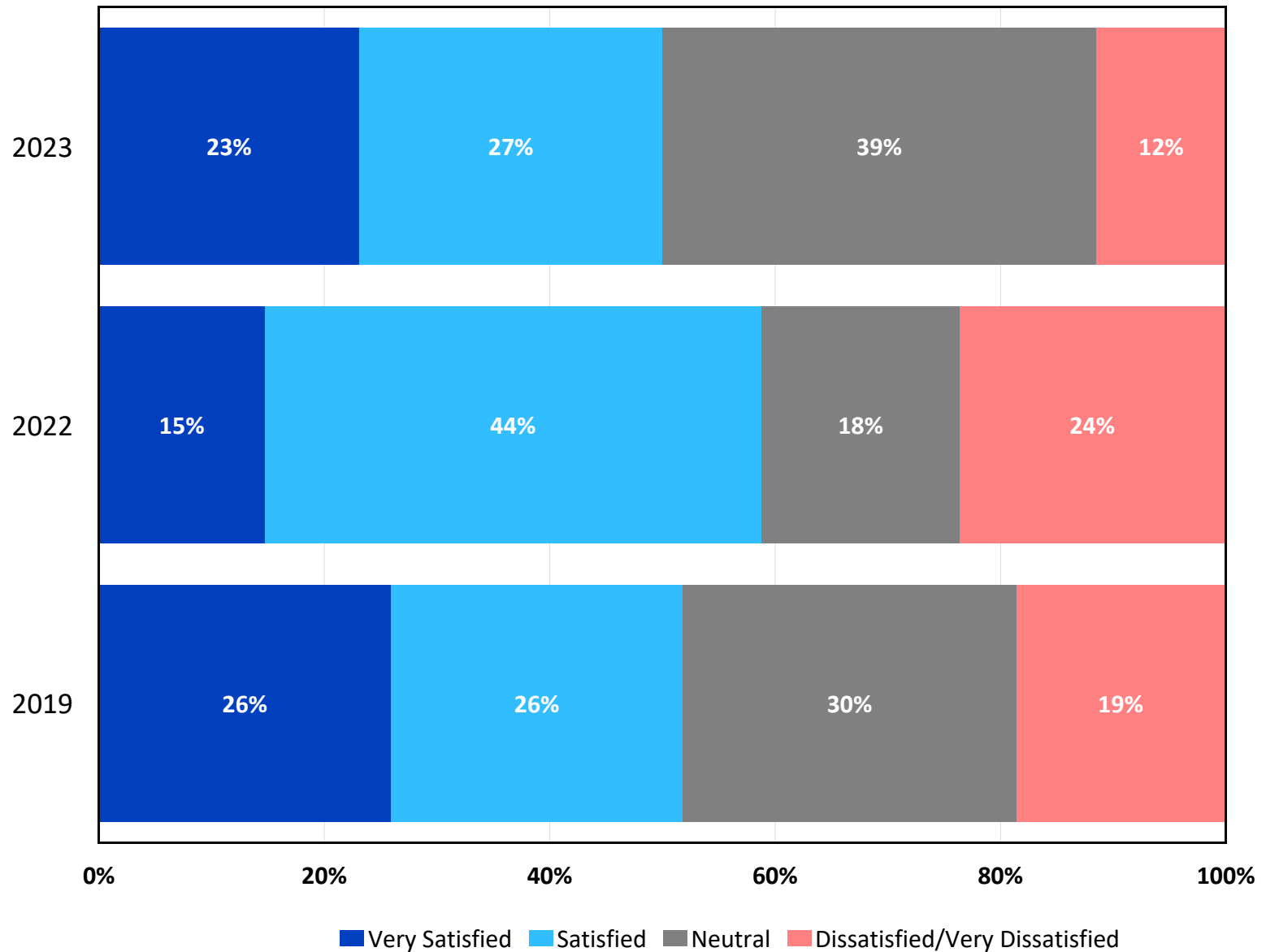
Q3b. How long was your public water service disrupted?

by percentage of respondents who had an unplanned disruption to their water service caused by a main break



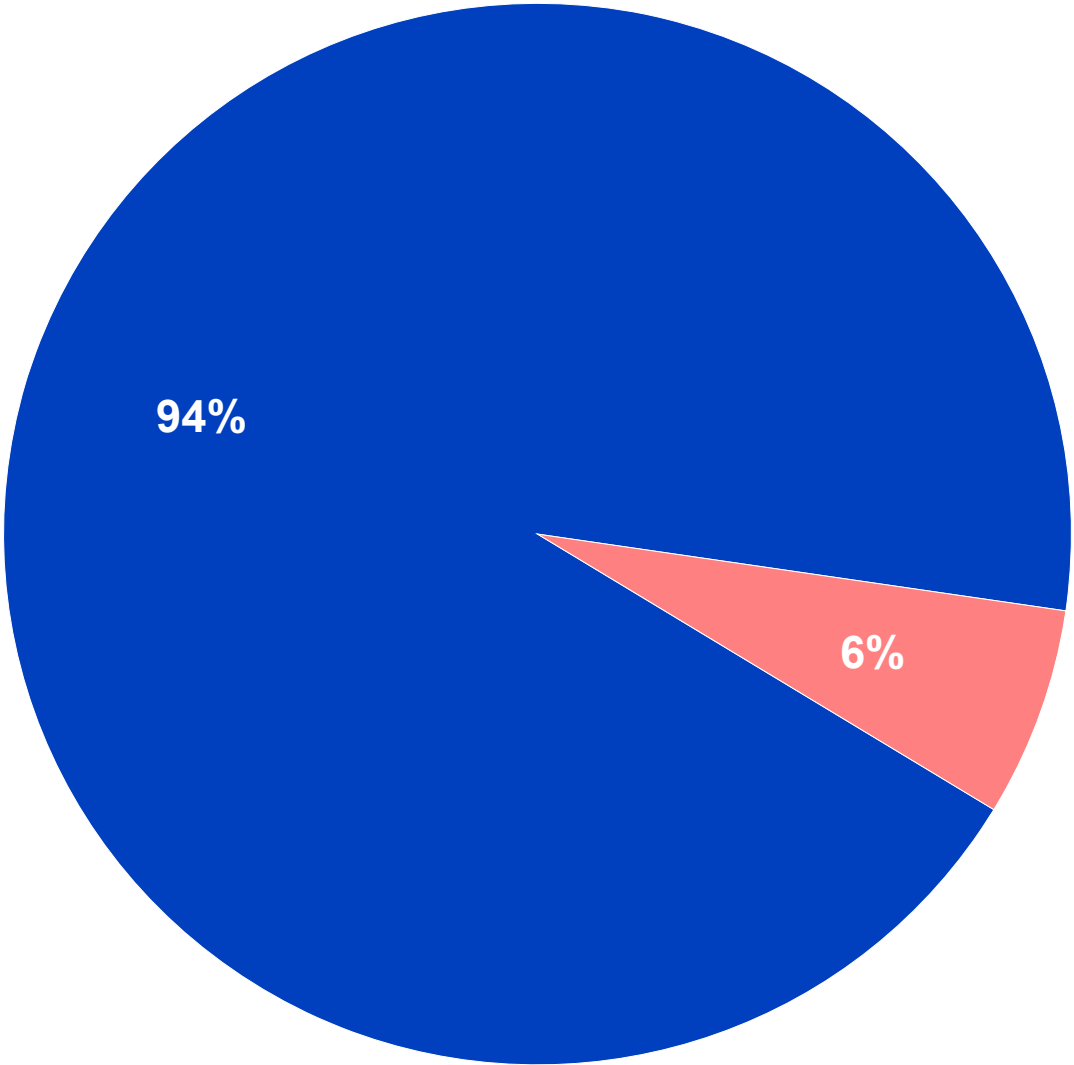
Q3c. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?

by percentage of respondents who had an unplanned disruption to their water service caused by a main break



Q4. Do you think tap water in Lee's Summit is safe to drink?

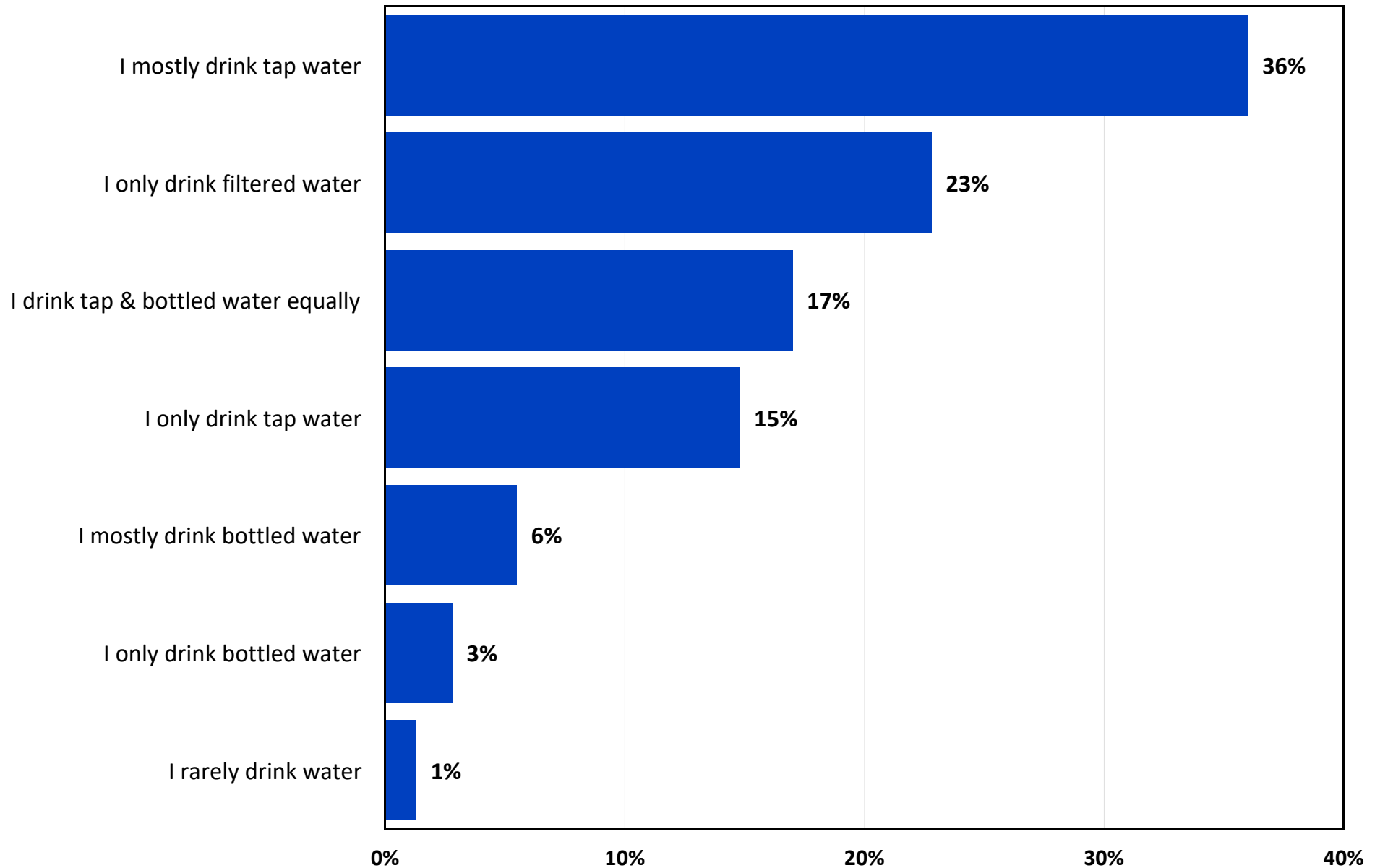
by percentage of respondents



■ Yes ■ No

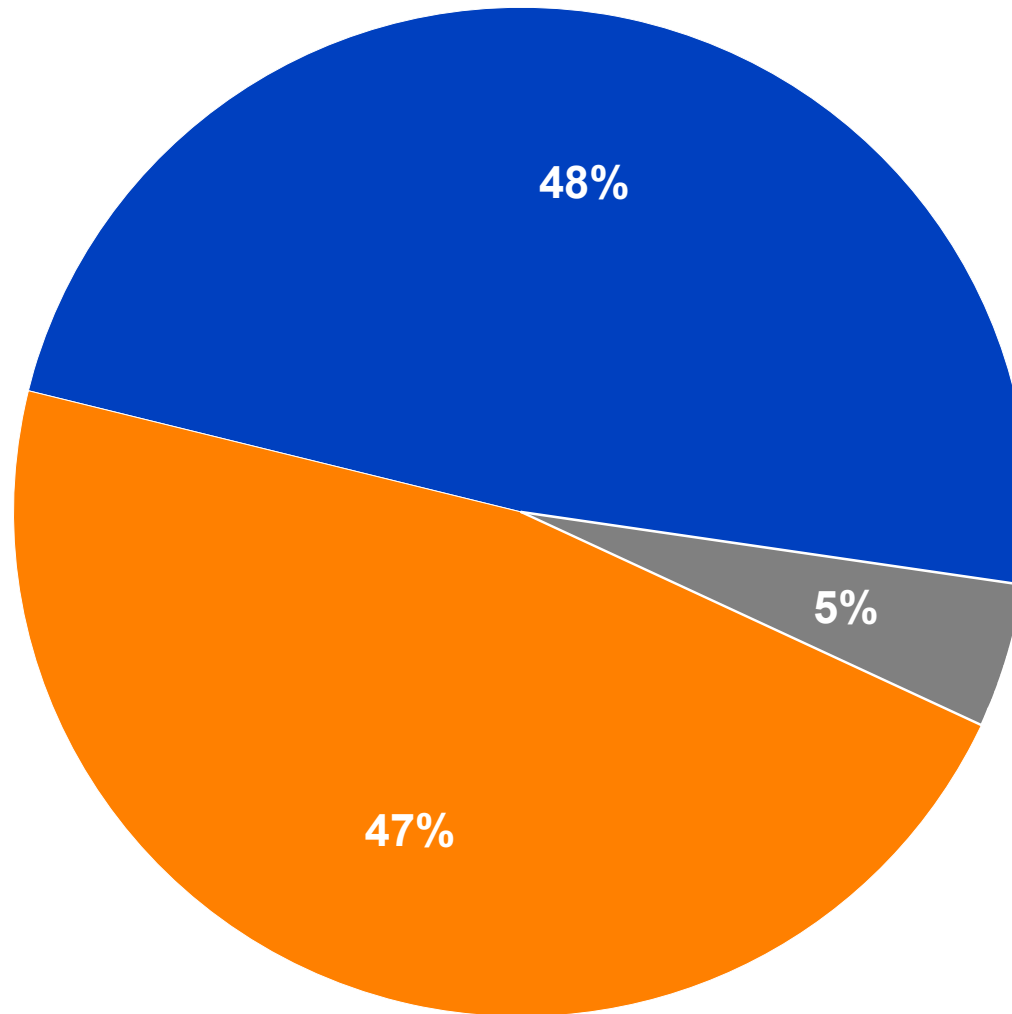
Q5. Which ONE of the following best describes the way you drink water?

by percentage of respondents



Q6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

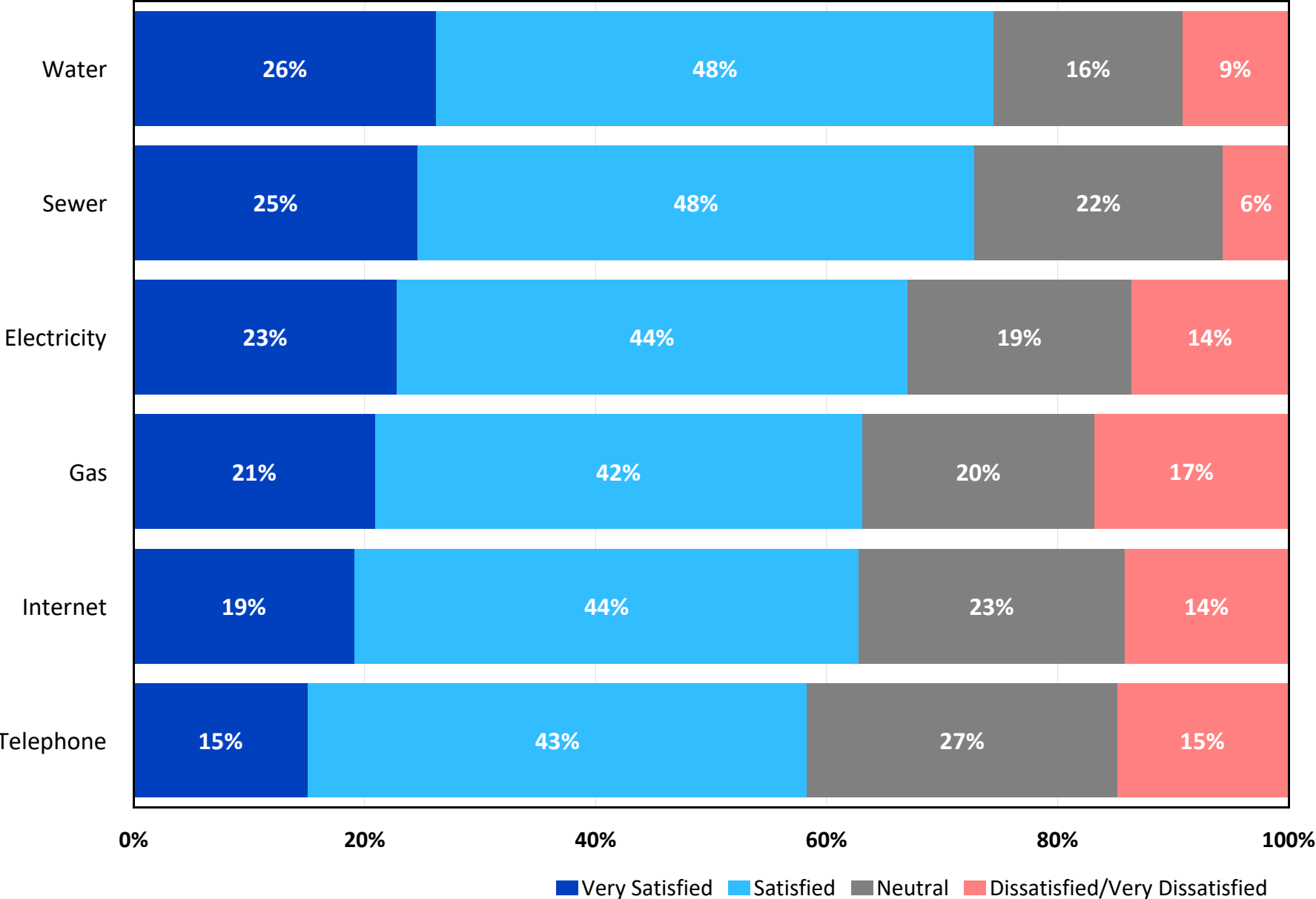
by percentage of respondents



■ Yes ■ No ■ Not applicable

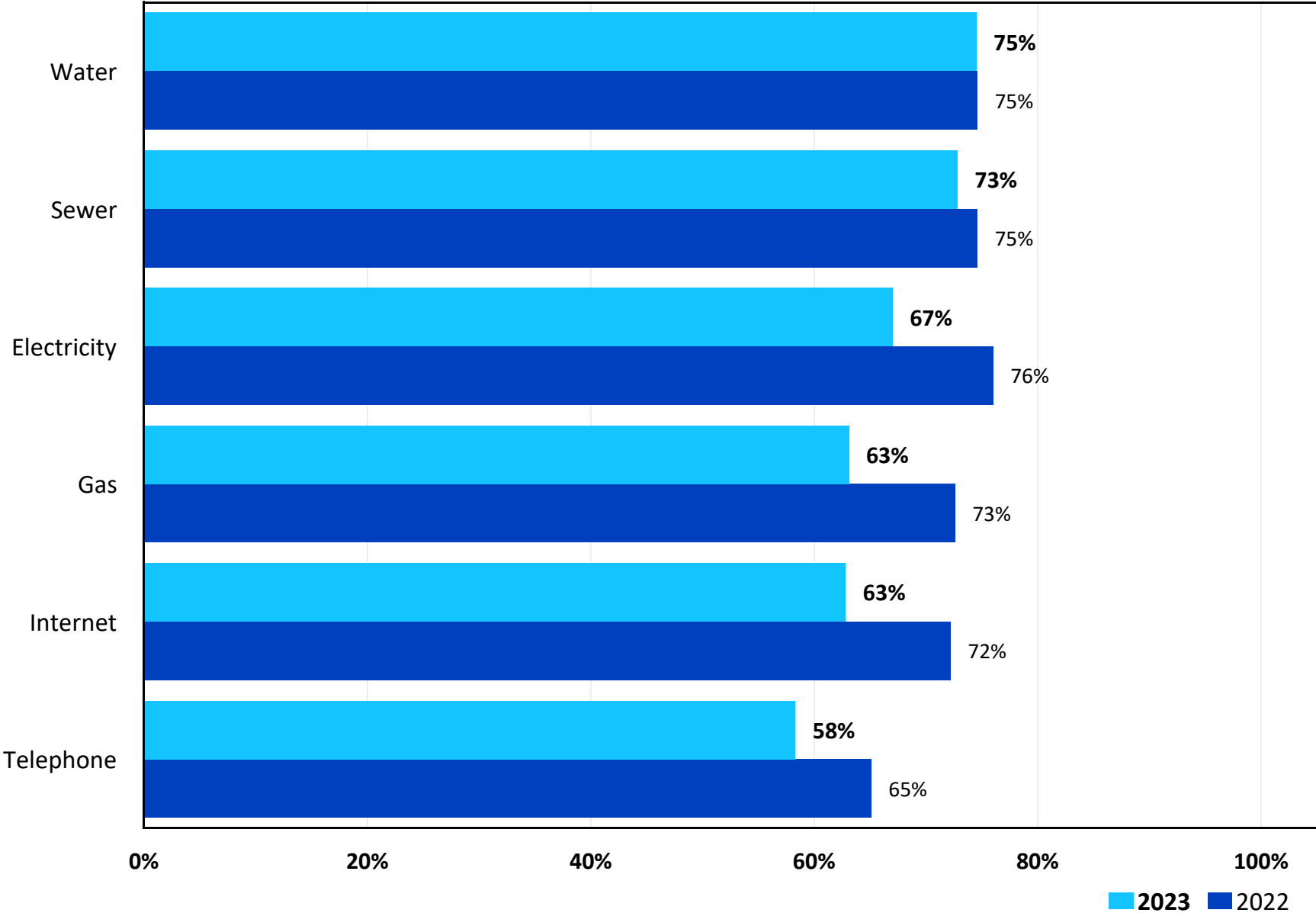
Q7. Satisfaction with the Value Received From Each Utility Service

by percentage of respondents



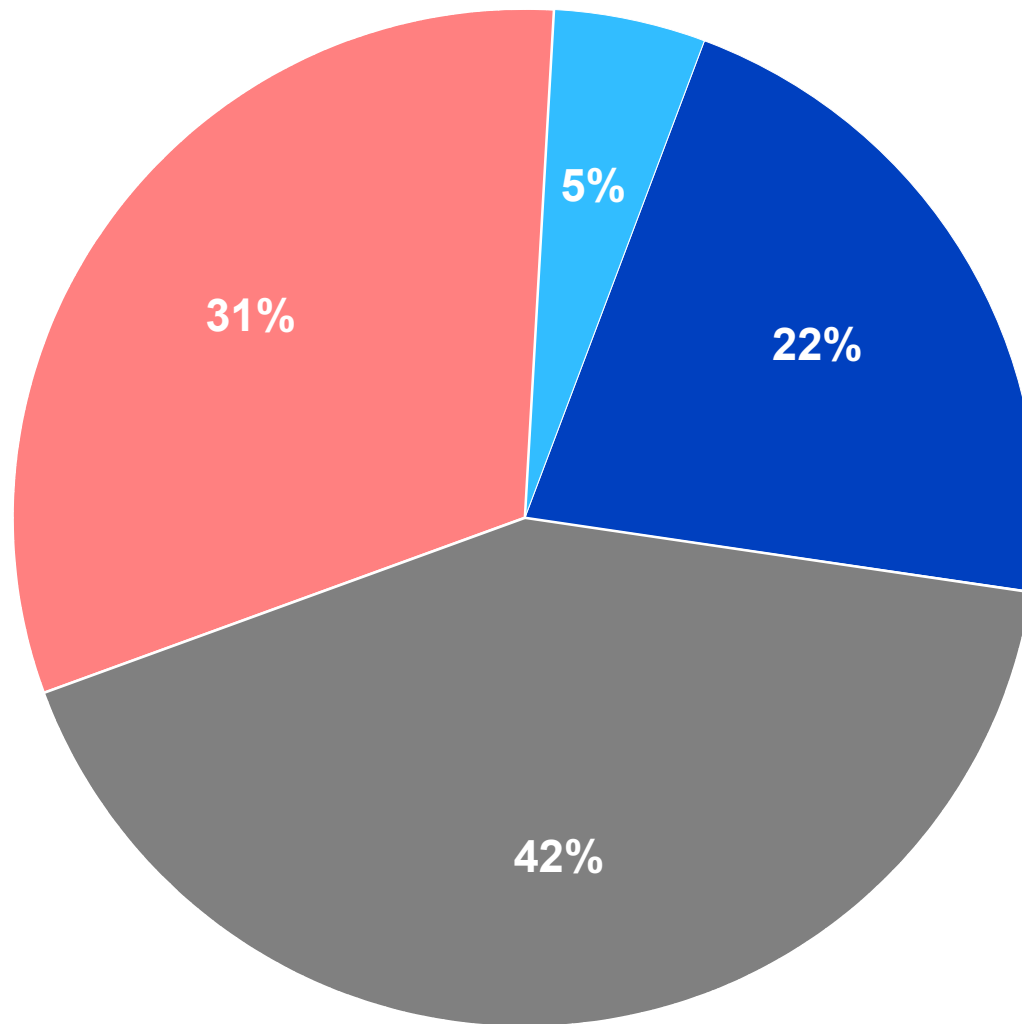
TRENDS: Satisfaction with Utility Services 2022 vs. 2023

by percentage of respondents who were "very satisfied" or "satisfied" with the item



Q8. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:

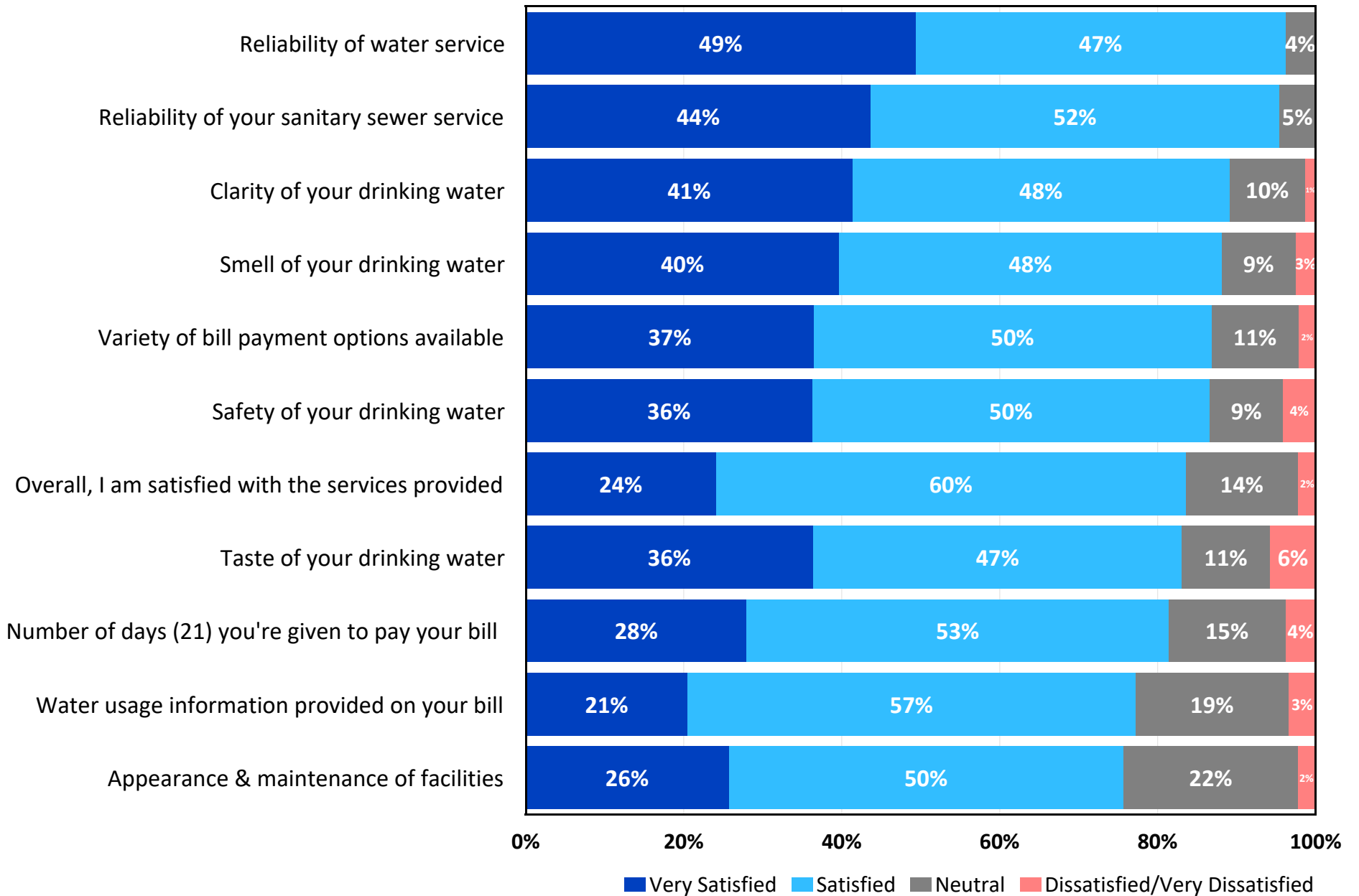
by percentage of respondents



■ About the same ■ Less expensive ■ More expensive ■ Don't know

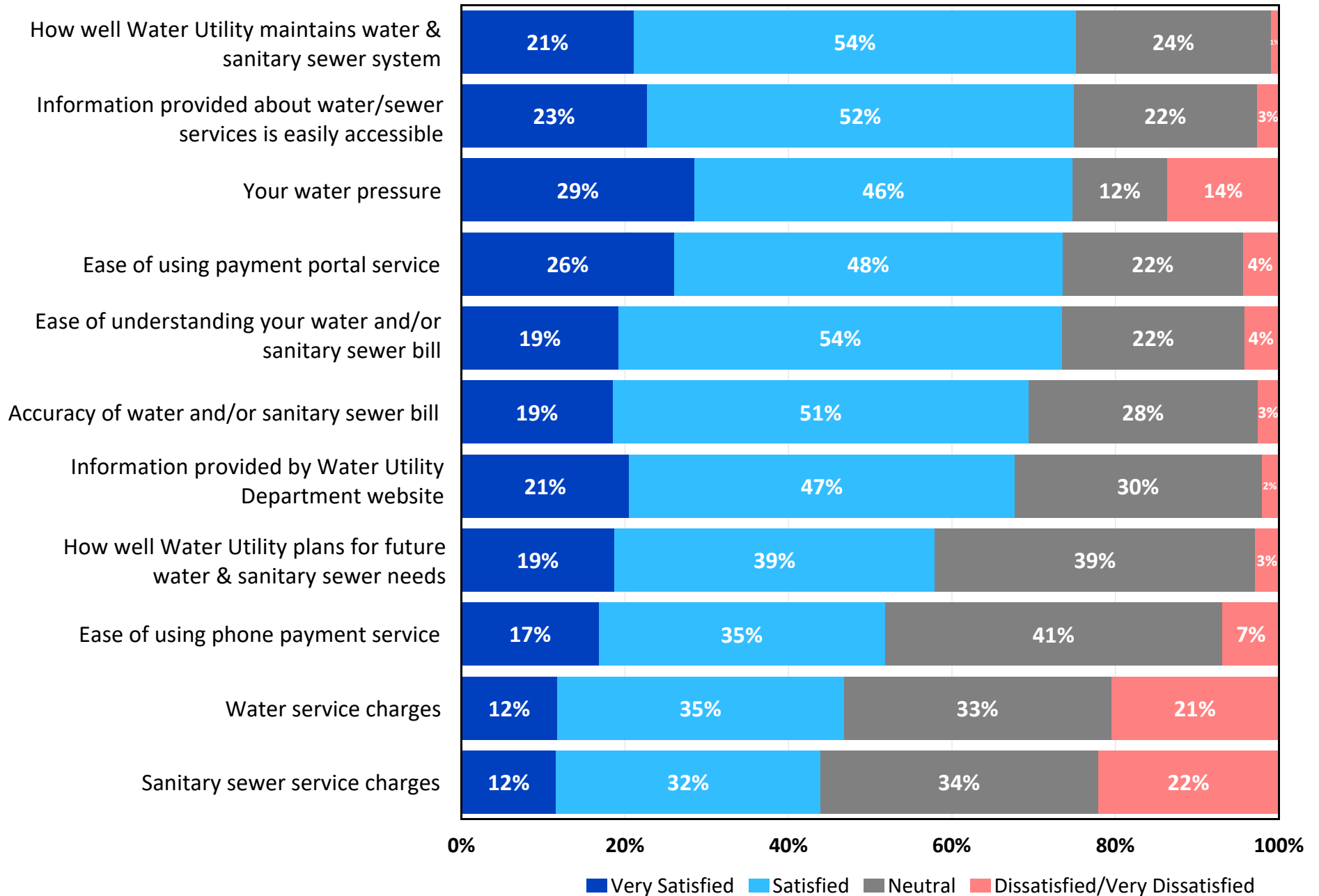
Q7. Satisfaction with Water Utility Department Services

by percentage of respondents



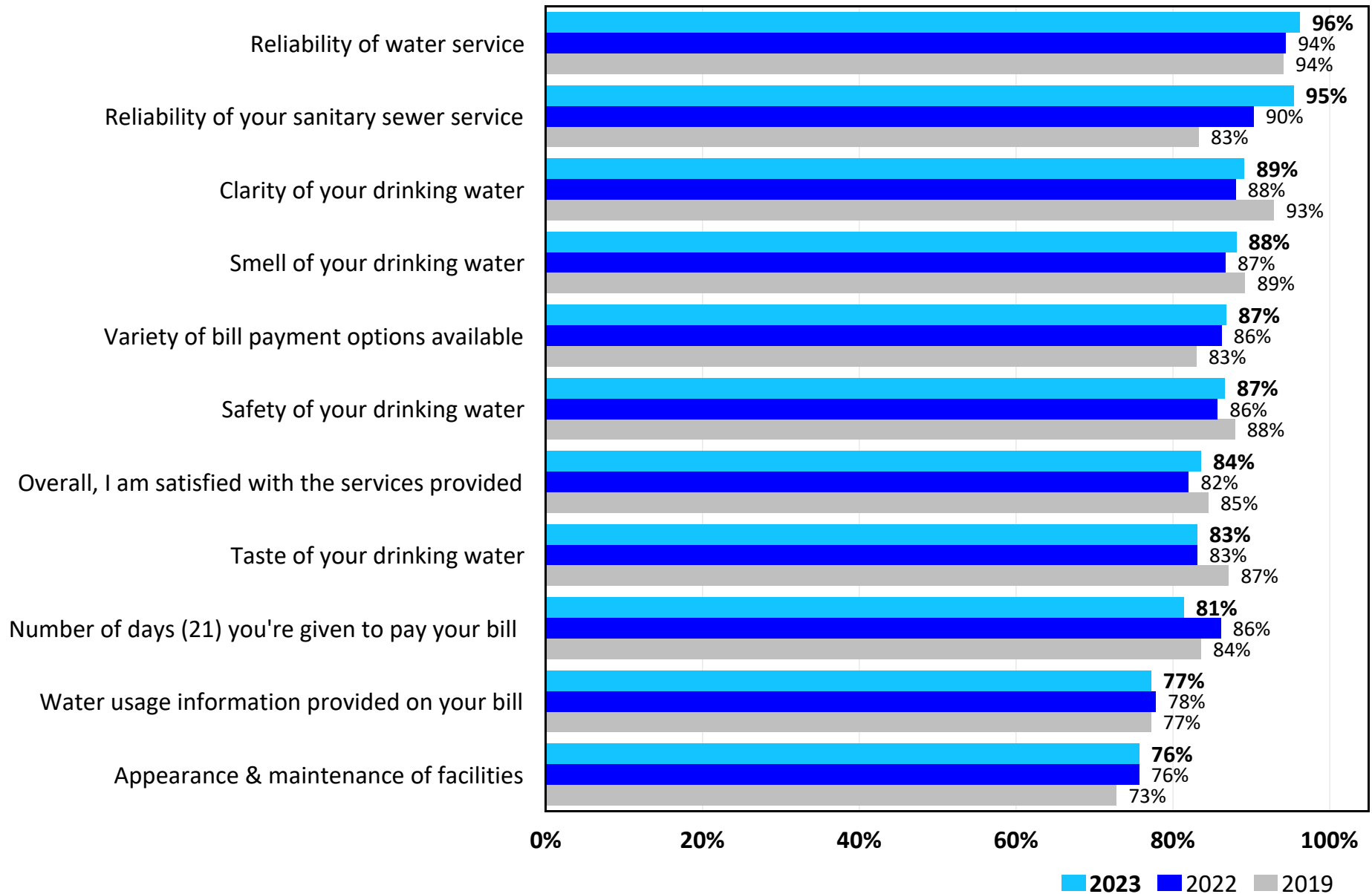
Q7. Satisfaction with Water Utility Department Services (Cont.)

by percentage of respondents



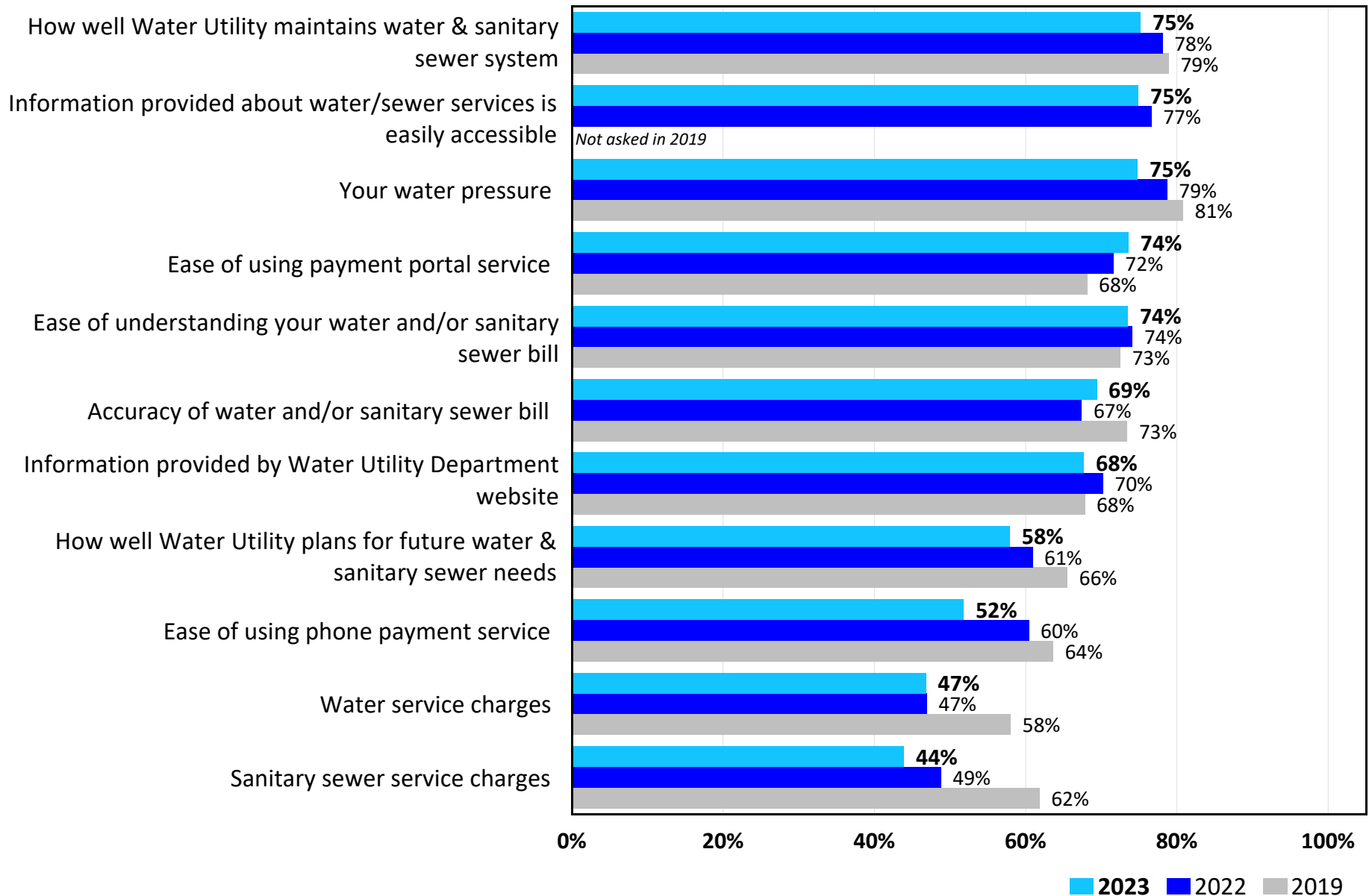
TRENDS: Satisfaction with Water Utility Department Services 2019 vs. 2022 vs. 2023

by percentage of respondents who were “very satisfied” or “satisfied” with the item



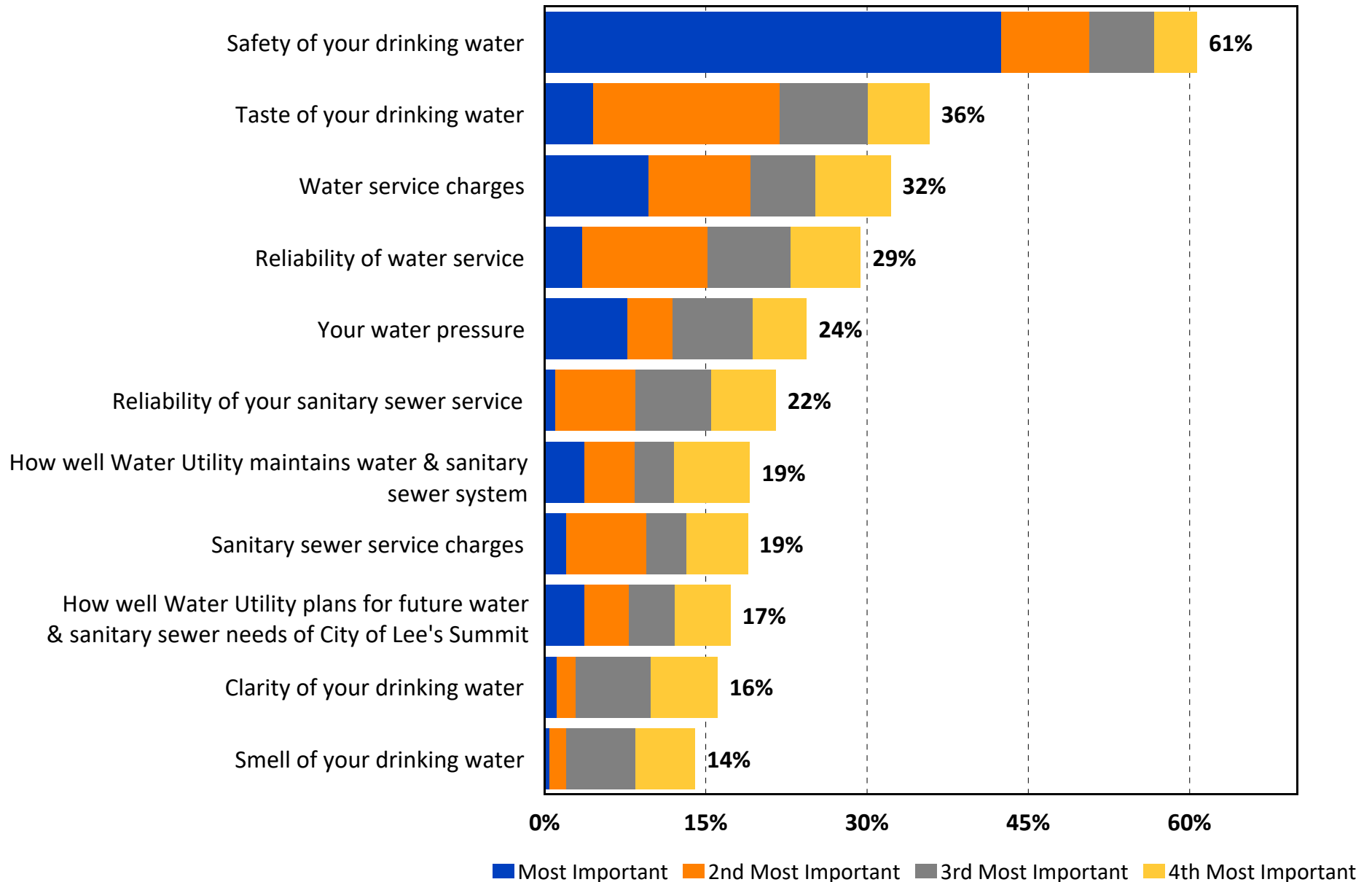
TRENDS: Satisfaction with Water Utility Department Services (Cont.) 2019 vs. 2022 vs. 2023

by percentage of respondents who were "very satisfied" or "satisfied" with the item



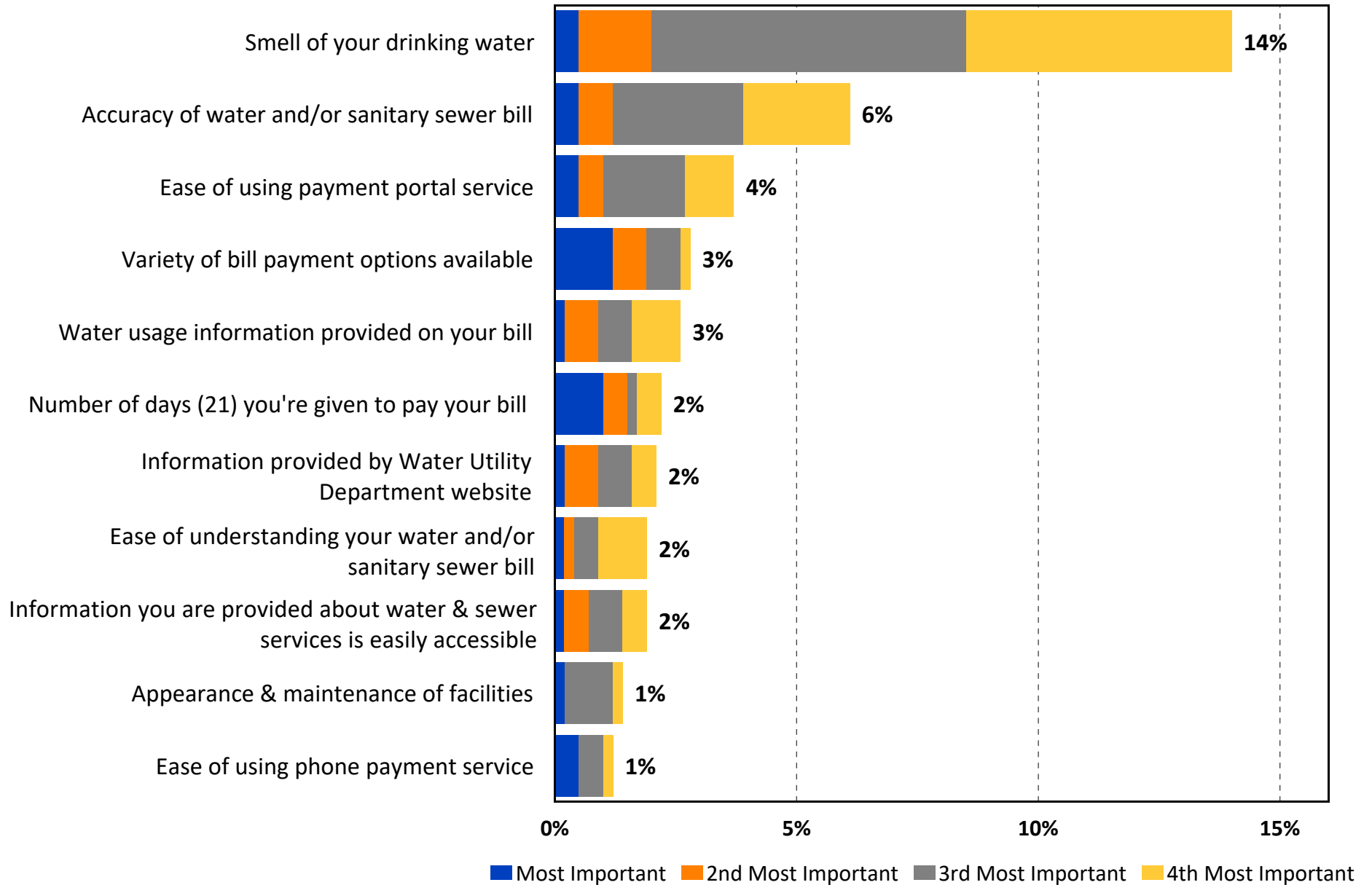
Q8. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the items as one of their top four choices



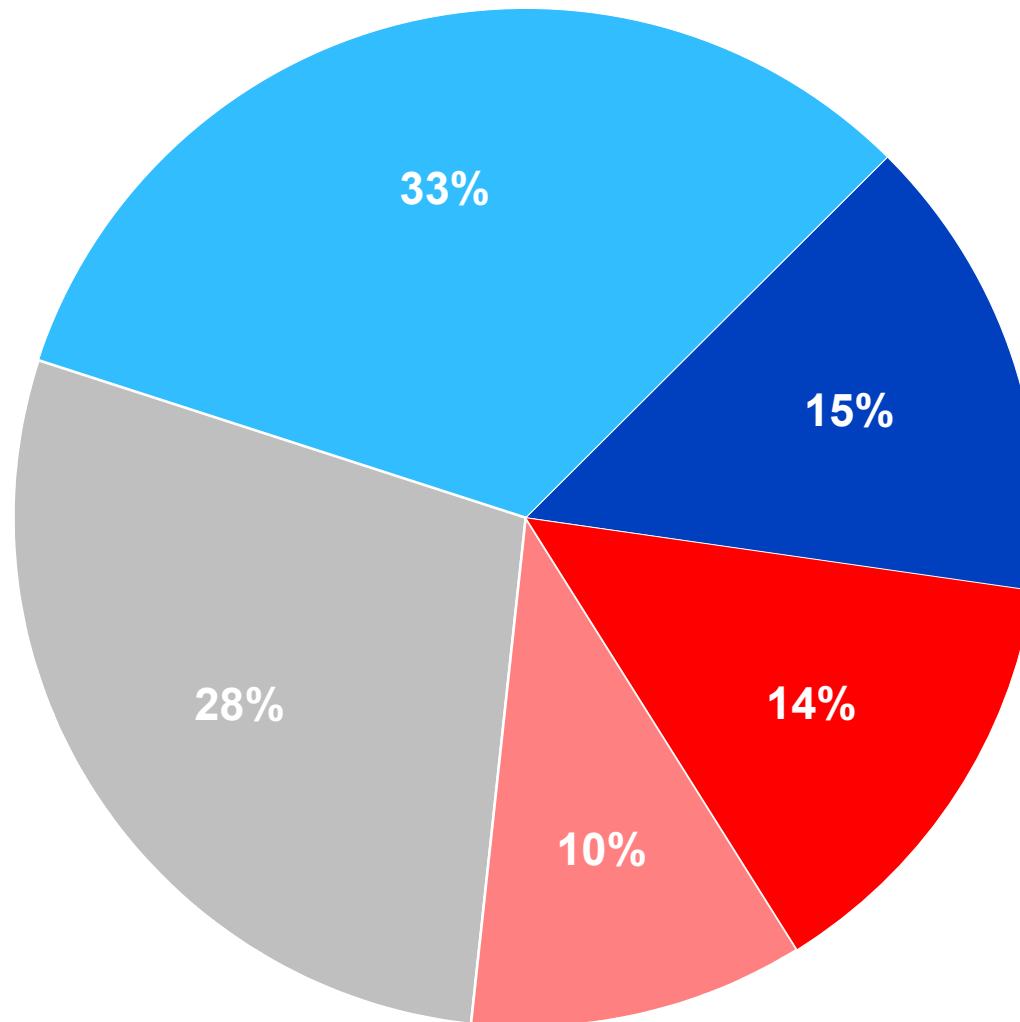
Q8. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years (Cont.)

by percentage of respondents who selected the items as one of their top four choices



Q11. How supportive would you be of a “rounding up” program, with the additional amount being donated to a utility assistance fund?

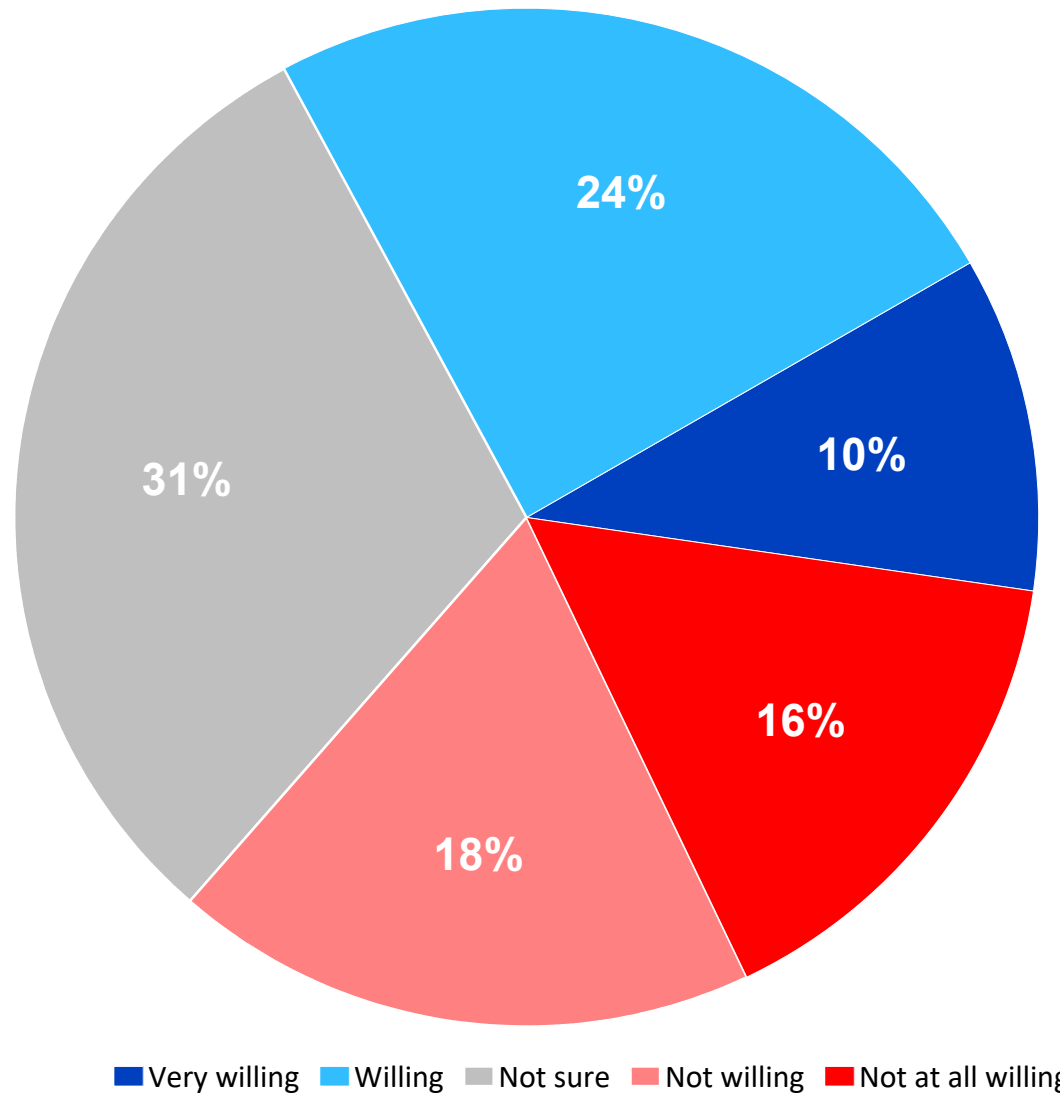
by percentage of respondents



■ Very supportive ■ Supportive ■ Not sure ■ Not supportive ■ Not at all supportive

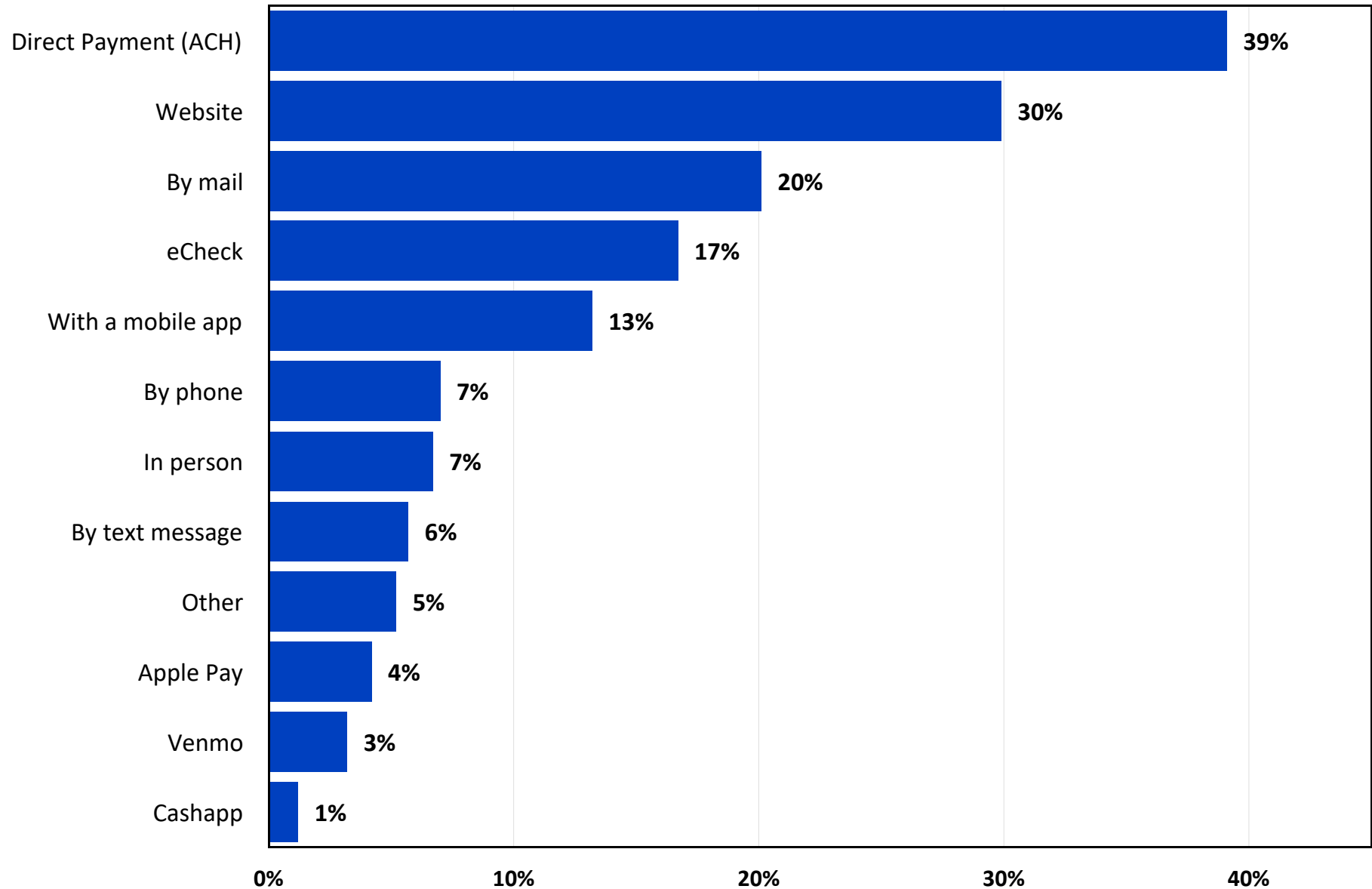
Q11a. How willing would you be to personally participate in a “rounding up” program?

by percentage of respondents



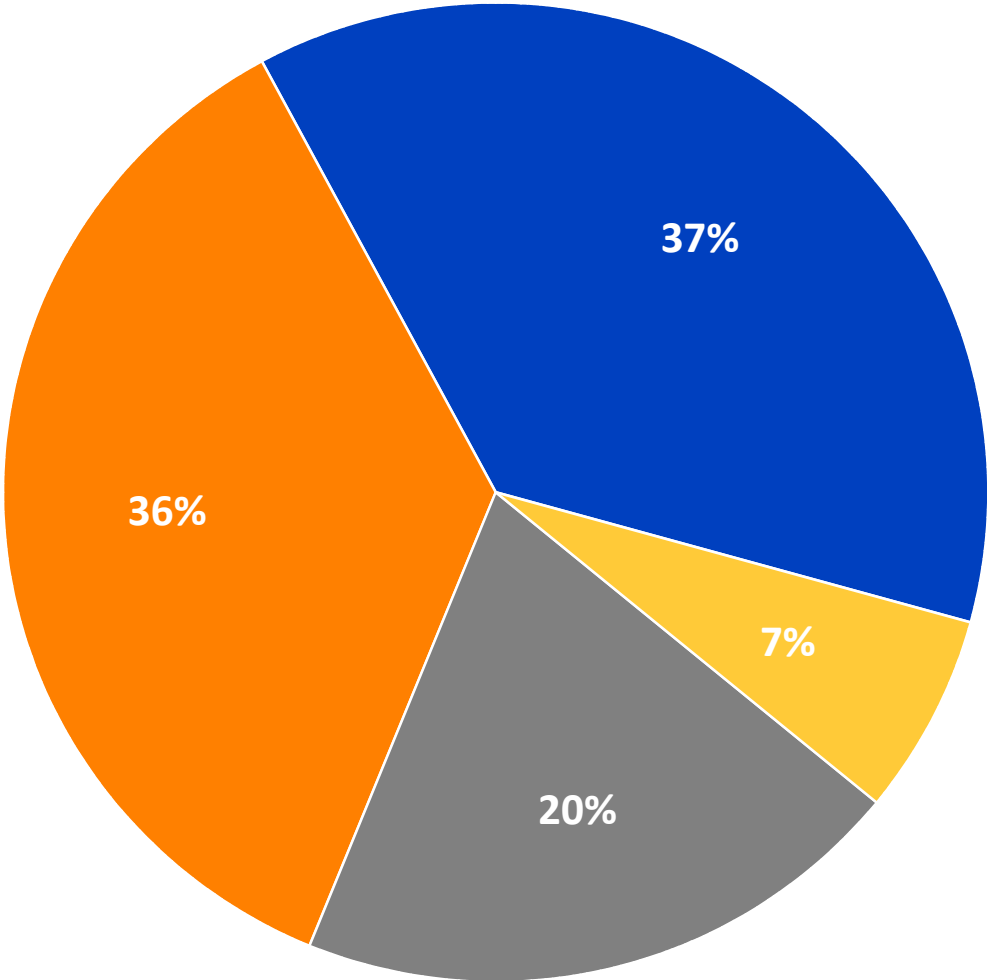
Q12. How would you prefer to pay your Water Utilities Department bill?

by percentage of respondents (multiple selections could be made)



Q13. Are you aware that Water Utilities offers electronic billing?

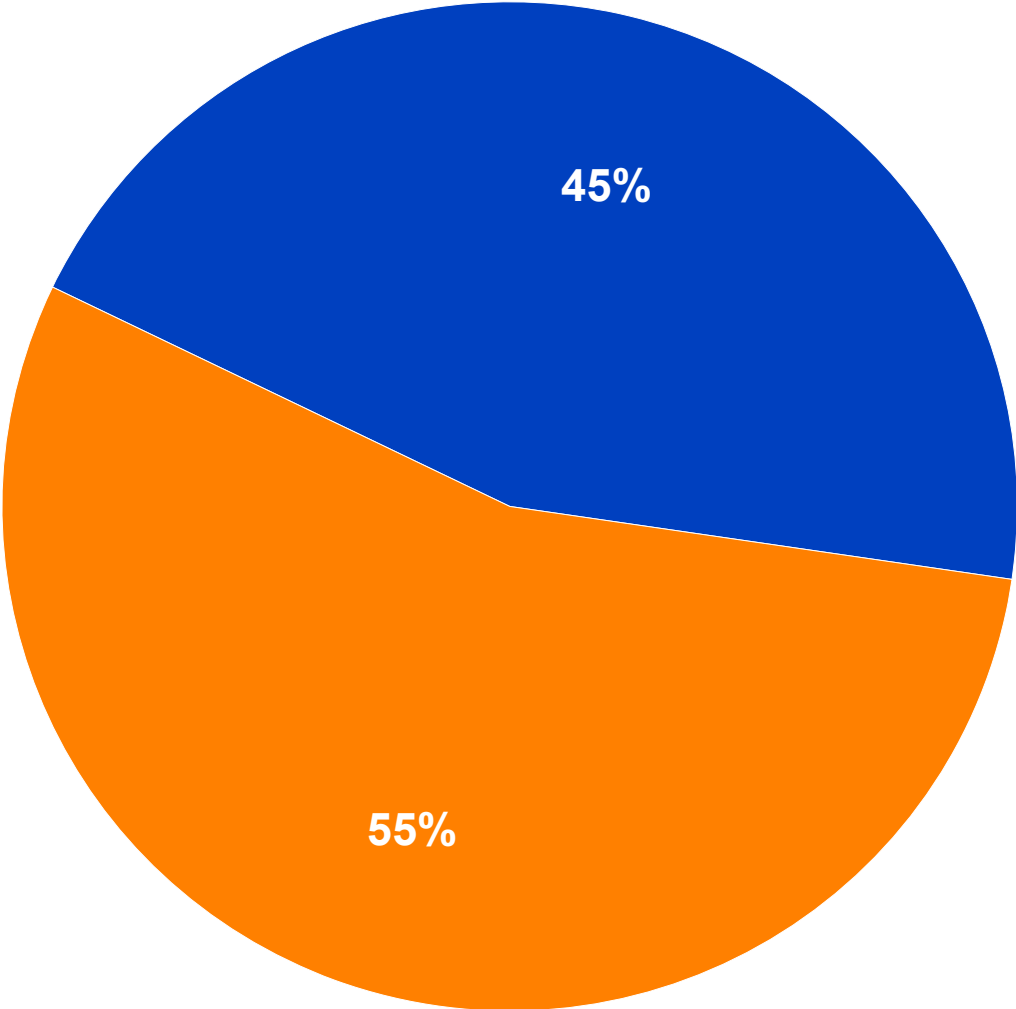
by percentage of respondents



- Yes, I receive my bill electronically
- Yes, but I choose not to get an electronic bill
- No, and I don't want to receive an electronic bill
- No, but I would like to receive an electronic bill

Q14. Are you aware of private, third-party warranty programs available to customers?

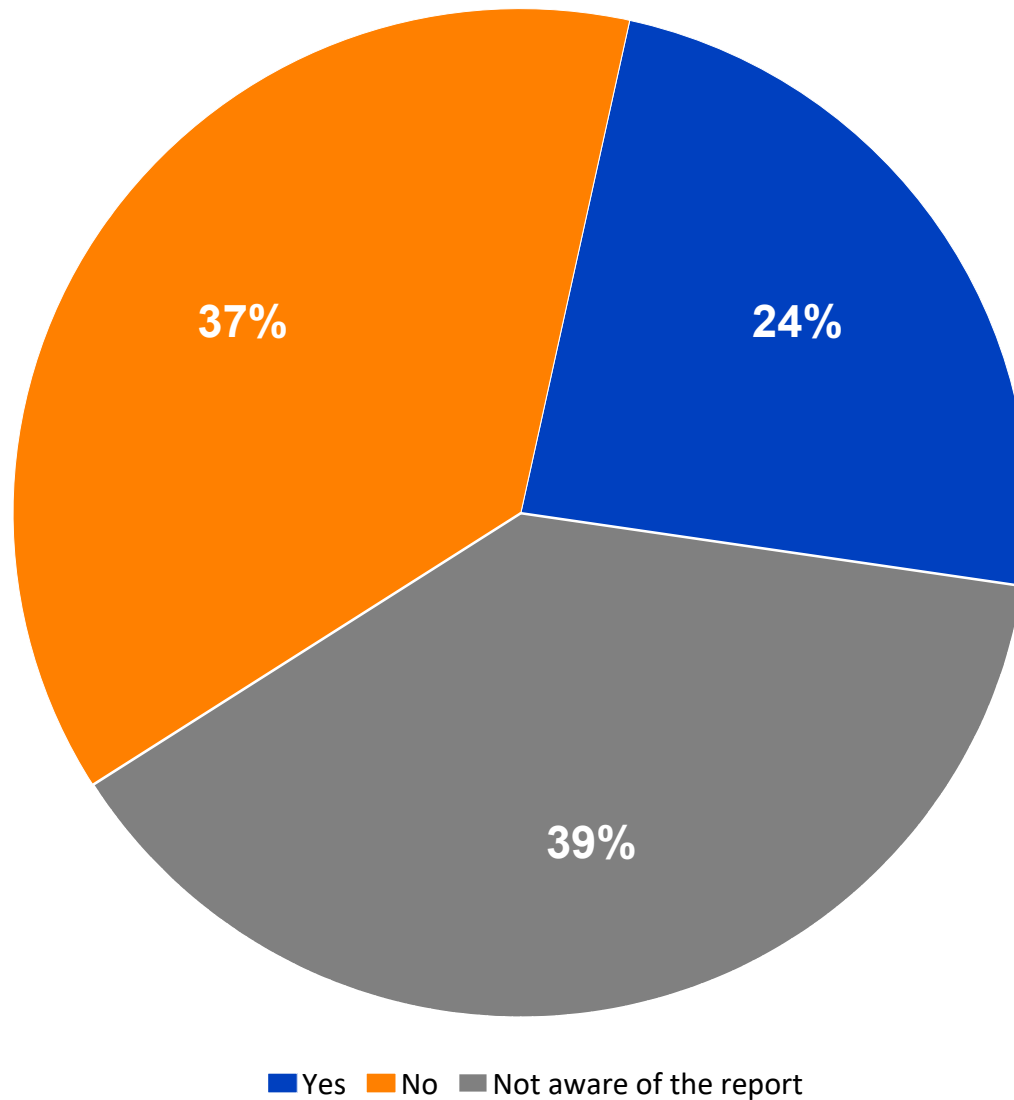
by percentage of respondents



■ Yes ■ No

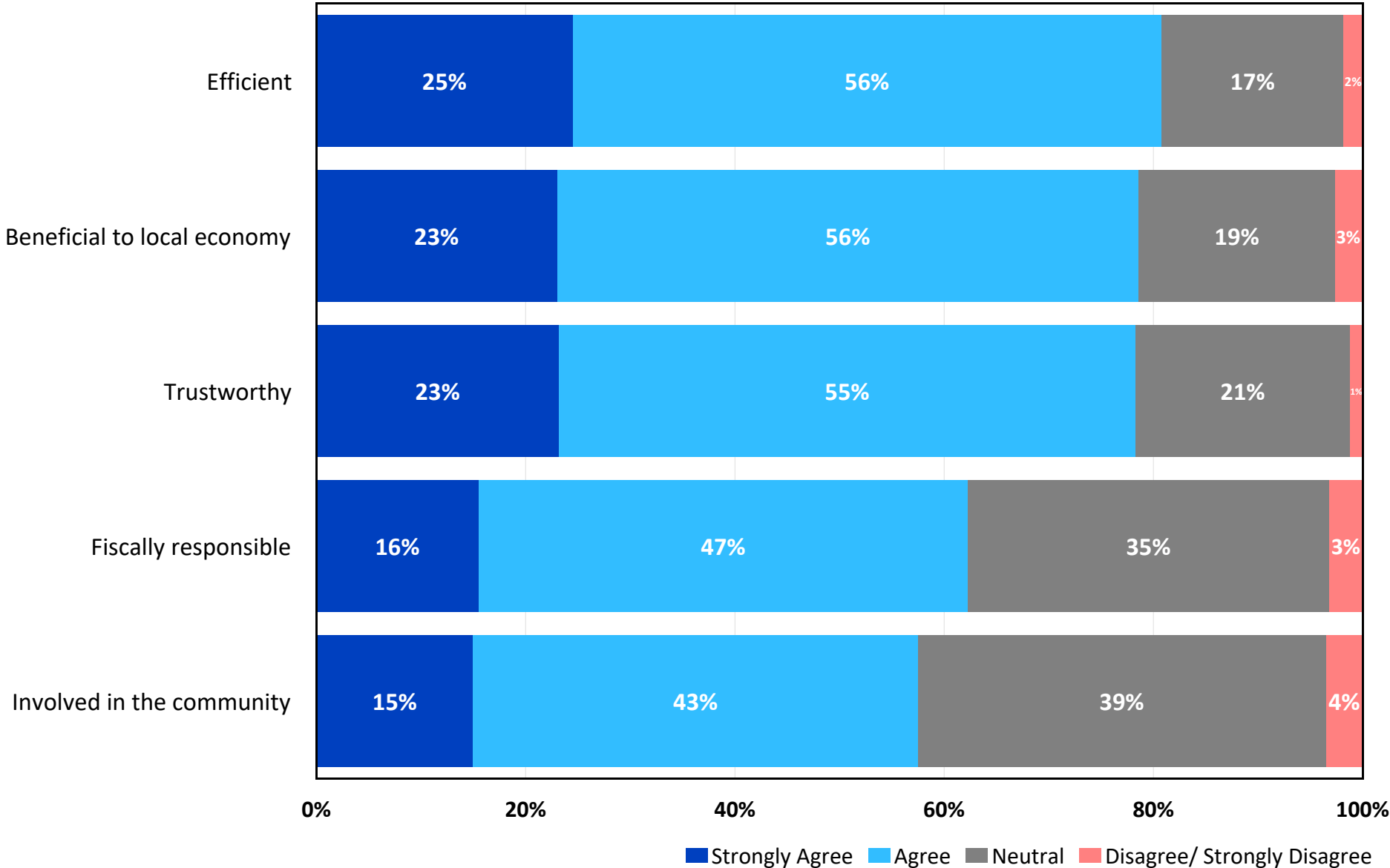
Q15. Have you ever reviewed the "Consumer Confidence Report" released by the Water Utility Department?

by percentage of respondents



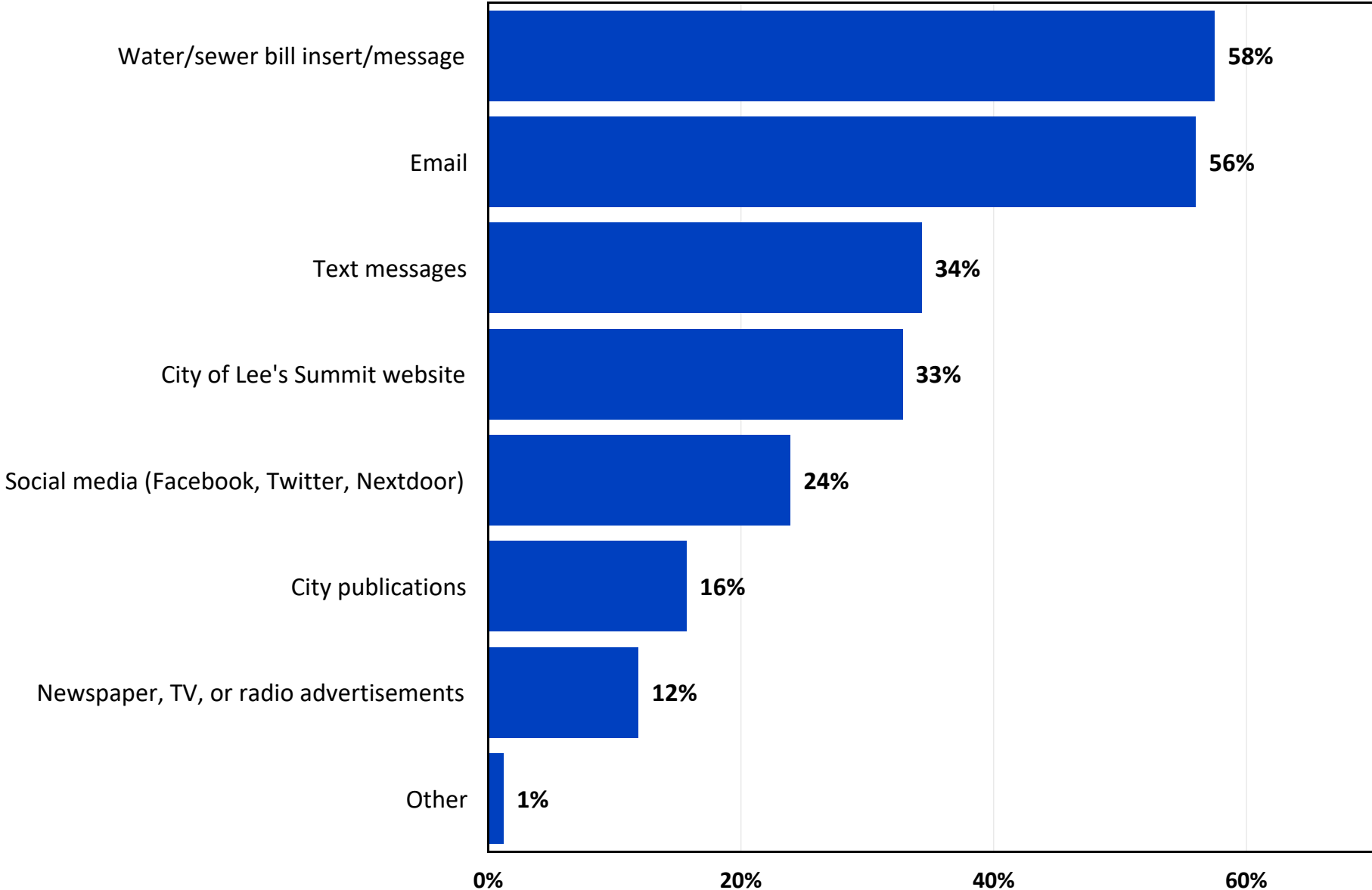
Q16. Level of Agreement with Descriptors of Lee's Summit Water Utilities Department

by percentage of respondents



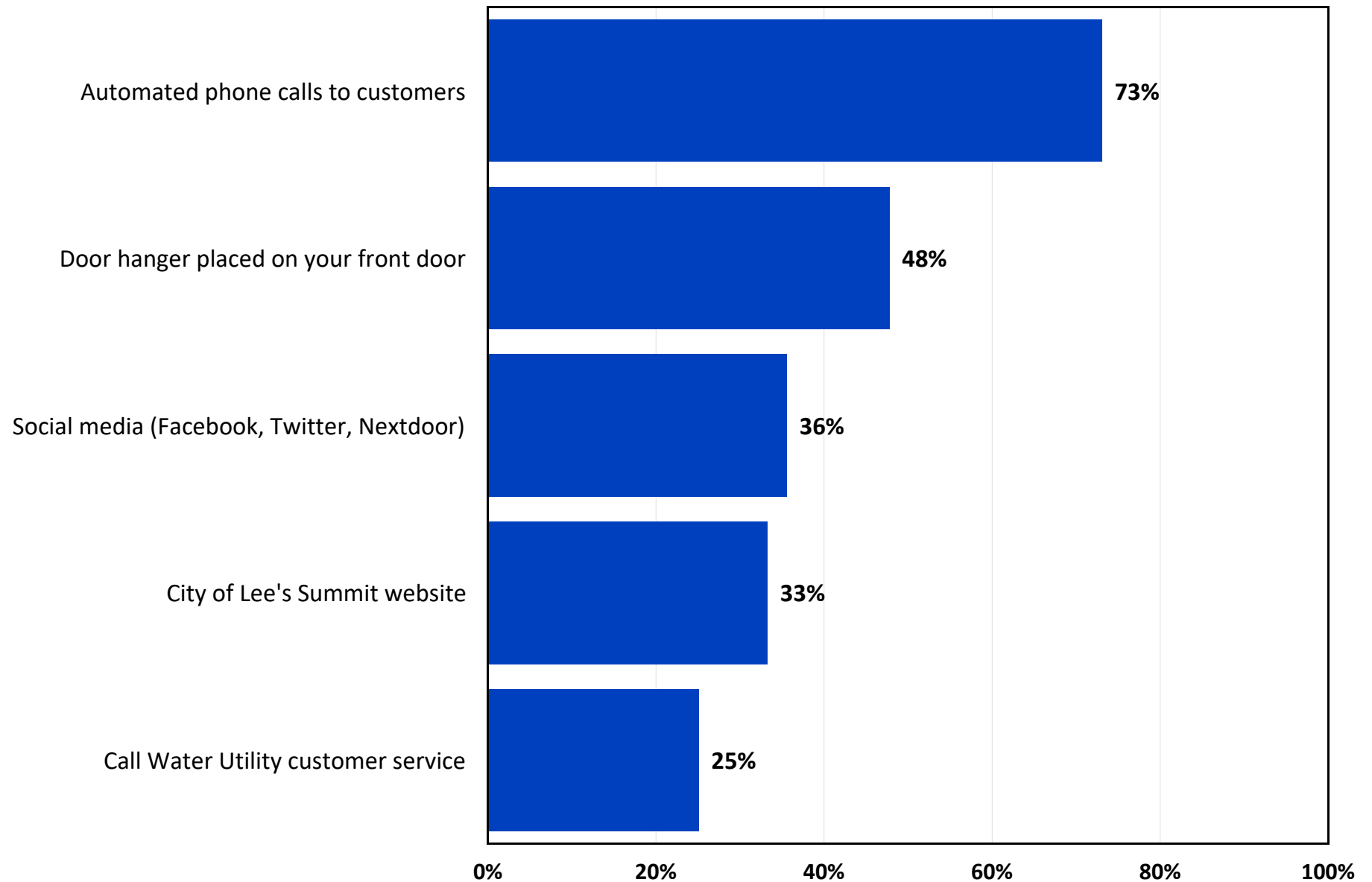
Q17. Preferred Communication Methods for Non-Emergency Information Regarding Lee's Summit Water Utilities

by percentage of respondents (multiple selections could be made)



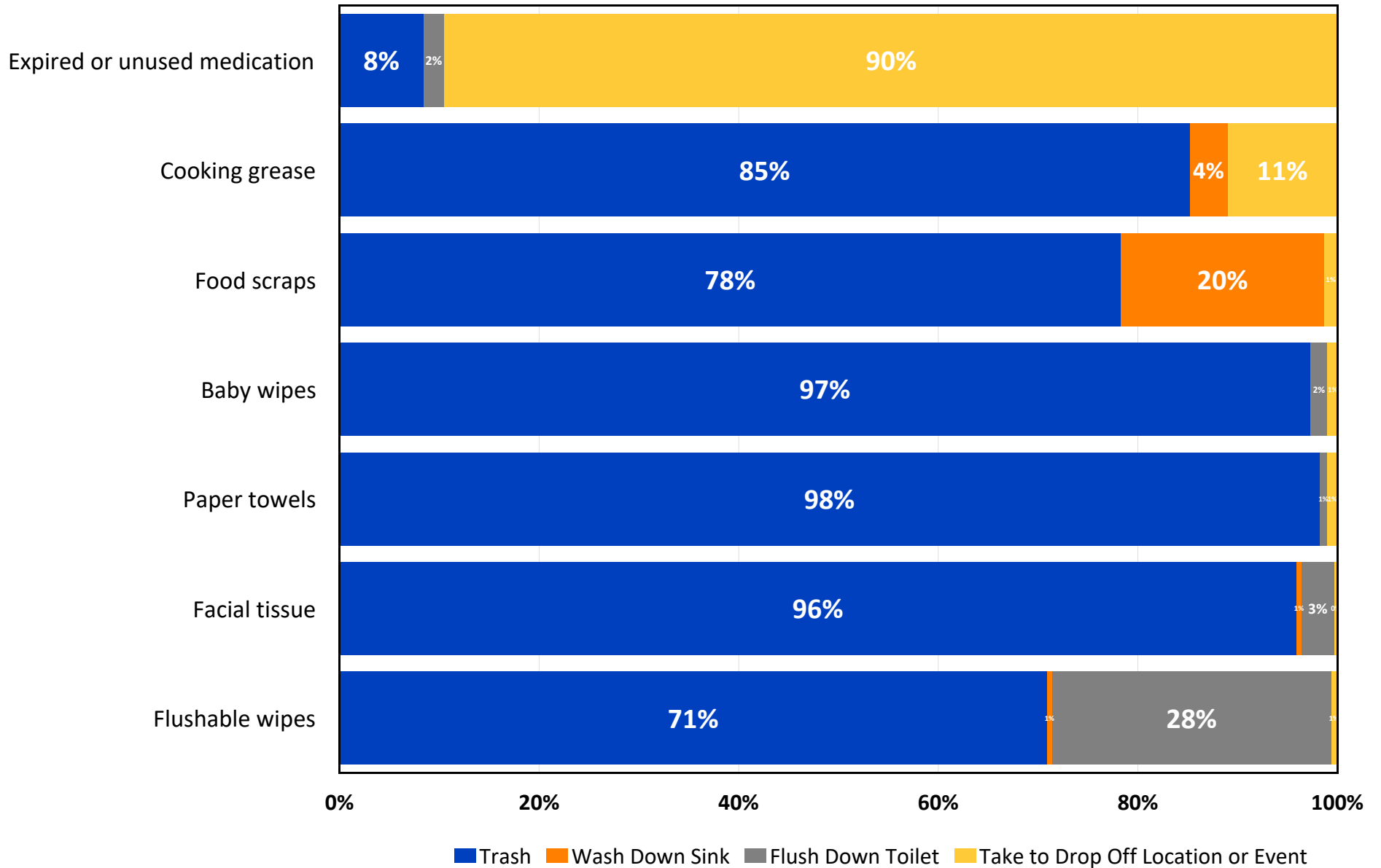
Q18. Preferred Communication Methods for Emergency Information Regarding Lee's Summit Water Utilities

by percentage of respondents



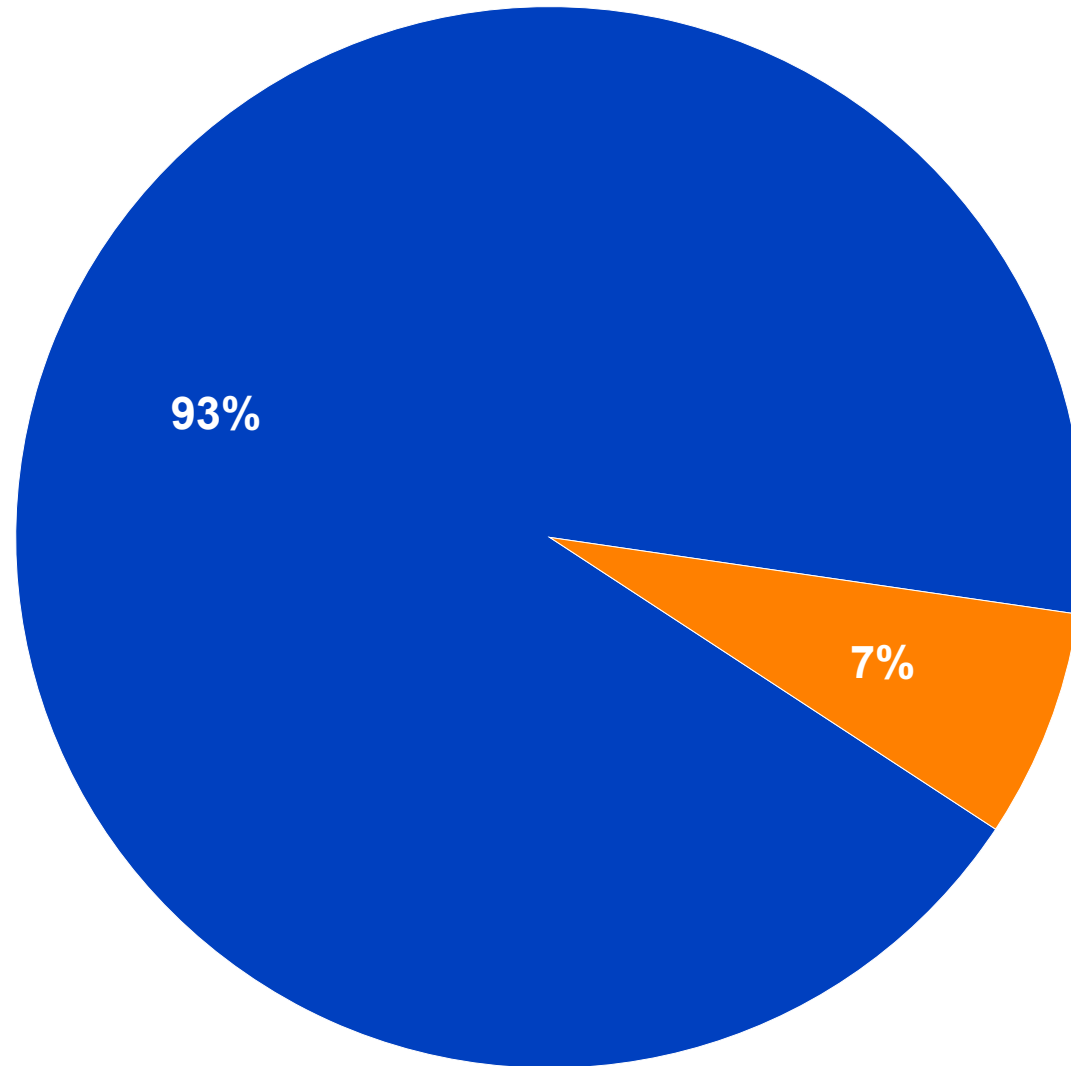
Q19. What Respondents Believe are the Proper Methods for Disposing of the Following Materials

by percentage of respondents



Q21. Would you like to be considered to serve on a citizen-based water advisory committee?

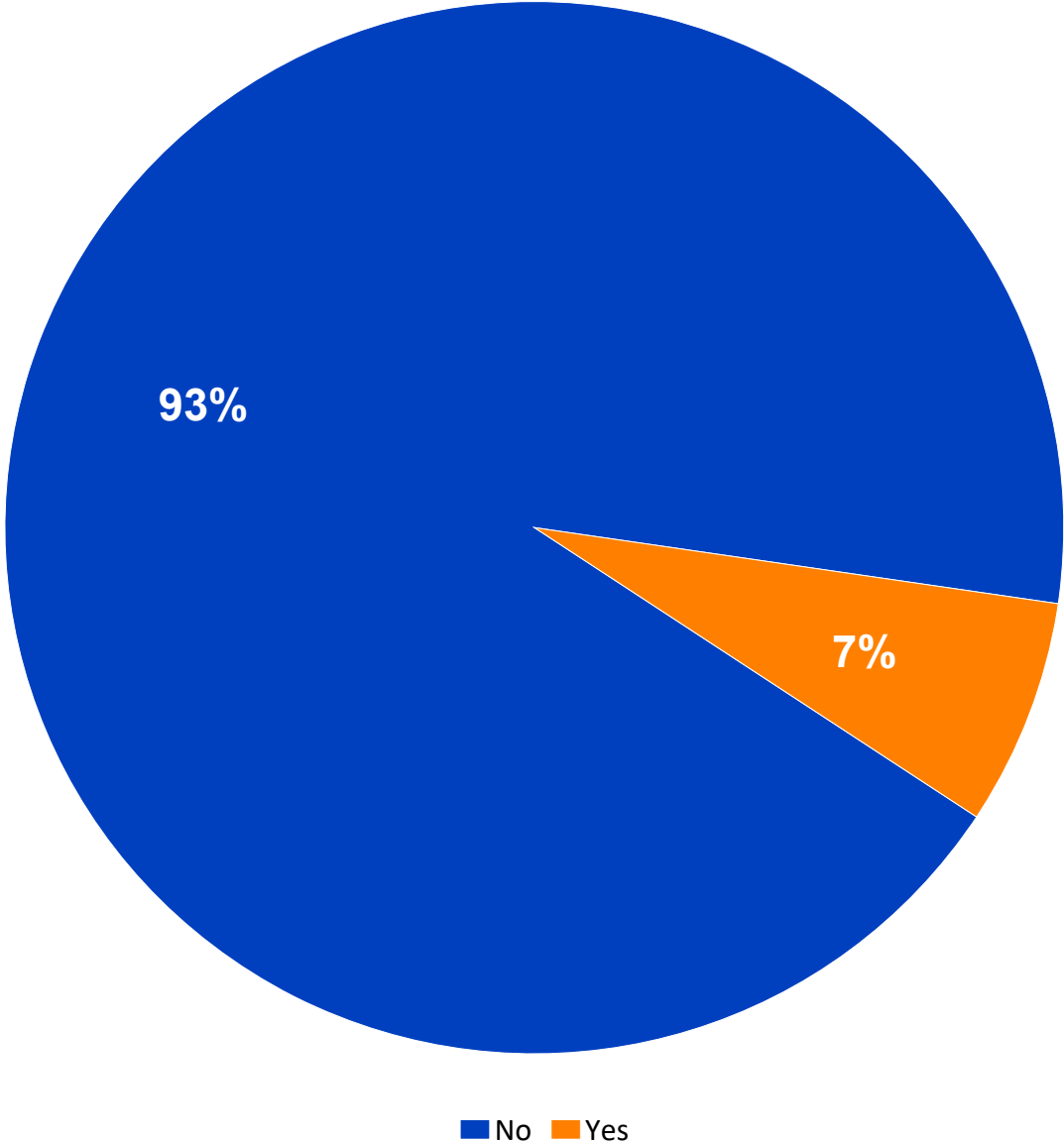
by percentage of respondents



■ No ■ Yes

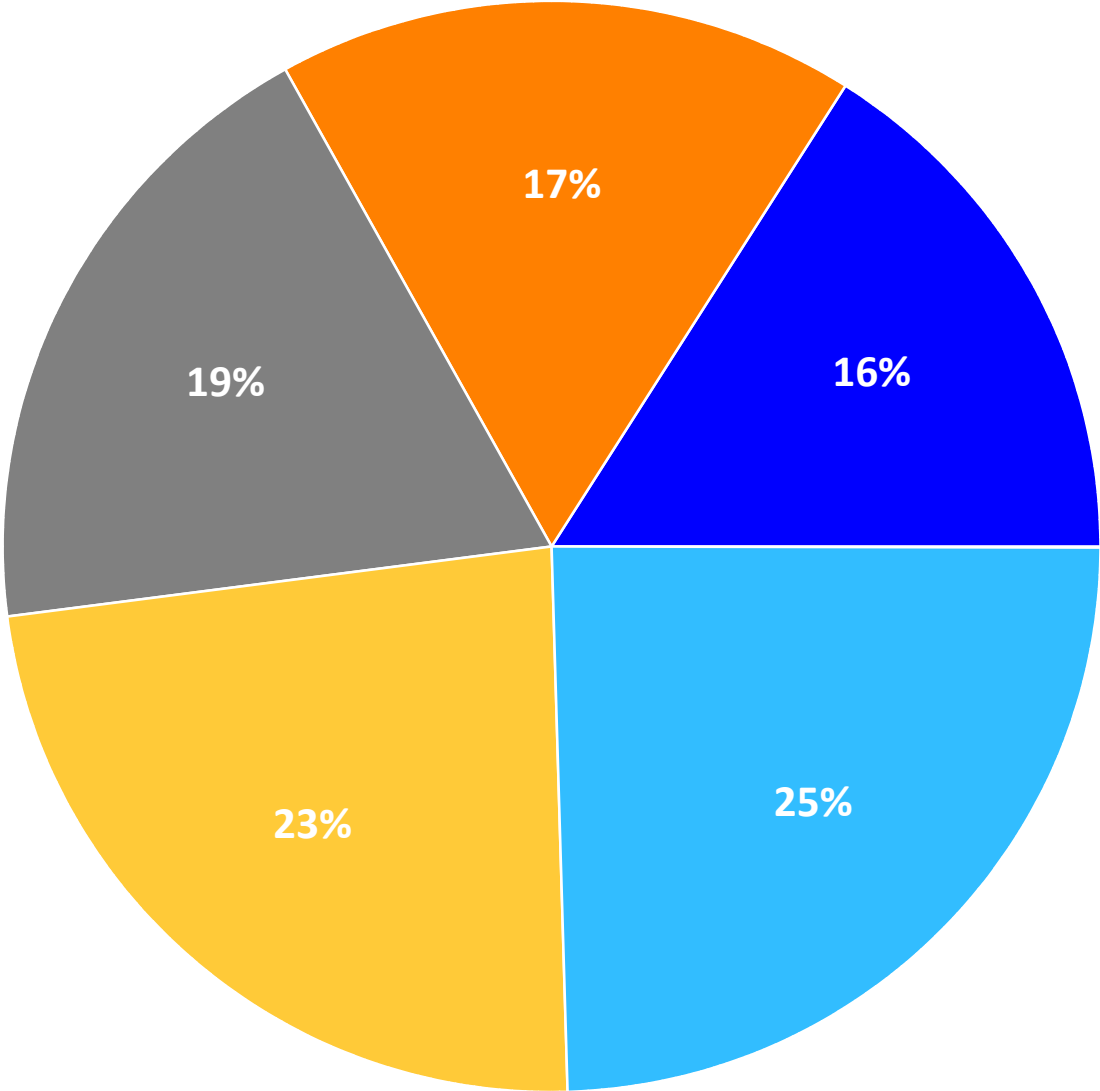
Q22. Have you had ANY interaction with the complimentary Water Bar available for public use at Downtown Lee's Summit festivals and events?

by percentage of respondents



Q23. Demographics: What is your age?

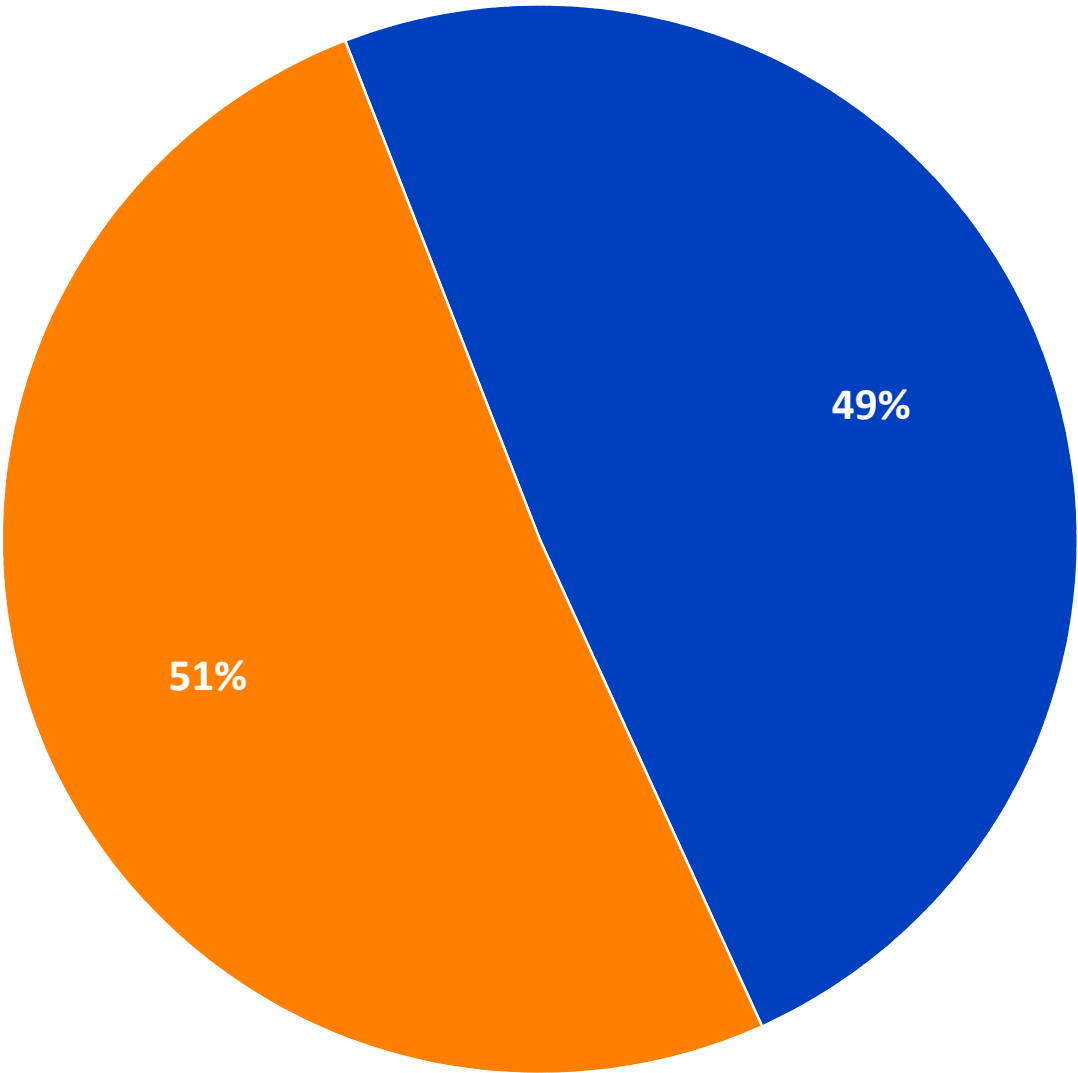
by percentage of respondents



■ 18-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+

Q24. Demographics: What is your gender?

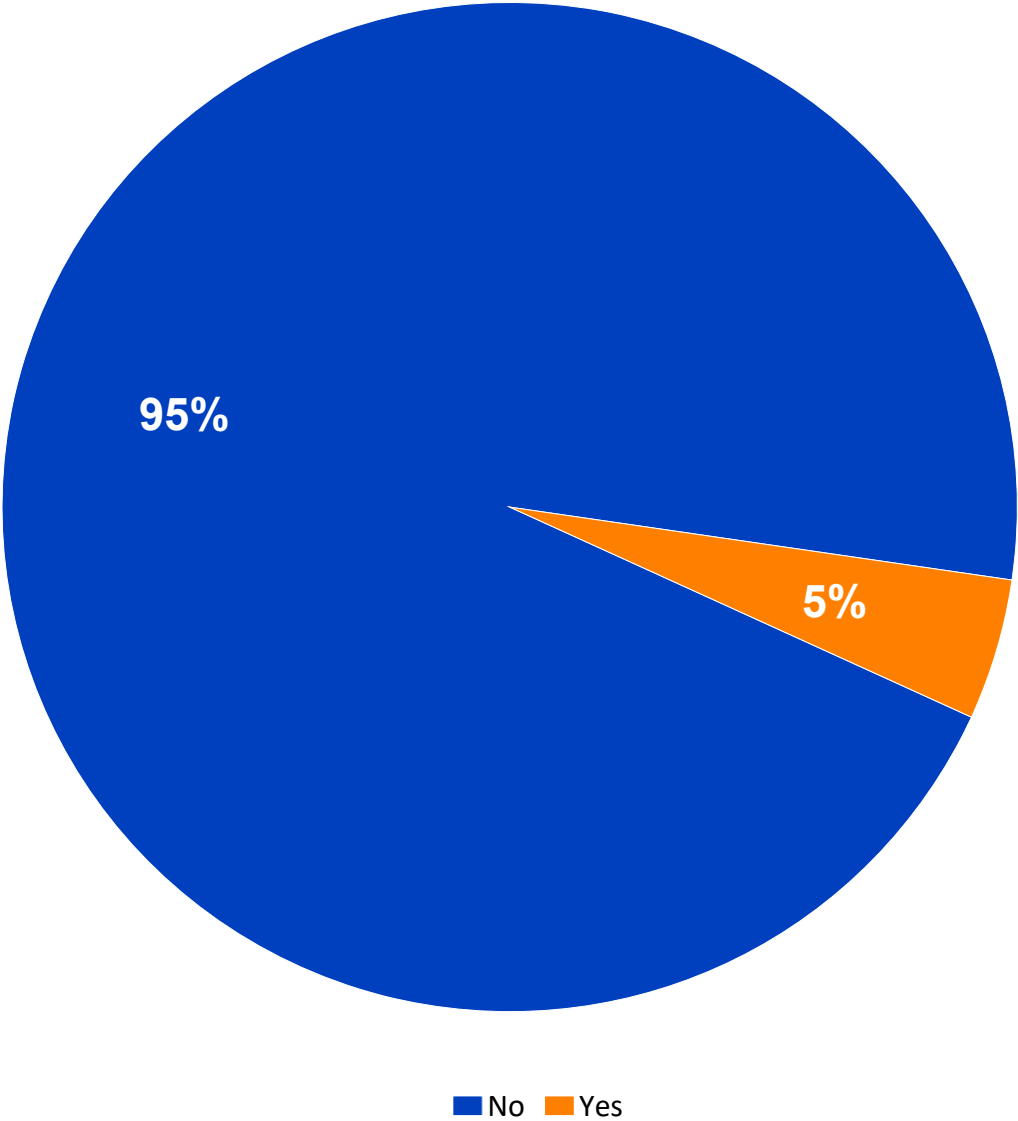
by percentage of respondents



■ Male ■ Female

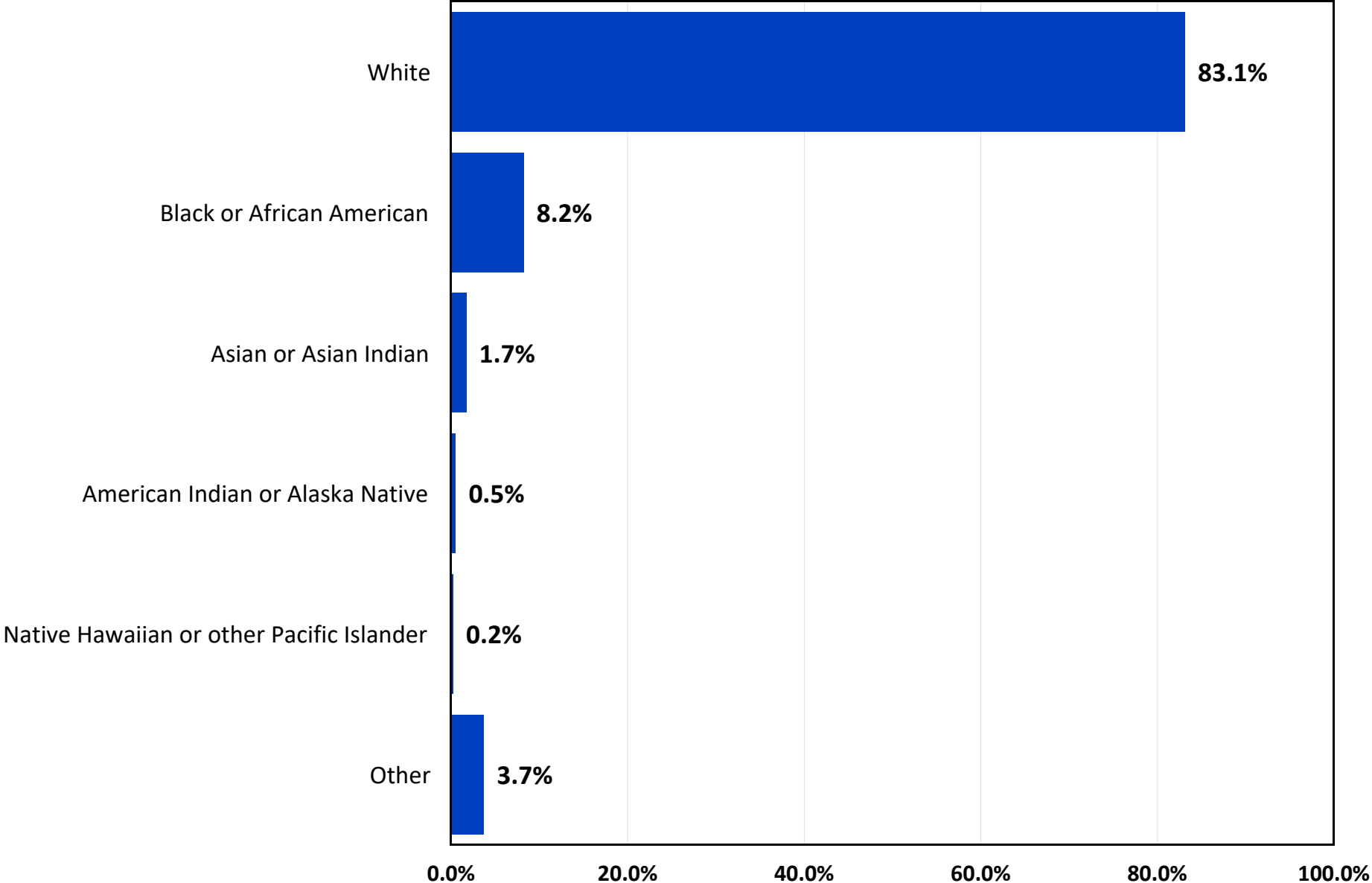
Q25. Demographics: Are you of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents



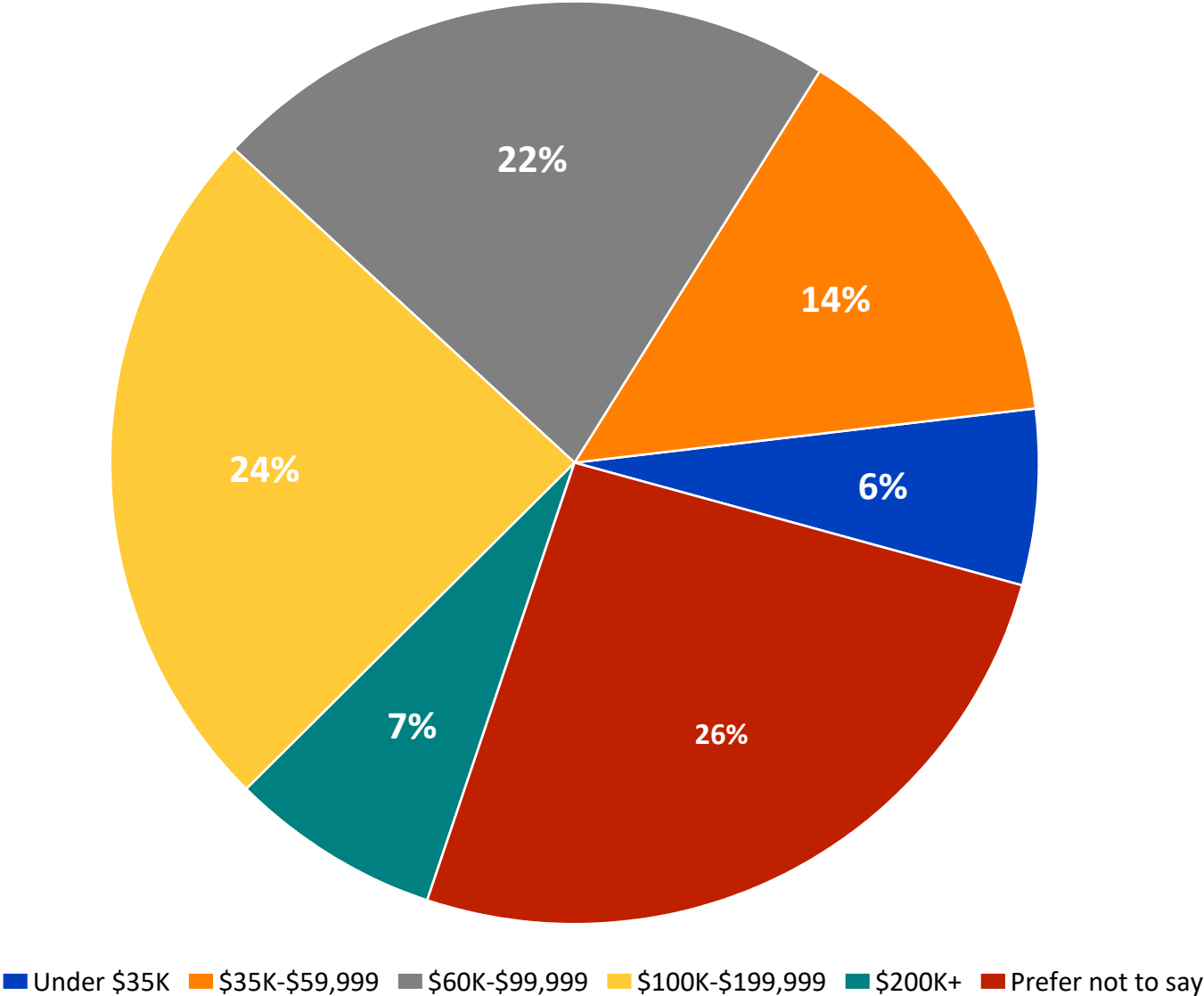
Q26. Demographics: Race/Ethnicity

by percentage of respondents (multiple choices could be made)



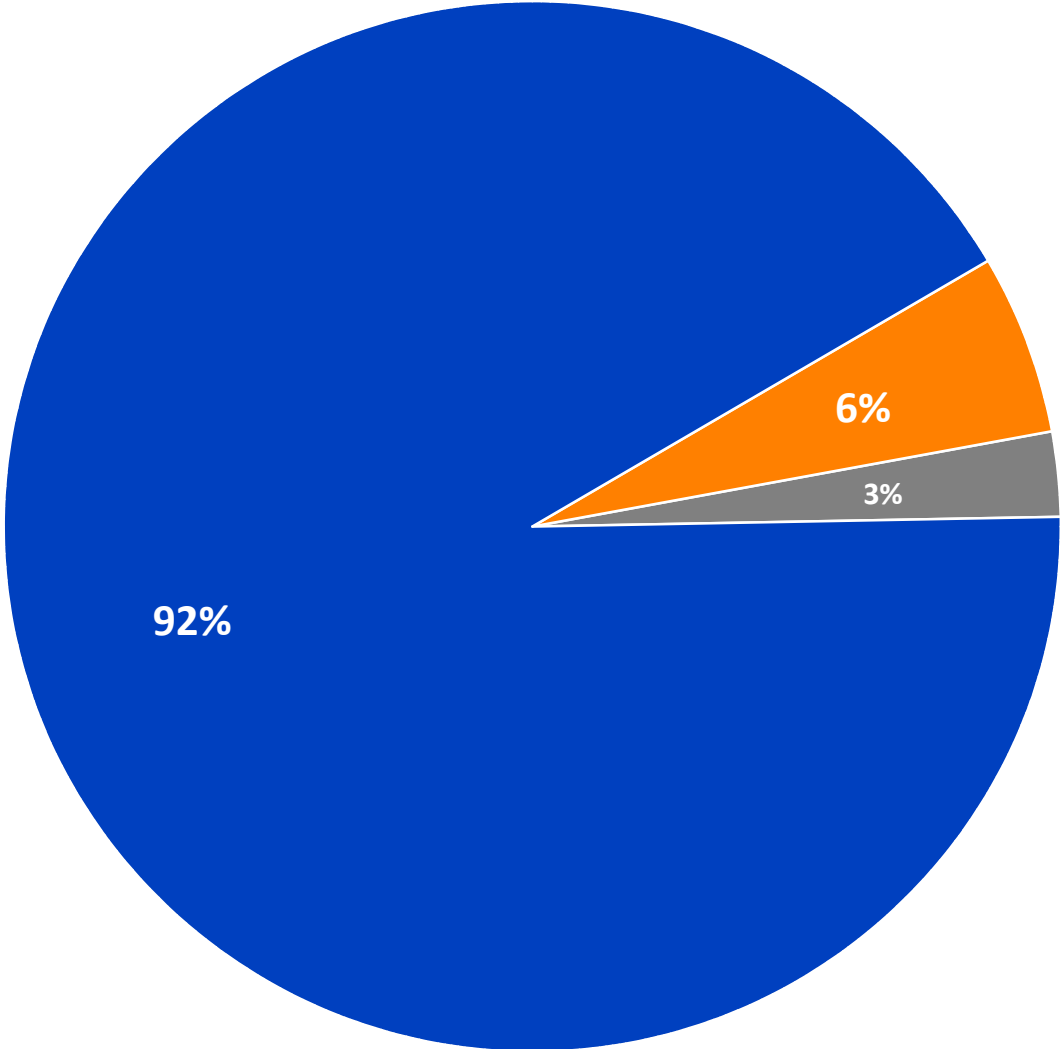
Q27. Demographics: Would you say your total annual household income is...

by percentage of respondents



Q28. Demographics: Which of the following best describes your home?

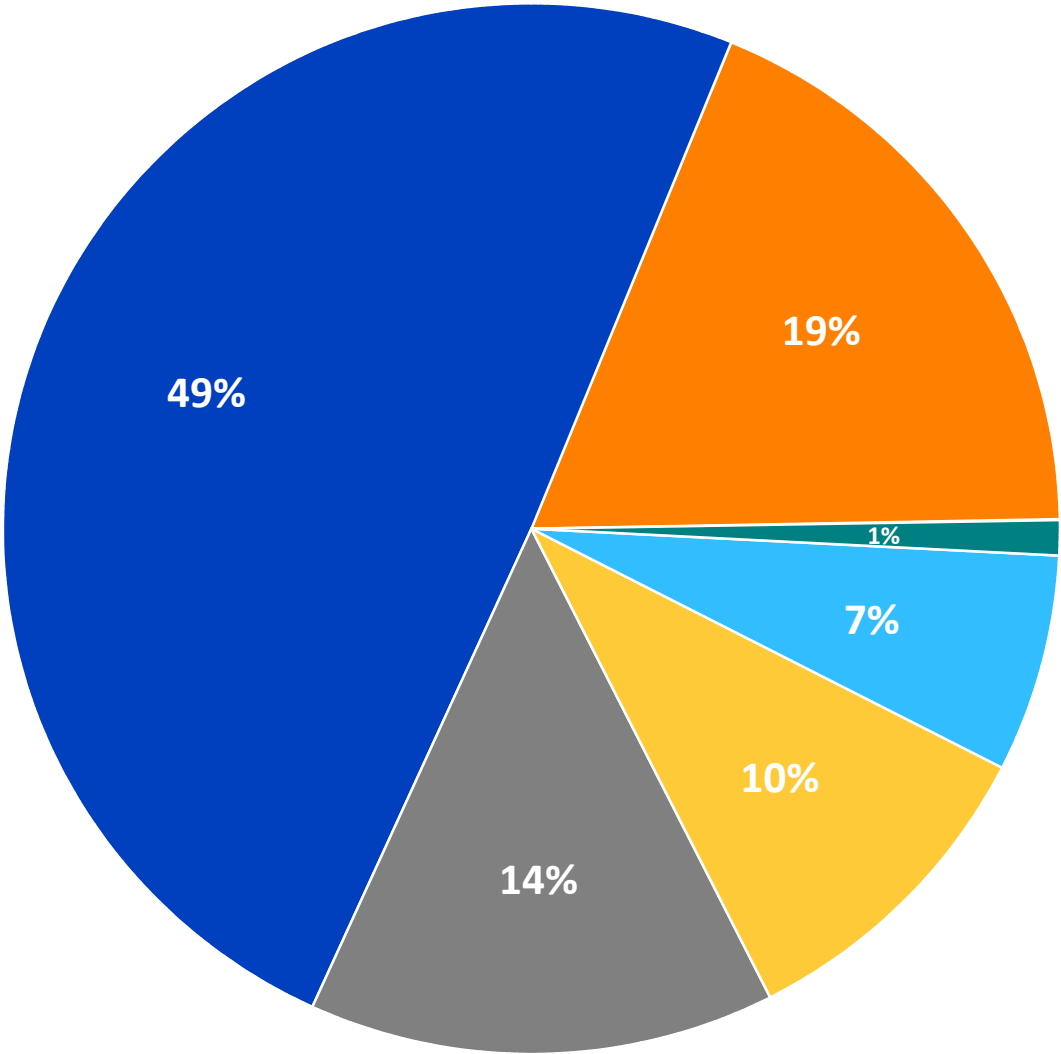
by percentage of respondents



■ Multi-family/apartment building ■ Duplex/triplex/quadplex ■ Single family

Q29. Demographics: How many people reside in your household?

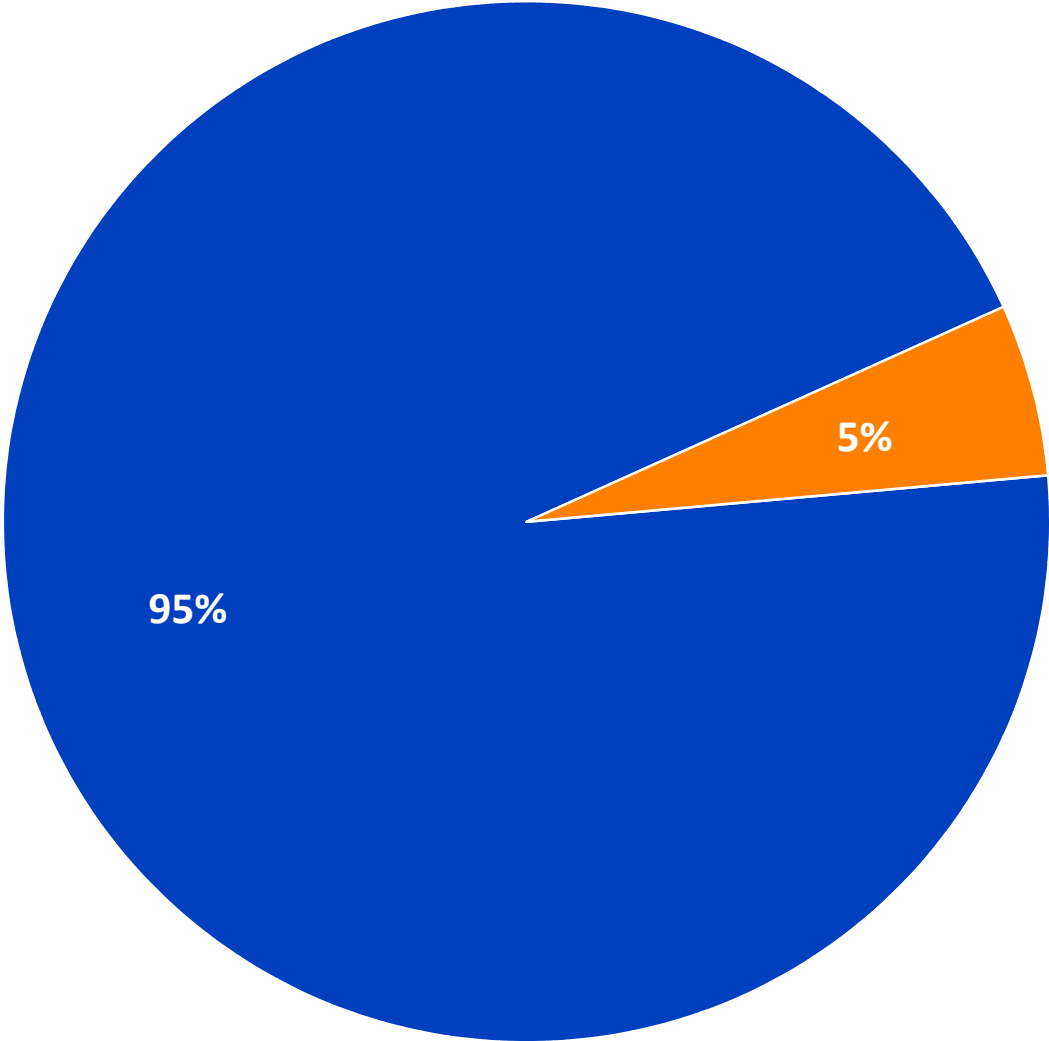
by percentage of respondents



1 person 2 people 3 people 4 people 5 people 6+ people

Q29. Demographics: Do you own or rent?

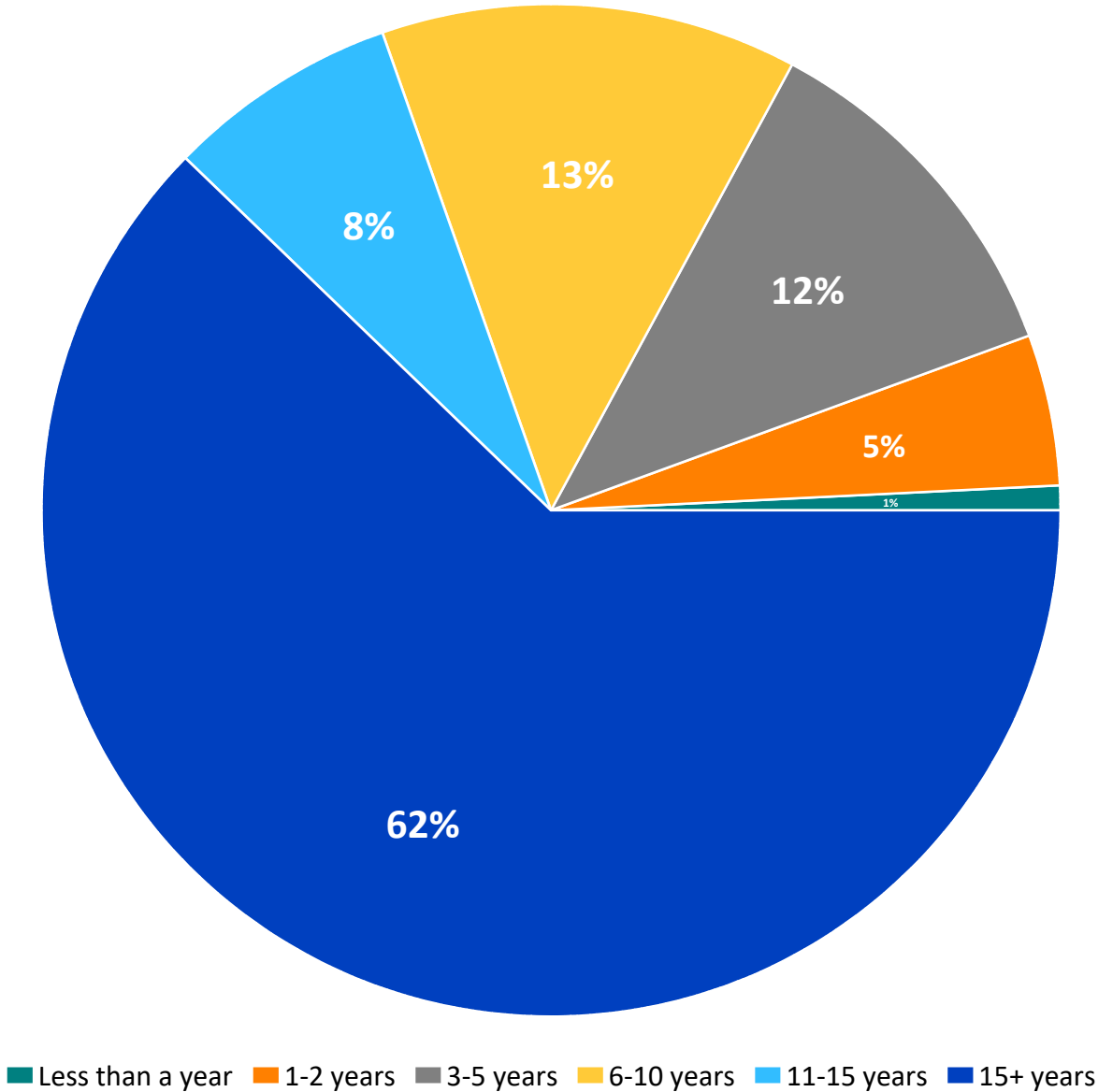
by percentage of respondents



■ Own ■ Rent

Q31. Demographics: Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

by percentage of respondents



3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Lee's Summit, Missouri

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for Lee's Summit Water Utilities to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the Water Utility service categories that are most important for the City to emphasize over the next two years. Nearly one-third (32%) of households selected "*water service charges*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 47% of respondents surveyed rated "*water service charges*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 32% was multiplied by 53% (1-0.47). This calculation yielded an I-S rating of 0.1713, which ranked first out of twenty-one Water Utility service categories analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for Lee's Summit Water Utilities is provided on the following page.

Importance-Satisfaction Rating

Lee's Summit Water Utility Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Water service charges	32%	3	47%	20	0.1713	1
Sanitary sewer service charges	19%	8	44%	21	0.1060	2
Medium Priority (IS <.10)						
Safety of your drinking water	61%	1	87%	6	0.0813	3
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	17%	9	58%	18	0.0728	4
Your water pressure	24%	5	75%	13	0.0615	5
Taste of your drinking water	36%	2	83%	7	0.0605	6
How well Water Utility maintains water & sanitary sewer system	19%	7	75%	11	0.0474	7
Accuracy of water and/or sanitary sewer bill	6%	12	69%	16	0.0187	8
Clarity of your drinking water	16%	10	89%	3	0.0175	9
Smell of your drinking water	14%	11	88%	4	0.0167	10
Reliability of water service	29%	4	96%	1	0.0112	11
Reliability of your sanitary sewer service	22%	6	95%	2	0.0099	12
Ease of using payment portal service	4%	13	74%	14	0.0098	13
Information provided by Water Utility Department website	2%	17	68%	17	0.0068	14
Water usage information provided on your bill	3%	15	77%	9	0.0059	15
Ease of using phone payment service	1%	21	52%	19	0.0058	16
Ease of understanding your water and/or sanitary sewer bill	2%	18	74%	15	0.0050	17
Information provided about water/sewer services is easily accessible	2%	19	75%	12	0.0048	18
Number of days (21) you're given to pay your bill	2%	16	81%	8	0.0041	19
Variety of bill payment options available	3%	14	87%	5	0.0037	20
Appearance & maintenance of facilities	1%	20	76%	10	0.0034	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

4

Tabular Data

Q1. Have you had ANY interaction with The Water Utilities Department staff within the last two years?

Q1. Have you had any interaction with Water Utilities Department staff within last two years	Number	Percent
Yes	88	21.9 %
No	314	78.1 %
Total	402	100.0 %

Q1a. Who was the contact?

Q1a. Who was the contact	Number	Percent
Office staff	57	64.8 %
Field staff	17	19.3 %
Both	14	15.9 %
Total	88	100.0 %

Q1b. What was the method of contact?

Q1b. What was the method of contact	Number	Percent
Phone	55	62.5 %
Email	1	1.1 %
In-person with field staff	20	22.7 %
In person at Water Utility office	9	10.2 %
Mail	1	1.1 %
Other	1	1.1 %
Not provided	1	1.1 %
Total	88	100.0 %

(WITHOUT "NOT PROVIDED")**Q1b. What was the method of contact? (without "not provided")**

Q1b. What was the method of contact	Number	Percent
Phone	55	63.2 %
Email	1	1.1 %
In-person with field staff	20	23.0 %
In person at Water Utility office	9	10.3 %
Mail	1	1.1 %
Other	1	1.1 %
Total	87	100.0 %

Q1b-7. Other

Q1b-7. Other	Number	Percent
Phone call	1	100.0 %
Total	1	100.0 %

Q1c. If you initiated contact, what was the nature of your contact?

<u>Q1c. What was the nature of your contact</u>	<u>Number</u>	<u>Percent</u>
To make a payment	17	19.3 %
Meter reading concern	10	11.4 %
Billing concern	21	23.9 %
Online payment portal question	3	3.4 %
Question about rates, fees, or charges	9	10.2 %
Sanitary sewer system (odor, blockage, backup, Capital Improvement Project, etc.)	3	3.4 %
Water distribution system (taste, odor, pressure, main breaks, water quality, Capital Improvement Project, etc.)	10	11.4 %
Complaint	1	1.1 %
Backflow prevention devices/program	4	4.5 %
Other	25	28.4 %
Total	103	

(WITHOUT "DON'T KNOW")**Q1d. Thinking of your most recent experience with The Water Utilities Department staff, please indicate your satisfaction with each of the following.**

(N=88)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1d-1. Politeness & courteousness of staff	60.2%	26.1%	6.8%	4.5%	1.1%	1.1%
Q1d-2. Technical competence & knowledge of staff	52.3%	22.7%	8.0%	4.5%	1.1%	11.4%
Q1d-3. How easy the department staff was to contact	52.3%	29.5%	8.0%	1.1%	1.1%	8.0%
Q1d-4. Overall resolution to your issue or request	50.0%	25.0%	5.7%	8.0%	3.4%	8.0%
Q1d-5. Overall responsiveness to your request, question, or concern	51.1%	27.3%	6.8%	8.0%	1.1%	5.7%

(WITHOUT "DON'T KNOW")**Q1d. Thinking of your most recent experience with The Water Utilities Department staff, please indicate your satisfaction with each of the following. (without "don't know")**

(N=88)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1d-1. Politeness & courteousness of staff	60.9%	26.4%	6.9%	4.6%	1.1%
Q1d-2. Technical competence & knowledge of staff	59.0%	25.6%	9.0%	5.1%	1.3%
Q1d-3. How easy the department staff was to contact	56.8%	32.1%	8.6%	1.2%	1.2%
Q1d-4. Overall resolution to your issue or request	54.3%	27.2%	6.2%	8.6%	3.7%
Q1d-5. Overall responsiveness to your request, question, or concern	54.2%	28.9%	7.2%	8.4%	1.2%

Q2. Have you observed any Water Utilities Department field staff within the last two years?

Q2. Have you observed any Water Utilities Department field staff within last two years

	Number	Percent
Yes	142	35.3 %
No	260	64.7 %
Total	402	100.0 %

Q2a. Thinking of your most recent observation of Water Utilities Department field staff, please indicate your satisfaction with each of the following.

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	42.3%	36.6%	12.7%	1.4%	0.0%	7.0%
Q2a-2. Field staff's professional attitude	32.4%	16.9%	15.5%	0.0%	0.0%	35.2%
Q2a-3. How field staff cleaned up their work areas when finished	33.8%	27.5%	9.9%	0.7%	0.0%	28.2%
Q2a-4. Field staff's repair to your lawn or landscaping	13.4%	9.2%	5.6%	0.0%	1.4%	70.4%

(WITHOUT "DON'T KNOW")**Q2a. Thinking of your most recent observation of Water Utilities Department field staff, please indicate your satisfaction with each of the following. (without "don't know")**

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	45.5%	39.4%	13.6%	1.5%	0.0%
Q2a-2. Field staff's professional attitude	50.0%	26.1%	23.9%	0.0%	0.0%
Q2a-3. How field staff cleaned up their work areas when finished	47.1%	38.2%	13.7%	1.0%	0.0%
Q2a-4. Field staff's repair to your lawn or landscaping	45.2%	31.0%	19.0%	0.0%	4.8%

Q3. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?

Q3. Have you had an unplanned disruption to water service that was caused by a main break	Number	Percent
Yes	27	6.7 %
No	366	91.0 %
Don't know	9	2.2 %
Total	402	100.0 %

(WITHOUT "DON'T KNOW")**Q3. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK? (without "don't know")**

Q3. Have you had an unplanned disruption to water service that was caused by a main break	Number	Percent
Yes	27	6.9 %
No	366	93.1 %
Total	393	100.0 %

Q3a. Please rate your satisfaction with the following statement: "The Water Utilities Department restored my water service in a reasonable amount of time."

Q3a. Water Utilities Department restored my water service in a reasonable amount of time	Number	Percent
Very satisfied	12	44.4 %
Satisfied	12	44.4 %
Neutral	3	11.1 %
Total	27	100.0 %

Q3b. How long was your public water service disrupted?

Q3b. How long was your public water service disrupted	Number	Percent
4 hours or less	14	51.9 %
5-11 hours	13	48.1 %
Total	27	100.0 %

Q3c. How satisfied were you with the Water Utilities Department's efforts to inform you about the disruption to your service?

Q3c. How satisfied were you with Water Utilities Department's efforts to inform you about disruption to your service

	Number	Percent
Very satisfied	6	22.2 %
Satisfied	7	25.9 %
Neutral	10	37.0 %
Dissatisfied	1	3.7 %
Very dissatisfied	2	7.4 %
Don't know	1	3.7 %
Total	27	100.0 %

(WITHOUT "DON'T KNOW")**Q3c. How satisfied were you with the Water Utilities Department's efforts to inform you about the disruption to your service? (without "don't know")**

Q3c. How satisfied were you with Water Utilities Department's efforts to inform you about disruption to your service

	Number	Percent
Very satisfied	6	23.1 %
Satisfied	7	26.9 %
Neutral	10	38.5 %
Dissatisfied	1	3.8 %
Very dissatisfied	2	7.7 %
Total	26	100.0 %

Q4. Do you think tap water in Lee's Summit is safe to drink?

Q4. Do you think tap water in Lee's Summit is safe to drink

	Number	Percent
Yes	366	91.0 %
No	25	6.2 %
Not provided	11	2.7 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q4. Do you think tap water in Lee's Summit is safe to drink? (without "not provided")**

Q4. Do you think tap water in Lee's Summit is safe to drink

	Number	Percent
Yes	366	93.6 %
No	25	6.4 %
Total	391	100.0 %

Q5. Which ONE of the following best describes the way you drink water?

Q5. Which one item best describes the way you drink water

	Number	Percent
I only drink bottled water	11	2.7 %
I mostly drink bottled water	22	5.5 %
I drink tap & bottled water equally	68	16.9 %
I mostly drink tap water	144	35.8 %
I only drink tap water	59	14.7 %
I rarely drink water	5	1.2 %
I only drink filtered water	91	22.6 %
Not provided	2	0.5 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q5. Which ONE of the following best describes the way you drink water? (without "not provided")**

Q5. Which one item best describes the way you drink water

	Number	Percent
I only drink bottled water	11	2.8 %
I mostly drink bottled water	22	5.5 %
I drink tap & bottled water equally	68	17.0 %
I mostly drink tap water	144	36.0 %
I only drink tap water	59	14.8 %
I rarely drink water	5	1.3 %
I only drink filtered water	91	22.8 %
Total	400	100.0 %

Q6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

Q6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy

	Number	Percent
Yes	189	47.0 %
No	183	45.5 %
Not applicable	18	4.5 %
Not provided	12	3.0 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy? (without "not provided")**

Q6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy

	Number	Percent
Yes	189	48.5 %
No	183	46.9 %
Not applicable	18	4.6 %
Total	390	100.0 %

Q7. Considering the following utilities, please rank your satisfaction in terms of value.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Gas	19.4%	39.3%	18.7%	11.2%	4.5%	7.0%
Q7-2. Water	25.6%	47.3%	15.9%	7.2%	1.7%	2.2%
Q7-3. Sewer	23.4%	45.8%	20.4%	4.7%	0.7%	5.0%
Q7-4. Telephone	10.2%	29.1%	18.2%	6.2%	3.7%	32.6%
Q7-5. Internet	18.2%	41.5%	21.9%	7.5%	6.0%	5.0%
Q7-6. Electricity	22.1%	43.0%	18.9%	9.7%	3.5%	2.7%

(WITHOUT "DON'T KNOW")**Q7. Considering the following utilities, please rank your satisfaction in terms of value. (without "don't know")**

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Gas	20.9%	42.2%	20.1%	12.0%	4.8%
Q7-2. Water	26.2%	48.3%	16.3%	7.4%	1.8%
Q7-3. Sewer	24.6%	48.2%	21.5%	5.0%	0.8%
Q7-4. Telephone	15.1%	43.2%	26.9%	9.2%	5.5%
Q7-5. Internet	19.1%	43.7%	23.0%	7.9%	6.3%
Q7-6. Electricity	22.8%	44.2%	19.4%	10.0%	3.6%

Q8. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are...

Q8. What do you think about Lee's Summit's water & wastewater charges compared to other communities in KC metropolitan area

	Number	Percent
About the same	87	21.6 %
Less expensive	19	4.7 %
More expensive	126	31.3 %
Don't know	170	42.3 %
Total	402	100.0 %

(WITHOUT "DON'T KNOW")**Q8. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are... (without "don't know")**

Q8. What do you think about Lee's Summit's water & wastewater charges compared to other communities in KC metropolitan area

	Number	Percent
About the same	87	37.5 %
Less expensive	19	8.2 %
More expensive	126	54.3 %
Total	232	100.0 %

Q9. Please rate your satisfaction with the following.

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Your water pressure	28.4%	46.0%	11.4%	10.7%	3.0%	0.5%
Q9-2. Safety of your drinking water	34.8%	48.3%	9.0%	3.5%	0.5%	4.0%
Q9-3. Taste of your drinking water	35.8%	46.0%	10.9%	5.0%	0.7%	1.5%
Q9-4. Smell of your drinking water	39.1%	47.5%	9.2%	2.0%	0.5%	1.7%
Q9-5. Clarity of your drinking water	40.8%	47.0%	9.5%	1.2%	0.0%	1.5%
Q9-6. Reliability of water service	48.3%	45.8%	3.7%	0.0%	0.0%	2.2%
Q9-7. Reliability of your sanitary sewer service	40.5%	48.0%	4.2%	0.0%	0.0%	7.2%
Q9-8. Water service charges	11.2%	33.6%	31.3%	15.4%	4.2%	4.2%
Q9-9. Sanitary sewer service charges	10.4%	29.1%	30.6%	16.4%	3.5%	10.0%
Q9-10. Ease of understanding your water and/or sanitary sewer bill	18.4%	52.0%	21.4%	3.5%	0.5%	4.2%
Q9-11. Water usage information provided on your bill	19.4%	53.7%	18.4%	2.5%	0.7%	5.2%
Q9-12. Accuracy of water and/or sanitary sewer bill	15.9%	43.8%	24.1%	1.5%	0.7%	13.9%
Q9-13. Number of days (21) you're given to pay your bill	26.9%	51.2%	14.2%	2.7%	1.0%	4.0%

Q9. Please rate your satisfaction with the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	35.1%	48.3%	10.7%	1.2%	0.7%	4.0%
Q9-15. Is the information that you are provided about water & sewer services easily accessible	20.6%	47.5%	20.4%	2.2%	0.2%	9.0%
Q9-16. Information provided by Water Utility Department website	14.7%	33.8%	21.6%	0.7%	0.7%	28.4%
Q9-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	17.9%	34.8%	15.4%	1.0%	0.5%	30.3%
Q9-18. Ease of using payment portal service	16.4%	30.1%	13.9%	2.0%	0.7%	36.8%
Q9-19. Ease of using phone payment service	6.0%	12.4%	14.7%	1.5%	1.0%	64.4%
Q9-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	9.7%	20.4%	20.4%	1.5%	0.0%	48.0%
Q9-21. How well Water Utility maintains water & sanitary sewer system	15.4%	39.6%	17.4%	0.5%	0.2%	26.9%
Q9-22. Overall, I am satisfied with the services provided by Lee's Summit Water Utility	23.6%	58.5%	13.9%	2.0%	0.2%	1.7%

(WITHOUT "DON'T KNOW")**Q9. Please rate your satisfaction with the following. (without "don't know")**

(N=402)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Your water pressure	28.5%	46.3%	11.5%	10.8%	3.0%
Q9-2. Safety of your drinking water	36.3%	50.3%	9.3%	3.6%	0.5%
Q9-3. Taste of your drinking water	36.4%	46.7%	11.1%	5.1%	0.8%
Q9-4. Smell of your drinking water	39.7%	48.4%	9.4%	2.0%	0.5%
Q9-5. Clarity of your drinking water	41.4%	47.7%	9.6%	1.3%	0.0%
Q9-6. Reliability of water service	49.4%	46.8%	3.8%	0.0%	0.0%
Q9-7. Reliability of your sanitary sewer service	43.7%	51.7%	4.6%	0.0%	0.0%
Q9-8. Water service charges	11.7%	35.1%	32.7%	16.1%	4.4%
Q9-9. Sanitary sewer service charges	11.6%	32.3%	34.0%	18.2%	3.9%
Q9-10. Ease of understanding your water and/or sanitary sewer bill	19.2%	54.3%	22.3%	3.6%	0.5%
Q9-11. Water usage information provided on your bill	20.5%	56.7%	19.4%	2.6%	0.8%
Q9-12. Accuracy of water and/or sanitary sewer bill	18.5%	50.9%	28.0%	1.7%	0.9%
Q9-13. Number of days (21) you're given to pay your bill	28.0%	53.4%	14.8%	2.8%	1.0%
Q9-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	36.5%	50.3%	11.1%	1.3%	0.8%
Q9-15. Is the information that you are provided about water & sewer services easily accessible	22.7%	52.2%	22.4%	2.5%	0.3%
Q9-16. Information provided by Water Utility Department website	20.5%	47.2%	30.2%	1.0%	1.0%

(WITHOUT "DON'T KNOW")**Q9. Please rate your satisfaction with the following. (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	25.7%	50.0%	22.1%	1.4%	0.7%
Q9-18. Ease of using payment portal service	26.0%	47.6%	22.0%	3.1%	1.2%
Q9-19. Ease of using phone payment service	16.8%	35.0%	41.3%	4.2%	2.8%
Q9-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	18.7%	39.2%	39.2%	2.9%	0.0%
Q9-21. How well Water Utility maintains water & sanitary sewer system	21.1%	54.1%	23.8%	0.7%	0.3%
Q9-22. Overall, I am satisfied with the services provided by Lee's Summit Water Utility	24.1%	59.5%	14.2%	2.0%	0.3%

Q10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	31	7.7 %
Safety of your drinking water	171	42.5 %
Taste of your drinking water	18	4.5 %
Smell of your drinking water	2	0.5 %
Clarity of your drinking water	5	1.2 %
Reliability of water service	14	3.5 %
Reliability of your sanitary sewer service	4	1.0 %
Water service charges	39	9.7 %
Sanitary sewer service charges	8	2.0 %
Ease of understanding your water and/or sanitary sewer bill	1	0.2 %
Water usage information provided on your bill	1	0.2 %
Accuracy of water and/or sanitary sewer bill	2	0.5 %
Number of days (21) you're given to pay your bill	4	1.0 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	5	1.2 %
Is the information that you are provided about water & sewer services easily accessible	1	0.2 %
Information provided by Water Utility Department website	1	0.2 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	1	0.2 %
Ease of using payment portal service	2	0.5 %
Ease of using phone payment service	2	0.5 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	15	3.7 %
How well Water Utility maintains water & sanitary sewer system	15	3.7 %
<u>None chosen</u>	<u>60</u>	<u>14.9 %</u>
Total	402	100.0 %

Q10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	17	4.2 %
Safety of your drinking water	33	8.2 %
Taste of your drinking water	70	17.4 %
Smell of your drinking water	6	1.5 %
Clarity of your drinking water	7	1.7 %
Reliability of water service	47	11.7 %
Reliability of your sanitary sewer service	30	7.5 %
Water service charges	38	9.5 %
Sanitary sewer service charges	30	7.5 %
Ease of understanding your water and/or sanitary sewer bill	1	0.2 %
Water usage information provided on your bill	3	0.7 %
Accuracy of water and/or sanitary sewer bill	3	0.7 %
Number of days (21) you're given to pay your bill	2	0.5 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	3	0.7 %
Is the information that you are provided about water & sewer services easily accessible	2	0.5 %
Information provided by Water Utility Department website	3	0.7 %
Ease of using payment portal service	2	0.5 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	17	4.2 %
How well Water Utility maintains water & sanitary sewer system	19	4.7 %
<u>None chosen</u>	<u>69</u>	<u>17.2 %</u>
Total	402	100.0 %

Q10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	30	7.5 %
Safety of your drinking water	24	6.0 %
Taste of your drinking water	33	8.2 %
Smell of your drinking water	26	6.5 %
Clarity of your drinking water	28	7.0 %
Reliability of water service	31	7.7 %
Reliability of your sanitary sewer service	28	7.0 %
Water service charges	24	6.0 %
Sanitary sewer service charges	15	3.7 %
Ease of understanding your water and/or sanitary sewer bill	2	0.5 %
Water usage information provided on your bill	3	0.7 %
Accuracy of water and/or sanitary sewer bill	11	2.7 %
Number of days (21) you're given to pay your bill	1	0.2 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	3	0.7 %
Is the information that you are provided about water & sewer services easily accessible	3	0.7 %
Information provided by Water Utility Department website	3	0.7 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	4	1.0 %
Ease of using payment portal service	7	1.7 %
Ease of using phone payment service	2	0.5 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	17	4.2 %
How well Water Utility maintains water & sanitary sewer system	15	3.7 %
<u>None chosen</u>	<u>92</u>	<u>22.9 %</u>
Total	402	100.0 %

Q10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q10. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	20	5.0 %
Safety of your drinking water	16	4.0 %
Taste of your drinking water	23	5.7 %
Smell of your drinking water	22	5.5 %
Clarity of your drinking water	25	6.2 %
Reliability of water service	26	6.5 %
Reliability of your sanitary sewer service	24	6.0 %
Water service charges	28	7.0 %
Sanitary sewer service charges	23	5.7 %
Ease of understanding your water and/or sanitary sewer bill	4	1.0 %
Water usage information provided on your bill	4	1.0 %
Accuracy of water and/or sanitary sewer bill	9	2.2 %
Number of days (21) you're given to pay your bill	2	0.5 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	1	0.2 %
Is the information that you are provided about water & sewer services easily accessible	2	0.5 %
Information provided by Water Utility Department website	2	0.5 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	1	0.2 %
Ease of using payment portal service	4	1.0 %
Ease of using phone payment service	1	0.2 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	21	5.2 %
How well Water Utility maintains water & sanitary sewer system	28	7.0 %
<u>None chosen</u>	<u>116</u>	<u>28.9 %</u>
Total	402	100.0 %

(SUM OF TOP 4)**Q10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years? (top 4)**

Q10. Top choice	Number	Percent
Your water pressure	98	24.4 %
Safety of your drinking water	244	60.7 %
Taste of your drinking water	144	35.8 %
Smell of your drinking water	56	13.9 %
Clarity of your drinking water	65	16.2 %
Reliability of water service	118	29.4 %
Reliability of your sanitary sewer service	86	21.4 %
Water service charges	129	32.1 %
Sanitary sewer service charges	76	18.9 %
Ease of understanding your water and/or sanitary sewer bill	8	2.0 %
Water usage information provided on your bill	11	2.7 %
Accuracy of water and/or sanitary sewer bill	25	6.2 %
Number of days (21) you're given to pay your bill	9	2.2 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	12	3.0 %
Is the information that you are provided about water & sewer services easily accessible	8	2.0 %
Information provided by Water Utility Department website	9	2.2 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	6	1.5 %
Ease of using payment portal service	15	3.7 %
Ease of using phone payment service	5	1.2 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	70	17.4 %
How well Water Utility maintains water & sanitary sewer system	77	19.2 %
None chosen	60	14.9 %
Total	1331	

Q11. The Water Utilities Department is exploring options for developing a utility assistance fund. One option that has been explored is a "rounding up" program. This program would give interested customers the option to round up their utility bill and the additional amount will be donated to a utility assistance fund to assist residents in Lee's Summit that may be experiencing financial hardship. How supportive would you be of this type of program?

Q11. How supportive would you be of this type of program	Number	Percent
Very supportive	58	14.4 %
Supportive	128	31.8 %
Not sure	111	27.6 %
Not supportive	41	10.2 %
Not at all supportive	55	13.7 %
Not provided	9	2.2 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")

Q11. The Water Utilities Department is exploring options for developing a utility assistance fund. One option that has been explored is a "rounding up" program. This program would give interested customers the option to round up their utility bill and the additional amount will be donated to a utility assistance fund to assist residents in Lee's Summit that may be experiencing financial hardship. How supportive would you be of this type of program? (without "not provided")

Q11. How supportive would you be of this type of program

	Number	Percent
Very supportive	58	14.8 %
Supportive	128	32.6 %
Not sure	111	28.2 %
Not supportive	41	10.4 %
Not at all supportive	55	14.0 %
Total	393	100.0 %

Q11a. How willing would you be to personally participate in this "rounding up" program designed to assist residents in Lee's Summit by rounding up your utility bill payment?

Q11a. How willing would you be to personally participate in "rounding up" program

	Number	Percent
Very willing	41	10.2 %
Willing	96	23.9 %
Not sure	121	30.1 %
Not willing	72	17.9 %
Not at all willing	62	15.4 %
Not provided	10	2.5 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")

Q11a. How willing would you be to personally participate in this "rounding up" program designed to assist residents in Lee's Summit by rounding up your utility bill payment? (without "not provided")

Q11a. How willing would you be to personally participate in "rounding up" program

	Number	Percent
Very willing	41	10.5 %
Willing	96	24.5 %
Not sure	121	30.9 %
Not willing	72	18.4 %
Not at all willing	62	15.8 %
Total	392	100.0 %

Q12. How would you prefer to pay your Water Utilities Department bill?

Q12. How would you prefer to pay your Water Utilities Department bill	Number	Percent
By mail	81	20.1 %
By phone	28	7.0 %
Website	120	29.9 %
By text message	23	5.7 %
With a mobile app	53	13.2 %
Direct Payment (ACH)	157	39.1 %
In person	27	6.7 %
eCheck	67	16.7 %
Apple Pay	17	4.2 %
Cashapp	5	1.2 %
Venmo	13	3.2 %
Other	21	5.2 %
Total	612	

Q12-12. Other

Q12-12. Other	Number	Percent
Credit card	2	9.5 %
Pay Pal	2	9.5 %
ePay through my bank website	1	4.8 %
Bank instructions	1	4.8 %
I use our bank app to pay	1	4.8 %
Credit card without a service fee	1	4.8 %
Credit card with no additional charge	1	4.8 %
Banking system bill pay	1	4.8 %
Electronic banking	1	4.8 %
Via bill pay from my banks website	1	4.8 %
Through bill pay at bank	1	4.8 %
Bank	1	4.8 %
Automatic withdraw	1	4.8 %
Credit card with no charge	1	4.8 %
Visa monthly auto pay	1	4.8 %
City Hall drop off	1	4.8 %
Email	1	4.8 %
Personal check	1	4.8 %
Drop off box	1	4.8 %
Total	21	100.0 %

Q13. Are you aware that Water Utilities offers electronic billing?

Q13. Are you aware that Water Utilities offers electronic billing	Number	Percent
Yes, I receive my bill electronically	143	35.6 %
Yes, but I choose not to get an electronic bill	140	34.8 %
No, & I don't want to receive an electronic bill	78	19.4 %
No, but I would like to receive an electronic bill	26	6.5 %
Not provided	15	3.7 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q13. Are you aware that Water Utilities offers electronic billing? (without "not provided")**

Q13. Are you aware that Water Utilities offers electronic billing	Number	Percent
Yes, I receive my bill electronically	143	37.0 %
Yes, but I choose not to get an electronic bill	140	36.2 %
No, & I don't want to receive an electronic bill	78	20.2 %
No, but I would like to receive an electronic bill	26	6.7 %
Total	387	100.0 %

Q14. Are you aware of private, third-party warranty programs available to customers that provide repairs to leaks and breaks of a covered water line, or repairs to leaks, clogs and blockages of a covered sewer line caused by normal wear and tear?

Q14. Are you aware of private, third-party warranty programs available to customers	Number	Percent
Yes	177	44.0 %
No	215	53.5 %
Not provided	10	2.5 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q14. Are you aware of private, third-party warranty programs available to customers that provide repairs to leaks and breaks of a covered water line, or repairs to leaks, clogs and blockages of a covered sewer line caused by normal wear and tear? (without "not provided")**

Q14. Are you aware of private, third-party warranty programs available to customers	Number	Percent
Yes	177	45.2 %
No	215	54.8 %
Total	392	100.0 %

Q15. The Water Utilities Department releases the "Consumer Confidence Report" in June of each year on the City's website, which provides valuable information about our water quality. Have you ever reviewed this report?

Q15. Have you ever reviewed Consumer Confidence Report	Number	Percent
Yes	96	23.9 %
No	150	37.3 %
Not aware of the report	156	38.8 %
Total	402	100.0 %

Q16. The following terms and phrases could be used to describe the Lee's Summit Water Utilities Department. For each term or phrase, please rate your level of agreement with how well the item describes the Lee's Summit Water Utilities Department on a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q16-1. Efficient	20.6%	47.5%	14.7%	0.7%	0.7%	15.7%
Q16-2. Trustworthy	19.7%	46.8%	17.4%	0.7%	0.2%	15.2%
Q16-3. Involved in the community	9.5%	26.9%	24.6%	2.0%	0.2%	36.8%
Q16-4. Fiscally responsible	9.7%	29.4%	21.6%	1.7%	0.2%	37.3%
Q16-5. Beneficial to local economy	17.9%	43.3%	14.7%	1.7%	0.2%	22.1%

(WITHOUT "DON'T KNOW")

Q16. The following terms and phrases could be used to describe the Lee's Summit Water Utilities Department. For each term or phrase, please rate your level of agreement with how well the item describes the Lee's Summit Water Utilities Department on a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=402)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q16-1. Efficient	24.5%	56.3%	17.4%	0.9%	0.9%
Q16-2. Trustworthy	23.2%	55.1%	20.5%	0.9%	0.3%
Q16-3. Involved in the community	15.0%	42.5%	39.0%	3.1%	0.4%
Q16-4. Fiscally responsible	15.5%	46.8%	34.5%	2.8%	0.4%
Q16-5. Beneficial to local economy	23.0%	55.6%	18.8%	2.2%	0.3%

Q17. Please CHECK ALL the methods of communication below that you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities.

Q17. Methods of communication you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities

	Number	Percent
Water/sewer bill insert/message	231	57.5 %
City of Lee's Summit website	132	32.8 %
Email	225	56.0 %
Newspaper, TV, or radio advertisements	48	11.9 %
City publications	63	15.7 %
Text messages	138	34.3 %
Social media (Facebook, Twitter, Nextdoor)	96	23.9 %
Other	5	1.2 %
Total	938	

Q17-8. Other

Q17-8. Other	Number	Percent
Mail me a flyer	1	20.0 %
Letter	1	20.0 %
Message on home phone	1	20.0 %
Door hanger	1	20.0 %
Mail	1	20.0 %
Total	5	100.0 %

Q18. Please CHECK ALL the methods of communication below that you would prefer to receive emergency information in reference to The Water Utilities Department.

Q18. Methods of communication you would prefer to use to receive emergency information in reference to Water Utilities Department

	Number	Percent
Call Water Utility customer service	101	25.1 %
Automated phone calls to customers	294	73.1 %
City of Lee's Summit website	134	33.3 %
Social media (Facebook, Twitter, Nextdoor)	143	35.6 %
Door hanger placed on your front door	192	47.8 %
Total	864	

Q19. Please select what you believe are the proper methods for disposing of the following materials.

(N=402)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event	Don't know
Q19-1. Expired or unused medication	8.2%	0.2%	1.7%	87.8%	2.0%
Q19-2. Cooking grease	77.4%	3.5%	0.0%	10.0%	9.2%
Q19-3. Food scraps	74.6%	19.4%	0.0%	1.2%	4.7%
Q19-4. Baby wipes	88.1%	0.2%	1.2%	1.0%	9.5%
Q19-5. Paper towels	96.8%	0.2%	0.5%	1.0%	1.5%
Q19-6. Facial tissue	94.0%	0.5%	3.2%	0.2%	2.0%
Q19-7. Flushable wipes	66.2%	0.5%	26.1%	0.5%	6.7%

(WITHOUT "DON'T KNOW")**Q19. Please select what you believe are the proper methods for disposing of the following materials. (without "don't know")**

(N=402)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event
Q19-1. Expired or unused medication	8.4%	0.3%	1.8%	89.6%
Q19-2. Cooking grease	85.2%	3.8%	0.0%	11.0%
Q19-3. Food scraps	78.3%	20.4%	0.0%	1.3%
Q19-4. Baby wipes	97.3%	0.3%	1.4%	1.1%
Q19-5. Paper towels	98.2%	0.3%	0.5%	1.0%
Q19-6. Facial tissue	95.9%	0.5%	3.3%	0.3%
Q19-7. Flushable wipes	70.9%	0.5%	28.0%	0.5%

Q21. Decisions at the Water Utilities Department are considered by a citizen-based, water advisory committee. Would you like to be considered to serve on this committee?

Q21. Would you like to be considered to serve on citizen-based, water advisory committee

	Number	Percent
Yes	40	10.0 %
No	362	90.0 %
Total	402	100.0 %

Q22. Have you had ANY interaction with the complimentary Water Bar available for public use at Downtown Lee's Summit festivals and events?

Q22. Have you had interaction with complimentary Water Bar available for public use

	Number	Percent
Yes	28	7.0 %
No	374	93.0 %
Total	402	100.0 %

Q23. What is your age?

Q23. Your age	Number	Percent
18-34	61	15.2 %
35-44	64	15.9 %
45-54	72	17.9 %
55-64	89	22.1 %
65+	93	23.1 %
Not provided	23	5.7 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q23. What is your age? (without "not provided")**

Q23. Your age	Number	Percent
18-34	61	16.1 %
35-44	64	16.9 %
45-54	72	19.0 %
55-64	89	23.5 %
65+	93	24.5 %
Total	379	100.0 %

Q24. What is your gender?

Q24. Your gender	Number	Percent
Male	196	48.8 %
Female	203	50.5 %
Prefer not to answer	3	0.7 %
Total	402	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q24. What is your gender? (without "prefer not to answer")**

Q24. Your gender	Number	Percent
Male	196	49.1 %
Female	203	50.9 %
Total	399	100.0 %

Q25. Are you of Hispanic, Latino, or Spanish ancestry?

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	18	4.5 %
No	381	94.8 %
Not provided	3	0.7 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q25. Are you of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

Q25. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	18	4.5 %
No	381	95.5 %
Total	399	100.0 %

Q26. Which of the following best describes your race/ethnicity?

Q26. Your race/ethnicity	Number	Percent
Asian or Asian Indian	7	1.7 %
Black or African American	33	8.2 %
American Indian or Alaska Native	2	0.5 %
White	334	83.1 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	15	3.7 %
Total	392	

Q26-6. Self-describe your race/ethnicity:

Q26-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	9	60.0 %
Puerto Rican	2	13.3 %
Mixed	2	13.3 %
Multi-racial	1	6.7 %
Mexican	1	6.7 %
Total	15	100.0 %

Q27. Would you say your total annual household income is...

Q27. Your total annual household income	Number	Percent
Under \$35K	24	6.0 %
\$35K-\$59,999	58	14.4 %
\$60K-\$99,999	88	21.9 %
\$100K-\$199,999	98	24.4 %
\$200K+	30	7.5 %
Prefer not to say	104	25.9 %
Total	402	100.0 %

(WITHOUT "PREFER NOT TO SAY")**Q27. Would you say your total annual household income is... (without "prefer not to say")**

Q27. Your total annual household income	Number	Percent
Under \$35K	24	8.1 %
\$35K-\$59,999	58	19.5 %
\$60K-\$99,999	88	29.5 %
\$100K-\$199,999	98	32.9 %
\$200K+	30	10.1 %
Total	298	100.0 %

Q28. Which of the following best describes your home?

Q28. Which best describes your home	Number	Percent
Multifamily/apartment building	10	2.5 %
Duplex/triplex/quadplex	22	5.5 %
Single family	364	90.5 %
Rural residential	1	0.2 %
Not provided	5	1.2 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. Which of the following best describes your home? (without "not provided")**

Q28. Which best describes your home	Number	Percent
Multifamily/apartment building	10	2.5 %
Duplex/triplex/quadplex	22	5.5 %
Single family	364	91.7 %
Rural residential	1	0.3 %
Total	397	100.0 %

Q29. How many people reside in your household?

Q29. How many people reside in your household	Number	Percent
1 person	73	18.2 %
2 people	193	48.0 %
3 people	55	13.7 %
4 people	40	10.0 %
5 people	26	6.5 %
6+ people	4	1.0 %
Not provided	11	2.7 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. How many people reside in your household? (without "not provided")**

Q29. How many people reside in your household	Number	Percent
1 person	73	18.7 %
2 people	193	49.4 %
3 people	55	14.1 %
4 people	40	10.2 %
5 people	26	6.6 %
6+ people	4	1.0 %
Total	391	100.0 %

Q30. Do you own or rent?

Q30. Do you own or rent	Number	Percent
Own	375	93.3 %
Rent	21	5.2 %
Not provided	6	1.5 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q30. Do you own or rent? (without "not provided")**

Q30. Do you own or rent	Number	Percent
Own	375	94.7 %
Rent	21	5.3 %
Total	396	100.0 %

Q31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

Q31. How many years have you received services from Lee's Summit Water Utility Department	Number	Percent
Less than a year	3	0.7 %
1-2 years	19	4.7 %
3-5 years	47	11.7 %
6-10 years	52	12.9 %
11-15 years	30	7.5 %
15+ years	249	61.9 %
Not provided	2	0.5 %
Total	402	100.0 %

(WITHOUT "NOT PROVIDED")**Q31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department? (without "not provided")**

Q31. How many years have you received services
from Lee's Summit Water Utility Department

	Number	Percent
Less than a year	3	0.8 %
1-2 years	19	4.8 %
3-5 years	47	11.8 %
6-10 years	52	13.0 %
11-15 years	30	7.5 %
15+ years	249	62.3 %
Total	400	100.0 %

5

Open-Ended Responses

Open-Ended Ques. on Responses

Q1c—“Other”: If you initiated contact, what was the nature of your contact?

- 2 times, Water break on sprinkler system and a Water break on city road
- Adding wife to water account
- Change service to our name after purchasing home.
- Credit card fraud alert. Fixed promptly. Thank you. Water pressure down after work...no resolution
- Digging water lines
- help setting up acct.
- Helping the field person locate the meters on our end of the street.
- High water bill due to work done by the city
- I saw field rep re reading meter...said verifying it was read correctlyhigh usage and gave me some tablets to put in stools to watch for a leak
- Just inquiring about what they were doing.
- leak at meter
- lid ajar in yard
- METER READING
- Moved into new home
- Neighbor had water flowing (regularly) down the street curb into the storm drain and thought it should be checked. Not sure if it was as it's still ongoing.
- Neighborhood apartment complex using city drainage to shove their landscaping waste into
- New construction that needed the water meter housing lowered to match the grade of the lawn
- New hot water tank.
- Raise metal meter opening cover.
- Raising our meter cover in front yard
- Snow plow damaged a sprinkler head. I needed information on what the city's responsibility was.
- started service
- They were marking the lines as I was having a fence put in.
- Water shut off due to problem
- We couldn't locate our water meter

Q20—"Please provide any additional comments that you feel would be helpful."

- A important concern for water quality is to know the chemical analysis of herbicides, heavy metals & pesticides in drinking water. Is there any possible way to remove micro plastics that is now everywhere in the environment ?
- Compost should have been a selection on disposal of some items.
- Concerned about fluoride in our water. Although it helps with cavities, it is dangerous to consume and should not be added.
- Curious why plastic turns orange after sitting in plain water and why water in a bottle sprayer will grow algae?
- E bill would be nice.
- Expenses need to be controlled, cost to customers is way too high.
- Flushable wipes should be done away with
- Flushable wipes should not be labeled as flushable wipes, I'm aware of how much they mess up systems if flushed
- Food scraps if Dallas amount use garbage disposal
- For food scraps you should list proper compost bin because I compost my food scraps (eggshells, vegetable scraps, peels) but NOT meat scraps, cooked food.
- Frustrating that logging into the online payment portal and signing up for auto pay never works, and hasn't since we moved into this house almost 2 years ago. This has caused late payments and shut off notices because of the lack of a working online portal. Customer service is no help getting this resolved either.
- Generally satisfied, except for rates for irrigation systems need to be adjusted down and reduce rates for sewer charge.
- Get people to conserve water more. Neighbor waters all the time.
- Get rid of late fees. They are way more than necessary. Also, I had to go to jury duty on a civil case against the water department by a former employee. Get you shit together and settle your cases out of court. Don't waste my time.
- I don't put any food, grease, etc. down the sink, but my husband does constantly.
- I feel like there must be a huge minimum monthly charge, no matter how much water you use. We were gone for 3 months in a row & our monthly water bill was about \$5.00 a month less than it normally is when 2 adults are showering, washing dishes in the dishwasher, doing laundry, and flushing the toilet several times daily. Is there an answer to this question?
- I have asked the water utilities twice in the last 5 years to put a riser on our meter pit. It fills up with mud. Still no riser!
- I hope this survey helps!
- I just think the water bill should not be so high!
- I know compared to friends and coworkers that LS water and sewer charges are significantly less so that is greatly appreciated. I've never really had the need to interact with Water Utilities - which is a good thing. It means I have not had any issues or situations arise that would require their attention - so for that I'm thankful.
- I pay by phone.
- I would like to be able to water lawn without a sewage charge.

- I would like to know the phosphate levels in our water as even when they were in “normal range “ I had anaphylactic reactions in other cities water and would like to know Lee’s Summit water levels.
- I think the LS Water Dept does a really good job!
- I thought paying by check online was free but I got charged for paying by echeck
- I use the website to pay my bill but when I try to view my bill online it always says that it is unavailable. We also had a pipe break at our incoming line 2 years ago and had a 600.00ish bill with no assistance.
- I never look at my bill statement, the website, or any other resource unless my bill is higher than average since I have automatic payment set up. I believe that using bills to communicate information is becoming a thing of the past. Maybe a quarterly newspaper would be a good way to distribute information and resources. Less frequent than monthly and would get my attention because it’s from the city but isn’t a bill.
- I would like to see a level payment plan so we can budget our monthly payments throughout the year. The spring & summer bills are so high and would prefer to pay for them through the winter.
- Irritating that when watering my garden and lawn by hand it adds greatly to my bill for the sewer. Social Security raises don’t keep up with water department raises.
- Is there a problem with the sewers backing up when it rains a lot in the housing in Downtown Lees Summit?
- It seems strange that our water bill is now higher than our gas.
- It would be nice if Lee’s Summit had softer water.
- It's my understanding that too many people are flushing "flushable" wipes. These are not flushable and do cause issues in my line of work, as I work in the facilities management field. More education for the community could aid in this issue. Explanation of what flushing wipes can cause could be a good beneficial.
- Love it when Lee Summit water hands out water at events downtown.
- More time to pay bill and able to Make automatic payment
- More transparency through public outreach. This survey made me realize I don't know anything about the water I drink or where it comes from or what's in it.
- Need recycling on going for electronics
- Need to address poor water pressure issues.
- Need to create a storm water tax so we can upgrade our infrastructure that is outdated and at the end of its life.
- No flushable material should be put in any toilet.
- Our food scraps go into a garden compost pile for disposal. We feel that customers who have lawn irrigation systems be given a discount on sewer charges during the summer months or the Utility provide FREE of charge back flow testing for customers with lawn irrigation systems.
- Pay by phone system is horrible
- Provide more transparency around the required yearly backflow tests. How has it benefited the residents doing this yearly when no changes have been made in their system? Seems like a hassle when benefits are not seen or shared in water quality.
- Provide some public education re wipes and feminine hygiene items are NOT flushable, even though they are packaged as flushable.

- Services are over priced.
- The bill has been much higher than the past.
- The current online payment system does not allow you to view itemized water usage or view usage history. Other utilities like energy and spire let you look at current usage, and historical data. It would be nice to have these tools added to the online account or portal.
- The staff should realize they are a service, not just a bill collector. The attitude when I call has always been defensive, or actually like they are bothered by having to answer a call. The field guys are much more service minded.
- The water has too much sediment in it thus having to clean faucet aerators several times a year and the amount of sediment in water heater is outrageous. Sediment in water causes unnecessary repairs and not good for the human body. The underground fittings approved by city engineers are not meant to be used for underground, thus causing very expensive replacement costs when they fail. Pay an extra \$60 for a fitting rated for underground and save thousands in the future. City should pay to replace these fittings.
- There is a chemical in water that gives me indigestion asap. Independent water does not do that. Maybe explore buying it from Independence?
- Vegetable and fruit scraps used for composting in flower beds. No option avail to select.
- Very satisfied overall, but water does not taste as good as it did a few years ago.
- Water better than previous home in Arkansas.
- We compost most food scraps
- We had our water pressure checked and it is 159, that is over double the amount that it should be. That high of pressure is dangerous to all the fittings in our house and we were told that the charge to put a pressure regulator on our water line would be close to 500 dollars. I always thought your company had control of the pressure of the water that goes in to our houses.
- We have found personnel always very helpful.
- We have very hard water coming from our faucets. We have had 3 companies come out to test and all have tested our water as a hardness level 8. I would like LS Water to try to soften the water being used so customers don't have to spend thousands of dollars on water treatment.
- We no longer water our lawn in Raintree subdivision because it pushes us into the top tier water charge and our monthly bill exceeds \$400! We live on the lake but the RLPOA won't allow us to draw from the lake to water our lawn, which would drain back into the lake. We need a better solution that doesn't cost so much. It wasn't this expensive before COVID. It seems all of the utilities used COVID as an excuse to gouge customers.
- Why a 21 day billing cycle?
- Why has my bill gone up over 20% in recent months? I've checked for leaks and there are none and I haven't changed my usage habits.
- Would appreciate not having a service fee added when paying my water bill over the phone.
- Would like testing results in water content (fluoride, other contents) at various dates and places published on the site and easy to read.
- Would like to know which portions of Lee's Summit receive Kansas City water, and is there a difference in water hardness across Lee's Summit.
- Would like to pay our bill with a credit card, without a fee.
- You need to take over PWSD#13, they are very expensive.

6 Survey Instrument



LEE'S SUMMIT

MISSOURI

April 2023

Dear Lee's Summit Resident:

The Lee's Summit Water Utilities Department is committed to serving its customers responsibly and efficiently for the safety and health of our community. To fulfill this commitment, we would appreciate your input by participating in the attached survey regarding your satisfaction with our water and sewer services.

Since only a limited number of households are selected at random to receive this survey, your participation is very important to ensure the needs of the customers in your area are well represented.

Your responses will remain completely confidential. You will notice that your address has been printed on the last page of the enclosed survey. This information will only be used to identify the area of the City where you reside. Your individual responses to the survey will not be released.

We greatly appreciate your time. We realize that this survey takes about 10 minutes to complete, but every question is important.

Please return your completed survey using the enclosed postage-paid envelope addressed to;

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you would prefer to take this survey online please visit LSWaterSurvey.org.

If you have any questions, please contact Ryan Murray, Assistant Director of Community Research, ETC Institute at 913-254-4598 or at Ryan.Murray@etcinstitute.com.

Thank you again for taking the time to help make our community a better place to live.

Mark Schaufler
Director of Water Utilities

3. Have you had an UNPLANNED disruption to water service that was caused by a MAIN BREAK?
[This excludes having service turned off for non-payment.]

___(1) Yes *[Answer Q3a-c.]* ___(2) No *[Skip to Q4.]* ___(9) Don't know *[Skip to Q4.]*

3a. Please rate your satisfaction with the following statement: "The Water Utilities Department restored my water service in a reasonable amount of time."

___(5) Very satisfied ___(3) Neutral ___(1) Very dissatisfied
 ___(4) Satisfied ___(2) Dissatisfied

3b. How long was your public water service disrupted?

___(1) 4 hours or less ___(2) 5-11 hours ___(3) 12 hours or more

3c. How satisfied were you with the Water Utilities Department's efforts to inform you about the disruption to your service?

___(5) Very satisfied ___(3) Neutral ___(1) Very dissatisfied
 ___(4) Satisfied ___(2) Dissatisfied

4. Do you think tap water in Lee's Summit is safe to drink? ___(1) Yes ___(2) No

5. Which ONE of the following best describes the way you drink water? *[Check only ONE.]*

___(1) I only drink bottled water ___(5) I only drink tap water
 ___(2) I mostly drink bottled water ___(6) I rarely drink water
 ___(3) I drink tap and bottled water equally ___(7) I only drink filtered water
 ___(4) I mostly drink tap water

6. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

___(1) Yes ___(2) No ___(3) Not applicable

7. Considering the following utilities, please rank your satisfaction in terms of value.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
1.	Gas	5	4	3	2	1	9
2.	Water	5	4	3	2	1	9
3.	Sewer	5	4	3	2	1	9
4.	Telephone	5	4	3	2	1	9
5.	Internet	5	4	3	2	1	9
6.	Electricity	5	4	3	2	1	9

8. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are...

___(1) About the same ___(2) Less expensive ___(3) More expensive ___(9) Don't know

9. Please rate your satisfaction with the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Your water pressure	5	4	3	2	1	9
02.	Safety of your drinking water	5	4	3	2	1	9
03.	Taste of your drinking water	5	4	3	2	1	9
04.	Smell of your drinking water	5	4	3	2	1	9
05.	Clarity of your drinking water	5	4	3	2	1	9
06.	Reliability of water service	5	4	3	2	1	9
07.	Reliability of your sanitary sewer service	5	4	3	2	1	9
08.	Water service charges	5	4	3	2	1	9
09.	Sanitary sewer service charges	5	4	3	2	1	9
10.	The ease of understanding your water and/or sanitary sewer bill	5	4	3	2	1	9
11.	The water usage information provided on your bill	5	4	3	2	1	9
12.	The accuracy of the water and/or sanitary sewer bill	5	4	3	2	1	9
13.	The number of days (21) you're given to pay your bill	5	4	3	2	1	9
14.	The variety of bill payment options available (in person, by mail, bank draft, online, and phone system)	5	4	3	2	1	9
15.	Is the information that you are provided about water and sewer services easily accessible	5	4	3	2	1	9
16.	Information provided by the Water Utility Department website	5	4	3	2	1	9
17.	The appearance and maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	5	4	3	2	1	9
18.	Ease of using the payment portal service	5	4	3	2	1	9
19.	Ease of using the phone payment service	5	4	3	2	1	9
20.	How well the Water Utility plans for the future water and sanitary sewer needs of the City of Lee's Summit	5	4	3	2	1	9
21.	How well the Water Utility maintains the water and sanitary sewer system	5	4	3	2	1	9
22.	Overall, I am satisfied with the services provided by Lee's Summit Water Utility	5	4	3	2	1	9

10. Which FOUR of the items in Question 9 do you think should receive the MOST EMPHASIS over the next two years? [Write-in your answers below using the numbers from the list in Question 9, excluding item 22, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

11. The Water Utilities Department is exploring options for developing a utility assistance fund. One option that has been explored is a "rounding up" program. This program would give interested customers the option to round up their utility bill and the additional amount will be donated to a utility assistance fund to assist residents in Lee's Summit that may be experiencing financial hardship. How supportive would you be of this type of program?

____(5) Very supportive ____ (3) Not sure ____ (1) Not at all supportive
 ____ (4) Supportive ____ (2) Not supportive

11a. How willing would you be to personally participate in this "rounding up" program designed to assist residents in Lee's Summit by rounding up your utility bill payment?

____(5) Very willing ____ (3) Not sure ____ (1) Not at all willing
 ____ (4) Willing ____ (2) Not willing

12. How would you prefer to pay your Water Utilities Department bill? [Check all that apply.]

- (01) By mail
- (02) By phone
- (03) Website
- (04) By text message
- (05) With a mobile app
- (06) Direct Payment (ACH)
- (07) In person
- (08) E-check
- (09) Apple Pay
- (10) Cashapp
- (11) Venmo
- (12) Other: _____

13. Are you aware that Water Utilities offers electronic billing?

- (1) Yes, I receive my bill electronically
- (2) Yes, but I choose not to get an electronic bill
- (3) No, and I don't want to receive an electronic bill
- (4) No, but I would like to receive an electronic bill

14. Are you aware of private, third-party warranty programs available to customers that provide repairs to leaks and breaks of a covered water line, or repairs to leaks, clogs and blockages of a covered sewer line caused by normal wear and tear?

- (1) Yes
- (2) No

15. The Water Utilities Department releases the "Consumer Confidence Report" in June of each year on the City's website, which provides valuable information about our water quality. Have you ever reviewed this report?

- (1) Yes
- (2) No
- (3) Not aware of the report

16. The following terms and phrases could be used to describe the Lee's Summit Water Utilities Department. For each term or phrase, please rate your level of agreement with how well the item describes the Lee's Summit Water Utilities Department on a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

Term or Phrase	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Efficient	5	4	3	2	1	9
2. Trustworthy	5	4	3	2	1	9
3. Involved in the community	5	4	3	2	1	9
4. Fiscally responsible	5	4	3	2	1	9
5. Beneficial to the local economy	5	4	3	2	1	9

17. Please CHECK ALL the methods of communication below that you would prefer to use to receive non-emergency information regarding Lee's Summit Water Utilities.

- (1) Water/Sewer bill insert/message
- (2) The City of Lee's Summit website
- (3) Email
- (4) Newspaper, TV, or radio advertisements
- (5) City publications
- (6) Text message
- (7) Social media (Facebook, Twitter, Nextdoor)
- (8) Other: _____

18. Please CHECK ALL the methods of communication below that you would prefer to receive emergency information in reference to The Water Utilities Department.

- (1) Call Water Utility customer service
- (2) Automated phone calls to customers
- (3) The City of Lee's Summit website
- (4) Social Media (Facebook, Twitter, Nextdoor)
- (5) Door hanger placed on your front door

19. Please select what you believe are the proper methods for disposing of the following materials.

How should you dispose of the following?	Trash	Wash down sink	Flush down toilet	Take to drop off location or event	Don't know
1. Expired or unused medication	4	3	2	1	9
2. Cooking grease	4	3	2	1	9
3. Food scraps	4	3	2	1	9
4. Baby wipes	4	3	2	1	9
5. Paper towels	4	3	2	1	9
6. Facial tissue	4	3	2	1	9
7. Flushable wipes	4	3	2	1	9

20. Please provide any additional comments that you feel would be helpful.

21. Decisions at the Water Utilities Department are considered by a citizen-based, water advisory committee. Would you like to be considered to serve on this committee?

___(1) Yes [Answer Q21a.] ___(2) No [Skip to Q22.]

21a. Please provide the following information.

Name: _____ Phone Number: _____

22. Have you had ANY interaction with the complimentary Water Bar available for public use at Downtown Lee's Summit festivals and events?

___(1) Yes ___(2) No

Demographics

23. What is your age? _____ years

24. Gender: ___(1) Male ___(2) Female ___(3) Prefer not to answer

25. Are you of Hispanic, Latino, or Spanish ancestry? ___(1) Yes ___(2) No

26. Which of the following best describes your race/ethnicity? [Check all that apply.]

___(01) Asian or Asian Indian ___(04) White
 ___(02) Black or African American ___(05) Native Hawaiian or other Pacific Islander
 ___(03) American Indian or Alaska Native ___(99) Other: _____

27. Would you say your total annual household income is...

___(1) Under \$35,000 ___(3) \$60,000 - \$99,999 ___(5) \$200,000 or more
 ___(2) \$35,000 - \$59,999 ___(4) \$100,000 - \$199,999 ___(6) Prefer not to say

28. Which of the following best describes your home?

___(1) Multifamily/Apartment building ___(3) Single family
 ___(2) Duplex/Triplex/Quadplex ___(4) Rural residential

29. How many people reside in your household?

___(1) 1 person ___(3) 3 people ___(5) 5 people
 ___(2) 2 people ___(4) 4 people ___(6) 6+ people

30. Do you own or rent? ___(1) Own ___(2) Rent

31. Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

___(1) Less than a year ___(3) 3-5 years ___(5) 11-15 years
 ___(2) 1-2 years ___(4) 6-10 years ___(6) More than 15 years

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061